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Allow access to camera and microphone

How to allow camera and microphone access for all browsers and operating systems

May 12, 2026

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★ *For providers and patients*

If your camera or microphone isn't working, follow these steps. This guide walks you through simple checks and browser-specific solutions to get you up and running.

Step 1: Try these basic fixes first

Start here before adjusting any browser settings:

- **Close other apps using your camera/mic**
Apps like Zoom, Skype, Teams, or FaceTime may block doxy.me access
- **Use a supported browser**
Doxy.me works best on:
 1. **Google Chrome** (preferred)
 2. **Mozilla Firefox**
 3. **Safari** (on Mac or iOS)

4. Microsoft Edge

- **Run a system check**

Use the [Pre-call Test](#) to confirm your camera and microphone work correctly

- **Restart your device**

A full restart resets permissions and clears temporary glitches

Do you use a screen reader or keyboard navigation?

Browser permission prompts are controlled by your browser or device. Follow your browser's standard prompt navigation to allow camera and microphone access.

Step 2: Browser-specific instructions

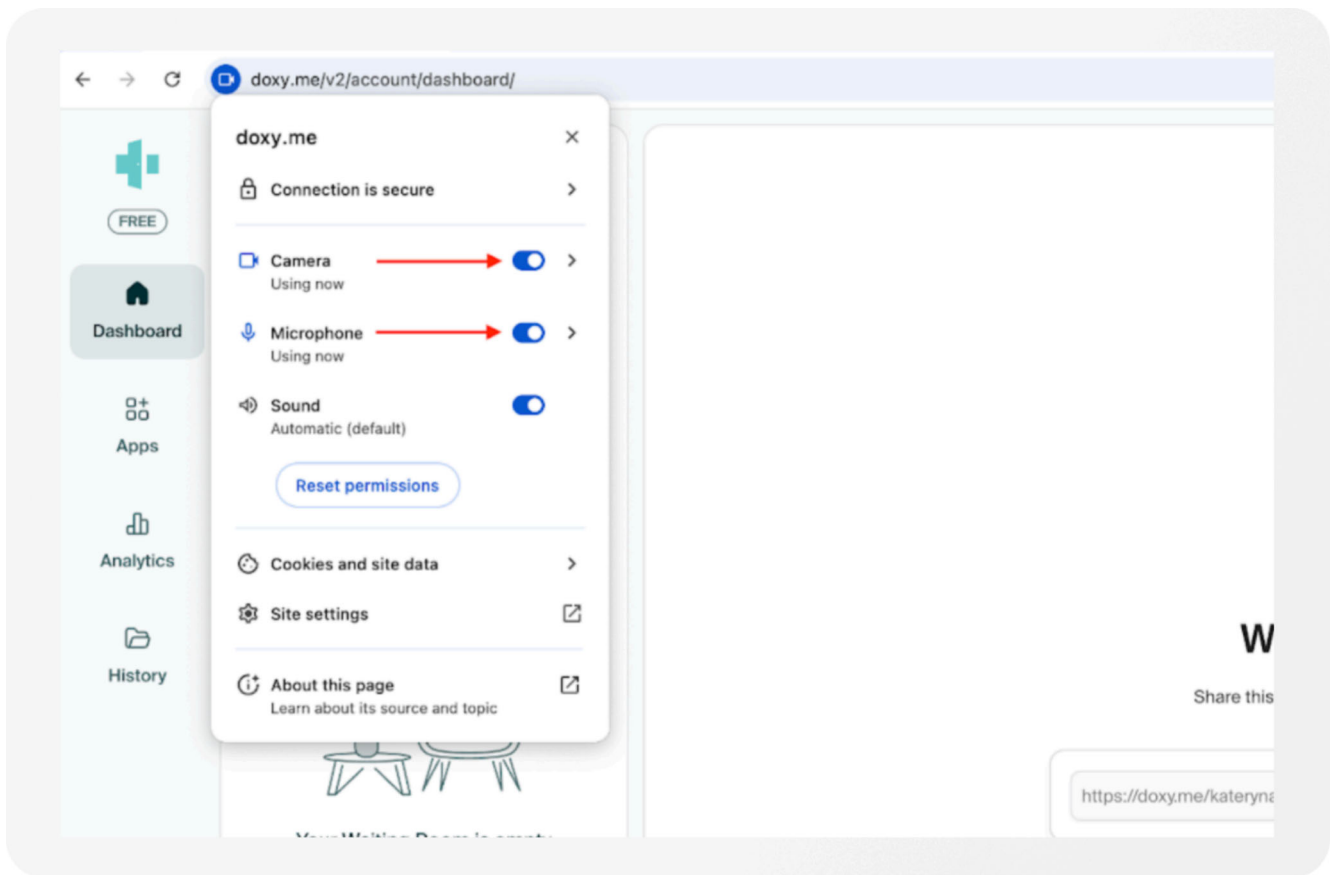
Each browser handles permissions differently. Follow the steps below based on your browser.

Google Chrome

Chrome remembers your camera/mic preference. If you previously denied access, it won't ask again automatically.

To allow access:

