Connection Problems When Using Zoom
If you are experiencing dropped calls when using Zoom, try the following tips.

Update Your Version of Zoom (if using your own computer)
1. Open the Zoom application on your computer.
2. If necessary, sign into your account.
3. Click on your profile picture in the upper-right corner on the Zoom window.
4. Choose Check for Updates from the pop-up menu.
5. Run any updates.
Turn off Video Acceleration

1. Open the **Zoom** application.
2. Click the **Settings** icon.

3. Under the **Video** options, click the **Advanced** button.

You can also access the **Video Settings** from within a Zoom session by clicking the pop-up arrow next to the Video button.
4. Uncheck all options under the **Use hardware acceleration for** section.

5. Close the Settings window.