

When you work from home, you may have less bandwidth available to you than you had on campus. If your Internet speed is slow or you have issues connecting to virtual meetings, here are some helpful troubleshooting tips:

#### Check your speeds:

- You can test your connection speed to the Internet using [this Speedtest website](#).
- Note: To hold a Zoom video conference, you will need up to 1.5Mbps download and upload. See the [Zoom bandwidth requirements](#).

#### Quick fixes:

- If you are connected wirelessly, try moving your laptop closer to your wireless access point or router. The fewer walls between you and your router, the better your signal will be.
- Limit non-essential activities (such as Netflix streaming or gaming) by family members on your home network while you are working.
  - Make sure your WiFi network is password protected, to prevent unwanted usage.
- Try connecting your computer directly to your router via a wired Ethernet cable, instead of relying on the WiFi in your home (newer laptops may need an adapter).  
**Note:** If you use a Mac, you may need to [change your System Preferences to prioritize your wired network](#).
- To prevent or address issues with Zoom:
  - Before a Zoom meeting, test your audio or video connection on the [Zoom test site](#).
  - If you are connecting from a laptop, plug the laptop into wall power. Battery use can adversely affect video quality.
  - If you are experiencing audio or video issues, turn off your Zoom video camera during a call. Sending only audio to meeting participants preserves bandwidth and improves audio quality.
  - If audio issues persist after you turn off video, turn off your audio and [connect to Zoom audio using your cell phone or landline](#).

#### Other options to address bandwidth problems:

- Reboot your router according to the instructions from your Internet Service Provider (ISP). **Note:** Your internet router can take up to 10 minutes to fully reboot.
- Reboot your computer. Occasionally, applications left running in the background can negatively impact network speeds.
- Disconnect from the Virtual Private Network (VPN). A VPN is not required for services such as Zoom, email, or Brightspace access.
- If your home WiFi offers a choice of connecting at 5GHz or 2.4 GHz, connect to the 5GHz band. This higher band is less crowded but has a smaller range.
- Change the WiFi channel if the one you are using is too crowded. Check your router's manual for instructions on how to change the channel. To scan networks for a less congested channel, there are many free WiFi analysis apps available.
- If you are still receiving speeds significantly below expected, you may be eligible for upgraded equipment from your ISP.
- If you have purchased your own equipment, your ISP may also be able to provide recommendations for new equipment, including options for extending the WiFi signal throughout your house.