National Inventors Hall of Fame®

Camp Invention Connect™
Google Meet Parent Troubleshooting Guide

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Camp Invention Connect™ Troubleshooting

Participants/Parents

Before Camp Invention Connect™ meeting

- If you can, set up the computer camera to have a wall in the background instead of having your child sitting in front of a window. This helps with any lighting problems or anything in the background being distracting to the Coach or participants.

- Have the camp materials out and ready for your child to have easy access to.

- We would love to see your child's face but participate how you are most comfortable as a family.

Do I need a Google Account to join a Google Meet?

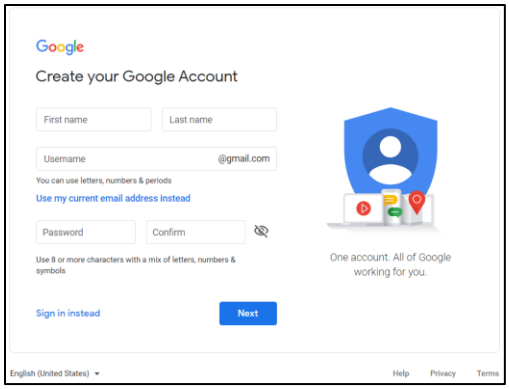
Yes. If you have a Gmail Account, you can use that account to join a Google Meet. If the camper does not have a Gmail Account set up already, you can set one up by clicking here or parents can use their own Gmail Accounts. Setting up a Gmail Account is quick and free.

We suggest that you contact your Coach and let them know which email you will be using to join the meeting if it will be different from the email you registered for camp with. Your Coach will be monitoring who joins the meeting as best as they can to protect the campers from potential meeting "bombings," aka anonymous individuals who hack into a teleconference and cause disruptions.

How do I make a Google Account? I need to make one for the Google Meet.

If you do not already have a Google Account, i.e. a Gmail, then follow these steps.

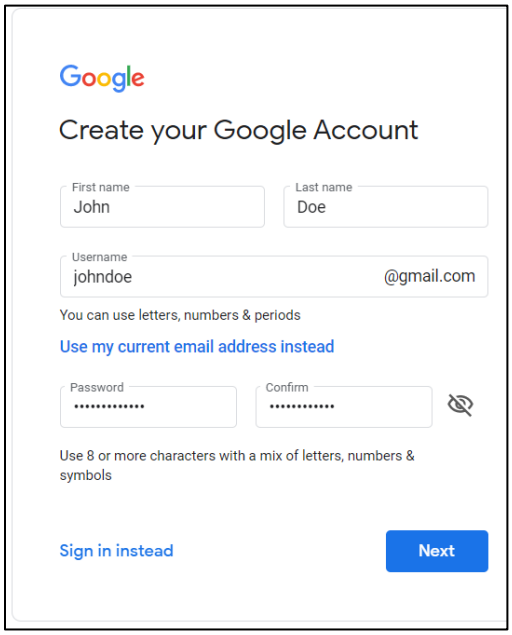
1. Go to Google's Sign up page.



2. You can make your own Gmail account OR use an existing email to make your account.

Make a Gmail Account:

1. Fill in the form and click **Next**.

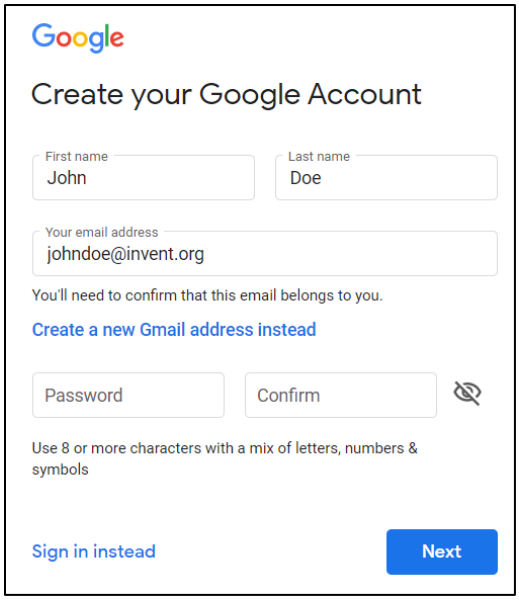


2. In the "Username" field, enter the username you want for your Account.
3. Enter and confirm your password.
4. Click **Next**.
5. Verify your mobile phone number with the code sent via text or email.
6. Click **Verify**.

