DocResponse Mic and Camera Check Andriod and iOS Devices

Android Chrome Troubleshooting

1. On **Android devices,** open the **Chrome app**
2. To the right of the URL bar, tap the triple dots -> **Select Settings**
3. Select **Site Settings**
4. Select **Microphone or Camera**
5. Select to turn the **Microphone or Camera on**
6. Under the **Blocked list** see if **clinic.docresponse.com**. If you see it BLOCKED, select **clinic.docresponse.com > Access your camera > Allow**
7. Unblock **BOTH camera and mic**!

iPhone iOS Troubleshoot

1. On iPhone devices, open the **Settings app**
2. Select on **Safari**
3. Scroll down to **Microphone & Camera**
4. Confirm that "**Allow**" Microphone and Camera on all websites is checked
5. Retry and Refresh the call