Wi-Fi Trouble Shooting

If your Wi-Fi is not working as well as you might like the problem might be system wide – Wi-Fi is in heavy use across college and the University and there are sometimes places in college where the signal is not great or where the exceptional number of devices connected causes problems, or there is interference from other devices.

But there are a number of things you might try.

Advice on Wi-Fi (Eduroam) can be found here: https://help.it.ox.ac.uk/access-wifi-eduroam

Advice on Wi-Fi and broadband, including phones can be found here: https://help.it.ox.ac.uk/wifi-and-broadband-advice

If Wi-Fi is proving tricky, you could try connecting to the Internet via an ethernet cable and the socket in your room. In general, wired connections are faster, more secure and less susceptible to problems than Wi-Fi and make sense if you're mainly working in your room. Ethernet cables are available from the Parks Road Lodge for £3 each. Switching to a wired connection will also help your other devices and your neighbours get a better wireless connection.

If you have a recent Macbook or another computer without a wired Ethernet socket, then you can get an adapter. We have found that these are inexpensive and work with both Apple and Windows computers with no software required to be installed.

https://www.amazon.co.uk/gp/product/B08CK9X9Z8 (For computers with USB-C ports) £16.99

https://www.amazon.co.uk/gp/product/B08CB1QNLT (For computers with USB3 ports) £17.99

Many other makes and models of adapter are available, including those from your computer manufacturer.

On Teams problems:

Microsoft Teams trouble shooting website: https://docs.microsoft.com/en-us/MicrosoftTeams/troubleshoot/teams-welcome

You might find Teams calls work better with a headset and microphone rather than the built-in microphone and speakers: University advice on microphones and headsets

It's best to go for a wired set rather than bluetooth. Logitech do good affordable headsets, e.g. H570e or H340. Plantronics has also been recommended by some tutors. Check that whatever you get is compatible with your laptop or computer, specifically whether it has audio input/output jacks, or connects to a USB port.

Remember that there is a fund to support IT purchases that you might need for remote learning. It's backed by the Keble Association and alumni donors. It won't pay for everything you might want, but you can enquire about getting e.g. a headset. Contact Penny Bateman in the College Office for advice (college.office@keble.ox.ac.uk).

If the problem persists, contact the IT Office via the online form: https://www.keble.ox.ac.uk/maintenance-form/

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