







Kaltura Meetings: Troubleshooting Devices

Time	Topic	Related support resources
1 min 	Getting Started 1. Perform Quick Tech Check 2. Activate Your Webcam & Microphone Allow Your Browser Access To These Devices	Quick Tech Check Activating Your Webcam and Microphone
1 min 	Troubleshooting Step 1 3. Are devices selected in Kaltura Meetings? 4. Are devices blocked by your browser?	Is Your Webcam/Microphone Selected in Kaltura Meetings? Is Your Webcam/Microphone blocked by browser?
1 min 	Troubleshooting Step 2 5. Are the devices even connected? 6. Are devices blocked by the operating system?	Is Your Webcam or Microphone Connected to Your computer? Is Your Webcam or Microphone Blocked by Operating System?

2 min 	Troubleshooting Step 3 <ol style="list-style-type: none"> If you still cannot connect, your devices might be busy with another application. Are your devices blocked by a VPN or internet security suite? 	Is Your Webcam Or Microphone Busy With Another Application? Is Your Webcam or Microphone Blocked By Internet Security Suites?
	Last steps <ol style="list-style-type: none"> The user should try to do a hard refresh, restart their computer, and consider clearing cache before escalating. If user still cannot enter, and sees spinning wheels in the session, a server may be down. 	Contact Kaltura Customer Care