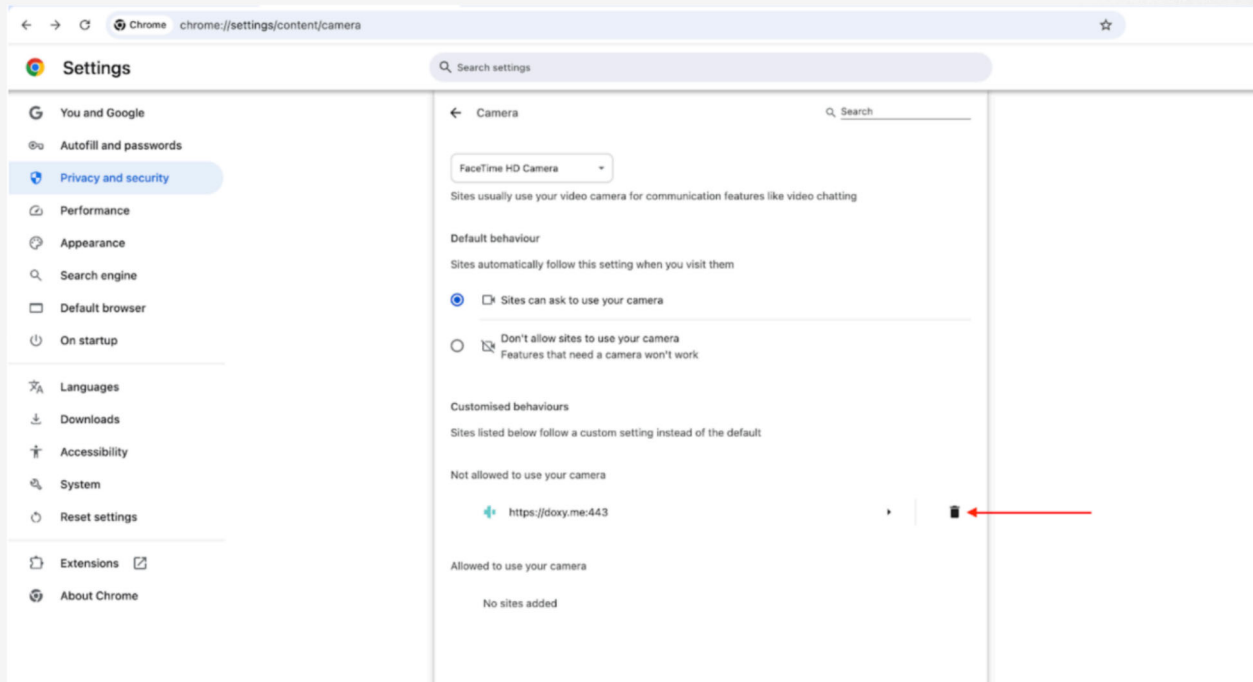
- Click the site settings icon on the left side of the address bar
- Set both **Camera** and **Microphone** to Allow
- Refresh the page



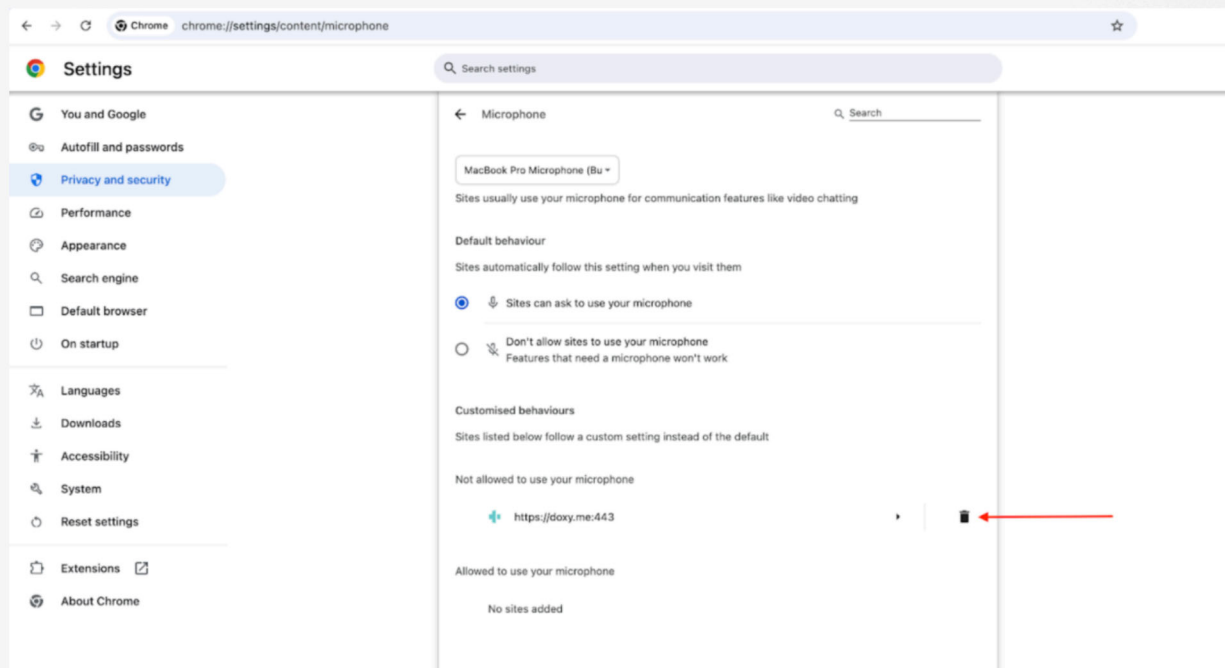
If that doesn't work:

- Visit <chrome://settings/content/camera> and <chrome://settings/content/microphone>
- Under **Customized behaviors**, check for "<https://doxy.me>"
- If listed under **Not allowed to use your camera/mic**, click the trash icon to remove it
- Return to doxy.me and reload the page – it will prompt you again

