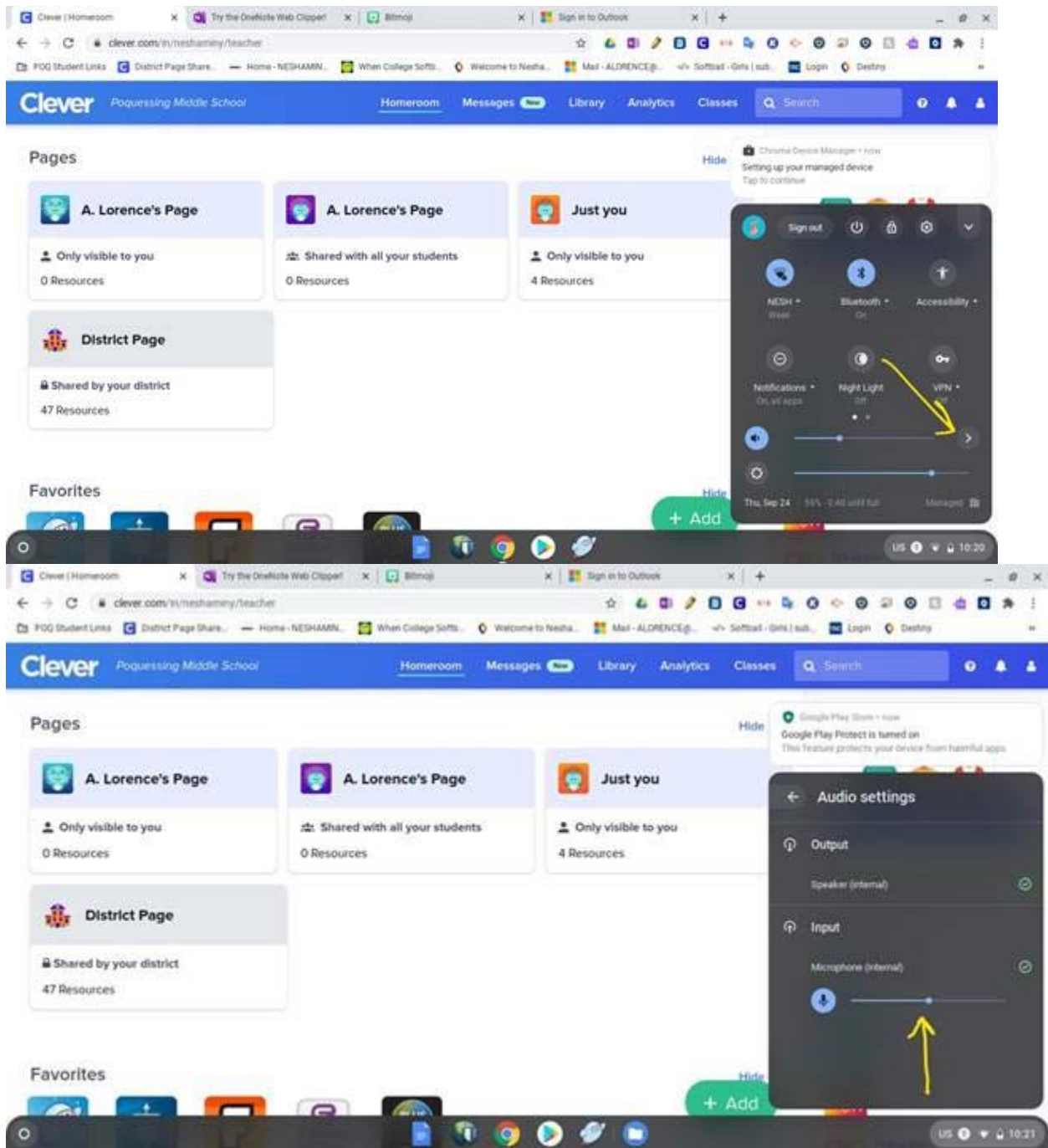


ZOOM TIPS

AUDIO ISSUES

The Remote Learning Coach Head Quarters have found a possible solution to audio difficulties on the student Chromebooks specifically presenting during Zoom meetings. It can be that some students have their microphone “maxed out” which is causing an overload of sensitivity to present garbled and distorted sound. The setting adjustment illustrated may help resolve some of these issues. Please check your settings and try to suggestions below.



