



## When the Web Camera can't be used in Windows 10



~ Information 001: How to confirm and change of the Privacy Options in Windows 10. ~  
Issue 1: April 17th, 2019, Issue 2: November 4th, 2019 Akiyama Manufacturing

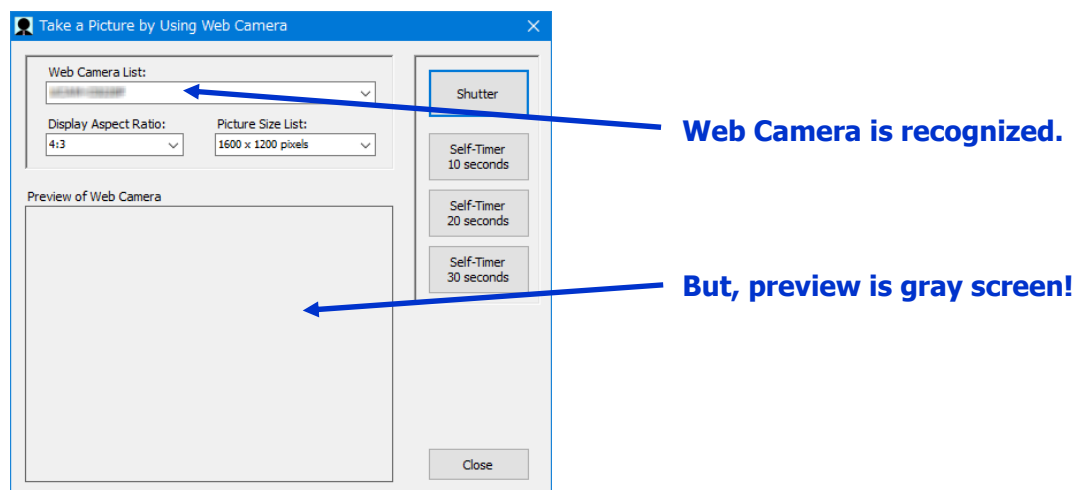
\*Note: The "Information xxx" is the document which provides information about the important item that we can't do description easily in FAQ in many questions which we got from the customers.

### [Introduction]

The way that the following behavior that we got many question in the past technical support about the Mr. ID Photo Cutter (Model: AKM-IPC-100) is solved will be described here.

**Behavior:** Picture can't be taken with the Web Camera.  
(And, preview is gray screen.)

For example, it is the condition like the following.



### [Outline]

The [Application that use is permitted] and the [Application that use isn't permitted] can do configuration about the device such as a Camera (Web Camera) by the [Privacy Options] in Windows10.

When preview is gray screen and photography can't be done in the Mr. ID Photo Cutter, it may be the configuration which the Web Camera can't be used for with the photography function of the Mr. ID Photo Cutter by the configuration of this [Privacy Options].

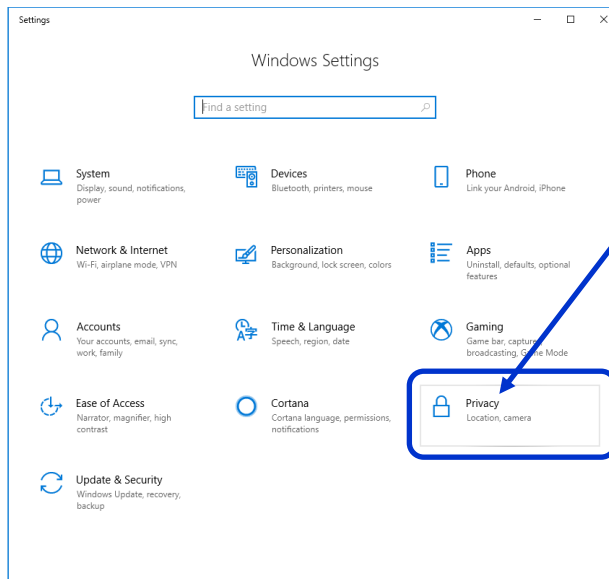
If you encountered the above behavior, do the verification and the change of the [Privacy Options] by the following procedure.

\*Note: The screen example in the following procedure is based on Windows 10 Pro (Version 1809).

