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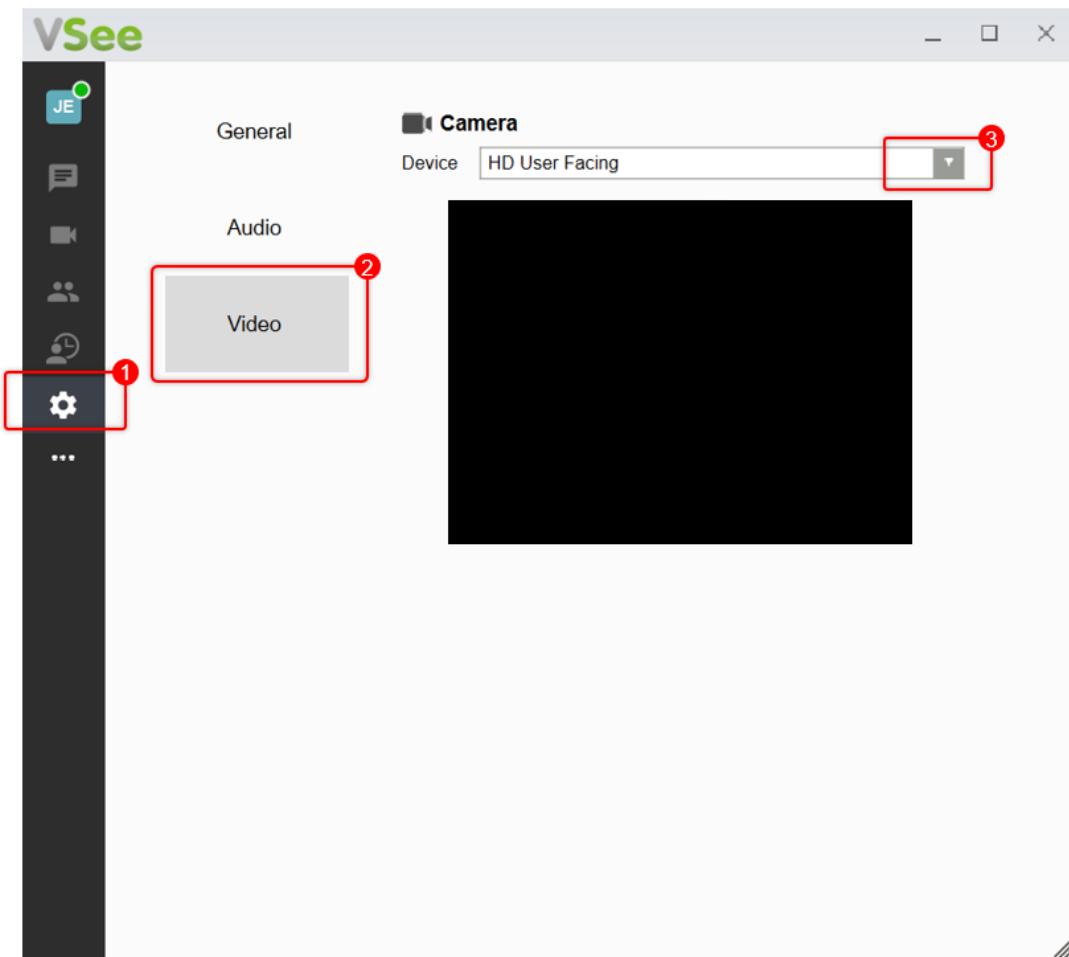
Camera Issues

Jay-Ileen (Ai) - 2025-06-16 - [Video-specific Issues](#)

