

DCSD IT: Google Meet Troubleshooting for Students

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Author: M. Blair



OVERVIEW

This document will provide some things to try if you are having performance issues with Google Meet.

Step 1

Reboot your computer - if you are in a lot of Google Meet sessions reboot your computer every day or couple of days.

Step 2

Update Your Chromebook or Google Chrome - follow these instructions:

- [Chromebook Simulator - Update your Chromebook](#), to update your Chromebook to the latest version if available.
- [Update Google Chrome - Computer - Google Chrome Help](#), to update your Chrome browser to the latest version if available.

Step 3

Chrome Extensions - some Chrome extensions can cause issues with Google Meet and other sites. The Grid View and Grid View (fix) extensions are commonly used but can cause performance issues with Google Meet. Follow the steps in the “Manage your extensions” section of this page, [install and manage extensions](#) to turn extensions off. See if your performance improves.

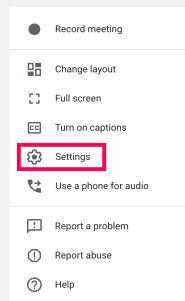
Step 4a

Video Resolution - Start a Google Meet session and click on the 3 vertical dots in the lower right-corner.



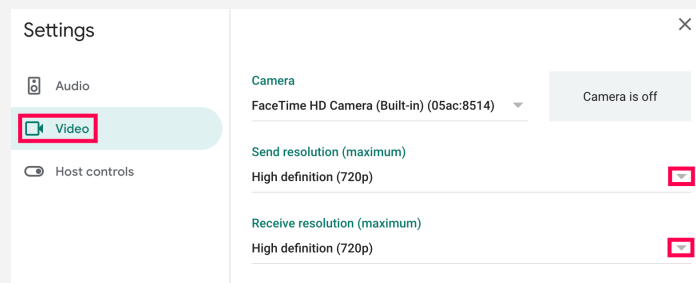
Step 4b

Click on the Settings link.



Step 4c

Click on Video link and then on the down arrow next to Send resolution and Receive resolution.



Step 4d

Change the resolution for both Sending and Receiving to Standard definition (360p) from High definition (720p).

