

How to fix Lenovo 11e Webcam issue

**Make sure your
laptop is and 11e.
It will be displayed
here.**



Go to: <https://support.lenovo.com/uu/en/downloads/ds503958>
Then: Download this file

The screenshot shows the Lenovo support website interface. At the top, there is a navigation bar with the Lenovo logo, 'SHOP SUPPORT COMMUNITY', a search icon, 'My Account', a language selector set to 'English', and a 'Cart' icon. Below the navigation bar, the breadcrumb 'Support > Driver Detail' is visible. A warning banner with an orange triangle icon contains the text: 'To be sure this content applies to the device you need information on, please enter your serial number or select your product.' Below this banner are two input fields: 'Enter serial number' and 'Select Your Product'. The main content area features a camera icon and the title 'Camera Driver (Realtek, Sunplus, Sonix) for Windows 10 (64-bit) - Notebook'. A table lists the driver details:

Individual Downloads	Operating System	Version	Released	Size	Severity	Download
9u4c03af0a50.exe Camera Driver (Realtek, Sunplus, Sonix) # CHECKSUM	Windows 10 (64-bit)	Sunplus_5.0.18.56 _Realtek_10.0.183 62.20114_Sonix_1 0.13.18362.8_WH QL	10 Mar 2020	2.83 MB	Recommended	Download

Below the table, there is a 'Description' section with the text: 'This package provides Camera Driver and is supported on 330-14IKB (Type 81DA), 330-15IKB (Type 81DC), 330-17IKB (Type 81DK), 330 Touch-15IKB (Type 81DH), B330-15IKB (81... the following Operating Systems: Windows 10 (64-bit)'. A large teal arrow points from the bottom of the page towards the 'Download' button in the table.

Run the application

This package provides Camera Driver and is supported on 330-14IKB (Type 81DA), 330-15IKB (Type 81DC), 330-17IKB (Type 81DK), 330 Touch-15IKB (Type 81DH), B330-15IKB (81G7) and running the following Operating Systems: Windows 10 (64-bit)

Supported Systems

- 330-14IKB (Type 81DA), 330-15IKB (Type 81DC), 330-17IKB (Type 81DK), 330 Touch-15IKB (Type 81DH), B330-15IKB (81G7)

Supported Operating Systems

- Windows 10 (64-bit) (Verison 1903)

