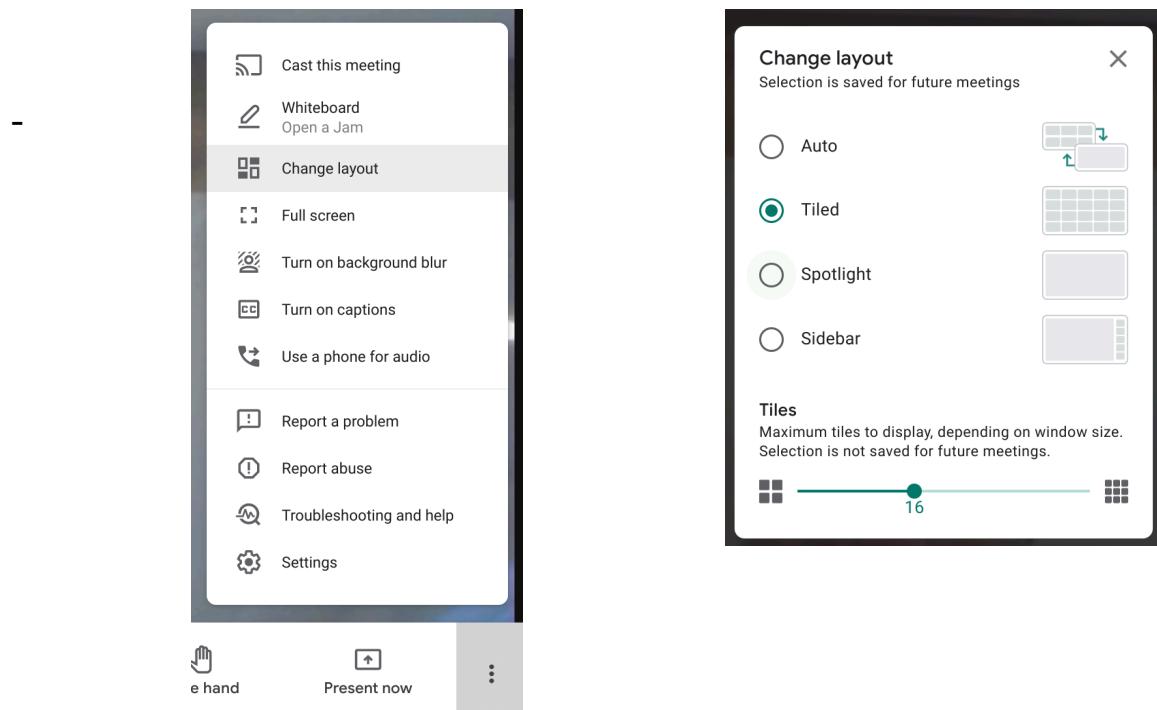


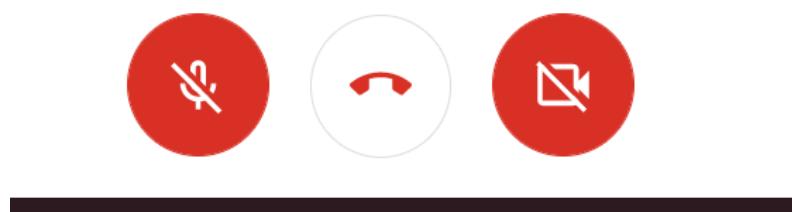
Troubleshooting Google Meet Performance Issues

If you are experiencing difficulties when in a Google Meet, please consider the following suggestions.

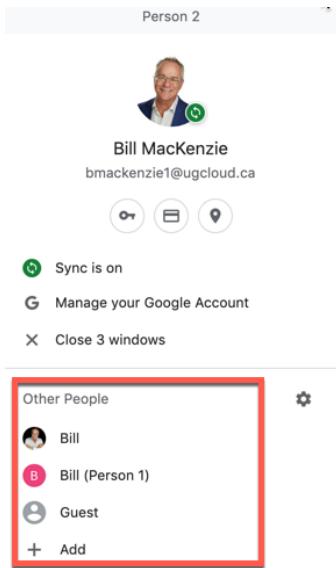
1. Reduce the number of people you see in the Google Meet to a single screen. Each video stream takes up CPU and bandwidth. Click on the three dots in the bottom menu and select Change layout. Move the slider to the left..