Using a current email account:

1. Enter your name.

2. Click Use my current email address instead .
3. Enter your current email address.

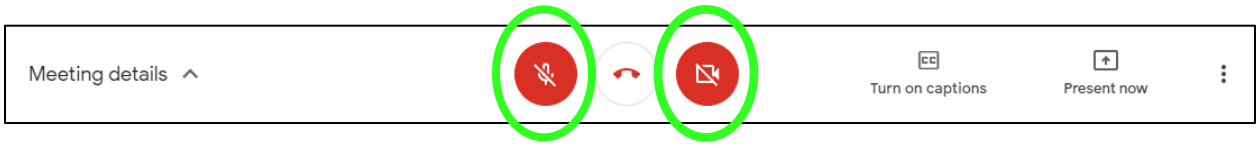


4. Click **Next**.
5. Verify your email address with the code sent to your existing email.

Click **Verify**.

How do I turn on my audio/video?

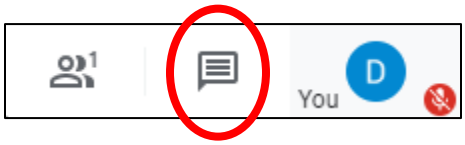
1. On the bottom bar, in the middle of the bar, you should have a Mute/Unmute and Start/Stop Video button. Click on whichever one you would like to turn on or off.



2. **Note**: If your audio does not turn on, your Coach may have turned off that option for you. You can ask your Coach to turn either one of them back on by clicking on **Chat** at the top right corner and type in your question to your Coach.

I want to talk to my Coach but I can't turn my audio on

If your audio or video does not turn on, your Coach may have turned off that option for participants. To ask your Coach a question, click on **Chat** in the top right corner and type in your question to your Coach.



Can we set up a virtual background in Google Meet?

No. Unfortunately, Google Meet does not support blurred or virtual backgrounds. You only have an option to turn your video on or off.

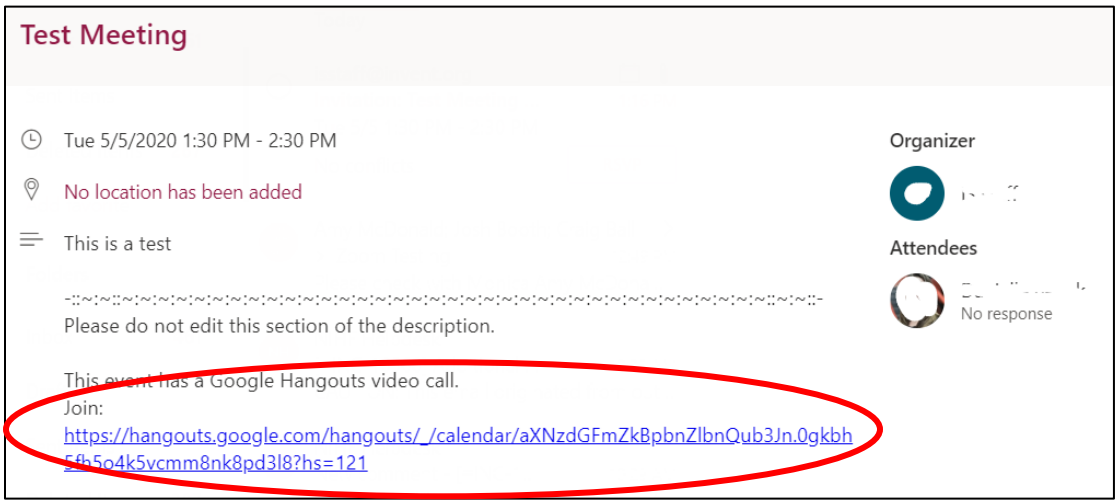
We suggest having a blank wall or door as your background for camp. For the best lighting, do not have your back facing an open window.

