

APPLICATIONS

Video calls: choppy audio or frozen video

The usual suspects: Wi-Fi, headsets and bandwidth-hungry neighbors.

Fast fixes

1. **Camera/mic in use elsewhere?** Close other apps that might hold them (a stuck browser tab with an old meeting is classic).
2. **Move closer to the Wi-Fi**, or plug into a cable for important calls — wired never has Wi-Fi hiccups.
3. **Turn off your video** if audio starts to break up; voice takes priority.
4. **Restart the app** between meetings if the day has been glitchy.

If it's chronic

Open a ticket telling us when it's worst and whether calls on your phone (mobile data) look fine. Frequent issues in one room or across the office are usually a network-tuning job on our side — we can prioritize call traffic over downloads and streaming so your meetings stay smooth.