2. Mute your audio and video when not needed. This will save on CPU and Internet bandwidth

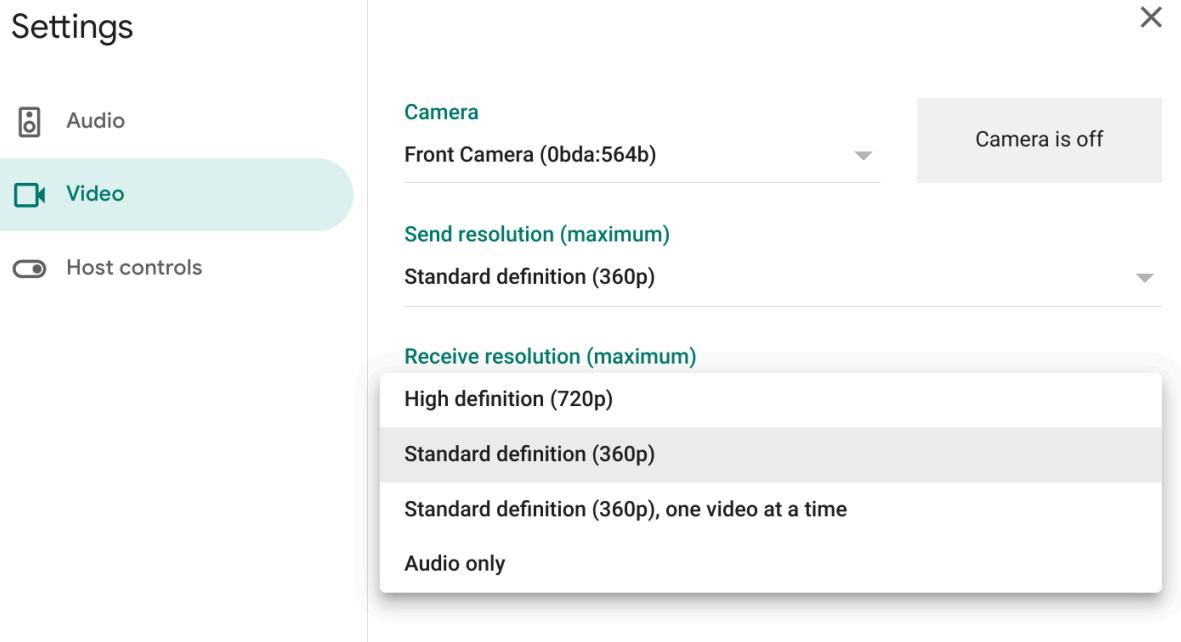


3. Close all other tabs in your browser
4. Remove other accounts signed into your browser

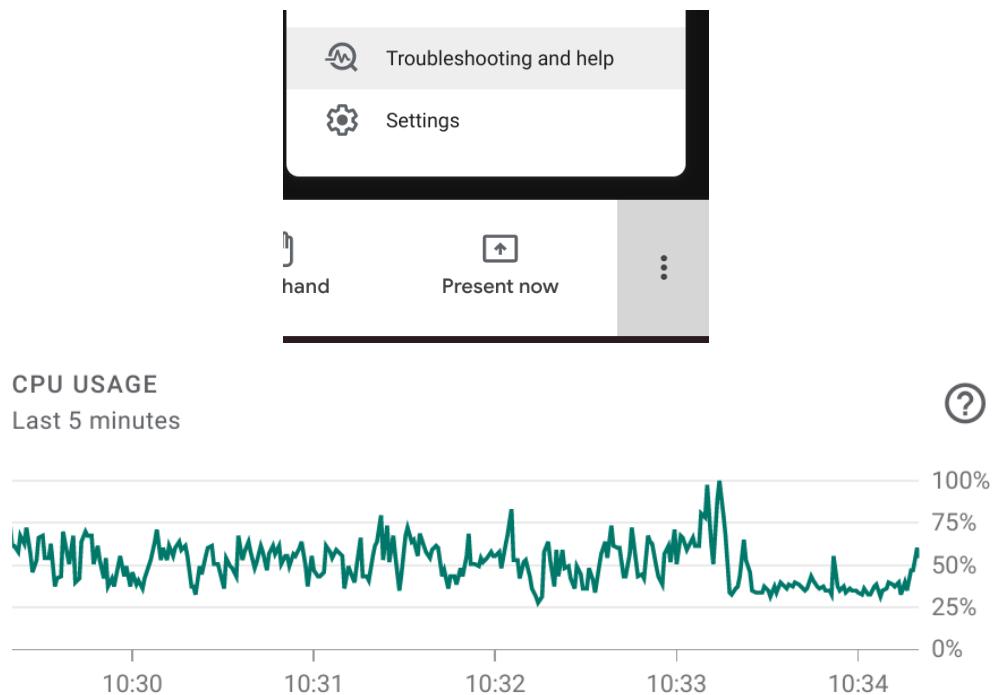


5. Turn off any other programs running on your computer
6. Remove or turn off any Chrome extensions on your browser. Go to <chrome://extensions/> (Please remove any extension for Google Meet such as Google Grid view, etc...)
7. Turn off devices that use wifi in your home. For example, televisions, other computers, smart devices like Google Home or Alexa
