

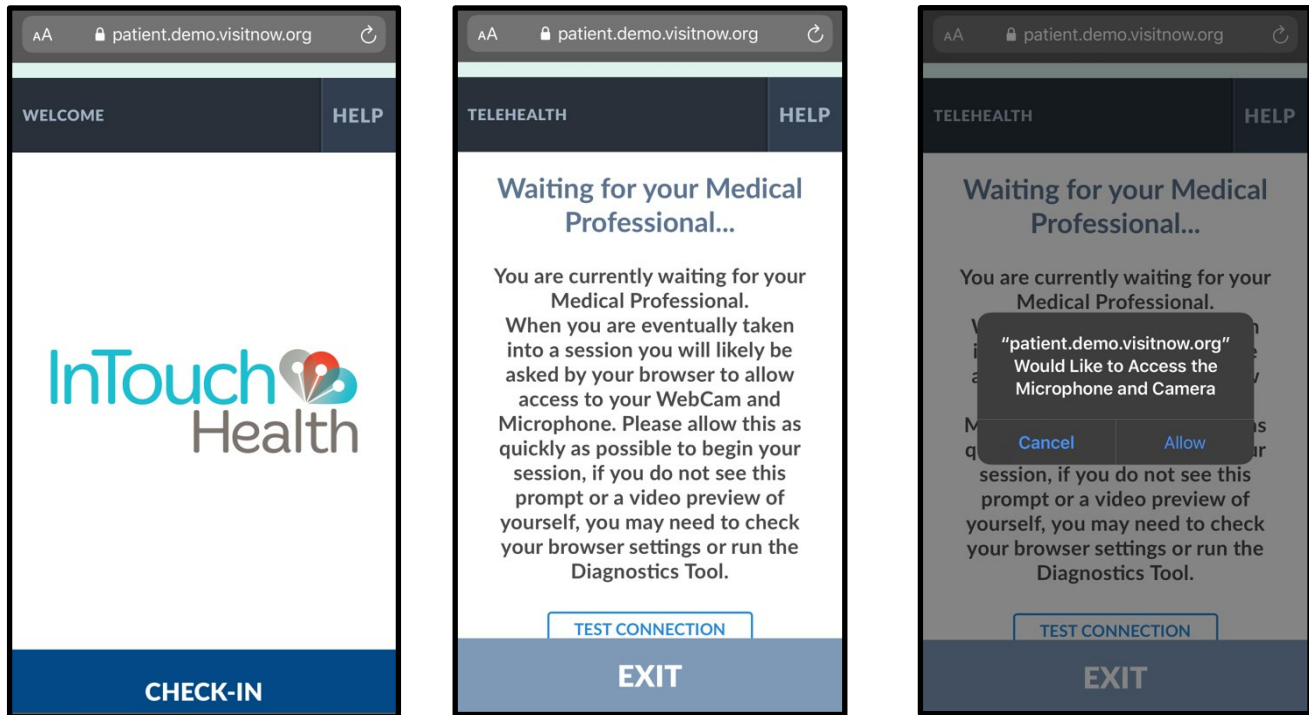
## KNOWN ISSUE iOS 13.4 Safari Camera and Mic Access (mobile/tablet)

iOS Safari 12.1 was the first version of web browser to support WebRTC on the InTouch Solo Platform. A recent software release from Apple has created an issue that blocks the camera and microphone for video calls. This guide reviews the steps required to provide resolution.

### Guide to enabling camera and microphone on iOS devices.

To have a call on iOS devices, you need to **provide access to your webcam and microphone**. Safari requires you answer this each time.

