



Device Permissions

In the event your customer receives an alert telling them their camera and/or microphone settings are denied, please instruct them to follow the steps below to allow device permissions.

The instructions/steps will vary depending on their device and browser.

Browsers supported: **Chrome, Safari & Edge only.**

To ensure the best performance and security, our software only supports devices and operating systems that are no more than **5 years old**. This means devices (computers, phones, tablets, etc.) must have been released within the last 5 years. This ensures that the Operating Systems (OS) is actively supported by their manufacturer.

We recommend checking the official support pages from your device or OS provider to confirm compatibility:

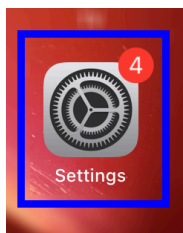
- [Windows OS: Microsoft Lifecycle Policy](#)
- [macOS: Apple macOS Support](#)
- [iOS/iPadOS: Apple iOS Support](#)
- [Android:](#) Android OS versions & support (look for the latest versions supported by your manufacturer)

If your device or OS is older than 5 years, we cannot guarantee full functionality or provide technical support. Upgrading to a newer device or operating system is recommended for optimal performance and security.

iOS Permissions

iOS Mic / Camera - OS (operating system)

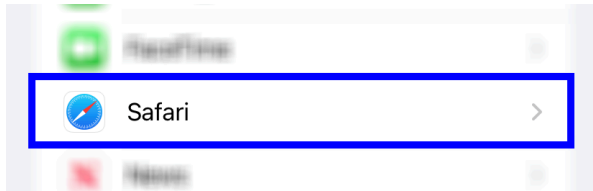
Step 1: Find and open the **Settings** app on your phone's home screen.



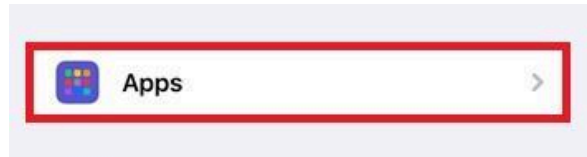
LiveSwitch

Step 2: Scroll down, find **Safari/Chrome or Apps** (depending on your iOS version) and tap it.

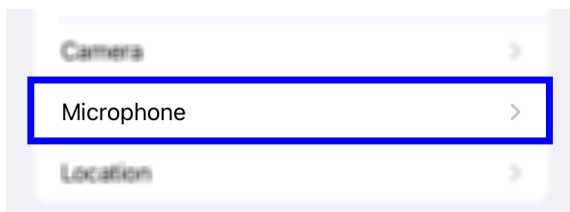
iOS 17 and older



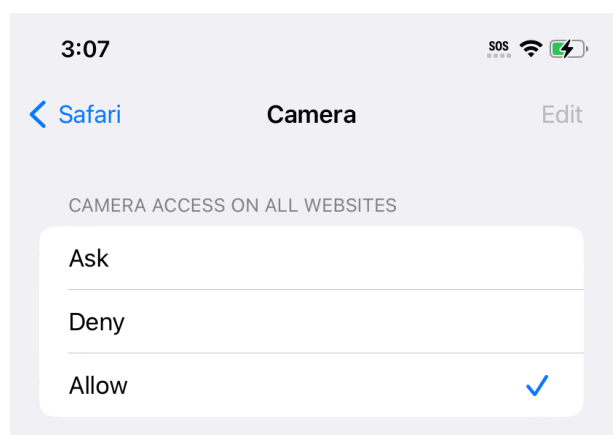
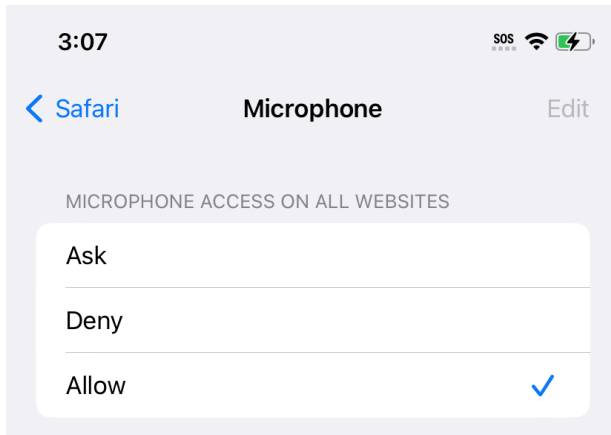
iOS 18 and up



Step 3: Next, tap **Microphone and/or Camera** depending on which one is not working.



Step 4: Select the **Allow** option for both Microphone and Camera

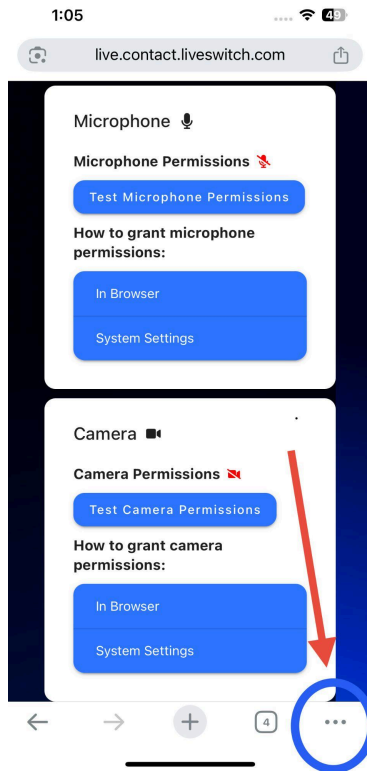


Step 5: Reload the webpage and your call should start to load and connect.

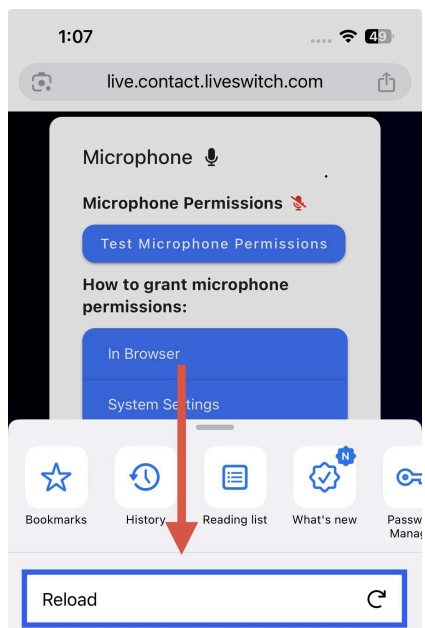


iOS Mic / Camera - CHROME Browser

Step 1: Click the three dots (...) in the right side of the bottom navigation bar.

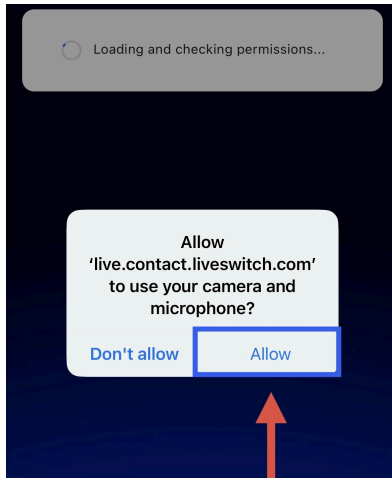


Step 2: Tap the 'Reload' option from the list.



