

Improving Internet Connection Stability

Article Number: 2724 | Last Updated: Tue, Oct 11, 2022 at 2:15 PM

IMPROVING INTERNET CONNECTION STABILITY If you are attending a video meeting, uploading files, downloading files, installing programs, or updating software, the following can improve your experience through a better internet connection. Note: Typically, not all of these are needed to get sufficient internet for your task—unless you have dial-up or your internet service provider isn't providing adequate service speeds. Check your speed: In general, more than 5 Mbps Download and 1.5-2 Mbps Upload, and under 100ms Ping and Jitter rates are good. Download speeds between 5 Mbps and 1.5 Mbps may be survivable too. [Click here for a PDF of this information.](#)

IN GENERAL Disconnect other devices in your area from the internet. This includes doing things like: Unplugging smart TVs. Unplugging Roku, Apple TVs, other devices that make TVs smart. Turning off smart home devices like Amazon Echo and Google Home. Turning off your phones' and tablets' Wi-Fi. Disable the smart refrigerator's Wi-Fi or make it forget the WiFi network. Make sure that your computer system's updates are finished or paused. Make sure all other file uploads or downloads are complete or paused. Check that your OneDrive, iCloud, and other cloud services synced to your device have finished syncing files too or pause their syncing process. Restart your modem and plug your device into the modem/router with an ethernet cable. (Plug into the modem instead of a router, when possible) In the web browser you primarily use, close out all unrelated tabs or use an extension like OneTab to temporarily collapse them all. When using OneTab, you can keep the important tabs open by pinning them or moving them to a separate browser window before clicking on OneTab. If you generally use multiple browser windows, go to each window and press the OneTab button to collapse each one to its own section in OneTab's list. In the web browser you primarily use, disable as many unnecessary extensions and add-ons as possible. (Do not turn OneTab off!) Managing Chrome Extensions Managing Firefox Add-ons (Extensions and Plugins) Managing Safari Extensions Managing Edge Extensions 2 On your device, close all programs not related to the intended task. If it is also possible to essentially combine other programs (for example, using the online version of PowerPoint when you're going to need your browser for other things too), it probably wouldn't have a noticeable impact on your internet but could improve your computer's processing abilities. Restart or close your browser, restart your computer, close any unrelated startup programs, and double check that updates and synchronizations are still paused. Restarting your browser and your computer is intended to reduce the number of programs running in the background that may be using your internet. If you are comfortable doing so, turn off as many programs running in the background as possible.

FOR VIDEO MEETINGS Upload a profile picture then turning off your camera. Upload profile picture to Zoom profile. Upload profile picture to WebEx Meeting profile. Upload profile picture to Google Hangout/Meet profile via Gmail. Upload profile picture to WebEx Teams profile. Upload profile picture to Microsoft Teams profile. Try routing the meeting audio to your phone. Routing Zoom Meeting audio to phone. Routing WebEx Meeting audio to phone. Attend the meeting from your phone, using your cellular data connection. Download Zoom app. Download WebEx Meeting or WebEx Teams app. Download Microsoft Teams app. Download Google Meet app from device's app store. Try a different microphone. Wired microphones are more reliable than wireless microphones. Headsets tend to work better than built-in or free-standing microphones. If using a headset, make sure the microphone is close to your mouth. If you have more questions, email THELP@clemsn.edu or call 864-656-3494.

Posted - Tue, Oct 11, 2022 at 9:12 AM.

Online URL: <https://hdlb.clemson.edu/phpkb/article.php?id=2724>