Participant FAQs and Troubleshooting

How do I join a Google Meet meeting?

- Join a meeting via link or invitation.

1. Choose an option:
    - If your Coach shared a meeting link, click the link or paste it into your browser.
    - If your Coach sent an invite in an email message, click **the link or Join Meet** in the message.
    - Below is an example of how an email invite would look from Google Calendar:



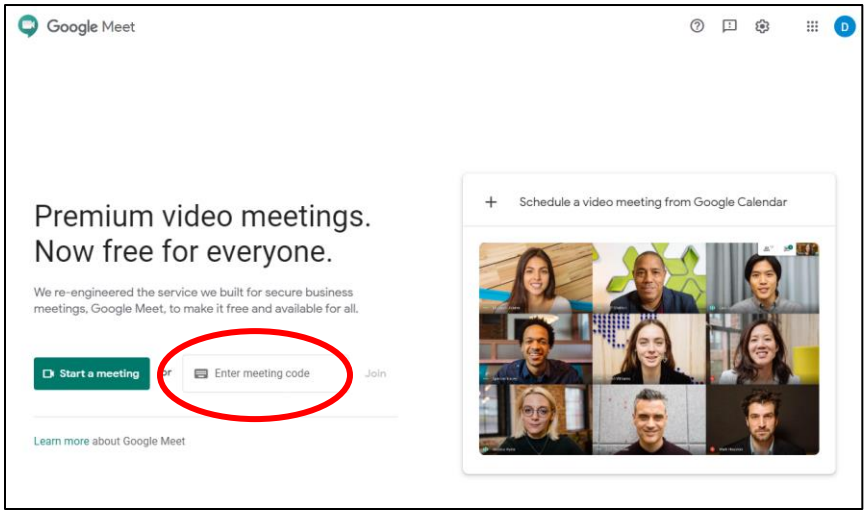
1. Click the **blue link** in your email under Join to join the meeting.
2. ***OR*** In Meet, in the top corner, make sure you're signed in with your school account.

   If you're already signed in and need to switch accounts, click **Switch** account.
3. Click **Join now**.

- Join a meeting with a code via Google Meet (desktop).

1. Go to https://meet.google.com/.
2. Log into your Google account at top right.
3. Enter a meeting code or nickname.
    - The meeting code is the string of letters at the end of the meeting link. You don't have to enter the hyphens.

- You can only use meeting nicknames with people in your organization. This feature is currently only available to G Suite users.
- If your organization has purchased and installed a Meet hardware device, you can also type the meeting code or nickname into that device.
- Leave the field blank to start a new meeting with a new code.

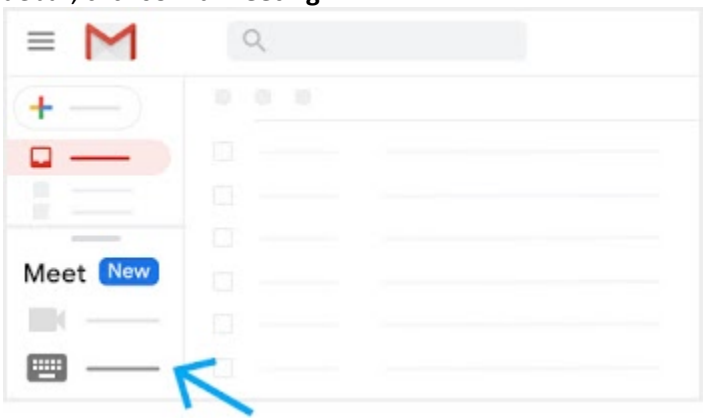


4. Click **Continue** and then **Join Now**.

To leave the video meeting, in **Meet**, click **Leave call**.

Join a meeting via Gmail (desktop).

1. Open Gmail.
2. In the sidebar, click **Join a meeting**.



a.