Trash can icon next to camera permissions in Google Chrome



Trash can icon next to microphone permissions in Google Chrome



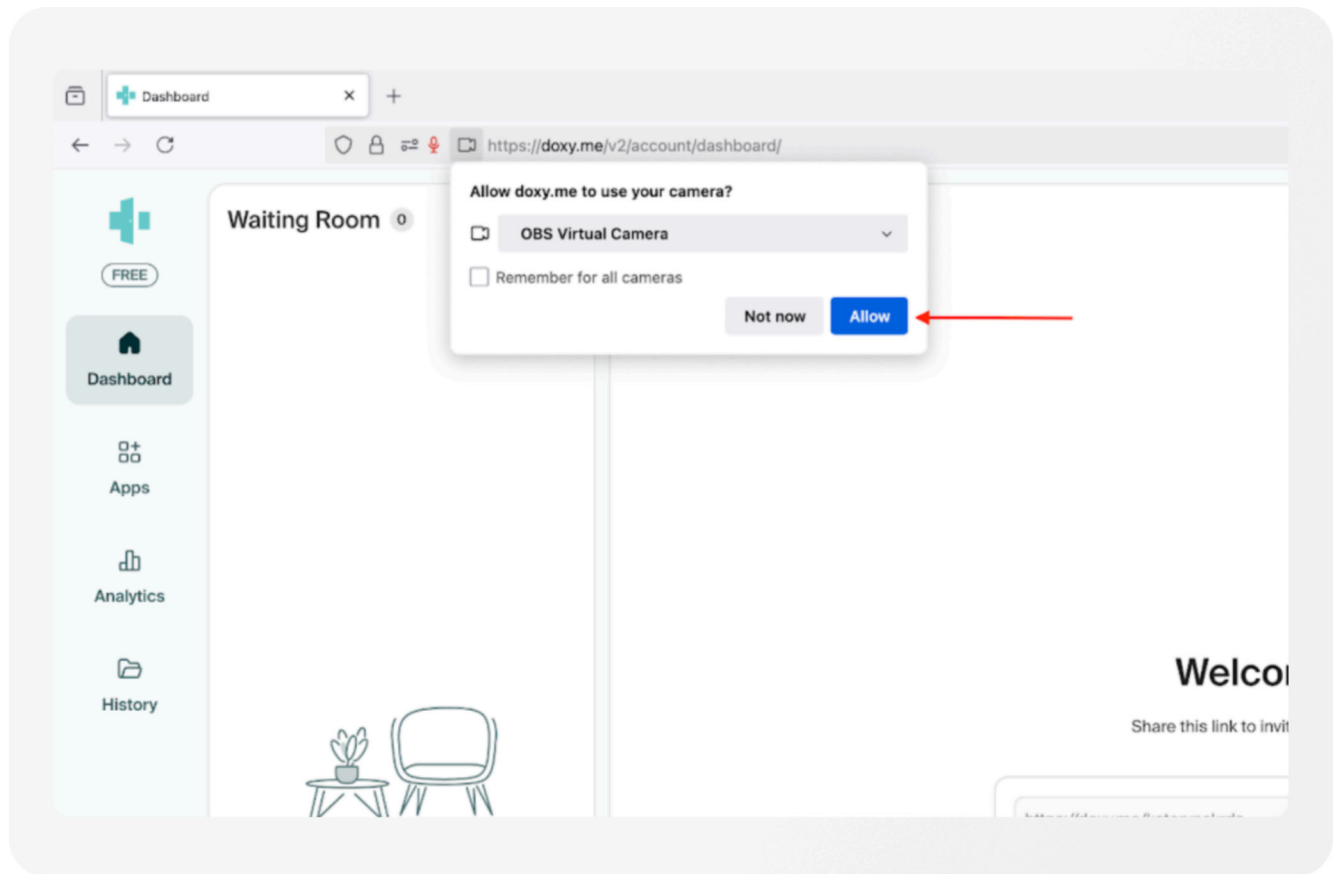
Mozilla Firefox

Firefox lets users block access in two ways:

