

# TECH TIP #5



Find more tech tips at  
[www.ITEnabled.com/techtips](http://www.ITEnabled.com/techtips)

## TIPS FOR TACKLING STREAMING ISSUES ON A WEB CALL

By Melinda Sullivan, IT Enabled

### Streaming issues while on a video chat got you down?

Here are some remedies to try and help.

1. ***Make sure you are on your strongest internet connection.*** Sometimes your home or business internet is not as strong as 4G or 5G connections. Check out your bandwidth amounts and choose the connection that is the strongest.
2. ***Restart the program.*** Sometimes, just a simple log on and log off fixes the problem.
3. You may need to ***turn other devices off*** to limit what is using your internet connection. The bandwidth you purchase is shared across all of your device. Have your kids or others wait to use the internet until you are done with your call. Video chats can be bandwidth hogs.
4. If all else fails, ***switch to audio only for the call***, this requires much less bandwidth and will keep you moving forward instead of fighting with the technology.