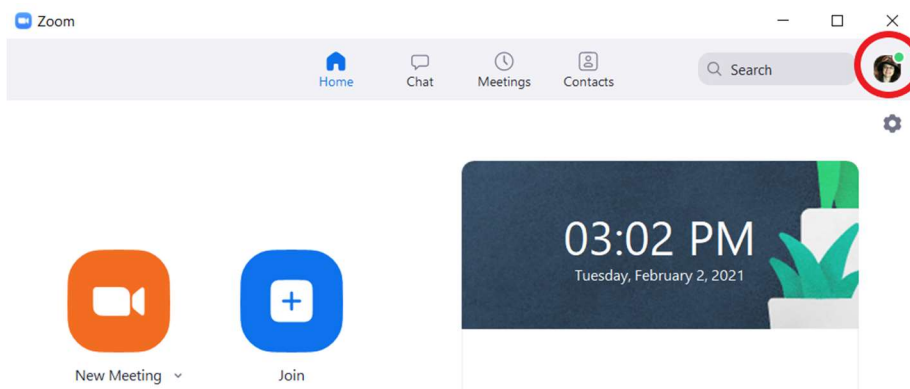


## Connection Problems When Using Zoom

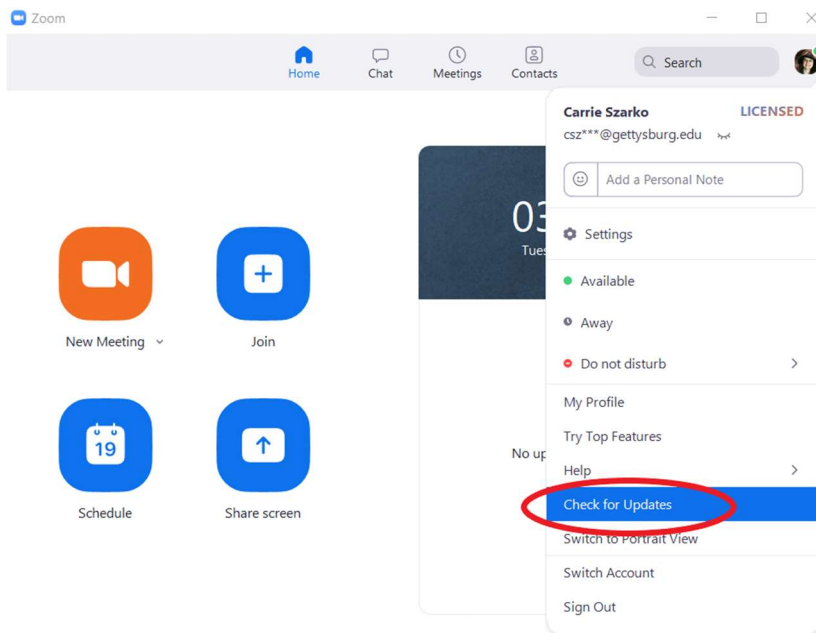
If you are experiencing dropped calls when using Zoom, try the following tips.

### 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.

## Make Sure You Are Using Your Best Connection

- In general, wired connection will be better than wireless
- WiFi to a home internet connection is **usually** better than a cellular connection, but not always
- Check your location of wireless dead spots: it's possible to have areas where house construction or other barriers will block WiFi signals while nearby areas have much stronger signals.
- If possible, adjust your WiFi antenna or the antennas of your WiFi access point to try and maximize signal
- If your home internet connection is simply unable to sustain a decent Zoom connection despite all the steps in this document contact GTech for options.

## Stop Any Other Applications Using Internet Bandwidth

- Streaming video/music like Netflix, Hulu, Spotify, etc
- Cloud backups such as Google Drive, One Drive or Dropbox
- Background downloads of large files like games (Steam, GOG, etc)
- Social applications like Facebook, Discord, etc
- If you have family members using applications like these, ask them to pause them during your class times.

