

# 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.

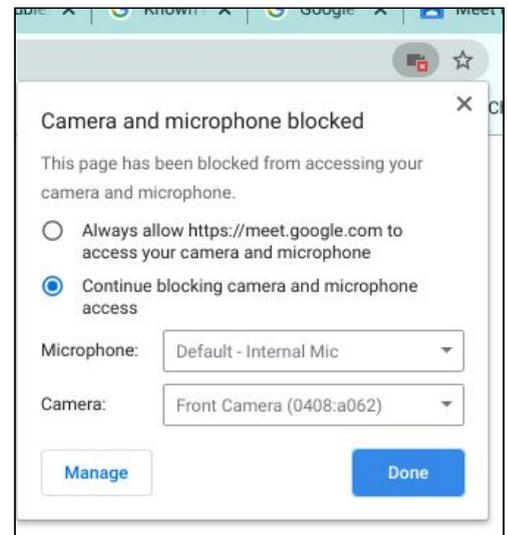
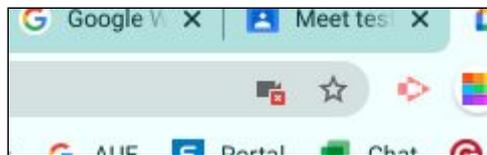
**1. Reboot your device** - turn it off and on and log in again. This does sort out a multitude of problems sometimes.

**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.

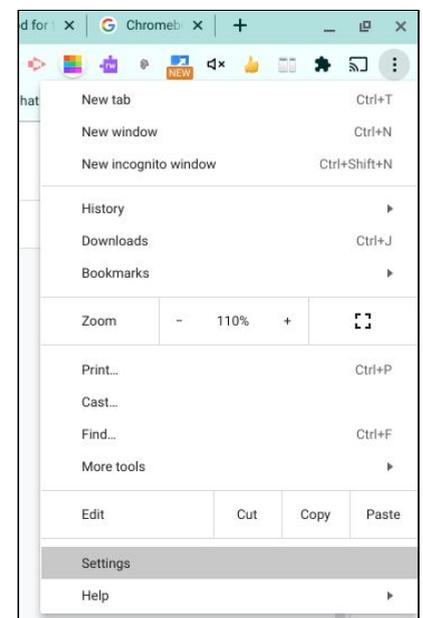
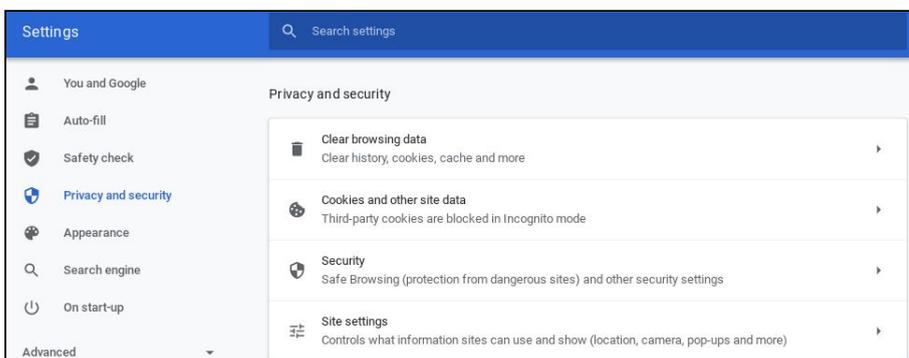
When you open a **Google Meet** screen, you should

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**. ↪



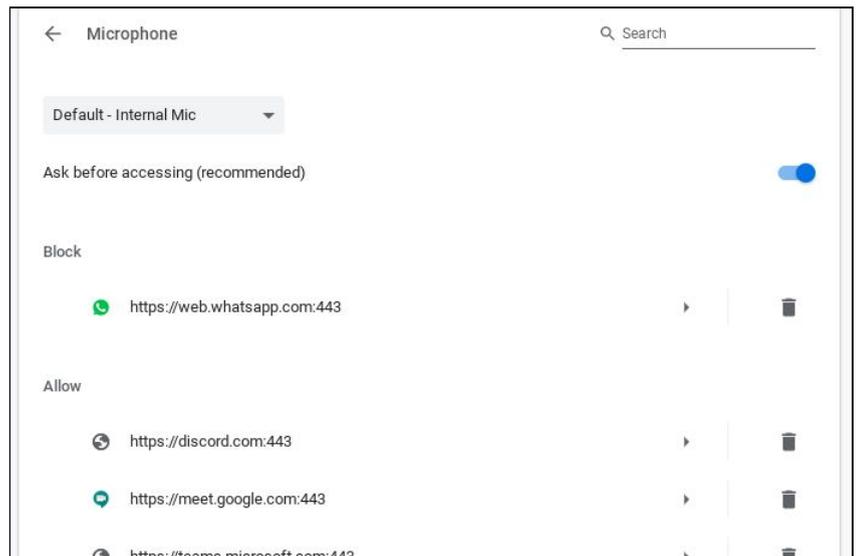
Scroll down to **Permissions**. There are options for **Camera** and **Microphone**, and we want to make the same check for each. ↪



