Camera Issues

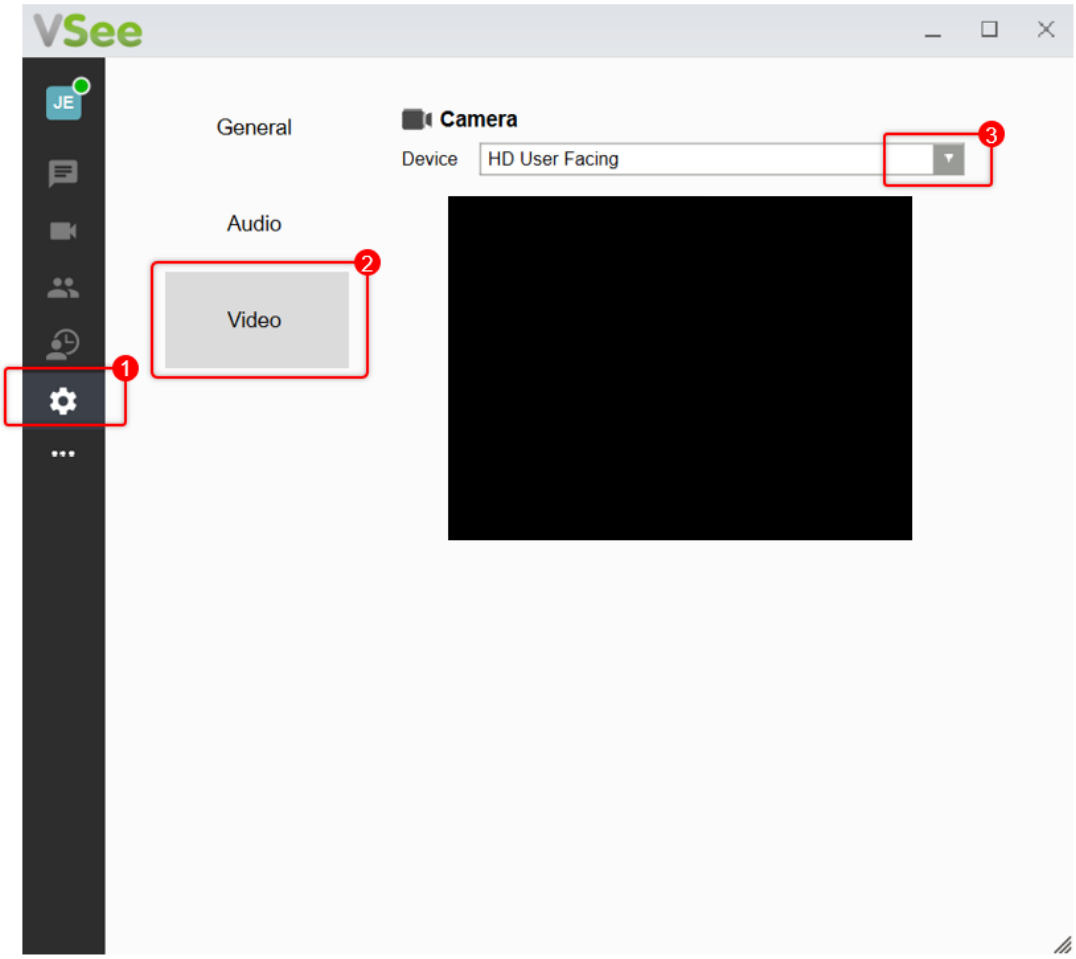
Jay-Ileen (Ai) - 2025-06-16 - Video-specific Issues

