Common symptoms you may be experiencing:

I get a message: No webcam selected.

My webcam does not work in an Electa Live Session.

My webcam panel is grayed out or showing black.

I can't see my webcam video in the video panel.

I am unable to share my webcam video.

I get a message that video failed to initialize.

Solution

Make sure the webcam is plugged in prior to joining the session.

Close any programs that are accessing the webcam before joining the Electa Live session. (Example: Skype, Instant Messaging software, webcam software, etc)

From the main menu click on **File** - **Settings** - **Video Settings** and select the webcam from the list.

Click the **Test Webcam** button to test your web cam.

Windows users: Please make sure you have the most up-to-date webcam driver installed on your computer. Visit the webcam manufacturer website or the computer manufacturer website and search for the most recent driver that is available for that specific model.

My webcam not working in a live session

Electa Live Virtual Classroom, LMS - Help & Support Portal
http://support.e-lecta.com/Knowledgebase/Article/50070