

Unable to access microphone/webcam

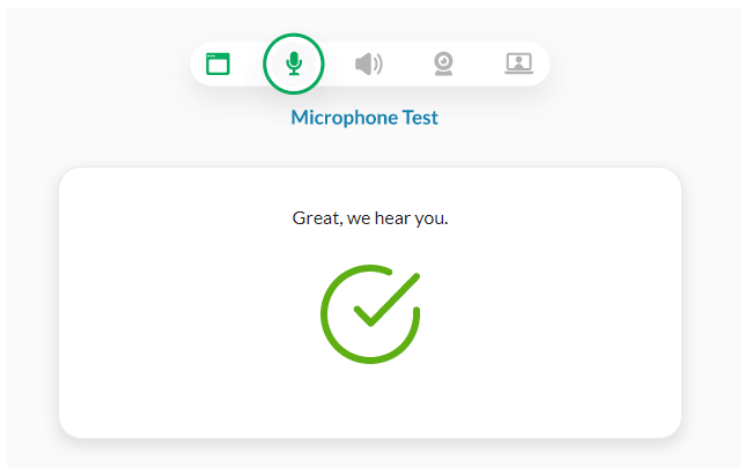
Demi - 2021-08-19 - In-Browser Calling

Unable to access your microphone/webcam? Below are steps you can take to resolve this issue.

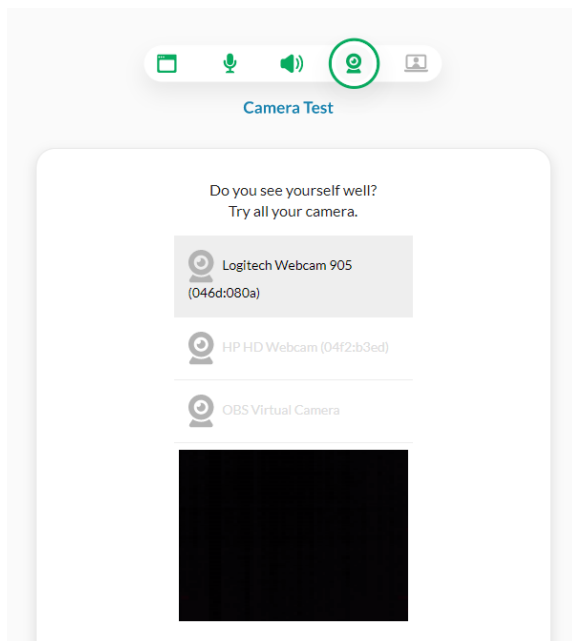
1. Check to make sure you have a working microphone/webcam

Use the VSee Clinic AV self-check to test your device: https://clinic.vsee.me/test_computer

To confirm if the microphone is working, you should see the below image.



To confirm if the camera is working, your image should be showing in the black box shown below.



2. Restart your browser

Sometimes your web browser (e.g. Chrome, Edge, Safari) will have an issue connecting to your microphone/webcam device, and restarting the browser will resolve the issue.

3. Restart your device

Sometimes another application might be “using” or blocking access to your microphone/webcam. Make sure to completely close any other applications that might be using the camera (e.g. Skype, Zoom, etc.). You may also need to restart your device to solve the issue.