BASIC CAMERA TROUBLESHOOTING STEPS

VSee Messenger

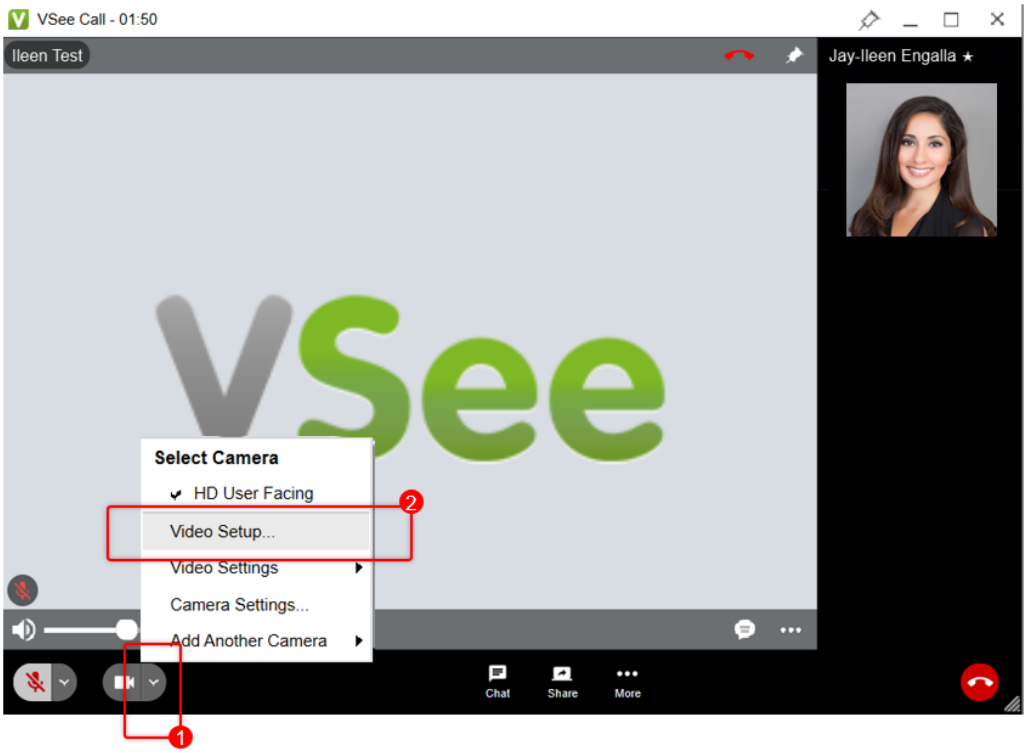
- **If your camera is not working with VSee, make sure it is not faulty by using an alternative video software (e.g. Skype, Facetime) to confirm that the chosen camera is working. If this step fails, please try to find another camera to test with.**
- After making sure your camera is not faulty, quit 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:

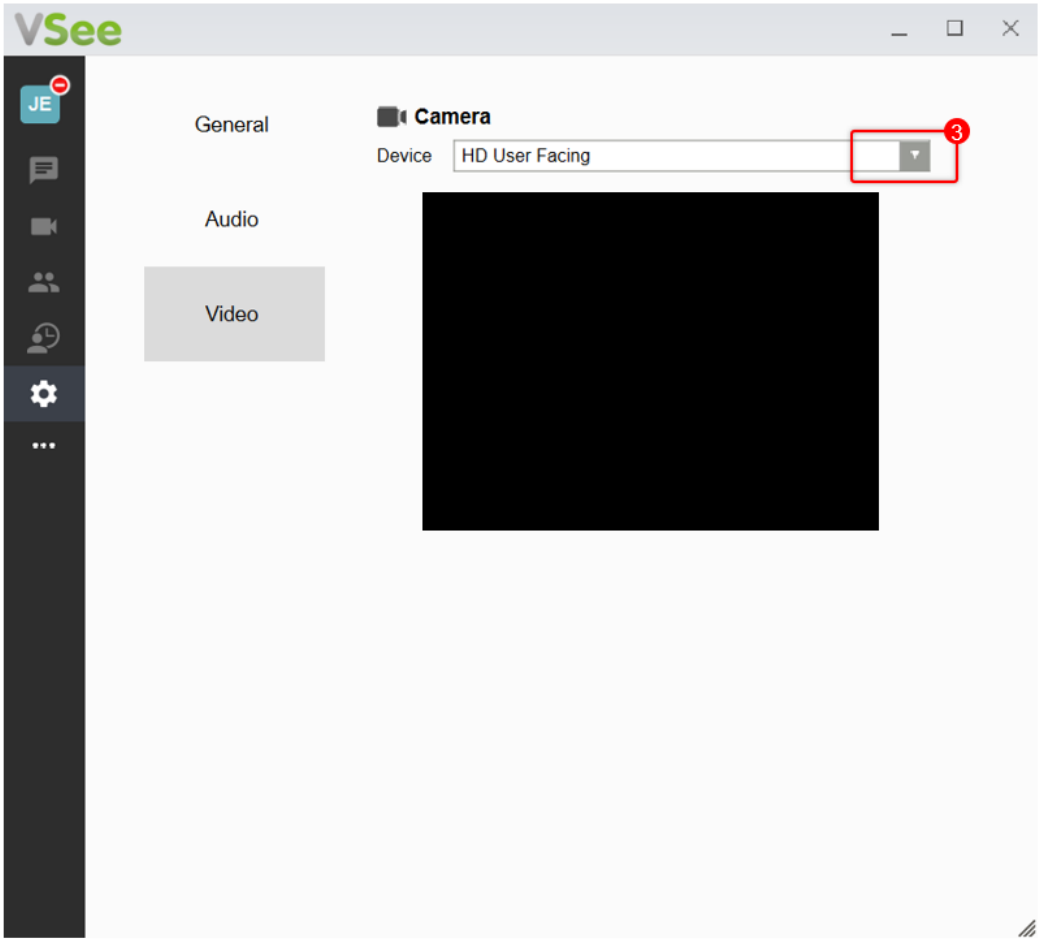
1. Click on the gear icon.
2. Click the Video tab.
3. Select your camera from the dropdown list (for multiple camera set-up).



