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

Jay-Ileen (Ai) - 2023-07-18 - 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.

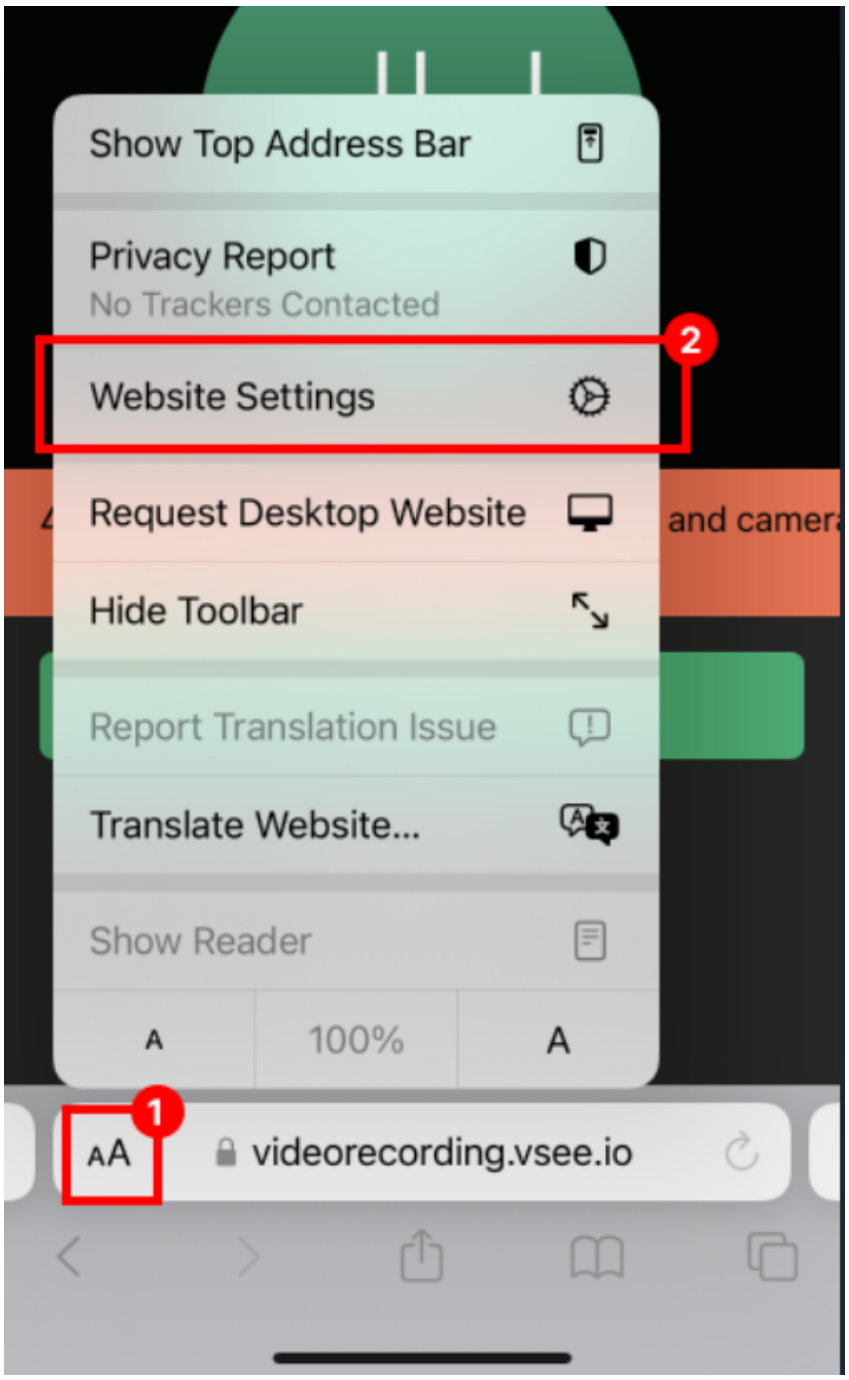
**IMPORTANT:**

- **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.
- For iPad or iPhone users, please use **Safari**, since calling via Chrome is not supported.