BASIC CAMERA TROUBLESHOOTING STEPS

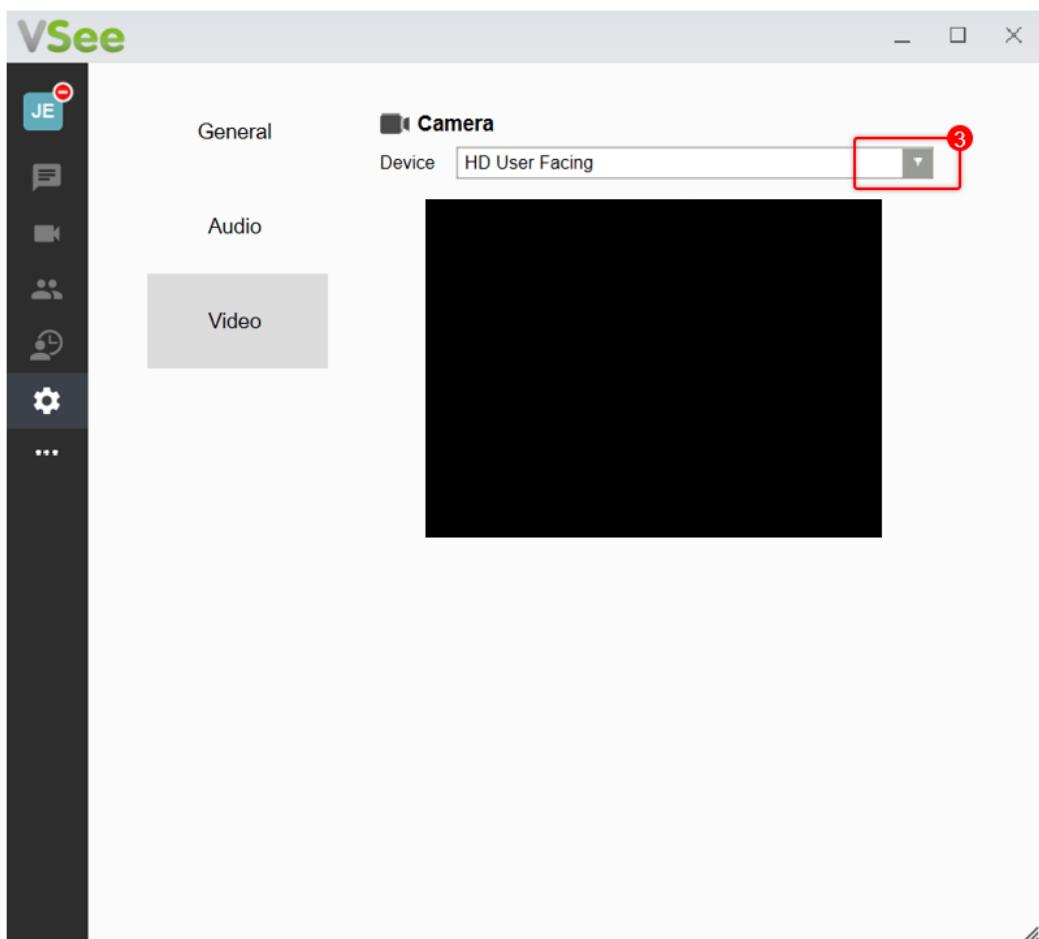
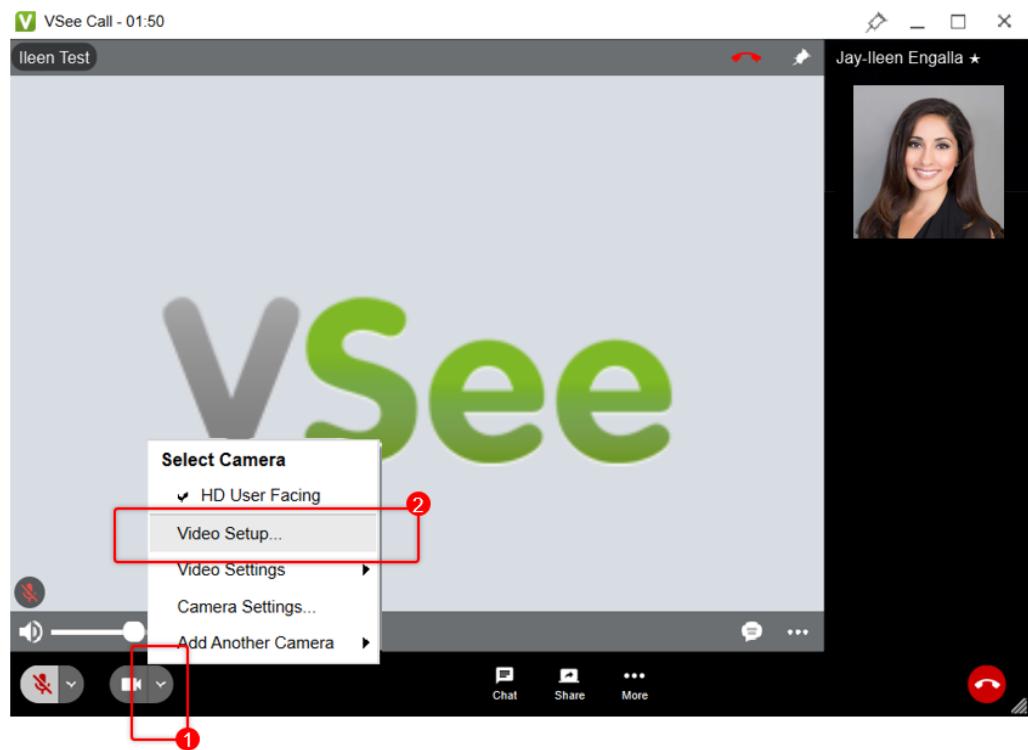
VSee Messenger

