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My camera or microphone is not working on video calls

When your camera or microphone does not work on a video call, it is usually down to a permission, the wrong device being chosen, or another app already using it. Most fixes are quick.

Quick fixes to try first

- Look for a physical camera cover or switch, or a mute button on a headset or keyboard.
- In the call app, check the camera and microphone buttons are not crossed out.
- Close other apps that might be using the camera or microphone, such as other video call apps.
- Restart the call app, or your computer.

Step by step

1. In the call app, open its settings and check the right camera, microphone and speakers are chosen. Laptops often have more than one.
2. Check permissions. Windows 11: open **Settings**, then **Privacy & security**, then **Camera** or **Microphone**. Windows 10: open **Settings**, then **Privacy**, then **Camera** or **Microphone**. Make sure access is on, and allowed for your app.
3. Mac: open **System Settings**, then **Privacy & Security**, then **Camera** or **Microphone**, and make sure your app is switched on.
4. On a website call, look for a camera icon in the browser's address bar. Click it and choose to allow access.
5. iPhone: open **Settings**, find the app in the list, and check **Camera** and **Microphone** are on. Android: open **Settings**, then **Apps**, choose the app, then **Permissions**.
6. Try the call again after each change.

Good to know

Updating the call app and your device can fix many problems. If you use an external webcam or headset, try a different USB port and check it is plugged in firmly.

When to get more help

Stop and ask for help if no camera appears anywhere in the device list, the camera works in one app but never in others, or you hear nothing even on headphones. Please do not download "driver" programs from adverts. Tell us the device, the app you use and what you see.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.