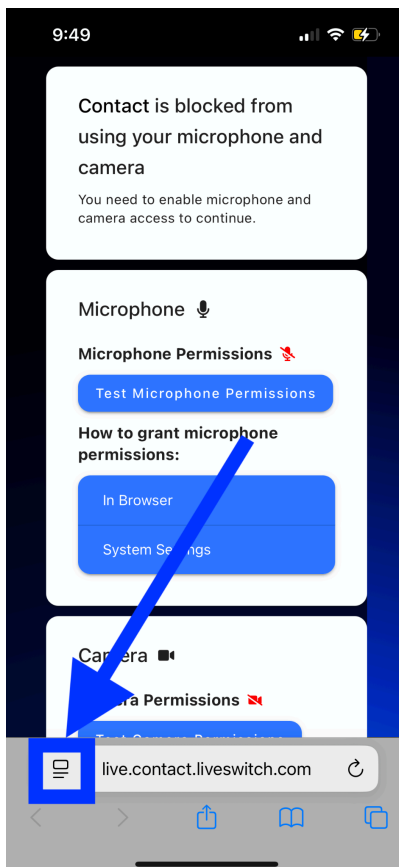


Step 3: When prompted for camera and microphone permissions, click 'Allow' and your call should start to load and connect.



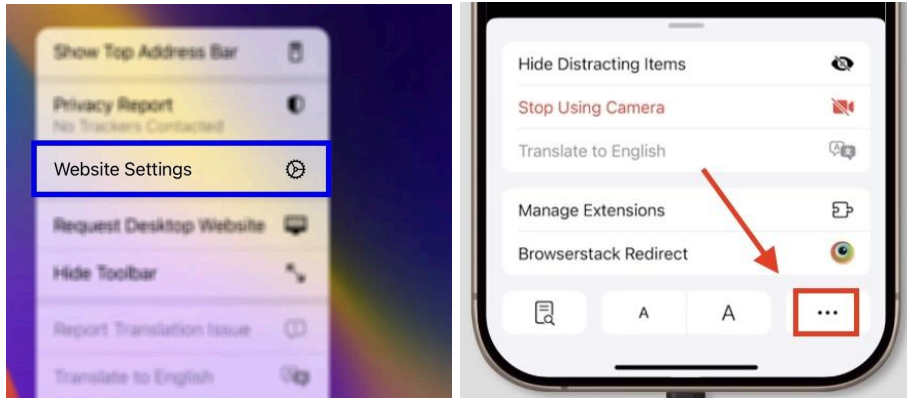
iOS Mic / Camera - SAFARI Browser

Step 1: On the bottom of the screen tap the icon that displays in the address bar on the left.

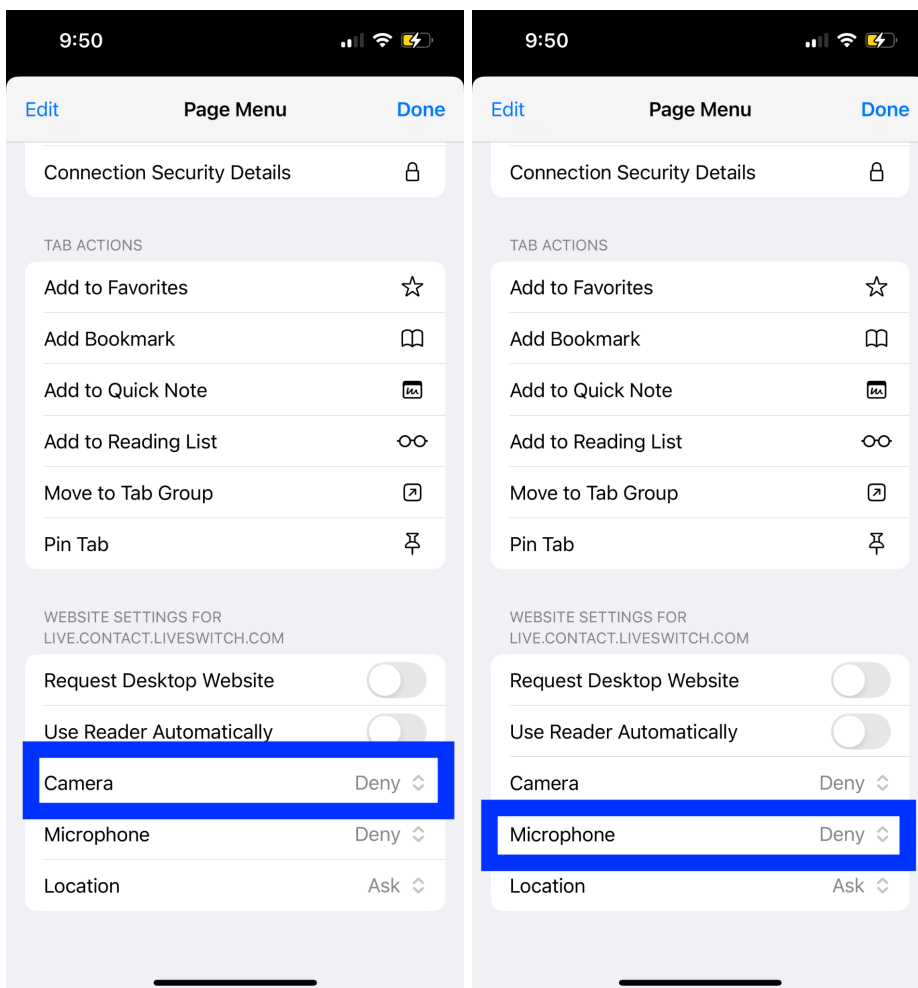


LiveSwitch

Step 2: Tap 'Website Settings' or the three dots icon (...) that displays in the bottom navigation bar on the right. (The one that displays will depend on your iOS version).

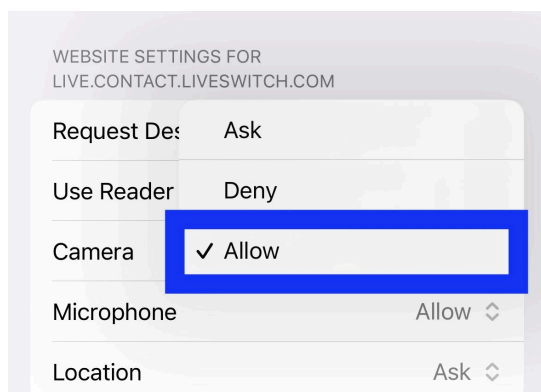


Step 3: Next, tap on Camera and/or Microphone depending on which one is not working.

