

Zoom Best Practices - Sometimes the audio or video in Zoom becomes choppy or distorted. What can I do to improve my Zoom experience?

Use the best Internet connection you can.

In general:

- Wired connections are better than wireless (WiFi or cellular) connections.
- WiFi connections are better than cellular (3G/4G/LTE) connections.

Mute your microphone when you are not speaking.

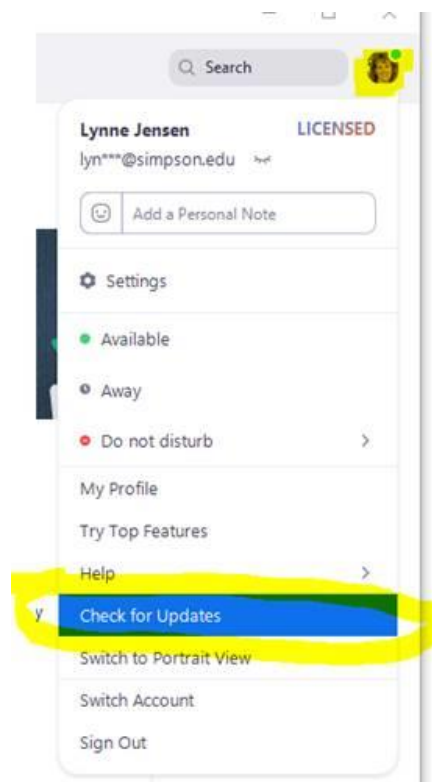
When your microphone is on, Zoom will devote part of your Internet connection to an audio stream for you, even if you are not speaking. Mute your microphone when you do not need it.

Stop your video when you do not need it.

If your instructor or moderator is okay with you doing so, start your video only when you need to show yourself on webcam, and stop your video when it is not needed.

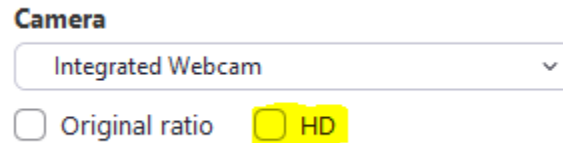
Update your Zoom application.

Zoom has been updating the app at regular intervals – you will have the best security and response times if you keep your application updated. To check for updates, click on your picture or initials in the upper right corner of the app, then click on “check for updates” and it will evaluate for updates. It does NOT require a restart, and generally runs in less than a minute. Choose “Update” if it reports you are not running the most recent version.



Disable HD video.

Sending high definition (HD) video requires more bandwidth than sending non-HD. Disabling HD video will free up more of your Internet connection for other parts of your Zoom meeting. To disable HD video in your Zoom application, click on the gear (⚙️) for settings, then choose Video. Make sure the HD option is not checked:



Close other applications on your computer.

Zoom meetings can demand significant memory and processing power from your computer. Closing other applications, ones you do not need during the session, will help Zoom run better.

Avoid other activities that will steal bandwidth.

Do not start other bandwidth-intensive activities just before, or during, a Zoom meeting. On your Zoom device—and as much as possible, on other computers and devices that share your Internet connection—avoid the activities listed below. This would be true for everyone in your room/apartment/home.

- large downloads
- large uploads
- streaming video (e.g. Netflix, Hulu, YouTube)
- cloud backups (e.g. Carbonite, CrashPlan)
- cloud file synchronizations (e.g. OneDrive, Dropbox)
- other high-bandwidth activities