

Select your microphone and speakers from your browser

Saved From:

<http://support.vridirect.com/article/select-your-microphone-and-speakers-from-your-browser-93.html>

Google Chrome 52 and higher:

1. If you are in a VRI call, please exit the call.
2. Press CTRL-T (or CMD-T on a Mac) to open a new browser tab.
3. At the top right of the browser, click the "Customize and Control Chrome" Options button (looks like three dots or three dashes)
4. Click Settings, scroll to the bottom and click "Show advanced settings..."
5. Under Privacy, click "Content settings..."
6. Scroll down to the Microphone and Camera sections and use the drop-downs to choose your preferred mic and webcam. Under each section, make sure "Ask when a site requires access to your microphone (recommended)" is checked
7. Click "Done"
8. Close all browser windows and VRI Direct apps
9. Reopen a browser, log in to VRI Direct, and place a call to check your settings.

Mozilla Firefox:

1. While in a VRI call, click the gray camera icon in the address bar at the top of the browser. This pops down a box to control which webcam and mic you use and whether you can share them with the website
2. Select your preferred mic and webcam
3. Make sure the drop-down for sharing says "Share Selected Devices"
4. Click the X at the top of the window to close the box
5. Close Firefox, then reopen, log back in to VRI Direct, and place a call to check your settings.