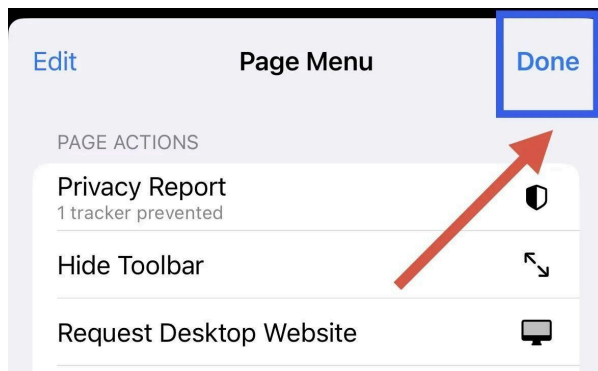




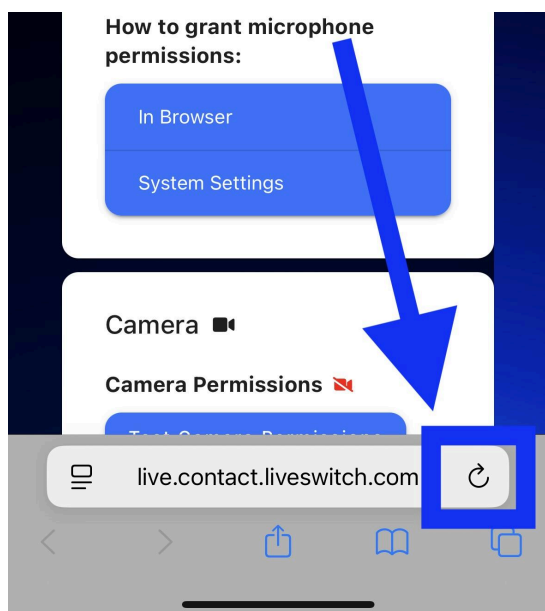
Step 4: Select the 'Allow' option.



Step 5: Tap 'Done.'



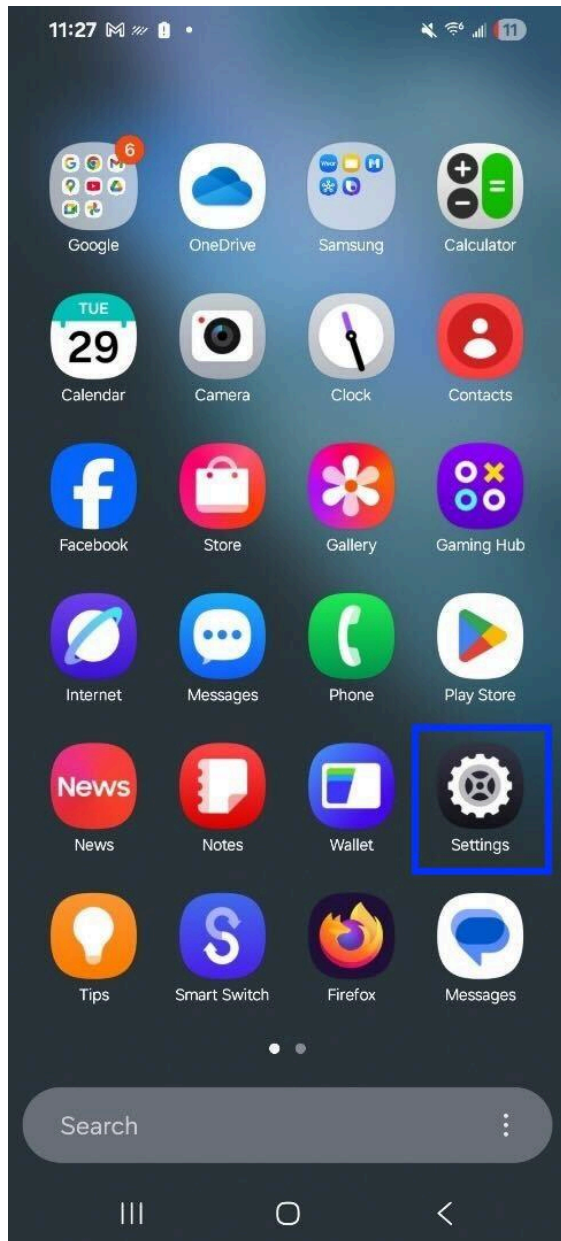
Step 6: Reload the webpage and your call should start to load and connect.



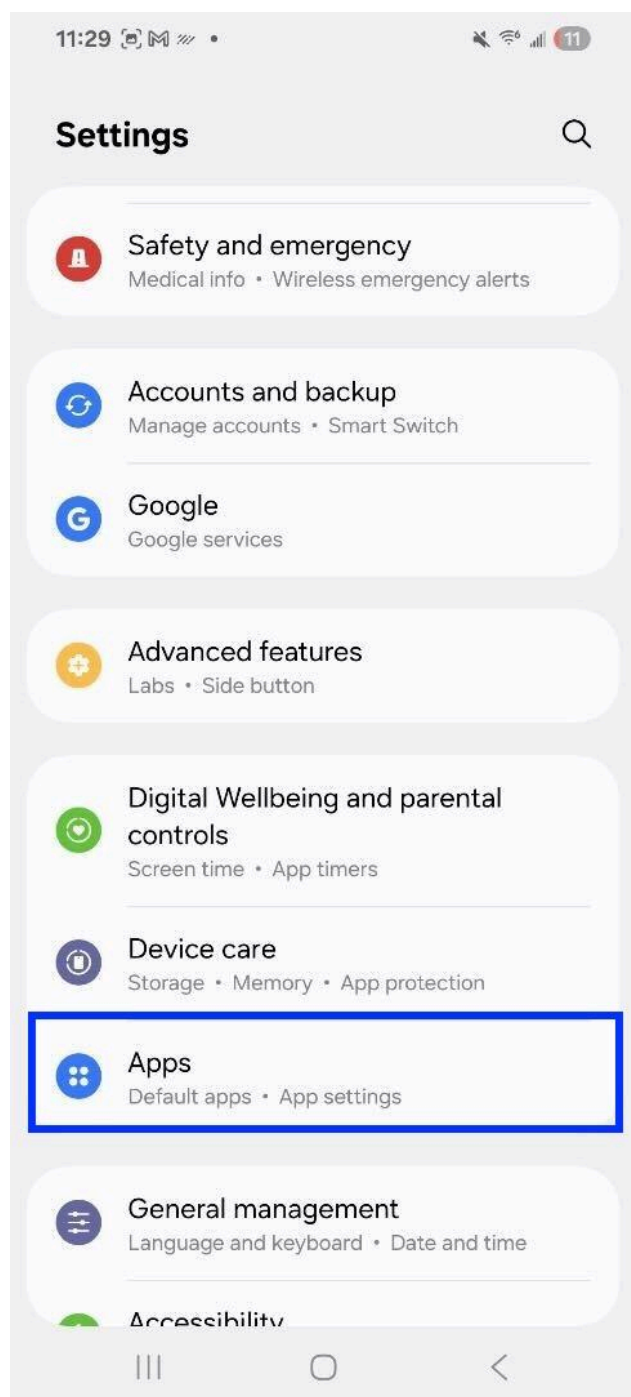
Android Permissions

Android Mic / Camera - OS (operating system)

