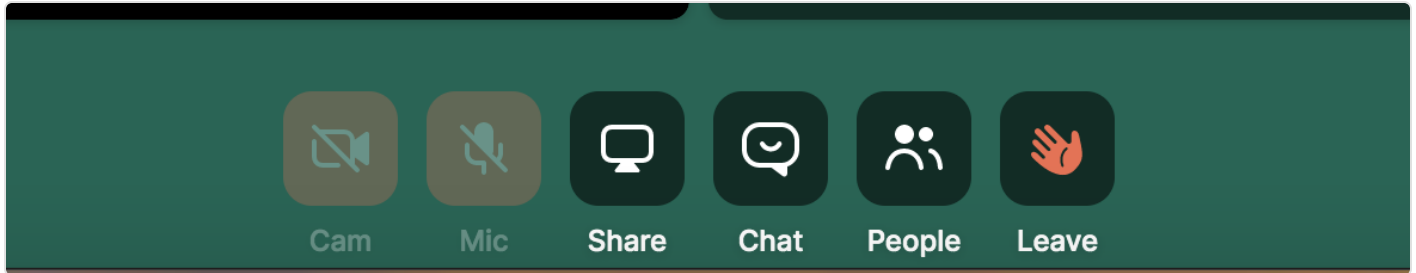


# My Camera and Microphone aren't working

By clicking on the room name button in your room, you can select the microphone or camera that you'd like to use for your meeting under the **Device tab**. However, in some cases Whereby won't detect a camera or microphone, the devices could be blocked, or the device selection won't save, as demonstrated in the image below. In these cases, there are a few things you can do to get everything working again!



## First Steps

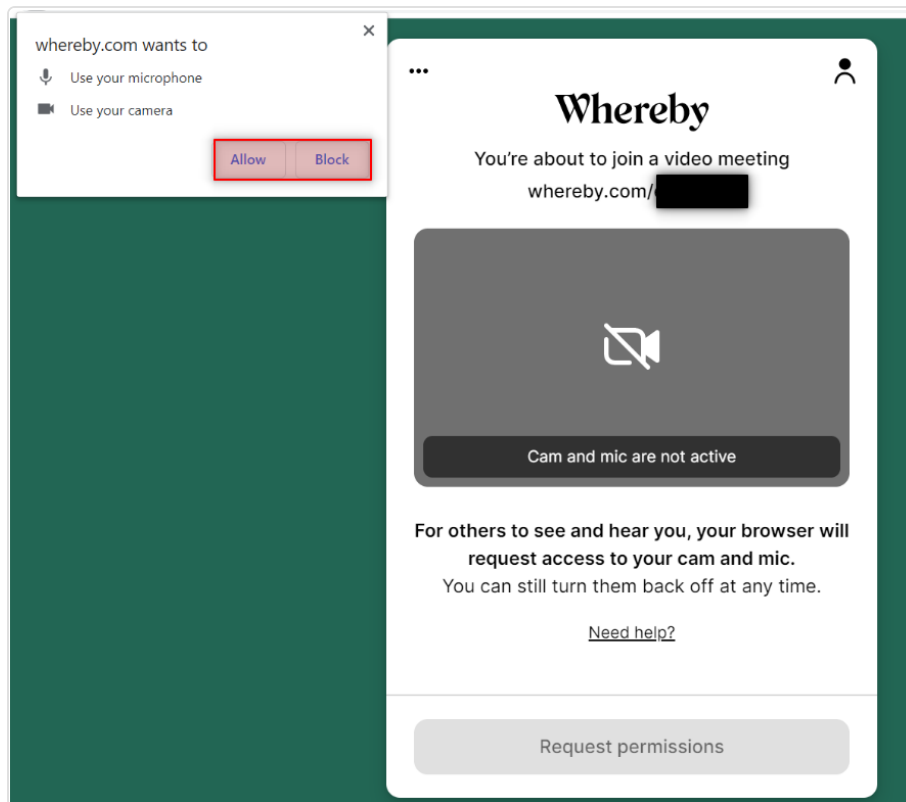
### Update Your Browser

The first thing to check on is if your browser is up to date. We support the two most recent versions of our supported browsers, so double check that there isn't an update for the one you're using! There are links below that walk you through updating your browser if you don't know how to:

