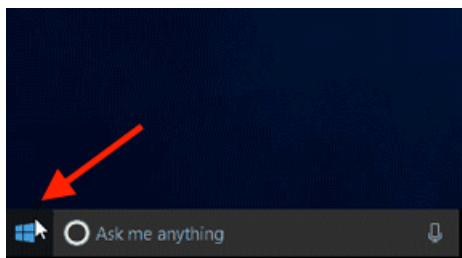


Is Your Webcam or Microphone Blocked in the Kaltura Live Room by an Operating System?

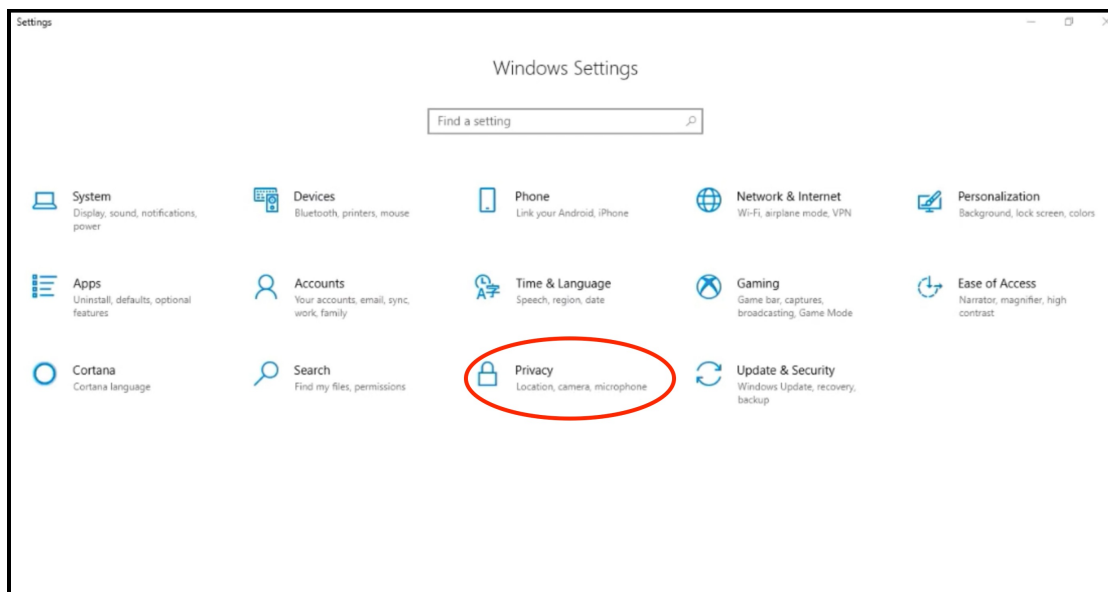
 This article is designated for all users.

