Make every Streem call a success.

At some point in connecting with your customers through Streem, you'll find someone whose device is set up to block access to their camera, microphone, and/or location.

These settings are easy to adjust, and you can help ensure a seamless experience by checking on them before starting a call.

The following pages contain detailed instructions to check and adjust the settings on your customer's mobile device.

For a video walkthrough of Android permissions, visit:

vimeo.com/418935005

streem®

Pre-call settings checklist

"Before we start our Streem call, let's check on a few settings to make sure your device is ready."

- ☑ **Is camera permission enabled?**
  This lets me access the camera on your phone to guide you along.

- ☑ **Is microphone permission enabled?**
  This lets us hear each other via Streem.

- ☑ **Is screen rotation unlocked?**
  This lets us get landscape views of what you're seeing.

- ☑ **Are location services enabled?**
  Check both browser- and device-level permissions.

- ☑ **Is a supported browser set as the default?**
  Streem works best with Safari on iOS or Chrome on Android.

iPhone/iPad settings for Streem: Allow camera & microphone access.

If these permissions are disabled, we won't be able to see or hear each other.
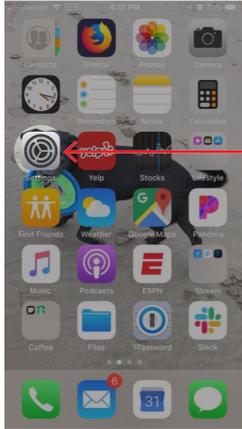
1.
Open the *Settings* app.

2.
Scroll down and select *Safari*.
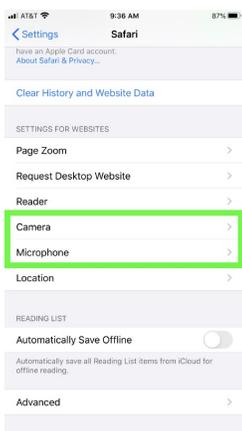
3.
Select *Camera*.
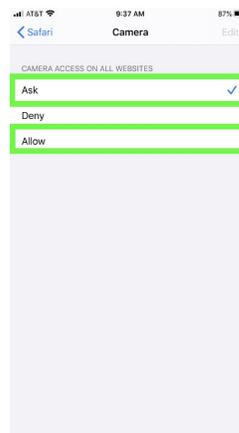
4.
Make sure either *Ask* or *Allow* is selected.
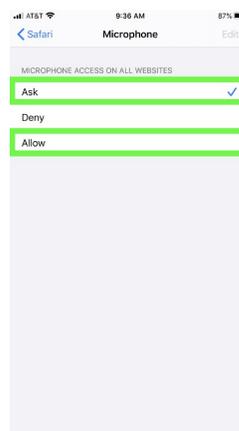
5.
Go back and repeat for Microphone.

iPhone/iPad settings for Streem: Allow screen rotation to landscape.

Landscape orientation usually provides the clearest view. Let's make sure it's allowed.
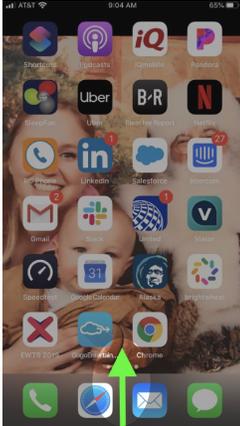
1.
Swipe up from the bottom edge of the screen.
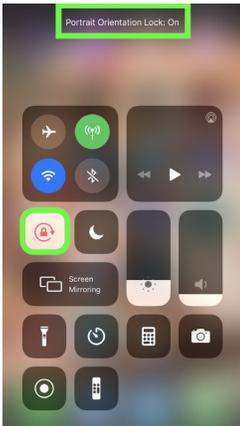
2.
If the Orientation Lock icon appears locked and red on white, tap it to unlock.
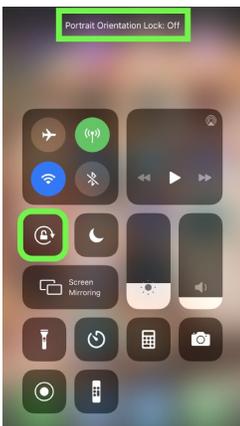
3.
Once unlocked, the icon will be white on a dark background.

🍎 iPhone/iPad settings for Streem: Allow location requests, step 1 of 2.

There are two settings to check on so we can request the device's geographic location.

Note: Streem will still ask for direct approval each time your location is requested.
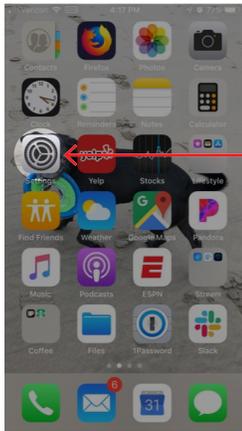
1.
Open the *Settings* app.