8. Reduce the video download rate. In Setting go to Video and change the Receive resolution to standard definition (360p), one video at a time or audio only.

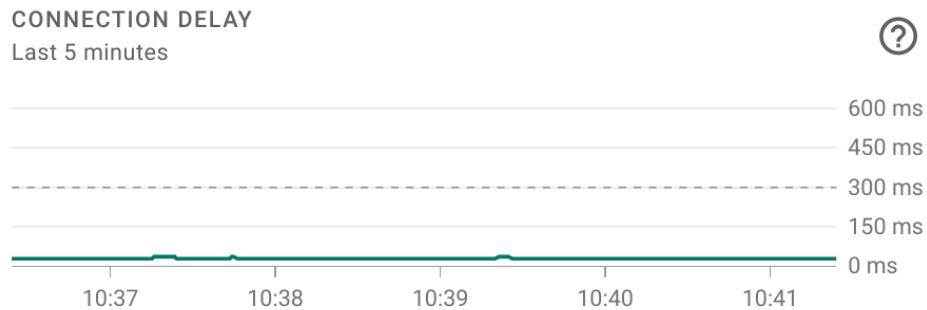




9. Use the Troubleshooting feature in Meet. Click the 3 dots and Troubleshooting and help.
10. Check your CPU usage. Note how the CPU Usage dropped by closing tabs.



Check your Connection Delay. You should be consistently below 300 ms. If you are above 300, consider restarting your router.



11. Run a speed test to ensure you have sufficient bandwidth for a video call. Type in the word “speedtest” into chrome to test your connection speed. 5 mbps download and upload is the minimum speed required for a successful Meet.