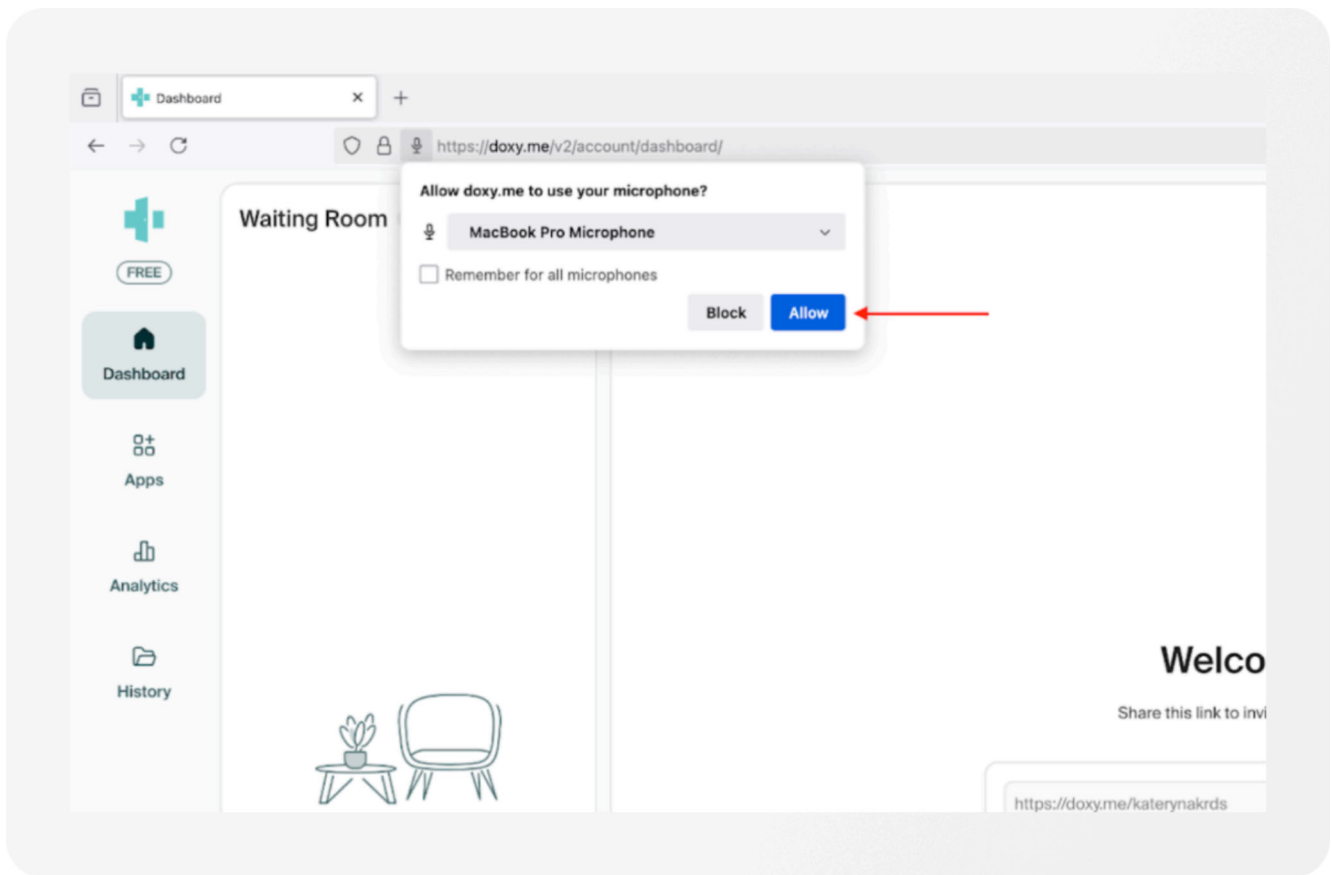
Temporary Block

- This resets after you reload the page
- You'll be asked again—click **Allow**

Allow button for camera on Firefox



Allow button for microphone on Firefox

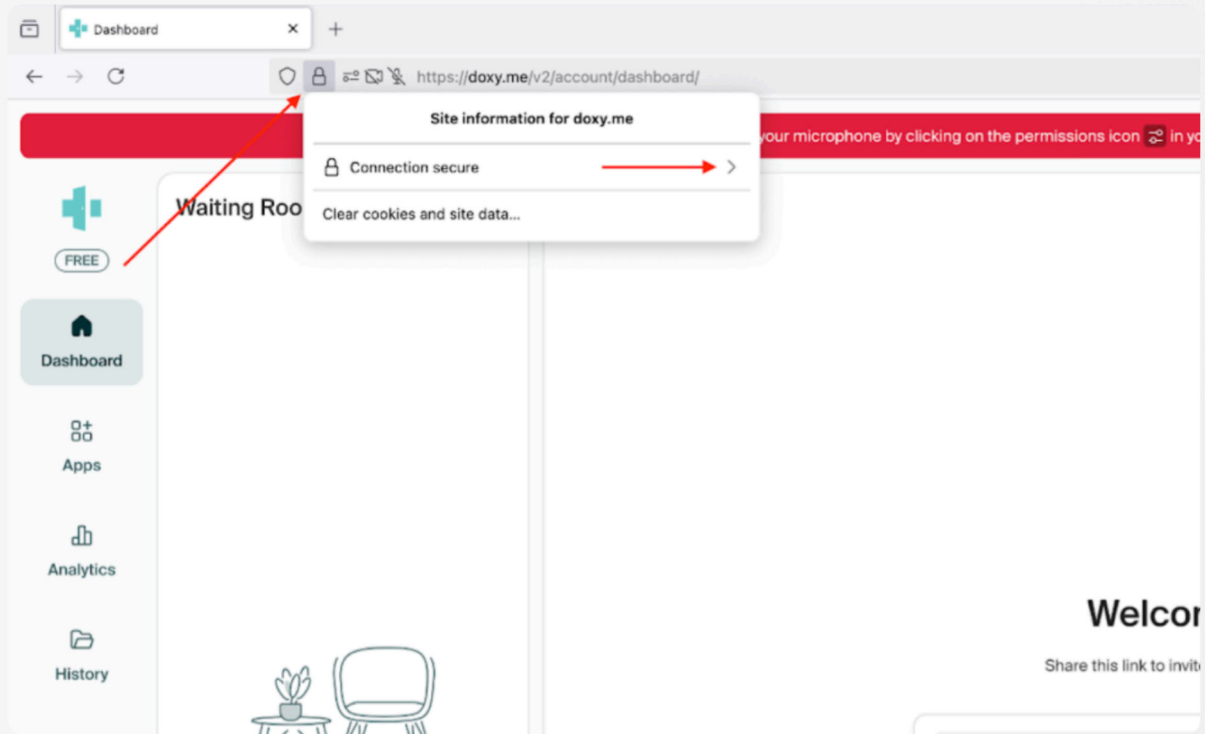


Permanent Block

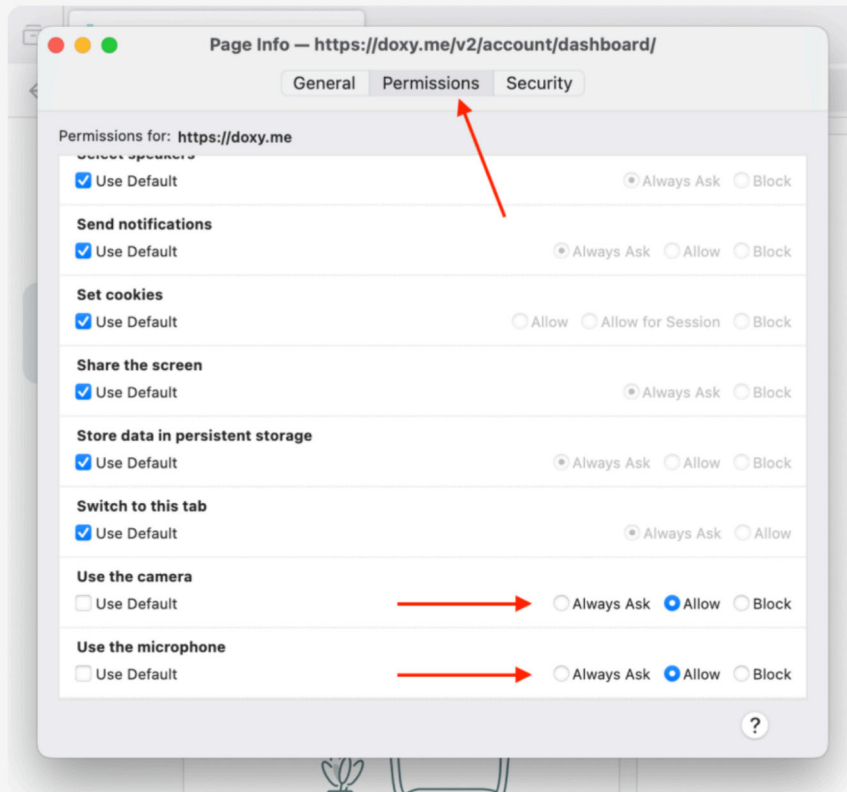
If you checked "Use for all cameras/microphones," the block is saved.

