

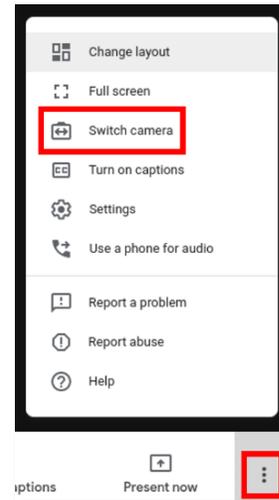
Chromebook Audio/Video Troubleshooting

This document contains some basic troubleshooting tips for resolving issues with audio and video when using a Chromebooks to participate in Google Meet sessions.

Camera Facing the Wrong Way in Google Meet?

BCPS Chromebooks have two different web cams, one that faces the user, as well as world-facing camera on the keyboard for use in tablet mode. If you are in a program using the computer such as Google Meet and the wrong camera is select, the steps below should help you to resolve.

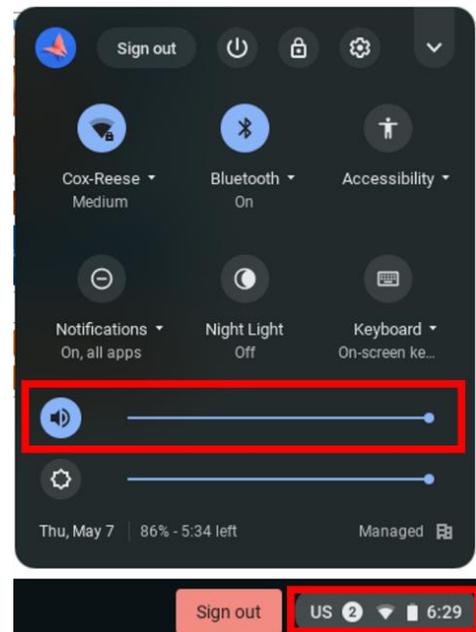
1. Use the three dots in the bottom right corner of the Google Meet screen to open the menu.
2. Select Switch Camera.
3. This process can be done from the Join screen using the three dots in the video preview screen, or it can be completed during a live session as well.



No audio/video in Google Meet?

If users do not have sound it is always very possible that they unintentionally muted the device or turned the audio down. The steps below will walk the user through different options to check the audio volume on a Chromebook.

1. Click on the tray in the bottom right hand corner.
2. Check the volume is not muted and turned up to an appropriate level.



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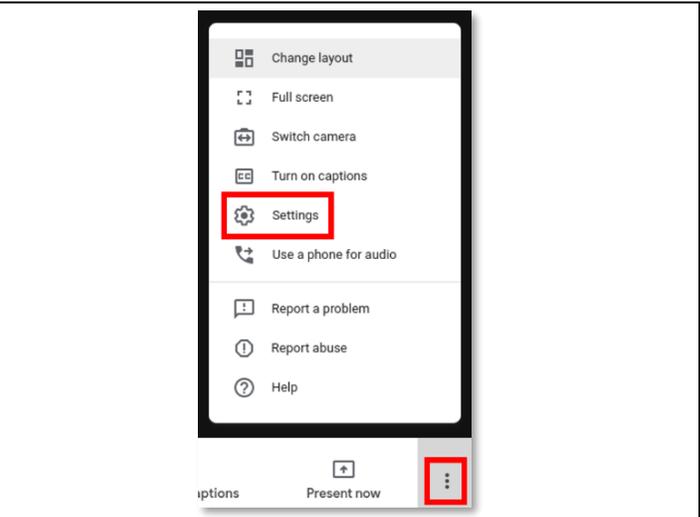
Users can also use the dedicated browser keys on the top right of the keyboard to adjust volume as needed.

<p>Dedicated Audio Keys from Left to Right:</p> <ol style="list-style-type: none">1. Mute/Unmute2. Decrease Volume3. Increase Volume	
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Users can also use the keyboard shortcuts to control the microphone and camera when in a Google Meet.

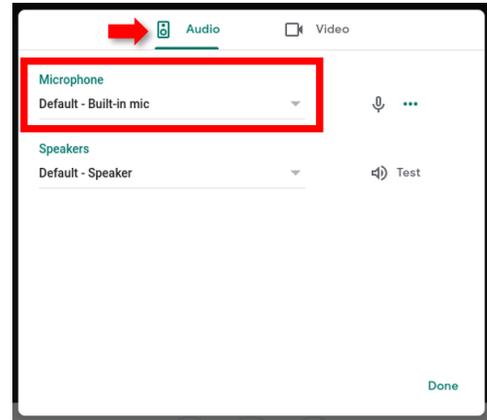
<p>The keyboard shortcut Ctrl + D also mutes and unmutes your Microphone when in Google Meet.</p>	
<p>The keyboard shortcut Ctrl + E also turns your camera on and off when in Google Meet.</p>	

Users can also adjust the audio settings within a Google Meet session.