How to allow OS access to webcam/microphone in Windows 10

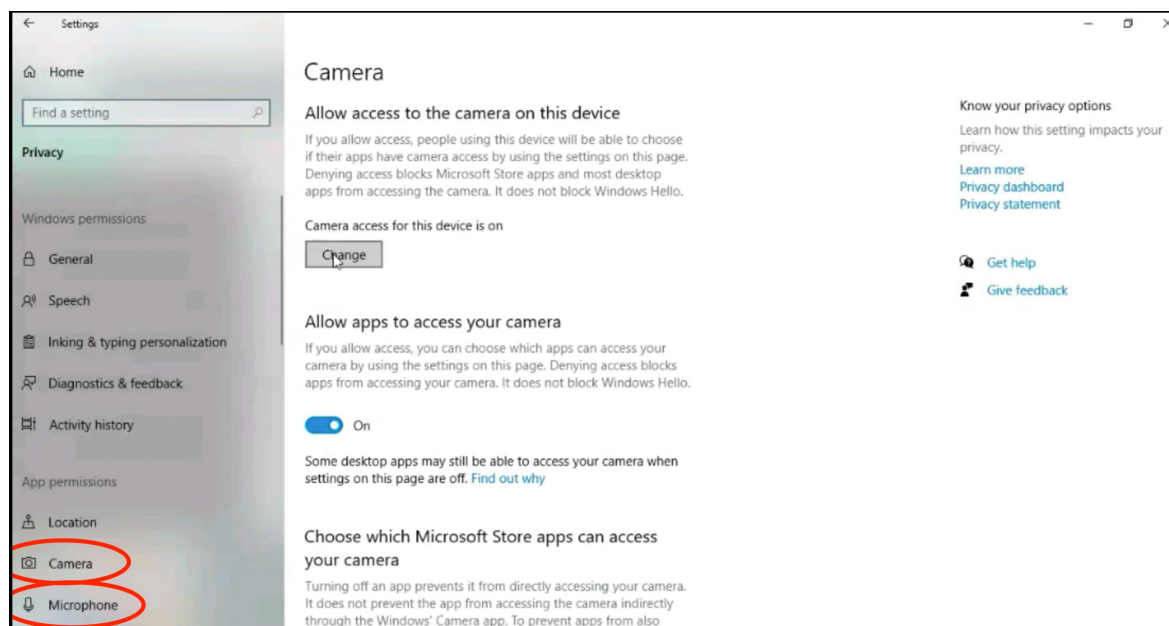
1. Click the **Start** button (Windows icon) in bottom left of desktop.



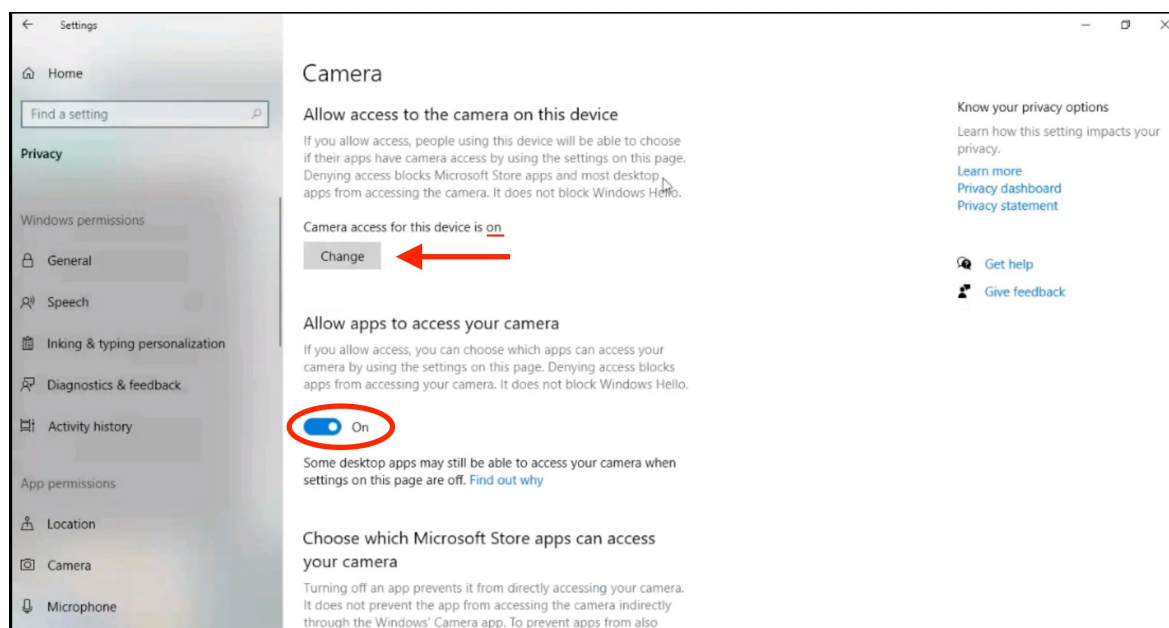
2. Select **Settings** and click **Privacy**.




