

# How to allow Hubgets to access your mic and camera

To be able to place voice and video calls through Hubgets, you have to allow your browser to access the media input devices, such as microphone and video camera.

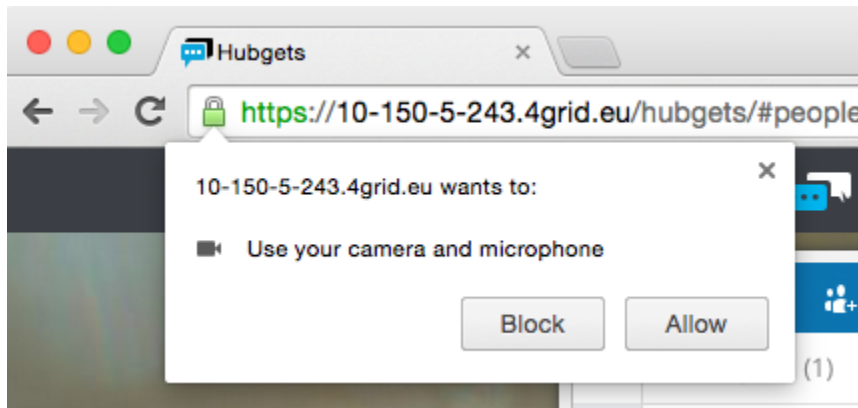
Hubgets phone in the browser works using WebRTC. Hubgets is fully compatible with the latest versions of Google Chrome and Mozilla Firefox running on Microsoft Windows and Apple OS X.

- [I'm on Chrome](#)
- [I'm on Firefox](#)

## I'm on Chrome

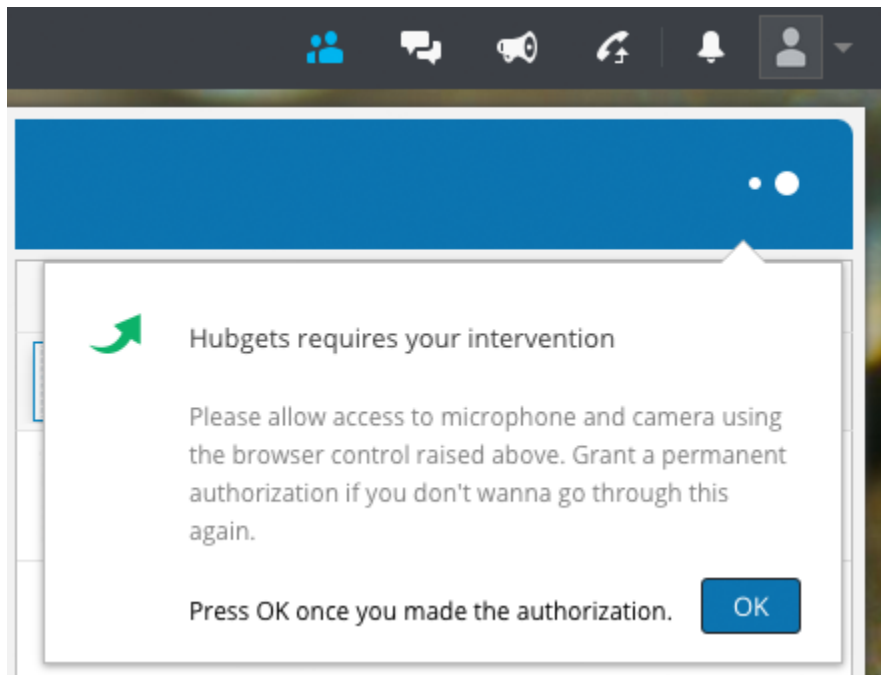
When accessing Hubgets for the first time, you will be prompted to grant access to your microphone and possibly to the camera (if the computer has one).

Chrome will display a panel quite similar to the one below:



To be able to place audio (and possibly video) calls, click **Allow**.

