

## HAVING CALL PROBLEM?

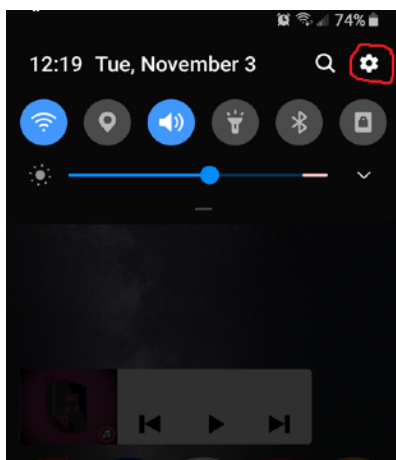
If you are experiencing problem and cannot call when using CallmeFree Call service, either your are using incompatible browser or your Privacy settings have not been set yet to your browser. Please do the ff to correct the problem.

1. Please use either **Chrome, Safari, MS Edge or Firefox** browsers only. China made phones with default Browser does not work well with this service. If you call and the destination is always busy, most likely, your phone is using China made default browser or privacy setting prohibits using microphone on your browser.
2. Please set Privacy setting of your mobile device to allow use of Microphone on your browser. Since CallmeFree is using Web to call, you must allow microphone to be used when calling. Please see below how to allow Mic to be used in the Privacy settings.

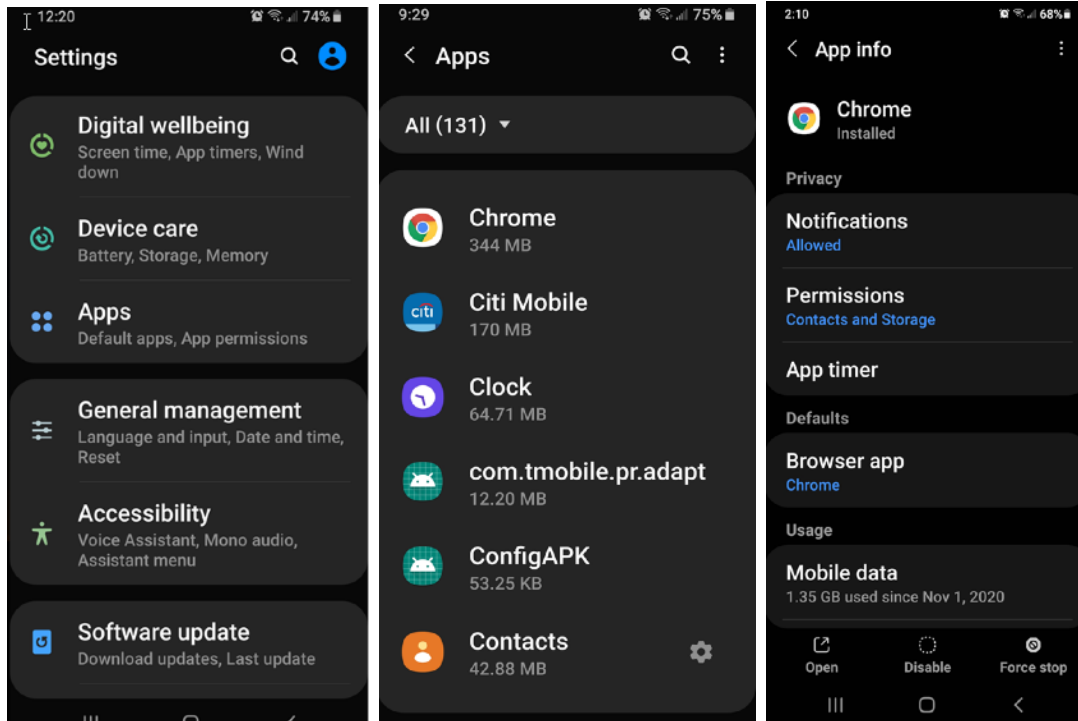
### A. How to set Privacy Settings on Android.

