Slow Internet Connection Tips

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Tips to Improve your Internet Connection

If you’re experiencing any issue(s) with latency, frozen screens, poor quality audio, or meetings getting disconnected while using your home WiFi connection, try the following:

1. First, watch this video about improving your WiFi connectivity.
2. Check your Internet bandwidth using an online speed test like Comparitech.
   a. Ideally, you should not be getting less than 10MB download speed.
3. Simply try bringing your computer or mobile device closer to the WiFi router or access point in your home.
4. Try to connect directly to your modem using an ethernet cable. Many times the speed of internet signal coming into your modem gets degraded by your WiFi router.
   a. If your computer doesn’t have an ethernet port, try to get a dongle that converts ethernet to a USB-c or regular USB if you don’t have USB-C.
5. Consider disconnecting some devices from your wifi if you have many devices connected. Maybe you have a device using bandwidth that you’re unaware of.
6. Consider turning off your video if you’re showing that. This will sometimes reduce latency.
7. Upgrade your WiFi router firmware. Check your WiFi router vendor support site for firmware upgrade availability.
8. Consider using a WiFi extender such as Amped Wireless to increase the distance and strength of your WiFi signal
   a. NOTE: A mesh router is different than a WiFi extender which just relays your traffic, but is actually many networked routers that work together to create a larger net of coverage and speed. While these are usually much more expensive ($300-400), the performance can be 5-10x better than typically household routers.
   b. FYI: Google makes a mesh router system 4 pack that you can purchase online or at a nearby Costco which allows you to put them in all corners of your home to get max coverage and less-to-no dead spots.

Zoom Meeting and Phone Statistics

Meeting statistics allow you to view various diagnostic information during a meeting. This allows you to gauge whether you are experiencing a network, audio, or video issue during your meeting. Please visit this Zoom article for more information:


Additional Resources

- Details about Zoom Bandwidth requirements
- You can run a speed test to measure your internet connection’s speed at Comparitech

Still need help?

For McCombs faculty, please contact Media Services via email or phone:

- Email VC-Trouble@mccombs.utexas.edu
- Call 512-232-6679 (GSB/CBA) and 512-232-4646 (RRH)
For all other UT faculty, please contact your respective college or school