

Grant camera and microphone permissions for Capture on Windows

Last Modified on 07/10/2026 12:02 pm IDT

 This article is designated for all users.

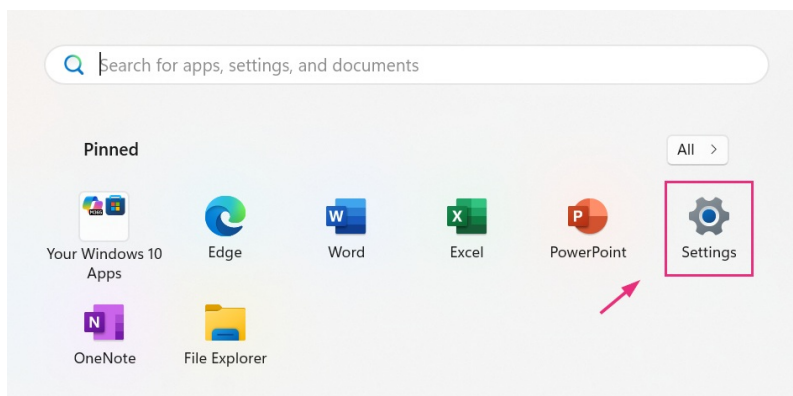
About

This article explains how to allow Capture to access your camera and microphone in **Windows**.

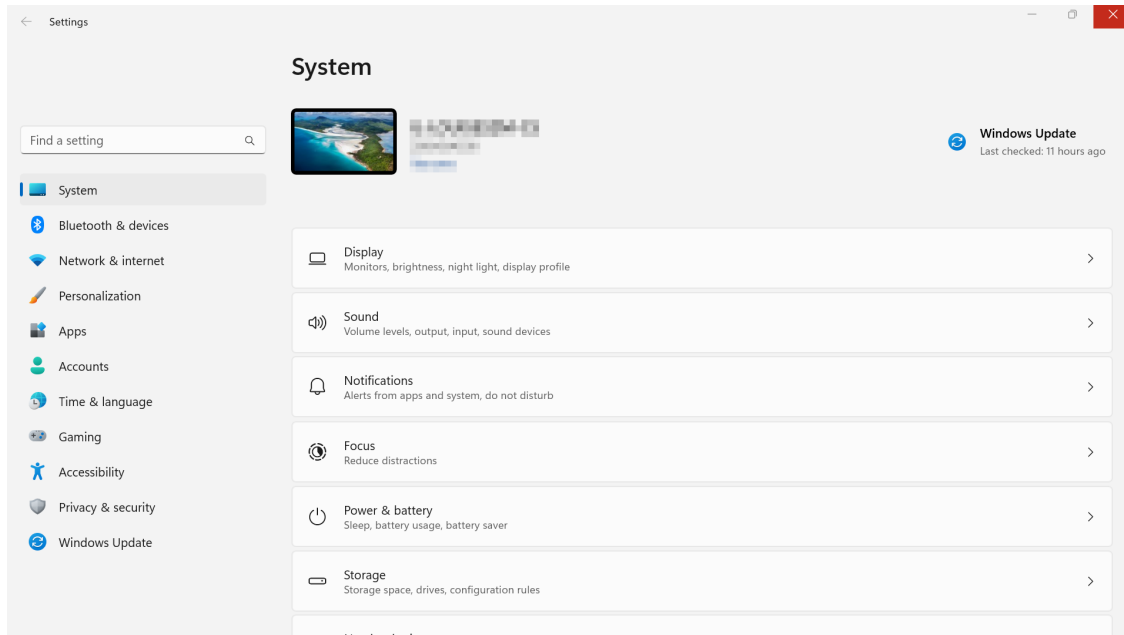
You may need to enable these permissions if Capture can't detect your camera or microphone, or if you receive recording-related error messages.

Enable camera access

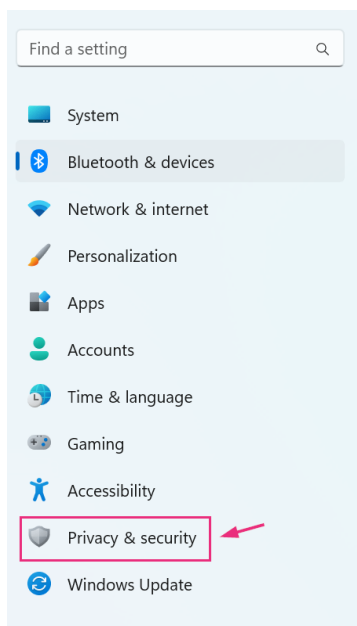
1. Open your Windows settings by clicking the Start menu and clicking the **Settings icon** (or press Windows + I on your keyboard), or by right-clicking the Start icon and selecting **Settings** from the menu.



