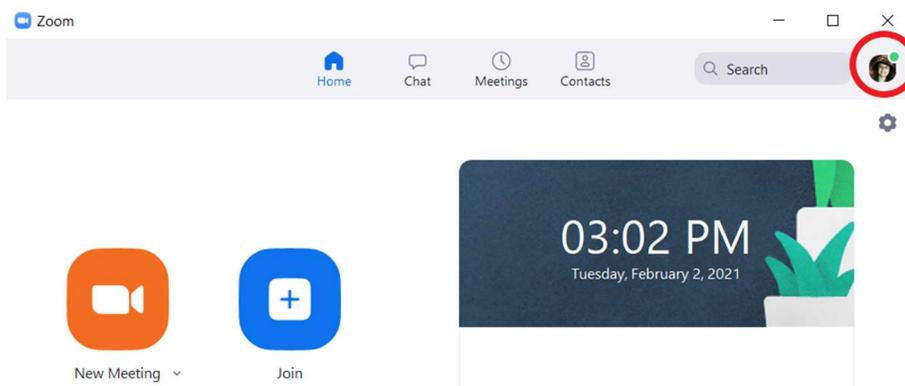


Connection Problems When Using Zoom

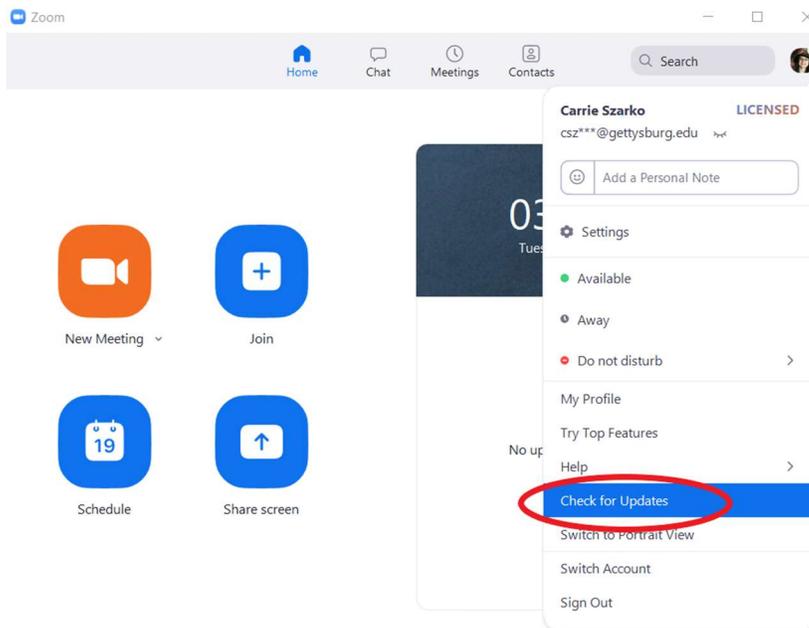
If you are experiencing dropped calls when using Zoom, try the following tips.

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.

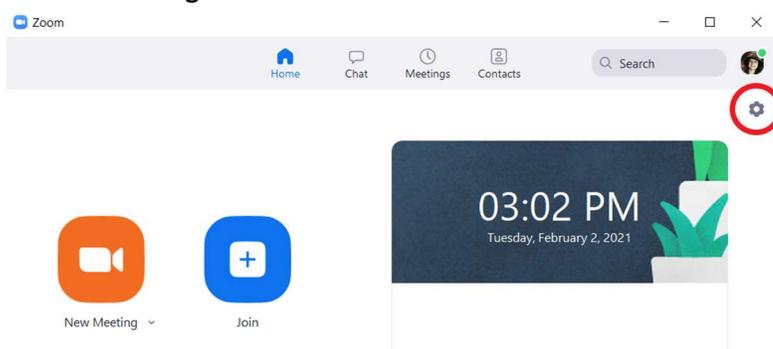
The amount of bandwidth saved is small but upload speeds on most internet connections are much slower than download

Turn Off Video

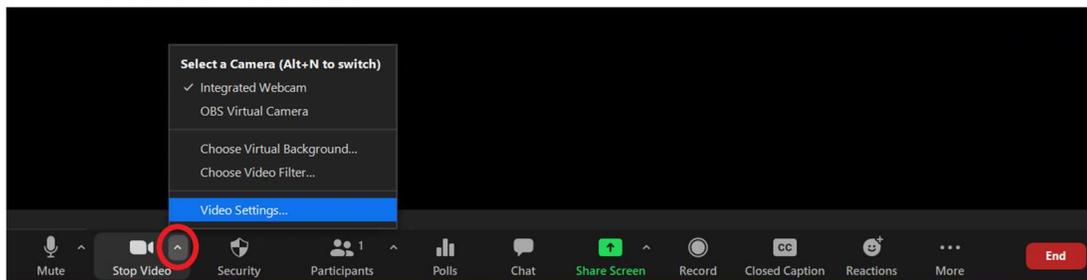
If your faculty member lets you turn off video during a class do so. If they have requested you keep your video on, explain your situation and ask for an exception

