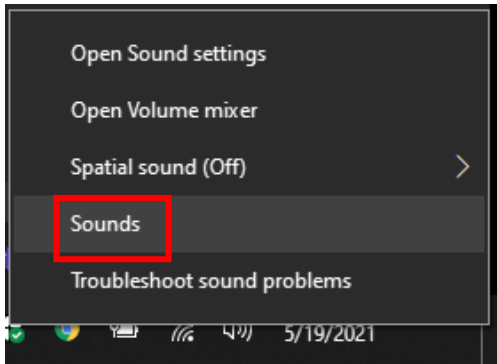


Google Meet Microphone Troubleshooting Guide

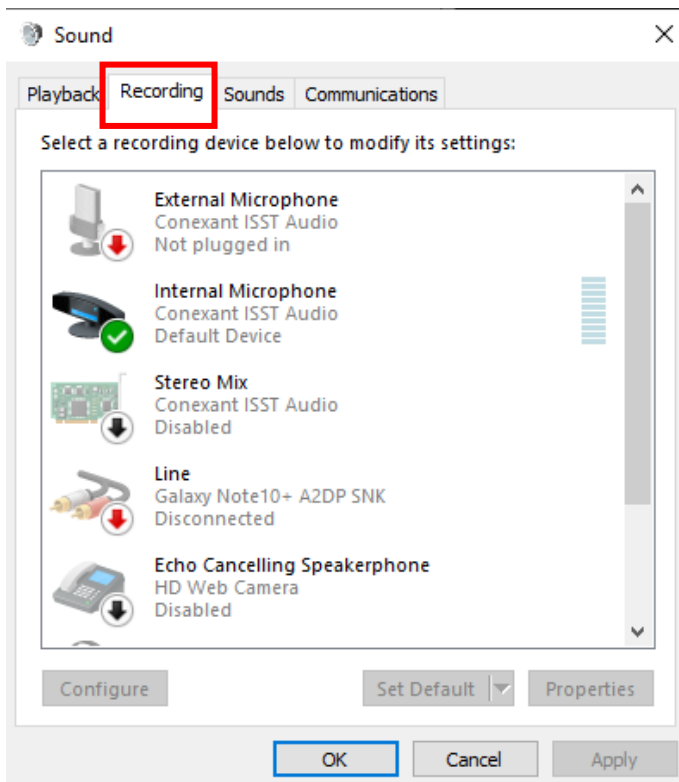
Symptoms that can be resolved by using this guide: Google Meet Microphone Issues



1. Right click on the **Sound icon** in the bottom right of your screen.
2. Select **Sounds** from the menu that appears.

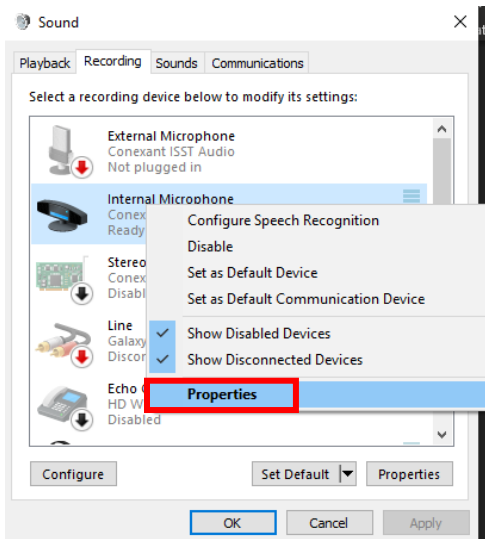


3. Select the "Recording" tab at the top.

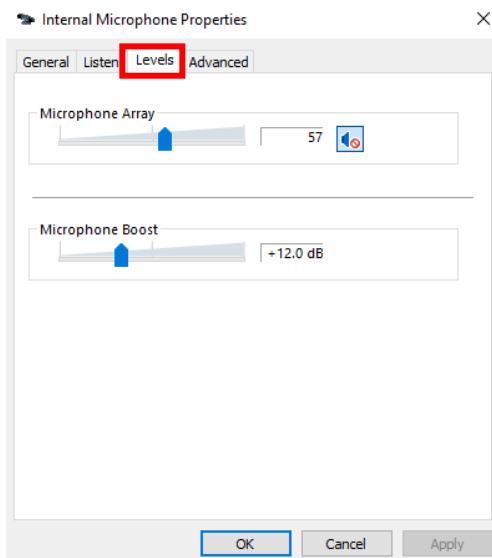




- From the list, right click on your **Internal Microphone** (If this is the microphone you use) and select **Properties** from the menu.

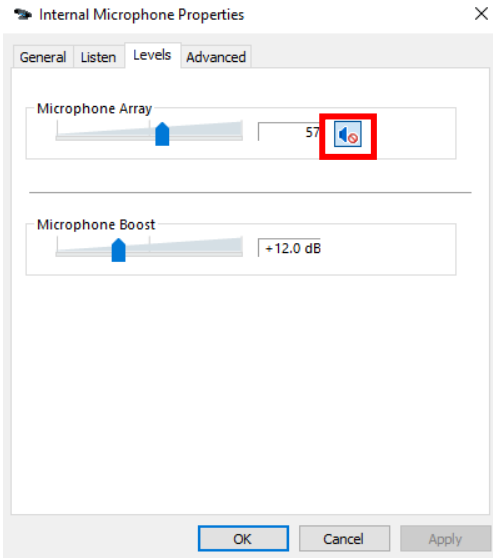


- In the new window that appears, select the **Levels** tab at the top.

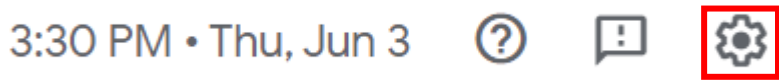




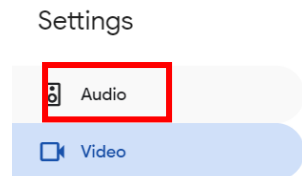
- Under the Microphone Array option, make sure the microphone is NOT muted. It **SHOULD NOT** have the red crossed out circle as shown below. If it does, simply click on the speaker icon to unmute your microphone.



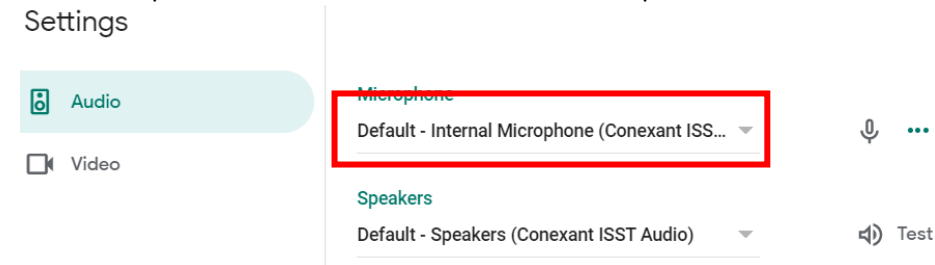
- Select OK and close all relevant windows.
- Open Google Chrome and log into Google Meet with your BCPS credentials.
- While logged into Google Meet, click on the gear icon in the upper right-hand corner of the screen.



- From the pop-up window that will appear, select **Audio** from the menu on the left.



- Use the drop-down arrow to select the default microphone or headset.



- Close the window with the **X** in the upper right hand corner.
- Close completely out of Google Chrome.
- Open Google Chrome and sign back into Google Meet using your BCPS credential.

If the issue is not resolved, please refer to the “Resetting Google Chrome” document or fill out a service request for the BCPS Help Desk. Both can be found at https://www.bcps.org/tech_support