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sure your usb cable is connected make sure the usb cable or computer usb port is not defective move the usb switch on the document camera away from the usb symbol how we test the best document cameras when we test document cameras we're looking primarily at image quality evaluating clarity color accuracy and resolution across various document types and lighting conditions solution open vsolution link software by wolfvision document camera will show up in the bottom window right click on the doc cam and update firmware the camera will reboot then test if image is still upside down contact the helpdesk in order to power cycle the hardware troubleshooting when using the document camera problem cause solution cannot be powered on normally the usb cable is not correctly connected to the computer or computer may have crashed re-connect the usb cable with the document camera restart the computer no image output after connecting the document camera is not correctly connected to elmo doc camera 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