

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy camera problems: blurry photos and camera app crashing

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Most blurry photos come from a dirty lens. If the Camera app will not open, a restart and cache clear usually fix it.

Blurry or hazy pictures

1. Wipe the lens with a clean microfibre cloth. Fingerprints and pocket fluff are the number one cause.
2. Remove the case or screen cover if it blocks part of the lens. Check any clip-on lens too.
3. Tap the screen on your subject so the camera focuses.
4. Hold the phone steady and hold still for a second after pressing the button.
5. In low light, use **Night** mode, which takes a longer exposure.
6. Look in the Camera **Settings** (cog icon) for options like **Scene optimiser** or high resolution modes. Turning them off or on can change how pictures look.

Camera will not open, or crashes

1. Restart the phone.
2. Open **Settings**, **Apps**, **Camera**, tap **Storage**, then **Clear cache**.
3. Check the phone has free storage, and delete some items after backing up photos.
4. Update the Camera app in the **Galaxy Store** and update **Software update** in **Settings**.
5. Close apps that use the camera, such as video calls or torch apps.
6. Try Safe mode. See our guide on apps crashing and Safe mode. If the camera works there, a downloaded app is clashing.

Avoid **Clear data** for the Camera app unless advised, as it resets camera settings.

Other things to try

- If pictures are black, check there is no lens cover and that the lens glass is not cracked.
- A rattling or humming noise on the camera can mean a faulty stabiliser, so avoid shaking the phone.
- Check the camera settings for **Reset settings**.

Wording differs slightly by model and One UI version.

When to get more help

If the lens glass is cracked, there is moisture inside, or the camera shows a black screen after trying all the above, it needs repair. Back up your photos and ask us.

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.