

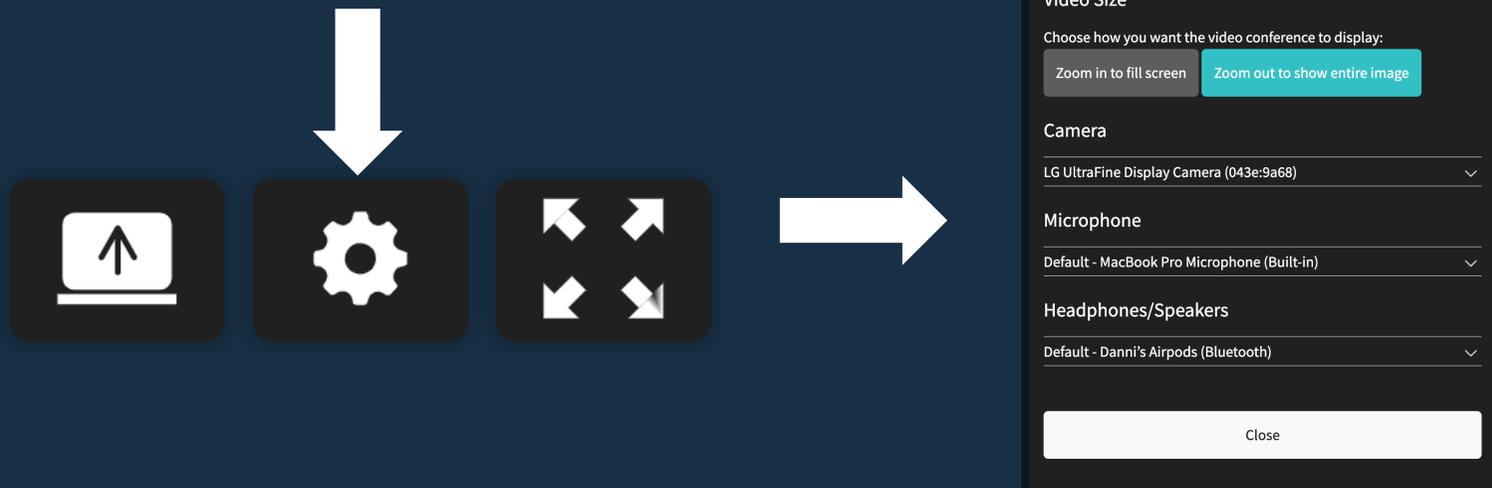
Solving issues with webcam, microphone or headphones

The most common reason for issues is that your computer is not set to use the correct webcam, microphone or headphones.

Go to the video conference screen and select the settings 'cog' in the bottom right corner of your screen.

Use the dropdown menus to select the correct webcam, microphone and headphones

If this does not solve your issue go to page 2 of this guide for other ways to solve your issue.



Other things to try:

- Ensure your webcam, headphones & microphone are connected before loading Bilateral Base. If you already have Bilateral Base open, close your browser and open it again
- Is your microphone/headphones on mute?
- Is there a physical privacy cover / lens cap on your camera?
- Is your browser up to date? Check by opening this link in the browser you intend to use for your video conference <https://www.whatismybrowser.com/> if your browser shows as not up to date then please update it.*
- Close other software running on your computer, especially any programs that also use your webcam, headphones or microphone as these can sometimes prevent other programs from accessing these devices
- The first time you start a video conference with Bilateral Base your web browser would have asked your permission to access your webcam and microphone, if you denied this will prevent them from working. The easiest way to resolve this is go to your web browser menu and select to open a private/incognito browser window. Open Bilateral Base again in this private window and you will again be asked for permission to access your webcam/microphone.
- If you are not already, switching to Google Chrome web browser can often resolve issues. It currently has the best support for video conferencing.