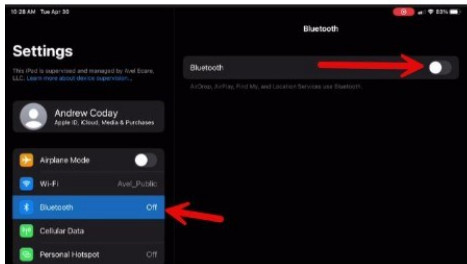


Crisis Care | Bring Your Own Device (BYOD) Troubleshooting

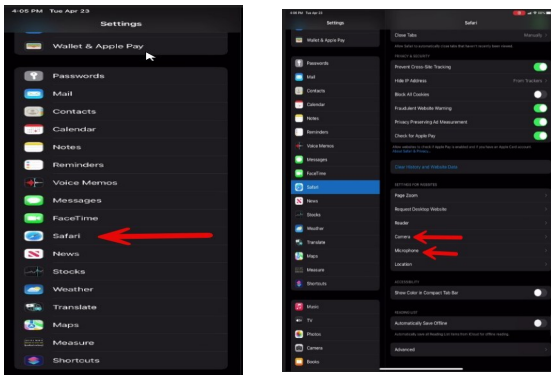
Issue: Green screen appearing during video activation.



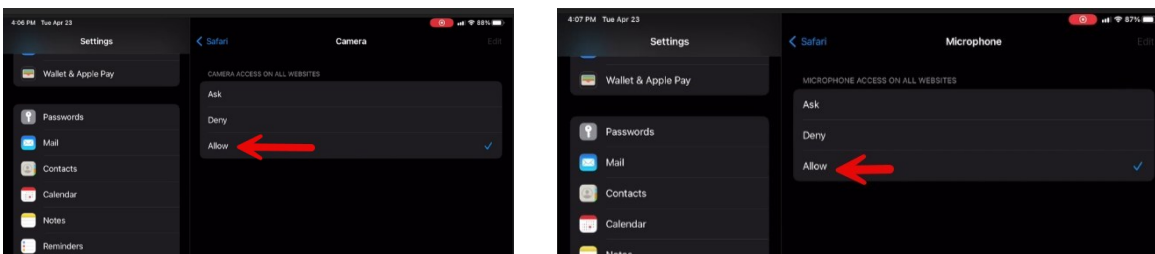
1. Locate the Settings icon from the home screen; Confirm Wi-Fi and Bluetooth toggle is turned 'Off'.



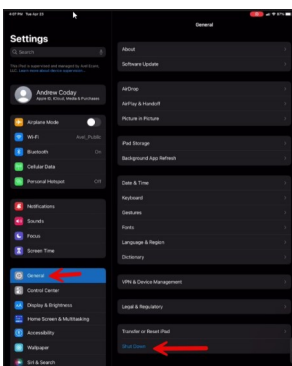
2. Select Safari; Locate 'Camera' and 'Microphone'.



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



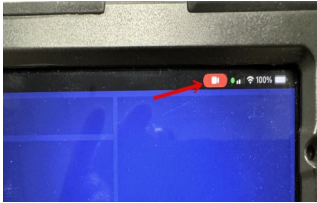
4. Select '<Safari' in top left corner, Identify 'General' and select 'Shut Down'. Power device back on and eCare will re-activate video.



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Issue: Camera icon view indicated false recording.

1. Select the Camera on the top right hand corner.



2. Prompt will indicate Camera Recording; Select 'OK.' Minimize eSync application, and 'Kill' application. Repeat launch of eSync application and enter virtual room; eCare will launch full video activation.

