

My microphone or camera are not recognised by the browser

If your browser will not recognise the microphone or camera, there are several things you can check:

- Make sure you use headphones. Not only is this going to improve the audio quality and resolve any issues with echo but will also mean that your computer will know which microphone to use. This is especially true if you have used multiple microphones in the past. When you plug in your headphones, your computer will automatically select to use their microphone as default.
- Check if your camera and headphones are working. You can test them in other apps such as Skype or FaceTime to see if your camera is working correctly. Skype also has a test call where you can see if your headphones and microphone are working correctly.
- Check that you allow your browser to access the microphone and camera

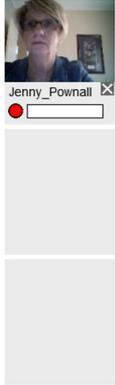
For Chrome

Go to the menu (three vertical dots located in the upper right corner of Chrome) and then select “Settings” which is towards the end of the drop-down menu. Then type “content” in the search bar on top and click on “Content Settings” from the list of results.

There you would see “Camera” and “Microphone” listed. Click on each of them and make sure that the correct device to be used is selected from the drop-down menu. Also make sure that the status of the microphone is “Ask before accessing” and the toggle switch to the right is blue. Do the same for the camera.

For Firefox

Go to menu at the upper right corner and then select “Options”. Then select “Privacy&Security” from the left-hand side and scroll down to Camera and Microphone. When you click on either of them, a dialog box will open. At the bottom of this box there’s a checkbox saying “Block new requests asking to access your camera/microphone” - make sure that this is unticked.



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- Connection**
Secure Connection
- Content Blocking** Standard
Blockable content detected on this site.
Cookies
- Permissions**
 - Use the Camera Allowed
 - Use the Microphone Allowed
 - Share the Screen Blocked

Clear Cookies and Site Data...

There are 0 other users connected

