

How to Troubleshoot Your Zoom Experience

Everyone wants a high-quality video and audio connection to the Zoom session where you can see and hear everyone and they can see and hear you. However, we all experience temporary (or ongoing) connection issues or bandwidth problems that can affect our ability to participate in a Zoom class.

Try the following to improve your experience:

1. **Disconnect other devices** on your local network that may be using up bandwidth. Even “uploads” can cause “download” problems. In particular, streaming services (like Netflix) or online gaming via platforms like Xbox Live can have a dramatic impact on Zoom quality, so if you’re sharing an internet connection with others, ask them to “pause” while you’re participating in your lecture.
2. **Turn off your video.** Dropping the video during dips in Internet bandwidth can help improve your audio.
3. **Use “Speaker View”** instead of “Gallery View” in your lecture. Having only one video stream on screen at a time reduces the bandwidth needed.
4. **Quit other applications** on your computer that may be using significant processing power. Having lots of open browser tabs can also cause problems.
5. **Use a smartphone** on a mobile (“LTE”) network instead of a laptop on your local network. Use the Zoom app on your phone, and look at downloaded materials on a computer. Ask your instructor or meeting host to send materials in advance.
6. **Try calling** into the meeting with your home or mobile phone. If necessary, ask your instructor or the meeting host to provide a call-in phone number.
7. **Use a wired connection** to your home router if possible. Wifi signal quality can vary inside your house.
8. **Check your internet speed** with [speedtest.net](https://www.speedtest.net). Speeds of 600kbps (0.6mbps) are required for Zoom (both download and upload). Speeds of 1.2mbps are required for high quality video. If your speeds are below these values, consider using a smartphone (#4, above) or, if possible, connect to another network. Your internet provider may have options for increasing your bandwidth as well.
9. **Use headphones** whenever possible. Your audio issue may not be related to bandwidth at all. Headphones reduce echo and feedback issues. Those with microphones can reduce background noise, but make sure the microphone stays close to your face.
10. **Contact your institution’s support desk** for immediate assistance with any issues not covered above.