

Respondus Bandwidth

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Respondus Lockdown Browser Bandwidth issue

Please view the message below for assistance with bandwidth:

If the network check indicates that there is a problem with your bandwidth, that indicates that your network connection is not strong enough for uploading the video from your webcam to the Respondus servers. Keep in mind that many ISPs offer much slower connections for uploads (such as streaming webcam video) than downloads. That can prevent the webcam from starting or result in interruptions to the video during the course of the test. It can also result in problems connecting to the LMS.

Using a stronger connection should help. If you can reboot your computer and router and plug in an Ethernet cable to your computer, doing that may resolve the problem. If not, try to stay as close to the router as possible. Also, shut down other devices that may also be using the wireless network, especially for streaming video.

You can also run a "System and Network Check" and a "Webcam Check" under the "Help Center" tab inside of LockDown Browser after logging in. This should help you ensure that the webcam will work in advance of a test. If you have an inconsistent Internet connection, though, it may appear fine for a few minutes during a network test but drop out at some point during an hour-long exam.

If the problem persists, try using another network.