3. Enter the meeting code or nickname > click **Join**.

OR

4. Open Gmail.

5. Click on you the email with your Google Meet invite
6. Click on the hyperlink to join the meeting.

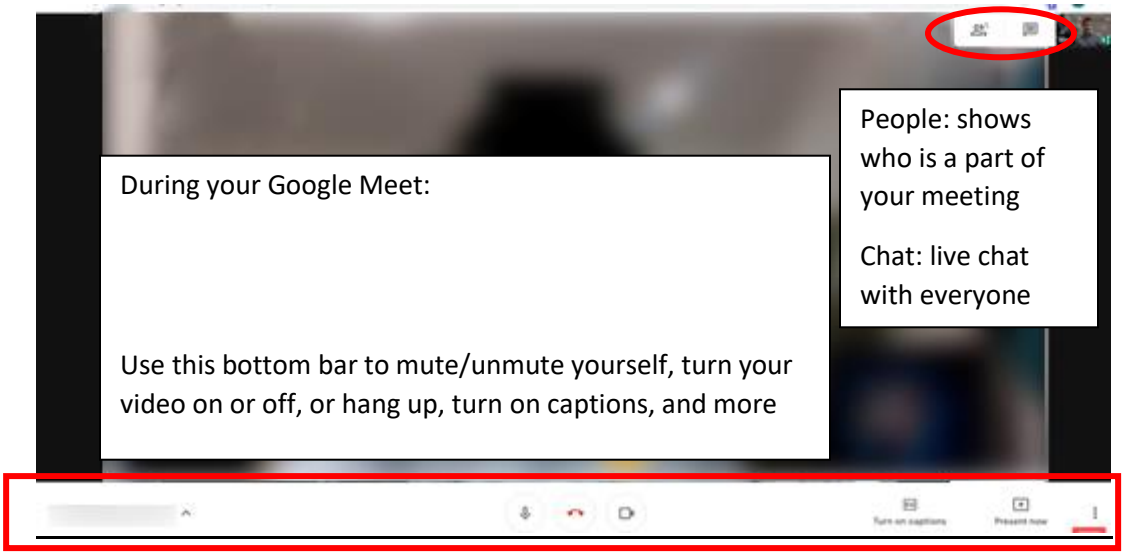
- Join a meeting via Google Meet App (mobile)

1. Download the **Google Meet App** from **Google Play** or **App Store**
2. Open **Gmail App**
3. Click on the email with your Google Meet invite.
4. Click on the hyperlink to join the meeting.
5. If an option pops up, open with **Google Meet App**.
6. Click **Join meeting**.
   Note: If you use the Google Meet App and accidentally hung up from the meeting, you can rejoin a Meet quickly that you have previously been in by opening up Google Meet App and clicking **Rejoin**. (*Please note*: This does not work every time, so make sure you save the invitation your Coach has given you.)

Where/what can I control during a Google Meet meeting?

Participants will not be able to join the meeting until you open the meeting and/or start the meeting.

For Google Meet, you have the options to:



Common FAQs and Troubleshooting

What's the difference between Google Hangouts, Google Meet, and Hangouts Meet?

Hangouts Meet and Hangouts Chat were rebranded to Google Meet and Google Chat in April 2020. Google announced in 2019 that it would be migrating all classic Hangouts users to the new Meet and Chat products. In order to provide enterprise-grade online video conferencing to everyone, Google announced a free version of Google Meet in May 2020.

What does Google Meet cost?

Anyone with a Google Account can create a video meeting, invite up to 100 participants, and meet for up to 60 minutes per meeting (through September 30, free users can host meetings for up to 24 hours per meeting) for free.

For additional features such as international dial-in numbers, meeting recording, live streaming and administrative controls, see plans and pricing.

Do Google Meet links expire?

A meeting link remains active until the meeting has ended. Meeting links for recurring meetings will stay active for as long as the event repeats.

For example: When you set up the Meet via Google Calendar and select the meeting to reoccur the full week at the same time of the day, that Meet will be the same link all week. You will not need to re-invite the campers every day. If they have the Google Meet App, they have the option to click Rejoin to rejoin the meeting the following day.

Who can join a video meeting?