TEST YOUR CAMERA AND MICROPHONE – ZOOM not connecting to session at all – Camera may not be working – Test Camera and Microphone connectivity

Test the camera and microphone by recording a short video with the Chromebook Camera app. After these steps, there is some information on how to make sure sites are not blocked from using the camera and microphone.

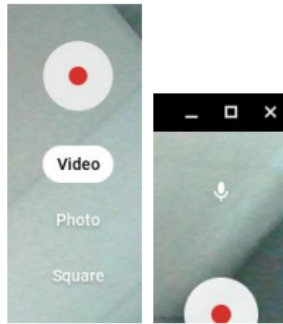
1. Click the "Circle" menu in the lower left of the Chromebooks desktop and search for (just start typing) "Camera". Click the icon for the "Camera" app that appears.

Example of what the Chromebook Camera app icon looks like.



Camera

2. The Chromebook Camera app should open and show live video of what the camera is pointed at. Click on the "Video" button, to prepare to record a video and test the microphone. After pressing the "Video" button an icon for the microphone will appear above it. Make sure the microphone does NOT have a "/" through it.



3. Click the "Start recording" button (circle with the red dot in the middle) to begin recording. Hopefully you have something to say to the camera/microphone. The microphone is typically near the camera and looks like a small hole.
4. When you are finished with your speech, click the "Stop recording" button (same circle as before, but with a square in the middle while recording) to stop recording.
5. To play back your video, click the "Go to gallery" circle in the lower right of the Camera app. A new window will appear with a gallery of any photos, videos and screenshots you have taken. Use the controls on the screen to play back your test video.
6. If you don't hear any sound from your video, use the speaker "up" and speaker "down" keys in the upper right of your keyboard to make sure the volume is up high enough to hear.



After you verify that the camera and microphone are working OK using the Chromebook Camera app, make sure sites that you would like to have access to the camera and microphone are not blocked from using them.

To make sure a web application has not been blocked from using the camera, visit **chrome://settings/content/camera** and remove any sites from the "Block" section that you would like to use the camera.

To make sure a web application has not been blocked from using the microphone, visit **chrome://settings/content/microphone** and remove any sites from the "Block" section that you would like to use the microphone.

BATTERY This is the primary cause of many Chromebook issues. Proper charging is important.

- Your device should be charged nightly. Do not use your device if the battery is below 10%. Use the power adapter till your device is fully charged. Using it continually with minimal charge will damage the battery and potentially prevent it from fully charging.
- Coming to school with a Chromebook not fully charged, will start to present issues such as shutting down in the middle of what you are doing.
- A Chromebook battery below 10% or lower, may take your device longer to charge.

ZOOM USAGE

- When connecting to a ZOOM session, make sure that you have minimal TABS open in Chrome browser
- POWER DOWN after every ZOOM meeting to return the resources back to the device.
- Keep the device plugged in during your ZOOM meetings. The power consumption during a ZOOM meeting will deplete the battery twice as fast.
- Make sure your students' device is the only profile/login being used. The more profiles you have on the device the more resources it uses.
- Make sure the your WIFI signal and internet service will support this service as well. You may need to contact your service provider to make sure you have the best service to use ZOOM.

- To check your bandwidth availability, open a browser window and type speedtest, you can choose your service provider if shown
- https://www.google.com/search?q=speedtest&rlz=1C1GCEA_enUS880US880&oq=speedtest&aqs=chrome..69i57j0l4j5l3.4503j0j7&sourceid=chrome&ie=UTF-8&safe=active&ssui=on
- If you are experiencing distorted-echoing sounds when using ZOOM, make sure that you are near your router and best when in line of sight. This is typical if you have minimal bandwidth from your provider and using the device far way or a upstairs location.

BEFORE putting in a repair ticket, please make sure that you have at least tried the TIPS first.