

Zoom session connection issues – Tips and Info

Many factors can affect the quality of a Zoom session. While the first instinct is to assume the problem is with the device being used to access the session, in most cases this is not the issue. The most common issues that affect a session include:

- Zoom system capacity
 - Many, if not most, schools currently conducting distance-learning classes for students are using Zoom as their platform for connecting with students. Occasionally Zoom encounters system issues that can affect the quality of, or ability to access, sessions.
- Internet connection quality and speed. Any of these can have an effect on connection quality.
 - Upload and download speed of the internet connection.
 - Distance of the Chromebook from the WiFi router or access point.
 - Number of high bandwidth devices running on your network.
 - Internet Service Provider (ISP) connectivity issues.

If a student is experiencing a problem with Zoom sessions on their Chromebook, the following steps **might** help to improve the quality of the sessions.

1. Do a full restart of the Chromebook prior to joining the Zoom session. Hold the power button on the Chromebook down until the device shuts off. Then restart. DO NOT reload the browser tabs if prompted. (Just closing the lid does not restart the device)
2. Only open what is needed for the session. Typically, this would just be Zoom. Close ALL unnecessary apps, windows and browser tabs.
3. Avoid opening unnecessary participant windows in the session. Set Zoom to Speaker View when in a session. (Gallery view utilizes more bandwidth to display all video streams)
4. Disable the HD Video option in the video settings.
5. Mute your audio when not speaking.
6. Avoid using any high bandwidth applications (i.e. Netflix, Hulu, Online games etc.) on other devices on your home network while the student is in a Zoom session.

Troubleshooting Zoom problems.

If you are still experiencing problems after doing the above actions, or are unable to connect to Zoom, check the following:

- Is the Chromebook WiFi indicator on?
 - Yes: Proceed to the following step.
 - No: Restart the Chromebook and try reconnecting to your WiFi. If you are unable to connect to WiFi repeatedly, but other devices on your WiFi network are working, contact your school site office for assistance.
- Verify your WiFi connection. Is the Chromebook WiFi indicator at full strength?
 - Yes: try restarting the Zoom session.
 - No: try moving the Chromebook closer to your WiFi router and restart your session.
- Can you access other websites with no issue?
 - Yes: Verify that the numbered steps above have been followed. If problems still occur, it could be an issue with the Zoom system.
 - No: Try resetting your network/WiFi router and reconnect. Try accessing from another device connected to your network. If other devices on your network can access sites, but the Chromebook does not, it could indicate a problem with the device. Contact your school site office for assistance.

If, after following the steps above, you feel there may be an issue with your student's device, please contact your school site office for assistance. They will provide information, and the steps required, to have Technology Services address the problem.