## [Procedure of the verification and of the change]

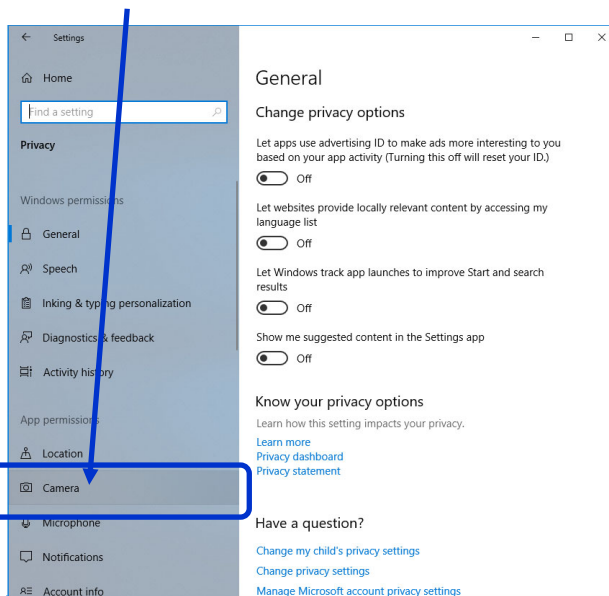
### [Procedure 1] Open the screen of [Privacy Options] in Windows 10.

Open the screen of [Settings] in the Start Menu, and then click on [Privacy].



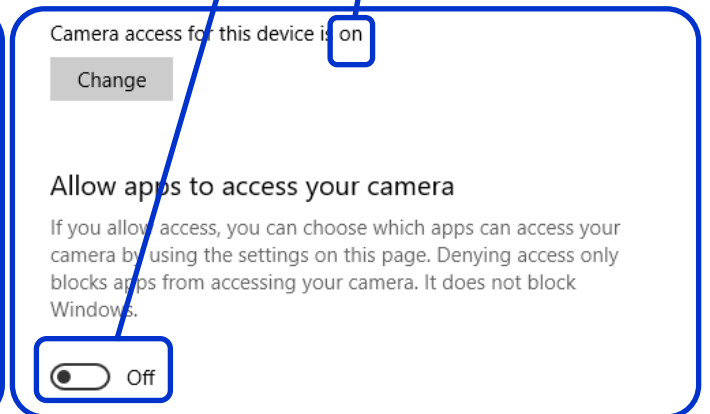
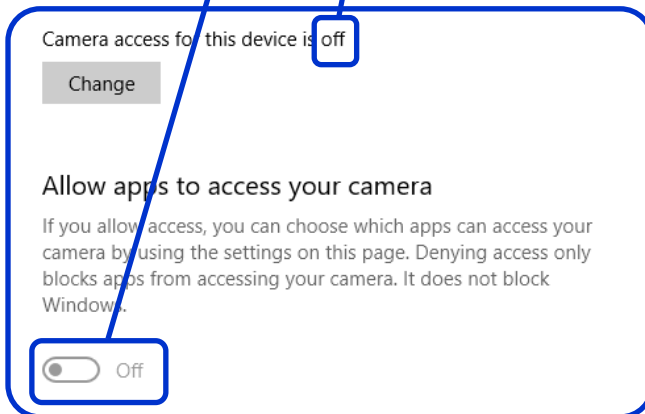
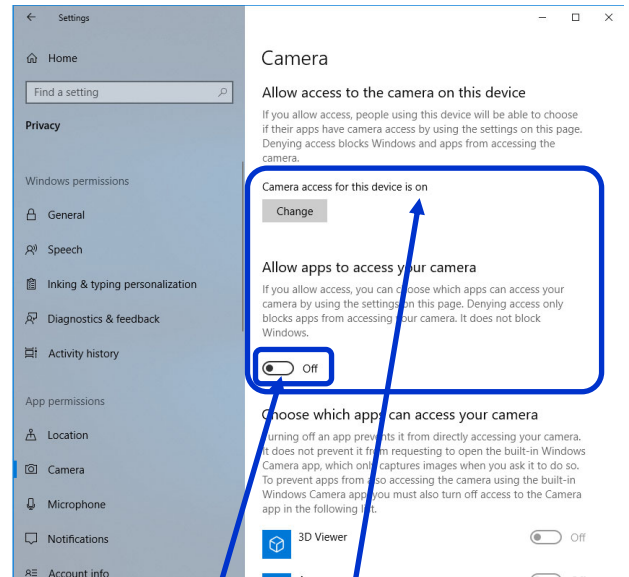
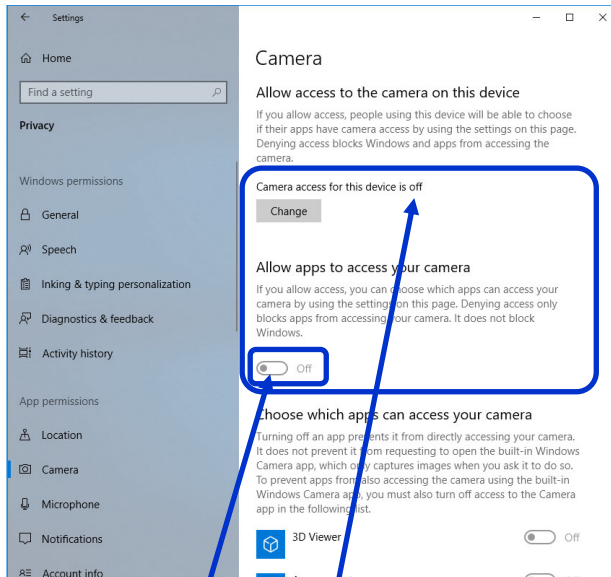
### [Procedure 2] Open the screen of the Privacy Options about the [Camera].

