

## Troubleshooting Audio & Video settings on your laptop or PC

Let's face it – video calling as part of our day to day work is going to be around for the foreseeable future but it can be extremely frustrating if you experience challenges with being seen and heard!

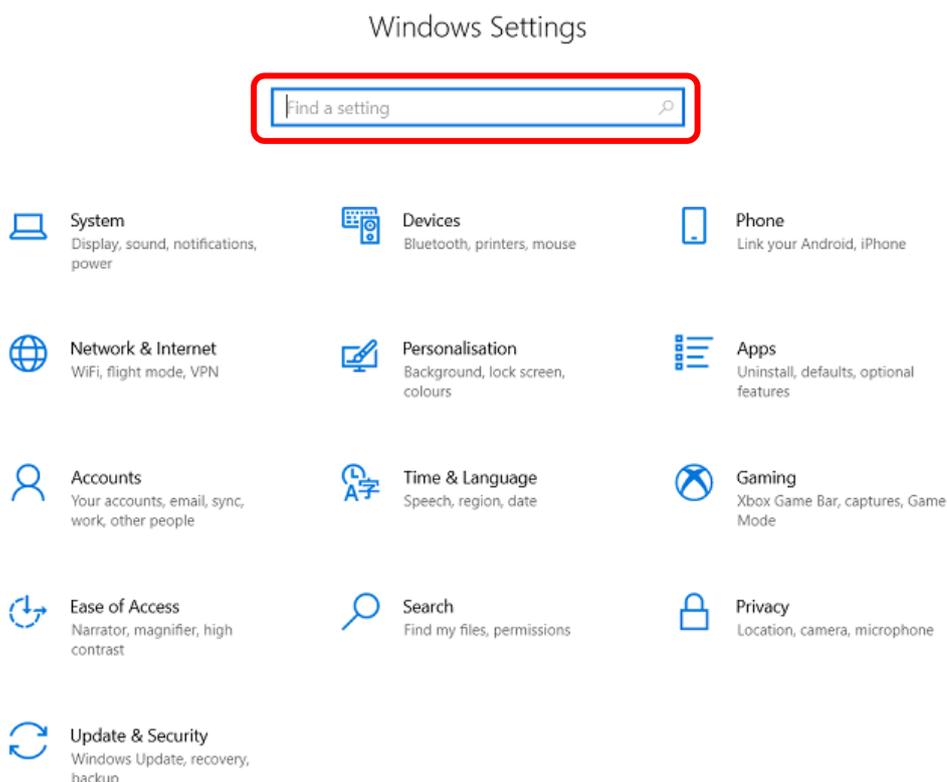
So we've put together some troubleshooting tips for you to try relating to the most common causes of problems with audio – your microphone, and video – your webcam.

The first place to check is that your Windows 10 settings are correct.

### Windows 10 settings to check

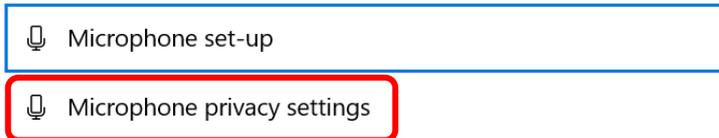
It may be that you've had a new laptop bought for you and you've had problems with audio or your webcam right from the start. Or maybe you've installed a Windows 10 update – and this has caused issues ever since. Follow the step by step guidance below to hopefully fix any issues.

1. Select the Windows logo in the bottom left hand of your screen 
2. Next select the Setting cogwheel icon 
3. Now type in Microphone in the Find a setting search box



4. Now select Sound
5. Now select Microphone Privacy Settings

🏠 Search results



6. Now toggle the switch so the Allow apps to access your microphone option is set to On

### Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.



Some desktop apps may still be able to access your microphone when settings on this page are off. [Find out why](#)

7. Scroll down until you see Allow desktop apps to access your microphone and make sure this is switched to On too

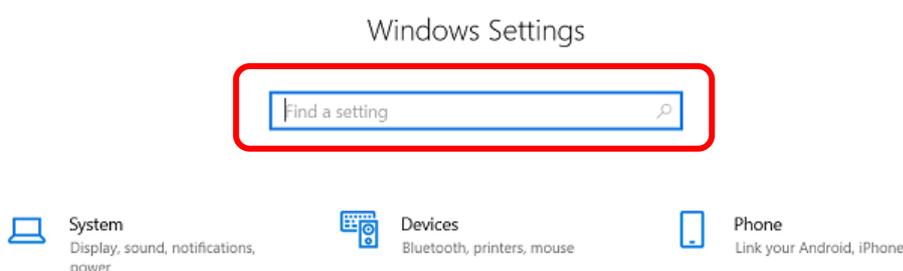
### Allow desktop apps to access your microphone

Some apps and Windows features need to access your microphone to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.



Some desktop apps might not appear in the following list or are not affected by this setting. [Find out why](#)

8. Now go back to Windows Settings and type in Camera in the Find a setting search box



## 9. Select Camera privacy settings

🏠 Search results



## 10. Here make sure that Allow apps to access your camera is switched to On

### 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.



Some desktop apps may still be able to access your camera when settings on this page are off. [Find out why](#)

## 11. Scroll down and check that Allow desktop apps to access your camera is switched On too.

### Allow desktop apps to access your camera

Some apps and Windows features need to access your camera to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.



Some desktop apps might not appear in the following list or are not affected by this setting. [Find out why](#)

## 12. Now check your camera is actually working by typing Camera in the search box in the task bar at the bottom left of your screen. If it's not found, you may need to install it from the Windows store. Open the app and check the camera displays your picture.

## Still not working? Try these ideas...

- Check if your laptop has a physical switch to enable or disable your camera. This might be a switch on the side or a key on the keyboard. Check the laptop user guide (found on the manufacturer's website) for help.
- It may be that the laptop manufacturer's software is blocking access. With Lenovo Laptops, you can use the Lenovo Vantage software (install it from the Windows Store). Then click Hardware Settings > Audio/Visual, scroll down and switch the Camera Privacy Mode toggle to Off.