

Is Your Webcam or Microphone Blocked in the Kaltura Live Room by an Operating System?

Last Modified on 06/14/2020 12:23 pm IDT

When activating your devices in a Kaltura Live Room room, you might see a Webcam Unavailable popup if your devices are unavailable due to your operating system blocking access to your webcam and/or microphone.

What If the OS is Blocking Access to Your Webcam/Mic?

Your webcam/microphone might not be available for your browser to use due to privacy settings within your operating system (Windows, MacOS).

Windows 10

1. Click the **Start** button (Windows icon) in bottom left of desktop.
2. Select **Settings**.
3. Click **Privacy**.
4. Scroll through the list on the left and select **Camera**.
5. Under *Allow access to the camera on this device* click the **Change** button and make sure it is switched on.
6. Make sure that *Allow apps to access your camera* is turned on.
7. Scroll through the list on the left and select **Microphone**.
8. Under *Allow access to the microphone on this device* click the **Change** button and make sure it is switched on.
9. Make sure that *Allow apps to access your microphone* is turned on.
10. Quit your browser and relaunch.

For more information, please check out Microsoft's article [Windows 10 camera, microphone, and privacy](#).

MacOS

1. Go to System Preferences.
2. Select Security & Privacy.
3. Choose the Privacy tab.
4. Scroll through the list on the left to find Camera and select Camera *MacOS Mojave.
5. Check the box corresponding to your browser within the Allow the apps below to access your camera.
6. Scroll through the list on the left to find Microphone and select Microphone *MacOS Mojave.
7. Check the box corresponding to your browser within the Allow the apps below to access your microphone.
8. You will be prompted to quit your browser. Choose Quit Now.
9. 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.