Press **"Allow"** when prompted:



#### TIPS:

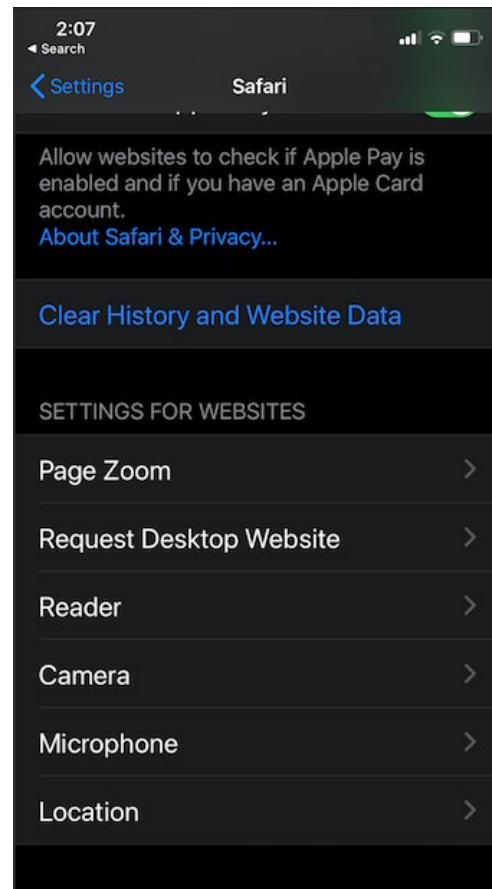
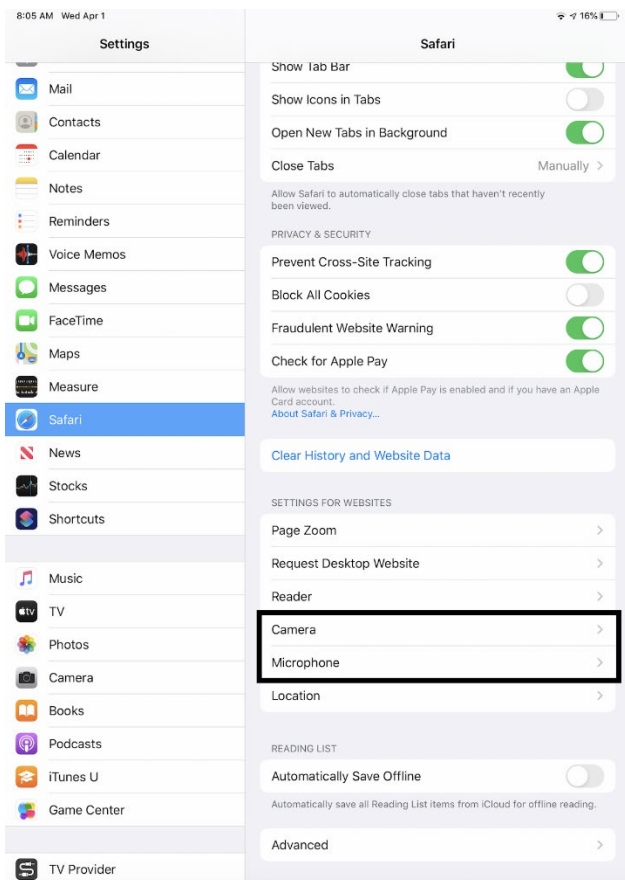
- Make sure you are not in private mode in Safari 11+  
<https://support.apple.com/en-us/HT203036>
- Ensure your iPad doesn't have the zoom feature enabled  
<https://support.apple.com/en-us/HT203332>

If you are still **unable to see yourself** in the video feed, you may need to check a few things in the following order:

1. Restart the Safari browser app
2. Make sure your camera works with FaceTime.
3. Make sure there is nothing blocking the camera and is clean of any dirt or smudges

On iOS 13 and up, you can also select the camera and microphone to be enabled by default for an easier login / patient check-in experience.

1. Go to Settings on your device
2. Scroll down and open Safari tab
3. Ensure **Camera & Microphone** are set to Allow
4. Make sure **Request Desktop Site** option is turned off



If you are still having issues after trying these steps, please contact our support team.

TECHNICAL ASSISTANCE CENTER | AVAILABLE 24/7  
 877.484.9119  
[tac@intouchhealth.com](mailto:tac@intouchhealth.com)