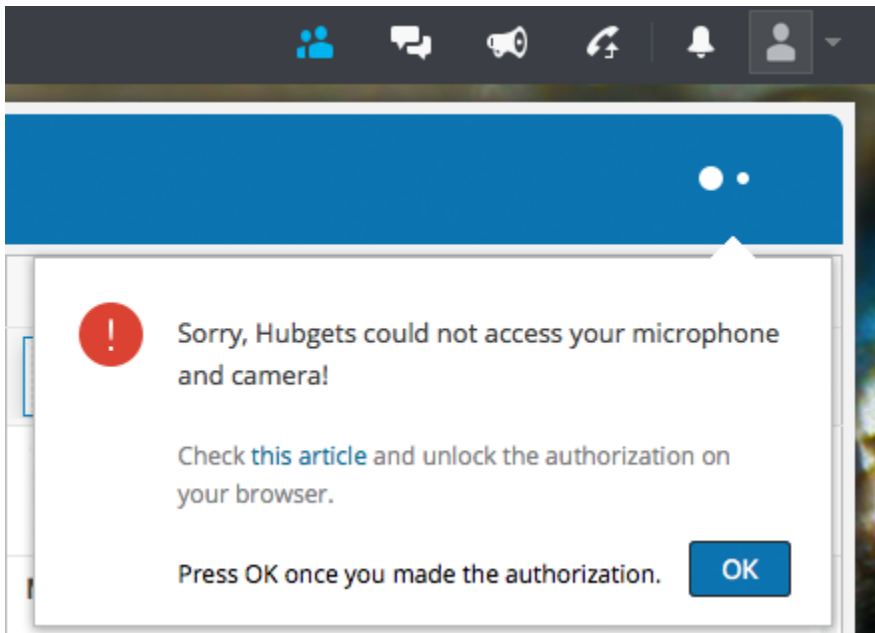
Hubgets will also let you know its request by showing a warning panel like this:



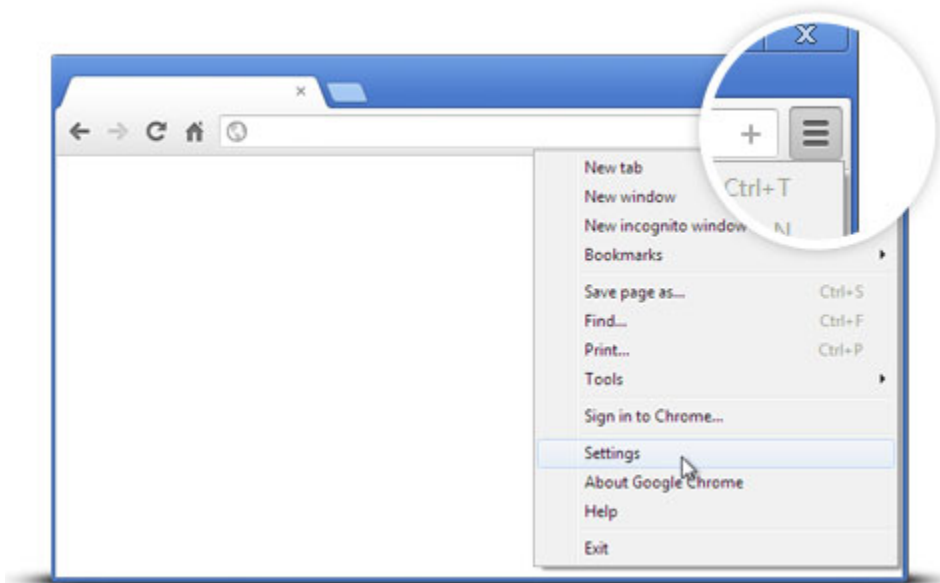
Assuming that you clicked **Allow**, you will be able to use the phone.

## Unblock Hubgets

If you clicked **Block** by mistake, the phone will not initialize properly and you will see something like this:



You must reset permissions for your camera, microphone and location settings. Click the **Settings** button in the browser page and select **Settings** from the menu.



Scroll down and click on **Show advanced settings**.

## Default browser

Make Google Chrome the default browser

Google Chrome is not currently your default browser.

[Show advanced settings...](#)

Then scroll down to **Privacy** and click **Content settings...**

## Default browser

Make Google Chrome the default browser


Google Chrome is not currently your default browser.

## Privacy

Content settings...

Clear browsing data...


Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

- ☐ Use a web service to help resolve navigation errors
- ☐ Use a prediction service to help complete searches and URLs typed in the address bar or the app launcher search box
- ☐ Prefetch resources to load pages more quickly 
- ☐ Automatically report details of possible security incidents to Google


Next, scroll down to the **Media** section and click on **Manage exceptions...**

## Media

Microphone:

Microphone (Citrix I- 

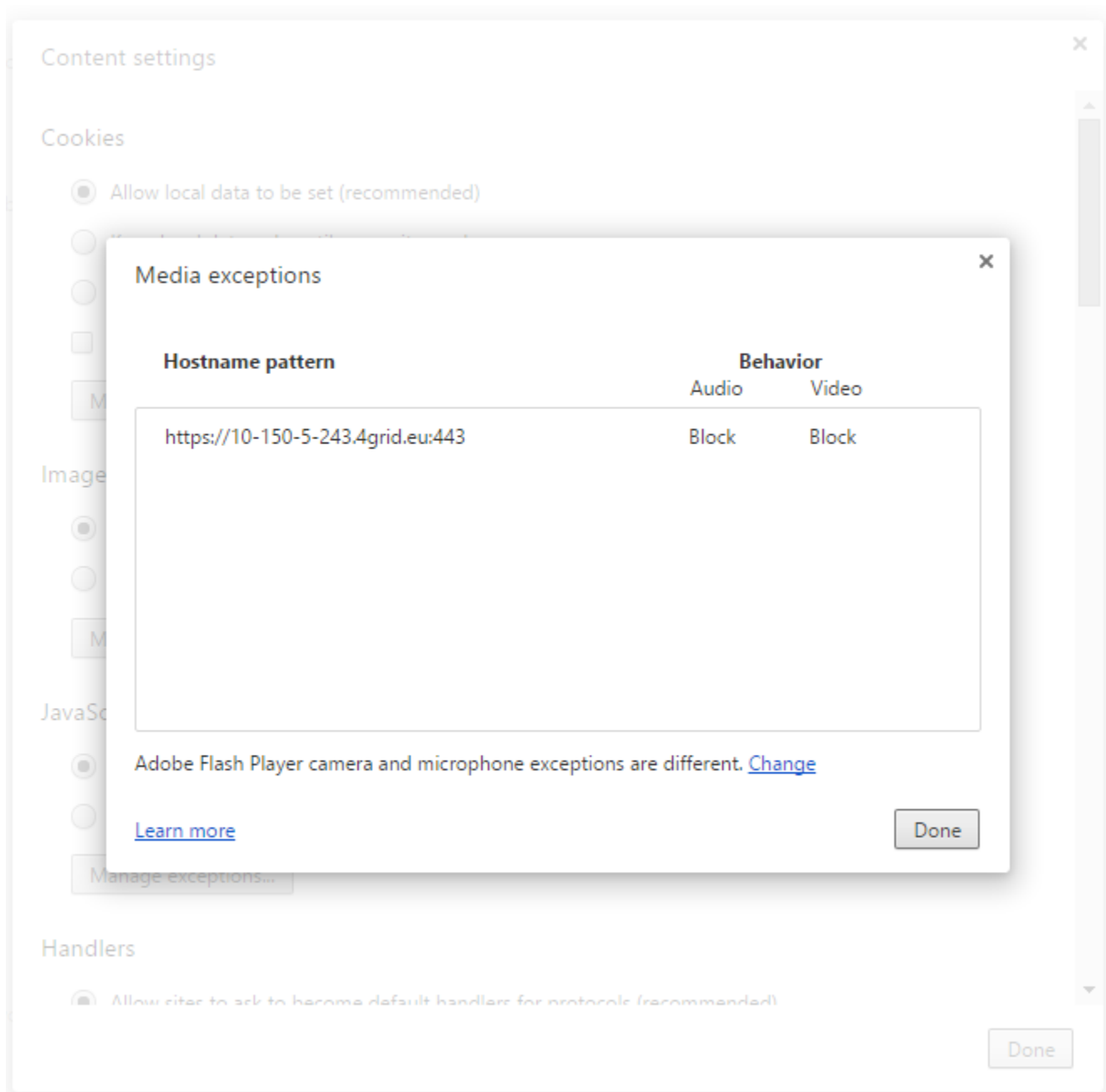
Camera:

Citrix HDX Web Cam 

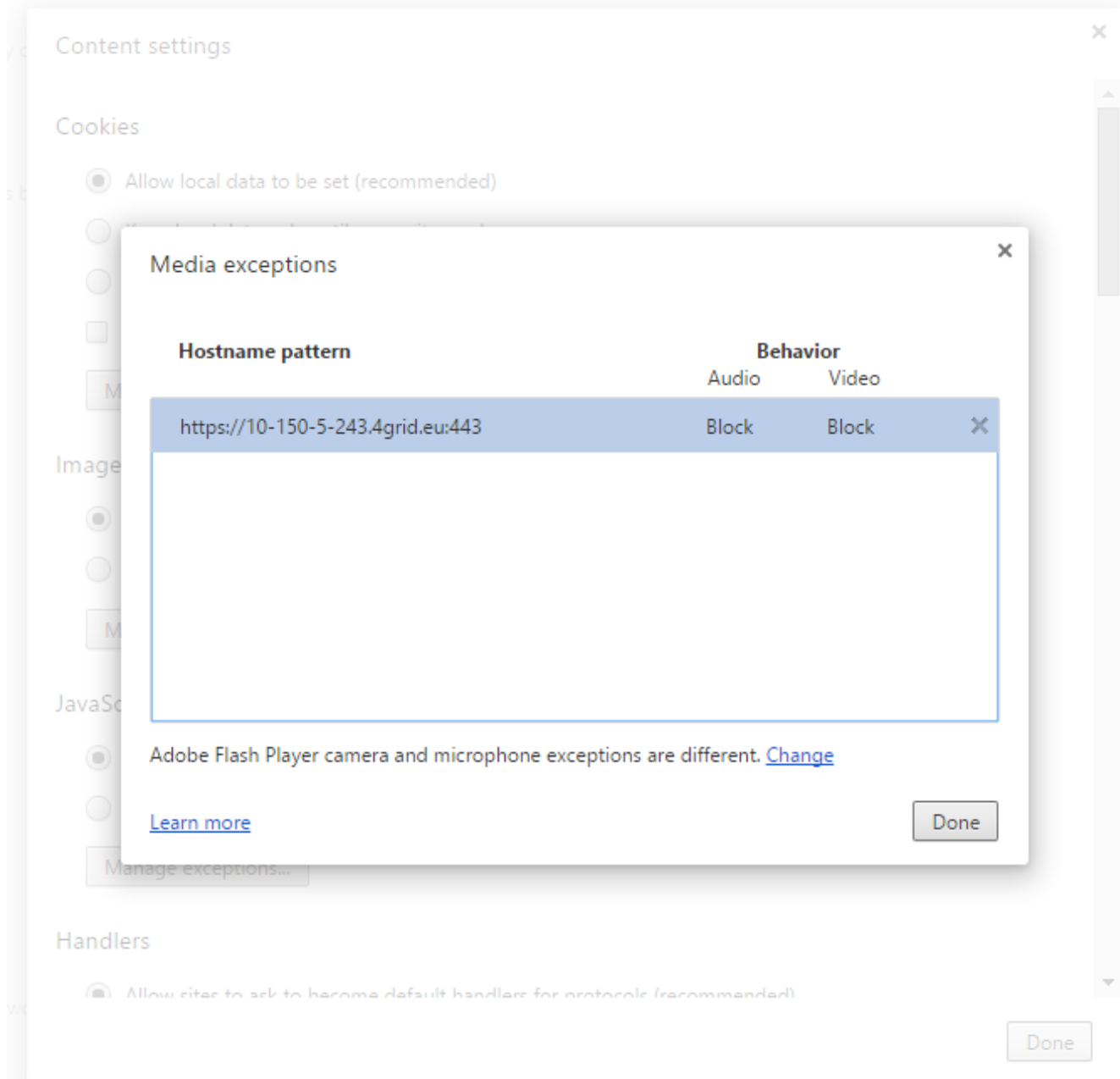
- ☒ Ask when a site requires access to your camera and microphone (recommended)
- ☐ Do not allow sites to access your camera and microphone

Manage exceptions...

