

Troubleshooting connections in Google Meets



If you are having issues with slow connections, dropping meetings, stuttering video or audio or other signs of poor connections in Google Meets, try these troubleshooting steps.

1



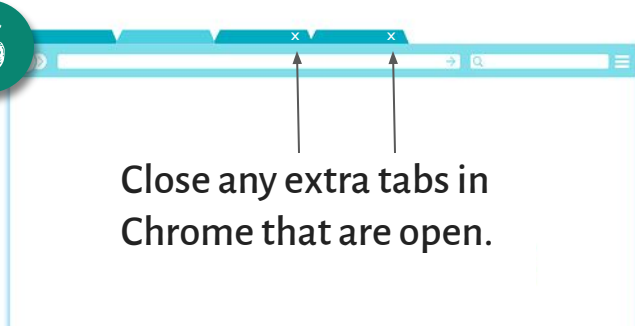
Update your Chromebook [using these directions](#).

2

Clear the cache and cookies on your device [using these directions](#).



3



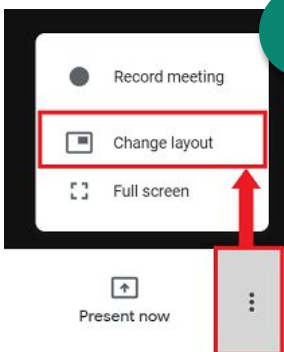
Close any extra tabs in Chrome that are open.

4

Turn off the camera in Meets. Video takes a LOT of bandwidth.



5



Change the Meet layout to "Spotlight" so that only the teacher or presentation shows on the screen.

6

Turn off or disconnect other devices in the house that are connected to the wireless router.



7



Test out a few different locations in your house to find the best spots. Usually the closer to the wireless router or hotspot you can get, the better your connection.

8

Check with your wireless provider - your wireless router may have an option to allow you to switch to a different frequency.

