

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

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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.** [Click here to check for browser updates.](#)
- 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>**.



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



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.



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.



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

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

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Tags

browser

camera

microphone

Safari