Troubleshooting Google Meet

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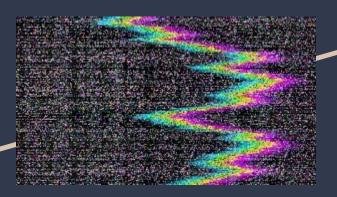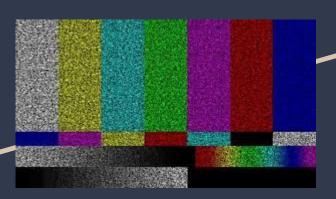
Freezing and stuttering

1 of 2

Google Meet is hosted entirely on the cloud - connectivity problems occur between your internet connection and Google's servers.

If all participants are having problems at the same time, Google's servers may be overloaded. If only some participants are having issues, the problem is with their internet connection.

Meet automatically downgrades the quality of the video to meet low bandwidth situations, including cutting video off entirely.

Freezing and stuttering

2 of 2

The first step is to ensure nothing else is using bandwidth on your connection. Check for applications like torrents, other streaming services like radio players, file downloads, Windows updates, etc

Consider that people in the same house may be impacting your connection. Services like Netflix, gaming, Skype, etc can be bandwidth hungry!

Then check on the quality of your internet connection. Test the speed at https://www.speedtest.net. Speeds under 5mbps will not fully support video.

If there is no explanation for slow speeds, report it to your Internet Service Provider for them to investigate.

No video

Remember that Meet may disable video entirely if your internet connection is too poor.

If your internet connection meets requirements, click on the cog icon on the top left of Meet, click Video and look at the list of 'Cameras'. Test each one until you see an image.

Try unplugging and replugging any external webcams to see if the device is recognised.

If both these methods fail, you may need to invest in a new webcam, external USB recommended.

No sound

If you cannot hear others in a Google Meet, click on the cog icon on the top left and look at the list of 'Speakers'. Press the test button for each one until you hear a sound.
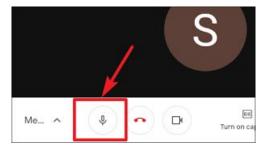
If others cannot hear you speak, click on the cog icon on the top left and look at the list of 'Microphones'. Test each one by making a sound until the green sound bar moves.

If both these methods fail, you may need to invest in a headset with a built-in mic.

Echoing

Echoing has two main causes. One is other participants not muting their mic while you talk. Ask them to click the Mute button.

Another is that your speakers may be too close to your mic. Try separating them more or investing in a mic headset.

Browser not supported

If you see a 'Browser not supported' message, this is a problem with your web browser.

Microsoft Edge is not supported for Google Meet. The Edge icon is on the bottom left. Supported browsers include Google Chrome, Safari, Firefox and Internet Explorer. Explorer is built into all Windows PCs and other browsers can be obtained for free.

If you see this message on a supported browser, it may be an old version. Try updating it or downloading the latest version from scratch.