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. ⇨

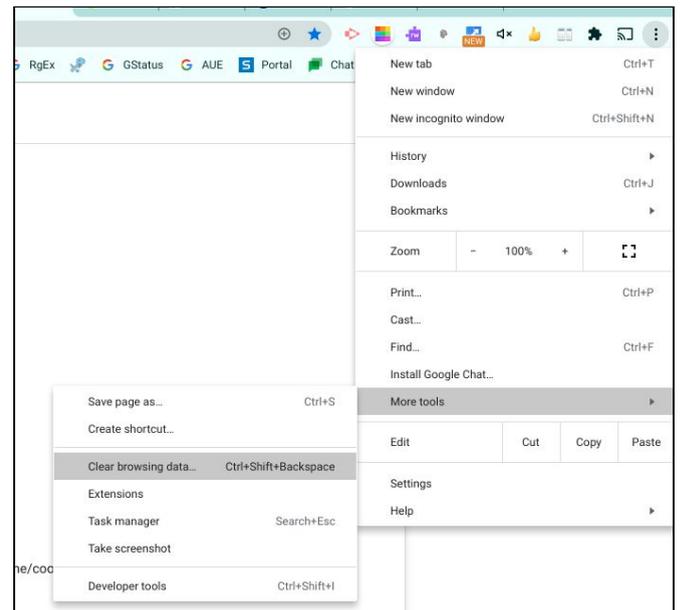
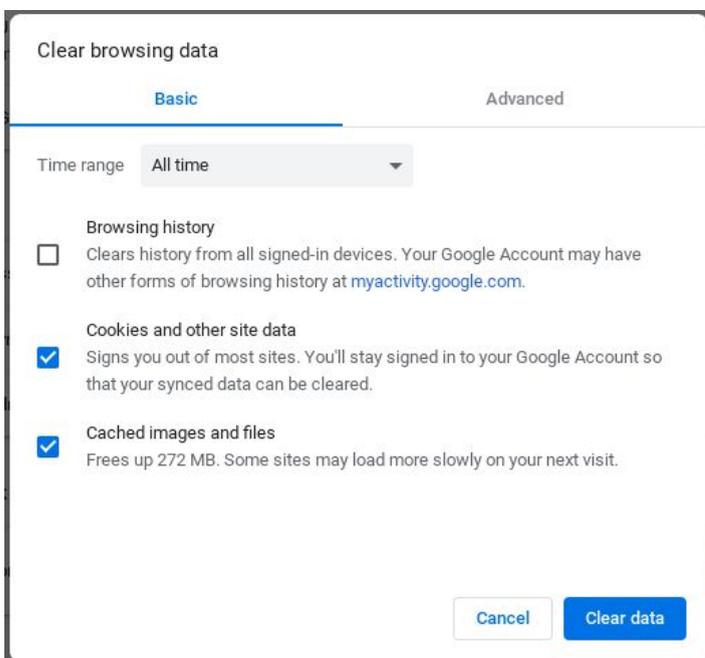
Click the left-pointing arrow next to **Microphone** to return to the **Permissions** settings, and then go into the **Camera** settings to make the same check.



