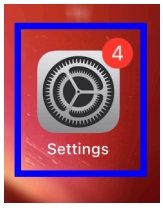
Device Permissions

In the event your customer receives an alert letting them know their camera and or microphone settings are denied please instruct them to follow the steps below depending on their device to allow permissions. Follow the same directions if your phone's default browser is Chrome.

iOS Permissions

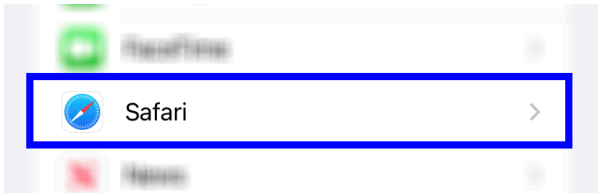
iOS Mic / Camera

Step 1: Open the **Settings** app on your phone's home screen.

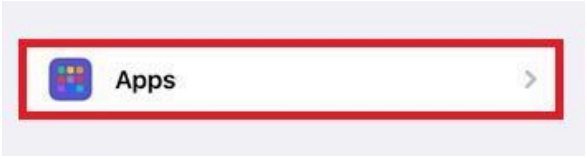


Step 2: Scroll down until you see **Safari or Apps** depending on your iOS version.

iOS 17 and older

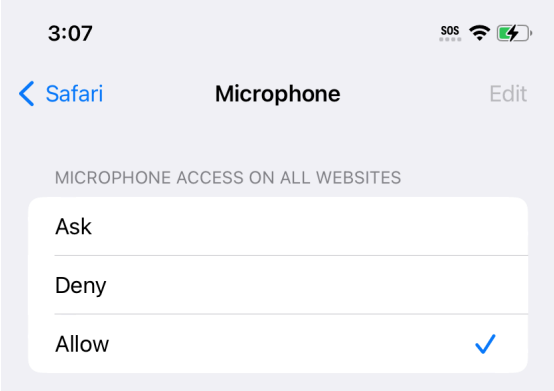


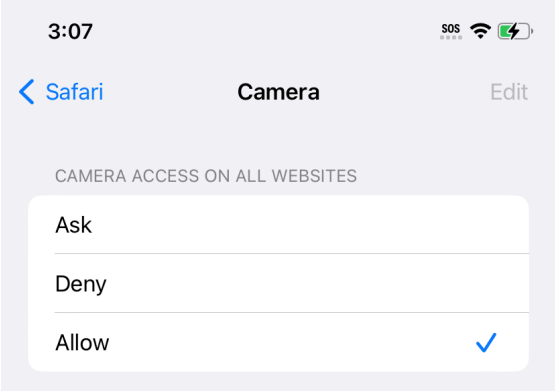
iOS 18 and up



Step 3: Next, select **Microphone and/or Camera** depending on which permission is not working

