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My webcam is not detected or not working

If your webcam shows a black picture or the video app says no camera was found, the cause is usually a setting rather than a broken camera.

Check the simple things

- Look for a physical cover or sliding shutter over the lens and open it.
- Some laptops have a camera switch or a function key, often with a camera symbol, that turns it off.
- Close any other app that may be using the camera. Only one app can normally use it at a time.
- If it is a USB webcam, unplug it and plug it into a different USB port, directly into the computer.

Check the privacy settings on Windows

Open **Settings**, then **Privacy & security**, then **Camera**. Check that camera access is on, and that the app you want to use is allowed. The wording can vary a little between Windows versions.

Check the privacy settings on a Mac

Open **System Settings**, then **Privacy & Security**, then **Camera**. Make sure the app you are using has its switch turned on. You may need to close and reopen the app afterwards.

Check inside the app

Video apps such as Teams or Zoom have a settings area where you pick the camera. Look for **Settings**, then **Video** or **Camera**, and choose your webcam from the list.

Restart and check the device list

Restart the computer with a USB webcam unplugged, then plug it in once the computer has started. On Windows, you can right-click the **Start** button, choose **Device Manager** and look for **Cameras** or **Imaging devices**. If a camera has a warning symbol, ask us for help rather than using driver tools from adverts.

Test somewhere else

Try a USB webcam on another computer. If it works there, the first computer has a software or settings issue.

When to get more help

If the camera is still not found, there may be a driver problem or a hardware fault. Tell us the make and model, and what message appears in the app.

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.