

My Video/Camera Isn't Working

Overview

If your camera is not showing up in the Zoom Settings or it is selected and not showing any video, these tips can help you troubleshoot why it is not working.

Prerequisites

- Zoom desktop client
- Zoom mobile app

If you have not already, test your video to confirm that the correct camera is selected and adjust your video settings. [Learn how to test your video.](#)

Troubleshooting tips for Windows

1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Restart your computer.
3. Uninstall the Zoom client and reinstall the latest version from our [Download Center](#).
4. Visit your device's support and downloads page to update the camera driver:
 - [Logitech](#)
 - [Dell](#)
 - [Lenovo](#)
 - [HP](#)
 - [ASUS](#)
 - [Samsung](#)

- [Sony \(PC\)](#) ([Webcams](#))

Windows 10 has a privacy feature that may block Zoom from using the camera. [Learn more about this feature and how to allow Zoom access to your webcam.](#)

Troubleshooting tips for macOS

1. Make sure that all other programs that utilize the camera, such as Photo Booth and Facetime, are closed.
2. Restart your computer.
3. If the camera still does not work in Zoom after restarting, check if the camera works in a Mac app, such as Photo Booth or Facetime.
 - If it works elsewhere, uninstall the Zoom client and reinstall the latest version from our [Download Center](#).
 - If it does not work in any application, contact [Apple support](#).

Note: If you are on on Mac OS 10.14 Mojave and are still having difficulty accessing the camera, check your operating system permissions to confirm that Zoom has access to the camera. [See Using the Zoom Client and Zoom Rooms with Mac OS 10.14 Mojave for more information.](#)

Troubleshooting tips for Linux

1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Restart your computer.
3. If it does not work after restarting, uninstall the Zoom client and reinstall the latest version from our [Download Center](#).

If you continue to have issues with your camera, download the latest version of Zoom from our [Download Center](#) or [contact Zoom support](#) for

assistance.