

1. **Faster Connection.** The fast way to join a meeting is by downloading the [Webex Meeting application](#) to your desktop.
2. **Close background applications.** Even if you're not using them, applications on your device are using precious resources. Before your meeting, close any applications and browser sessions that you are not using for the best experience.
3. **Turn off VPN.** VPN can limit the bandwidth available.
4. **Turn off other virtual meeting platforms.** Like VPN above, other virtual meeting applications like Skype, Teams and Zoom can interfere with available bandwidth. If you are having connectivity issues, make sure other virtual meeting platforms like Skype, Zoom, and Teams are closed.
5. **Hardwire your workstation by connecting via ethernet.** Depending on your location and how many people are using the same Wi-Fi around you - you may see slower speeds on Wi-Fi than on a wired ethernet connection to your workstation.
6. **Power off your router.** Shut down the router and wait five minutes before turning it back on. This clears the cache and is often an issue with Comcast customers.
7. **Reduce movement and distractions.** Always mute your line when you aren't talking. Establish good meeting etiquette to enable a great collaborative experience.
8. **Test audio and speakers.** For those using computer audio, you will be prompted upon entry to test your audio and speaker quality.
 - a. If you are not prompted to do so, you can select the menu "Audio" and then choose "Speaker/Microphone Audio Test."
 - b. If you cannot be heard or cannot hear anyone in the meeting. Go to "Audio & Video" on the toolbar and select "Speaker/Microphone Audio Test" to adjust the settings.
9. **Try a Different Browser.** Connect using Google Chrome or Firefox instead of Internet Explorer if possible.
10. **Unmute Button.** When you click the unmute button wait approximately two seconds before speaking. This allows your connection to catch up to your mic.
11. **Wireless Headsets.** Be sure to have your wireless headset fully charged prior to joining the meeting.

If you have any questions or technology issues please contact Danyel Patrick
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