Troubleshoot Apple iMac Mic/Webcam During Video Visits

If you are experiencing microphone and webcam settings when launching a video visit on your iMac, verify your settings for Apple products to work correctly.

Citrix Viewer Initial Settings

From your Video Visit Navigator in Epic, click Launch Zoom Video Visit.

Click Run.

Once redirected to the Zoom web browser, a Citrix Viewer pop-up appears requesting access to your microphone.

To reduce the quantity of future Citrix Viewer pop-ups. Click Don’t ask me again.

Click Yes.

After granting access to your microphone and camera, click Join with Computer Audio.
## Zoom Settings

Verify your audio (speaker and microphone) and visual (camera) is enabled in Zoom.

<table>
<thead>
<tr>
<th>Verify or Update Audio Settings:</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the Zoom toolbar, click the up facing arrow to the right of <strong>Join Audio</strong>.</td>
</tr>
<tr>
<td>On the menu, click <strong>Citrix HDX Audio</strong> if available.</td>
</tr>
<tr>
<td>If the menu does not appear, click <strong>Audio Settings</strong>. Verify your Speaker and Microphone are set to <strong>Citrix HDX Audio</strong>.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Verify or Update Camera Settings:</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the Zoom toolbar, click the up facing arrow to the right of <strong>Join Audio</strong>.</td>
</tr>
<tr>
<td>On the menu, click <strong>Citrix HDX Web Camera</strong>.</td>
</tr>
</tbody>
</table>
Update Citrix Viewer Settings

In the event you are not receiving the Citrix Viewer pop-up window, or if you would like to update your Citrix Viewer Settings using the instructions below.

On your iMac dock, click Settings.

Click Security & Privacy in your System Preferences window.
Verify the **Privacy button** is selected. Then, **Click the lock to make changes.**

Click **Use Password** and enter your **username** and **password**.
Click **Camera**.

Check **Citrix Viewer** to enable the camera.

Click **Microphone**.

Check **Citrix Viewer** to enable the microphone.

Once your Camera and Microphone are enabled for Citrix Viewer, **Click the lock to prevent further changes** and save your settings.