Enable your webcam and microphone

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This article is designated for all users.

About

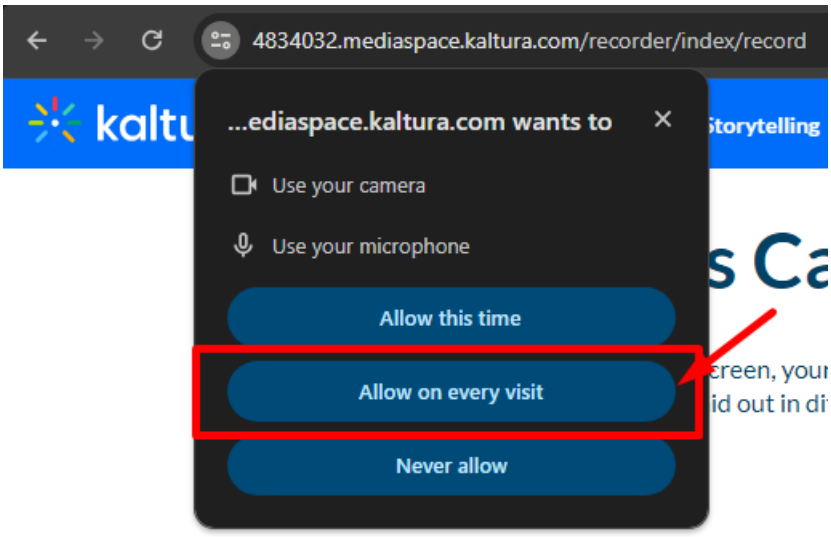
Express Capture needs permission to access your camera and microphone. The first time you open Express Capture, your browser prompts you to allow access.

If you previously blocked access or your camera or microphone isn't working, follow the instructions below to update the permissions in your supported desktop browser.

Enable your camera and microphone

Chrome

1. In the address bar, click the site information or permissions icon next to the website address. In some Chrome versions, this appears as a lock icon.
2. Set **Camera** and **Microphone** to **Allow**.
3. Close the permissions window.
4. Refresh the browser page.



Microsoft Edge

1. In the address bar, click the site information or permissions icon next to the website address. In some Edge versions, this appears as a lock icon.
2. Set **Camera** and **Microphone** to **Allow**.

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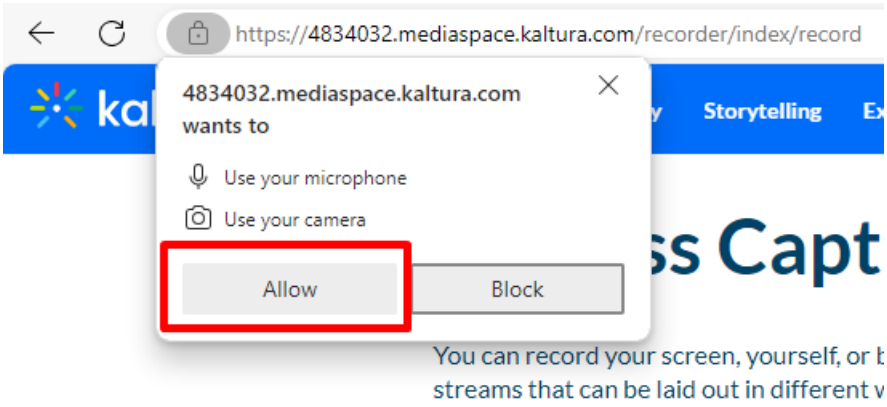
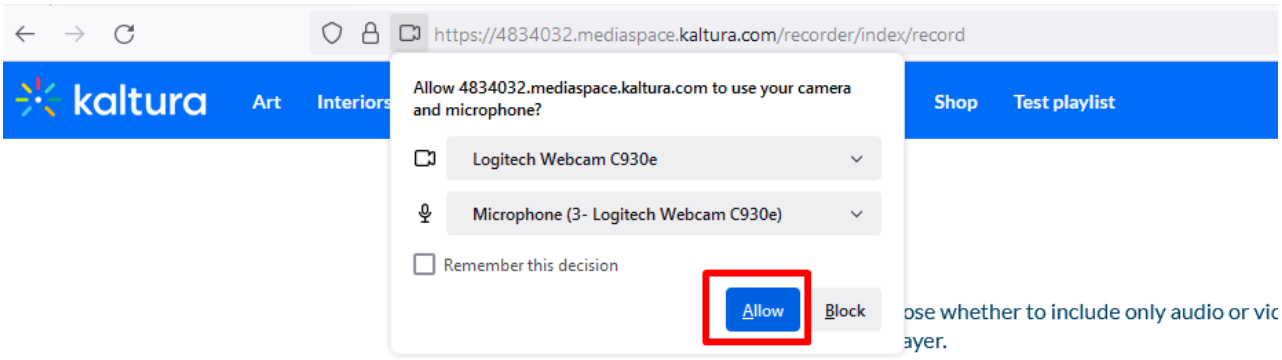
3. Close the permissions window.
4. Refresh the browser page.



Firefox

1. In the address bar, click the camera and microphone permissions icons. If access is blocked, the icons display with a slash through them.
2. If prompted, select the camera and microphone you want to use.
3. Click **Allow**.
4. Refresh the browser page if necessary.



Safari on Mac

1. In Safari, select **Safari > Settings**.
2. Click **Websites**.
3. Select **Camera**, then set the permission for your Kaltura site to **Allow**.
4. Select **Microphone**, then set the permission for your Kaltura site to **Allow**.
5. Close the settings window and refresh the browser page.

For more information, see Apple's Customize settings for each website in Safari on Mac guide.

Test your camera and microphone

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You can use the WebRTC test page to check whether your browser can access your camera and microphone:

1. Go to the WebRTC constraints test.
2. Click **Get Media**.
3. Allow the browser to access your camera and microphone.
4. Wait for the video streams to display.

If the streams don’t display, check the camera and microphone permissions in your browser and operating-system settings. Also make sure another application isn’t currently using the camera or microphone.

Passing the WebRTC test confirms that your browser can access the camera and microphone using WebRTC. It doesn’t confirm Express Capture support on an unsupported device, such as an iPhone or iPad.

For additional browser instructions, see Use your camera and microphone in Chrome.

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