Student Chromebook Troubleshooting

#1 Zoom Best Practices

1. **Use the Zoom icon in the Clever student portal.**
   Sign in to the Chromebook, and click the Zoom icon in the Clever student portal.

2. **Use "Speaker View" rather than "Gallery View."**
   "Speaker View" uses less CPU than "Gallery View." When possible, use "Speaker View."

3. **Close other tabs and apps to reduce your CPU usage.**
   Apps and browser tabs that are open on your Chromebook use CPU power. Close out of any tabs or apps that you are not using to help optimize your Zoom experience.

4. **Avoid connecting multiple monitors or other external peripherals.**
   Unplug external monitors and/or other peripherals to minimize CPU load.

#2 Chromebook Troubleshooting

If you are still experiencing issues with Zoom on your district issued student Chromebook after following the Zoom steps above, please try the following:

1. Restart the Chromebook. If it won't shut off, press and hold the Power button for about 5-10 seconds until it shuts off. Wait 10 seconds. Press and release the power button to turn it back on.

2. Confirm that the Chromebook successfully connects to a Wi-Fi network.

3. Log in to the Chromebook using your student's **@apps.nsd.org** account, and see if the issue persists.

4. Check to make sure you are on the latest district supported version of Chrome OS (**currently v83**). Go to the URL **chrome://help** to see which version of Chrome OS is on your Chromebook and update it if necessary.

Still having issues? Please call the Family Technology Hotline at 425-408-7669. Please be ready to provide the following information:
- Chromebook barcode number
- Student number
- Exact error message or description of issue.
- URL or app/extension that you are trying to access/use.
- Does the issue happen at any other URL?
- Steps taken just before the error or issue appeared.

Other Tips & Resources

Chromebook Best Practices

- Restart your Chromebook at least once a week.
- Close out of any Chrome tabs that you aren't using. Rather than keeping tabs open, use bookmarks if you need to access certain web pages frequently.
- Turn off/disable or delete any extensions or apps that you don't use: https://support.google.com/chromebook/answer/2589434?hl=en
- Periodically clear the browser cache and cookies: https://support.google.com/googleplay/answer/32050
- Check to make sure you are on the latest district supported version of Chrome OS (**currently v83**). Go to the URL **chrome://help** to see which version of Chrome OS is on your Chromebook and update it if necessary.

Home Wi-Fi Network Tips

Tip #1: Place your Wi-Fi router in a central unobstructed location in your home.
This gives you a stronger signal and better speeds.

Tip #2: Remove things near your router that may obstruct the Wi-Fi signal.
Objects can interfere with your Wi-Fi connectivity. Move items away from your router. Microwaves, baby monitors, and metal are especially bad for network signals.

Tip #3: Limit your family's network usage while Zoom-ing.
Fewer people concurrently using your home Wi-Fi network can help improve network performance. If multiple family members are video conferencing at the same time, this can affect performance.

Tip #4: Check your download and upload speeds.
Many ISPs offer very fast *download* speeds, but slower *upload* speeds. Video conferencing, which uses upload AND download functions continuously, may lag or drop during heavy network usage. You can check your current download and upload speeds using various online tools (search for "speed test"). For gallery view and/or 720p HD video, Zoom recommends at least 1.5Mbps/1.5Mbps (up/down).

Tip #5: Check your modem
Check with your internet service provider to make sure that the modem you have supports the speeds you've signed up for.

The NSD Technology Department does not provide support for home networking equipment or services. Here is a link that has a list of support pages for popular network hardware vendors and internet service providers that may help you troubleshoot home network issues: http://go.nsd.org/wifihelp