

What to do when Skype video doesn't work?

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Sometimes, people seem to have difficulty configuring their webcam and video, so that it can work properly with Skype software. No matter what you try to do, there are no successful video calls. If you are experiencing this problem, the following shortlist will help resolve issues related to video signals from the webcam or from the person you are calling when using the Skype application.

Before going through this list, be sure to download the latest version of Skype for Windows, Mac or Linux. This will ensure that you have installed the latest fixes. Similarly, if you're having trouble with Skype video from the person you're connecting to, make sure they also have the latest version of Skype!

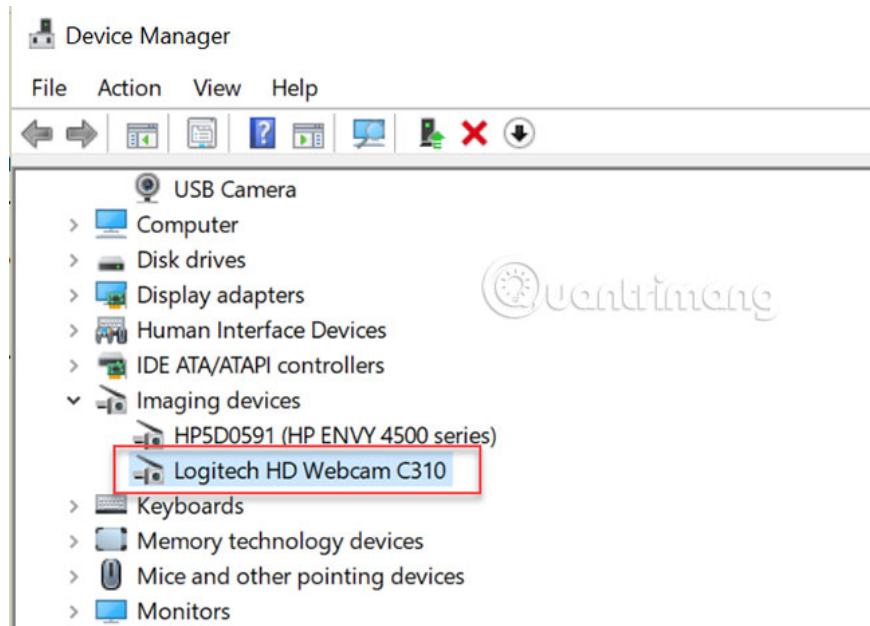
What to do when Skype video doesn't work?

1. Check the driver
2. Configure Skype properly
3. Make sure you are not hidden
4. Do other programs use your webcam?

1. Check the driver

Please update your video device software to the latest version. Check the webcam manufacturer's website for the latest driver updates, and of course, performing Windows updates does not affect this problem (usually).

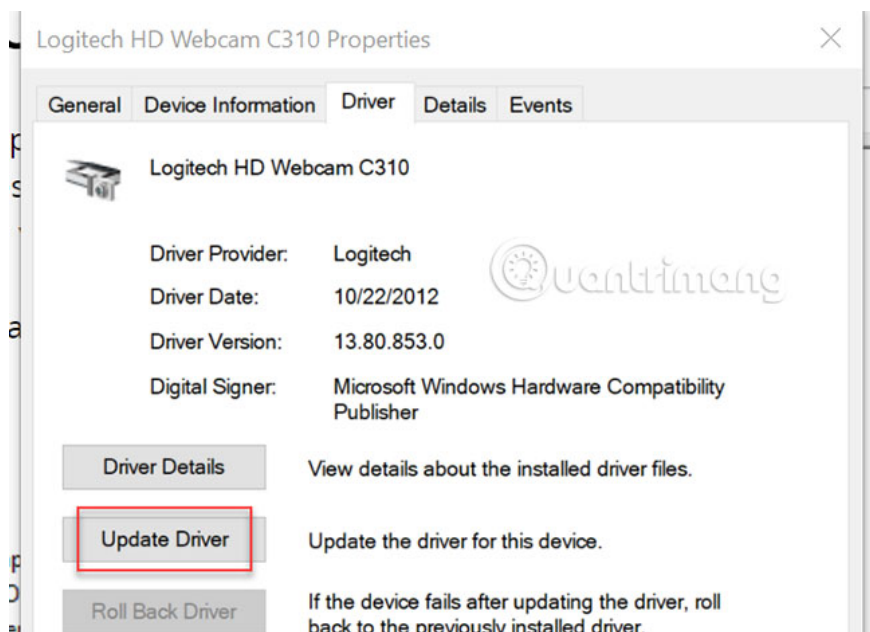
Check your current driver version by going to **Device manager** . For most versions of Windows, it is in the **Control Panel > System and Security > System Device Manager** .