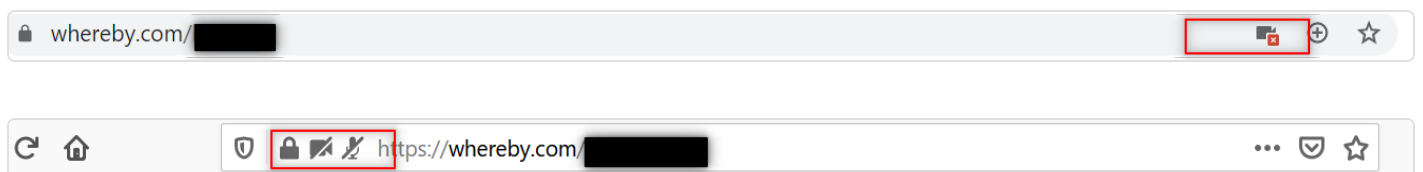
- [Google Chrome \(https://support.google.com/chrome/answer/95414?co=GENIE.Platform%3DDesktop&hl=en\)](https://support.google.com/chrome/answer/95414?co=GENIE.Platform%3DDesktop&hl=en).
- [Mozilla Firefox \(https://support.mozilla.org/en-US/kb/update-firefox-latest-version\)](https://support.mozilla.org/en-US/kb/update-firefox-latest-version).
- [Opera \(https://help.opera.com/en/latest/crashes-and-issues/#updateBrowser\)](https://help.opera.com/en/latest/crashes-and-issues/#updateBrowser).
- Microsoft Edge - This browser is updated automatically when you update Windows

### Accidentally Block Permission?

When Whereby first asks permission to access your camera and microphone, you may have chosen "Block" instead of "Allow" by mistake.



In this case, please press the camera icon in the browser's address bar to undo the block, then press "Try Again." The icon looks slightly different on different browsers, but here are some examples:



## Clear Your Cache and Cookies

Finally, it's possible that this is caused by a stale mic/cam permissions cookie, or possibly because of another application that's taking priority access over Whereby.

In this case we recommend clearing your cache and cookies for your entire browser and then restarting your computer. Sometimes a reset of your system environment will resolve these types of issues, so this is a "catch-all" solution before further investigation is required! Instructions for clearing your cache and cookies for our supported browsers are linked below:

- [Google Chrome \(https://support.google.com/accounts/answer/32050?co=GENIE.Platform=Desktop&hl=en\)](https://support.google.com/accounts/answer/32050?co=GENIE.Platform=Desktop&hl=en).
- [Mozilla Firefox \(https://support.mozilla.org/en-US/kb/how-clear-firefox-cache\)](https://support.mozilla.org/en-US/kb/how-clear-firefox-cache).

- [Opera](http://help.opera.com/Windows/12.10/en/cache.html) (<http://help.opera.com/Windows/12.10/en/cache.html>).
- [Microsoft Edge](https://support.microsoft.com/en-us/help/10607/microsoft-edge-view-delete-browser-history) (<https://support.microsoft.com/en-us/help/10607/microsoft-edge-view-delete-browser-history>).

