

Solutions for Google Meet

We use **Google Meet** for online meetings and virtual learning. Problems can arise. Sometimes there may be issues with home internet connectivity, or simply too much internet traffic for the connection to work properly. There may be no immediate solution in such cases. But other times the problem may be fixed by adjusting a setting or refreshing one's session. Try these steps, and check if Meet is working after each.

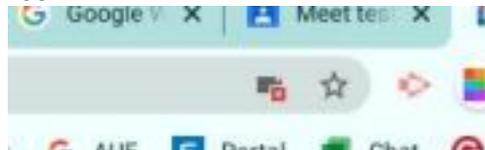
1. Reboot your device - turn it off and on and log in again. This does sort out a multitude of problems sometimes.

2. If possible, try logging in using a different device. Whether it works or does not work, it may help to establish where the problem lies.

3. Check Camera and Microphone settings.

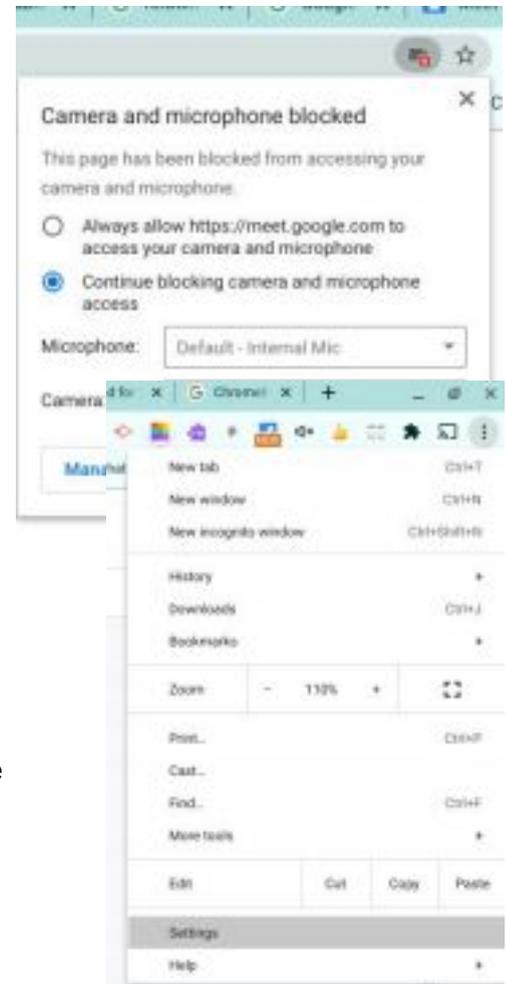
When you open a **Google Meet** screen, you should

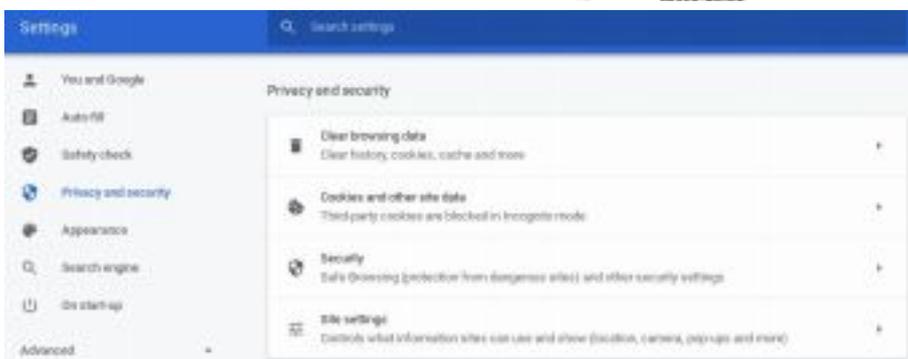
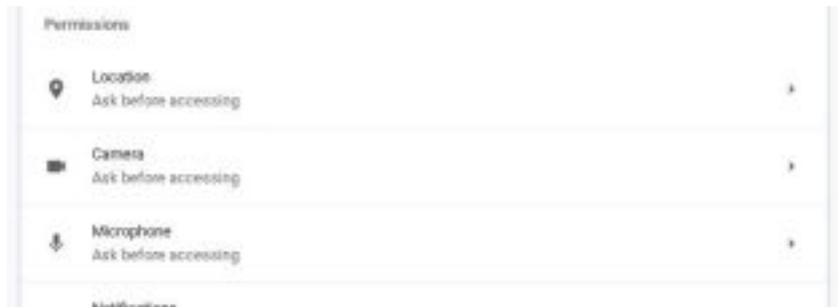
see a little camera icon at the right end of the address bar. If the camera has a red box on it, as shown here, it means that camera or microphone is disabled. You can click on the camera icon to correct this: choose **Always allow** and click **Done**. ⇨



