Zoom Connection Tips

If you are experiencing issues with your connection to Zoom video calls,
here are some things you can try to improve your connection.

Internet Connection

Bandwidth issues are a major cause of poor video quality. Even if your video and audio seem fine, other meeting participants may have trouble hearing or seeing you. Try the following to improve your bandwidth issues:

1. Use a wired Ethernet connection, if available, to see if the video quality improves.
2. If a wireless connection is not possible, try to position your device as close as possible to the router, or source of your internet connection. Having a direct line of sight to your router often gives you the strongest signal.
3. If your connection seems slow, run a speed test such as nperf, Speedtest, or Comparitech, to make sure you have at least 3.2 Mbps upload and download speed.
4. When you're on a video conference, limit other internet activity in your house to make sure you have enough bandwidth.
5. Visit Zoom's website for an additional connection tips.

Browser and Other Applications

Active browser tabs and other applications can slow down your computer, leading to poor video quality.

1. Make sure you are using the latest version of one of the browsers listed below when accessing Zoom:
   > Chrome Browser. Download the latest version
   > Mozilla® Firefox®. Download the latest version
   > Apple® Safari®.
2. Close non-essential browser tabs (especially if you have many tabs open).
3. Close other apps or windows that are not needed during the meeting.
4. Don't put another window on top of your Zoom window, as window layering can cause more GPU load. Try to instead use half screens if you need to keep a notes doc open during a Zoom call.

Zoom Settings

1. Make sure you have the latest version of the Zoom client/app downloaded on your device by visiting zoom.us/download.
2. If you encounter issues updating to the latest version of Zoom, try refreshing the Zoom app by uninstalling and reinstalling it. This will help with any momentary glitches and make sure you are using the latest version. If you are using a Windows operating system device, the CleanZoom app can be installed to completely uninstall the Zoom desktop app and plug-ings.