3. Scroll through the list on the left and select **Camera**.



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



5. Make sure that **Allow apps to access your camera** is turned **On**.
6. Scroll through the list on the left and select **Microphone**.
7. Under **Allow access to the microphone on this device** click the **Change** button and make sure it is switched on.
8. Make sure that **Allow apps to access your microphone** is turned on.
9. Quit your browser and relaunch.

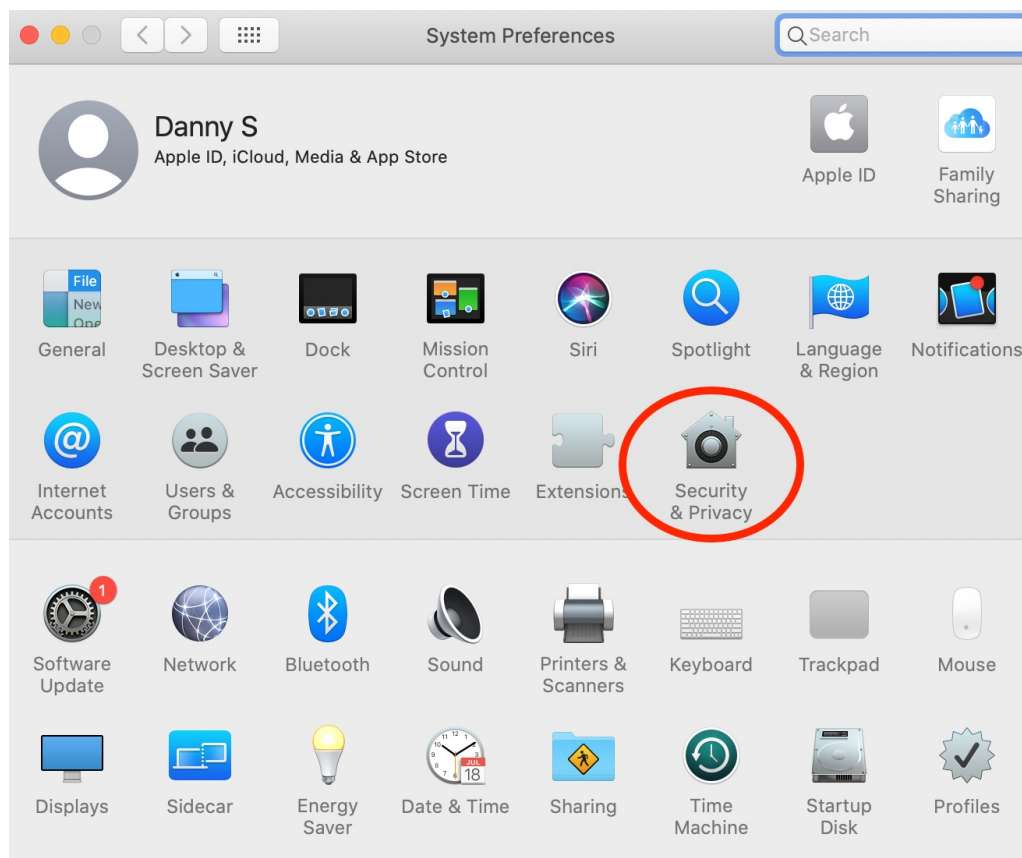
 For more information, please see Microsoft's article [Windows 10 camera, microphone, and privacy](#)

