

**Troubleshooting tips for issues with audio and video with Zoom:**

For some of our student Chromebooks they are having some trouble with Zoom audio and video reliability. This is an issue that Zoom is aware of and working on a long-term solution for schools using Chromebooks. There are some recommendations students can use when using Zoom if they should experience problems. It is the combination of audio and video that is the struggle.

**For students:**

- Shutdown (power button) and restart your Chromebook every morning
- Ensure you have a strong WIFI signal on Chromebook.
- Ensure your computer is fully charged and plugged into a power outlet
- Ensure the computer is positioned to provide proper ventilation to avoid CPU over heating
- Close all unused/non-active browser tabs in your browser
- Turn off your camera in Zoom
- Ensure your full name is displayed in Zoom
- Mute your microphone in Zoom, use microphone only when speaking
- Use the Zoom chat feature
- Use the Speaker View only, not the Gallery View in Zoom