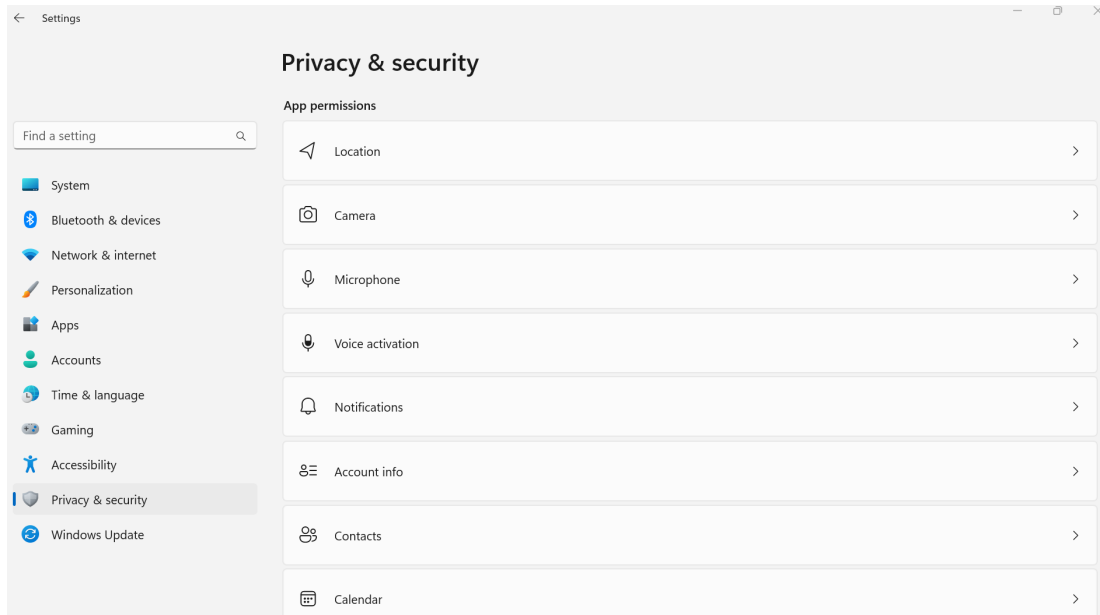
The System page displays by default.



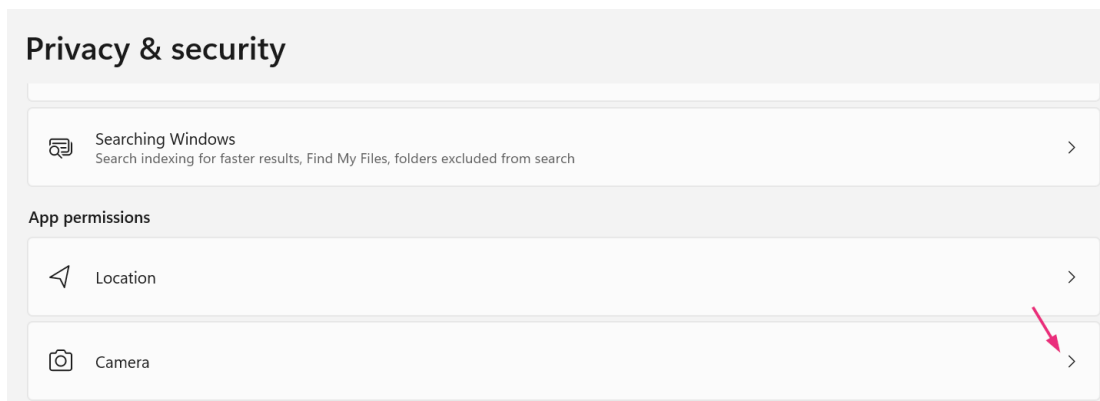
2. In the menu on the left, click **Privacy & security**.



The Privacy & security list displays.



