



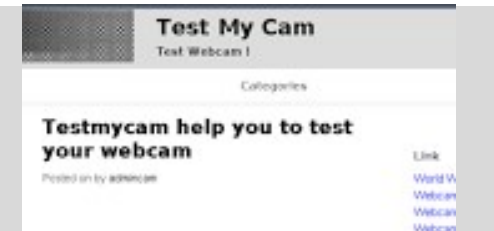
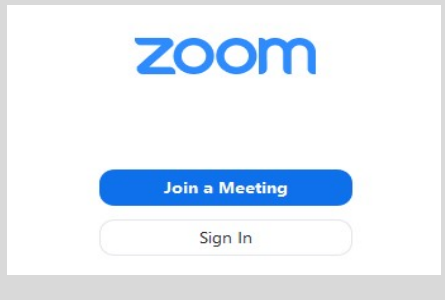
Troubleshooting Camera & Microphones

Camera Troubleshooting

(1) Open Google

Go to: <https://zoom.us/test>

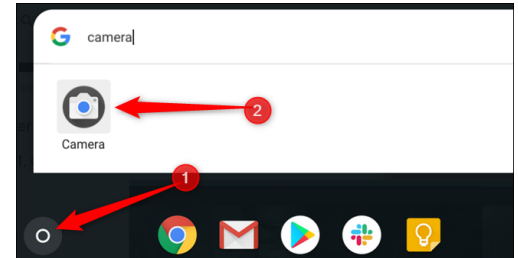
Click the Join button. Does your camera image show up in the meeting window?



(2) Go To: www.webcamtests.com

Once site has loaded, click the Test My Cam button in the middle of the page

Click Allow for camera permissions when the dialog box pops up



(3) Click the CIRCLE icon from the Chromebook desktop in the lower left hand corner

In the search window, type camera
Do you see a camera image? Do you see a light on beside the camera lens on the Chromebook?

Microphone Troubleshooting

Step 1:

- ◇ Open Google
- ◇ Go To: www.onlinemictest.com
- ◇ Click the black\white Play button in the web player window
- ◇ Wait – sometimes, a really long time, but eventually...
- ◇ Click Allow for microphone permissions when the dialog box pops up
- ◇ Speak into your microphone and see if the line in the web player window moves with your voice. If so, then the microphone is working. If the line remains flat while you are talking into your microphone, then the mic is most likely not working. Please contact YPA at (803) 324-4400, ext 1208.

Step 2:

- ◇ Open Google
- ◇ Go To: <https://webcammictest.com/check-mic.html>
- ◇ Click Check Microphone
- ◇ Click Allow for the mic access when the permissions dialog box pops up. Do you see sound movement in the window?

Step 3: Try using the microphone in another app such as Google Hangouts, Google Meet, Microsoft Teams, or Skype.

