

# Allow Camera and Mic on Chrome for Android Tablets

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If you are on an Android tablet and the other party cannot see and hear you, but you can see and hear the other party, Google Chrome for Android may be blocking access to your tablet's camera and mic. To check this and correct it:

1. On the Android tablet, open the Google Chrome app
2. At the top right, tap the Options icon (three dots) and then tap Settings
3. Under the Advanced heading, tap Site Settings
4. Tap Camera and verify that <https://vridirect.com> is listed. Tap this listing to view details. The details should say "Allow". If they do not, then tap "Clear and Reset"
5. Tap the Back button at the top left twice to go back to Site Settings
6. Tap Microphone and verify that <https://vridirect.com> is listed. Tap this listing to view details. The details should say "Allow". If they do not, then tap "Clear and Reset"
7. Tap the Back button enough times to get back to the web browser.
8. Log in to <https://vridirect.com> and try to place a call. If you cleared any settings in the previous steps, then you should be prompted to allow access to the camera and mic once the call starts. Allow the access. The call will then proceed.