Manufacturer

- Realtek, Sunplus, Sonix

Run

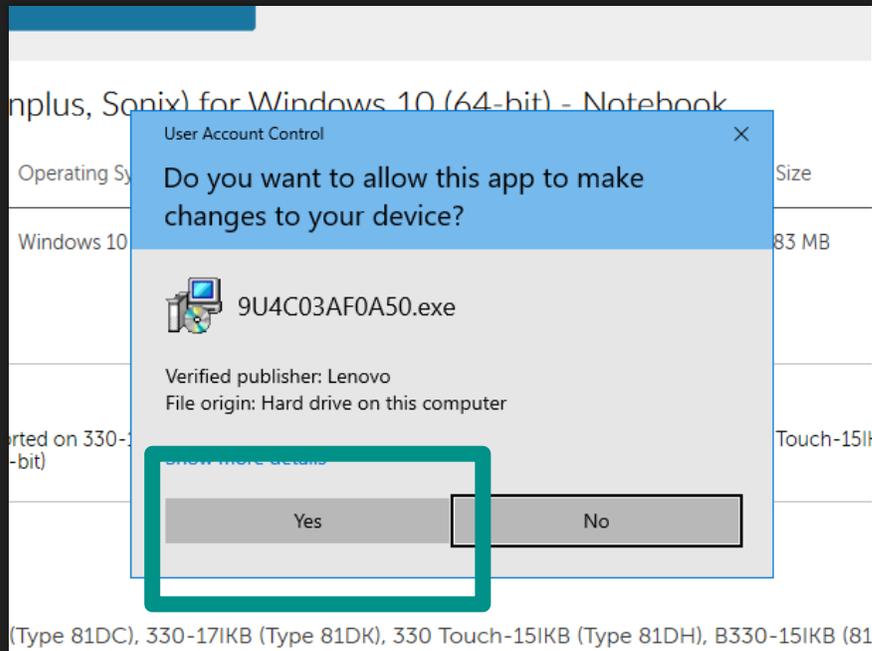
Save

^

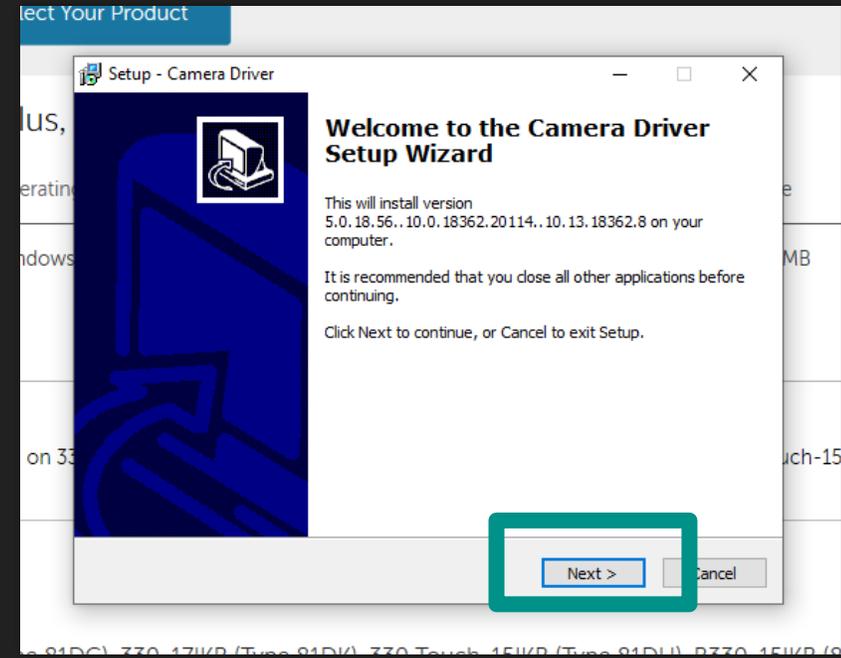
Cancel

×

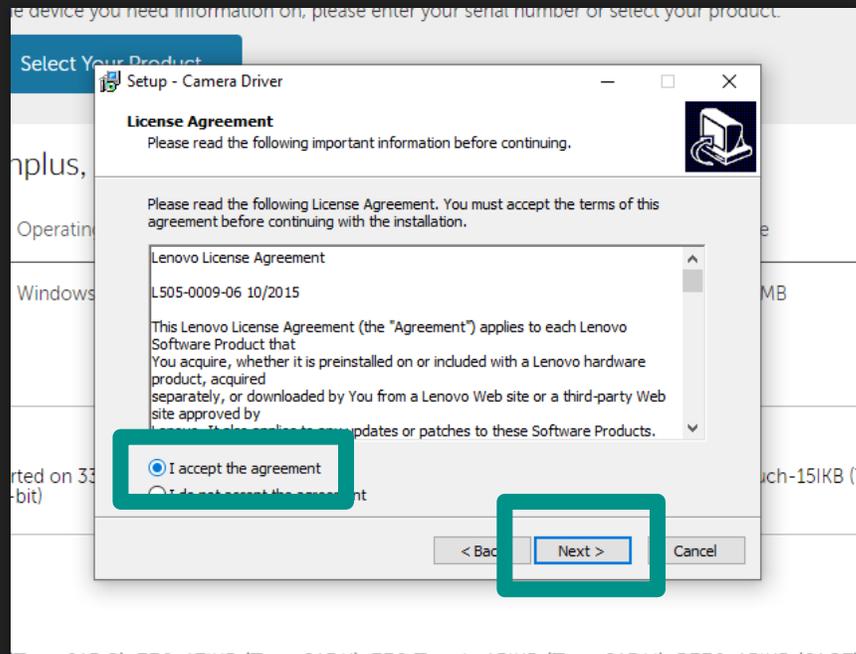
Yes