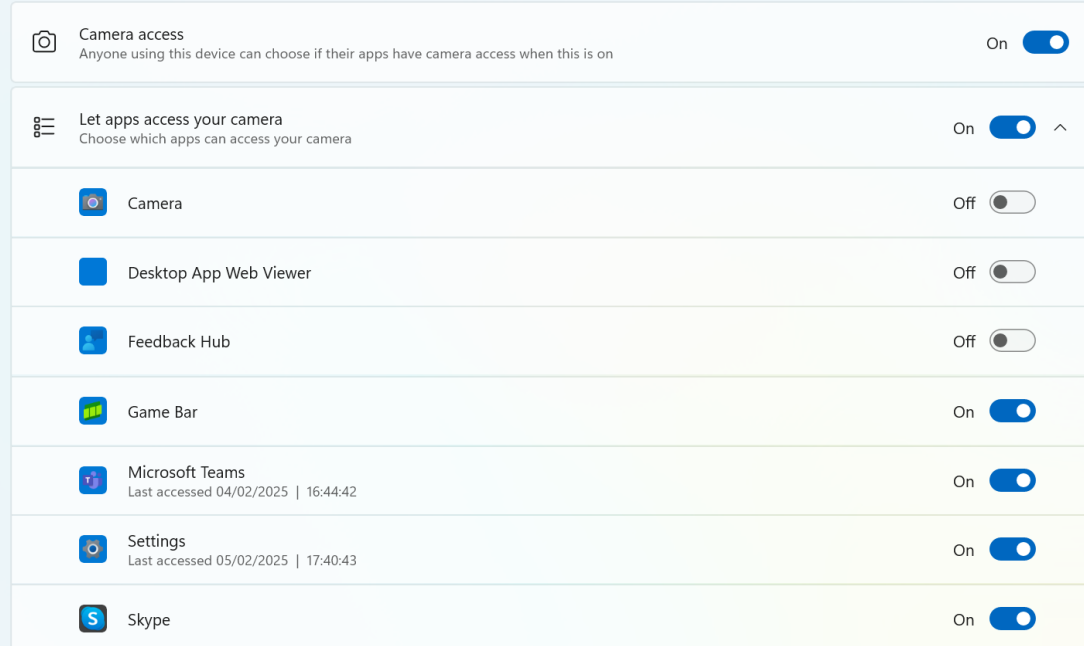
3. Scroll down to **Camera** in the list and click it to open its settings.



The Camera settings display.

Privacy & security > Camera

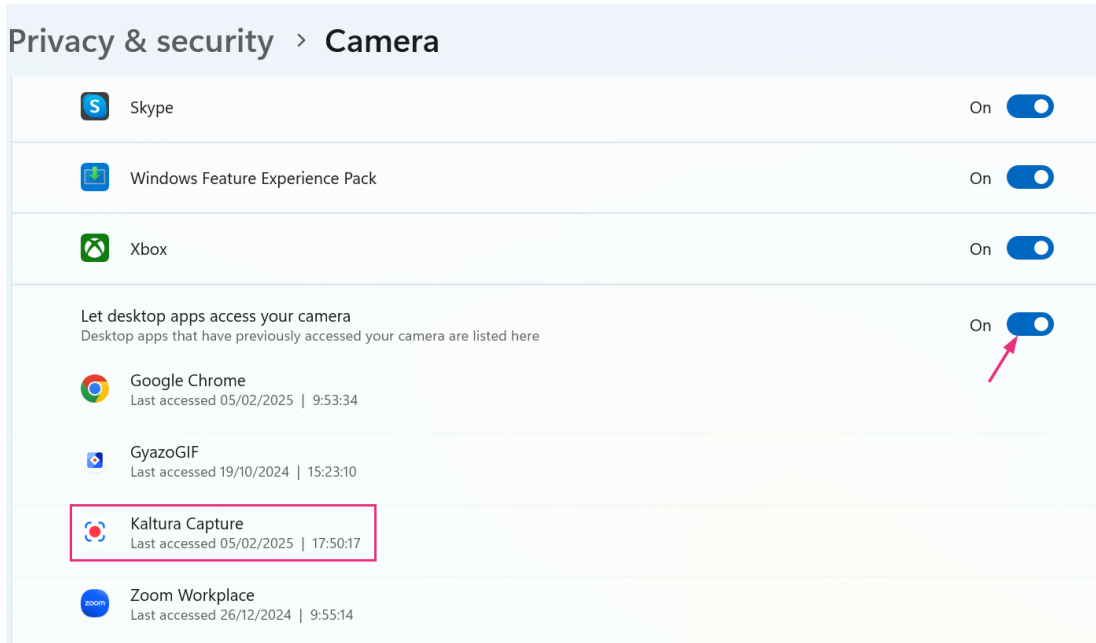
The settings on this page do not prevent you from signing in with your camera using facial recognition (Windows Hello). Some desktop apps might not appear on this page or be affected by these settings. [Learn more about camera](#)



The screenshot shows the Windows 'Camera' settings page. At the top, 'Camera access' is turned on. Below it, 'Let apps access your camera' is also turned on. A list of apps follows, each with a toggle switch. The 'Camera' app is off, while 'Desktop App Web Viewer', 'Feedback Hub', 'Game Bar', 'Microsoft Teams', 'Settings', and 'Skype' are all on. 'Microsoft Teams' and 'Settings' show their last accessed times.