Step 4: Select the **Allow** option for both Microphone and Camera

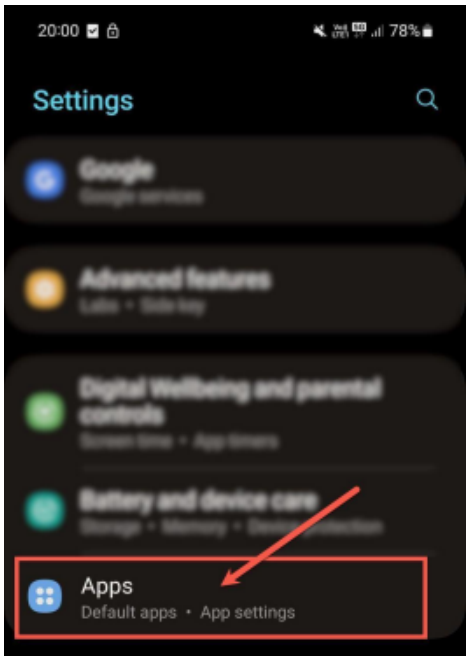




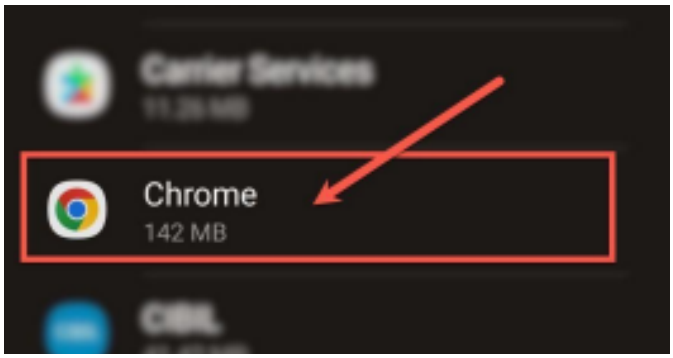
Android Permissions

Android Mic / Camera

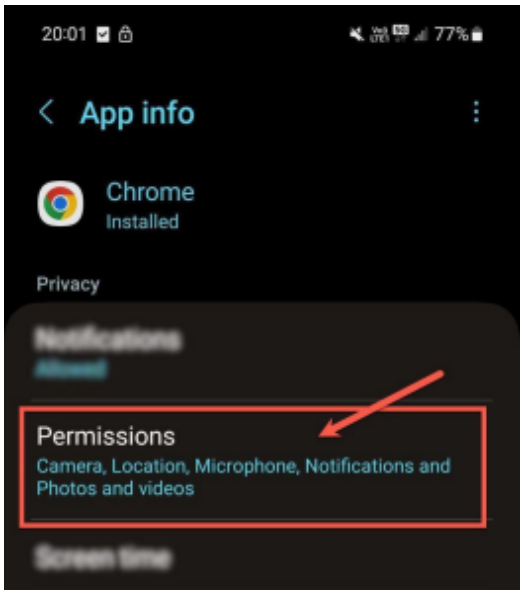
Step 1: Open the **Settings** app on your phone and go to **Apps** or **Apps and notifications**.



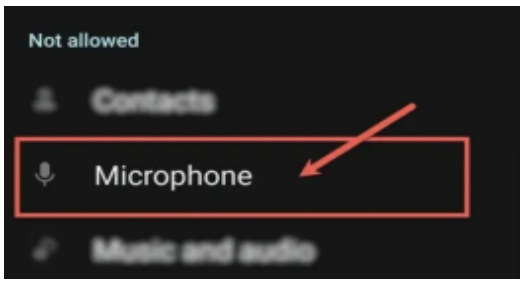
Step 2: Scroll down to locate **Chrome** on the app list.

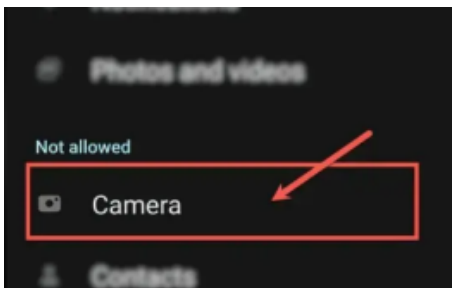


Step 3: Next, go to **Permissions**. Here, you'll find a list of permissions for Chrome.

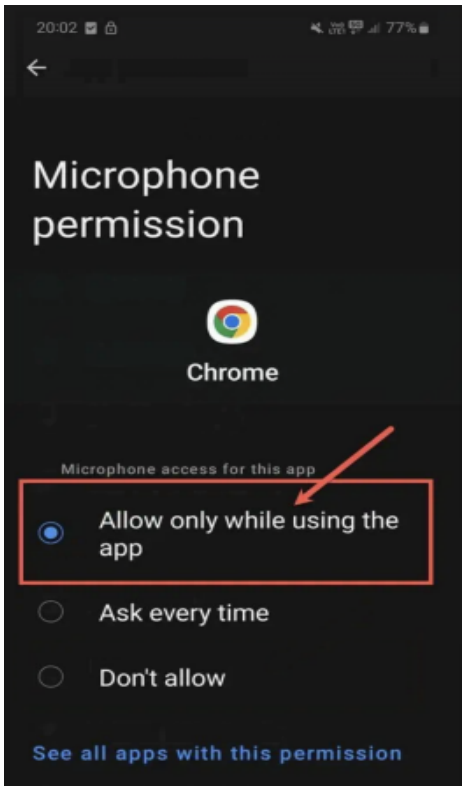


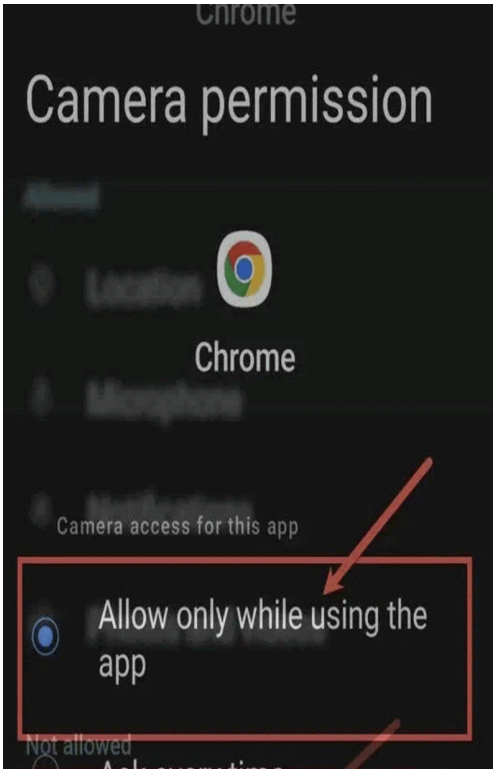
Step 3: Tap on the **Microphone or Camera** option and select **Allow only while using the app**.





LiveSwitch


20:02
77%
Microphone permission
Chrome
Microphone access for this app
Allow only while using the app
Ask every time
Don't allow
See all apps with this permission


Chrome
Camera permission
Chrome
Camera access for this app
Allow only while using the app
Not allowed