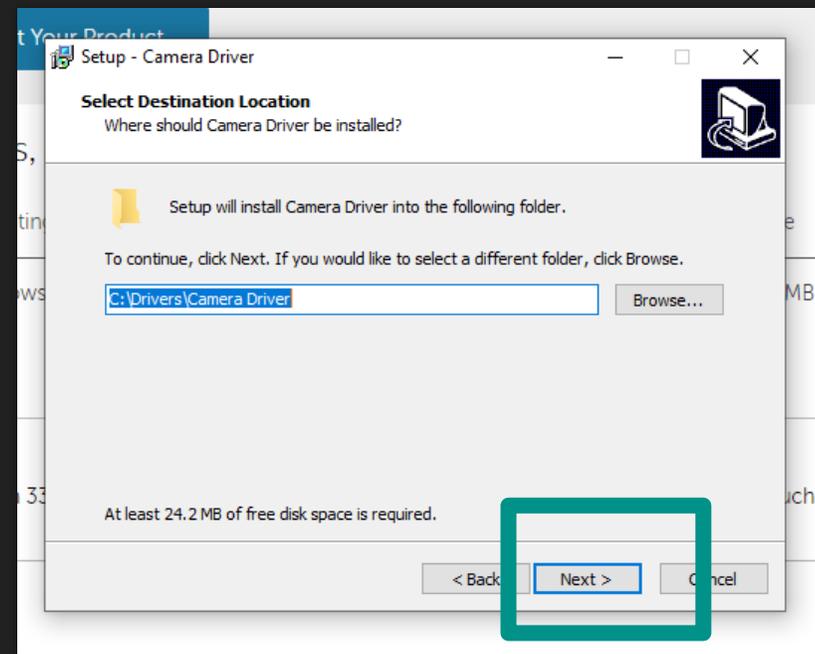
Next



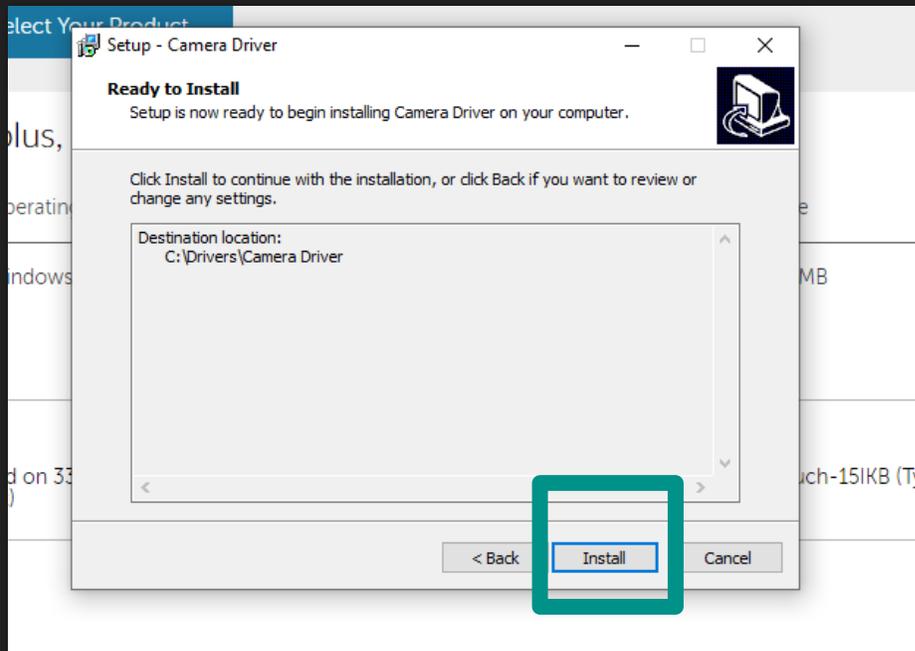
“I accept”-----Next



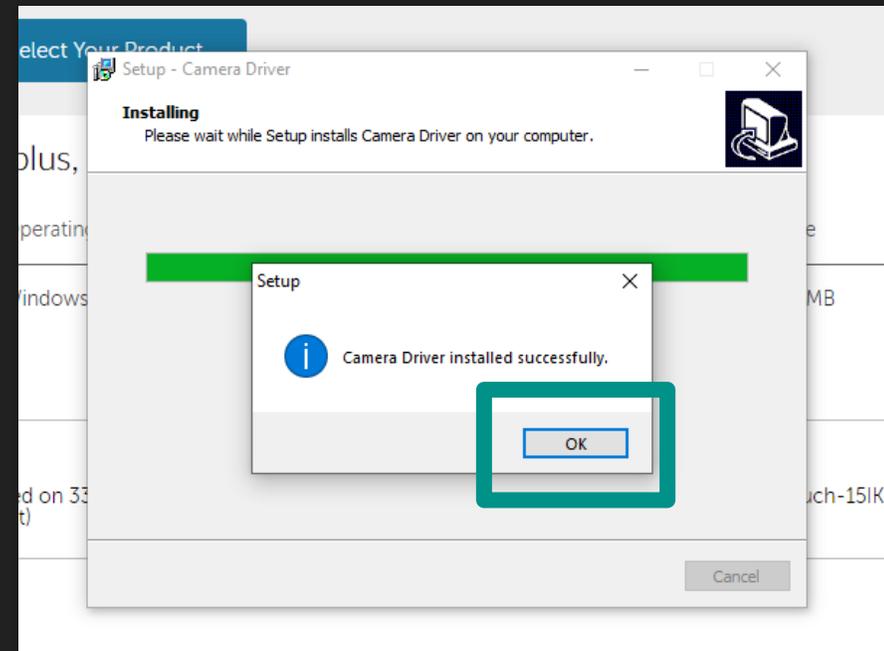
Next



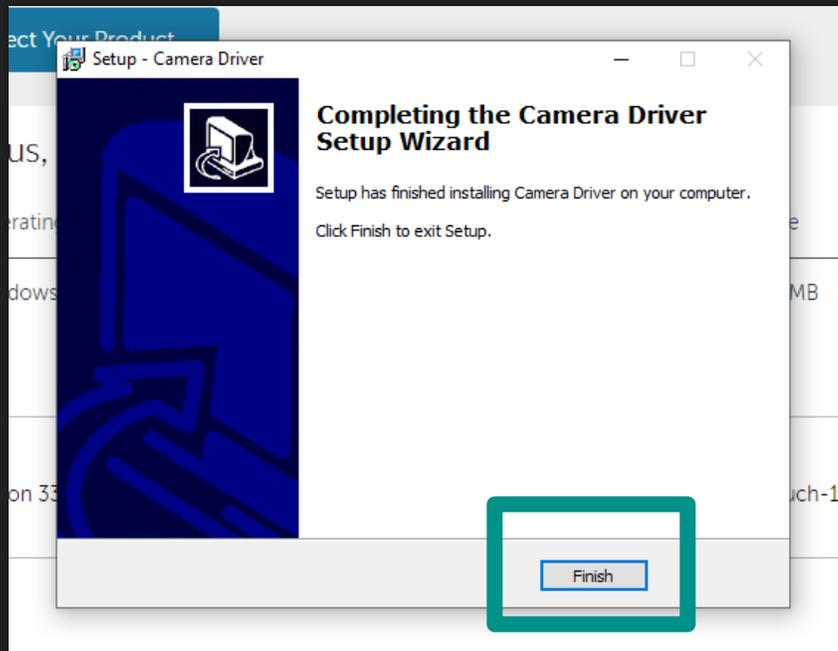
Install



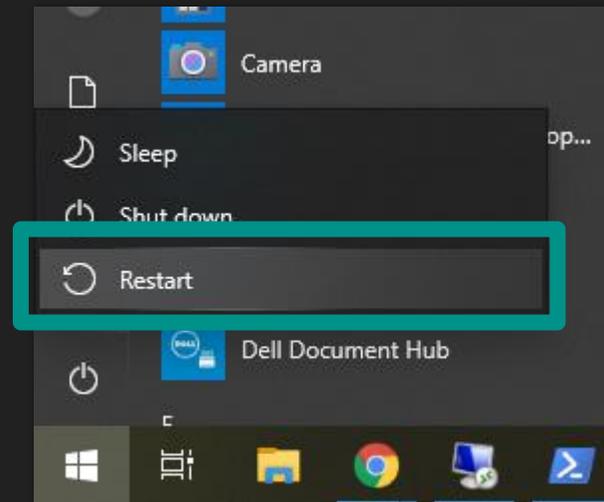
ok



Finish



Restart your computer



Done

If you continue to have trouble with teams turning the computer off let your teacher know.