Click on [Camera] in the left area of the screen.



**[Procedure 3] Confirm the setting of the Privacy Options about the Camera.**

When the Privacy Options about the Camera is set up in following either, configuration change is necessary.



When it isn't set up in either of the upper figure, the cause which the Web Camera can't be used for is probably another factor.

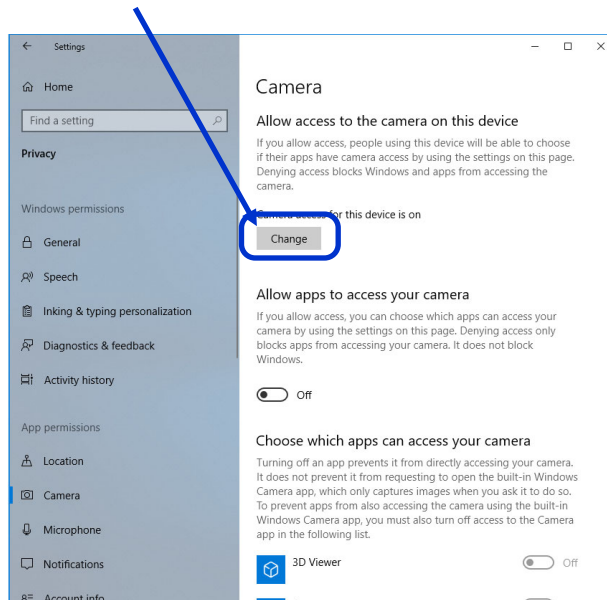
(The special Web Camera which can't be used in the Mr. ID Photo Cutter, and so on.)

## [Procedure 4] Change the Privacy Options about the Camera. (Part 1)

When your PC is being set up as the left side of the screen example of the Procedure 3, change [Camera access for this device] to [On].

\*Note: When your PC is being set up as the right side of the screen example of the Procedure 3, move to the Procedure 5.

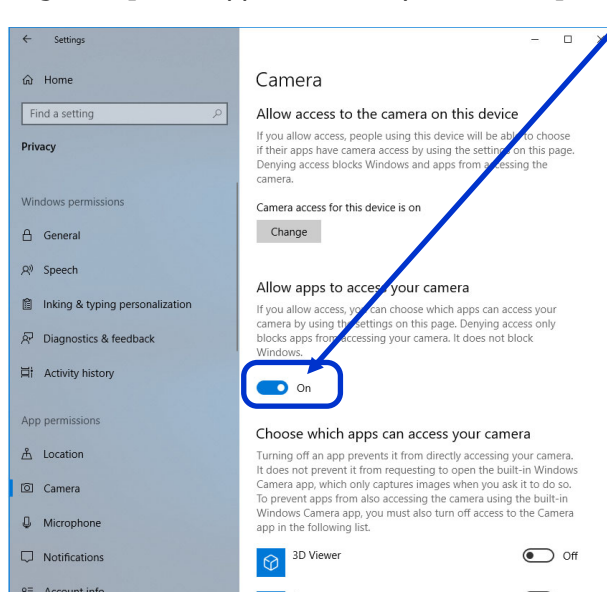
Click on [Change], and then change to [On] from [Off].



