

Improving Your Home Internet Connectivity

If you find that your home Internet connectivity is inadequate for online teaching or group meetings with Zoom, you have two options, both of which can be pursued at the same time: 1) upgrade your Internet service with your Internet Service Provider; and 2) take steps to improve the quality of your current Internet connection.

Please be aware that you should NOT be connected to the Cisco AnyConnect VPN when using Zoom. Zoom performance is greatly degraded over the VPN.

1) Upgrade your Internet service with your Internet Service Provider (ISP)

What to Ask for:

Ideally: A service plan that provides a bare minimum upload speed of 1.5Mbps multiplied by the number of concurrent users in your household. Check your current Internet bandwidth using [Speedtest \(Links to an external site.\)](#). When ordering an upgrade, the higher the speed, the better. Below is the contact information for Comcast and AT&T, the two major providers of Internet service in the Chicago area.

Comcast:

Customer Support: (800) 266-2278

Online chat support: <https://www.xfinity.com/support/>

For general information on how Comcast is responding to customers' needs during the Covid-19 pandemic: <https://www.xfinity.com/prepare>

AT&T:

Customer Support: (800) 288-2020 or (855)-430-0539

Online support: <https://www.att.com/support/topic/u-verse-high-speed-internet/>

For general information on how AT&T is responding to customers' needs during the Covid-19 pandemic: <https://www.att.com/help/covid-19/>

2) Improve the connectivity of your current Internet connection.

It may take some time to obtain an upgrade from your ISP. In the meantime, please observe these recommendations to improve the quality of the Internet connection you currently have:

- a) Disconnect from the University's VPN before initiating or joining any Zoom meeting.
- b) Whenever possible, use a wired ethernet connection between your computer and your modem/router. Wired connections are often faster and more reliable than wireless ones.
- c) If using a wifi connection, move your computer to the same room where your wireless router is located. Wifi signals attenuate when passing through walls or floors.
- d) Disconnect from your wifi network any computers, phones, smart speakers or tablets that are not currently being used while you hold your Zoom sessions. These devices may be consuming a significant part of your home network's bandwidth downloading software updates, etc.
- e) Ask other members of your household to refrain from using the Internet for non-essential purposes while you are using Zoom. For example, children watching Netflix shows will reduce the bandwidth available for your Zoom session.
- f) If you find that the Internet connection intermittently comes and goes, try turning off your modem/router and then turning it back on. Sometimes this will restore connectivity. If no improvement, contact your ISP right away.
- g) If you believe there has been a degradation in your Internet speed or reliability, contact your Internet Service Provider (ISP) right away. Because of increased demand, there may be a longer than normal wait for repair. The sooner you contact your ISP for help, the better.