G Suite users (using Google Meet with a work or school account) If you're a G Suite Essentials user, find the "G Suite Essentials users" section below.	Non-G Suite users (using Google Meet with a personal account)
• People in your organization who are signed into their G Suite account. • People outside of your organization who are added to the Google Calendar event and have a Google Account. • People outside of your organization who are invited during the meeting by a participant.	• Anyone with a Google Account can start or join a meeting. • Anyone with a Google Account who receives an in call invite from the Meeting moderator.

Is Google Meet accessible to users with disabilities?

- Live captions—Display captions of the person speaking so that participants who are deaf or hard of hearing can follow what's said in video meetings. If you record a video meeting, captions are not recorded and don't appear when you play the recording.
  See: Use captions in a video meeting
- Screen readers and magnifiers—Blind and low-vision users can use the built-in screen reader, full-page zoom, high-contrast color and accessibility extensions in Chrome Browser.
  See: Google accessibility products and features
- Keyboard shortcuts—Users can control the camera and microphone and open accessibility features using the keyboard.
  See: Keyboard shortcuts
- Google meeting room hardware—Hard-of-hearing and low-vision users can use spoken feedback and live captions on Google Meet hardware and Chromebox and Chromebase for meetings.
  See: Google meeting room hardware accessibility

Is Google Meet safe?

At Google, they design, build and operate all our products on a secure foundation, providing the protections needed to keep our users safe, their data secure and their information private. Meet is no exception, and they have built-in default-on protections to keep meetings safe.

Meet takes advantage of Google Cloud's secure-by-design infrastructure to help protect your data and safeguard your privacy. For G Suite accounts, you can learn about our privacy commitments, counter-abuse measures and data protection here. Google users can click here to read more about Google Meet's security and privacy for users.

Do You Need a Google Account to Join a Google Meet?

Yes. For the free version of Google Meet, all participants will need to be signed into a Google Account to join. You can create a Google Account with a work or personal email address.

For G Suite customers, once you've created a meeting, you can invite anyone to join even if they don't have a Google Account. Just share the link or meeting ID with all meeting participants. Click here for more details on G Suite.

Google Meet Troubleshooting: Joining a Meeting

- I cannot create or join a Meet video meeting.

To create a new Meet video meeting or add a link in a Google Calendar event, you must be signed into a G Suite or a Google Account.

Note for G Suite users: If you can join a Meet video meeting but cannot create or add Meet video meetings, your administrator might need to turn on video calling for your organization. Ask your G Suite administrator for more information.

Related topics:

- Turn Meet on (G Suite administrators)
- Google Meet training and help

- I cannot join or create video calls from chat conversations.

If video calling is turned off for your organization, you cannot join or create any classic Hangouts video calls. Ask your administrator for help.

- My scheduled meetings do not display.

  - If you open Google Meet but do not find any scheduled meetings, you might not have any scheduled meetings.

- Make sure you've signed into your G Suite account or your personal Google Account. Make sure you can check your Gmail on the same device or computer.

• A dial-in number is not listed on my meeting.

Important: This feature is currently available for meetings created by G Suite users.

If your administrator turns on the dial-in feature for Google Meet, all G Suite editions include a U.S. phone number. G Suite Basic, Business, Enterprise and Enterprise for Education editions also support international phone numbers and regular call charges apply.

Anyone can use the number to dial in, including external users and people using other G Suite editions.

To find out if your country is supported, go to Supported countries for dialing into a meeting.

• A dial-in number is missing or for a different country.

Important: This feature is currently available for meetings created by G Suite users.

- Your administrator must turn on the dial-in feature for Google Meet.
- All G Suite invites include a U.S. phone number.
- Meet uses your location and time zone settings in Calendar to recommend a dial-in number. Make sure your Calendar and computer have the same location, date and time settings as the country you will dial in from.
- If the location and time settings on your computer and Calendar are different, you may get different recommended dial-in numbers on your device and in the Calendar invitation.
- To check if your country is supported, go to Supported countries for dialing into a meeting.

• Why is a network problem displayed?