## Close Other Applications That Might Be Using CPU or Memory

- Check running applications for ones that might use large amounts of CPU or memory
  - Games
  - Video or photo editors
  - Data manipulation or mathematical programs like SPSS or Mathematica

## Mute Your Microphone When Not Speaking.

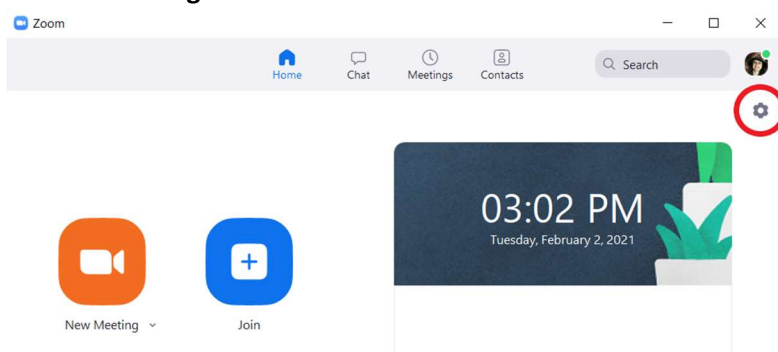
The amount of bandwidth saved is small but upload speeds on most internet connections are much slower than download

## Turn Off Video

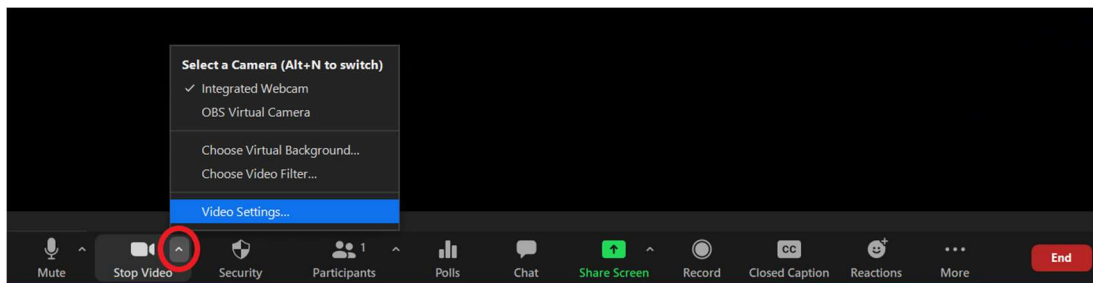
If your faculty member lets you turn off video during a class do so. If they have requested you keep your video on, explain your situation and ask for an exception

## Turn Off HD Video

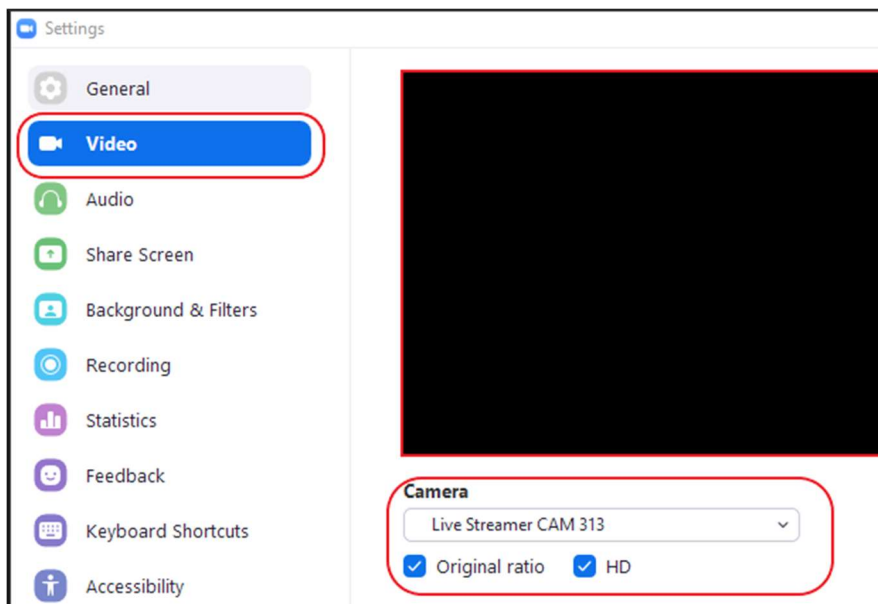
- Open the **Zoom** application.
- Click the **Settings** icon.



- -OR- you can also access the **Video Settings** from within a Zoom session by clicking the pop-up arrow next to the Video button.

