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

Jay-Ileen (Ai) - 2024-03-12 - VSee Clinic for Patients

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

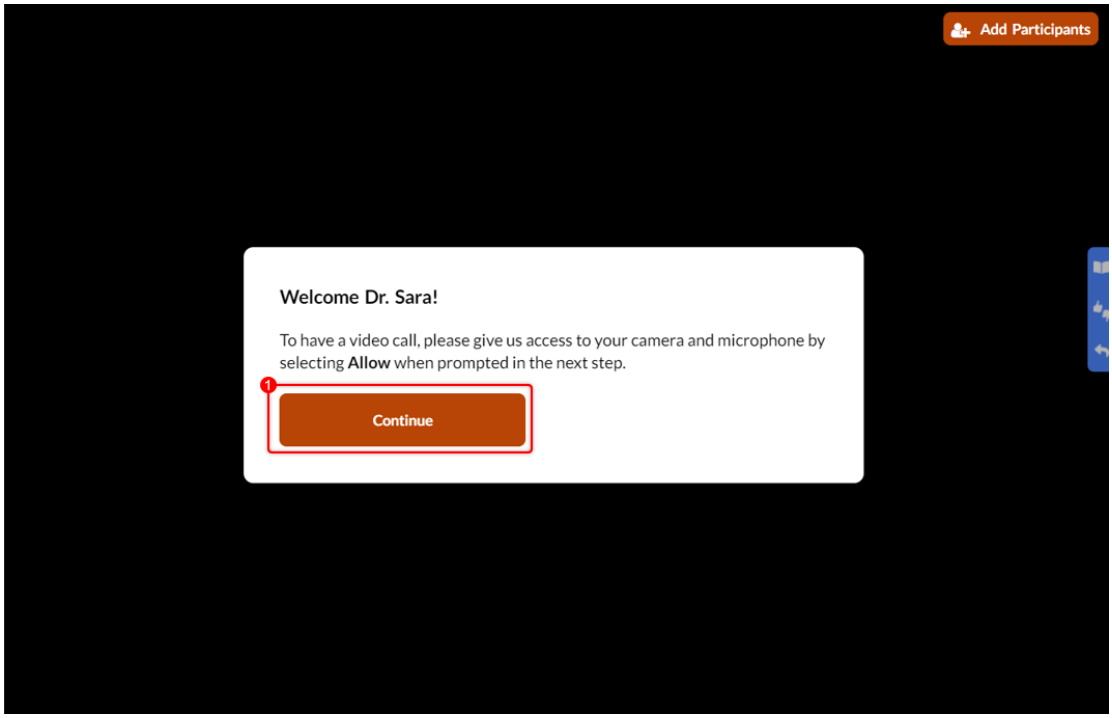
Other browsers:

