

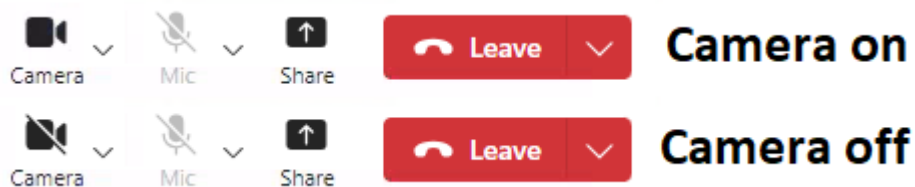
Help With Microsoft Teams – Camera Issues

Explanation:

This document is designed to help resolve common Microsoft Teams camera issues. Please connect to your meeting 5 minutes prior to the start time. If this document doesn't address your issue, please reach out to the IT Department for further assistance.

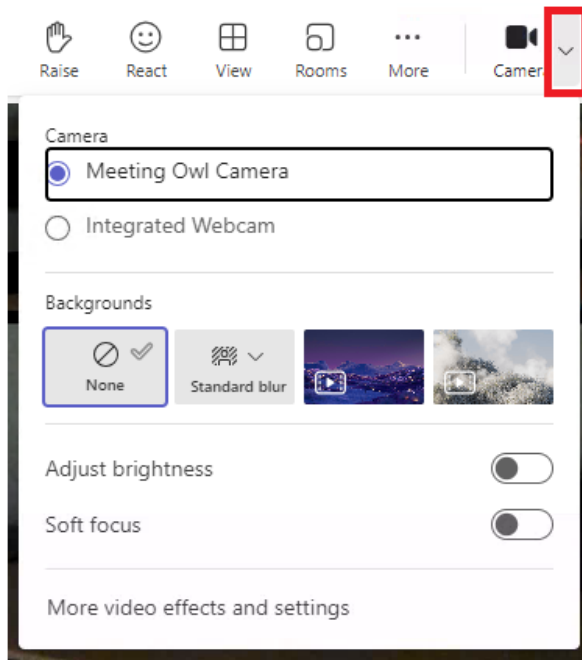
Camera is not working: If others cannot see your webcam or it is the wrong one.

1. Make sure the camera is turned on.

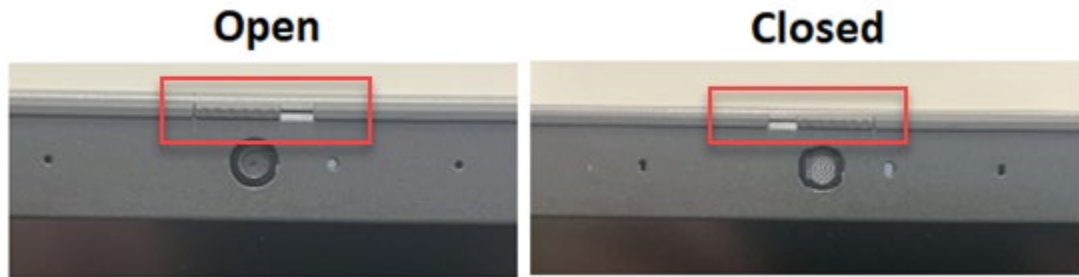


2. If you are connected to an external camera, is the device you want to use selected under Video settings?

To get to the video settings, click the down arrow next to the camera in the top left. Select the external camera here. The Integrated Webcam shown below is the laptop built-in camera.



3. On some of the GoTriangle laptops, there is a sliding door above the screen. You need to switch this on for the camera to turn on.



4. If you have more than one camera source, try disconnecting the 2nd one, restarting teams meeting and only use the built in camera.