FIX for Chromebook Model C871 Freezing Up When Joining Google Meet and/or Turning Video On

This applied only to Model Number C871

Our *freshmen students* were issued a new Chromebook (Model C871). If your Chromebook is freezing up when joining a Google Meet or when you turn the camera on, please follow these instructions to apply a fix to the issue:

1. Turn your Chromebook on and login

2. Open Chrome web browser and type:

   ## chrome://flags/#disable-webrtc-hw-encoding

3. Go to **WebRTC hardware video encoding** option

4. Choose **Disabled** from the drop down menu.

5. Press "**Restart**" on bottom right.

6. Turn your Chromebook off

7. Turn Chromebook on

8. Login