It's common for Android users to have their privacy settings set to deny any access to the microphone and camera in Chrome. In that case, there is a prompt to change those settings, but if that's not clear enough, here is how you can enable access:

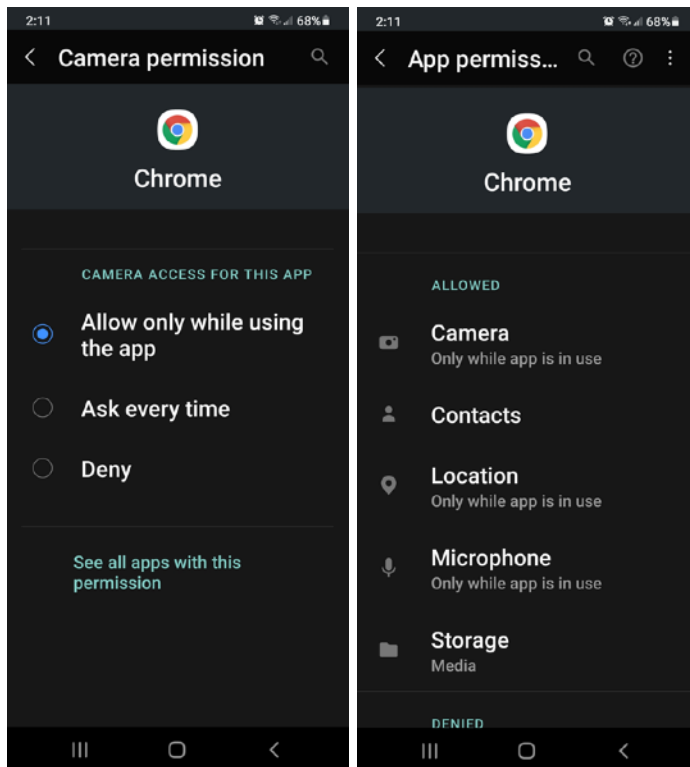
1. From the Android main menu, swipe from the top to the middle of the screen and **click the Gear icon**.



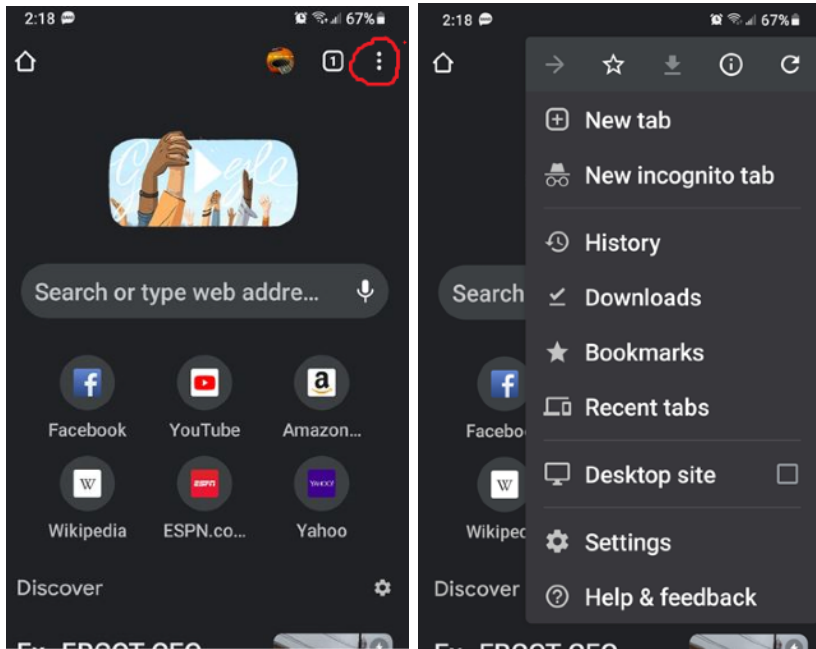
2. Select **Apps > Chrome**.