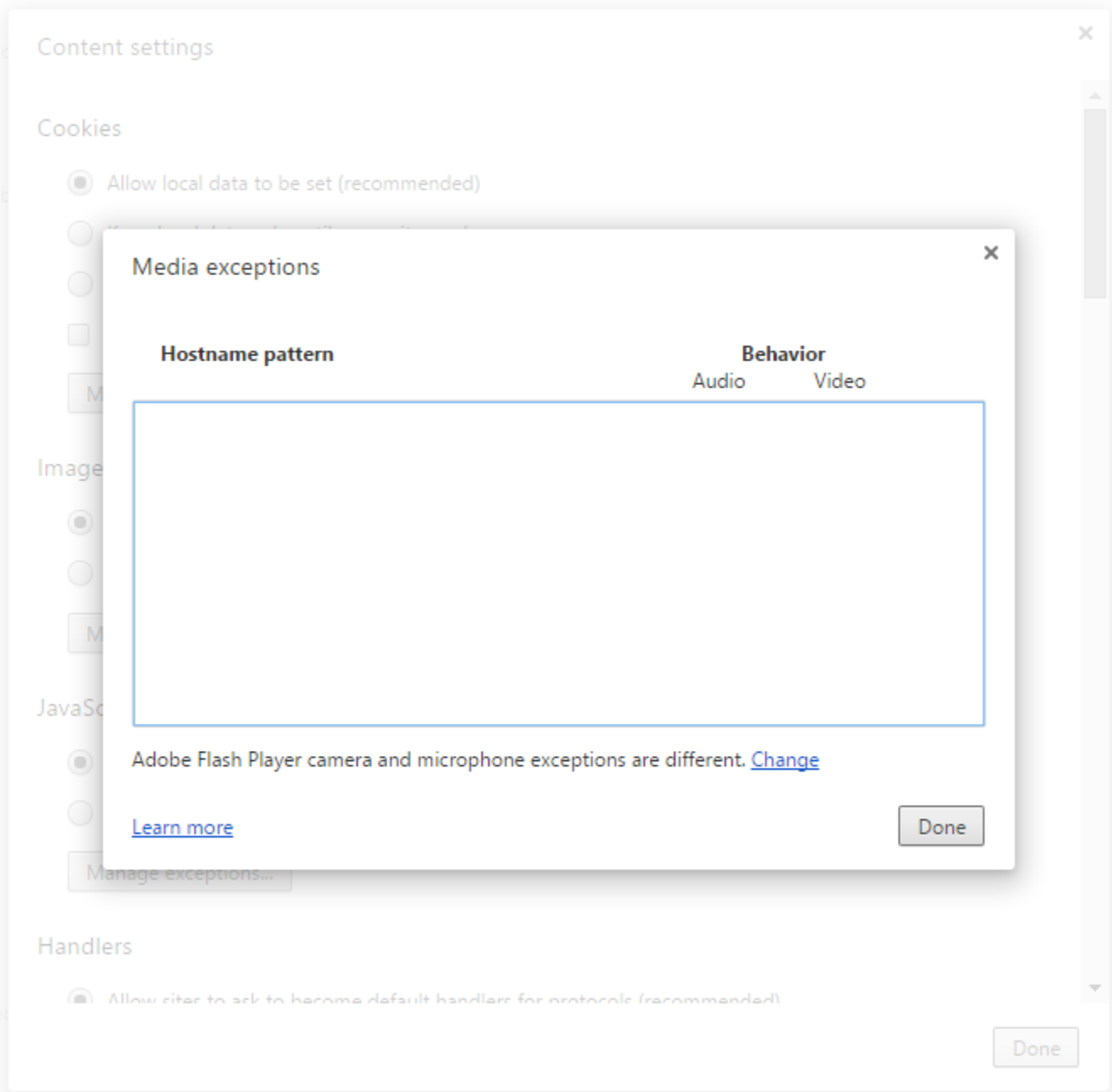
Click on **Manage exceptions**.



A dialogue window called **Media exceptions** will be displayed. Click on the Hubgets web address and delete the **Block** rule.