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!**

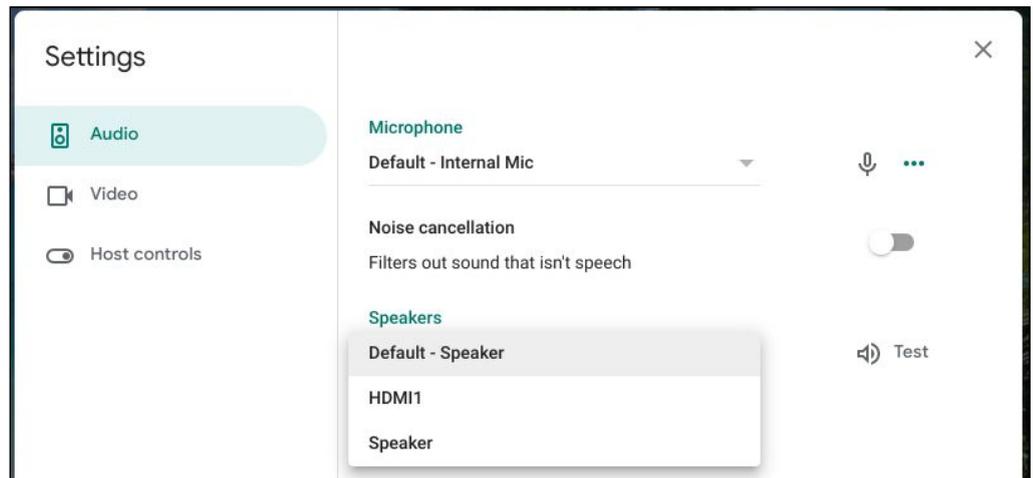
**5. Clear browsing data.** Temporary data stored by your browser can preserve settings that are causing your problem. In Chrome, use the 3-dot menu at top-right to access **More Tools** and **Clear browsing data**. ⇨

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**. ⇩



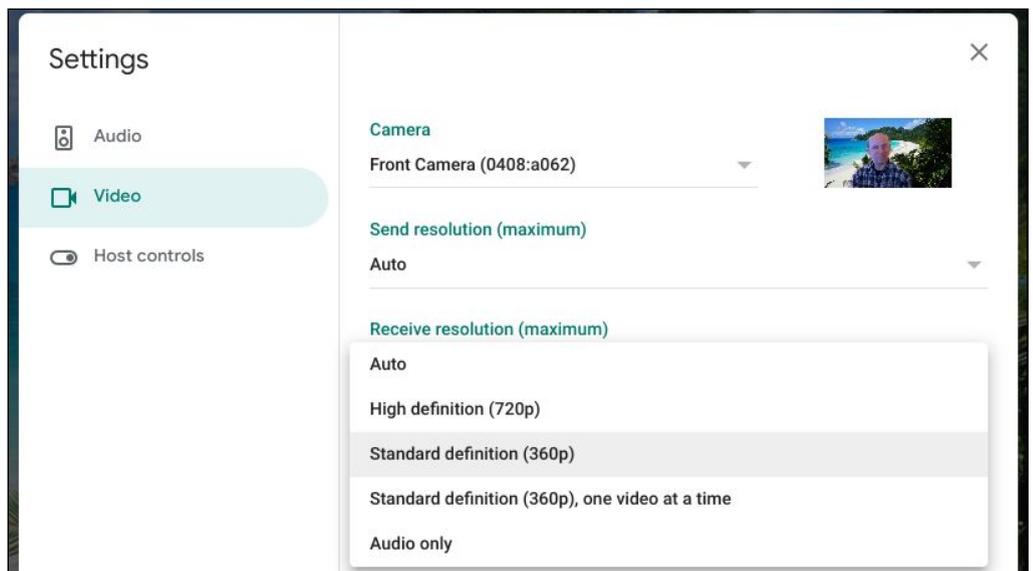
**6. If you can see, but you can't hear the teacher.** This could mean your device is trying to output sound to something you can't hear - like a pair of bluetooth headphones that you left in another room! In **Meet**, go into **Settings**. In the **Audio** section, ensure that **Speakers** is set to what's appropriate: generally **Speaker** (or **Default - Speaker**) - or **Headphones**, if you're using them. ⇨

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



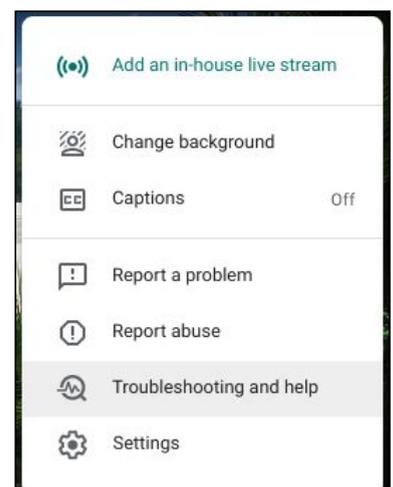
**7. Ensure Google Meet is set to use low resolution.** Transmitting and receiving video uses a lot of bandwidth. To reduce the demand on your home network and increase the chance of steady reception, you can set **Meet** to use lower resolution. This may result in a more grainy picture, but with less chance of freezing or dropping the connection.