The yellow exclamation mark on the webcam indicates that your problem is caused by a resource conflict with another device.

Fixing this is beyond the scope of this article, but at least it shows why Skype doesn't have a video signal. If everything appears normal, right-click your webcam device and select **Properties**. Then click the **Driver** tab .

Here, you can see the driver update date and if it is too old (as in the example), you should click **Update Driver** and search the latest Internet version.



Checking the **Copyright under Driver Details** section will also give you the name of the company that wrote the software. You can use this option to download the latest driver version from that company's website, if you need to.

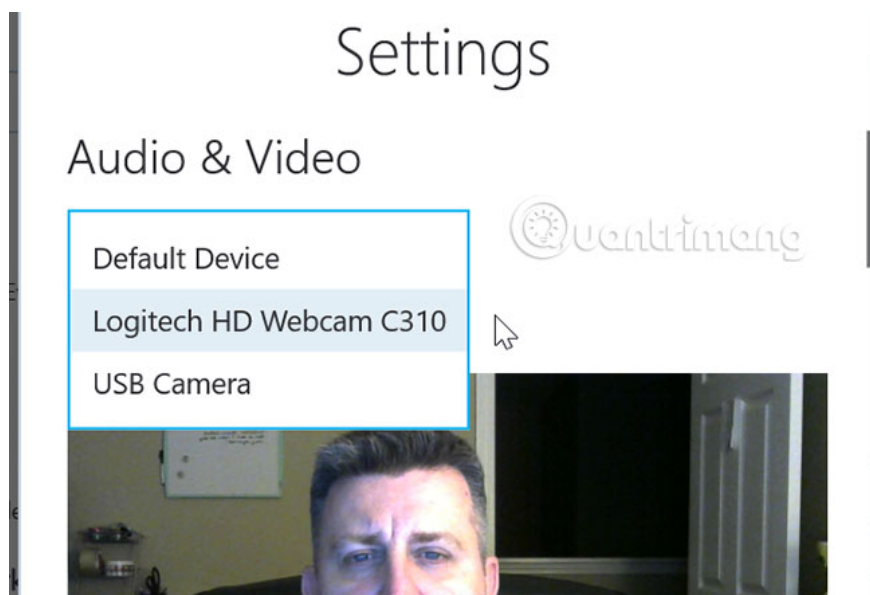
You will also want to download the latest version of DirectX (you will need at least version 9.0 so Skype video can work). Click the **Windows Start** icon , type **Run** and then type **dxdiag** in the **Run** dialog box to double-check your DirectX version.

1. How to download Direct X and install DirectX on your computer

2. Configure Skype properly

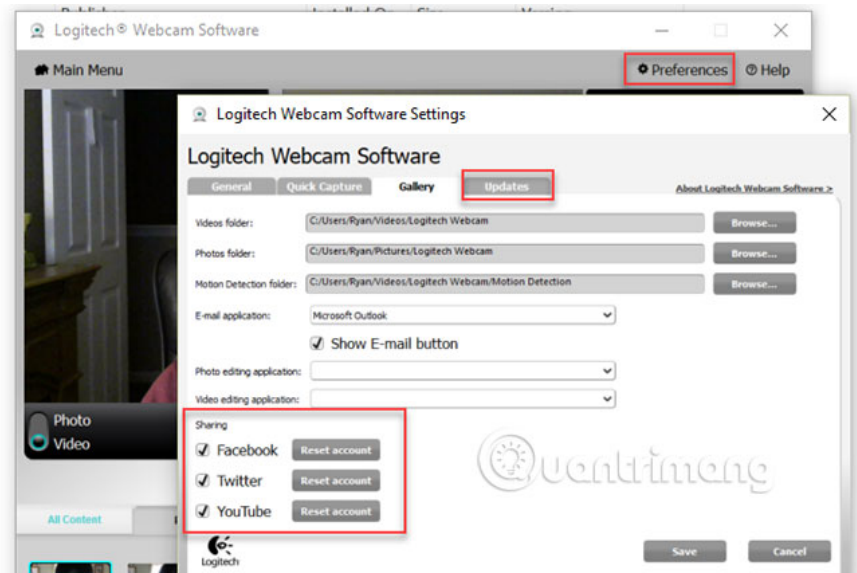
A good habit of using a computer is to regularly update drivers. However, if this does not resolve the video problem in Skype, you should carefully check your Skype video settings to make sure they are set up properly.