## How to Allow Camera and Microphone

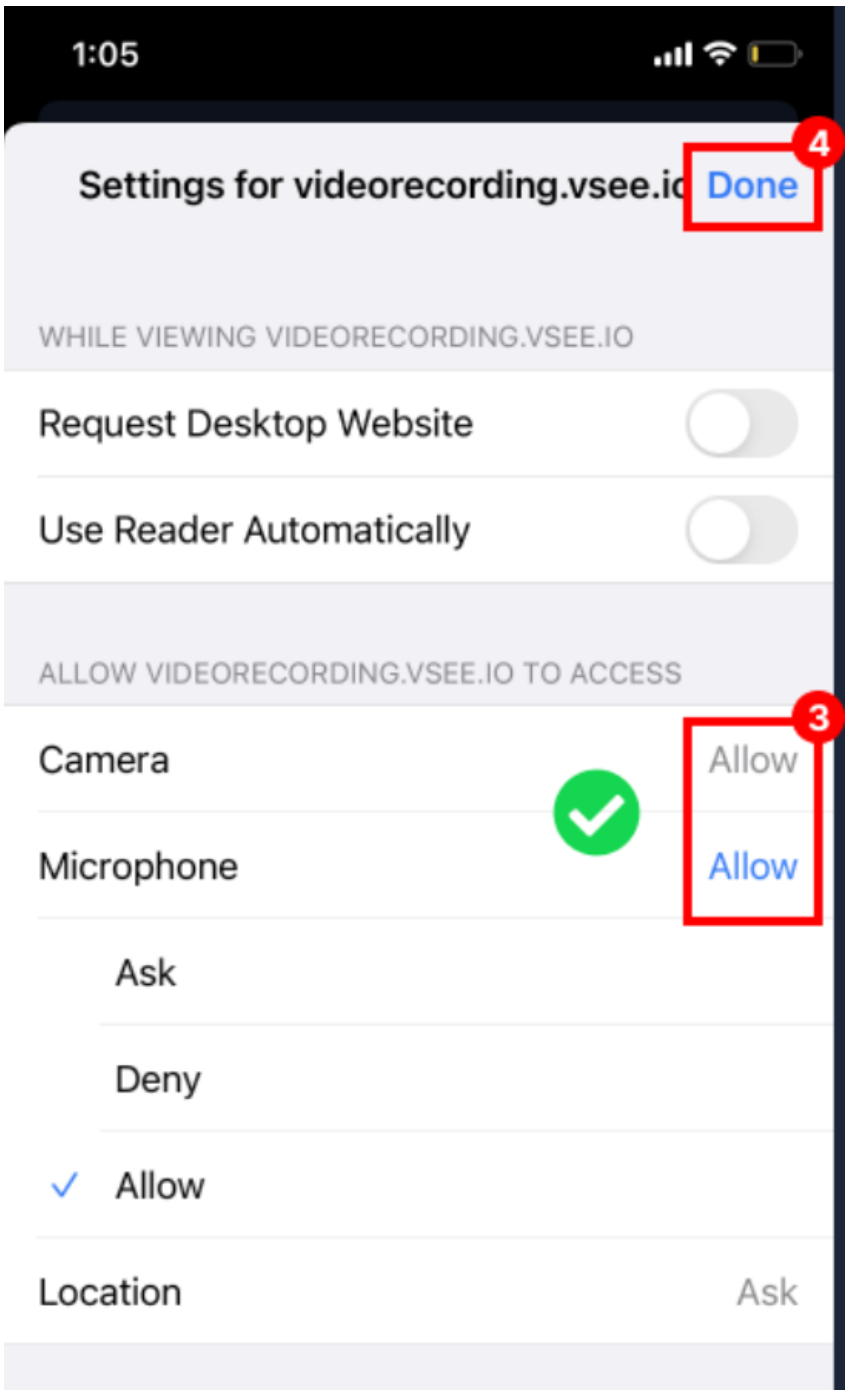
1. On your browser call tab, tap on the **AA** icon at the bottom left.

