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Camera doesn't work in Windows

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Windows 11   Windows 10

If your camera stops working, it can disrupt video calls, online meetings, and other activities that rely on camera. Common causes include missing drivers after a recent update, antivirus software blocking the camera, restrictive privacy settings, or issues with the app you're trying to use. This article provides a step-by-step guide to help you troubleshoot and resolve camera problems effectively.

Run the Windows camera troubleshooter

If you are using a Windows 11 device, start by running the automated camera troubleshooter in the Get Help app. It will automatically run diagnostics and attempt to fix most camera problems. If you are using an older version of Windows or a mobile device, please skip to General troubleshooting steps.

If the Camera troubleshooter in Get Help app is unable to resolve your issue, select your specific Camera problem from the Most common camera problems section below and follow the provided steps. If your issue is not listed, try the possible solutions listed.

General troubleshooting

Please try the following general troubleshooting steps to help solve the camera problem.

Step 1. Ensure that the camera is connected   ∨

Step 2. Check for a camera switch or a button on your device   ∨

Step 3. Allow your apps to access the camera   ∨

Step 4. Test your camera in a different app   ∨

Step 5. Check for Windows update   ∨

Step 6. Run the camera troubleshooter   ∨

Step 7. Check your antivirus software   ∨

Step 8. Check your hardware drivers   ∨

Most common camera problems

Below, you will find the most common camera problems users have experienced, along with the error codes and the steps to troubleshoot them.

Error codes and their potential causes

The following list outlines error codes and potential causes associated with Windows camera. Click on the error code to view the detailed troubleshooting steps to resolve.

Error code	Cause
0xA00F4244	The system cannot detect the camera.
0xA00F4243 (0xA00F4289)	Another app or process is using the camera.
0x80070005	Access denied to the camera
0xA00F4292	Camera access restricted by policy.
0x800705AA	Insufficient system resources to run the camera.
0xA00F4246	Camera locked by security software
0x80070490	Device detection error due to registry or hardware issue.
0xA00F4294	Video start failed
0x80004005	General error often due to hardware or driver failure.

0xA00F4244: Camera not detected ⌄

0xA00F4243, 0xA00F4289 or 0x80070005: Camera not working in specific apps ⌄

0xA00F4292: Camera access restricted by policy ⌄

0x800705AA: Insufficient system resources to run the camera ⌄

0xA00F4246: Camera locked by security software ⌄

0x80070490 or 0x80004005: Device detection error due to registry or hardware issue ⌄

0xA00F4294: Video start failed   ⌄

Black screen or no video   ⌄

Blurry or low-quality video   ⌄

Camera stopped working after Windows update   ⌄

Related articles

- Fix a missing Camera Roll in Windows

- How to use camera app in Windows

- Open camera in Windows

- Manage camera settings in Windows 11

- Import photos and videos from phone to PC

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