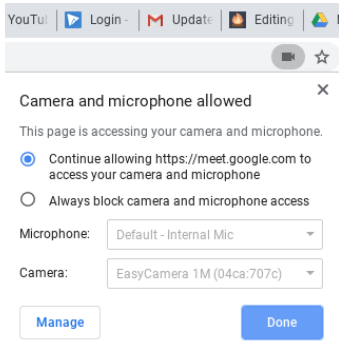


Google Meet (Hangouts) Troubleshooting

Camera Not Working on Chrome

- Check that your camera has permission to run. Look in the right hand side of your search bar for a camera icon. Click on it to check if your camera is blocked.



Microphone Not Working on Chrome

- Check that your microphone has permission to run. Look in the right hand side of your search bar for a camera icon. Click on it to check if your microphone is blocked.
- Check that you are not muted. If the mic button is red, you are muted.



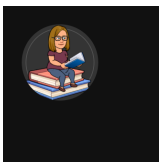
- Can't find the mic button? Click on the picture of the speaker (not near the center) and the tool bar on the bottom should reappear (It can get minimized if you have been using the chat feature).

Chat Function Not Working

- Leave the hangout (the red hangup button) and reenter

Lagging Connection

- Close any extra tabs or programs that are running.
- Turn off your camera (this means other participants will see your Google icon)



Want to Focus on One Speaker

- You can pin one person's picture in place. Move your cursor over the image of who is speaking. Click on the pushpin shaped icon that comes up.
- More info [here](#)

If You Mute Someone By Accident

- That person has to unmute themselves.

Resources

<https://support.google.com/meet/?hl=en#topic=7306097>