|  |
| --- |
| **it SUPPORT INSTRUCTION** |

**no web camera image FIX**

VERSION 1.0

INTRODUCTORY PROVISIONS

GOALS

This instruction defines the procedure for an employee to follow providing advice on fixing web camera parameters.

TASKS

The main objectives of the instruction are:

* description of the steps to take when PC has no web camera image.

PERIOD OF VALIDITY AND PROCEDURE FOR MAKING CHANGES

Changes to the instruction are made when new settings appear in the SOFTWARE, as well as when information on current settings is updated.

**SETTING UP THE CAMERA**

If the Get Help app is unable to resolve your camera issue, do these steps first before working through the possible solutions listed:

* Check for updates. Select **Start**  **> Settings**  **> Windows Update**  **> Check for updates.**
  + If there are no updates for your camera, try to select **Advance options** **> Optional updates**, and look for any driver updates for your camera. Allow available updates to install, then restart your device when it's ready.
* Restart your PC. If you haven't restarted your device since the camera stopped working, you should do so. Select **Start**  **> Power**  **> Restart** . Waking up your device from sleep isn't the same thing as a restart.
* Test your camera with the Camera app. Select **Start** , then choose **Camera** from your apps. If you're asked to allow access to the Camera, select **Yes**. If the camera works in the Camera app, the problem might be with the app you're trying to use.