

# zoom

## tips & tricks

**Experiencing Internet issues trying to attend your classes? If so, and you're being dropped from your classes because of your internet connectivity, try these helpful tips:**

**1**

Call in to the class from your phone for voice

**2**

Join the class from your computer or laptop for video

**3**

Check your personal settings and ensure "Enable HD" is turned off

**4**

Mute your microphone and turn your camera off (if allowed by your instructor)

**5**

Assure that you are not running any other streaming services at the same time you're using Zoom (e.g. websites with audio or video, OneDrive, Netflix, etc.)

**6**

Use a wired internet connection if available