Turn Off HD Video

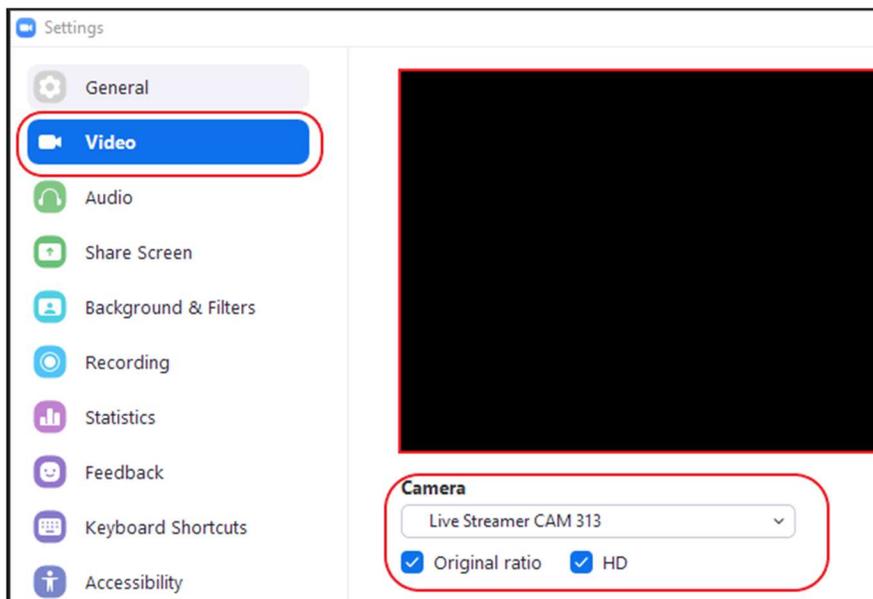
- Open the **Zoom** application.
- Click the **Settings** icon.



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

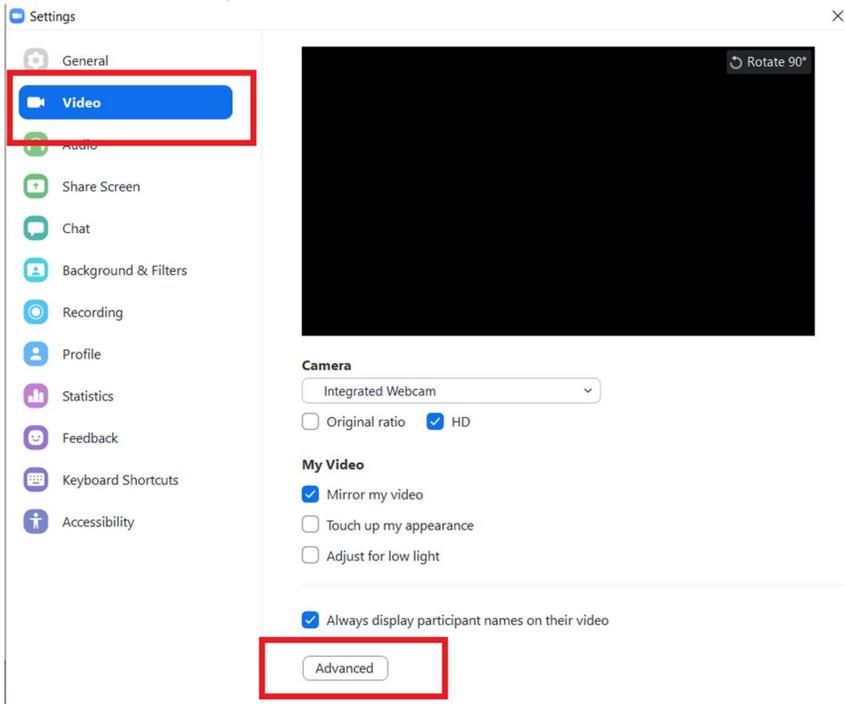


- Uncheck HD Video

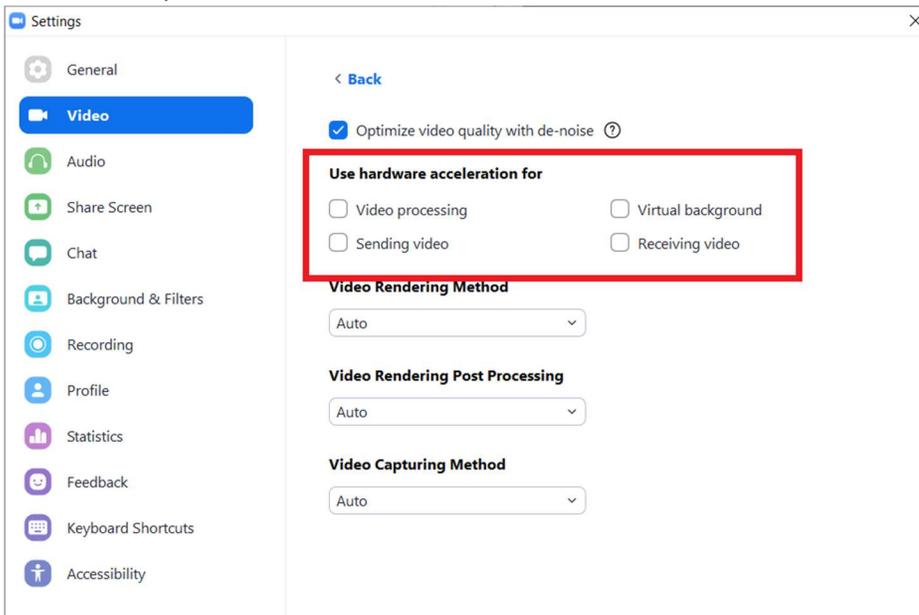


Turn Off Video Acceleration

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.