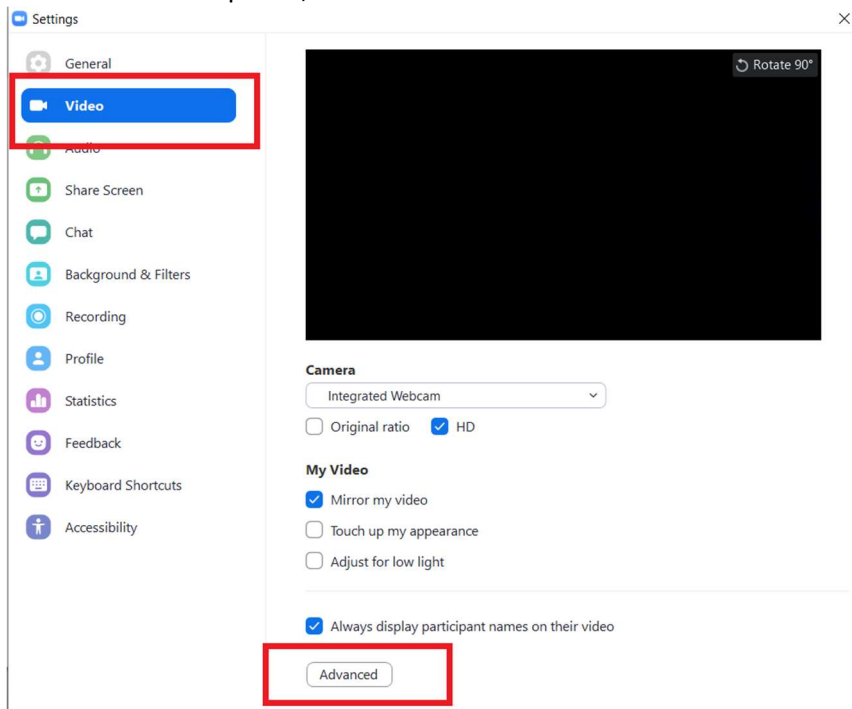


- Uncheck HD Video

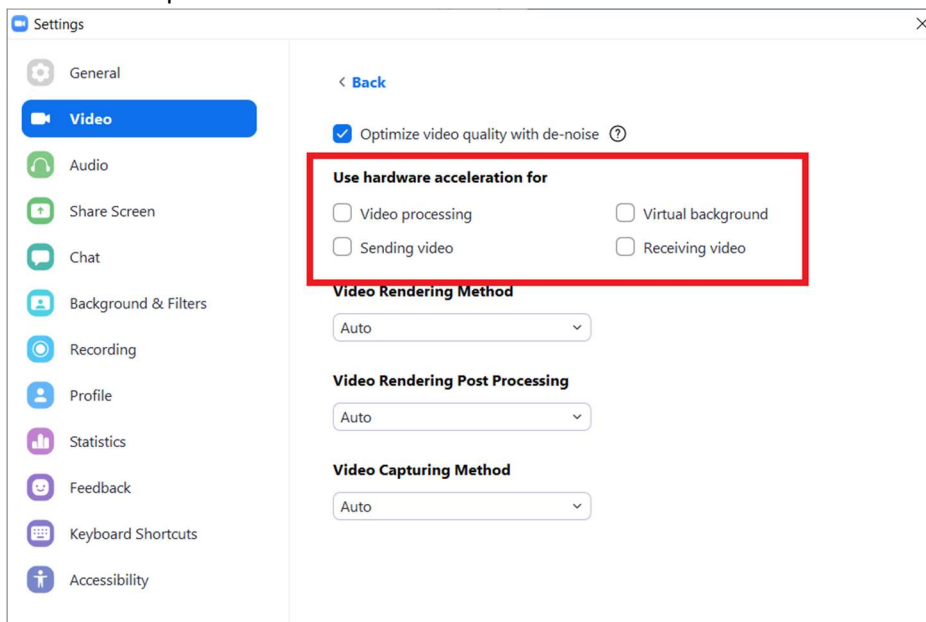


## Turn Off Video Acceleration

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



2. Uncheck all options under the **Use hardware acceleration for** section.



3. Close the Settings window.