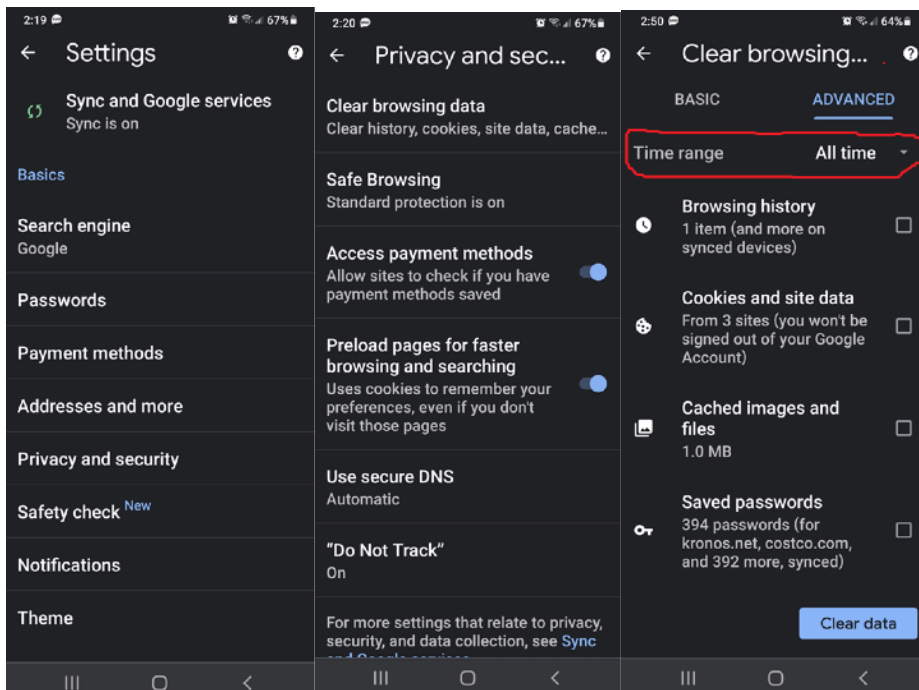
3. Select **Permissions** and make sure **Camera, Mic, and Location** are set to "Allow only while using the app".

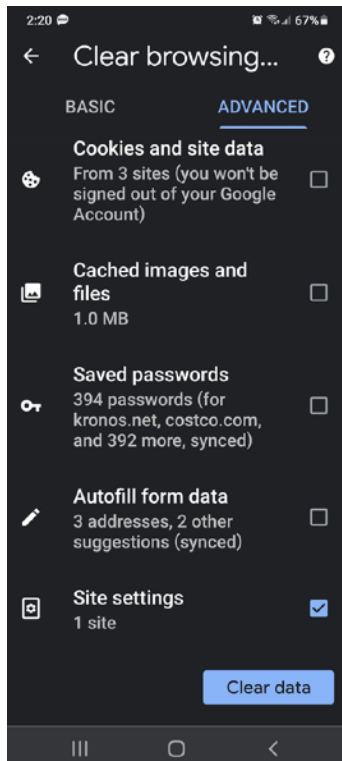


4. From the Android main menu, **open Google Chrome browser** (default browser used in Android devices) > **click the three dots icon** > select **Settings**. If you use different web browsers, you can still apply the same principle of the step to your particular web browser.



5. Select **Privacy and security** > **Clear browsing data** > **Advanced tab** > make sure **Time range = All time** and only **Site settings** is checked > **Clear data**.