- Click the lock icon in the address bar
- Click the arrow > **More Information** → then **Permissions** tab
- Uncheck "Use Default" and set **Camera** and **Microphone** to **Allow**
- Reload the page

More information tab on Firefox



Permissions tab on Firefox



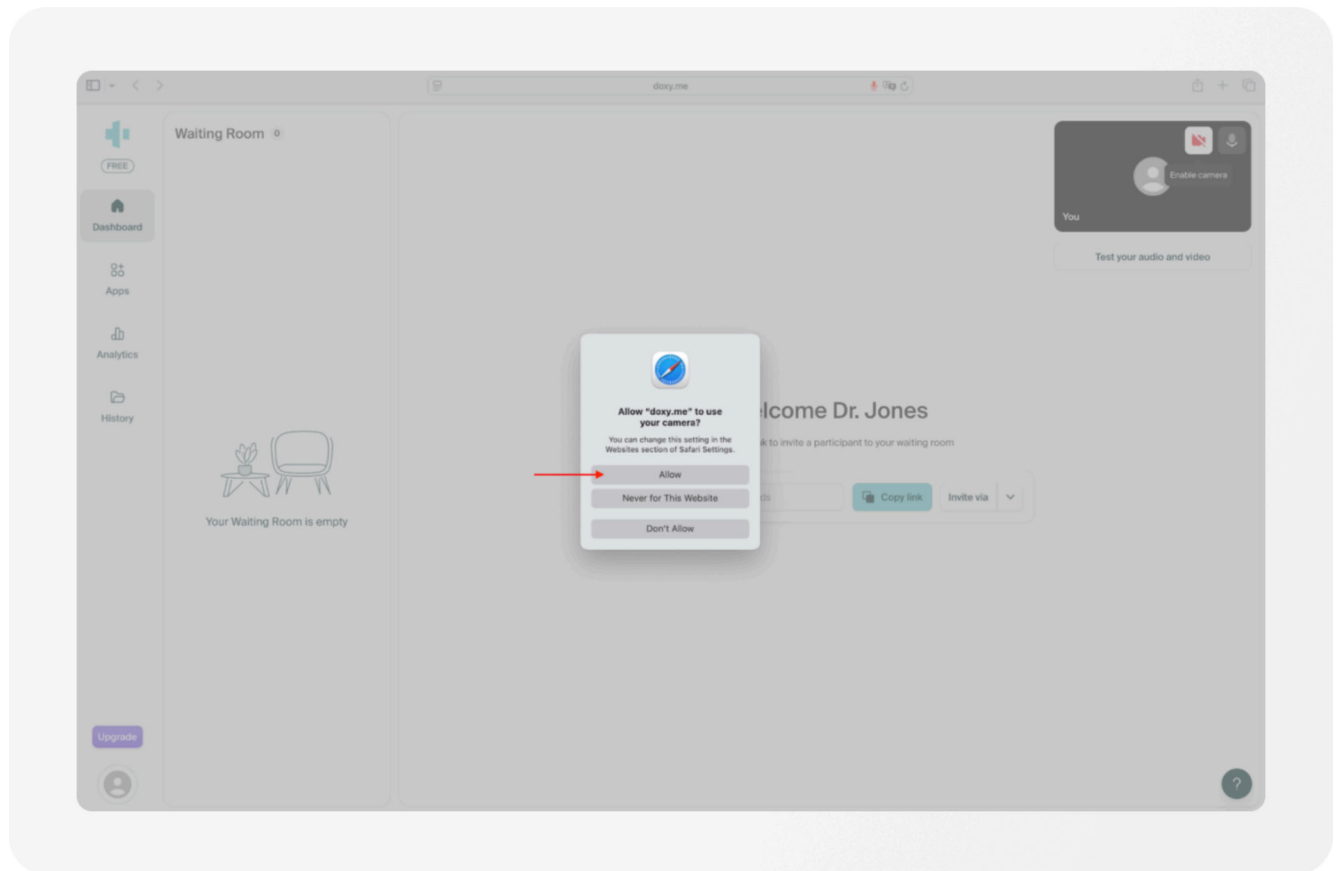
Safari (macOS and iOS)

Safari behaves differently—it **won't show permission status** until you interact with the camera or mic.

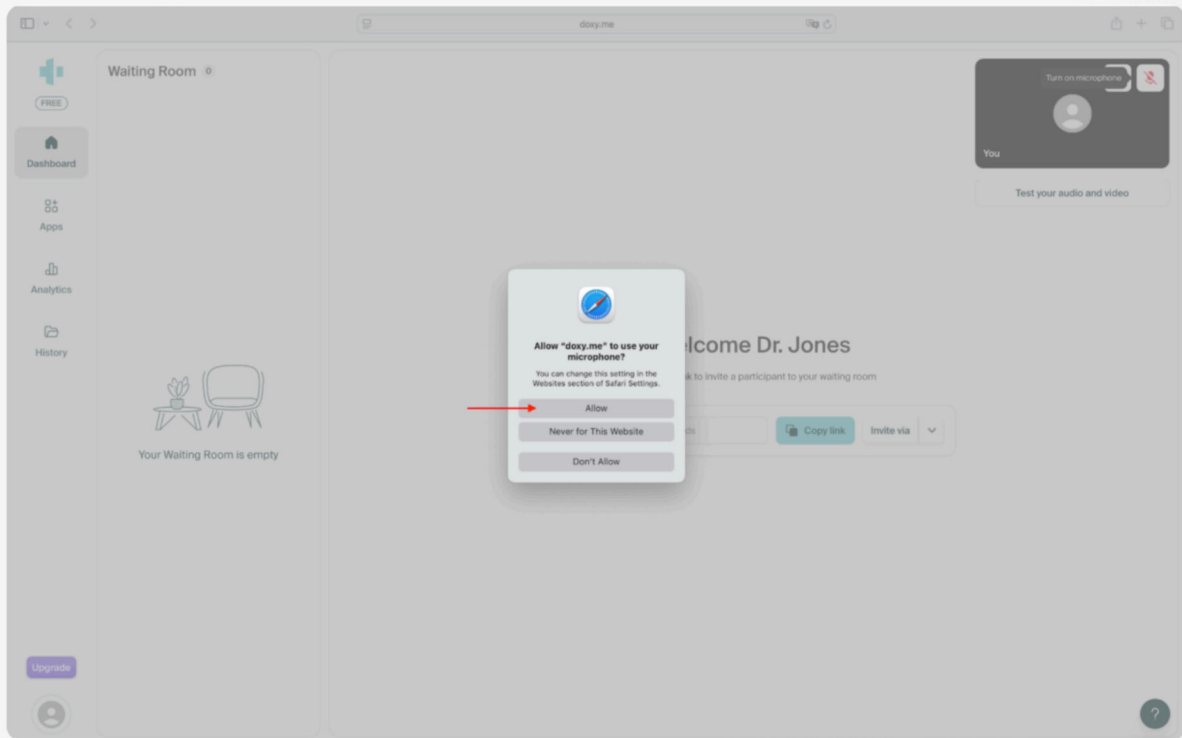
Temporary Denial (“Don’t Allow”)

Simply reload the page and click the camera/mic again when prompted.

