



Tips to Avoid Computer or Internet Issues During Video Conferences

Video conferences require a great deal of computing power and internet bandwidth. Thus, technical problems frequently occur when students, faculty, and staff attempt to hold and record video conferences using Zoom, or similar software. To help avoid these common technical issues, take the steps below prior to starting a videoconference:

STEP 1: Know how much internet bandwidth (speed) you SHOULD be getting. This information should be available by contacting your internet service provider (ISP). If your ISP informs you that your best possible bandwidth is lower than 5 Mbit/s download and 3 Mbit/s upload, you may not have sufficient internet speed to conduct video conferences from your home. In this case, look into services provided by your local public library. Many libraries have reservable, private meeting rooms and fairly fast wi-fi connections. It is NOT advisable to attempt video conferences from cafes or similar public businesses. These places are usually not sufficiently private, and wi-fi connections are often unreliable.

STEP 2: If your home internet speed should be adequate, take the following actions **before the video session** to maximize your chance of having a successful video conference:

- Use a computer with as much RAM and processing power as possible (Older computers can be problematic).
- Use a wired connection (rather than wi-fi) if possible.
- Re-start your computer **immediately prior** to the video conference.
- Close ALL other windows and applications on your computer.
- Ask others in your home who are using the internet (especially for bandwidth-hogging activities like gaming or watching online video) to not engage in these activities during your video conference.
- Check the internet speed you are actually getting at the time by doing a speedtest. A good site to test your internet speed is <http://www.speedtest.net/>.
- If your internet speed is slower than it should be, try re-starting your router by unplugging it for 30 seconds, then plugging it in again. This step often restores maximum internet speed. If your speed still is not adequate for what it should be, contact your ISP.
- Consider dialing in for your audio connection, rather than using computer audio. You can still click the web link to see the presenter's screen, etc., but use phone audio, which takes up no internet bandwidth.

If you have any technical questions about attending video conferences, feel free to contact:

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