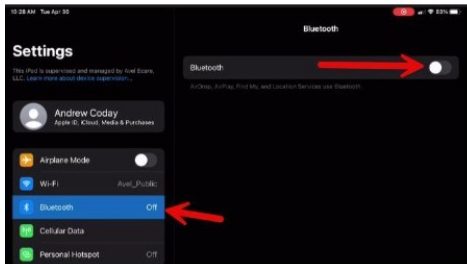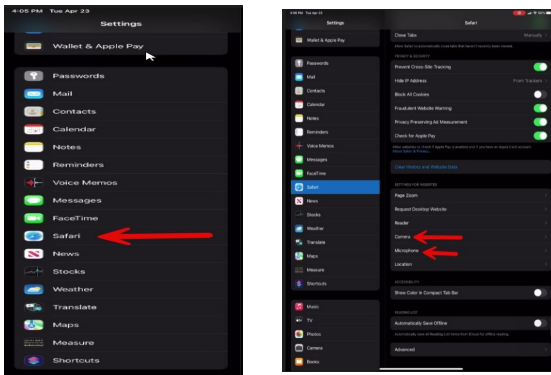# Crisis Care | iPad Green Screen Troubleshooting

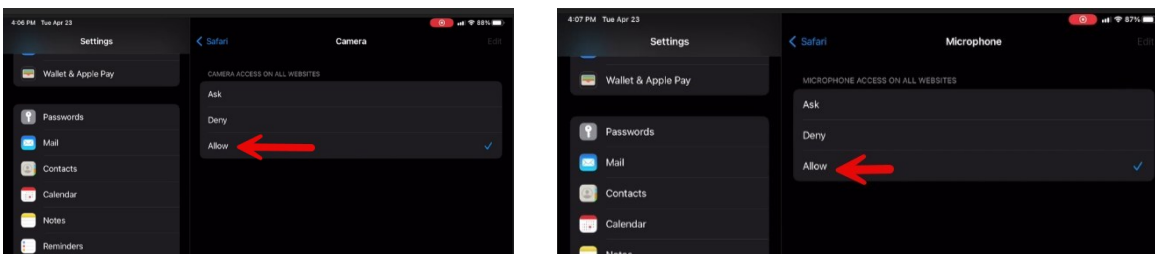Issue: Green screen appearing during video activation.

1. Locate the Settings icon from the home screen; Confirm Wi-Fi and Bluetooth toggle is turned 'Off'.

2. Select Safari; Locate 'Camera' and 'Microphone'.

3. Identify 'Camera' and select 'Allow'. Select '<Safari' in top left corner; Select 'Microphone' and select 'Allow'.

4. Select '<Safari' in top left corner, Identify 'General' and select 'Shut Down'. Power device back on and eCare will re-activate video.