If a network transport timeout or firewall error is displayed, your group's network might not be configured for video calls and meetings. For example, a required UDP and TCP port might be blocked.

Contact your G Suite or network administrators and ask them to optimize your network for Google Meet.

• Meet is showing the wrong time.

To change the time displayed in Meet, change your Google Calendar time zone setting.

Google Meet Troubleshooting: Camera Issues

• Access to my microphone or camera was denied.

Meet needs permission to use your camera and microphone in Chrome. You will be asked to allow access the first time you join a Meet video call.

You can change the setting to allow Meet to use your camera and microphone. Click on the camera icon in the address bar and select the “Always allow” option.

• People can't see me in the meeting.

Make sure your camera is turned on and your computer and browser are able to access the camera so you are visible.

Enable camera access on macOS Mojave and later:

On computers using macOS Mojave version 10.14 or later, you must allow camera access for your Chrome or Firefox® web browser. Otherwise, Meet won’t include video from your device.

1. Go to System Preferences > Security & Privacy.
2. Select Privacy > Camera.
3. Check the box for the application used for Meet (Google Chrome or Firefox).

• How can I allow Google Chrome to access my camera?

On computers using Chrome, you must allow the browser to access your camera.

1. Enter chrome://settings/content/camera in the Chrome address bar.
2. Disable the setting "Ask before accessing."
3. Under "Allow," delete https://meet.google.com:443 if present.
4. Refresh the Google Meet page and grant camera access when prompted.

More options:

1. Check that your computer’s camera is connected, turned on and pointing toward you unobstructed.
2. Check if your camera functions in other apps, like FaceTime in macOS or the Camera app in Windows 10.
3. Close any other application that might be using the camera, then reload Google Meet.
4. Restart your computer or your Google Chrome browser.

- ## I cannot be heard in a meeting.

Make sure that your mic is on, and that your mic wasn't muted when you joined the meeting. A chime sounds as the first five people join the meeting. After that, new joiners will be automatically muted.

How can I unmute my Windows device?

1. Open the Sound settings › click Recording.
2. Double-click the microphone.
3. Select Levels.
4. Check that your microphone is on.
5. To raise the volume, move the volume slider and click OK.

- ## How can I unmute my Mac device?

1. Go to System Preferences › click Sound › Input.
2. Make sure your microphone is on.
3. Raise the volume with the volume slider.
4. The volume setting will save automatically.

- ## How can I unmute my Linux device?

1. Open the Sound settings › click Input.
2. Select the microphone device setting.
3. Make sure your microphone is on.
4. To raise the volume, move the volume slider and click OK.

How can I unmute myself in Meet?

Other people can mute you to reduce background noise, but they can't unmute you.

1. Turn on your microphone.
2. At the bottom of the screen, click Mute on .

Note: For meetings organized through a personal Google Account, only the meeting organizer can mute another participant.

- ## Why are some sounds reduced in Windows?

When you're on a Meet video call, Windows reduces noise from other sources. This is not because of Meet; it is a Windows function.

Google Meet Troubleshooting: Meet is Unresponsive or Unavailable

To see if Meet is experiencing issues, go to the G Suite Status Dashboard.

- Green icon — Meet is operating normally. Try the troubleshooting tips in this article to resolve issues.
- Yellow or red icon — Meet is experiencing issues or is unavailable. For ways to communicate until normal operation is restored, see workarounds for known issues.

Can we set up a virtual background in Google Meet?

No. Unfortunately, Google Meet does not support blurred or virtual backgrounds. You only have an option to turn your video on or off.

We suggest having a blank wall or door as your background for camp. For the best lighting, do not have your back facing an open window.

Additional Google Meet Training Resources

- Google Meet Training and Help: here
- Google Meet cheat sheet: here
- Google Meet in Gmail quick start: here

Google Meet Guide Reference Page

The following resources were used to create this Google Troubleshooting Guide. For more information on Google Meet, click on these links:

- https://support.google.com/meet#topic=
- https://apps.google.com/meet/
- https://support.google.com/a/answer/6043385?hl=en