Safari

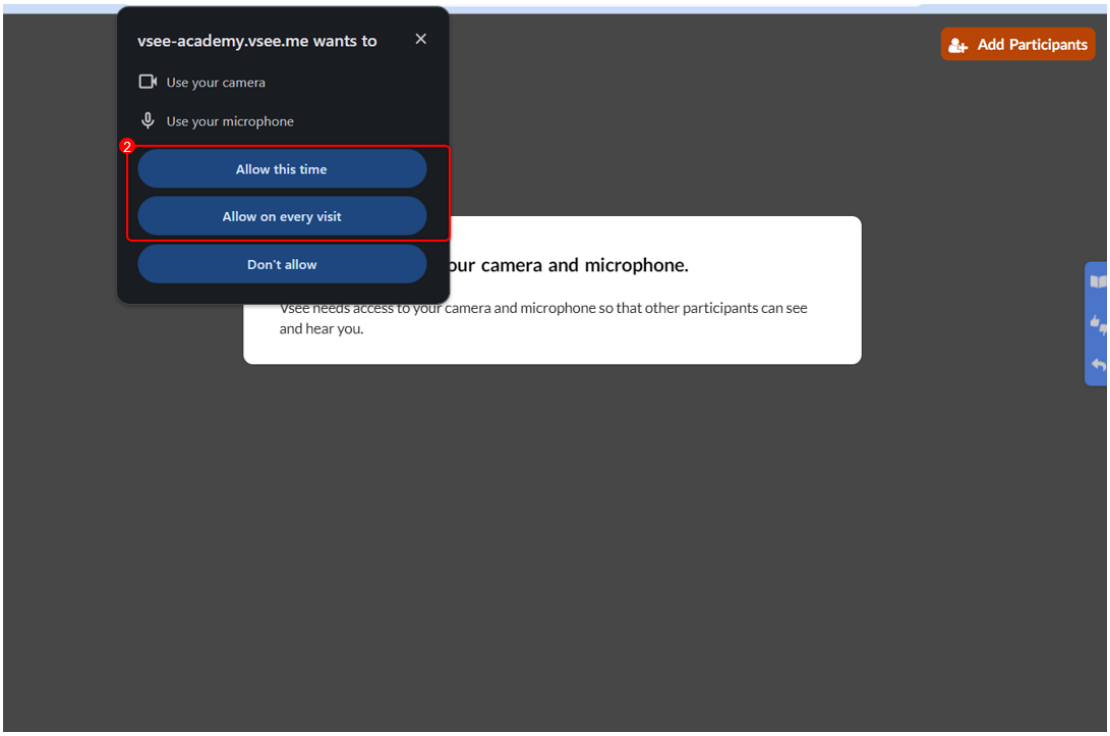
Microsoft Edge

How to Allow Camera and Microphone in Google Chrome

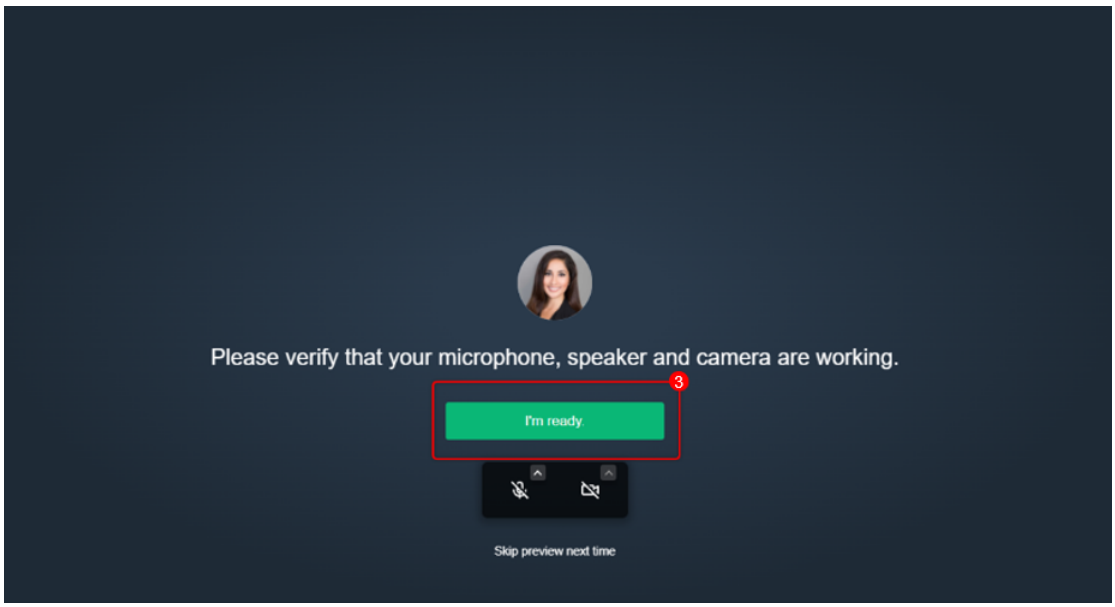
1. Click on **Continue**.



