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

 \sim Information 002: How to confirm and change of the Privacy & security in Windows 11. \sim 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.



[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].

\leftarrow Settings		- 🗆 ×
A Building	System	
Find a setting	Rename	
System	Microsoft 365 💊 OneDrive	
8 Bluetooth & devices	View benefits • Sign In	
 Network & internet 	Windows Update Attention needed	
/ Personalization		
Apps	Display Monitors, brightness, night light, display profile	>
Accounts		
Time & language	(J)) Volume levels, output, input, sound devices	>
🗐 Gaming	Notifications	
X Accessibility	العندي Alerts from apps and system	,
Privacy & security	Focus assist	>
6 Windows Update	Houndadons, automatic fulles	
	O Power Sleep, battery usage, battery saver	>

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

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

÷	Settings		-		×
		Dut.			
8	C Englandlere	Priv	acy & security		
			SafeSearch, cloud content search, search history	,	
Fin	d a setting 🖉		Searching Windows		
	Sustain	Q	Search indexing for faster results, Find My Files, folders excluded from search	>	
	System				
8	Bluetooth & devices	Ap ₁ pe	ermissions		
-	Network & internet	4	Vertion	>	
/	Personalization	V			
	Apps	ര	Camera	>	
:	Accounts		Cantra	,	J
	Time & language	.0.	Microphone	`	
	Comion	Ŷ	incoprone		
	Gaming	٥	Maine anticetica		
X	Accessibility	Ŷ	voice activation	,	
	Privacy & security				
8	Windows Update	Ų	Notifications	>	
		0 -	A	>	

[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.

← Settings	- o x	← Settings	- 🗆 X	
A Evaluation	Privacy & security > Camera The settings on this page do not prevent you from signing in with your	A featurities	Privacy & security > Camera	
Find a setting P Find a setting P more setting P		Find a setting ρ might not appear on this page or be affected by these settings. Learn more		
System		System		
8 Bluetooth & devices	Camera access Anyone using this device can choose Off	8 Bluetooth & devices	Camera access Anyone using this device can choose	
 Network & internet 	if their apps have camera access when this is on	 Network & internet 	if their apps have camera access when this is on	
/ Personalization	Let apps access your	/ Personalization	Let apps access your	
Apps	E camera Choose which apps can access Off ● ^	Apps	8 = camera Off ● ^	
Accounts	your camera	Accounts	your camera	
Time & language	Camera Off 💽	Time & language	Camera Off •	
🐵 Gaming	Desttop App Web Off	🐵 Gaming	Dyxtop App Web Off	
🕇 Accessibility		🕇 Accessibility	ewer	
Privacy & security	Feedback Hub Off 💽	Privacy & security	Feedback Hub Off	
Windows Update	Microsoft Store Off	Windows Update	Microsoft Store Off	
Camera access Anyone using this if their apps have of when this is on	device can choose Off	Camera access Anyone using thi if their apps have when this is on	is device can choose On On	
Let apps access camera Choose which app your camera	your off Off	Let apps access camera Choose which ap your camera	s your ops can access	

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.

← Settings			- 0 X	
A Exceloration	Priv	acy & security > Cam	nera	
Find a setting	Ó	Camera access Anyone using this device can choose if their apps have camera access when this is on	On O	
 System Bluetooth & devices 		Let apps access your camera		
Network & internet		your camera		
Personalization		o Camera	Off	
Apps		Desktop App Web Viewer	Off	
 Accounts Time & language 		Feedback Hub	Off	
Gaming				
🕇 Accessibility		Microsoft Store	Off	
Privacy & security		Photos	Off ●	
Windows Update		📝 Xbox Game Bar	Off	
		Let desktop apps access your camera Desktop apps that have previously accessed your camera are listed there	On C	

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.