

macOS Document Camera Issue: No Image / Only a Background Is Shown

What you may notice

- The camera is detected by the system
- No document image is visible
- Only a system background or blank screen appears

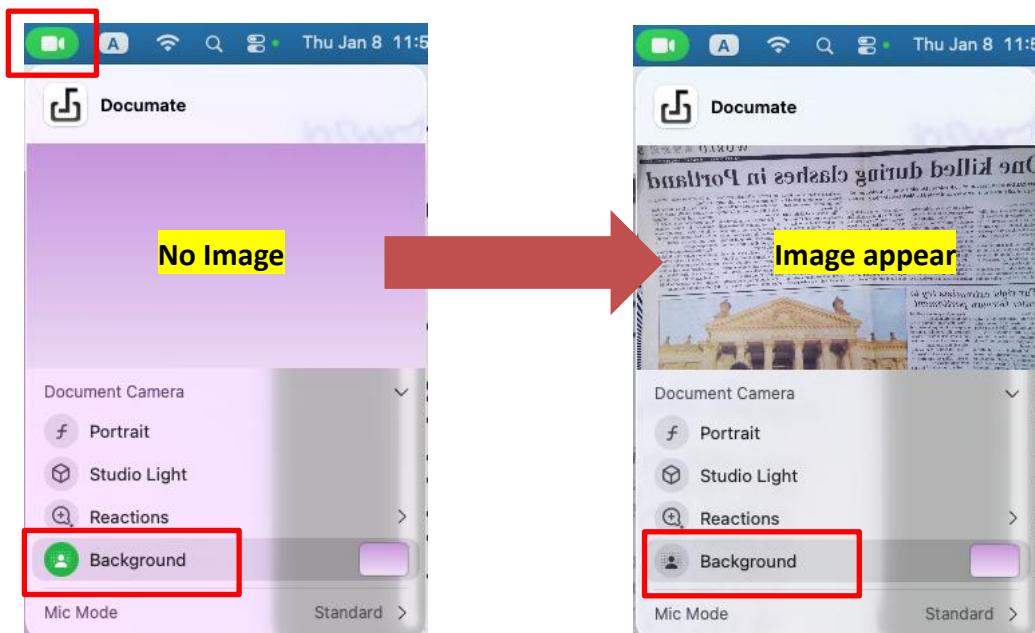
Cause

The Background video effect is enabled in macOS.

When Background effects are active and no person is detected, macOS replaces the camera image with a background image, hiding the document completely.

Solution

1. Open Documate and connect Document Camera
2. Click the green Video icon  in the top-right corner of the screen
3. If the **people icon**  is **green**, Background Mode is enabled.
Click the people icon to turn Background Mode **OFF** (the icon will turn gray)
4. The document camera image will appear immediately.



Note:

Background Mode may have been enabled in an app (such as Zoom or Google Meet), and macOS remembers this setting across apps and cameras until it is turned off manually.