

## Unable to access microphone/webcam

Jay-Ileen (Ai) - 2022-02-04 - VSee Clinic for Providers

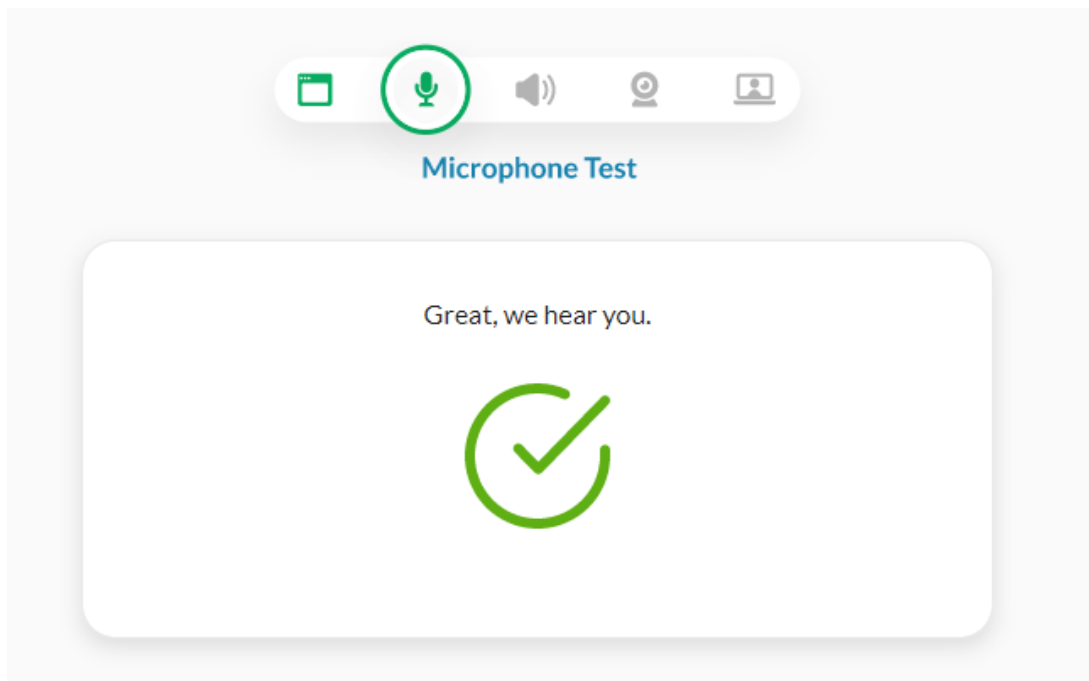
### **VSEE CLINIC A/V SELF-CHECK**

#### **Go to: VSee Clinic Portal**

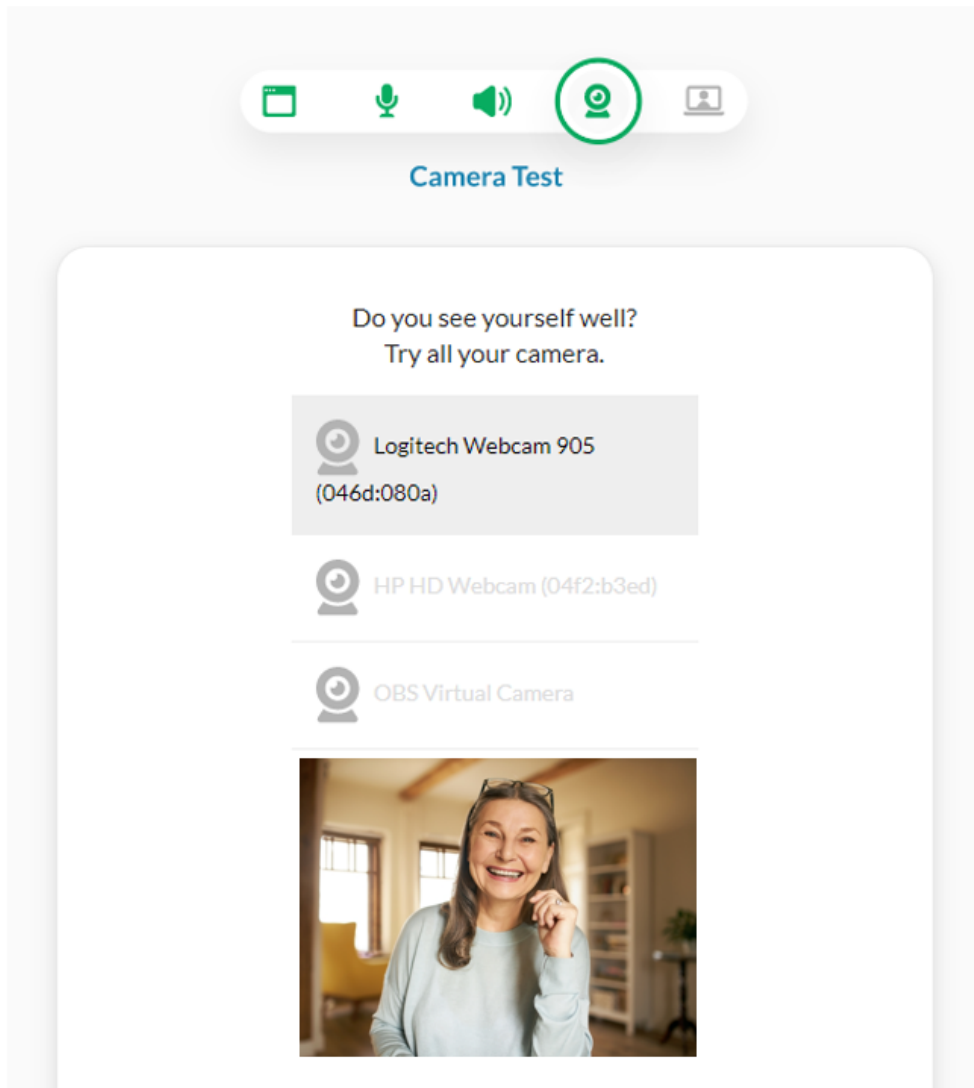
Use the VSee Clinic AV self-check to test your device:

[https://clinic.vsee.me/test\\_computer](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