2.
Open the *Privacy* section.

3.
Open *Location Services.*
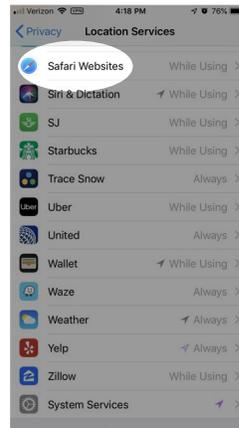
4.
Select *Safari Websites.*
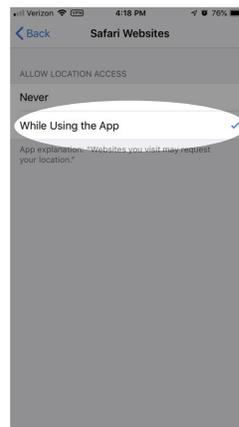
5.
Make sure the *While using the app* option is checked.

🍎 iPhone/iPad settings for Streem: Allow location requests, step 2 of 2.

There are two settings to check on so we can request the device's geographic location.

Note: Streem will still ask for direct approval each time the location is requested.
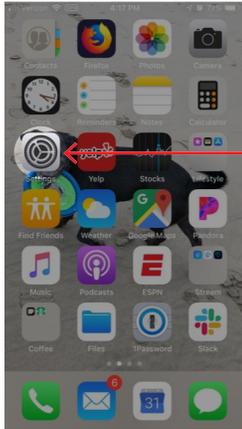
1.
Open the *Settings* app again.
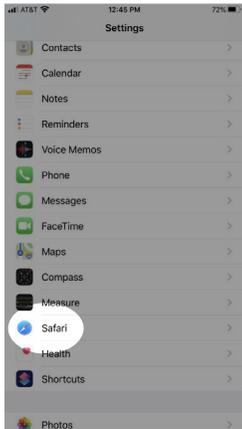
2.
Scroll down and select *Safari*.
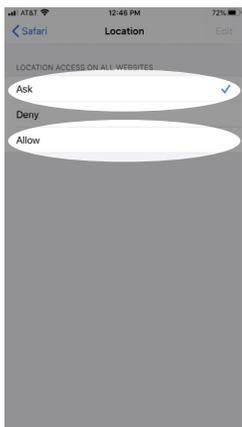
3.
Make sure either *Ask* or *Allow* is selected.

🤖 Android settings for Streem:
Allow camera and microphone access.

If these permissions are disabled, we won't be able to see or hear each other.
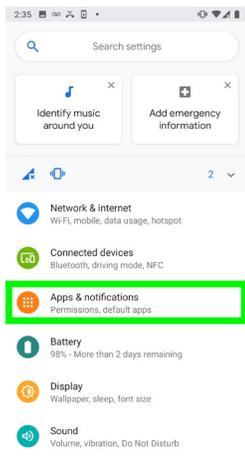
1.
Open the *Settings* app and select *Apps & notifications*.
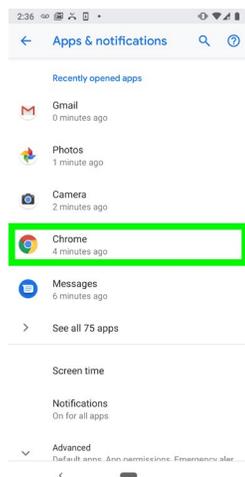
2.
Select *Chrome* from the list of recently opened apps.
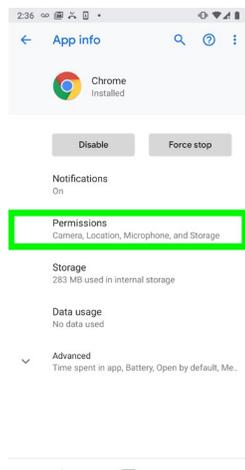
3.
Select *Permissions.*
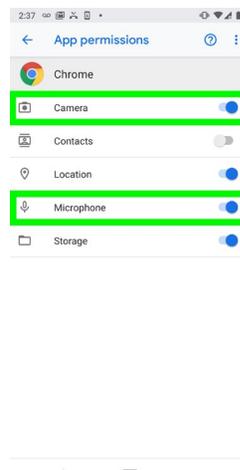
4.
Make sure *Camera* and *Microphone* are enabled.

🤖 Android settings for Streem: Allow screen rotation to landscape.

Landscape orientation usually provides the clearest view. Let's make sure it's allowed.

