

Knowledgebase > VSee Clinic for Patients > Camera and Microphone settings for browsers - Safari on a mobile device (iPhone/iPad)

# Camera and Microphone settings for browsers - Safari on a mobile device (iPhone/iPad)

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

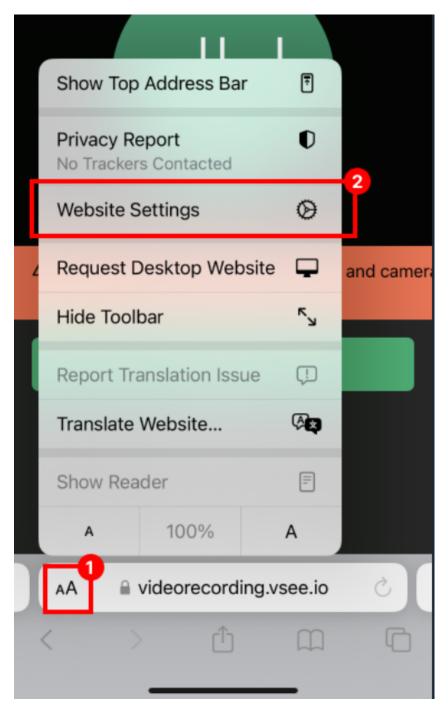
To have a call with your provider or patient on an internet browser, you need to make sure the right microphone and camera are chosen and accessible.

#### **IMPORTANT:**

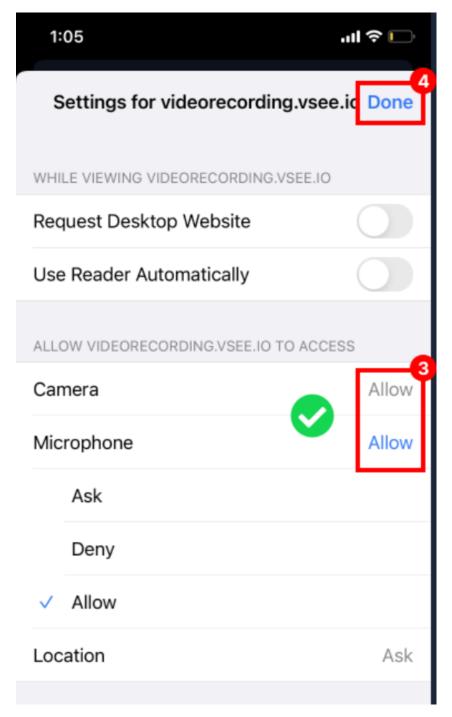
- Make sure no other applications are using the camera or microphone at the same time. Restarting the browser or device might also help
- Make sure you are using the most recent version of the browser. <u>Click</u> <u>here to check for browser updates.</u>
- These settings and troubleshooting will work, 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.
- For iPad or iPhone users, please use **Safari**, since calling via Chrome is not supported.

### **How to Allow Camera and Microphone**

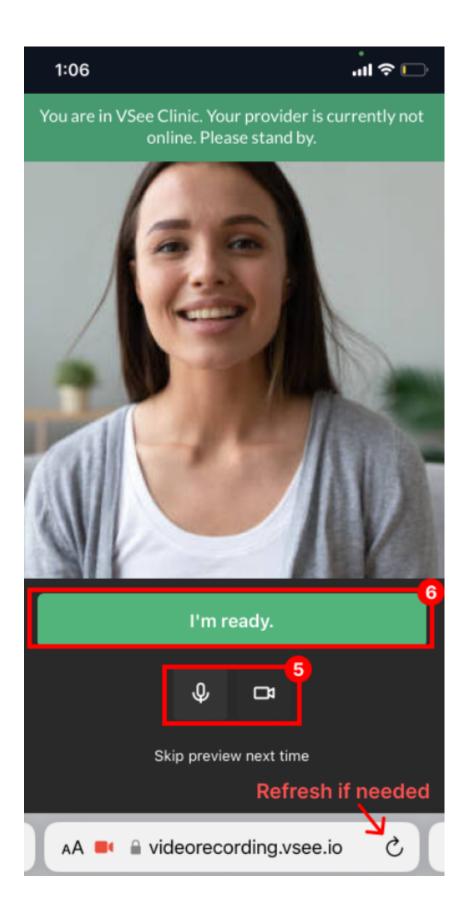
- 1. On your browser call tab, tap on the **AA** icon at the bottom left.
- 2. When the popup menu appears, select **Website Settings.**



- 3. When the settings window opens, ensure your Camera & Microphone are both set to **Allow**.
- 4. Select **Done** to save the new settings.



- 5. Unmute your mic and camera. *Note: If still not working, you may need to reload the page & re-enter the waiting room again.*
- 6. Once your mic and camera are working, tap I'm Ready. button to enter the call.



## **Check for Safari updates**

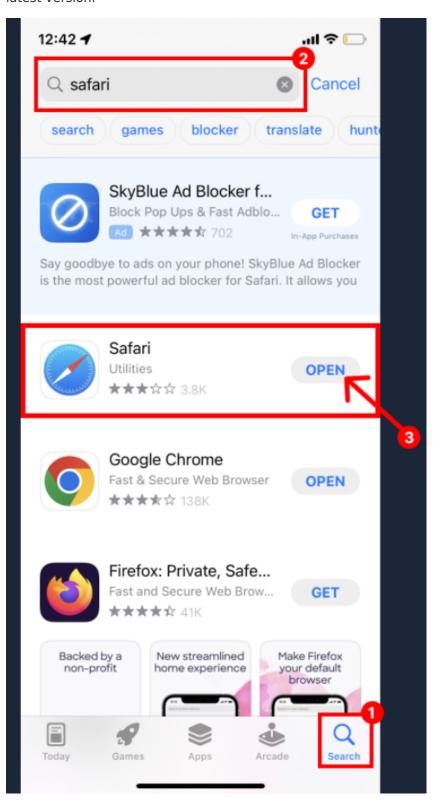
iPhone/iPad:

1. Safari is updated as part of your regular iOS updates. To check for any updates not

yet installed, open the **App Store** app from your device. Select **Search.** 

- 2. Search for "Safari" app.
- 3. If the main button in the Safari tab is "**Open**", it means your app is already up-to-date and ready to use.

If the button says "**Update**", you need to tap on the **Update** button to update to the latest version.



#### View instructions for other browsers/devices

Last updated on: 29 June 2022

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

Tags
browser
camera
ipad
iphone
microphone
Safari