- 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).


VSee Call - 01:50
Ileen Test
Jay-Ileen Engalla ★
Select Camera
HD User Facing
Video Setup...
Video Settings
Camera Settings...
Add Another Camera
Chat
Share
More
1
2

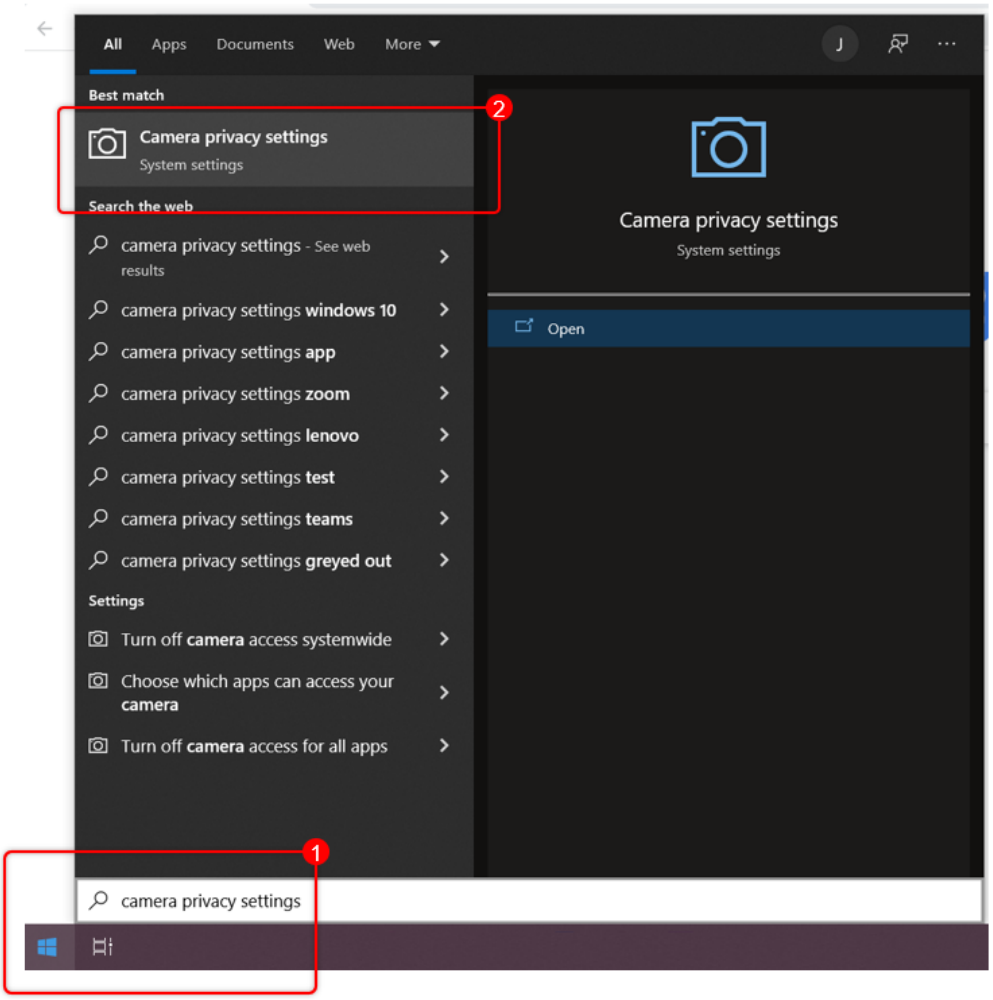

VSee
JE
General
Audio
Video
Camera
