



# When the Web Camera can't be used in Windows 11



~ Information 002: How to confirm and change of the Privacy & security in Windows 11. ~  
Issue 1: November 1st, 2021 Akiyama Manufacturing

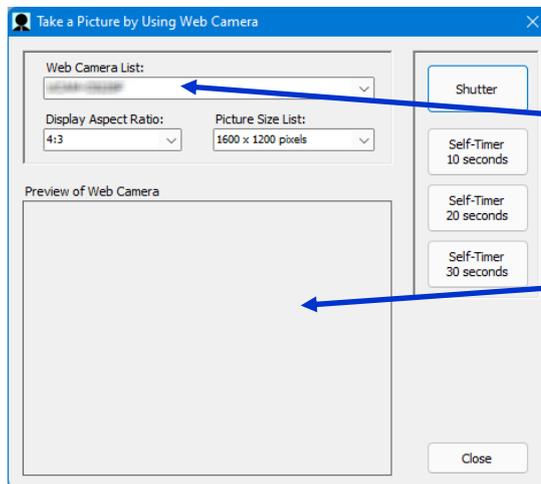
\*Note: The "Information xxx" is the document which provides information about the important item that we can't do description easily in FAQ in many questions which we got from the customers.

## [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.



Web Camera is recognized.

But, preview is gray screen!

## [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 & security] in Windows11.

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 & security].

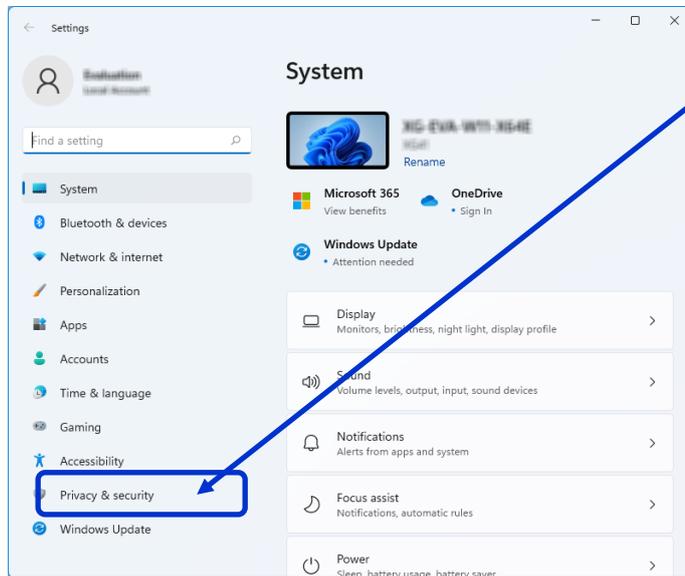
If you encountered the above behavior, do the verification and the change of the [Privacy & security] by the following procedure.

\*Note: The screen example in the following procedure is based on Windows 11 Pro (21H2 [22000.194]).

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

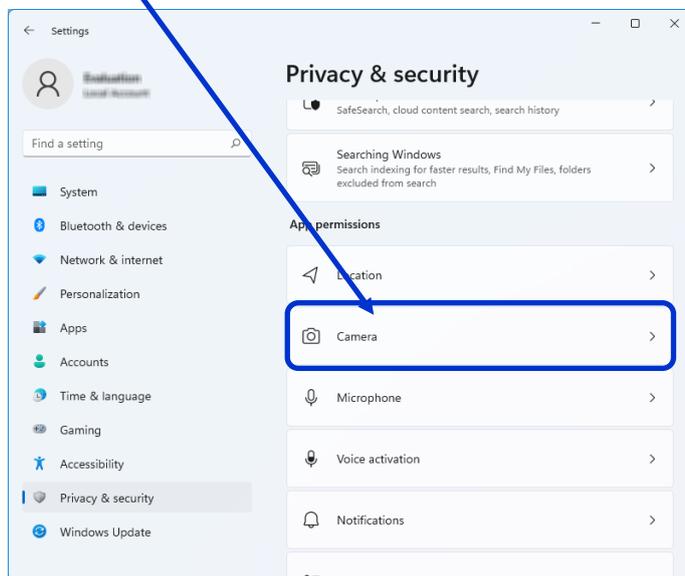
### [Procedure 1] Open the screen of [Privacy & security] in Windows 11.

