Webcam or Microphone Unavailable: Overview

When activating your devices in your virtual classroom, you might see a *Webcam Unavailable* popup. Please check your Kaltura Meetings System Settings before proceeding, make sure your devices are plugged in properly, and try refreshing your browser. Your devices might not be active or the *Webcam Unavailable* popup displays if your devices are unavailable because:

1. Your browser is blocking access to your webcam and/or microphone
2. Another app is currently using your webcam and/or microphone
3. Your operating system is blocking access to your webcam and/or microphone
4. An installed security suite is blocking access to your devices
5. Is your microphone still not working (due to Windows 10 settings)?
6. You have a VPN blocking access.
7. You need to possibly clear your cookies.

Consider switching browsers or computers if you cannot successfully connect.

CLICK THE VIDEO BELOW FOR A FULL BREAKOUT ON HOW TO TROUBLESHOOT YOUR DEVICES

Kaltura Meetings Troubleshooting Guide_Final.pdf 📎

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