

## Home Wi-Fi FAQs and Tips

---

Video applications such as Zoom, Microsoft Teams, and Blackboard Collaborate require a constant Internet connection. Even a short disruption can cause the video or audio session to fail. Here are some tips which might help. In this article, the term router means the hardware device your Internet provider places in your home to beam the Wi-Fi signal.

### How can I maximize my Wi-Fi signal?

---

1. **Reboot your Wi-Fi router by disconnecting it, waiting 30 seconds, and then reconnecting it.** This is a good practice to do monthly, and anytime you encounter Wi-Fi problems.
2. **Move as close to your Wi-Fi router as possible.** The closer you are to the router, the better your signal quality. If you are too far, your signal can be disrupted, and the video application can fail.

Another option is to plug your device directly into your router, if your device has an Ethernet port.

3. **Don't overburden the router.** The more people in your home who are connected at the same time, the more pressure is put on the router's hardware, and it will use a "first-come, first-serve" information management model to compensate. This can cause the quality of video meetings to suffer or fail.

**If you have an online class or an important meeting, ask others in your home if they can avoid connecting during this time.** Additionally, devices like Apple TV, Roku, Amazon Fire Stick, and gaming systems utilize significant bandwidth and can also disrupt video meetings. When not in use, put streaming devices in sleep mode or power them off.

4. **Minimize interference.** Keep washing/drying machines, microwaves, refrigerators, large screen TVs, and other high energy devices and appliances from sitting between you and the router.

### What can I do on my computer to improve the quality of online classes or meetings?

---

1. **Reboot.** Before joining a class or an important meeting, close all applications and restart your computer. Only open the applications you will need for your class or meeting.
2. **Turn off video.** If you suspect you have a weak Wi-Fi connection, or there are many other people sharing your Wi-Fi, try turning video off. You can add a headshot to your profile so people will still know it is you when you are speaking.

## Require More Assistance?

---

If you take the steps above and still experience disruptions in your video meetings, contact your Internet service provider to troubleshoot if there is a problem with your connection. They might also be able to make recommendations on how to upgrade your Wi-Fi router.

**If for whatever reason you can't join or rejoin Zoom, Microsoft Teams, or Blackboard Collaborate classes or meetings, join either with the app on your cell phone with video off, or via the phone-in option.**

If you encounter problems using any of the University applications, visit [UMIT Help and Support](#) or call (305) 284-6565.