VSeehealth

Knowledgebase > VSee Clinic for Patients > Camera and Microphone settings for browsers - Safari (Desktop and Laptop)

Camera and Microphone settings for browsers - Safari (Desktop and Laptop)

Jay-Ileen (Ai) - 2023-07-17 - VSee Clinic for Patients

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

IMPORTANT:

- Make sure no other applications are using the microphone and camera at the same time. Restarting the browser or device might also help.
- Make sure you are using the most recent version of the browser. <u>Click here to check for browser updates.</u>
- These settings and troubleshooting will work, given that the microphone and camera are working properly.
- 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 Safari on a mobile device (iPhone/iPad)

How to Allow Camera and Microphone in Safari on a macOS device (Macbook and iMac)

- 1. Click the **Safari** tab on your top left menu.
- 2. Select Settings for <Your Clinic URL>.

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3. When the new popup opens, make sure to set **Allow** for both Camera and Microphone.

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| | Camera: | Allow 3 | |
| | Microphone: | Allow | |
| | Screen Sharing: | Ask | |
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Make sure your microphone & camera are Unmuted. Then tap "**I'm Ready.**" button to enter the call.

Note: you may need to restart Safari & re-enter the waiting room again.

Cam/Mic still not working? Try the steps below:

- 1. Click the Safari tab on your top left menu
- 2. Click **Preferences** a new window will open.
- 3. Click Websites (Earth icon).
- 4. Select **Camera** and **Microphone** tabs from the left column.
- 5. Make sure that Vsee is set to **Allow** for both Camera and Microphone.

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Close the Preferences window & go back to your browser call tab. Make sure your microphone & camera are Unmuted. Then tap "**I'm Ready.**" button to enter the call.

Note: You may need to restart Safari & re-enter the waiting room again.

Minimum version for in-browser calling on Safari browser is version 14.

Check for Safari updates

MacOS (Desktop)

1. Safari is updated as part of your regular Mac OS X updates. To check for any updates not yet installed, click on the **Apple icon**.

- 2. Select **About This Mac**.
- 3. Click on **Software Update** button.

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View instructions for other browsers/devices

If you have any questions, please contact our support team.

Last updated on: 30 June 2022

| Tags | |
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| browser | |
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| Safari | |