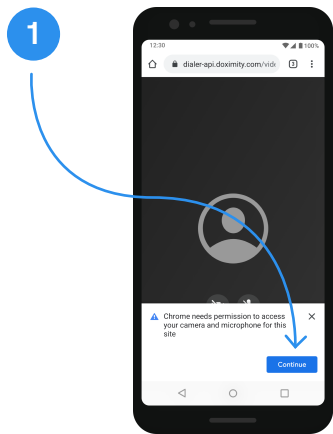




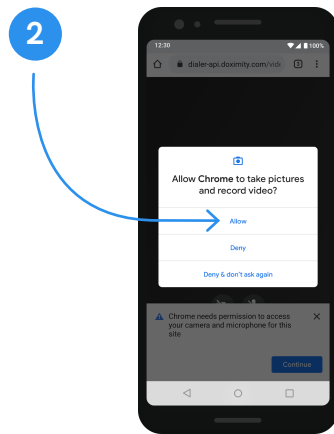
How To Enable Android Microphone & Camera for Video Calls



Step 1

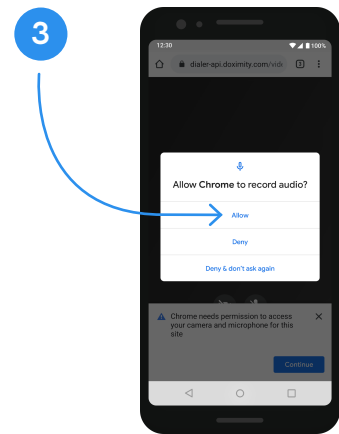
After you receive the video call invite from your doctor, you will be asked to enable your camera and microphone on a screen that looks like the one above. Tap 'Continue'.

Note: The permissions must be allowed in order to join video calls with your doctor.



Step 2

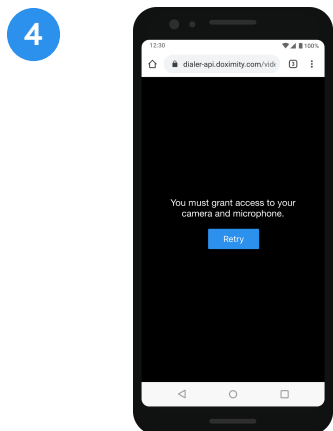
You will be brought to a pop-up screen asking you to allow Chrome access to your camera. Tap 'Allow'.



Step 3

Then, you will be brought to a pop-up screen asking you to allow Chrome access to your microphone. Tap 'Allow'.

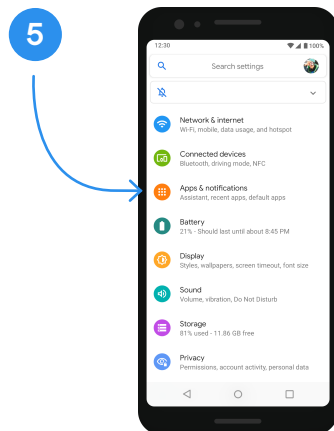
After this, you will be able to join the video call with your doctor!



Step 4

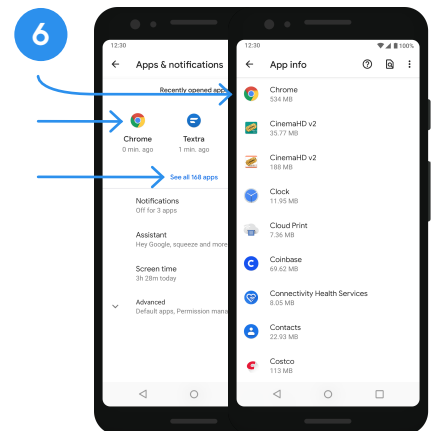
If you do not see the screens from Step 2 and 3, the one above will appear because either:

- Permissions for your camera or microphone were previously denied
- Your phone is set-up to automatically deny permissions.