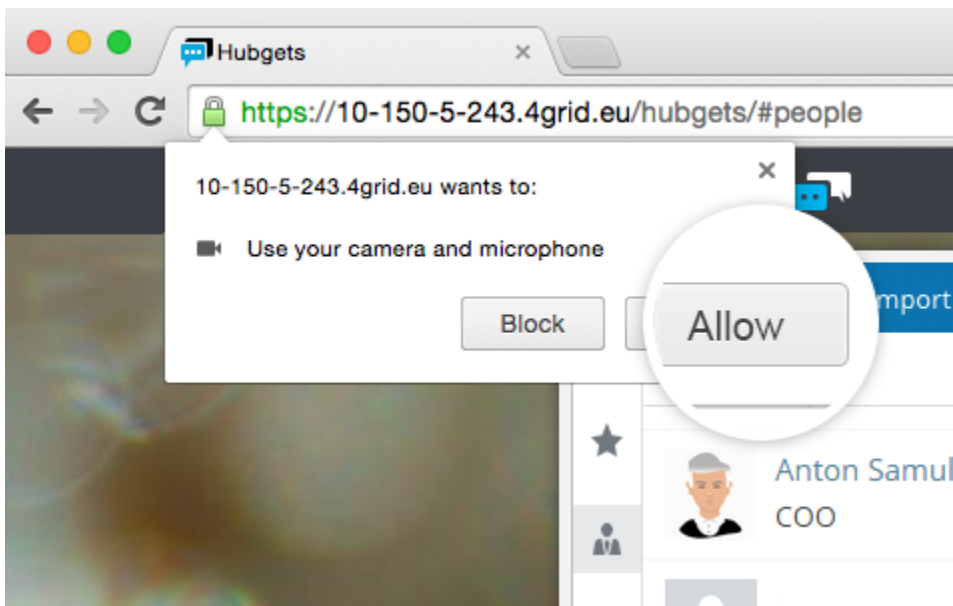
At this point, the Hubgets web address should be removed from the list.



Click **Done**, once in the **Media exceptions** window, then again in the **Content settings** window.

Close the **Settings** tab and reload Hubgets by clicking on the Hubgets logo in the top navigation bar.

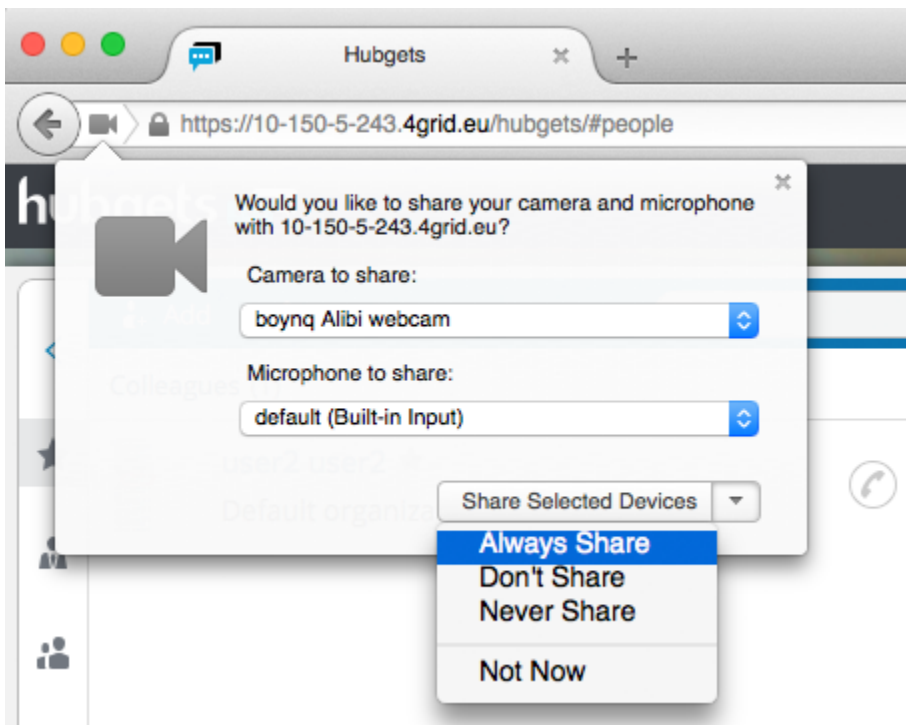
You should now be prompted to allow Hubgets to access your camera and microphone. Make sure you click **Allow** so that you don't have to go all over these settings again.