2. When the popup menu appears, select **Website Settings.**



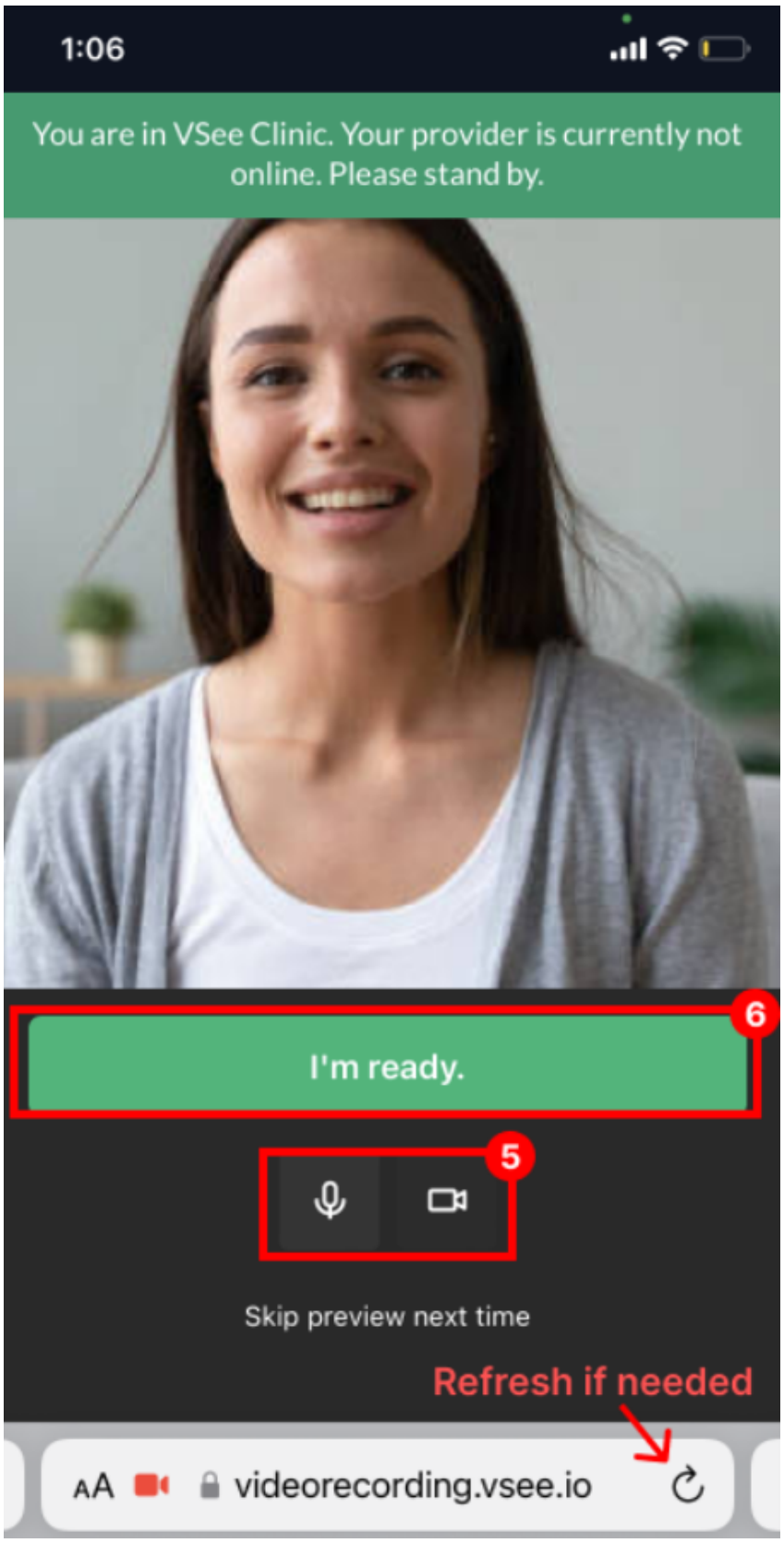

3. When the settings window opens, ensure your Camera & Microphone are both set to **Allow**.

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

