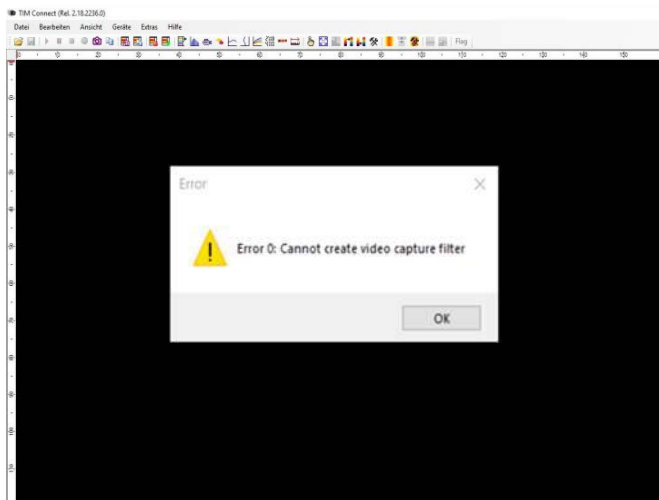


T029 // Windows 10 update – Problem with TIM cameras

Due to the new data privacy policy, Microsoft has released an update for Windows 10, with the result that in some cases the access to the TIM camera is limited. In this case, the following error message is displayed:



Although Windows recognizes the camera, data exchange or image processing between Windows and the camera are blocked.

To fix this, please follow the instructions on your Windows device:

1. Go to „Settings“
2. Go to „Privacy“
3. Go to „Camera“ under „App permissions“ and make sure that the switch „Allow apps to access your camera“ is „On“.