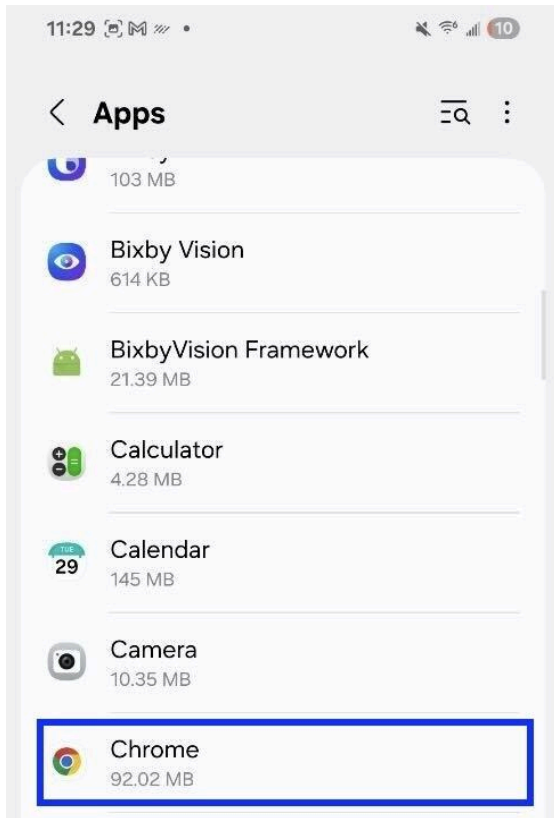
Step 1: Find and open the **Settings** app on your phone.



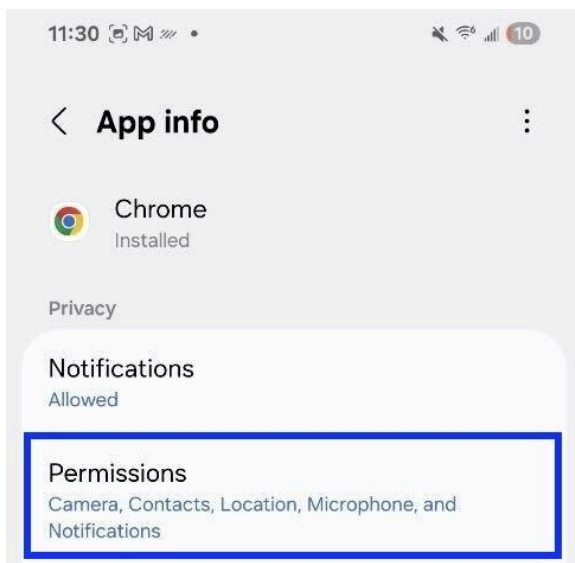
Step 2: Scroll down to **Apps** and tap it.



Step 3: Scroll down to locate **Chrome** on the app list.

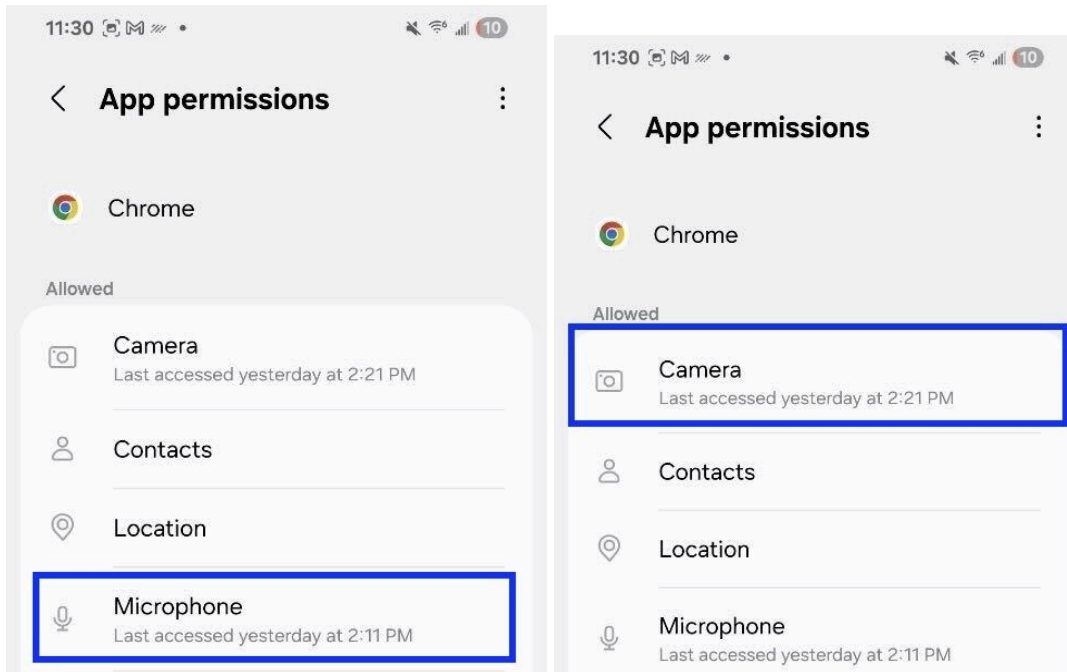


Step 4: Next, go to **Permissions**. Here you will find a list of permissions for chrome.

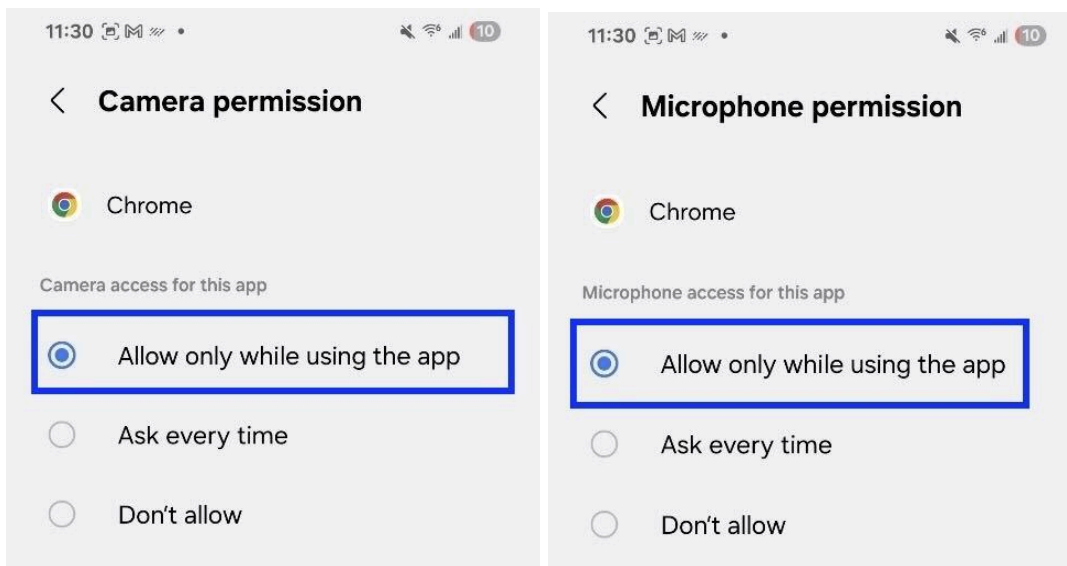




Step 3: Tap on the **Microphone and/or Camera** option.