## Check your system and browser settings

Confirm the Mic/Cam settings for your operating system

MacOS

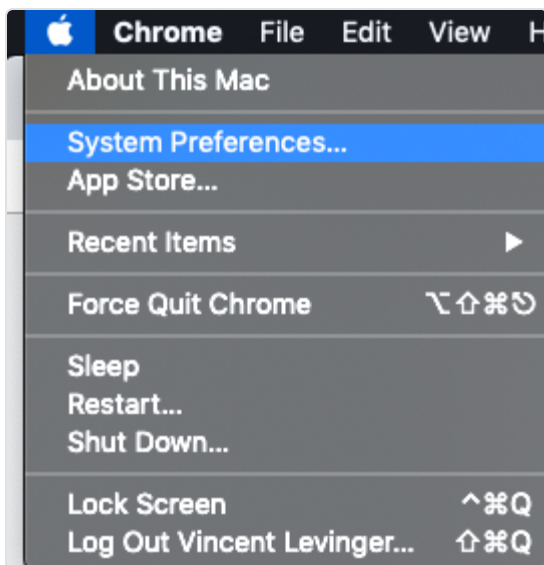
Windows

### MacOs

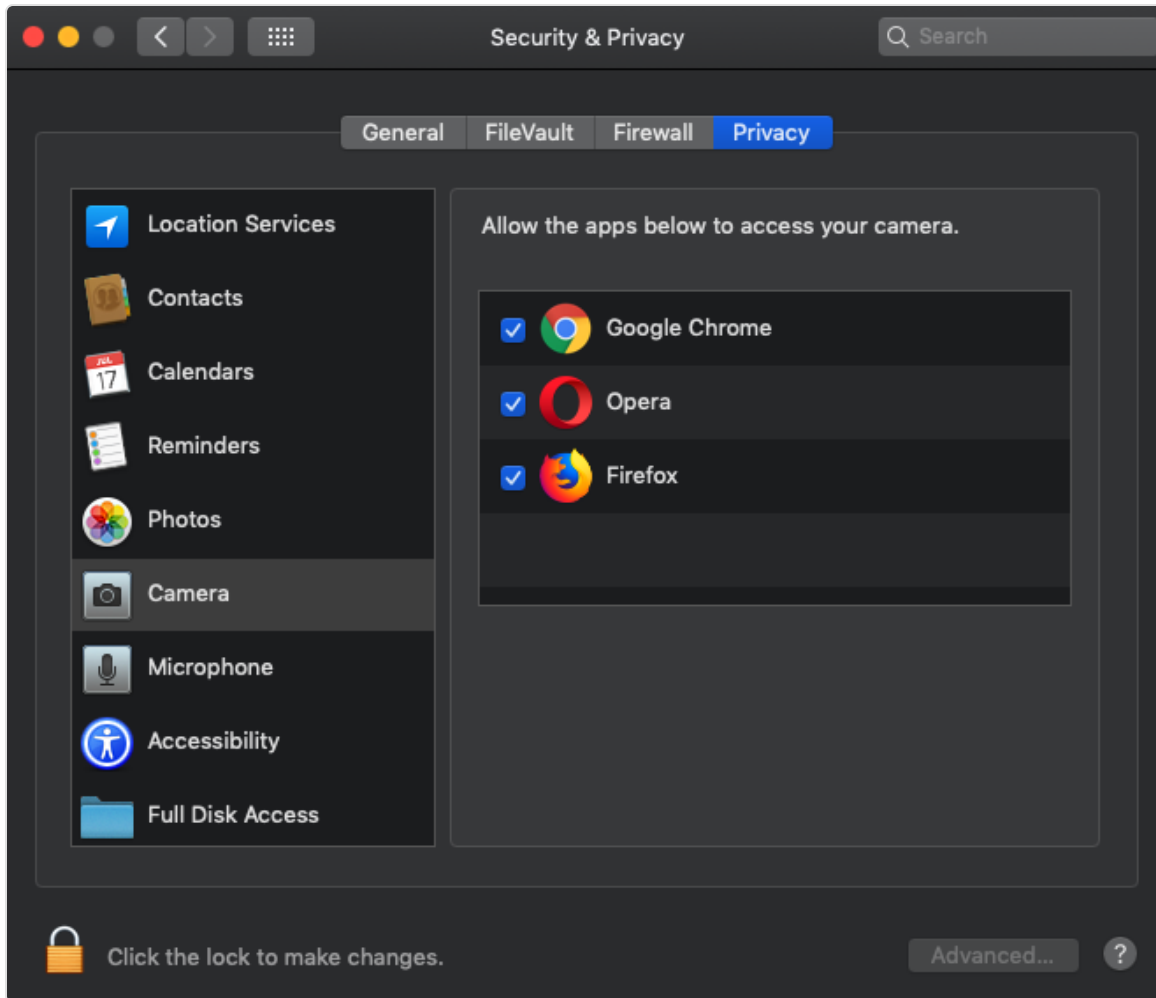
In MacOS Mojave, Apple has introduced some system-level privacy controls for your mic and camera. These are great for privacy, but it is possible that your browser was mistakenly blocked from accessing your devices. You can check on this and allow your browser to access them from the **Security & Privacy** section in your System Preferences.

To access these settings, do the following:

1. Click on the Apple in the top left > select **System Preferences**.



2. Click on the **Security & Privacy** section.
3. Click on **Camera** in the list of options, and tick the box next to your browser to allow access.



