Unable to access microphone/webcam

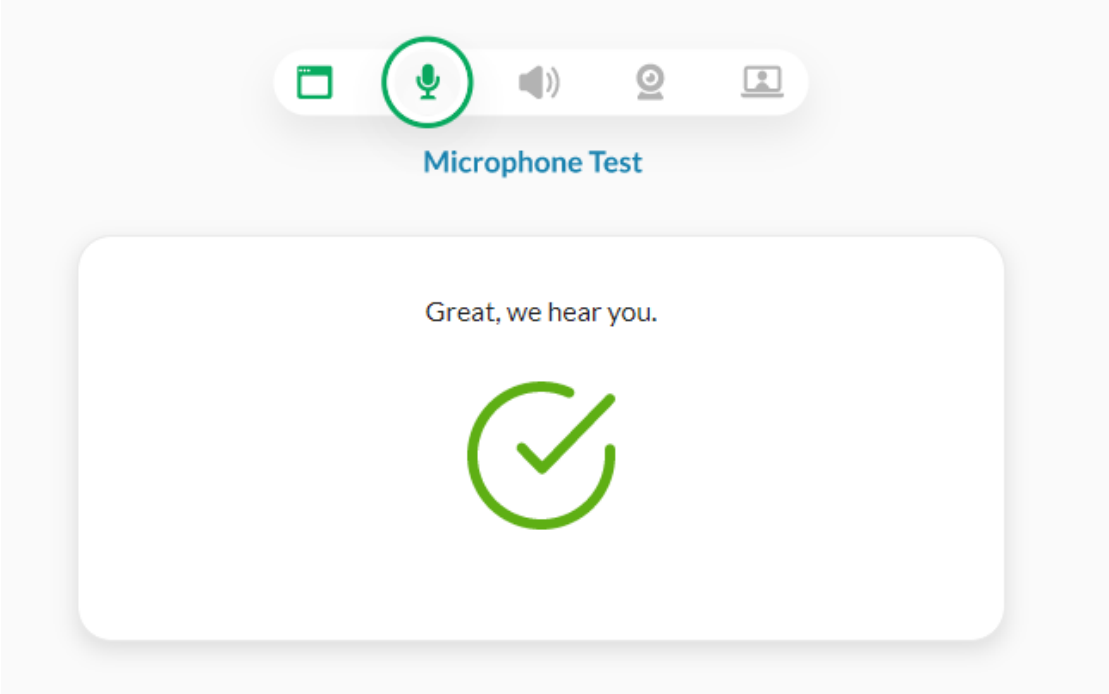
Jay-Ileen (Ai) - 2024-03-08 - VSee Clinic for Providers

VSEE CLINIC A/V SELF-CHECK

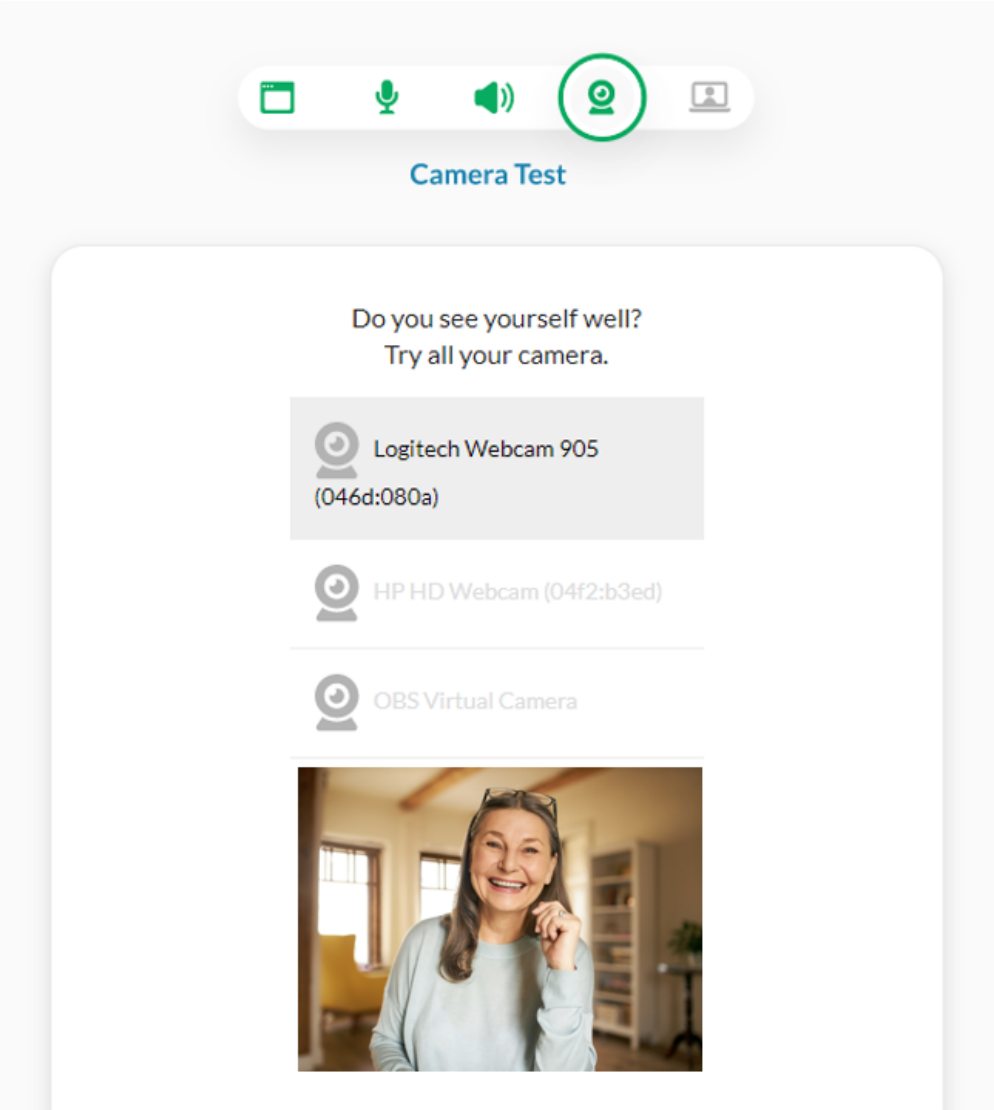
Go to: VSee Clinic Portal

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.



OTHER OPTIONS

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.

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.

Check your Webcam Shutters

You may also check your webcam shutters/sliders which might be physically covering

the cameras.

If the problem persists, please contact us here.

This article was last updated on: 4 Feb 2022

- Tags
- camera
- microphone
- test device