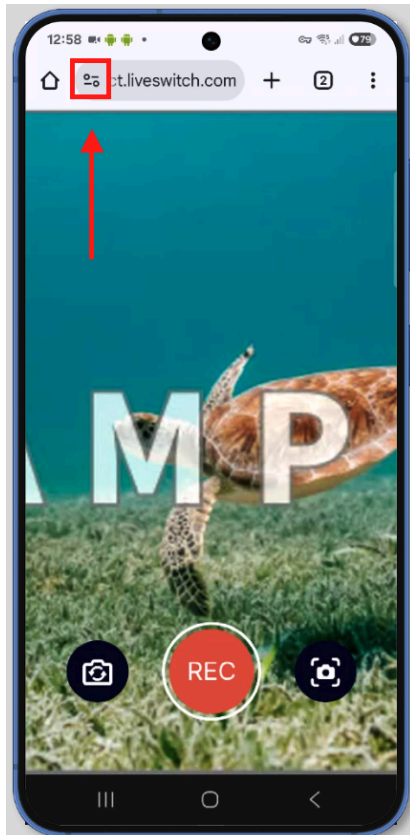
Step 4: Select **Allow only while using the app**.



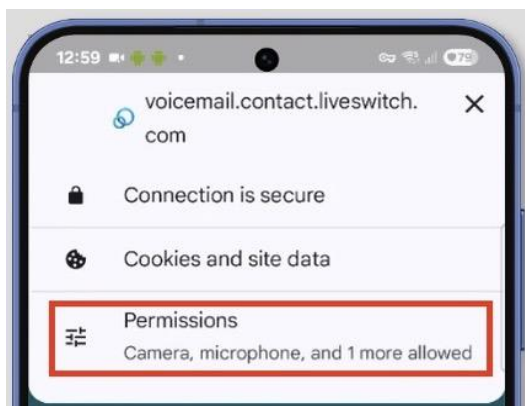


Android Mic / Camera - OS (operating system)

Step 1: Near the top of the screen, tap the **Permissions** icon that displays in the address bar on the left.

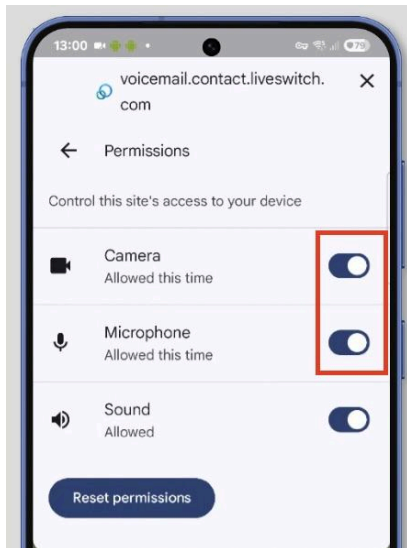


Step 2: Tap on **Permissions** in the site information pop-up.

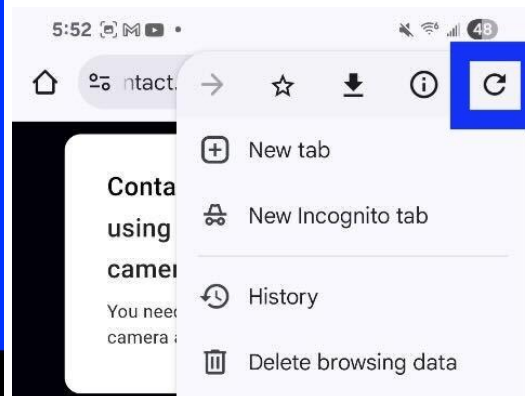
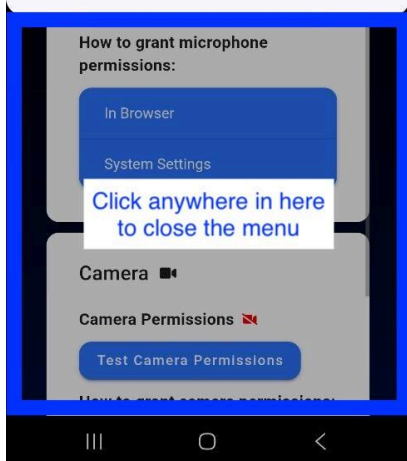
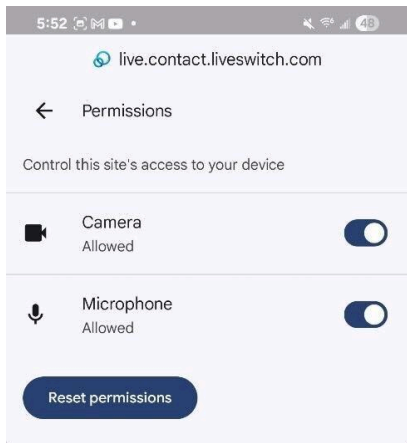




Step 3: Turn on the slider next to **Camera** and **Microphone**.



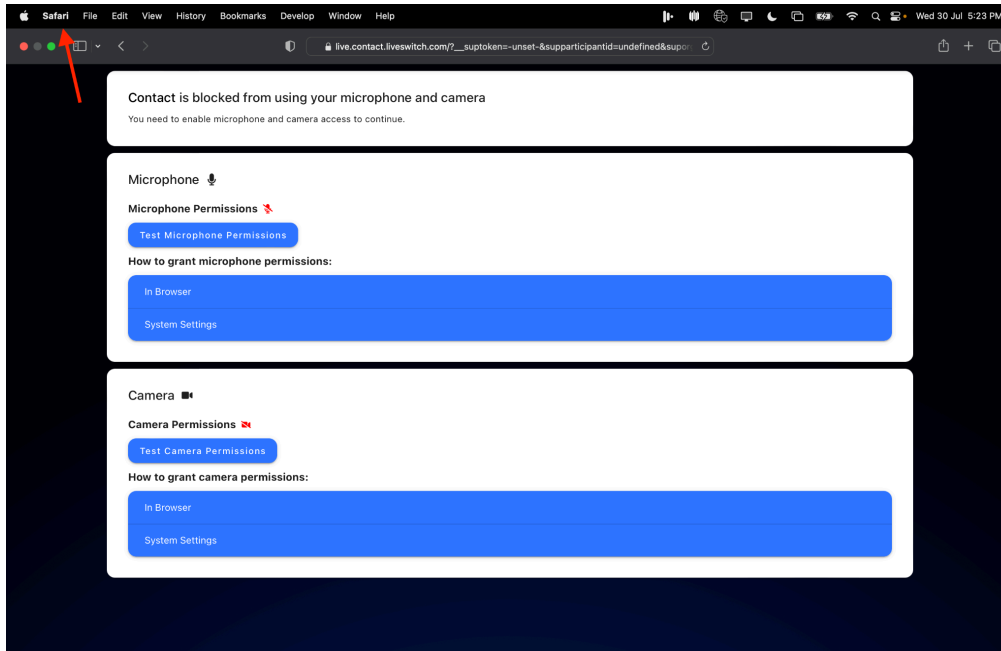
Step 4: Tap anywhere on the website (outside the Permissions panel) and **Reload** the webpage and your call should start to load and connect.