## I'm on Firefox

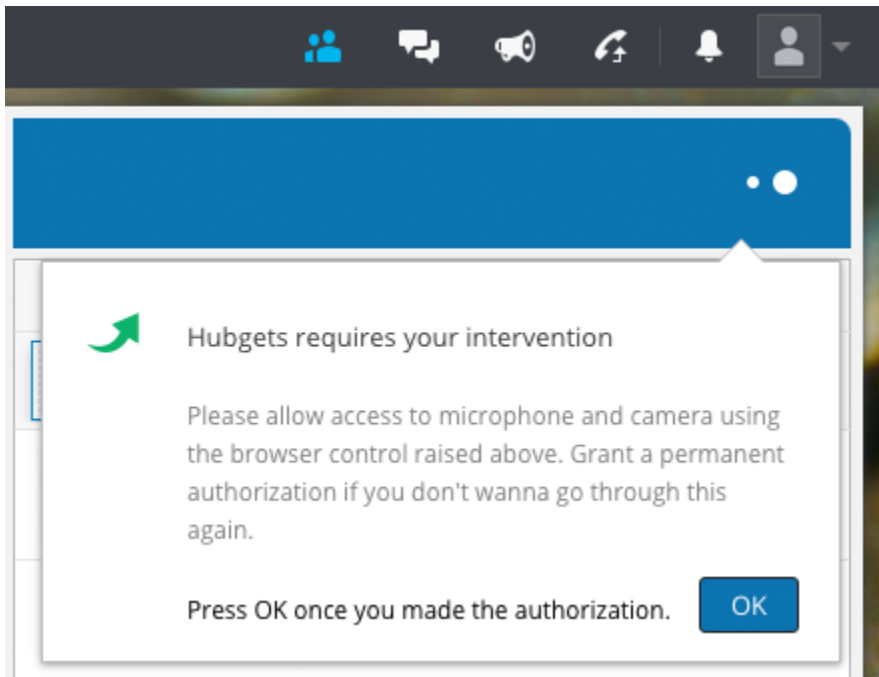
When accessing Hubgets for the first time, you will be prompted to grant access to your microphone and possibly to the camera (if the computer has one).

Firefox will display a panel quite similar to the one below:



To avoid being prompted at each login, click on **Always share**.

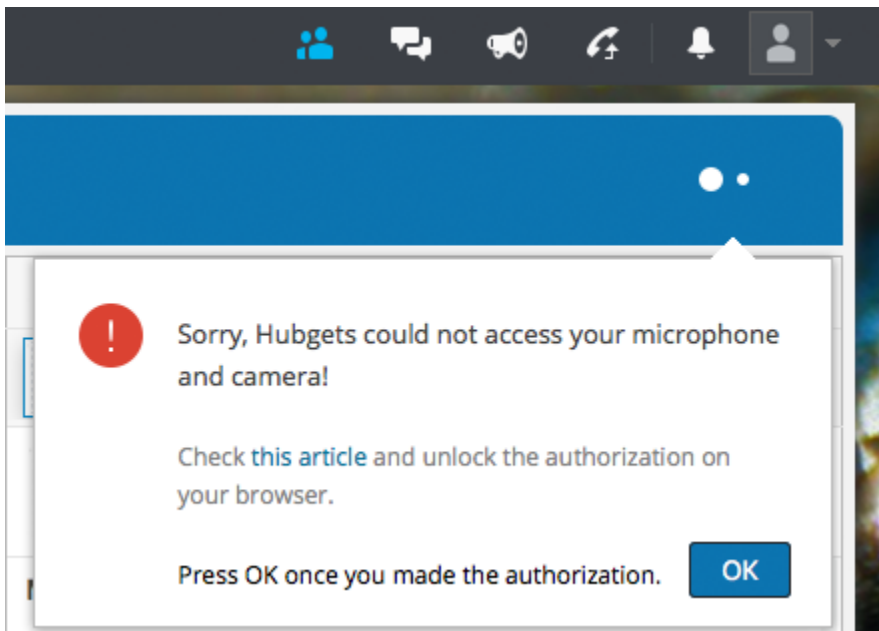
Hubgets will also let you know its request by showing a warning panel like this:



Assuming that you clicked **Always share**, you will be able to use the phone.