2. Click on **Allow this time** or **Allow on every visit** to give permission to your camera and microphone.

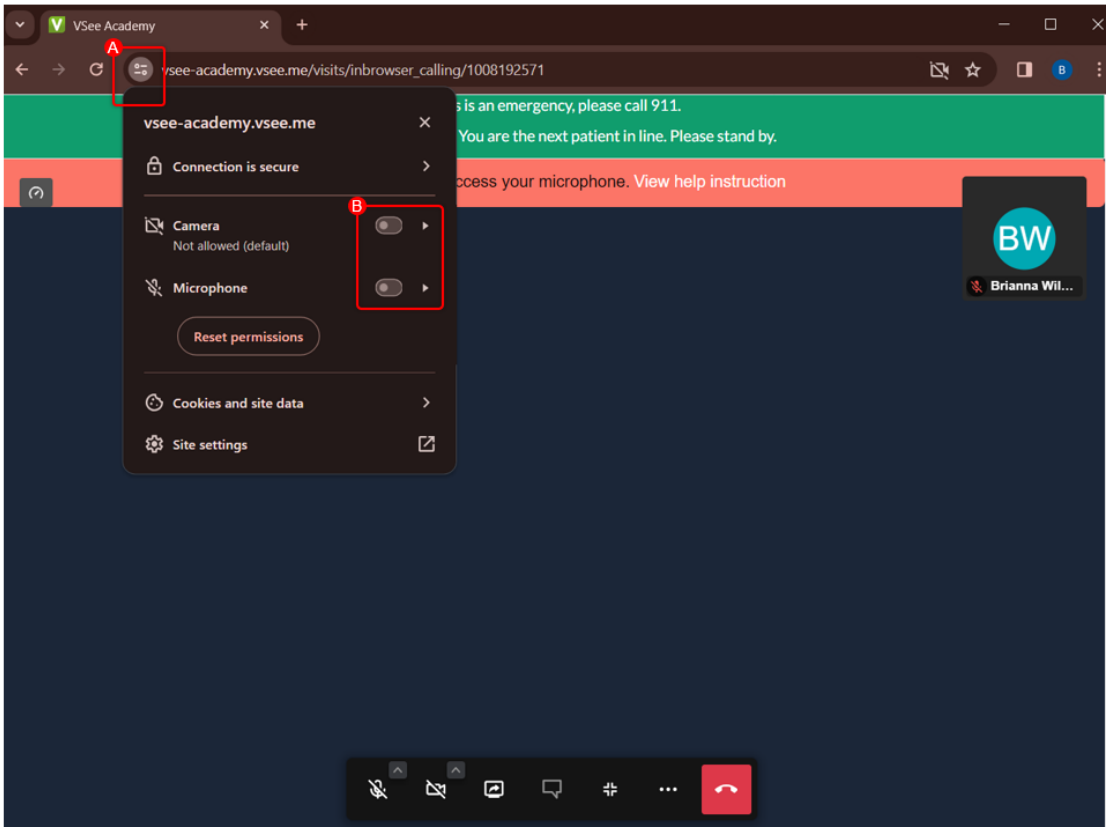


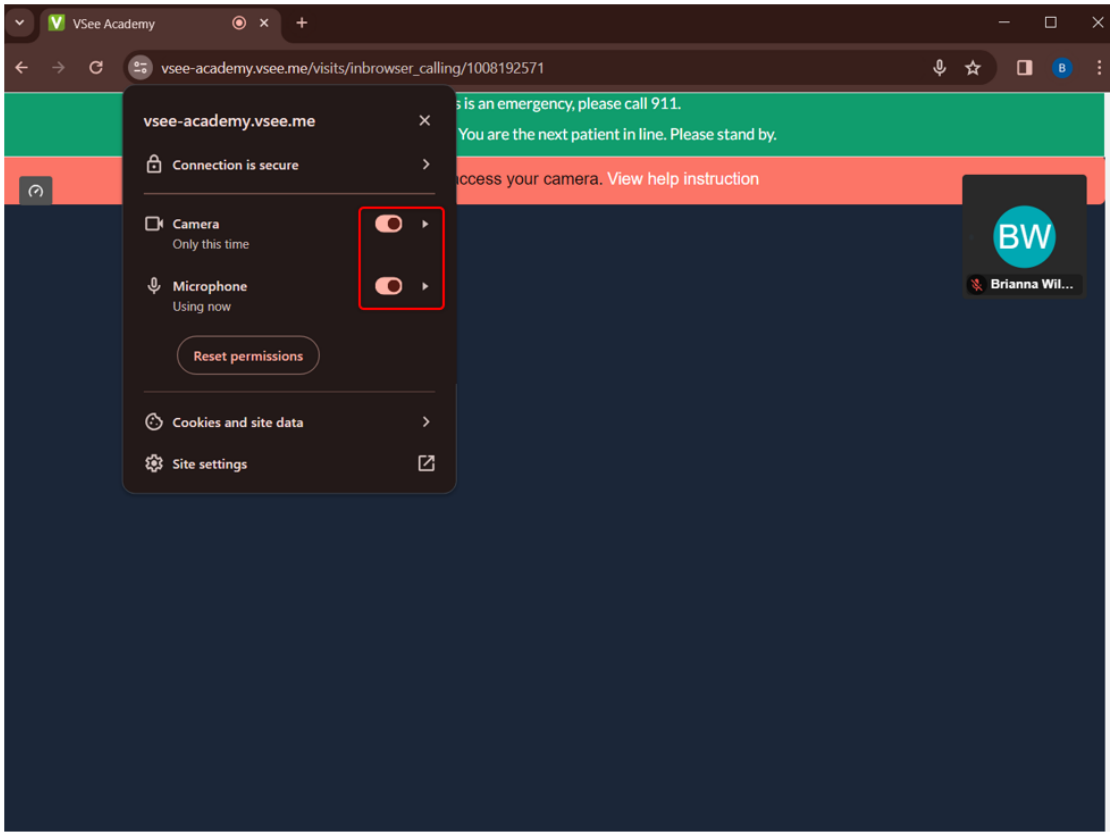
3. Click on **Join Now**.



