

Timberlane Regional School District Technology



The purpose of this page is to provide some technical resources and tips around Students using Zoom from home.

Zoom is timing out or very slow (choppy video and/or audio).

- 1.) Try rebooting your chromebook and home Wi-Fi router.
- 2.) If possible move closer to your home router and have nothing between your device and the router (walls, floors, and any appliances can cause interference).
- 3.) Use Speaker view to help performance (instead of the matrix view where you see many participants.)
- 4.) If audio is choppy you can try disabling your video to see if that helps.
- 5.) If you are hearing static try turning down your microphone within the Zoom settings.
 - a.) Click on the ^ arrow next to Mute at the bottom of the Zoom client and choose Audio Settings
 - b.) Find the Microphone Volume level and uncheck Automatically adjust volume and reduce volume by sliding to the left. If you find people are having issues hearing you then slowly increase the volume until they can.
- 6.) As a last resort you can try to delete your profile on the chromebook, reboot and log back in. This is also helpful to do if you get the “need to update zoom client message”.
 - a.) On the Chromebook sign-in screen, find your profile.
 - b.) Next to the profile name, select the Down arrow ▾.
 - c.) Select **Remove this user**.
 - d.) In the box that appears, select **Remove this user**.
 - e.) Reboot the chromebook and log back into your account. It will rebuild your profile on the Chromebook (no data will be lost)
- 7.) While Chromebooks don't have wired connections you can use an adapter and network cord to plug directly into your router. Information on wiring your Chromebook to your router can be found on this document:
[TRSD Home Wi-Fi and Internet Tips](#)
- 8.) Always make sure to log in with your real first name and last name into Zoom so that your teacher knows that it is you logging in.

9.) Teachers post Zoom links in their Google Classroom. If you are waiting to be let into a Zoom meeting for a while make sure you are connecting to the correct link (right class at the right time).