

## Didn't receive the text message?

- Go to <https://vuspex.com/start>
- Enter your phone number
- Join the inspection!

## VuSpex permissions issues: camera, microphone, location

VuSpex provides a convenient and efficient method for contractors and state inspectors to complete certain inspections remotely. A requirement for participating in a virtual inspection is that the contractor must allow VuSpex to access camera, microphone, and location services on their phone. This guide is meant to help resolve issues where the contractor is not being prompted to allow permissions at the start of a VuSpex session. In these cases, permissions may be blocked at a browser or device level.

### Android devices

Follow the steps below to resolve permission issues on an Android device. Menu options may differ by Android version.

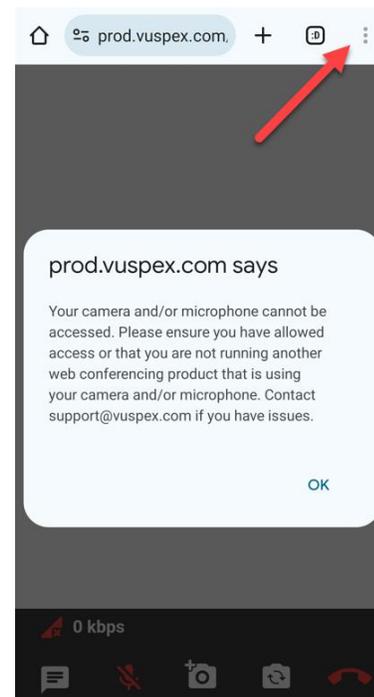
#### Verify browser settings:

1. Go to the phone's Settings menu.
2. Go to Apps.
3. Click on Chrome.
4. Go to Permissions.
5. Set Camera, Microphone and Location to "Allow."

#### If the issue persists, verify site settings:

Launch VuSpex using the link you received in a text message. Follow the steps below if you see a page with an error message like the image at right.

- Open the browser settings menu by clicking on the three vertical dots at the upper right of the page.
  1. Scroll down to Settings.
  2. Scroll down to Site Settings.



- Make sure that Camera, Microphone and Location are all set to “Allow” or “Ask first.”
- At the top of the screen select All Sites
- Search for and then select vuspex.com
- Make sure that Location, Camera, Microphone, and Sound are allowed

**If the issue persists, verify Device Settings:**

1. Go to the phone’s Settings menu.
  2. Click on Location.
  3. Make sure Location is toggled On.
  4. Open “App permissions.”
- Scroll to the browser you use and make sure that one of the “Allow” or “Ask” options is selected.

A phone restart may also resolve some issues with camera, microphone and location access in cases where other applications have control of these features.

## iOS devices – iPhone or iPad

Follow the steps below to resolve permissions issues on an iOS device.

After accepting a VuSpex session, you may see an error message for camera, microphone or location access like the one at right.

Follow the steps below to allow the required permissions.

Your camera and/or microphone cannot be accessed. Please ensure you have allowed access or that you are not running another web conferencing product that is using your camera and/or microphone. Contact support@vuspex.com if you have issues.

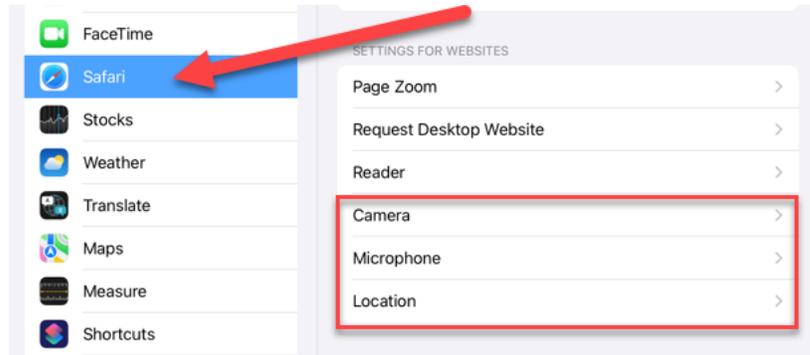
[Close](#)

**Verify browser settings:**

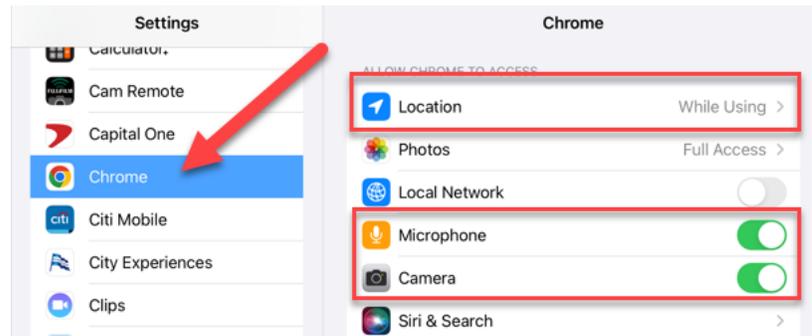
1. Go to Settings.
2. Scroll down to the entry for the browser you are using

**Safari:**

- on the device, typically Safari or Chrome.
3. Scroll down to the settings for Camera, Phone and Location.
  4. Enable each of these items using the slider or by clicking and selecting any option other than “Deny” or “Never.”



**Chrome:**



**Verify device location settings:**

1. Go to Settings.
2. Go to Privacy & Security.
3. Go to Location Services.
4. Make sure that Location Services are toggled “On”.
5. From the Location Services page, scroll to the browser you are using, typically Safari or Chrome, and make sure the Location Services setting is not set to “Never.”

