

Choppy video can be frustrating during a video call. Fortunately, here are some tips that can improve call quality:



**TIP 1**

**Restart Your Device**

Restart your device before a call. Other software or apps might be using device power or interfere with your video or microphone. Restarting your device will assure your device is ready for video.



**TIP 2**

**Faster Internet Connection**

Use fast internet (with ethernet cable if possible). Video quality adapts to internet speed, so the faster your internet connection, the better the video quality you will experience.



**TIP 3**

**Use a Newer Device if Possible**

Use a newer device with plenty of speed. Sending and receiving video takes a lot of computer power. Old or slow device will have a harder time processing the video, which can cause choppiness.



**TIP 4**

**Chrome & Firefox Browsers**

When using a computer to do the video call, use the latest version of Chrome or Firefox browsers. They are the most stable and secure ways to stream video.



**TIP 5**

**Use Headphones**

Use headphones. While not necessary, they will help eliminate feedback or echo. Ask the person on the other end if they have headphones as well!



**TIP 6**

**Better Lighting**

Make sure you have great lighting during your call. If it's too dark or too many shadows it uses a lot of bandwidth to project.