Step 5

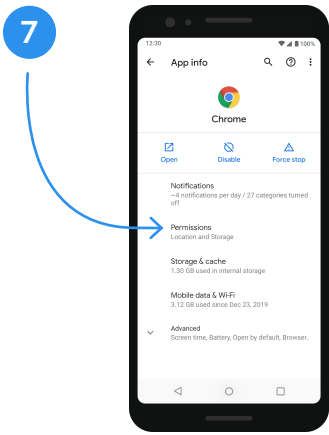
To fix this, open your Settings App (⚙️) on your phone. Tap 'Apps & Notifications'.



Step 6

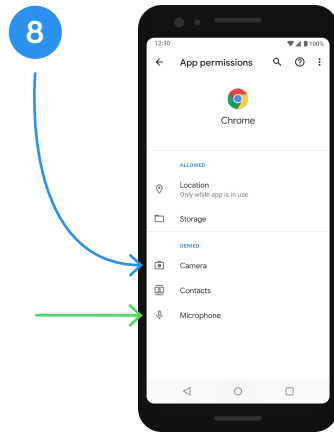
Tap on 'Chrome' (or the default browser that you use). If you don't see your browser, tap 'See All Apps' and scroll down until you see it.

Note: If you have a Samsung, your default browser may be called "Internet". All other devices will most likely have Chrome or Firefox set as the default.



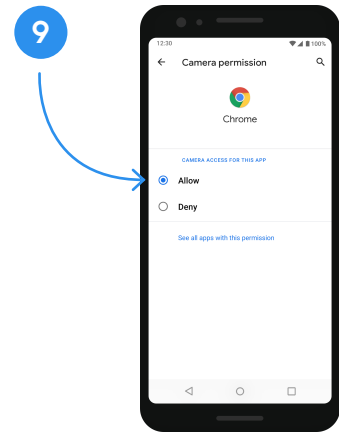
Step 7

Once you are on your browser, tap 'Permissions'.



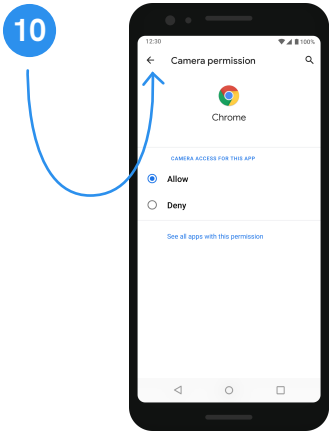
Step 8

Then, tap 'Camera' (follow the blue arrow).
To enable your microphone, tap 'Microphone' (follow the green arrow).



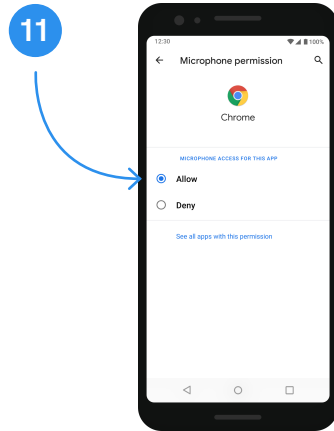
Step 9

Once in the Camera permissions, tap 'Allow' (make sure there is a blue dot next to it).



Step 10

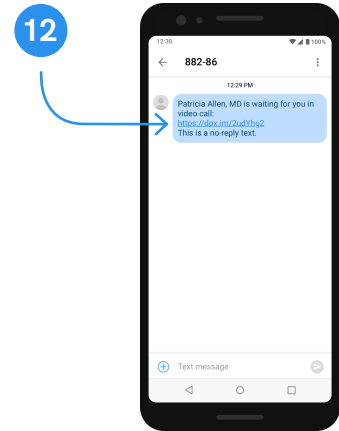
Then, tap the grey arrow in the top left corner of your screen.



Step 11

Once you are back on your browsers' permissions screen, you will need to do the same thing for microphone access (the green arrow in Step 5).

Once complete, tap 'Allow' (make sure there is a blue dot next to it).



Step 12

To join the video call, click on the link your doctor sent via text.

Note: You can find the link to join the video call by going back to your text messages and tapping on the link.