Allow button for camera on Safari



Allow button for microphone on Safari

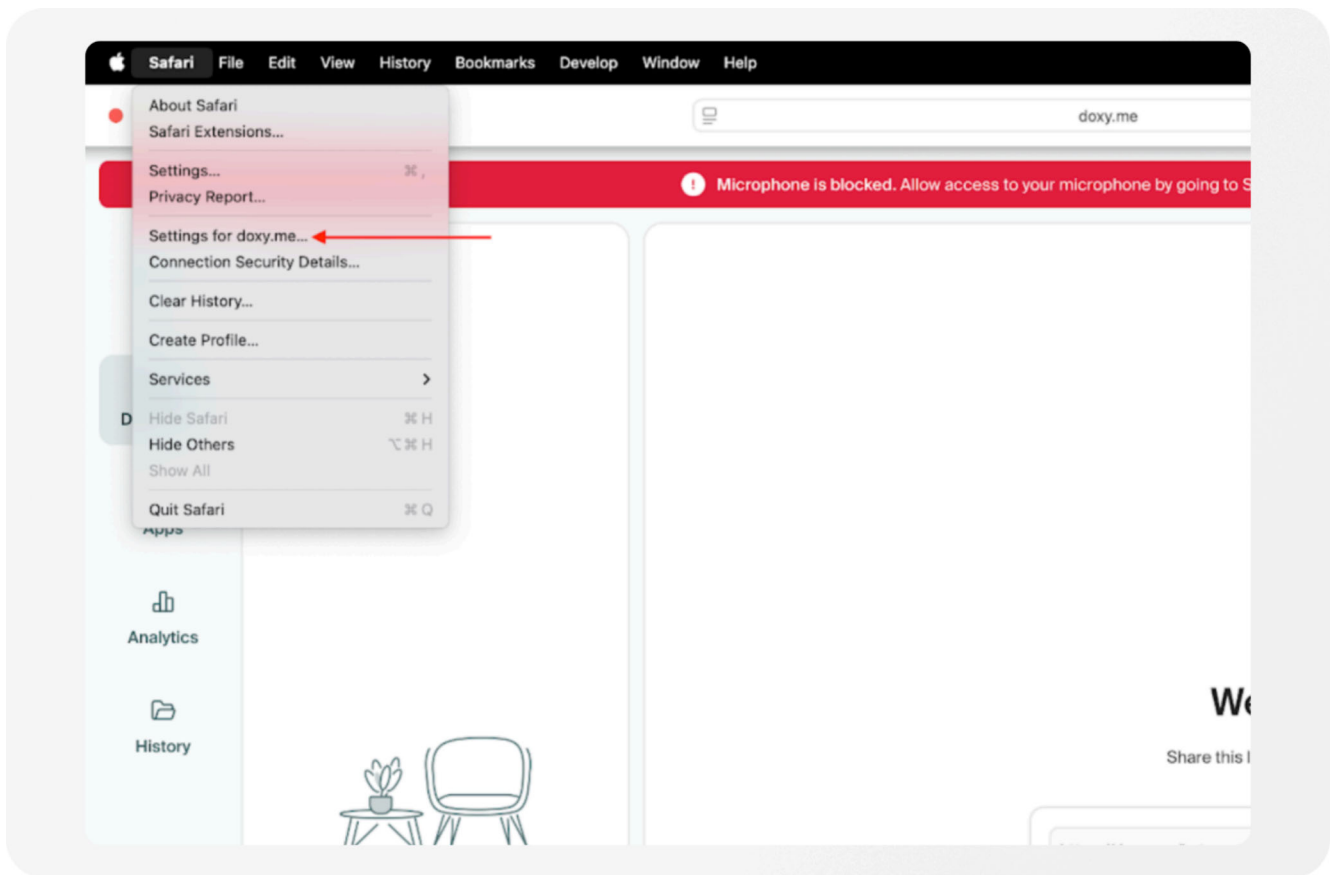


Permanent Denial (“Never for This Website”)

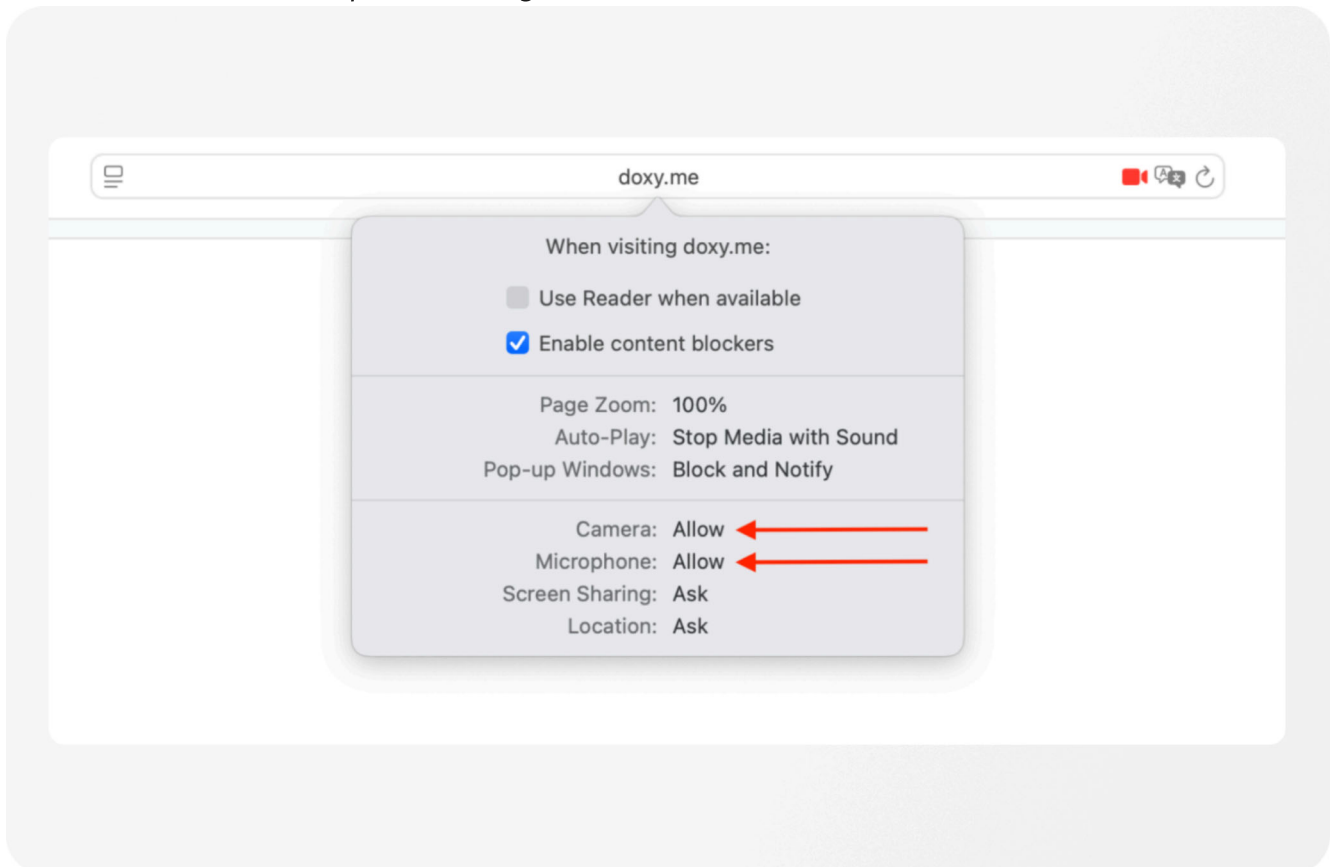
This prevents Safari from requesting access again unless manually changed.

