

Basic Troubleshooting of the Yappa Widget



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Functionalities by platform

Our Yappa widget is compatible with several platforms, being Safari and Chrome our main supported web browsers both for Audio and Video yapping. However, depending on each browser, some options may not appear.

Desktop Platforms

-  **Chrome:** Audio, Video, and Yaps by uploading supported media files.
-  **Safari:** Audio yaps and Yaps by uploading supported media files.

Mobile Platforms




-  **Chrome:** Audio, Video, and Yaps by uploading supported media files.
-  **Safari:** Audio yaps and video Yaps.

Permissions management

One of the main issues that you may encounter when trying to create a yap is Camera and Microphone permissions for your browser, this is why we created this guide to help you solve this simple yet important situation.

Desktop

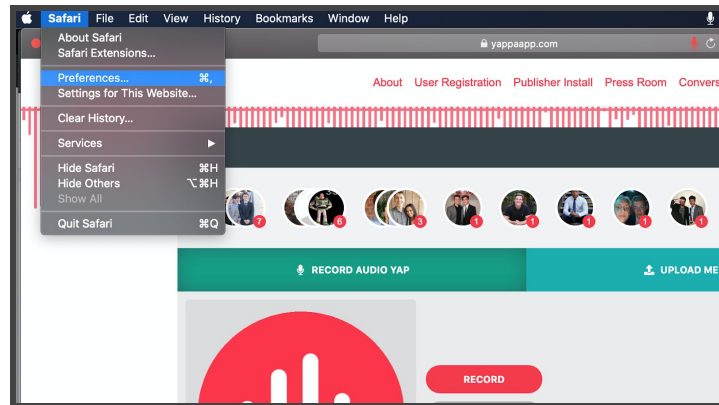
Chrome

1. Open Chrome .
2. At the top right, click More  > Settings.
3. At the bottom, click **Advanced**.
4. Under "Privacy and security," click **Site settings**.
5. Click **Camera** or **Microphone**.
 - Turn **Ask before accessing** on or off.
 - To remove an existing exception or permission, to the right of the site, click Delete .

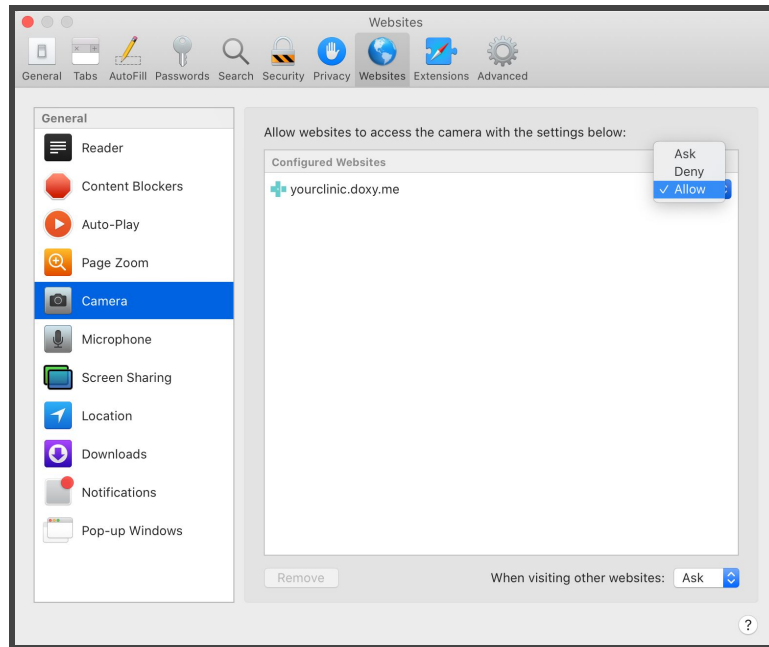
If you're using a Chrome device at work or school, your network administrator can set camera and microphone settings for you. In that case, you can't change them here. [Learn about using a managed Chrome device](#) on Google Chrome.

Safari

1. Open Safari "Preferences".





2. Navigate to "Websites".
3. Go to "Camera" and "Microphone" tabs.
4. Change access to "Allow".
5. Restart Safari.




Mobile

Chrome

Android:

1. On your Android device, open the Chrome app .
2. To the right of the address bar, tap More  > **Settings**.
3. Tap **Site Settings**.
4. Tap **Microphone** or **Camera**.
5. Tap to turn the microphone or camera on or off.
 - If you see the site you want to use under **Blocked**, tap the site > **Access your microphone** > **Allow**.

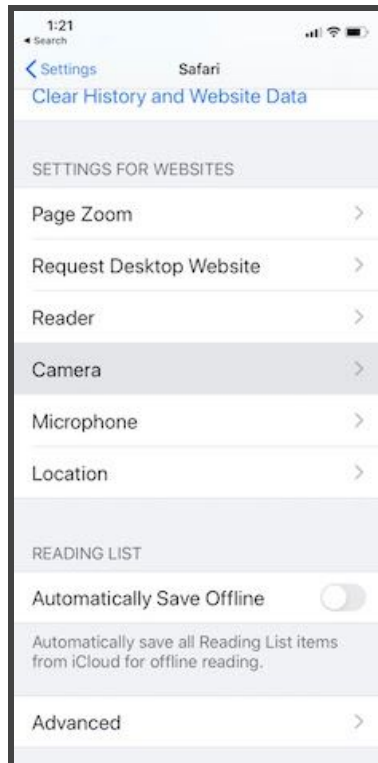
iOS

1. On your iPhone or iPad, open the Chrome app .
2. Go to a site that wants to use your microphone or camera.
3. When prompted, tap **Allow** or **Block**.

Safari

iOS

1. Go to Settings
2. Scroll down, and go to "Safari".
3. At the bottom, select "Camera" and "Microphone" tabs.
4. Ensure both are set to "Allow".



Sources

You can see the official documentation of Google Chrome to manage permissions in <https://support.google.com/chrome/answer/2693767>

If this document wasn't of help, please feel free to write to us at info@yappaapp.com