Device
HD User Facing
3

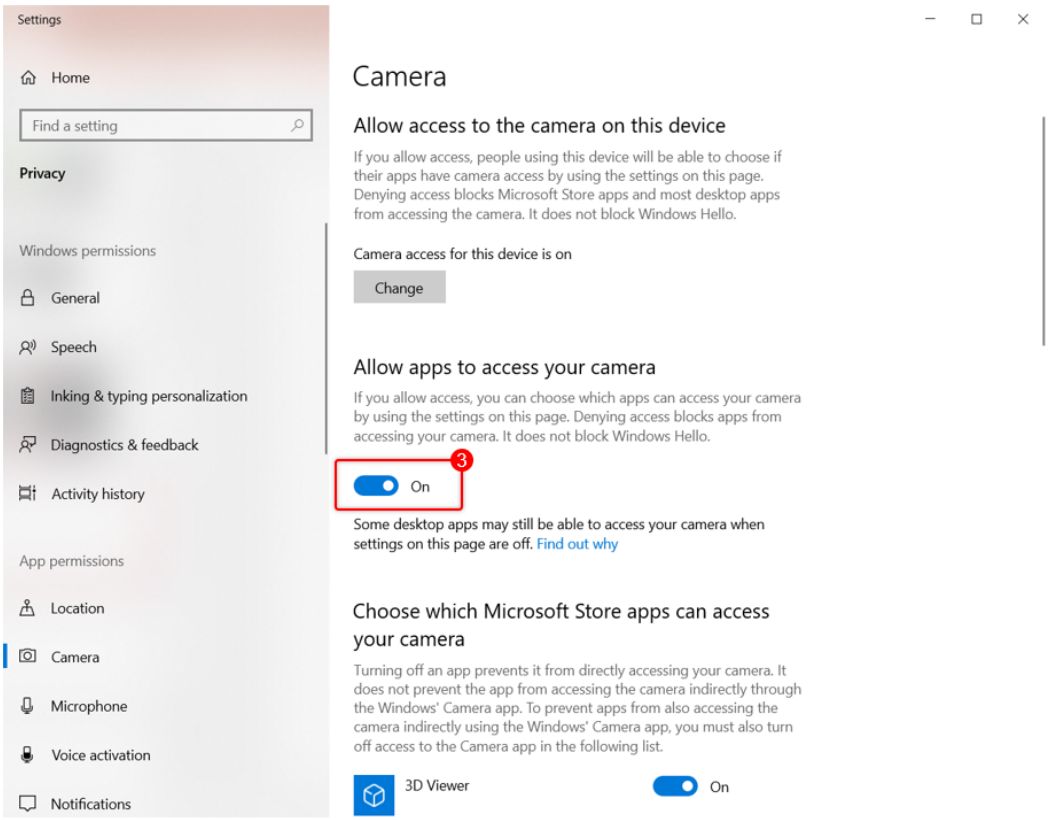
If the chosen camera does not return any image output:

- 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.





- 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.

- Tags
- camera
- camera issues
- camera troubleshooting