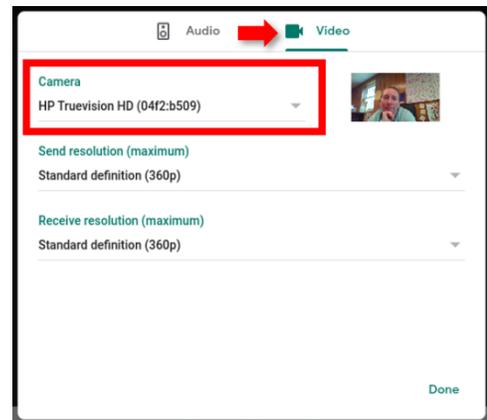
<ol style="list-style-type: none">1. Use the three dots in the bottom right corner of the Google Meet screen to open the menu.2. Select Settings.	
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3. If you are having trouble with others hearing you, from the Audio tab use the drop down to check that the correct microphone is selected.
4. If you are not using a headset or other microphone it should be set to Default-Built-in mic.
5. If you are having trouble hearing others, repeat with the Speaker drop down. This should also be set to Default-Speaker, unless you are using headphones.



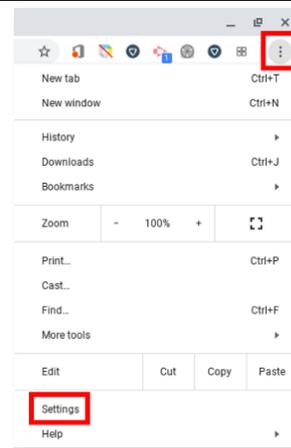
6. If others cannot see you, repeat steps with the Video tab.



Tried the steps above and still no audio/video in Google Meet?

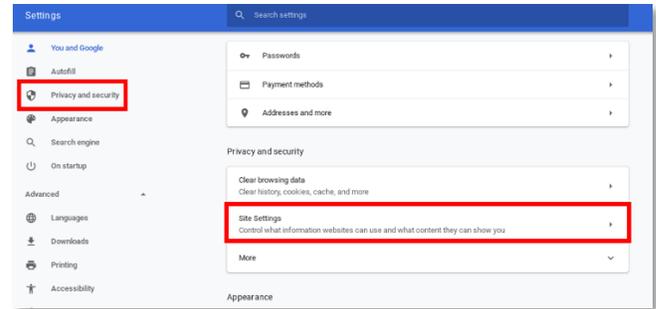
When using many web-based tools, users are often prompted to Allow or Deny access to the device microphone and camera. If a user accidentally denied access to a tool, such as Google Meet, the user will not have microphone/video access, depending on which settings were denied. The steps below will help a user to unblock the microphone or camera for the various webtools they use on their device.

1. From the Chrome browser, use the three dots in the top right corner to access the menu and select Settings.

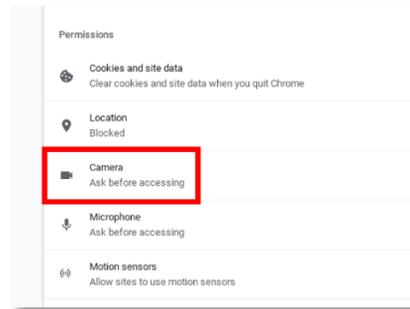


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2. In the Privacy and Security section select Site Settings.

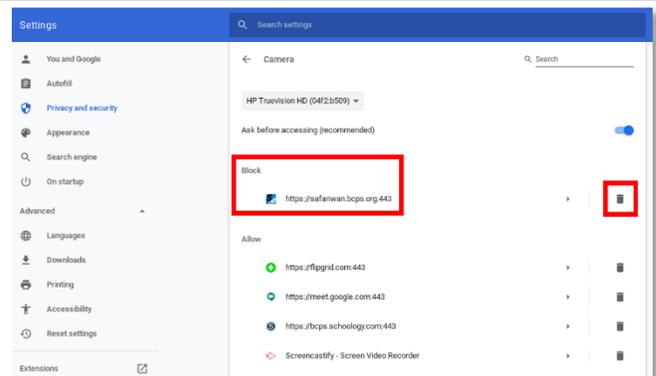


3. Select Camera.



4. If you see sites listed under the Block section, it means that those sites are not able to access your camera.

5. If see a site that should not be blocked, delete it from the blocked list.



6. Now, the next time you access the tool it will prompt you to Allow or Deny access. Be sure when this happens, that you select Allow to ensure that the tool can access your camera.

7. Repeat steps 3-6 with the Microphone menu if needed.