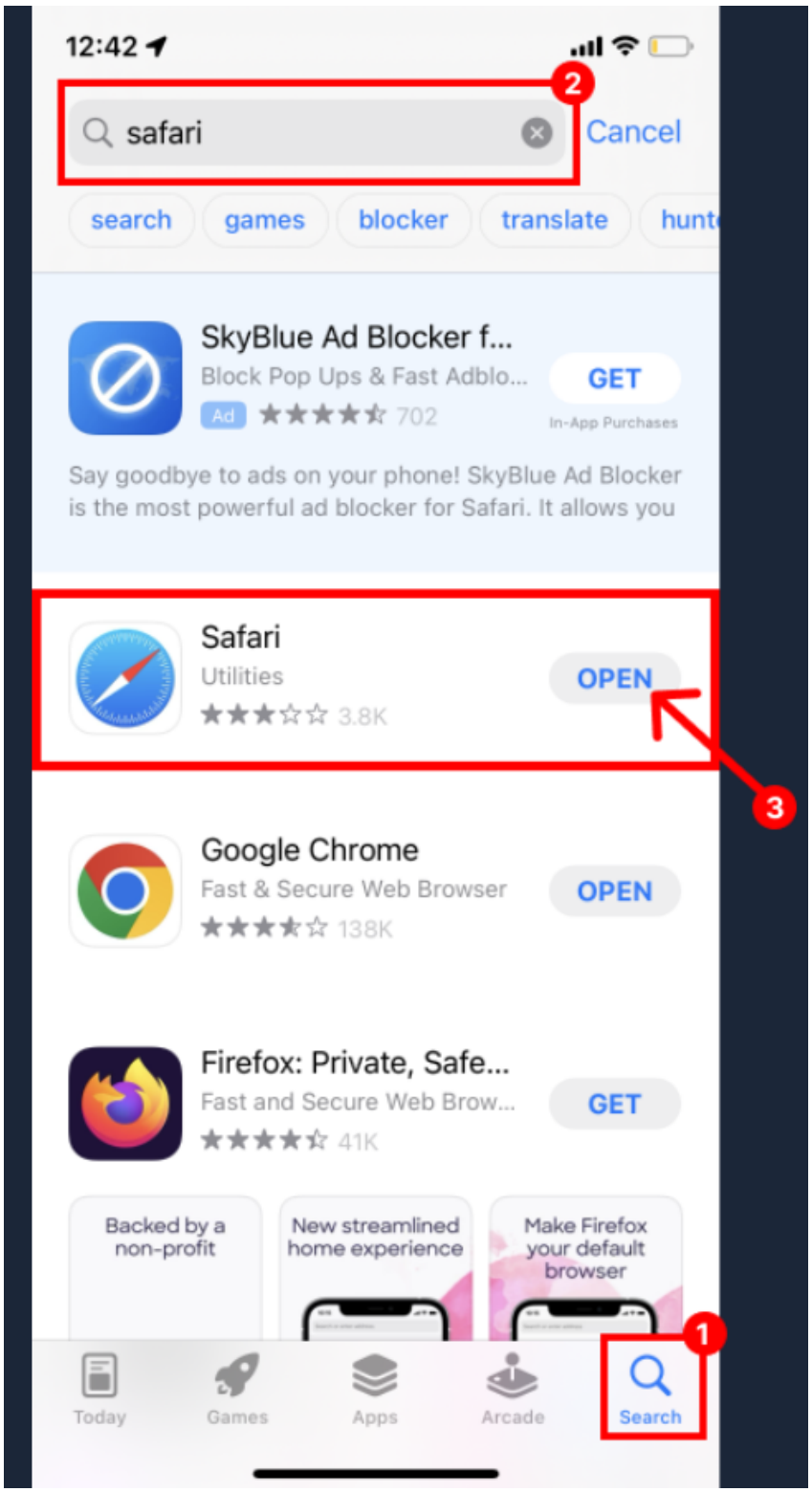
iPhone/iPad:

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]

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

Last updated on: 29 June 2022

- Tags
- browser
- camera
- ipad
- iphone
- microphone
- Safari