Solve Web Conferencing Dropouts-Collaborate

Drop outs during a web conference can be caused by bandwidth issues at the location which is experiencing the drop outs.

To reduce drop outs, the user can change the connection speed they have set for web conferencing. This can be done at the beginning of the session when the user is prompted or can be done during the session.

**To Change Connection Speed when Logging In:**

When a user logs in to a web conference in Collaborate, they will be prompted to select their connection speed (unless they have previously selected ‘Don’t show this dialog again’).

Select the drop down arrow and choose a **slower** connection speed to the one you had already selected. When you have chosen your connection speed, click OK. This should solve the drop out problems you have experienced.

**Note:** LAN is the quickest speed to select. The connection speeds slow down as you go up the list with 28.8 Kbps Dialup being the slowest. It is far **better** to have a slower connection speed than you need rather than a lower one. If you are unsure, choose a speed close to the top of the list.

**To Change Connection Speed when Already Logged In:**

Select **Edit** then **Preferences**

Scroll down and choose **Connection** under the heading ‘Session’.

Then choose a connection speed lower to the one you had already selected.

Then click **Apply** and **OK**. When you are happy with your selection click **Close**.