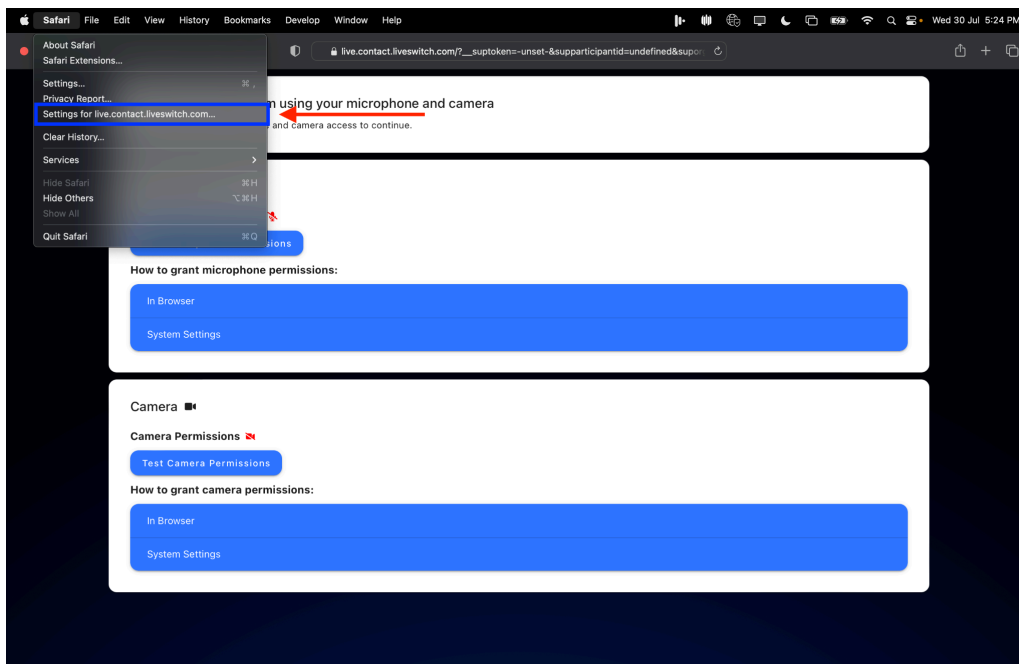


macOS Desktop/Laptop Permissions

Step 1: Click on **Safari** or **Chrome** in the top menu bar. This will depend on the browser you are using.

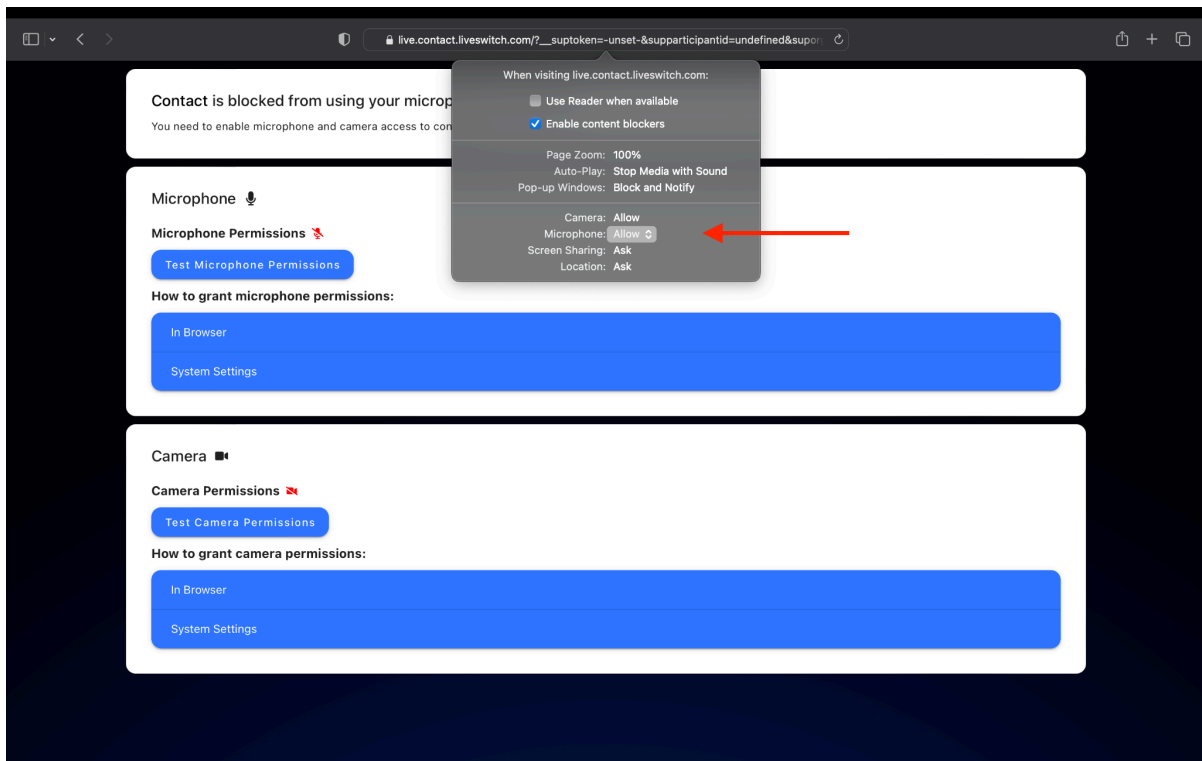
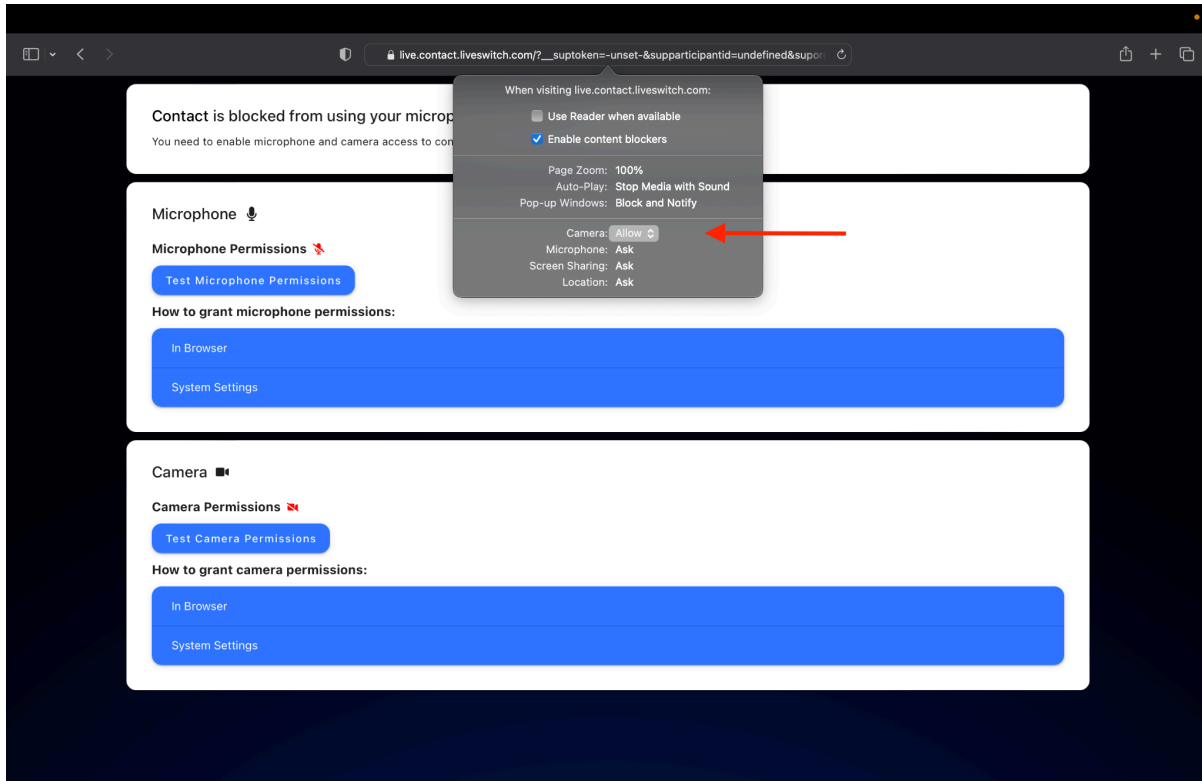


Step 2: Click on **Settings** for live.contact.liveswitch.com...



