

ADVANCED · FOR HOSTS, ORGANIZERS & IT

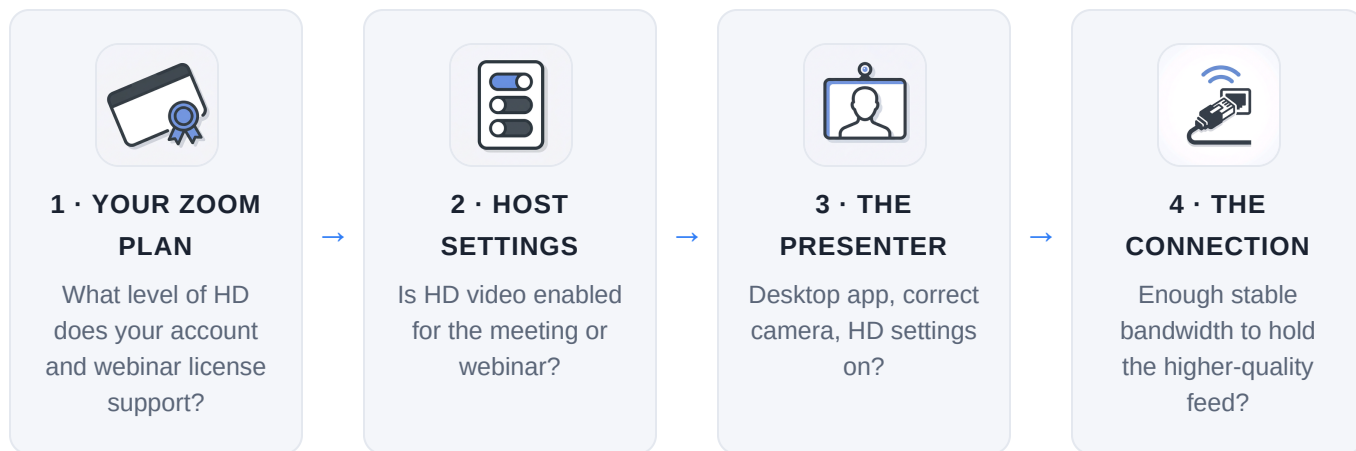
The Zoom Webinar Quality Checklist

How to get the cleanest video Zoom will allow from your presenters and account.

Zoom video quality is a chain. Your account can allow HD, but the host settings, presenter setup, computer and internet connection all have to support it too.

This guide helps you find where quality is being limited — and fix the links you control. It's written for the person managing the Zoom account or webinar, not for presenters (they get our Presenter Prep Guide).

THE CHAIN Four links, and the weakest one wins



The weakest link sets the ceiling.

If any one link falls short, Zoom may automatically reduce video quality to keep the connection stable. The rest of this guide walks the chain in order.

REALITY What quality is actually possible

USE CASE	POTENTIAL VIDEO QUALITY
Standard paid Zoom Webinar with HD enabled	Up to 720p
Eligible Zoom Meeting with Full HD enabled	Up to 1080p
Eligible Zoom Events / Zoom Webinars Plus with Full HD enabled	Up to 1080p

"Up to" is doing real work in that table — these are ceilings, not guarantees. Zoom adjusts quality in real time based on connection and hardware, and Full HD availability depends on account type, licensing, hardware and Zoom account settings.

KEEP CURRENT Zoom changes features and plan requirements over time. Confirm the current requirements in Zoom's documentation or with your Zoom administrator before upgrading solely for HD video.

STEP 1 Check what your account already supports

Many organizations already have more quality available than they're using.

In the Zoom web portal, look for the HD video quality settings available to your account — they live in the account, group and personal settings, under the media/video settings for meetings and webinars. If available, you may see choices such as:

- **Standard HD (720p)** — available on eligible paid accounts when HD video is enabled.
- **Full HD (1080p)** — available to eligible accounts when the required Zoom license, account settings, hardware and connection requirements are met. On some accounts this option also needs to be switched on by Zoom before it appears or takes effect.

Exact settings and their locations vary by Zoom product and license, and can be locked at the account level by your admin.

IF FULL HD ISN'T SHOWN If you believe your organization has a license that should support it, contact your Zoom administrator, Zoom Support or your account representative. Don't upgrade blind — confirm what your current license includes first.

DON'T CHANGE ACCOUNT SETTINGS ON EVENT DAY If you're changing Zoom licenses, HD settings or account-level options, do it several days before the webinar and run a test session afterward.

STEP 2 Make sure the presenter can actually send a good feed

The account can allow 1080p all day — it only shows up if the person on camera sends it.

- **Prefer a computer for presenters.** Phones can work, but a desktop or laptop gives you more control over camera selection, audio, Ethernet and Zoom settings.
- **The Zoom desktop application** — not the browser version.
- **The correct camera selected**, with HD enabled in the app's video settings if available.
- **Ethernet when practical.** Zoom currently recommends roughly 3.8 Mbps of upload for sending 1080p — leave additional headroom rather than treating that as a target. Wired connections hold it; busy Wi-Fi often doesn't.
- **Good lighting and a clean microphone signal.** Resolution can't rescue a dark room or a muffled mic.

Two limits worth knowing: Zoom currently lists an i7 quad-core CPU or higher among its Full HD requirements, and virtual backgrounds without a green screen cap outgoing video at 720p or below.

PRESENTER SETUP For the physical side — camera height, lighting, audio, framing — send presenters our **Presenter Prep Guide** rather than repeating it here. It's written for them; this guide is written for you.

Stable 720p beats unstable 1080p.

Higher resolution requires more bandwidth and processing power. If Full HD creates instability — frozen frames, dropped audio, fans screaming — prioritize a clean, stable connection instead. Most viewers will forgive 720p long before they'll forgive frozen video or broken audio. Everyone notices a freeze.

NOTE Screen sharing & video playback

Screen sharing quality is handled separately from the camera-video HD settings — turning HD on or off doesn't change how your slides look.

If a video needs to be played during the program, test the actual playback method beforehand, in the actual webinar setup. For DFW Live Stream productions, send us video files in advance so we can choose the cleanest playback workflow for the platform.

● Before the webinar

The organizer's pass through the chain.

- ☐ Confirm Zoom license/webinar type
- ☐ Check available HD video settings
- ☐ Confirm presenter is using the desktop app
- ☐ Confirm correct camera and HD setting
- ☐ Test presenter connection
- ☐ Test the actual webinar workflow
- ☐ Confirm slides/video playback
- ☐ Run a practice session or technical check
- ☐ Prioritize stability over maximum resolution

Need the rest of the production chain handled too? DFW Live Stream manages presenter preparation, graphics, playback, switching, run of show and the live broadcast.

You talk. We produce.

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