Internet speed test 

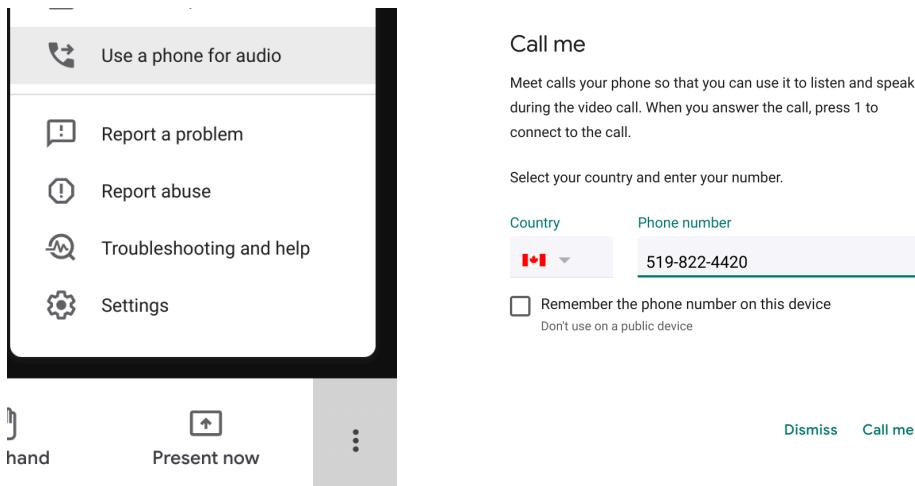
Check your Internet speed in under 30 seconds. The speed test usually transfers less than **40 MB of data**, but may transfer more data on fast connections.

To run the test, you'll be connected to [Measurement Lab](#) (M-Lab) and your IP address will be shared with them and processed by them in accordance with their [privacy policy](#). M-Lab conducts the test and publicly publishes all test results to promote Internet research. Published information includes your IP address and test results, but doesn't include any other information about you as an Internet user.

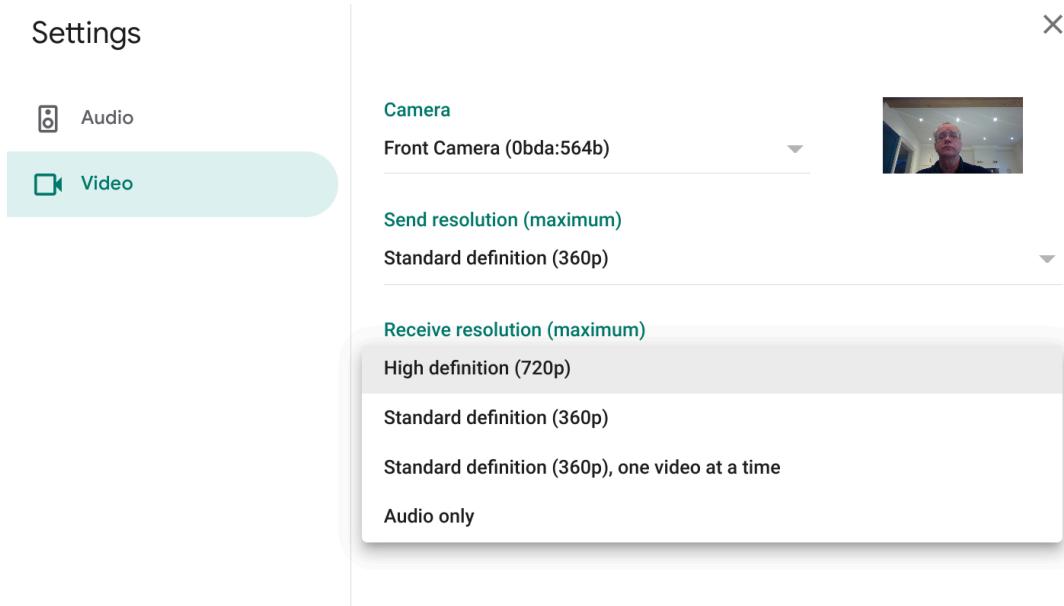
[About](#) [RUN SPEED TEST](#)

12. Use your cell phone for audio. Use the three dots in the bottom right and select Use a phone for audio. Type in your cell or land line

phone number. Google will call this number and connect you to the Meet.



13. Reduce the receive resolution. In setting, go to Video and reduce the resolution.



14. Ensure you are using an up-to-date version of Chrome. Check your chrome version using this link: <chrome://settings/help>