- Go to **Safari > Settings for This Website** (or right-click the address bar)
- Set both **Camera** and **Microphone** to **Allow**
- Reload doxy.me

Settings for doxy.me on Safari



Safari Camera and Microphone settings



- If access is still blocked:

- A banner will appear prompting you to update permissions
- Follow the instructions to resolve

Note: Safari won't update toggle states until you click to interact

Microsoft Edge

Microsoft Edge works similarly to Chrome and is supported across desktop and mobile platforms.

Windows / macOS (Desktop & laptop)

- Click the site settings icon in the address bar (to the left of the doxy.me URL)
- Set **Camera** and **Microphone** to **Allow**
- Refresh the page

If access is still blocked:

- Go to <edge://settings/content/camera> and <edge://settings/content/microphone>
- Look for <https://doxy.me> under **Blocked** and click the trash icon to remove it
- Reload doxy.me to be prompted again

Android (Phones & tablets)

- Tap the **three-dot menu** (:) > **Settings** > **Site Permissions**
- Tap **Camera** and **Microphone**
- Set both to **Ask First** or **Allow**
- Ensure doxy.me is not listed as blocked
- Return to doxy.me and refresh the page

Also check system settings:

- Go to **Settings** > **Apps** > **Edge** > **Permissions**
- Enable **Camera** and **Microphone** access

iPhone / iPad (iOS)

- Open the **Settings** app on your device
- Scroll down and tap **Edge**
- Tap **Camera** and **Microphone**, and set both to **On** (green toggle)
- Return to Edge, refresh doxy.me, and tap the camera or mic toggle to trigger the request

- If access was previously denied, the permission prompt will reappear after interaction

Step 3: After fixing permissions

After making changes:

- Refresh the doxy.me page
- If the camera/mic is still not working, **restart your device one more time**
- Try another browser if all else fails

Note for Mobile Users:

If you're on an Android or iPhone, you may also need to check your **device settings** to ensure your browser has permission to access the camera and microphone.

- **Android:** Settings > Apps > [Browser] > Permissions
- **iOS:** Settings > [Browser] > Camera/Microphone

Step 4: Check device permissions for camera and microphone

If you've allowed access in your browser, your **device may be blocking** your camera or microphone. Here's how to ensure both are enabled:

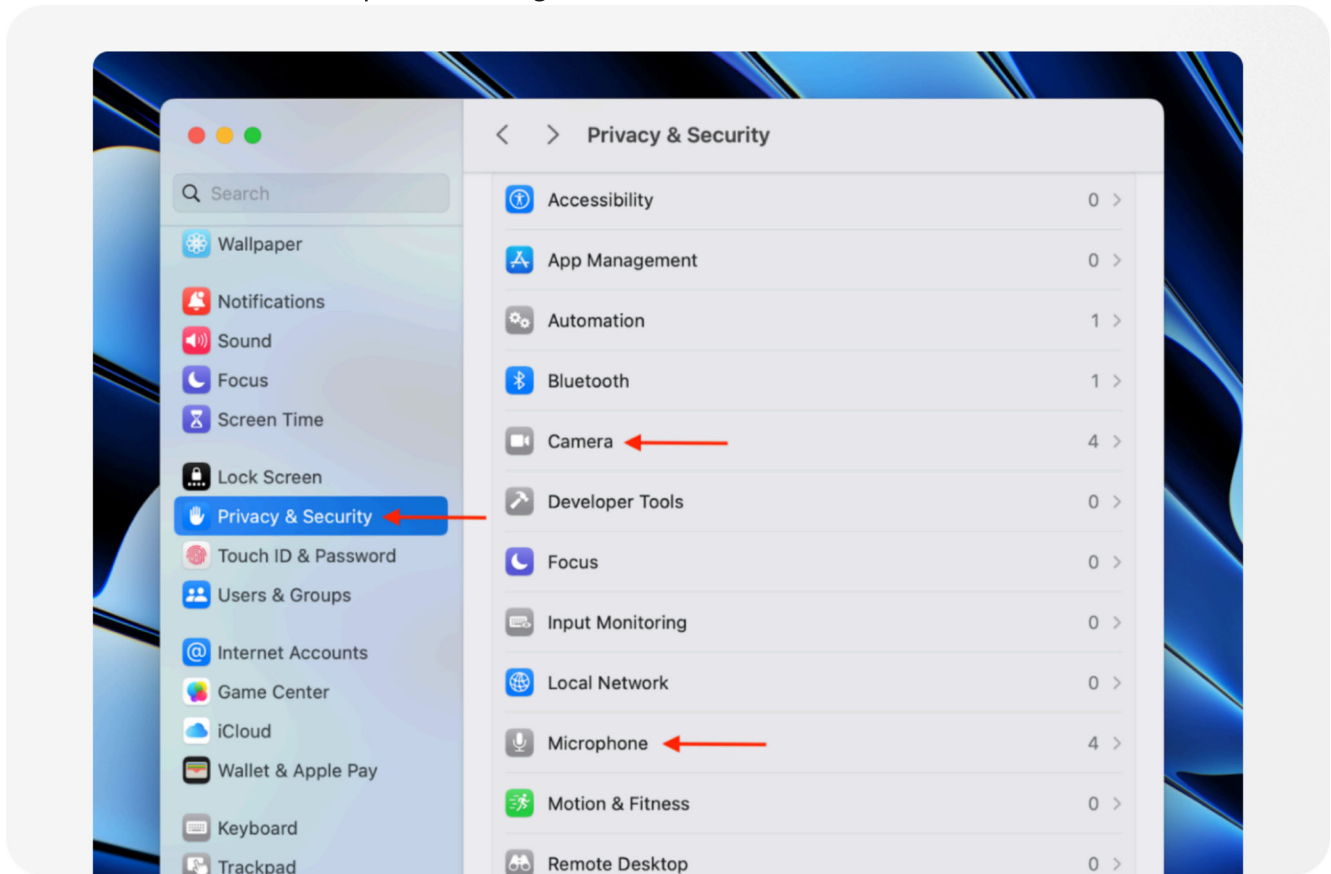
  *If you use an external camera or microphone, make sure these are installed and working correctly. If you experience an issue, unplug and replug each device to reset the driver.*