A. If you see an error informing you that VSee is unable to access your camera or microphone, click on the **Site Information icon**, located on the left side of your address/search bar.

B. When the menu appears, confirm that the **Camera** and **Microphone** are switched to Allowed. Toggle them ON by clicking on the sliders, switching them from left to right.





Note: You may need to Unmute your microphone & camera for them to work.

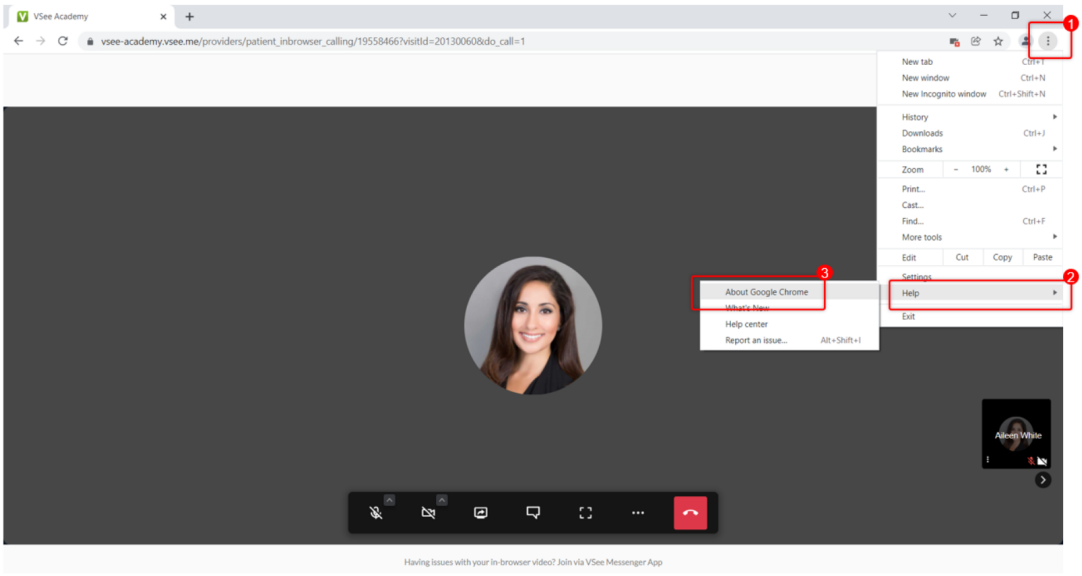
When done, press **Ctrl** + **R (Windows)** or **Command** + **R (macOS)** or click the **Reload** button to refresh the browser tab.

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.

Last updated on: 29 June 2022

- Tags
- browser
- camera
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- desktop
- google chrome
- microphone