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



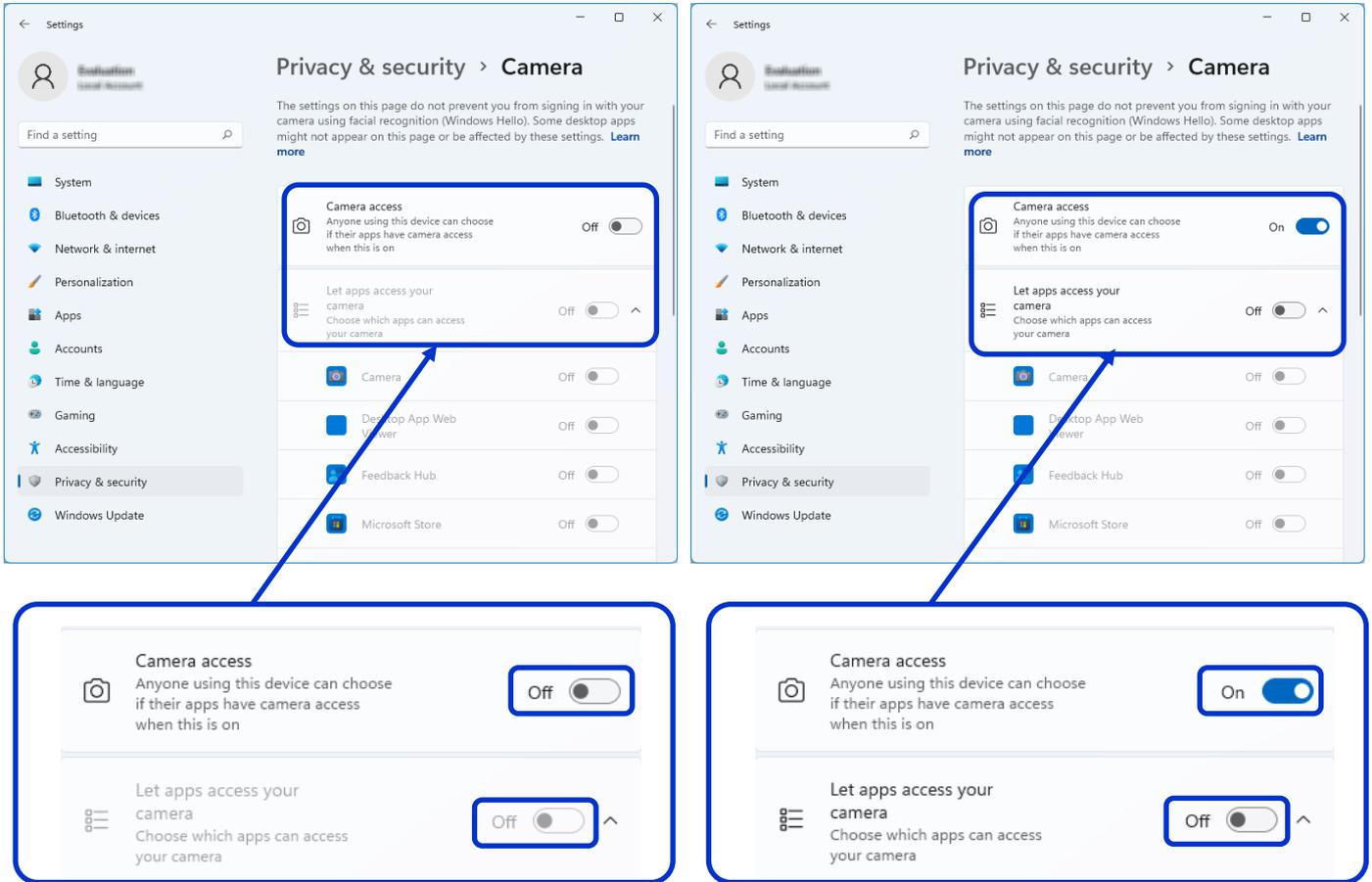
### [Procedure 2] Open the screen of the Privacy & security about the [Camera].