4. Make absolutely sure of Camera and Microphone settings. In Chrome, use the 3-dot menu at top-right to access **Settings**. ⇨

On the menu at left, choose **Privacy and Security**, and then from the panel in the centre of the screen click on the little arrow next to **Site Settings**. ⇨





Scroll down to **Permissions**. There are options for **Camera** and **Microphone**, and we want to make the same check for each. ⇨

Click on **Microphone**. ⇨

You will see there is a list of websites that are **Blocked** from accessing the microphone and a list of websites that are **Allowed** to use it. Google Meet should appear in the **Allow** list (as **meet.google.com**). If it is in the **Block** list, click the little bin icon to the right of it, which will delete it from the list. ⇨

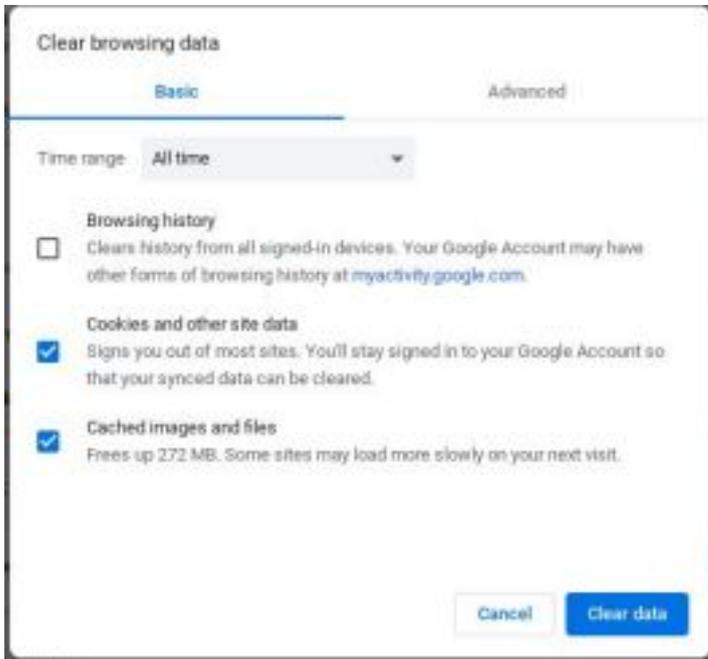
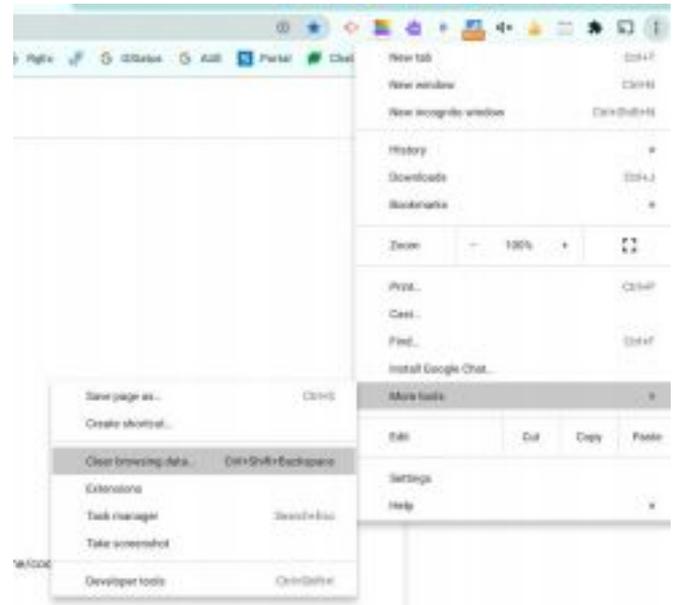


Click the left-pointing arrow next to **Microphone** to return to the **Permissions** settings, and then go into the **Camera** settings to make the same check.

If you do have to delete **Google Meet** from either of the **Blocked** lists, then when you next access **Google Meet** it will ask for permission to use camera/microphone. Be sure to **Allow!**

5. Clear browsing data. Temporary data stored by your browser can preserve settings that are causing your problem. In Chrome, use the 3-dot menu at top-right to access **More Tools** and **Clear browsing data**. ⇨

In the pop-up window that appears, use the little drop-down at the top to select **All time**. Tick next to **Cookies and other site data** and **Cached images and files**. Then click **Clear data**. ⇨



6. If you can see, but you can't hear the teacher. This could mean your device is trying to output sound to something you can't hear - like a pair of bluetooth headphones that you left in another room! On a Chromebook, click the clock at bottom right of the screen. Then click the little arrow to the right of the volume setting. This leads to the **Audio settings**, where you can choose (tick) the appropriate **Output** device, usually **Speaker (internal)**.



(Of course, it could also be that the teacher's microphone is on **Mute!**)

After any of these changes a reboot is advisable.