How to allow OS access to webcam/microphone in MacOS

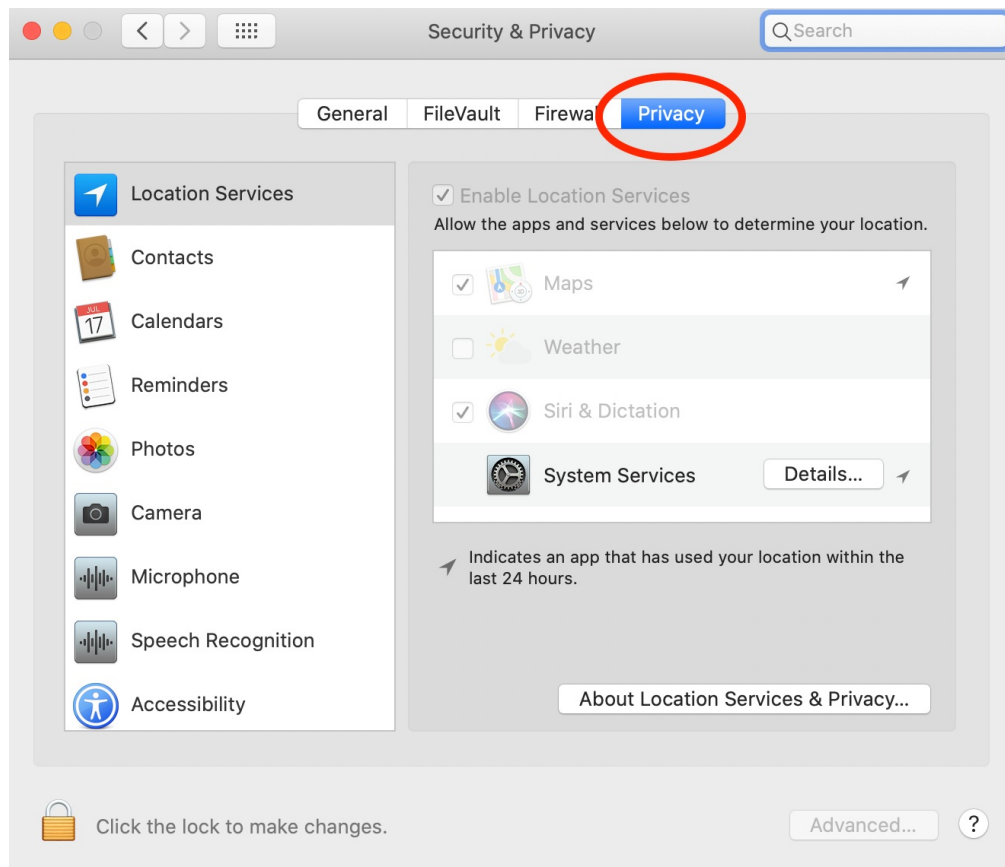
1. Go to **System Preferences**.



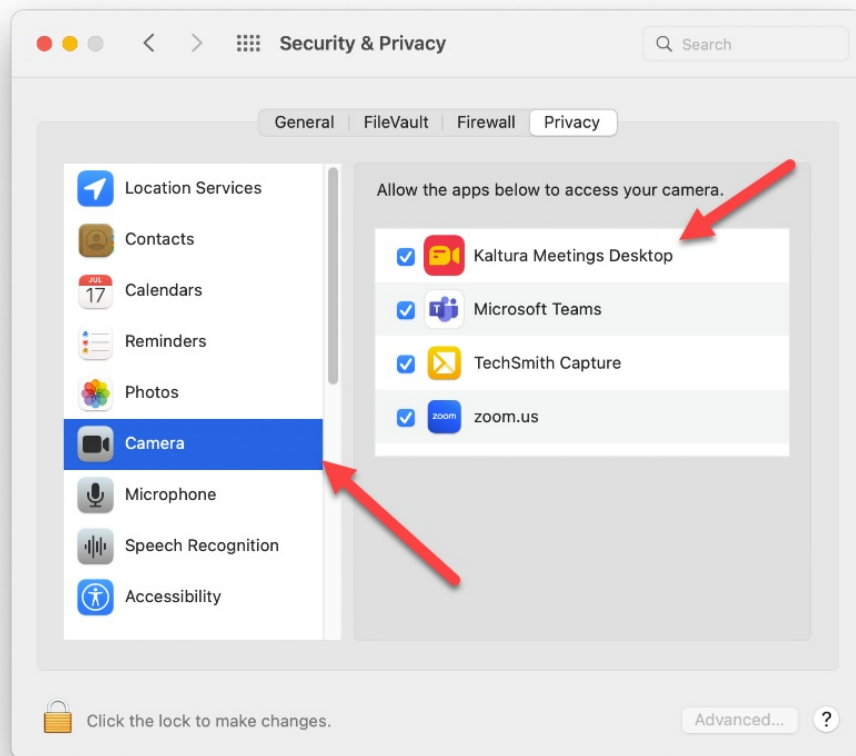
2. Select **Security & Privacy**.



