

On the iPad, please select the **Settings app**. Scroll down to the list of applications and select **Teams**. In the Teams '**Allow Access**' please ensure the camera is '**Turned on**' and **GREEN**. Next, please toggle the '**Clear App Data**' to '**Turned on**' and **GREEN**. Double tap the circular home button and 'swipe up' on the Teams app. (This closes applications.) You can also do this by restarting the iPad device. Restart the Teams application. This may allow the user to access/join the meeting with video.