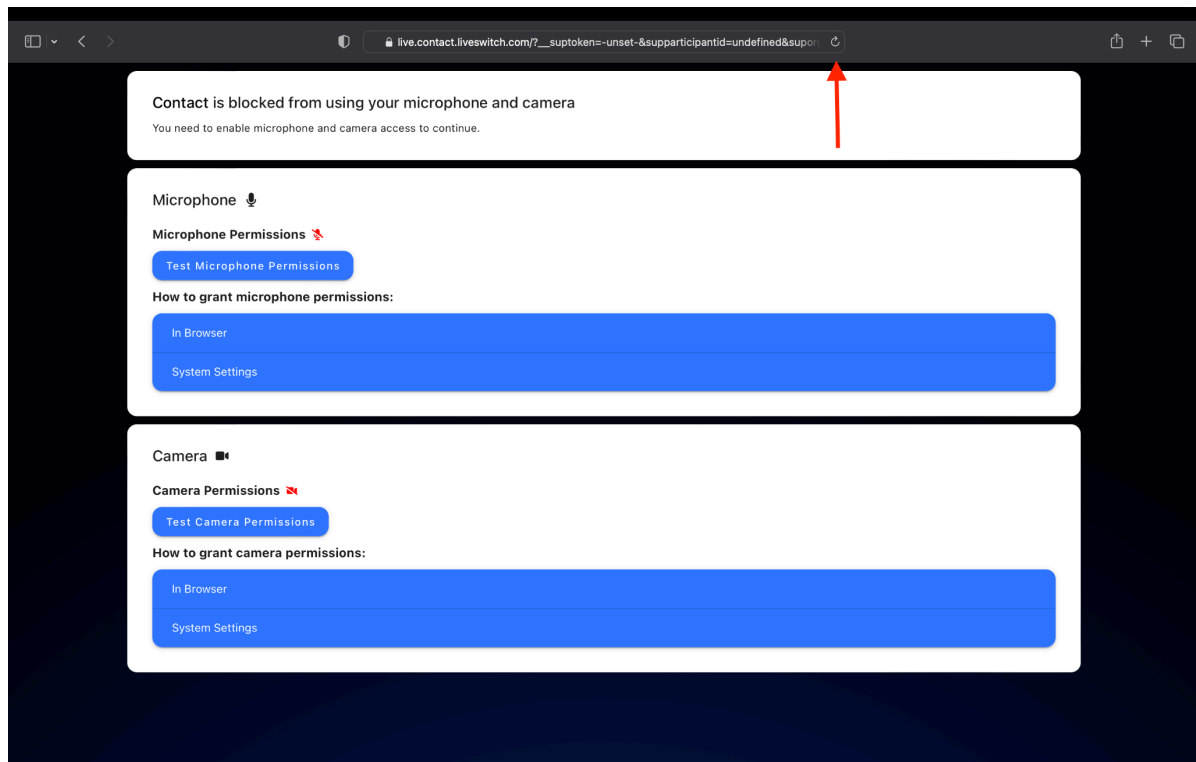


Step 3: Select the dropdown beside **Camera and/or Microphone** and select **'Allow'** from the list.



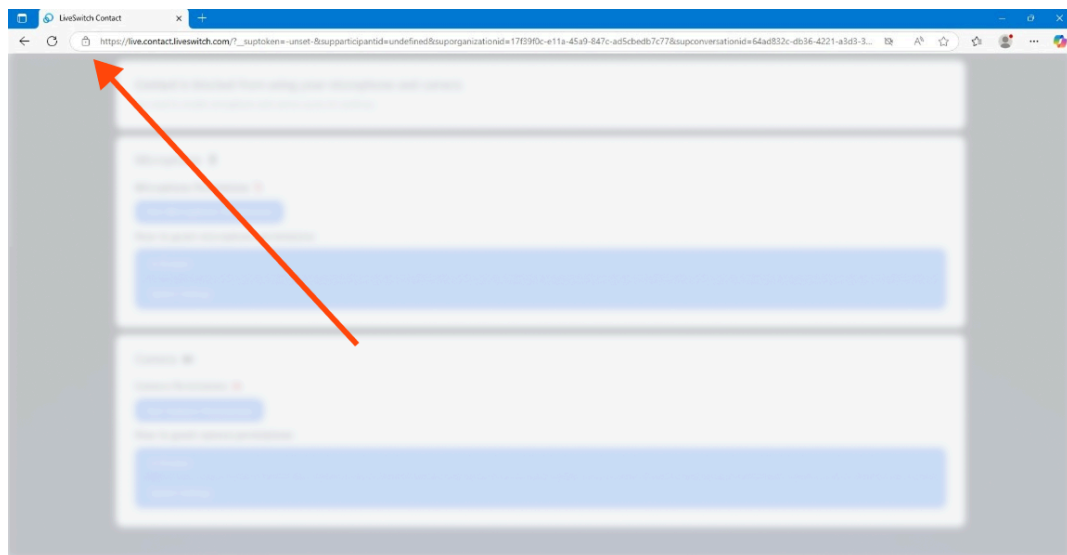


Step 4: Reload the webpage and your call should start to load and connect.



