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Mode - ILT - Ver. 1.0

Camera Issues – Participant Guide

Slide 1

Smarter technology for all

Camera Issues

Lenovo Global CEC Education
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Lenovo

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Introduction

Camera issues are probably one of the most frustrating issues a customer can face. This type of an issue can disrupt the usage of many apps that are required for personal or professional use such as team meetings, business calls, or calls with relatives.



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Lesson 1: Good-to-know Information

Slide 3

Good to Know Information

While troubleshooting, you must keep in mind that the microphone and camera modules are placed on the same board. This would mean that if the microphone and the camera are not functioning, the board must be replaced. Before replacing the board, you must troubleshoot and test the camera and the microphone individually. Lets now take a look at a scenario.





Add a caption

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In this slide we discussed how the camera module and the microphone module are placed on the same electrical circuit board.

Lesson 2: The Scenario and Types of issues

Slide 4

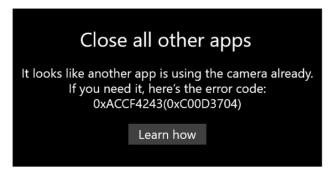
The Scenario



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Types of Error: Type 1

"Close all apps" error



This is a pop up message the customer will encounter when he/she tries to launch the camera app they want to use but another app is behaving as the native camera app.

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Here we discussed the first type of camera issue error. It is with regards to an error being caused by the interference of another camera app that is installed.

Types of Error: Type 2

"We can't find your camera" error



This type of error occurs when the operating system is unable to detect the external camera due to the hardware settings chosen, or due to the intervention of an antivirus software or the Lenovo Vantage app. For laptops and other devices that have a built-in camera, this type of an error can also be triggered by a missing camera driver or a camera driver that needs to be updated.

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In this slide we discussed the second type of an error – the "we can't find your camera" error. This error occurs when the driver or the hardware setting are causing the problem. There is also a possibility that the antivirus software installed on the system is interfering with the normal functioning of the camera app.

"Camera not accessible" error



This type of error occurs when the operating system is unable to access the desired app due to the app settings chosen, or due to the intervention of an antivirus software or the Lenovo Vantage app.

This is error is caused due to the access permission settings chosen for the app that is being used.

Lesson 3: Types of errors

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Troubleshooting Begins

Step 1

3rd Party or Native App

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In this step we discuss the first step which revolves around checking on the type of app being used:

Troubleshooting



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In this step we check if the camera slider is in the closed position as that can also prevent the camera from functioning normally.

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Troubleshooting

Step 3



Verify if camera privacy mode in activated in Lenovo Vantage app.

In this step we are going to try to determine if the Lenovo Vantage app is causing the issue.

Here are the instruction statements you can use to guide your customer:

Slide 11

Troubleshooting Step 4 Camera Find a setting Allow access to the camera on this device If you allow access, people using this device will be able to choose if their apps have camera access by using the settings on this page. Denying access blocks Microsoft Store apps and most desktop apps from accessing the camera. It does not block Windows Hello. Camera access for this device is on Change A General Allow apps to access your camera If you allow access, you can choose which apps can access your camera by using the settings on this page. Denying access blocks apps from accessing your camera. It does not block Windows Hello. Inking & typing personalization P Diagnostics & feedback Some desktop apps may still be able to access your camera when settings on this page are off. Find out why App permissions Choose which Microsoft Store apps can access A Location vour camera Lenovo 2022 Lenovo Internal. All rights reserved.

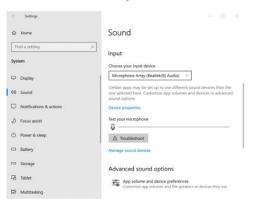
In this step we are going to check on the access permissions for the camera app that the customer is trying to use.

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Here are the instruction statements you can use to guide your customer:

Troubleshooting Step 5

Step 5



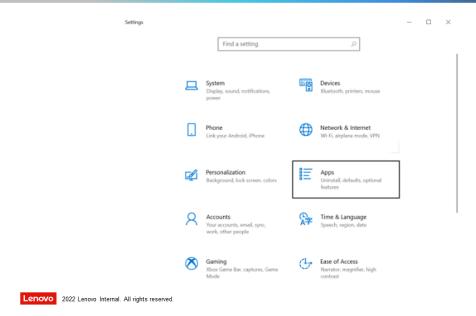
Since the camera and the microphone are placed on the same electronic circuit board, our next step is to verify that the microphone is working. The reason for this is that if both the microphone and the camera are non-functional. its most likely that the electronic board is damaged.

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In this step we are going to check if the microphone is working through the settings in Windows.

Here are the instruction statements you can use to guide your customer:

Troubleshooting Step 6



In this step we are going to reset the camera settings in Windows.

Here are the instruction statements you can use to guide your customer:

Troubleshooting Step 7

Step 7



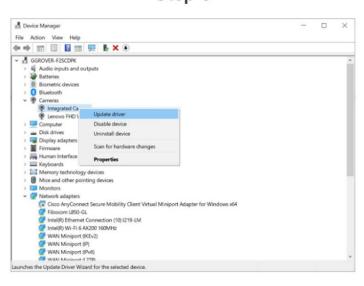
Verify if the antivirus software is interfering with the normal operation of your camera

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In this step we are going check if the Antivirus app is causing an issue.

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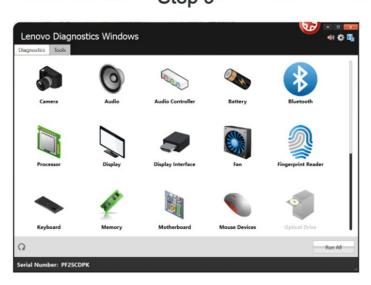
Troubleshooting Step 8



In this step we are going update the camera drivers and see if that resolves the issue.

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Troubleshooting Step 9

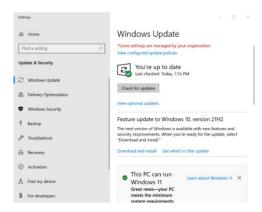


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In this step we are going to verify if the privacy settings of the Lenovo Diagnostics app is interfering with the normal functioning of the camera app.

Troubleshooting Final Step

Update Windows



If step-7 fails to solve the problem, update Win 10/11.

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In this step, we aim to carry out a Windows update since all other options of troubleshooting have failed to resolve the issue.

The End