## Unblock Hubgets

If you clicked **Block** by mistake, the phone will not initialize properly and you will see something like this:

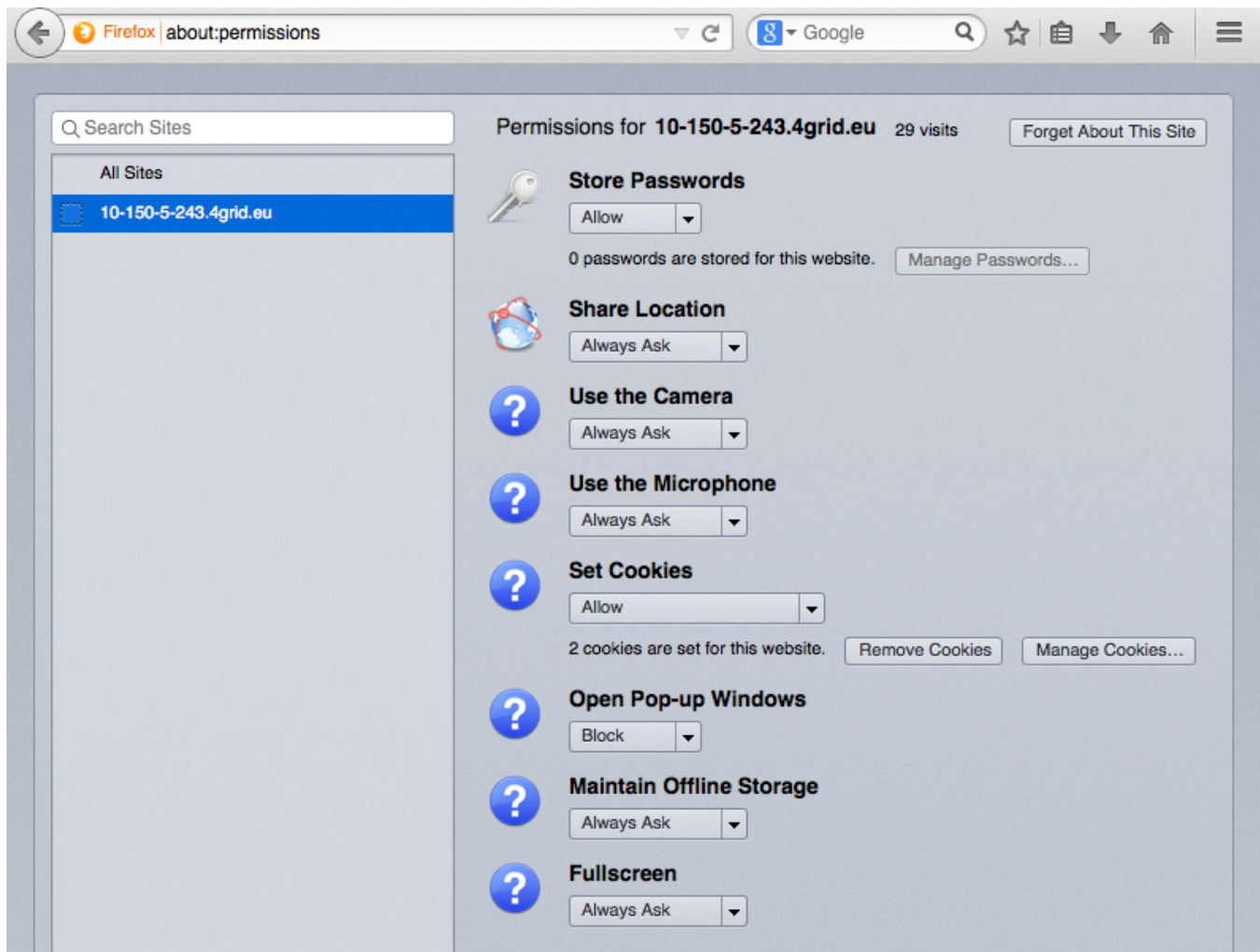


You must reset permissions for your camera, microphone and location settings. Go to the **Permissions configuration** page.

Type `about:permissions` in the address bar. Press **Enter** and you'll see the **Permissions configuration** page listing permissions for all visited web sites.

At the top of the list, you will see a web site filter. Type the web site address of your Hubgets account:





To reset permissions and login information for Hubgets, click **Forget About This Site**.

Reload Hubgets by clicking on the Hubgets logo in the top navigation bar.

You should now be prompted to allow Hubgets to access your camera and microphone. Make sure you select **Always share** so that you don't have to go all over these settings again.

