

Mic / Webcam Troubleshooting

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怒 This article is designated for all users.

About

Encountering issues with your webcam or microphone during a virtual session can be frustrating. This article provides an overview of common reasons why your devices may be unavailable and offers step-by-step solutions to resolve them.

Watch the video below for a comprehensive guide on troubleshooting your devices.

If you encounter problems connecting your microphone, headset, or webcam, follow these steps to resolve the issue.

Double check physical connections

Microphone / Headset

- Secure Connection: Ensure your microphone or headset is securely connected.
 Pull out the cable (audio jack or USB) and plug it back in securely.
- 2. **Check Settings**: If your device is not recognized, ensure it appears in your system settings.

Webcam

Secure Connection: Ensure your webcam is properly connected if it uses a USB interface.

Check your computer settings

Windows 10

Watch the video below or follow these steps to check your computer settings.

1. Go to **Settings** > **Privacy**.



Settings									– ø ×
				W	/indows Settings				
				Find a setting	g	Q			
旦	System Display, sound, notifications, power		Devices Bluetooth, printers, mouse		Phone Link your Android, iPhone		Network & Internet Wi-Fi, airplane mode, VPN	¢	Personalization Background, lock screen, colors
	Apps Uninstall, defaults, optional features	8	Accounts Your accounts, email, sync, work; family	A≠	Time & Language Speech, region, date	8	Gaming Game bar, captures, broadcasting, Game Mode	Ġ	Ease of Access Narrator, magnifier, high contrast
0	Cortana Cortana language	Q	Search Find my files, permissions	A	Privacy Location, camera, microphone	C	Update & Security Windows Update, recovery, backup		

2. Scroll through the list on the left and select Camera or Microphone, as needed.



3. Under **Allow access to the camera on this device** click the **Change** button and make sure it is on.

← Settings		– D ×
ය Home	Camera	
Find a setting P	Allow access to the camera on this device If you allow access, people using this device will be able to choose if their apps have camera access by using the settings on this page. Denying access blocks Microsoft Store apps and most desktop be	Know your privacy options Learn how this setting impacts your privacy. Learn more
Windows permissions	apps from accessing the camera. It does not block Windows Helfo. Camera access for this device is <u>on</u>	Privacy dashboard Privacy statement
🔒 General	Change	Get help
R ⁰ Speech		Give feedback
 Inking & typing personalization Diagnostics & feedback 	Allow apps to access your camera If you allow access, you can choose which apps can access your camera by using the settings on this page. Denying access blocks apps from accessing your camera. It does not block Windows Hello.	
H Activity history		
App permissions	Some desktop apps may still be able to access your camera when settings on this page are off. Find out why	
Location	Choose which Microsoft Store apps can access	
© Camera	your camera	
D Microphone	Turning off an app prevents it from directly accessing your camera. It does not prevent the app from accessing the camera indirectly through the Windows' Camera app. To prevent apps from also	

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- 4. Make sure that **Allow apps to access your camera / microphone** is switched to **On**.
- 5. Quit your browser and relaunch.

: O: For more information, check out Microsoft's article Windows camera, microphone, and privacy.

MacOS

Watch the video below or follow these steps to check your computer settings.

1. Go to System Preferences > Security & Privacy.



2. Choose the **Privacy** tab.



	Security & Privacy Q Search
General	FileVault Firewa Privacy
1 Location Services	Enable Location Services Allow the apps and services below to determine your location
Contacts	
Calendars	Weather
Reminders	 Siri & Dictation
Photos	System Services Details 7
Camera	
에는 Microphone	 Indicates an app that has used your location within the last 24 hours.
Speech Recognition	
Accessibility	About Location Services & Privacy
Click the lock to make changes.	Advanced (?)

- 3. Scroll through the list on the left and select **Camera** (MacOS Mojave).
- 4. Under Allow the apps below to access your camera, check Kaltura Meetings Desktop.

Gener	ral FileVault Firewall Privacy
Location Services	Allow the apps below to access your camera.
Contacts	Kaltura Meetings Desktop
17 Calendars	🕑 📫 Microsoft Teams
Reminders	🕑 📐 TechSmith Capture
Photos	✓ zoom.us
Camera	
U Microphone	
네나 Speech Recognition	
Accessibility	

- 5. Scroll through the list on the left and select **Microphone** (MacOS Mojave).
- 6. Under **Allow the apps below to access your camera**, check the box corresponding to your browser (Chrome or Firefox).



	Security & Privacy Q Search
General	FileVault Firewall Privacy
I Location Services	Allow the apps below to access your microphone.
Contacts	🔽 🐇 Amazon Chime
Calendars	V 🙀 iMovie
Reminders	V _O KalturaCapture
Photos	Google Chrome
Camera	
Microphone	
아마 Speech Recognition	
Accessibility	
Click the lock to make changes.	Advanced ?

- 7. You will be prompted to quit your browser. Choose **Quit Now**.
- 8. Relaunch your browser and join your Kaltura Live Room session to access to your webcam and mic.

: For more information, see this post in iDownloadBlog. Note that you will want to make sure to add Chrome or Firefox to the allowed apps.

Browser blocking access

Chrome

- 1. Look for a camera icon with a red x in the address bar.
- 2. Click the icon, select Always Allow, and click Done.
- 3. Refresh your window.

Firefox

- 1. Click the camera and mic icons with slashes through them in the address bar.
- 2. Remove the blocks and click Allow in the permission pop-up.
- 3. Activate your devices in the live session.

Devices in use

- 1. Ensure no other applications (like Skype) are using your webcam/mic.
- 2. Quit these applications and refresh the virtual classroom.



3. Restart your computer if necessary to reset the drivers.

USB vs. Auxiliary microphone

USB Microphones: Both PC and Mac support USB microphones for audio input/output.

Auxiliary Microphones: PCs may support auxiliary microphones, but the port might be for output only. Ensure your PC supports dual input/output through the same port.



: Plugging an auxiliary microphone headset into your PC might not connect the microphone. Your PC's port might only support audio output, not input.



Update or install audio drivers

- 1. If your device is not recognized or not working, you may need to update or install audio drivers.
- 2. Visit your computer manufacturer's website and install the latest sound drivers available.

By following these steps, you should be able to resolve most issues and join your live session with full access to your webcam and microphone.