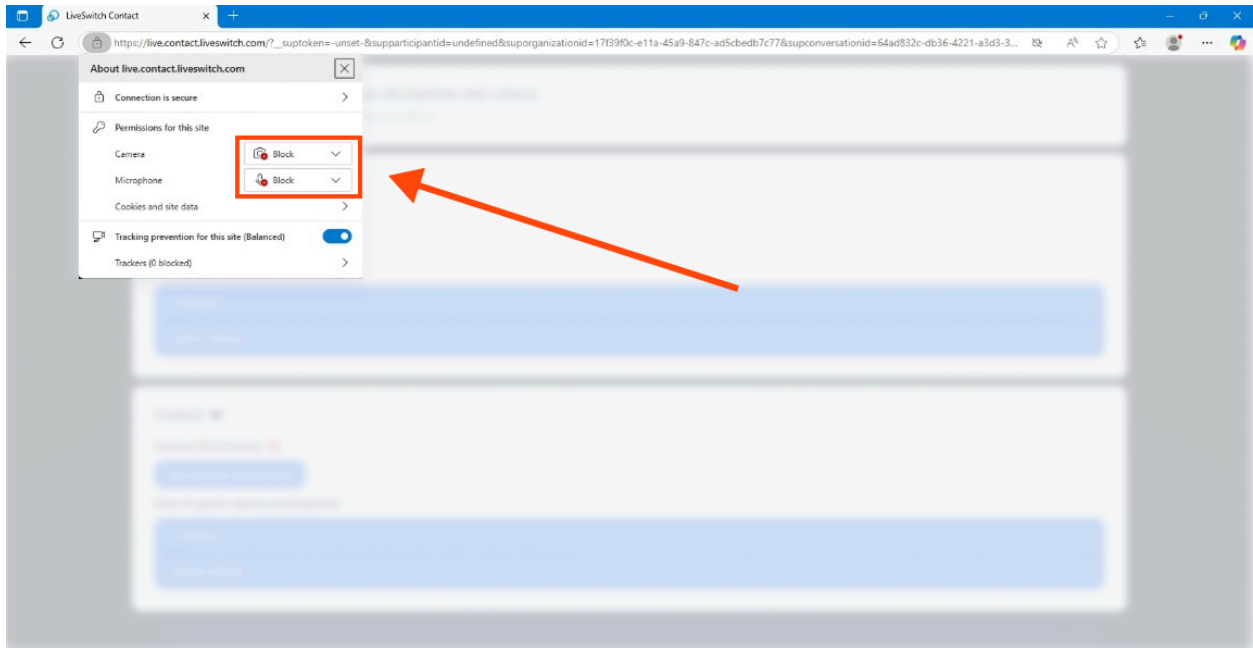
Windows Desktop/Laptop Permissions

Step 1: Click the **Lock** icon that displays in the address bar on the left.

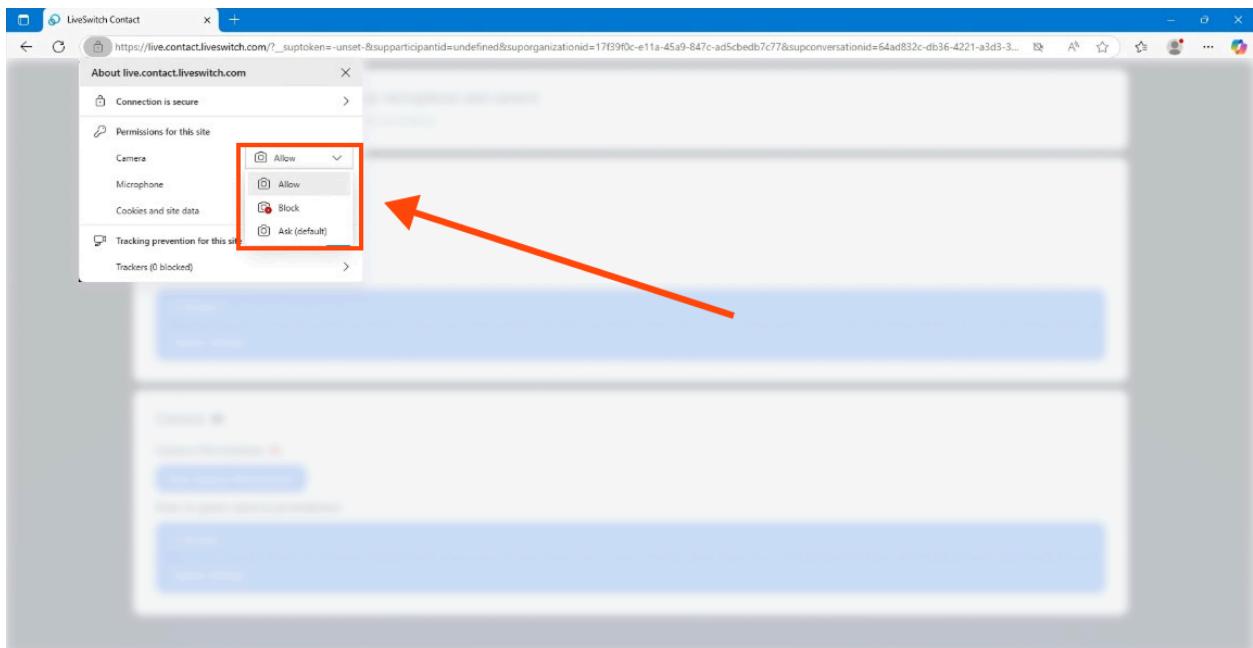


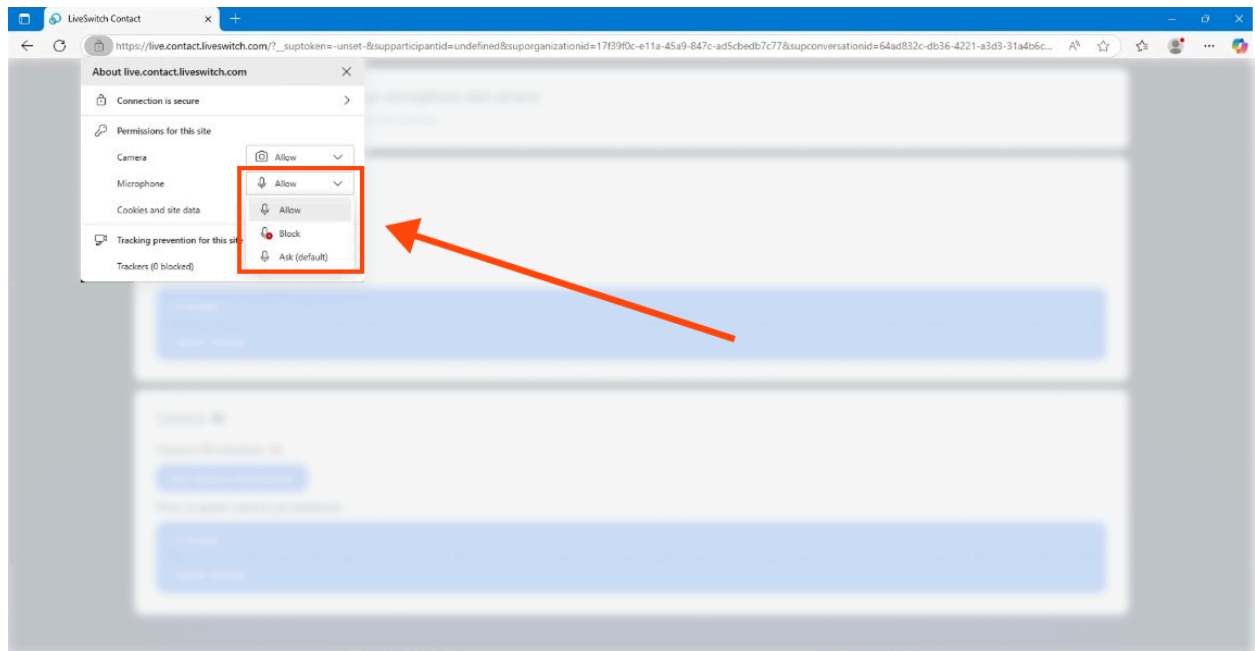


Step 2: Find the ‘Permissions for this site’ section.



Step 3: Select the dropdown beside **Camera** and/or **Microphone** and select ‘Allow’ from the list.





Step 4: Reload the webpage and your call should start to load and connect.

