

Addressing Zoom connectivity problems

Here's some things you can try if you receive a "Your Connection is unstable" warning during a Zoom meeting, or have trouble with frozen video, poor audio quality, or getting dropped from a meeting.

Turn your video off

Of course it's great that Zoom lets you see the faces of everyone on the call. However, turning off cameras is the simplest way to relieve network-related problems. If you're having performance issues during a meeting, try turning off your camera and if you're the host of the meeting also ask all participants to turn their cameras off.

Turn off HD video

High definition webcam video consumes more resources than standard definition, and it usually adds little value to your meeting. To turn off High Definition, Launch the Zoom app, click Settings (the gear icon) , select Video on the left and UNCHECK the 'HD' option.

Don't screen share unnecessarily

Turn off screen sharing as soon as you're done with the portion of your meeting that requires others to see your screen.

Mute your audio unless you're speaking

It's good online etiquette for all participants to mute their microphones when not speaking. Although audio uses far less bandwidth than video, keeping microphones muted also helps improve stability problems.

Use a hardwired internet connection

When possible use a hardwired internet connection instead of wireless. When teaching in a classroom, use the provided instructor's computer for Zoom sessions instead of a laptop you brought to class.

Limit other network uses

Don't use your computer for data-intensive tasks like streaming or downloading files at the same time you're using Zoom. Avoid having others in your home using similar network resources while you're in a meeting.