



## Camera Issues

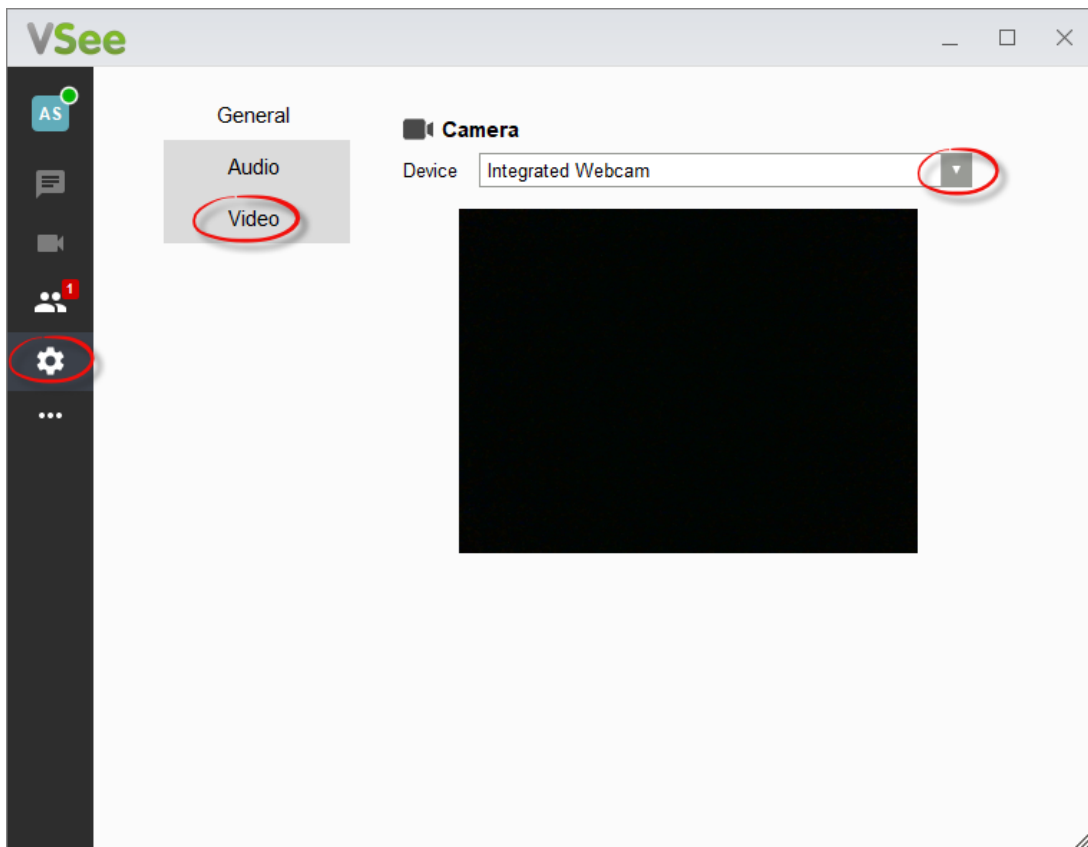
- 2020-01-29 - Basic Troubleshooting

### COMMON CAMERA ISSUES

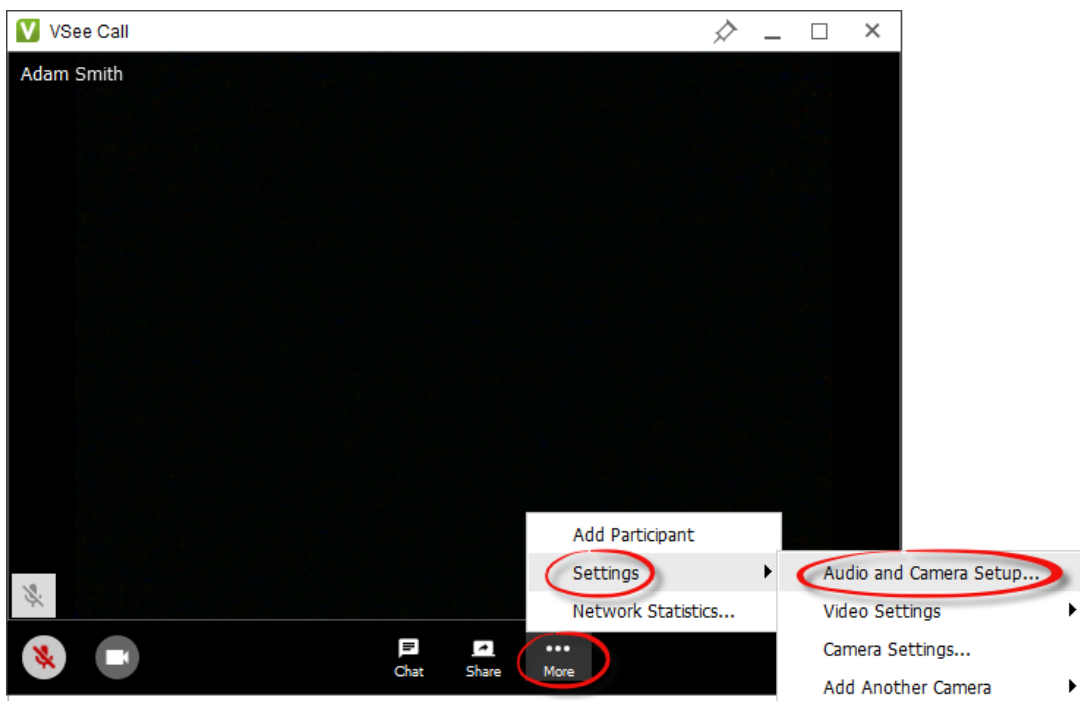
- No video output from either call participant
- Camera light never turns on
- Camera not in the list of devices
- Camera is on even before VSee starts

### BASIC CAMERA TROUBLESHOOTING STEPS

1. If your camera is not working with VSee, make sure it is not faulty by using an alternative video software (e.g. Skype, Facetime) to confirm that the chosen camera is working. If this step fails, please try to find another camera to test with.
2. After making sure your camera is not faulty, quit all video conferencing software including VSee. Check if the camera light is still on. If still on, the camera is already in use by other applications.
3. Try to restart your device and advise the other participant to do so as well. This often resolves the issue.
4. Run a guided audio/video check [here](#).
5. To manually check your camera/video settings, click on the **gear icon** then **Video** tab. Select your camera from the dropdown list.



6. If you are in a call, go to this same setting by clicking on **More > Settings > Audio and Camera Setup** on your video window.



7. If the chosen camera does not return any image output:

- Choose another camera from the dropdown list.
- If your camera is connected but is not on the list, make sure it is connected properly to the computer.

- Search "Camera privacy settings" on the Windows search bar. Make sure you have allowed other apps to access your camera.

## Camera

### Allow apps to access your camera

If you allow access, you can choose which apps can access your camera by using the settings on this page. Denying access blocks apps from accessing your camera. It does not block Windows Hello.



8. If still no camera output, we recommend updating your camera drivers through your computer's Device Manager or System Settings. Please contact us at [help@vsee.com](mailto:help@vsee.com) for assistance.

9. A temporary workaround is to use virtual camera softwares like [Manycam](#).

We are here to assist! Please contact us at [help@vsee.com](mailto:help@vsee.com) if you continue to experience camera issues.