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



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

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

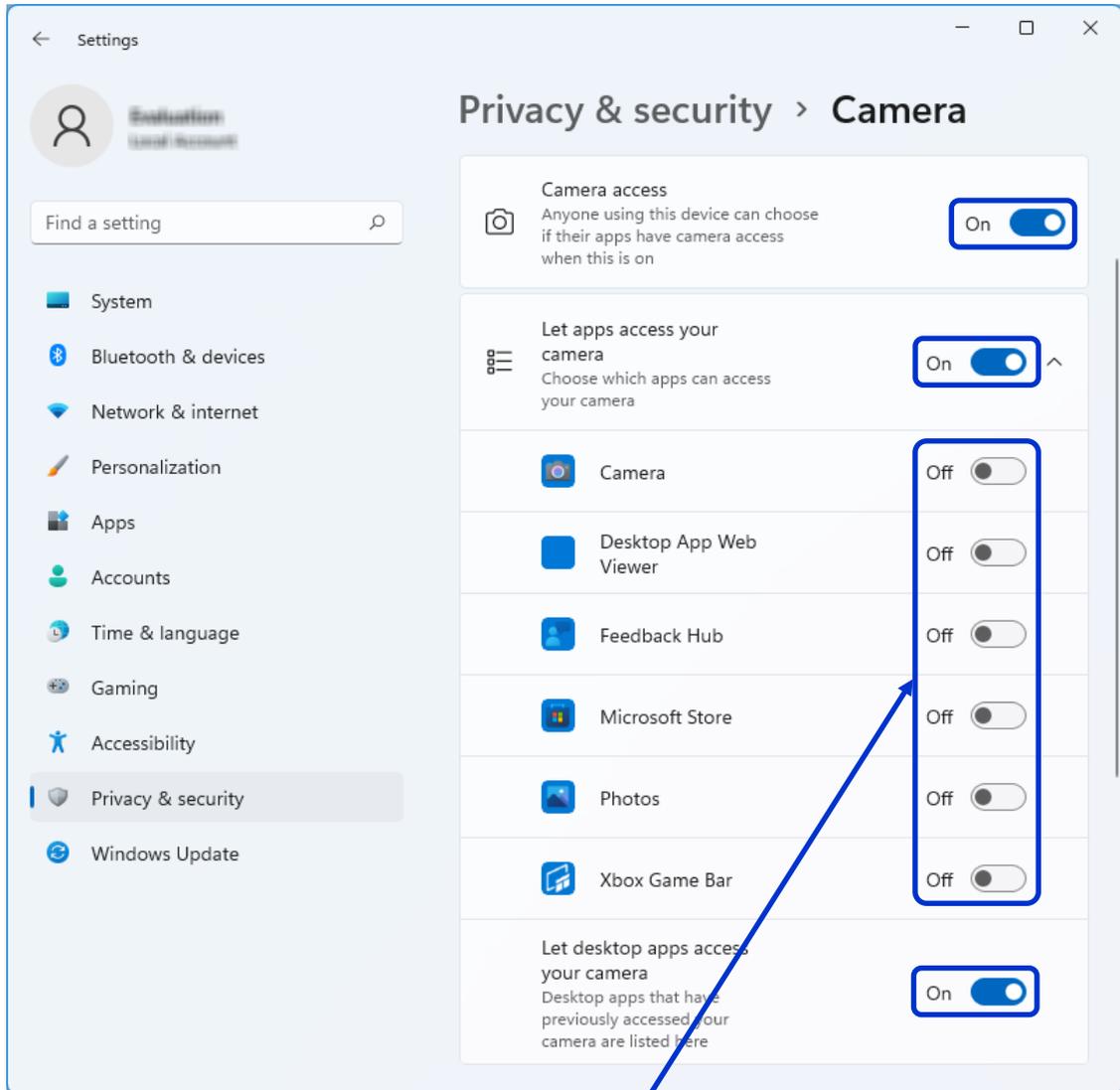


When it isn't set up in either of the upper figure, the cause which the Web Camera can't be used for is probably another factor.

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

**[Procedure 4] Change the Privacy & security about the Camera.**

Setup as follows.



If necessary, make sure that other apps can't access the camera.

The verification and the change of the Privacy & security is completion.

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

--- End ---