4. Repeat Step 3 for your Microphone
5. After doing this, restart your browser for the updates to take effect

## Confirm the Mic/Cam settings for your browser

Chrome

Firefox

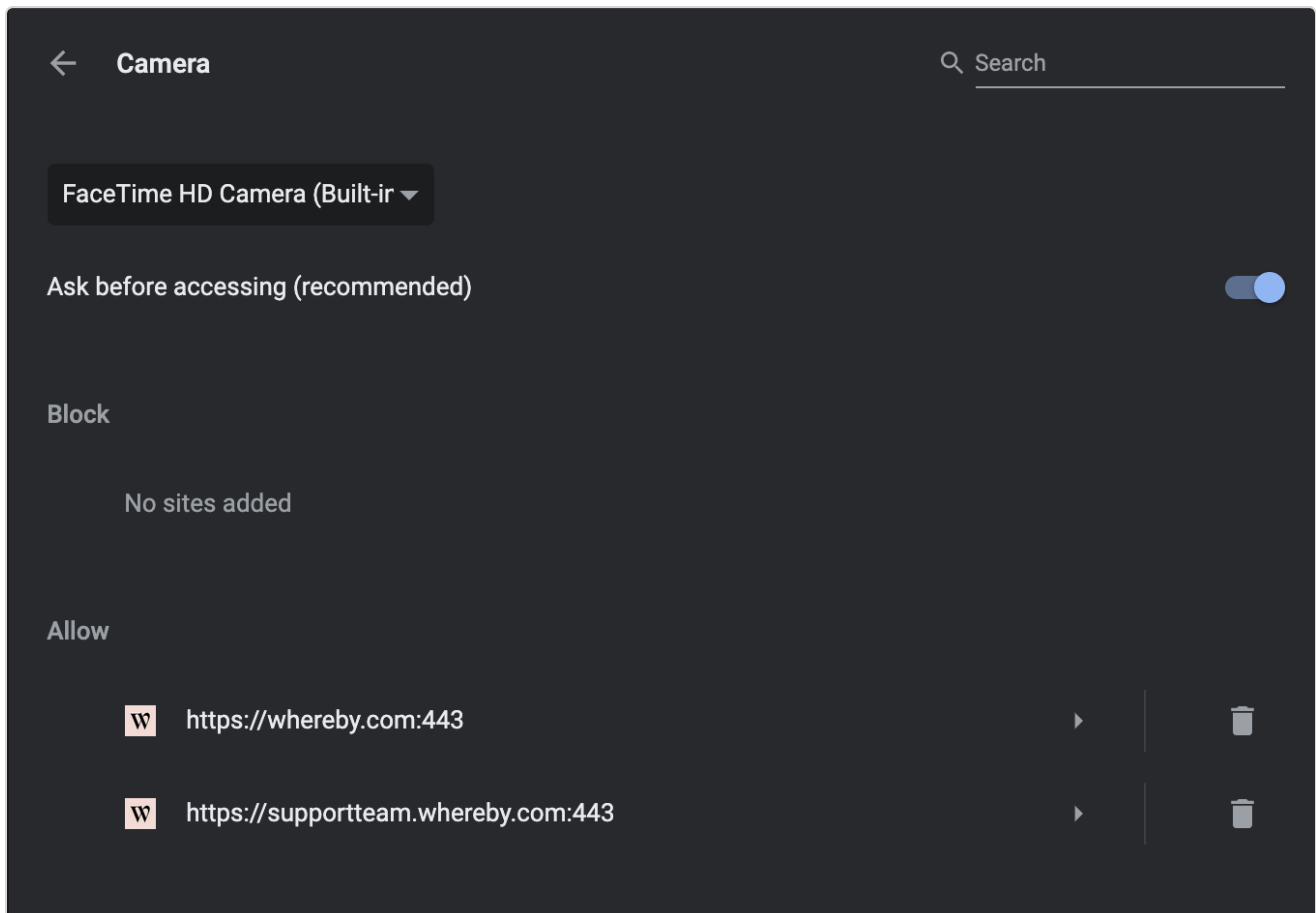
Opera

# Chrome

Mic and Cam defaults can be accessed in a number of ways in Chrome, but the easiest is to paste the following links into your URL bar:

Cam: <chrome://settings/content/camera>

Mic: <chrome://settings/content/microphone>



From these areas, you can manage the default cam/mic for Chrome, and also whitelist or block websites from accessing your cam/mic! Be sure that Whereby is listed under the Allow section.

# Still not working? A couple more things to check...

**Adjusting your Firewall:** Some browsers are not able to connect through strict networks/firewalls. Also there may be bugs in the browser causing problems with connection. If you are experiencing this, try switching to another browser. Currently Firefox is not supporting connections through very strict firewalls, so if you are on a corporate network, try to get all participants to use Chrome or Opera.

**Browser Extensions:** Interfering browser extensions: It is not uncommon for some third party extension to cause problems with some websites. To test this, try using your browser through an Incognito (<https://support.google.com/chrome/answer/95464?co=GENIE.Platform%3DDesktop&hl=en>) tab or Private (<https://support.mozilla.org/en-US/kb/private-browsing-use-firefox-without-history>) browsing window. If all works normally then you know that an extension is causing an issue. Unfortunately there is no way to identify which one easily. A process of elimination will need to be done on each extension to find the one causing the problem.