- **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.**
- 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.
- Try to restart your device and advise the other participant to do so as well. This often resolves the issue.
- Run a guided audio/video check [here](#).
- To manually check your camera/video settings:
 1. Click on the gear icon.
 2. Click the Video tab.
 3. Select your camera from the dropdown list (for multiple camera set-up).



- If you are in a call, you can go to this same setting by doing the following:

1. Click the Arrow beside the camera icon
2. Click **Video Setup...**
3. Select your camera from the dropdown list (for multiple camera set-up).

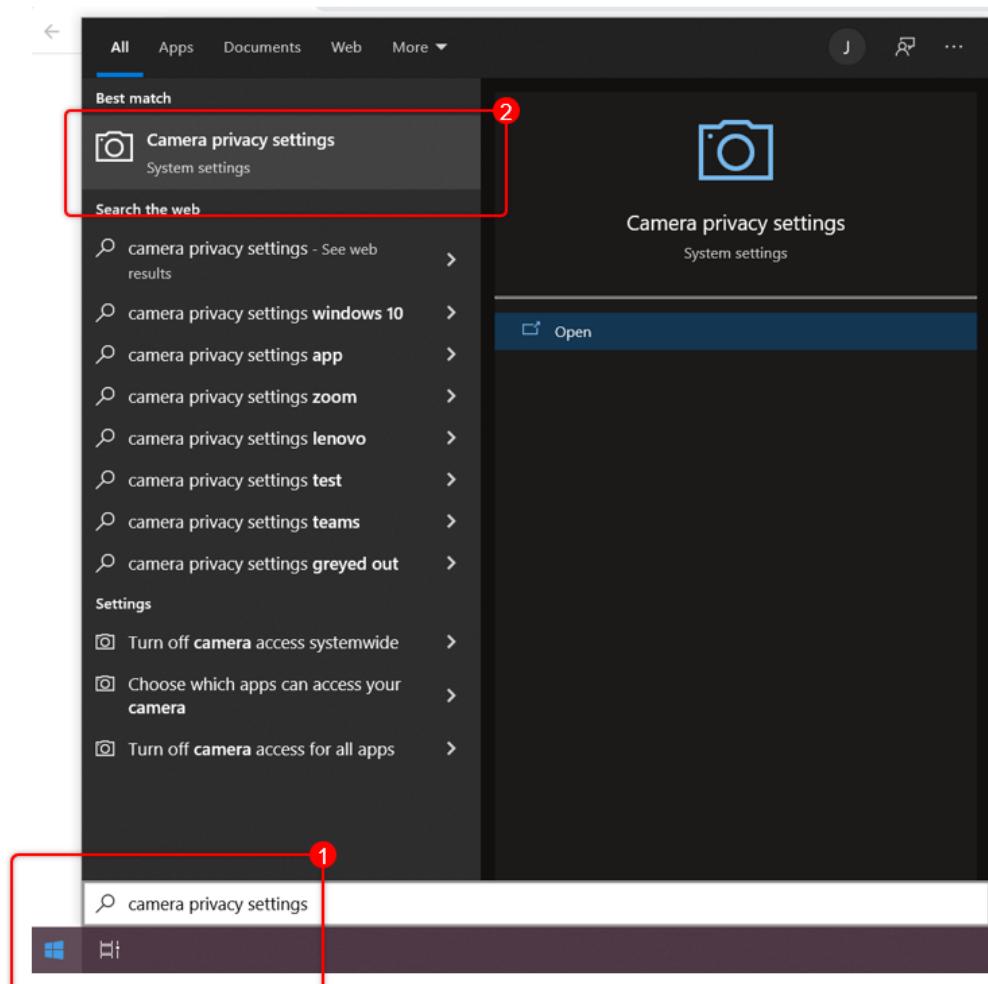


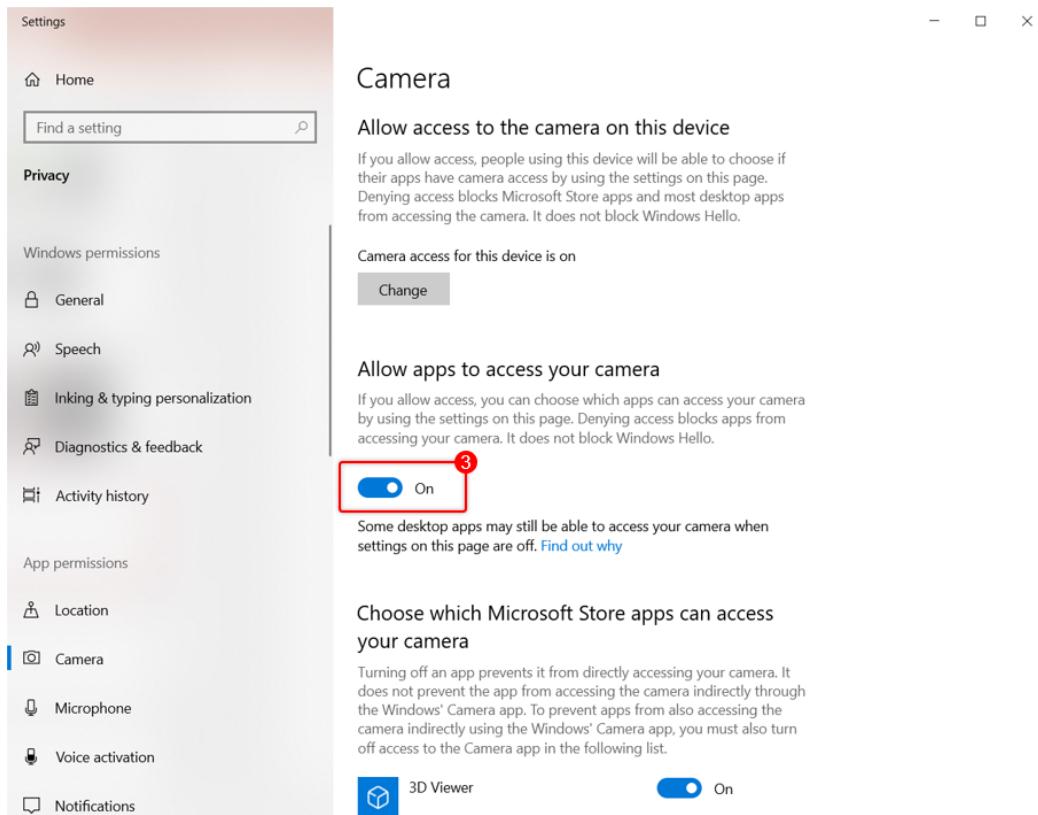
If the chosen camera does not return any image output:

- 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.

You may also check camera privacy settings;

1. Search **Camera privacy settings** on the Windows search bar.
2. Select **Camera Privacy settings**.
3. Click the slider to **On**, and make sure you have allowed other apps to access your camera.





Settings

Home

Find a setting

Privacy

Windows permissions

General

Speech

Inking & typing personalization

Diagnostics & feedback

Activity history

App permissions

Location

Camera

Microphone

Voice activation

Notifications

Camera

Allow access to the camera on this device

If you allow access, people using this device will be able to choose if their apps have camera access by using the settings on this page. Denying access blocks Microsoft Store apps and most desktop apps from accessing the camera. It does not block Windows Hello.

Camera access for this device is on

Change

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.

3
On

Some desktop apps may still be able to access your camera when settings on this page are off. [Find out why](#)

Choose which Microsoft Store apps can access your camera

Turning off an app prevents it from directly accessing your camera. It does not prevent the app from accessing the camera indirectly through the Windows' Camera app. To prevent apps from also accessing the camera indirectly using the Windows' Camera app, you must also turn off access to the Camera app in the following list.

3D Viewer
On

- If there's 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 for assistance.
- A temporary workaround is to use virtual camera software like [Manycam](#).

If the problem persists, please contact us [here](#).

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