When you open Skype, click the three dots icon to open the menu and select **Settings**. Click the menu, then select **Audio & Video** item and you will see your camera device being selected.



If the selected camera is incorrect, such as your built-in USB camera with tape attached, it will explain the reason for the Skype video problem you encounter.

If Skype is configured to use the correct webcam, you may have trouble with the webcam itself. The first thing to try is simply to start with the software that came with your webcam and use it to turn on the webcam (or if the webcam has a switch, turn it on).



Go back to **Preferences** or **Settings** (depending on your webcam software). Whether your webcam video is displayed, don't be too happy! Take a look at the settings in each tab. Your webcam software may have a special configuration for sharing videos with Skype. Or it may require permission from the user for any external application that wants to use it.

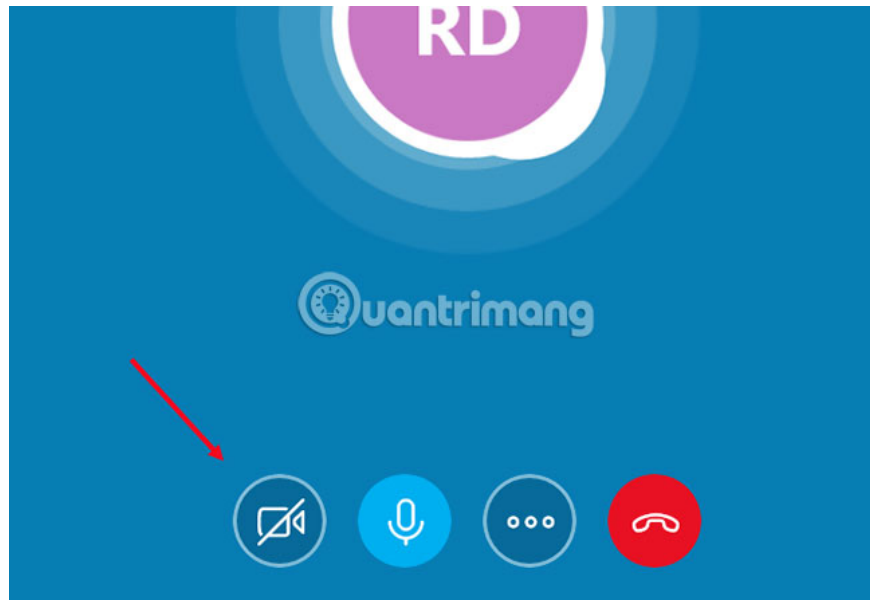
Browse through the installation screen and just make sure everything needs to be enabled already turned on.

The software may also come with a feature to update the driver software if a newer version is available. Please update the driver, if you have not done so above, in the device manager.

After you ensure that the webcam is turned on and all software installations are correct, you may have to restart Skype to identify your active webcam.

3. Make sure you are not hidden

When you start a video chat with your friends, make sure the webcam is not turned off. This is the case where the camera icon is crossed out, as shown below.



The option depends on the version of Skype you are using, but if that option is accidentally activated, then obviously you will not be able to make video calls on Skype. If the problem comes from the person you're connecting to, ask them to check this icon. If the camera icon is crossed, the webcam stream will be turned off. Just simple as that!

4. Do other programs use your webcam?

Check if you have other applications running in the background and are collecting data from the webcam. This is a often overlooked step when troubleshooting Skype videos.

Is webcam bright before you open Skype? The light from the webcam is a clear sign of having an active application and using your webcam. This may cause problems with Skype. Try closing all your other applications, especially any other IM and Internet applications, then restart Skype.

If all measures are unsuccessful, chances are that you (or the person you are trying to connect to) have an old webcam that is not compatible with Skype. It's a sign that you need to replace your outdated webcam with a new webcam, to make sure everything works!

Wish you soon overcome the problem!

See more:

1. 6 main settings must check when Skype is not working
2. How to use Skype Web in the browser
3. How to turn off or show the Preview URL link on Skype

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