

# Video: Troubleshooting camera and microphone access

Follow the steps in this guide if you're having trouble joining a video call. Usually all it takes is selecting the *Allow* option when your web browser prompts for access to the camera and microphone.

## Check you're using a compatible web browser

The following web browsers are supported for making video calls:

- **iPhone/iPad:** Safari
- **Android:** Chrome or Firefox
- **Windows:** Chrome, Firefox, or Edge (latest version (<https://www.microsoft.com/en-us/edge>) only)
- **Mac:** Safari, Chrome, or Firefox

## Check your camera and/or microphone is working

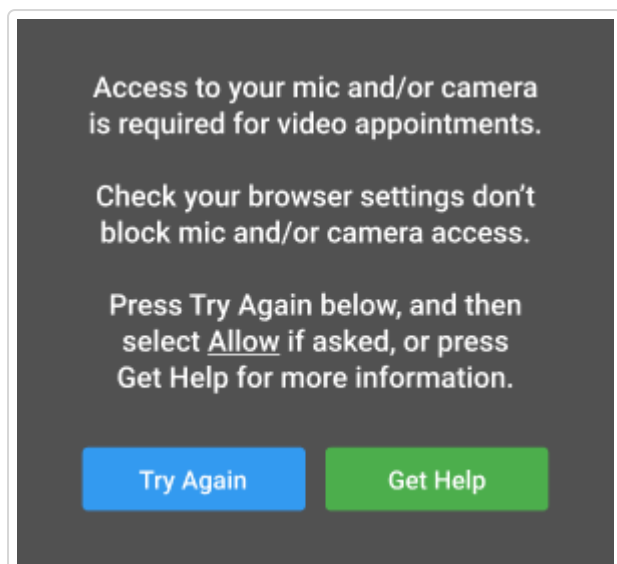
We recommend using a smartphone as all have a microphone, while most have a front-facing camera.

If you're using a laptop with a built-in webcam or a computer with a USB webcam, try checking your webcam works by opening the Camera application which should come pre-installed on your computer.

## Check your web browser has access to the camera and/or microphone

When accessing video calls for the first time, your web browser should ask you if you wish to allow access to the camera and microphone.

If we detect there's no access to your camera and/or microphone, you'll see a message similar to the below:



### Steps to try:

1. Try refreshing the page to see if the web browser prompts you for access to the camera and microphone.

If you're prompted for access, choose *Allow*.

Otherwise, continue to step 2.

2. Check if your web browser is blocking access to the camera and microphone and if so, unblock access.

The steps depend on which web browser you're using:

#### a. iPhone/iPad

Safari - open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.

#### b. Android

Chrome - click here (<https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DAndroid&hl=en>) to view guide

Firefox - click here ([https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w\\_using-your-android-deviceaos-settings-menu-to-change-camera-and-microphone-permissions](https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w_using-your-android-deviceaos-settings-menu-to-change-camera-and-microphone-permissions)) to view guide

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#### c. Windows

Chrome - click here (<https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0>) to view guide

Firefox - click here ([https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w\\_using-firefoxaos-address-bar-to-clear-camera-or-microphone-permissions-for-a-site](https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w_using-firefoxaos-address-bar-to-clear-camera-or-microphone-permissions-for-a-site)) to view guide

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Edge (latest version) - press the *three dots* in the upper right and choose *Settings*, press *Site*

*permissions* on the left, followed by *Camera* and *Microphone* on the right. Ensure camera and microphone access isn't blocked for this website.

d. **Mac**

Safari - click here (<https://support.apple.com/en-gb/guide/safari/ibrwe2159f50/mac>) to view guide

Chrome - click here ([https://support.google.com/chrome/answer/2693767?](https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0)

[co=GENIE.Platform%3DDesktop&hl=en&oco=0](https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0)) to view guide

Firefox - click here ([https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w\\_using-firefoxas-address-bar-to-clear-camera-or-microphone-permissions-for-a-site](https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w_using-firefoxas-address-bar-to-clear-camera-or-microphone-permissions-for-a-site)) to view guide

Did this answer your question? 😊 ☹️

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