macOS

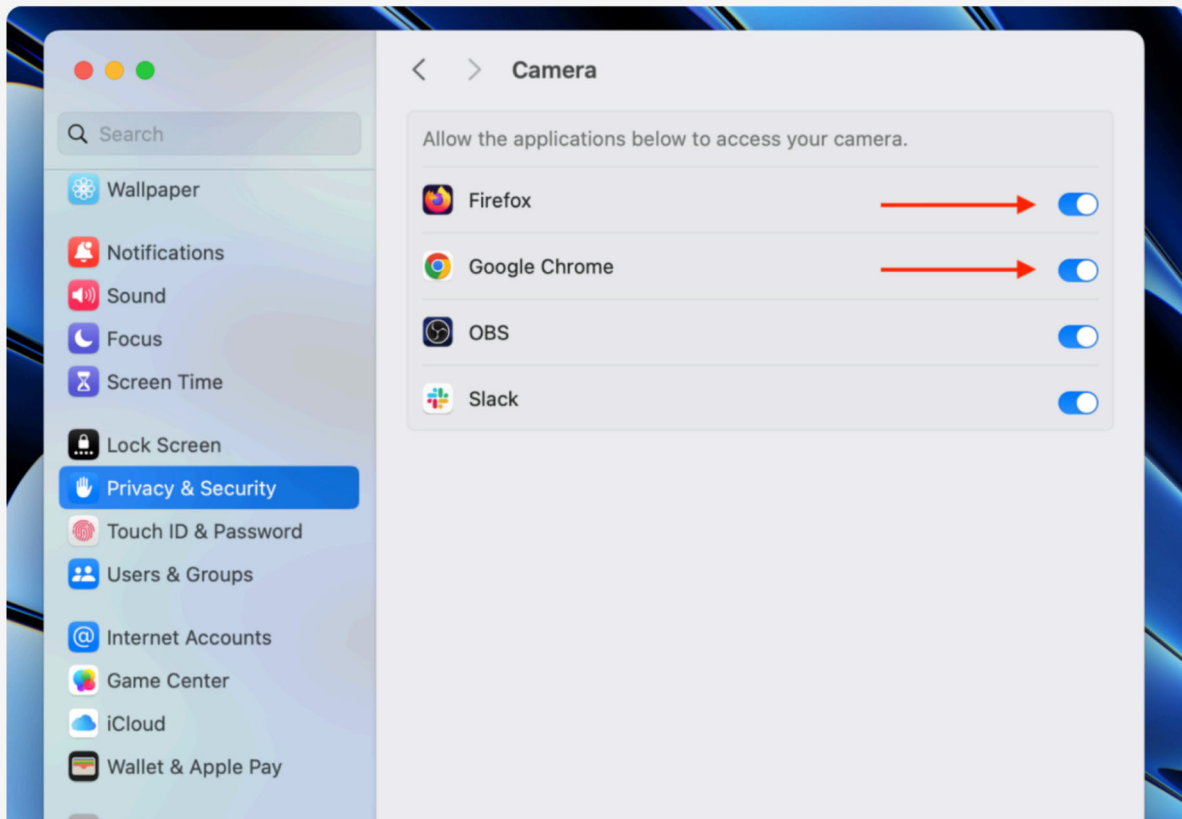
- Open **System Settings** (or **System Preferences**)
- Go to **Privacy & Security > Camera**
 - Check your **browser** (Chrome, Firefox, Safari, Edge)

- Repeat for **Microphone**
- Restart your browser after making changes

macOS camera and microphone settings



macOS camera settings by browser



iPhone and iPad (iOS)

- Open **Settings** > **Safari / Chrome / Firefox / Edge**
- Tap **Camera** and **Microphone**
- Set both to **Allow** or **Ask**
- Force-close and reopen the browser to re-trigger permissions

!! Safari may not ask for permissions again until you interact with the camera or microphone toggle

Using AirPods? Make connecting easier by following the below steps:

- Open the **Settings app** on your iPad
- Scroll down and tap **Safari**
- At the bottom under **Settings for Websites**, tap **Camera** and **Microphone**
- Change both from **"Ask"** to **"Allow"**

Windows

- Open **Settings**
- Go to **Privacy & security** > **Camera**

- Toggle **Camera access** to **On**
- Enable **Let apps access your camera**
- Confirm your **browser (Chrome, Firefox, Edge)** is listed and allowed
- Repeat under **Privacy & security > Microphone**

Android Phones & Tablets

1. Go to **Settings > Apps > [Chrome, Firefox, or Edge]**
2. Tap **Permissions**
3. Allow **Camera** and **Microphone** access
4. Return to Doxy.me and refresh the browser

If you have any questions, please contact our [support team](#).

Did this answer your question?



Need help? Check our [status page](#) or contact our support team