App	Access Status
Camera	Off
Desktop App Web Viewer	Off
Feedback Hub	Off
Game Bar	On
Microsoft Teams Last accessed 04/02/2025 16:44:42	On
Settings Last accessed 05/02/2025 17:40:43	On
Skype	On

4. In the Camera settings, scroll down to **Let apps access your camera** and confirm that **Kaltura Capture** is listed and enabled.

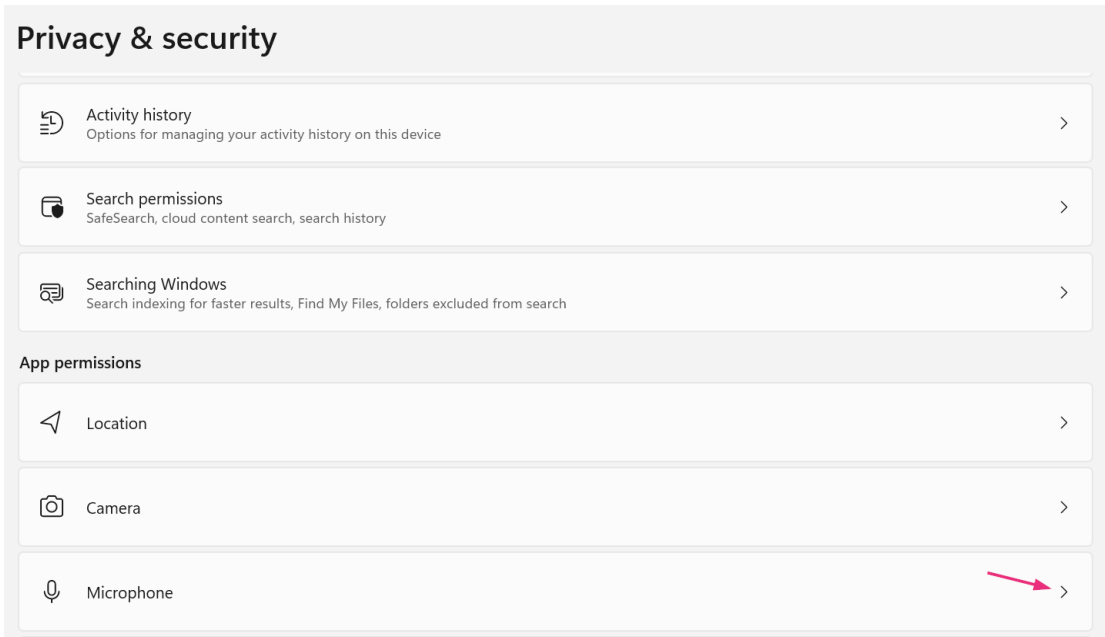


This screenshot shows the 'Let desktop apps access your camera' section of the Windows Camera settings. The toggle for this section is turned on and highlighted with a red arrow. Below it, a list of desktop apps is shown. 'Kaltura Capture' is highlighted with a red box and is listed as 'Last accessed 05/02/2025 | 17:50:17'. Other apps include Google Chrome, GyazoGIF, and Zoom Workplace.

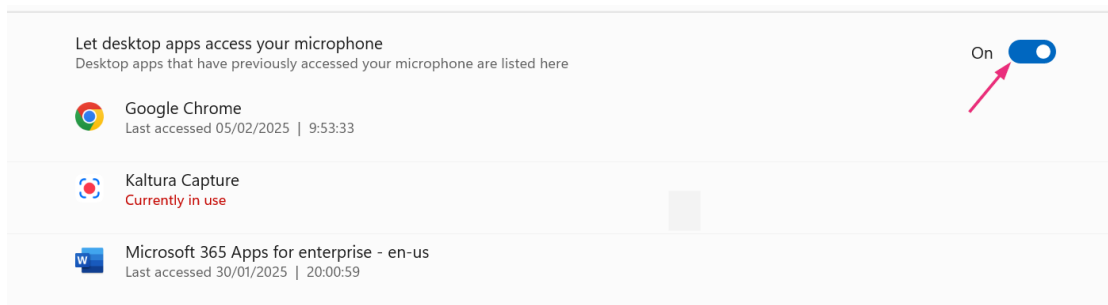
App	Access Status
Skype	On
Windows Feature Experience Pack	On
Xbox	On
Let desktop apps access your camera Desktop apps that have previously accessed your camera are listed here	On
Google Chrome Last accessed 05/02/2025 9:53:34	
GyazoGIF Last accessed 19/10/2024 15:23:10	
Kaltura Capture Last accessed 05/02/2025 17:50:17	
Zoom Workplace Last accessed 26/12/2024 9:55:14	

Enable microphone access

1. Follow steps 1 - 2 above.
2. In the Privacy & security list, click **Microphone**.



3. Scroll down to **Let apps access your microphone** and confirm that Kaltura Capture is listed and enabled.



You may have to restart your computer for the changes to take effect.