In **Meet**, click on the 3-dot menu and choose **Settings**. In the **Video** section, choose **Standard definition** in both the **Send** and **Receive** drop-down menus.



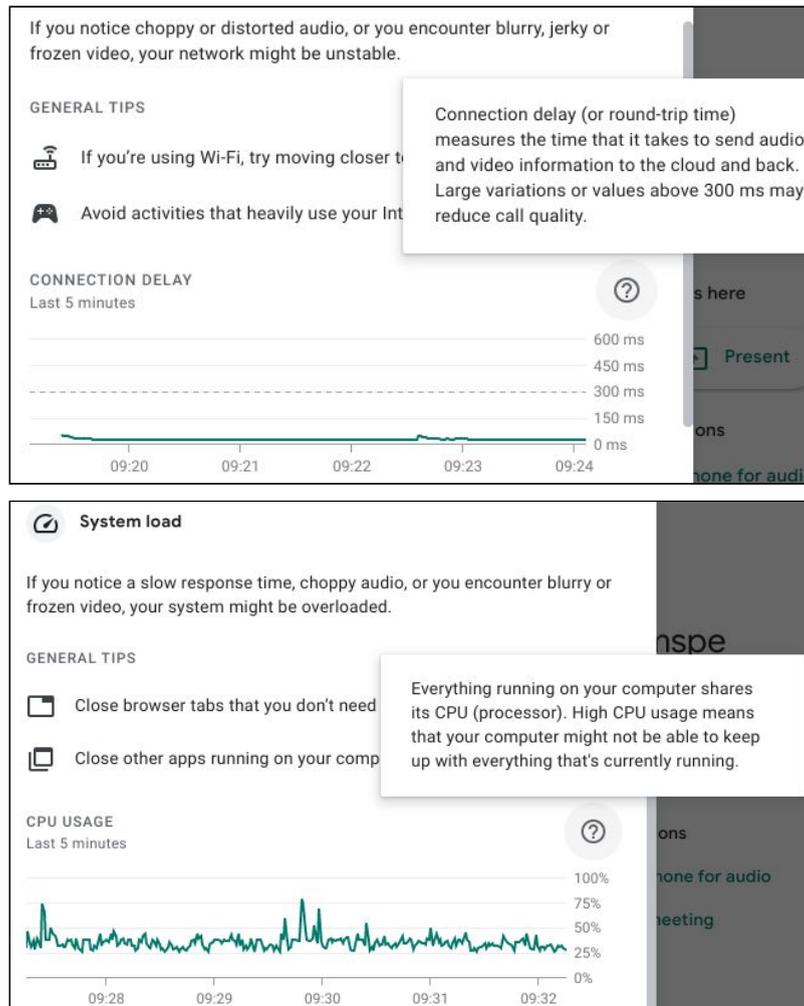
**8. Check the network performance.** Google added a new feature in January 2021 to help locate problems. In **Meet**, click on the 3-dot menu and choose **Troubleshooting and Help**. You can do this whether or not you have clicked to **Join** a meeting. ⇨

This leads to a screen that shows some general tips and a couple of real-time graphs. (Scroll up and down to see both.) Each graph has a little question-mark ( ? ) box, which you can hover over for more information, as shown below. ⇨



These graphs cannot fix a problem for you, but they may give a clue. The line tracing along on the first graph needs to stay around or under 300 milliseconds. If it is consistently higher, there may be too much traffic on your home network. Is somebody else in the home making heavy use of the internet?

The line on the second one will feature jerky spikes, but most of the time it should stay well below 100%. If it is consistently high, your device (Chromebook, usually) is perhaps being overworked. Are there applications you can close? Can you shut down some of the tabs in the browser?



**9. Check for Chrome updates.** It's possible your version of **Chrome** is not compatible with **Google Meet**. On a Chromebook, click the clock at bottom right and on the little panel that pops up click the settings cog at top right. (Looks a bit like a snowflake.)

The **Settings** screen pops up. At the bottom of the left menu click **About Chrome OS**. Then in the centre towards the top, click **Check for updates**. You will probably be told that **Your Chromebook is up to date**, but if not, let any updates download and run automatically.

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Because your connection to **Google Meet** can be affected by the **demand on your home wifi**, it may help if fewer people are accessing it at once. For instance, if someone is watching **Netflix** or playing an online game while you're trying to take part in an online lesson, that may reduce the internet bandwidth available for you. Similarly, try not to have more tabs and applications open on your device than you need at the time.