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My Microphone or Camera Isn't Working

Nina - 2026-07-09 - [Troubleshooting](#)

Before You Start

Try these quick checks first — they solve most microphone and camera problems:

- **Say yes to "Allow"** — When your browser asks for camera and microphone access, always click **Allow**. If you accidentally clicked "Block," follow the steps below.
- **Close other apps** — Zoom, Teams, FaceTime, or any other app using your camera/mic can interfere. Close them first.
- **Check your headphones/Bluetooth** — If you're not using a headset, make sure no Bluetooth devices are connected. Sometimes your computer routes audio to a headset that isn't nearby, causing "no sound" issues.
- **Reload the page** — After changing any settings, refresh the browser page and re-enter the waiting room.

Pick Your Device

Jump to the section that matches what you're using:

- [iPhone or iPad \(Safari\)](#)
- [Android Phone or Tablet \(Chrome\)](#)
- [Windows Computer \(Chrome or Edge\)](#)
- [Mac Computer \(Chrome or Safari\)](#)

iPhone or iPad (Safari)

⚠ ***iPhone and iPad users must use Safari. Chrome does not support video calls on Apple devices.***

Allow camera and microphone in Safari (iPhone/iPad)

1. While on the VSee call page in Safari, tap the **AA** icon at the bottom-left of the screen.
2. Tap **Website Settings**.
3. Make sure both **Camera** and **Microphone** are set to **Allow**.
4. Tap **Done**.
5. Refresh the page and re-enter the waiting room.

Still not working? Check your iPhone/iPad Settings

1. Go to your phone's **Settings** app.
2. Scroll down and tap **Safari**.

3. Under *Settings for Websites*, tap **Camera** → set to **Allow**.
4. Go back and tap **Microphone** → set to **Allow**.
5. Return to Safari and reload the VSee page.

Android Phone or Tablet (Chrome)

Allow camera and microphone in Chrome (Android)

1. In Chrome, tap the **lock icon** or **camera icon** in the address bar at the top.
2. Tap **Permissions** or **Site Settings**.
3. Make sure **Camera** and **Microphone** are both set to **Allow**.
4. Reload the page and re-enter the waiting room.

Still not working? Check your Android Settings

1. Open your phone's **Settings** app.
2. Tap **Apps** → find and tap **Chrome**.
3. Tap **Permissions**.
4. Set both **Camera** and **Microphone** to **Allow**.
5. Return to Chrome and reload the VSee page.

□ **Tip:** Make sure Bluetooth is off if you're not using a Bluetooth headset. It sometimes redirects your audio.

Windows Computer (Chrome or Edge)

□ **Recommended browser:** Google Chrome. Microsoft Edge also works.

Allow camera and microphone in Chrome (Windows)

1. Look for a **camera icon** or **lock icon** on the left side of the address bar at the top.
2. Click it, then make sure Camera and Microphone are set to **Allow**.
3. If they're set to "Block," click the **X** next to "Block" to reset, then reload the page.

If that doesn't work — check Windows Sound Settings

1. Right-click the **speaker icon** in the bottom-right corner of your screen.
2. Click **Sound Settings** (or **Open Sound Settings**).
3. Under *Input*, make sure your microphone is selected and not showing as "disabled."
4. If your microphone shows as disabled, right-click it and choose **Enable**.

Check that Chrome has permission in Windows

1. Click the **Windows Start button** → **Settings** (the gear icon).
2. Go to **Privacy** → **Microphone**.
3. Make sure "Allow apps to access your microphone" is turned **On**.
4. Scroll down and make sure **Google Chrome** is also turned on.

5. Do the same for **Camera**.

Mac Computer (Chrome or Safari)

Allow camera and microphone in Chrome (Mac)

1. Click the **lock icon** or **camera icon** on the left of the address bar.
2. Make sure Camera and Microphone are both set to **Allow**.
3. Reload the page and re-enter the waiting room.

Allow camera and microphone in Safari (Mac)

1. From the top menu, click **Safari** → **Settings for This Website** (or **Preferences**).
2. Set Camera and Microphone to **Allow**.
3. Reload the page.

Check Mac System Settings

1. Click the **Apple menu** () → **System Settings** (or System Preferences on older Macs).
2. Click **Privacy & Security** → **Microphone**.
3. Make sure your browser (Chrome or Safari) is turned **on**.
4. Do the same for **Camera**.

Still Having Issues?

Try these additional steps regardless of your device:

1. **Restart your browser** — close it completely and reopen.
2. **Restart your device** — turn it off, wait 10 seconds, turn it back on.
3. **Try a different browser** — if Chrome isn't working, try Safari or Edge.
4. **Run the Device Test** — before your appointment, go to the VSee waiting room page and click **Test Device** to check your camera and microphone.

Need More Help?

If you've tried all the steps above and your camera or microphone still isn't working, please contact VSee Support — we're happy to help!

☐ Contact VSee Support: help.vsee.com/new-ticket