

## To resolve Zoom connectivity issues on a Chromebook, please try the following steps:

### Step 1: Restart the Chromebook

### Step 2: Reset your Settings

1. Open Chrome.
2. At the top right, click More and then Settings.
3. At the bottom, click Advanced.
4. Under "Reset Settings," click Restore settings to their original defaults and then Reset Settings.

### Step 3: Remove your Profile

1. Log out of the Chromebook
2. On the Chromebook sign-in screen, select the profile you want to remove
3. Next to the profile name, select the Down arrow
4. Select Remove this user
5. In the box that appears, select Remove this user

### Step 4: Uninstall Apps and Extensions

1. From the menu in Chrome, select 'More tools'
2. Select 'Task manager'

From here, you should be able to see if one app or extension is causing high CPU or memory usage. Please follow these steps to remove it.

1. o Uninstall apps
  - a. In the corner of your screen, select the Launcher Up Arrow
  - b. Right-click the app you want to remove.
  - c. Select Uninstall or Remove from Chrome
  - d. Select Remove
2. o Uninstall extensions
  - a. Open Chrome
  - b. Select More More tools > Extensions
  - c. Next to the extension you want to remove, select Remove
  - d. To confirm, select Remove

### Step 5: Audio

1. Determine if problem is hardware related by checking here <https://www.onlinemictest.com/>
2. In zoom, click the gear icon  to access your settings.
3. Automatically adjust microphone volume: Automatically make your microphone softer or louder as needed to normalize the volume and make it easier for other participants to hear you. If you are having issues with your audio fading in and out, you may want to turn this setting off.
4. If student is complaining that they "sound like a robot" please try to the following [mic adjustments](#)

### Step 6: Check your WiFi

1. You will need a stable, high-speed internet connection. (Recommend at least 10 Mbps)
  - o To test your internet speed, visit <http://speedtest.xfinity.com>
2. During class, please close all other applications on your Chromebook
3. Reduce the burden of your home bandwidth during class
  - o Make sure that no one in the house is streaming Netflix, Spotify or internet-based video games
4. Try bringing your Chromebook closer to the Wi-Fi router
5. Make sure your Chromebook is still connected to your home Wi-Fi and that it hasn't switched to an open wireless network like Xfinity or a hotspot
6. Watch [this video](#) for more tips