

Zoom system requirements

Important notice about Internet connectivity

It is strongly recommended that you be on a wired Internet connection while participating in your Zoom meeting. If you must be on a wireless connection, please make sure that you are either at a college campus, a public school or at a public library—home wireless connections are notoriously unreliable.

Technical support

If you experience any technical problems, please contact the Office of Continuing and Distance Education at cesp-consult@uni.edu, 800-772-1746 or 319-273-7740.

Support hours

Monday – Thursday, 8 a.m. – 9 p.m.
Friday, 8 a.m. – 5 p.m.

Video conferencing hardware

Many newer computers come equipped with a webcam and built-in microphone. If your computer does not come equipped with a webcam/built-in microphone, we recommend the use of a USB webcam with a built-in microphone. These may be purchased at a variety of locations, including any of the following stores:

Walmart - www.walmart.com

Best Buy - www.bestbuy.com

Amazon.com - www.amazon.com



Recommended webcams

- Logitech C920
- Logitech C615



Recommended headsets*

- Logitech H540
- Logitech H390

*Although not necessary, a USB headset can be used for clarity.

System requirements

(Tech specs for Zoom)

Windows

- Any 1 Ghz single core processor or faster
- Windows® 10, 8.1, 8, 7, Windows Vista with SP1 or later, Windows XP with SP3 or later
- Mozilla Firefox; Google Chrome; Apple Safari 5+

Mac OS

- Any 1 Ghz single core processor or faster
- Mac OSX with MacOS 10.6.8 (Snow Leopard) or later
- Mozilla Firefox; Apple Safari; Google Chrome

Additional requirements

Bandwidth:

- **For 1:1 video calling:** 600 kbps (up/down) for HQ video and 1.2 Mbps (up/down) for HD video
- **For group video calling:** 600 kbps/1.2 Mbps (up/down) for HQ video. For gallery view: 1.5 Mbps (up/down)
- **For screen sharing only:** 50-150 kbps
- **For audio VoIP:** 60-80 kbps

Connection: DSL/cable (wired connection recommended)

Software: Must install Zoom software: Zoom Client for Meetings (zoom.us/download)