

Andor Virtual Visits – Android Audio Video Tips

Video and Audio Troubleshooting Tips

If you are using an Android device with Chrome, use the following instructions to update your camera and microphone permissions.

1. On your Android device, open the Chrome app .
2. To the right of the address bar, tap More : > Settings.
3. Tap Site Settings.
4. Tap Microphone or Camera.
5. Tap to turn the microphone or camera on or off.
 - If you see the site that you want to use under Blocked, tap the site > Access your microphone > Allow.

If you are using an Android device and the above steps have not worked, use the following instructions to update your device settings.

1. On your Android device, open the Settings app .
2. Tap Apps & notifications.
3. Tap the app you want to update.
4. Tap Permissions.
5. Choose which permissions you want the app to have, like Camera or Phone.

For technical support, please contact **Telehealth Centralized Support at 843.792.4864**