The Journey
Audience Interface

TROUBLESHOOTING TIPS

AUDIO/VIDEO RELATED:

I. **PULL-DOWN MENUS**: You should be able to adjust the mic and camera inputs using the pulldown menus in the interface. If the device you are trying to use doesn't show up in the menu, it means your computer isn't seeing it. You will need to try to reconnect the device and then return to The Journey once your computer sees the device.

II. **BROWSER CAMERA/MICROPHONE SETTINGS**: Check the default devices setup in your browser.

   A. Chrome:
   1. Open Chrome
   2. At the top right, click ⋮ and select **Settings**
   3. Under "Privacy and security," click **Site settings**
   4. Click **Camera** and/or **Microphone**
   5. Here you can set default and engage "Ask before accessing"

   B. Safari:
   1. Open Safari
   2. Click Safari Menu and select **Preferences…**
   3. Select "Websites"
   4. Click on **Camera**, confirm "When visiting other websites" is set to **ASK**
   5. Click on **Microphone**, confirm "When visiting other websites" is set to **ASK**

   C. Firefox:
   1. Open Firefox
   2. At the top right, click the ☰ and select **Preferences** (**Options** in Windows)
   3. At the left, click "Privacy and Security"
   4. Scroll down to Permissions
   5. There you will find individual settings for the camera and mic. These settings may be preventing The Journey from accessing your devices.
   6. Uncheck "Block new requests asking to access your camera/microphone"

   D. Microsoft Edge
   1. Open Edge
   2. At the top right, click on ••• and select **Settings**
   3. At the left, select **Site permissions**
   4. Click **Camera** and/or **Microphone**

5. Here you can set default and engage "Ask before accessing"
****If inside any of the preferences, you see that The Journey website (www.thejourney-show.com) or any part of it has been blocked, remove the block.

III. **COMPUTER PREFERENCES**: Sometimes your computer may be prioritizing specific devices other than the ones you are trying to use. If that is the case, you may need to reselect your camera and/or mic in the computer preferences.
   A. Mac OS
      1. Go to **System Settings**, click on **Security & Privacy**
      2. Click on **Camera** and/or **Microphone** to control access to the devices
      3. For Microphone: return to **System Settings**, click on **Sound**
      4. Select Output and Input to select as specific audio device
   B. Windows 10
      1. Click **Start**, select **Settings**
      2. Click on **System**, select **Sound**. here you can select Audio devices and settings.
      3. Click on **System**, select **Camera**. here you can select Camera devices and settings.
      4. Click on **Privacy**, select **Camera**. Here you can confirm your browser has access to your camera
      5. Click on **Privacy**, select **Microphone**. Here you can confirm your browser has access to your microphone

BROWSER RELATED:
The interface is designed to automatically reject incompatible browsers.
But if you are having persistent issues, we suggest trying it with a different browser.