1.
Swipe down from the top edge of the screen.
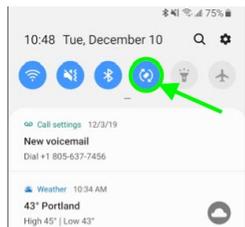
2.
Find the *Auto rotate* icon.

If it's inactive, click it to enable rotation.
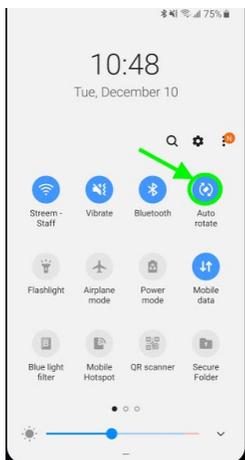
If you don't see it, swipe down again to expand the list of icons.

🤖 Android settings for Streem:
Allow location requests.

Note: Streem will still ask for direct approval each time your location is requested.
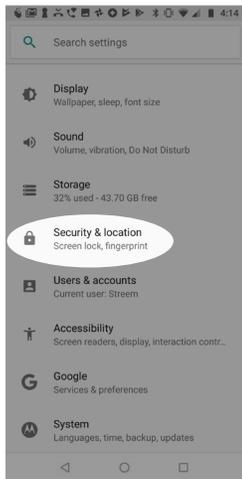
1.
Open the *Settings* app and select *Security & location*.
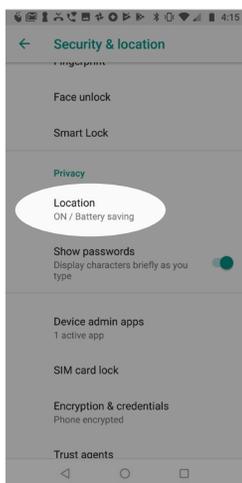
2.
Select *Location*.
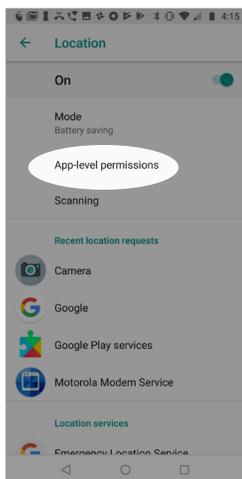
3.
Select *App-level permissions*.
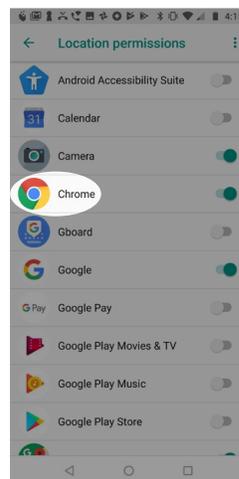
4.
Make sure *Chrome* is enabled.

Android settings for Streem: Make Chrome the default browser.

Google Chrome is the only Android browser supported by Streem.
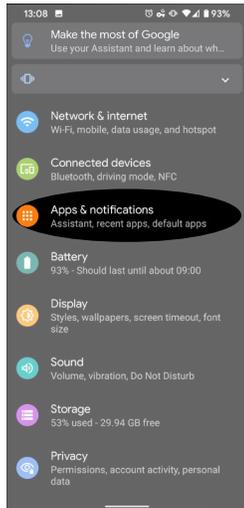
1.
Open the *Settings* app and select *Apps & notifications*.
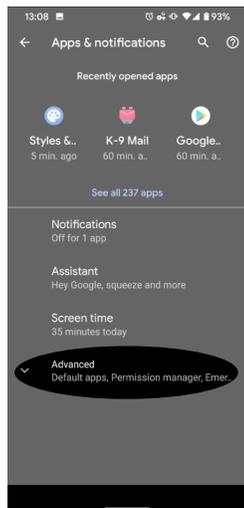
2.
Select *Advanced*.
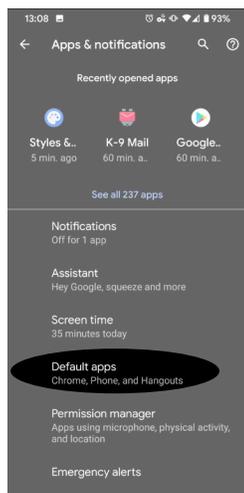
3.
Select *Default apps*.
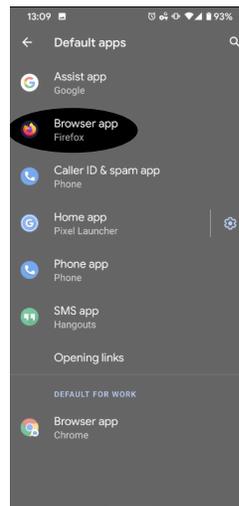
4.
Select *Browser app*.

5.
Select *Chrome*.