

Greetings,

We know these are challenging times and hope the following information assists you with some technology issues you may be having. This guide is intended to help you understand the various issues that may cause Zoom/Google Meet not to work properly and help you toward solving your problem. Unfortunately, some items below are out of both of our controls. There are many parts to this puzzle and trying to find your solution varies from person to person, even if you are next-door neighbors.



CHROMEBOOKS

A quick word about district Chromebooks. The district has been using these very same Chromebooks, including older Chromebooks without any issues. This includes streaming videos, Internet research, and most importantly, state testing! For years the district has successfully completed California (SBAC) testing, with extremely rigorous requirements using these Chromebooks. At times with over 100 students taking tests in large rooms with only two WiFi stations, all at the same time. Multiple schools testing across the district simultaneously, with potentially thousands of students, without any issues. Regardless, here are some items to try, if you are having problems.



1. Reboot – This helps make sure everything is working properly.
2. Update the Chrome operating system. District Chromebooks will automatically update, but varies when this will happen. This happens in the background, meaning you will not know this is happening. But, you may notice the computer is slower than normal or blank screens, depending on the update.
 - a. [Updating Chromebook operating system](#)
3. Only have Zoom/Google Meet open.
4. Close all unnecessary programs, windows, and extra browser tabs.

ZOOM/GOOGLE MEET

1. Both systems are being flooded with students and businesses across the nation and the world! If their systems are overloaded, many things may happen including running slow, freezing, dropping students from meetings/class, stop working, black, or blank screens.
 - a. SOLUTION: Unfortunately, both of these are out of our control. These companies need to improve their systems to meet the increasing demands of everyone being online at the same time. Just like when it gets hot, the power grid can fail/rolling blackouts could occur with so many people turning on air conditioners and other appliances. If your screen freezes, please be patient. When their systems are overloaded, their systems should catch up shortly and return to normal. Depending on how quickly their systems can recover from so many requests and continue working.
2. Update to the latest version of the program.
3. Only have one Zoom/Google Meet session open.
4. Don't view either Zoom/Google Meet in full screen.
5. When running Zoom/Google Meet, change your view to presenter mode, so you're only watching the teacher and not the entire classroom.
 - a. Google Meet – Change this to spotlight
 - b. Zoom – Change this to presenter



INTERNET ISSUES



Adding a hotspot may not solve your issues with Zoom/Google Meet, as the issue may be with Zoom/Google and not with your equipment or your Internet connection. Think of this as being on the 101 freeway during rush hour. You cannot go fast, due to traffic, so getting another car or faster car will not solve the problem. Additionally, hotspots from T-Mobile use cellular towers for Internet access. If you have bad cellular service in your area, this will not help. Your home internet should be faster and better, than a hotspot.

Try the following to see if this helps your situation.

1. Audio is cutting out or video freezes
 - a. Most likely due to slow Zoom/Google Meet responses or slow Internet. This could be either on the teacher or student side of the meeting.
SOLUTION: Recommend waiting, as it should clear up.\

2. If possible, try moving closer to where your wireless modem/router is located.
 - a. Walls and other structures interfere and will affect your wireless strength and coverage.
 - b. Metal in walls reduces wireless strength dramatically!



3. Restart your Hotspot or router.
4. Disconnect extra devices to your WiFi network.
5. Hardwire your laptop/computer, if it has an Ethernet connection. Connecting directly to your modem/router for faster speeds.



6. Internet in your area could be congested, regardless of your Internet speed. Just like being on the freeway at rush hour, your Internet speed in your area could be slow due to so many being on the Internet in your area at the same time. Try testing your Internet speed.



- a. From Spectrum:
 - i. If you use a WiFi connection, multiple factors can impact your internet speed, such as distance from your wireless equipment, walls, or even furniture.
 - ii. For the most accurate speed test results, connect your computer directly to your modem or router with an Ethernet cable, and not via WiFi, if possible.
- b. Before running the test, please follow these steps.
 - iii. Reboot your computer.
 - iv. Wait until the computer has fully rebooted and everything is running smoothly. Make sure all other programs and windows are closed.
 - v. Run the test in the same room with your wireless router or hotspot. Unfortunately, these speed tests are in high demand, so you may not be able to access these sites
 1. [Spectrum Internet Test](#)
 2. [T-Mobile Speed Test \(Ookla\)](#)

COMPUTER ISSUES

1. Reboot – This helps make sure everything is working properly.
2. Always turn off your computer or Chromebook daily. This is critical for having a reliable computer.
 - a. Chromebooks – Press and hold the power button. Just closing the lid may not always shut the computer down.
 - b. Windows/Apple – Follow the menu for shutting down the computer.
3. Recommend using the Chrome browser. Safari, Internet Explorer, Firefox may have issues.
4. Clearing Browser Data – Chrome
 - a. Turn on your Chromebook or open your Chrome browser.
 - b. Tap on the three dots (ellipsis) in the top-right corner of the screen, hover over "More Tools" and then select "**Clear** browsing data"
(Alternatively: Hold down the CTRL, Shift, and Backspace keys simultaneously).
5. Close apps/tabs that are not in use.
6. Slow Performance – Updates! The computer operating system or Apps (applications) may need to be updated.
7. If your Chromebook battery is low, this will affect performance too. Please keep it plugged into power for it to work the best.
8. Don't view videos in full screen either, as this requires more work for the computer.
9. Audio Feedback – electronics may be too close to each other, move devices further apart



We know that technology issues can be very frustrating and hope this guide helps resolve some of the problems that you may be encountering!

The district has many resources available for assistance as well. Please visit our website for more information.

Quick links:

- [BUSD Instructional Technology – Distance Learning Support for BUSD Families](#)
 - Google Classroom tutorials, Flipgrid, and more!
- [Technology Support and Student Software](#)
- [BUSD Student-Parent Tech Support Form](#)