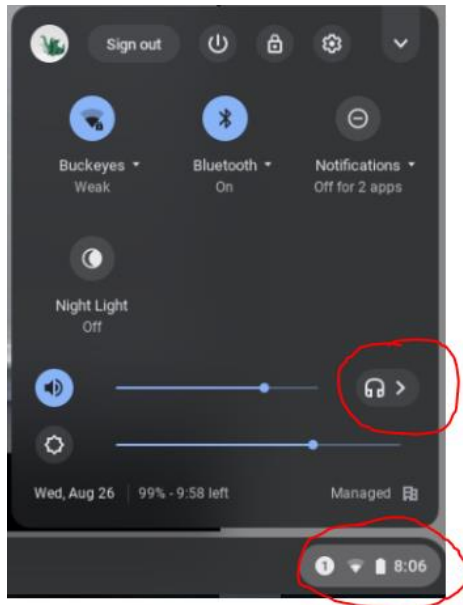


My child can't hear the teacher or the teachers can't hear my child.

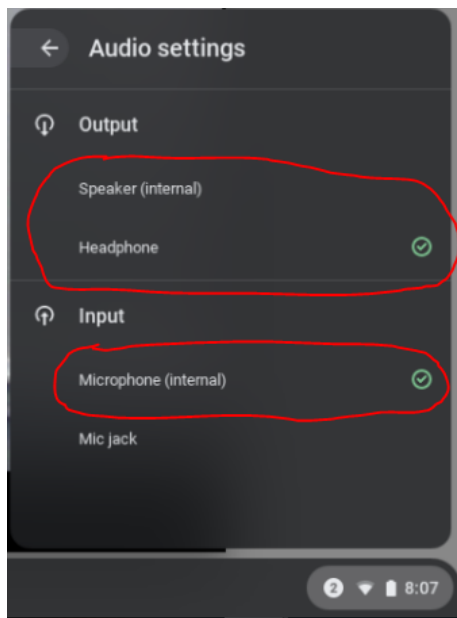
One of the more common issues occurs when your child is wearing headphones during the meeting. If they can't hear the teacher and the teacher can't hear your child check the sound settings.

In the bottom right corner of the Chromebook click the clock, then the picture of the headphones.



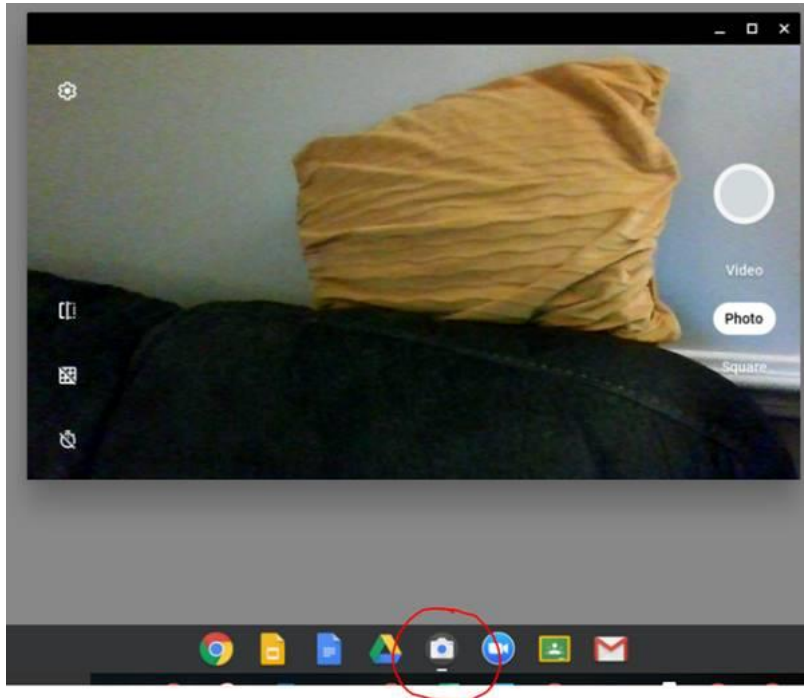
Next, make sure the Output is set to either Speaker (internal) or Headphones. If you are wearing headphones and you are still not getting sound, try unplugging the headphones and try just using the computer sound.

If the teacher cannot hear you, check the Input section. Make sure you have Microphone (internal) selected.