By this operation, the condition will be the right side condition of the screen example in the Procedure 3.

## [Procedure 5] Change the Privacy Options about the Camera. (Part 2)

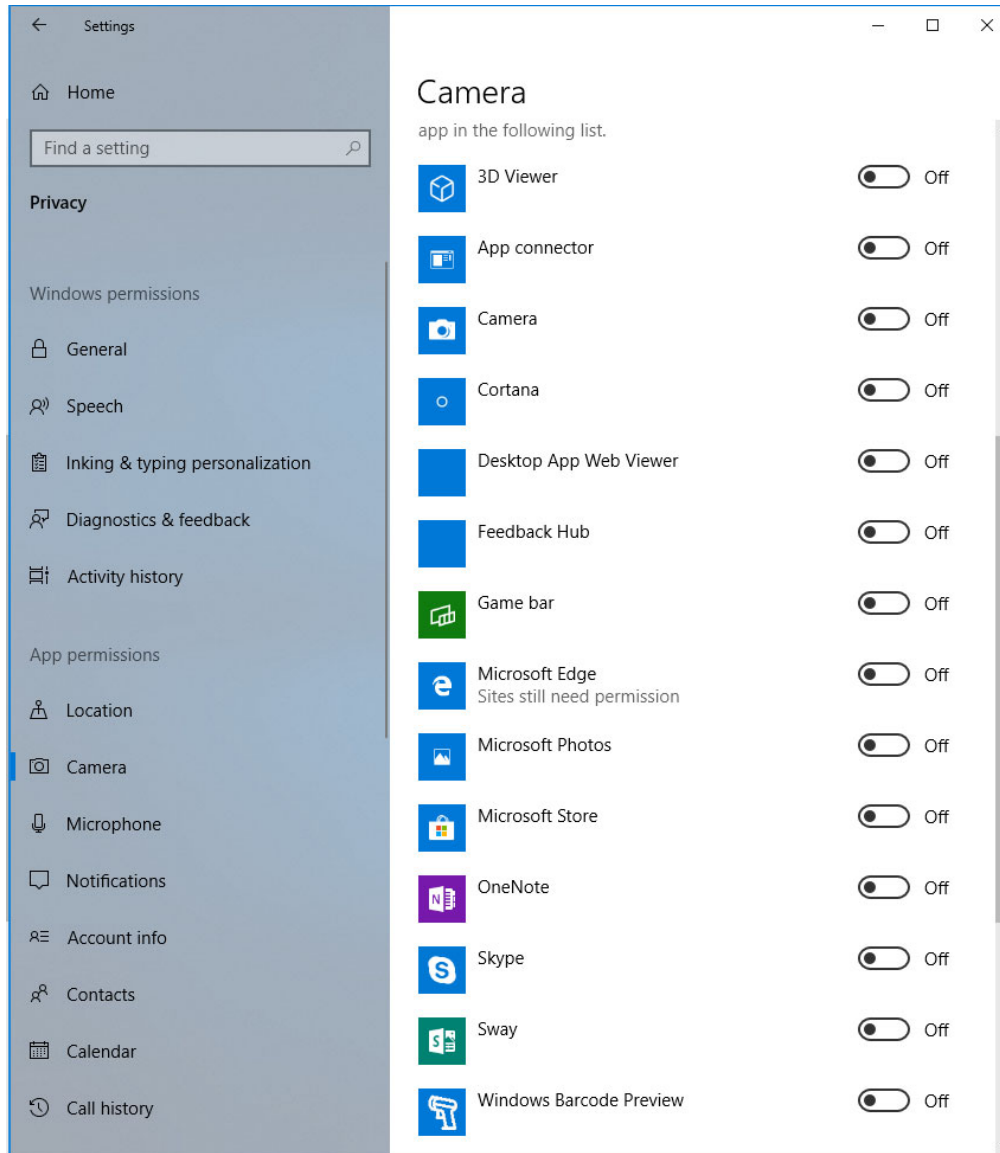
Change the [Allow apps to access your camera] to [On].



**[Procedure 6] Set up for the other applications.**

Do configuration about the camera access of other application corresponding to your PC environment.

This is an example of configuration.



The verification and the change of the Privacy Options is completion.

Start the Mr. ID Photo Cutter again. And try photography.

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