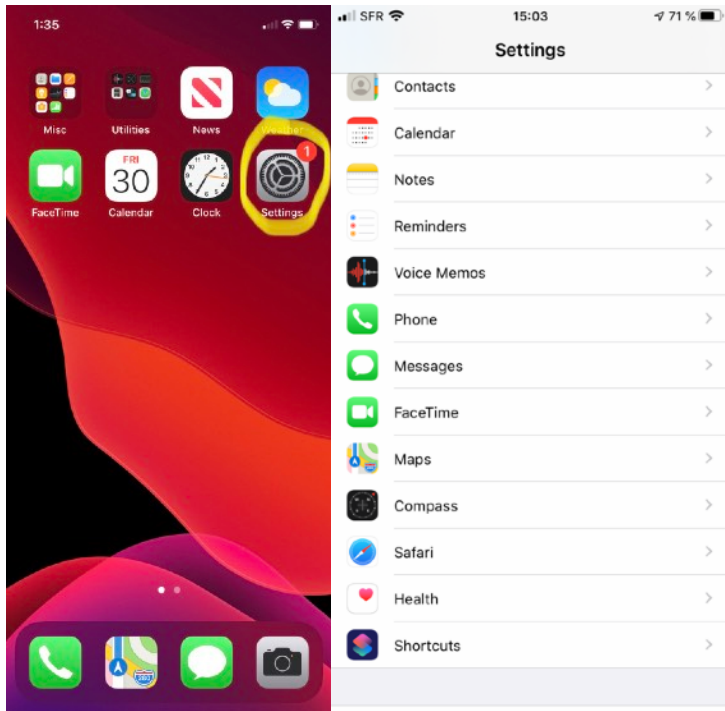


Since Google Chrome browser does remember which website that had previously been denied Camera & Mic access by default, this step is to make sure that future SightCall connection won't be interrupted.

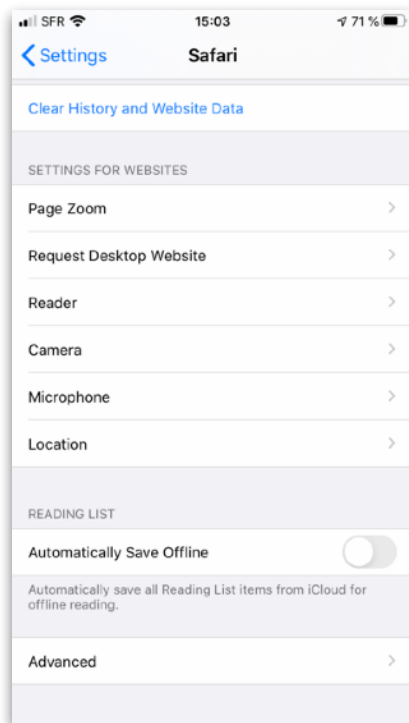
## **B. How to set Privacy Settings on IOS.**

It's common for iPhone users to have their privacy settings set as to deny any access to the microphone, camera and location in Safari. In that case, there is a prompt to change those settings, but if that's not clear enough, here is how you can instruct your customers to enable access:

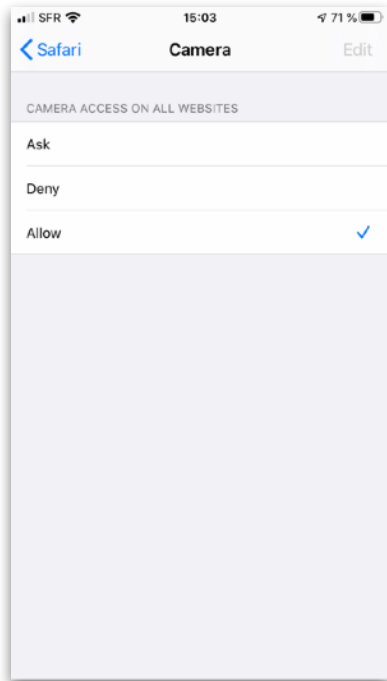
1. Go to **Settings**. Scroll down and click on **Safari**.



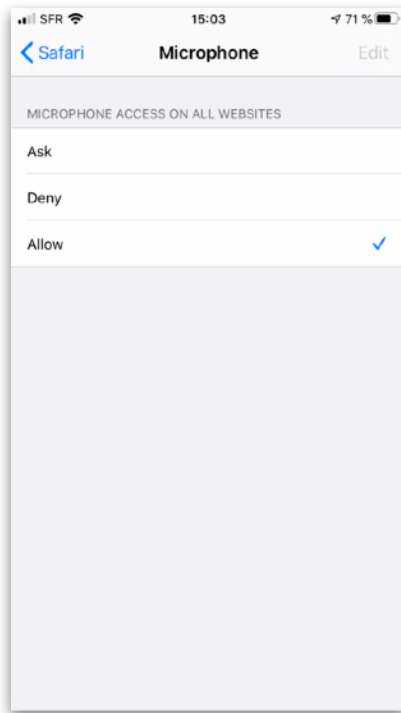
2. Scroll down to the bottom.



3. Select **Camera** and **Allow**.



4. Select **Microphone** and **Allow**.



5. Select **Location** and **Allow**.

LOCATION ACCESS ON ALL WEBSITES

- Ask
- Deny
- Allow ✓

