

# Tips for Getting Optimal Connections for Audio and Video When Using Web-based Video Conferencing Platforms

Consider these tips for getting the best quality video and audio when in times of high connectivity needs to the Internet through web-based video conferencing platforms like BlueJeans, Zoom, Skype, WebEx. These tips are also helpful when you want to ensure optimal audio and video connections.

## 1. Close any Internet-dependent Applications on all Devices

Everyone in the meeting or virtual class should close all web-based applications (e.g., Outlook, websites, YouTube videos etc.), to ensure less competition for bandwidth and background requirements for the Internet (e.g., syncing in cloud-based drives, updating apps for software, tools checking for new email).

## 2. Pause or Turn Off Other Devices using Internet

Turn off or temporarily suspend all streaming video services (e.g., Netflix, CraveTV, live gaming sites) so that the bandwidth coming into the location can be mostly allocated to the video-conference meeting or virtual class

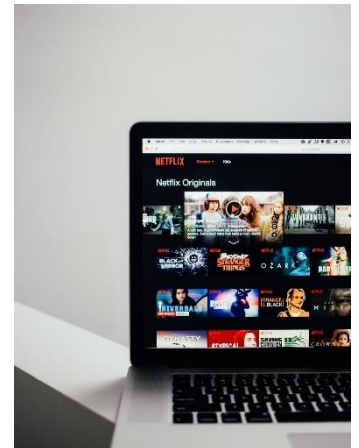


Photo by Charles Deluvio on Unsplash

## 3. Use Wired Connection

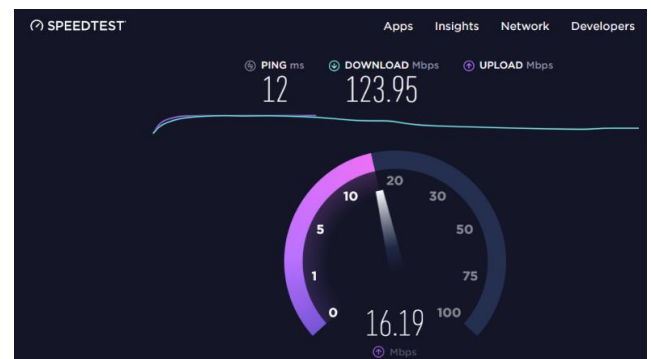
Wireless connections are always less than the top speeds or transferring data on a wired connection. If you cannot connect using a wired connection, move closer to your Wi-Fi access point for the least interference between the connection and your device.



Photo by Markus Spiske on Unsplash

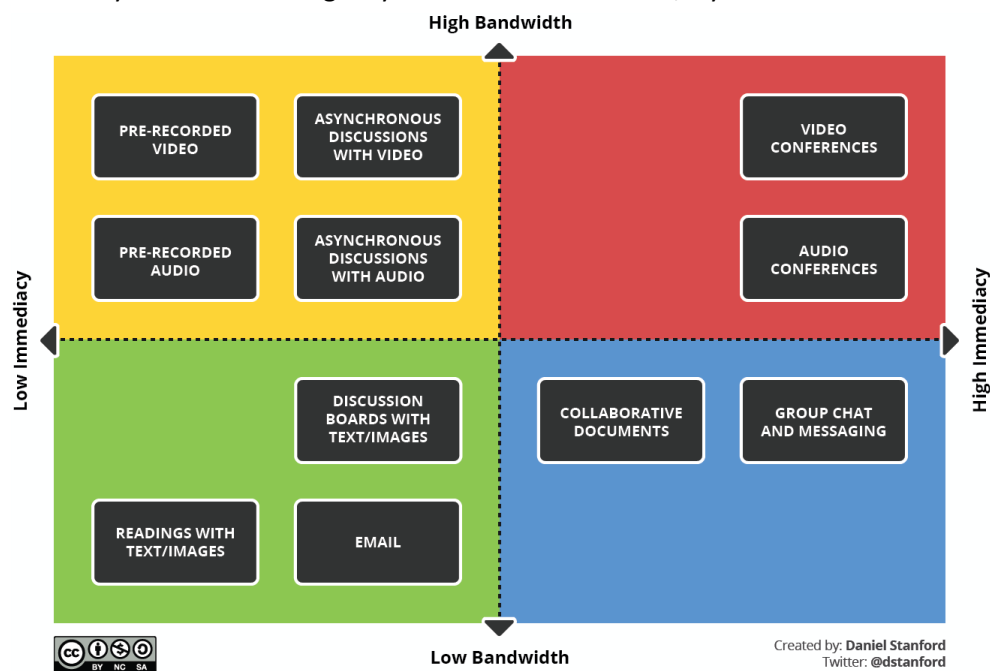
## 4. Check your Bandwidth

- Go to <https://www.speedtest.net> and click on the 'GO' button that appears on your screen. This website will ping your connection against a local internet service provider and give you some approximate upload and download speeds. This is what you would get for all devices in the household or living space. <https://fast.com/> is another service for speed tests.
- BlueJeans recommends "a minimum of 384 Kbps" (for both upload and download) is needed to support a video call.
- For 720p HD resolution the user should have at least 1024Kbps (1Mbps) up/ down bandwidth" (<https://support.bluejeans.com/s/article/Fixing-poor-video-or-audio-quality-from-computer>).



## 5. Consider Options Other than BlueJeans

- If students have low bandwidth and you have a low urgency for live communication, try email and discussion boards in Blackboard Learn.
- If you have a higher immediacy level for communication but lower bandwidth, try pre-recording your content and uploading to YouTube for students to watch when they can.
- See blog post by the author of the diagram: [Videoconferencing Alternatives: How Low Bandwidth Teaching will Save us All](#)



## 6. Use Headphones

- Headphones, and ideally ones with a boom microphone will make the sound better for you and ensure that no extraneous sounds are audible to others (e.g., dogs barking).
- Encourage your meeting participants / students to do the same. More [recommendations here](#).

## 7. Adjusting Computer Sound Settings to Reduce Echo

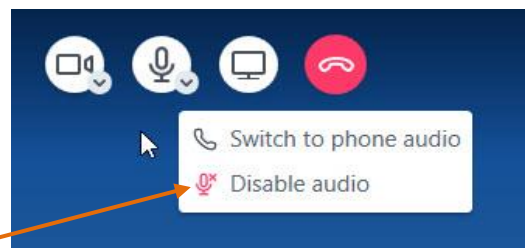
- If you or your participants are not using headphones, you can adjust the sound settings on your computer to help reduce echo issues.
- For specific instructions on how to do this either using Windows or Mac configurations, go to: <https://support.bluejeans.com/s/article/Adjusting-computer-sound-settings-to-reduce-echo>

## 8. If Video Remains Poor – Go to Audio Only

If you have tried everything to improve the quality of your connection and video continues to be blurry or cut out, consider switching to audio only (turn off your video). If you are having difficulty hearing other participants, ask them to consider switching to audio only (turn off their video).

## 9. If Audio remains Poor – Switch to Phone Audio

- In the BlueJeans App you can switch to phone audio, by clicking on the downward arrow ("Audio Options") that can be found in the lower-right of the microphone symbol. This will display the option: "Switch to Phone Audio."
- Selecting this option will bring up instructions for connecting to audio by phone. In this instance, you would still get video and other content using the BlueJeans App, but the audio would come from the phone instead.



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