



Camera and Microphone settings for browsers - Google Chrome for Desktop or Laptop

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To have a call with your provider or patient on an internet browser, you need to make sure the right microphone and camera are chosen and accessible.

IMPORTANT:

- **Make sure no other applications are using the camera or microphone at the same time. Restarting the browser or device might also help**
- **Make sure you are using the most recent version of the browser. [Click here to check for browser updates.](#)**
- These settings and troubleshooting will work, given that the microphone and camera are working properly.
- When you enter a waiting room for the first time, you will be asked to give permission to access your camera & mic for use during a call. This step is mandatory for most browser applications to protect your privacy. Please be sure to select **Allow** when prompted.
- We highly recommend using Google Chrome for the best quality. (**Note:** For iPad or iPhone users, please use Safari, since calling via Chrome is not supported).

[I'm using Chrome on a mobile device](#)

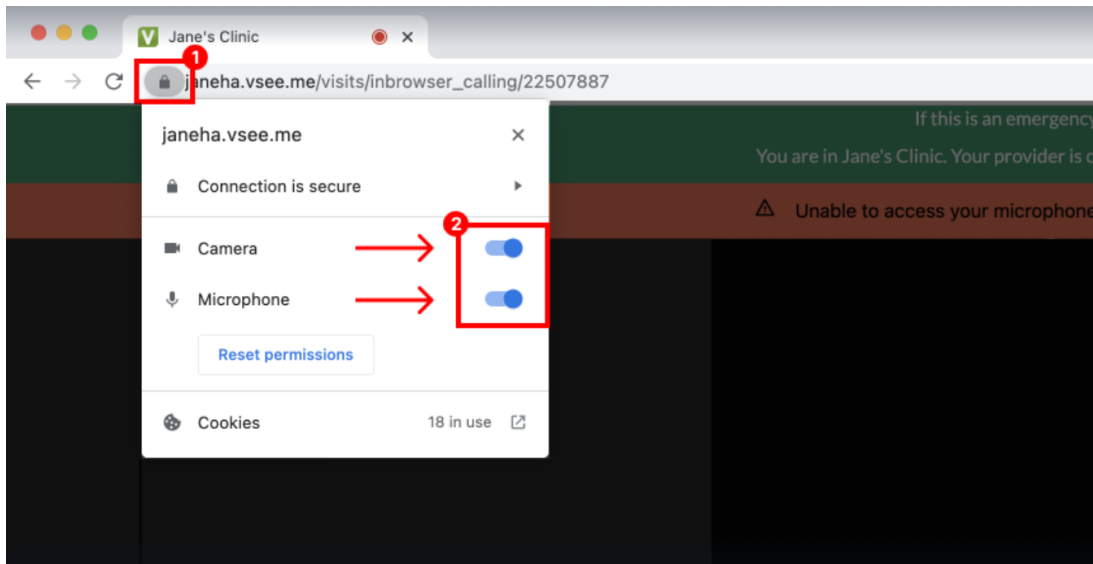
Other browsers:

[Safari](#)

[Microsoft Edge](#)

How to Allow Camera and Microphone in Google Chrome

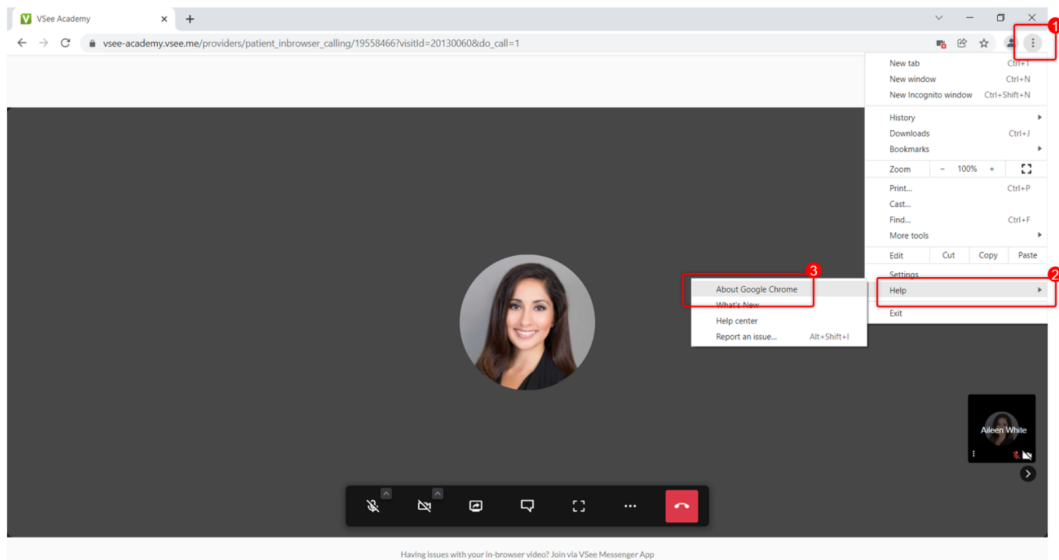
1. On your browser call tab, select the **lock icon** located on the left side of your address/search bar.
2. When the menu appears, make sure the toggle is blue for **Camera** and **Microphone** options, this will ALLOW access to those devices.



When done, press **Ctrl + R (Windows)** or **Command + R (macOS)** or click the **Reload** button to refresh the browser tab.

Check for Google Chrome Updates

1. In the upper right-hand corner of Chrome, click on the **ellipsis (3 vertical dots)**.
2. Select **Help**.
3. Click on **About Google Chrome**.



Google Chrome will check for updates and install them automatically. Click **Restart** to apply any updates that were installed.

Note: If you see a **Set Up Automatic Updates for All Users** button, it is highly recommended you select this option, as it will keep Google Chrome up-to-date in the future.

If you do not have Google Chrome installed, go to: <https://www.google.com/chrome/>

to download the newest available version for your system.

[View instructions for other browsers/devices](#)

If you have any questions, please contact our [support team](#).

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Tags

browser

camera

Chrome

desktop

google chrome

microphone