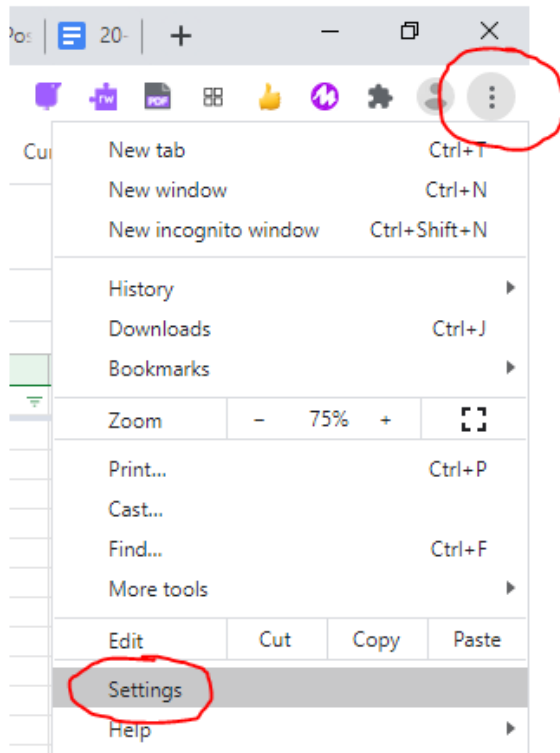


My child's camera is not working in Zoom.

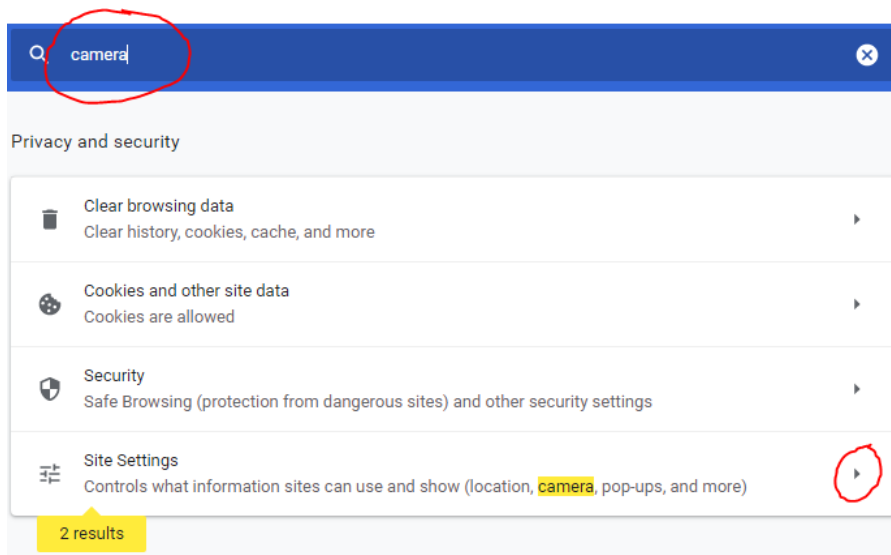
First check if the camera works in just the Chromebook app. Locate the camera app and see if the camera works there. If not, it may need to be turned in for repair.



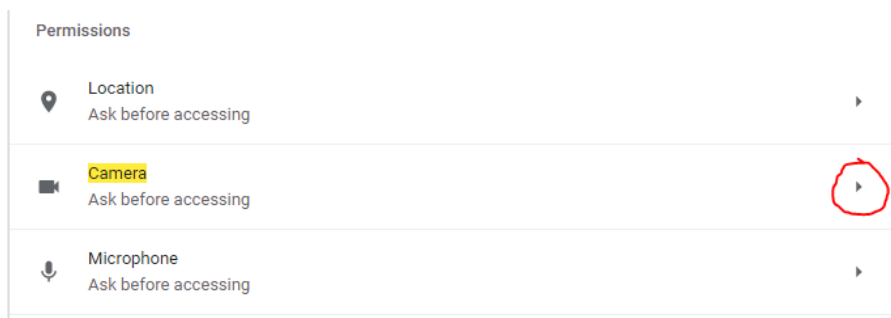
If the camera works in the camera app, but not Zoom or Google Meet check to make sure it is not on the blocked list. Go to the 3 dots in the upper right of the web browser, then go to Settings.



Type Camera in the top search box, and then click the arrow next to site settings.



Scroll down to permissions and click the arrow next to Camera. If you are still having mic issues, you could check the mic section as well.



If the site you are trying to use is on the blocked list, you will need to change the status to allow.

