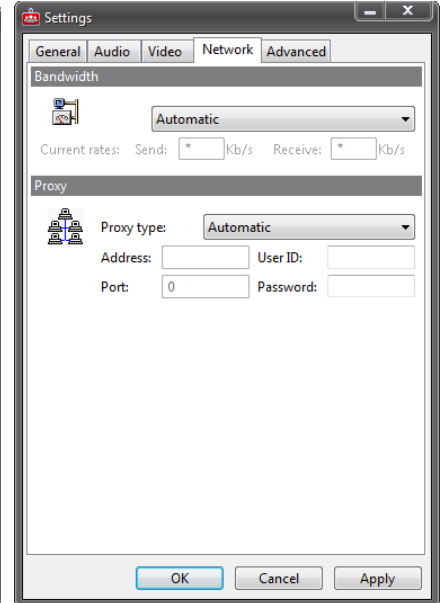
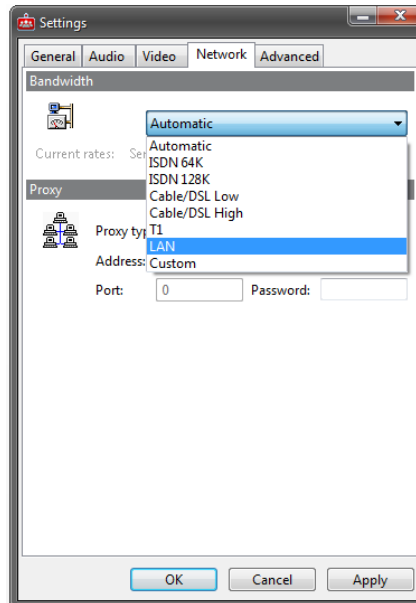


Client Settings - Network Tab

1. Click the **Network** tab to access network settings
 - Use the **Bandwidth** pull down menu to change the setting
 - Change the **Bandwidth** from **Automatic** to the option that best describes your internet connection. Otherwise, SCOPIA will use resources to maintain the best connection. This can cause audio and/or video to freeze, pixelate or break up
2. The **Proxy Type** can remain as **Automatic**, unless your campus requires use of a proxy. Contact your campus network administrator if you experience network problems.



Client Settings - Advanced Tab

1. Click the **Advanced** tab to access the **Advanced** settings
2. Scroll down to Preferred Video Size
 - Change the Preferred Video Size from Automatic to the option that best describes your network capabilities... Otherwise, SCOPIA will use resources to maintain the best Preferred Video Size. This can cause audio and/or video to freeze, pixelate or break up
3. Now scroll down to **Web Collaboration** located under **Data Sharing**.

- Look under **Web Collaboration** and make sure the box next to

Use Advanced Web Collaboration for Desktop Share

Is checked only **if you have installed the optional Web Collaboration plugin.**

*The box should be unchecked you did not install the **optional Web Collaboration Plugin.***

Note: If you make changes you can restore the default settings by clicking on the **<Restore Defaults>** button