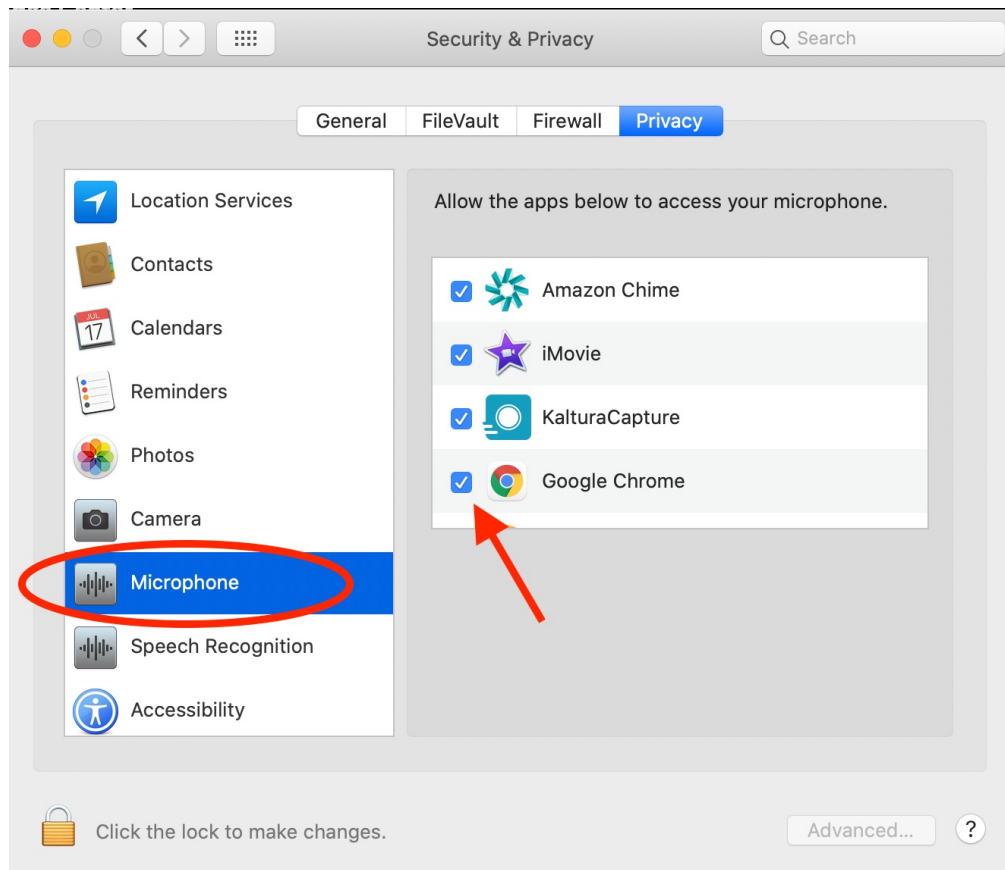
3. Choose the **Privacy** tab.



4. Scroll through the list on the left to find Camera and select **Camera** (MacOS Mojave) or **Kaltura Meetings Desktop**.
5. Check the box corresponding to your browser (Chrome or Firefox) 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 (Chrome or Firefox) 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.

[template("cat-subscribe")]