



ZDialer and Microphone Permissions

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Microphone permissions are mandatory to make or take calls with Zoho Voice's ZDialer browser extension. ZDialer requires microphone permissions from just one active "consent" tab to make or receive calls from any tab in the browser.

For a browser window with empty tabs or just one new tab, you'll need to load a website—any website will work—for ZDialer to secure microphone permissions and work seamlessly.

Special considerations for the Firefox browser

Firefox's browser permissions will secure device permissions only from the active tab you're currently working on. On the other hand, Zoho Voice's ZDialer seeks microphone permissions on the same consent tab from where it first obtained those permissions.

For instance, when you try to make a call using the Click-to-call button from a tab other than the consent tab, ZDialer installed in the Firefox browser automatically navigates to the consent tab and makes it the active tab.

In the consent tab, one of the following actions takes place:

- If the microphone permissions are disabled or deliberately denied in the consent tab, ZDialer will prompt you to enable the microphone manually. Once you've enabled the microphone in the consent tab, you'll have to navigate back to the tab from where you want to initiate the call.
- If the microphone permissions are already enabled in the consent tab, the ZDialer stays on it for a second or two to make it the current active tab. Here, it secures microphone permissions automatically and quickly returns back to the tab from where the call is to be initiated.

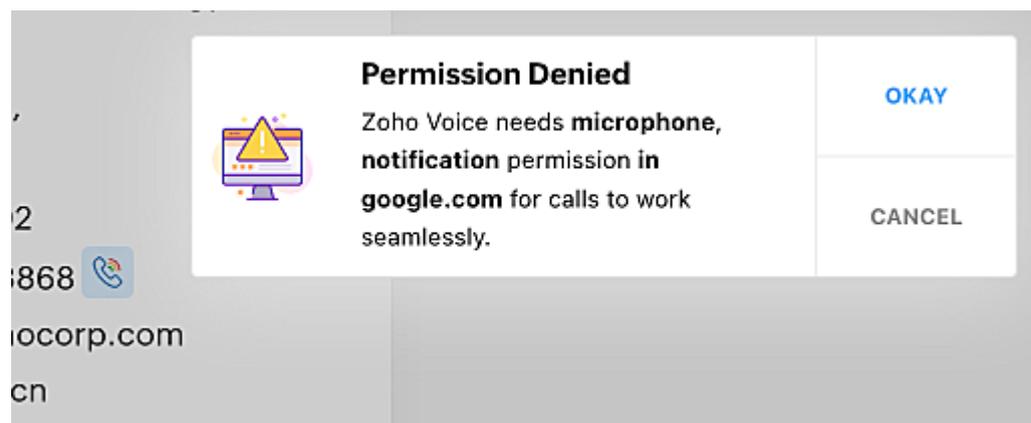
Regardless of whether the microphone permissions have been enabled or disabled in the consent tab, by default ZDialer simply navigates to the consent tab to make it the active tab.

When the microphone is enabled in the consent tab, ZDialer will automatically keep navigating back and forth between the consent tab and the active tab on each consecutive call initiated from the active tab, as described in the second scenario.

For other browsers, when permissions have already been enabled in the consent tab, there's no such automatic navigation to the consent tab so ZDialer automatically initiates calls from the tab requesting the call.

What happens when microphone permissions have been disabled or deliberately denied in the consent tab and you initiate a call from a different tab in any browser?

When the microphone permissions have been disabled or deliberately denied in the consent tab and calls are initiated from a different tab, ZDialer will prompt you to enable the microphone permissions in the consent tab from the current tab.

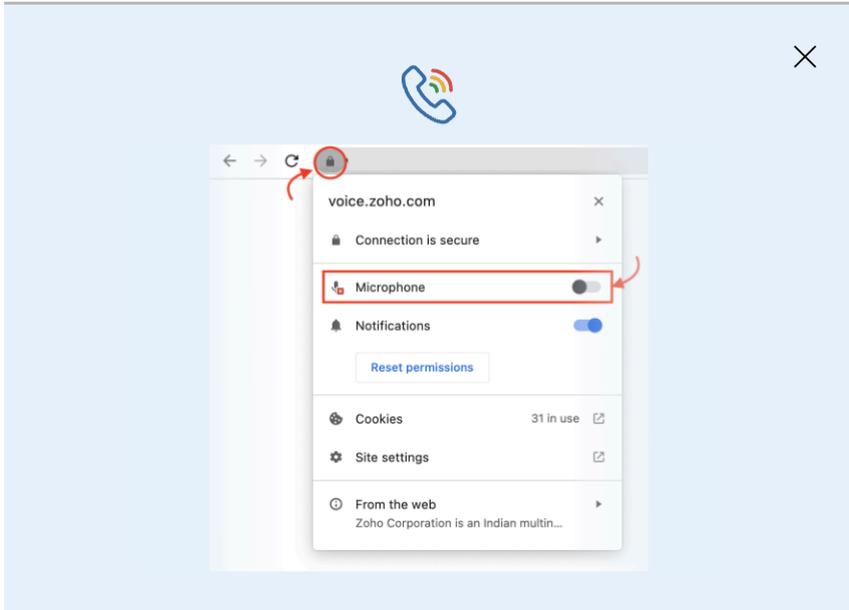


When you click **OKAY**, ZDialer will quickly navigate to the consent tab, where it will request you to enable microphone permissions manually.

Once you've manually enabled the microphone permissions in the consent tab, you'll have to navigate back to the tab where you want to make the call.

Enabling permissions manually

If you deliberately deny microphone permissions in the consent tab, you can enable it manually by following the steps below.



Allow access to your microphone

Zoho Voice needs **microphone** permission for calls to work seamlessly, please allow your web browser access your microphone

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- Click on **the padlock icon** inside the address bar.
- Enable **Microphone**.
- If the Microphone option is not visible, go to **Site Settings**.
- Select **Microphone** and enable microphone permissions by selecting **Allow** from the drop-down box to the right of the microphone.