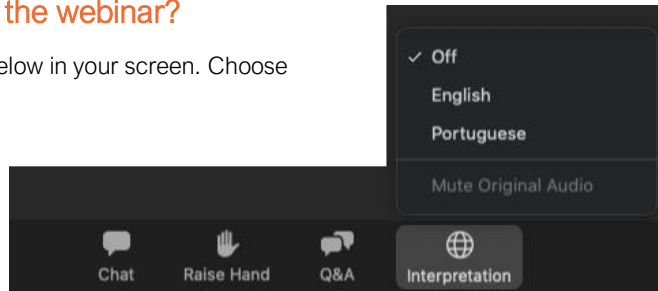


Zoom meetings at International Theosophy Conferences

How can I choose my language during the webinar?

- Click on '**Interpretation**' on the black bar below in your screen. Choose 'Portuguese' or 'English'.
- When you choose Portuguese, the volume level will be **80%** Portuguese and **20%** original audio (English).
- Do you want to hear Portuguese only? Click on '**Mute Original Audio**' to mute the English audio.



In the invitation email the times are based on Amsterdam, The Netherlands. How can I determine the start time for my time zone?

- In the program online are mentioned the time zones Brasilia (Brazil), Lisbon (Portugal), New York (USA) and California (USA). Click here to view the online program
- Is your time zone not mentioned in the online program? Then this [time zone converter](#) may be helpful to you.

I cannot find the link to the webinar and workshops. What should I do?

- On Wednesday, July 22 we send an email to the email addresses that were submitted at the moment of registration. This email includes the links to the webinar and workshops.
- Check your spam and junk folders.
- If none of the above suggestions are working, please send an email to webinar@theosophyconferences.org, and the meeting link will be resent. We will respond to your email as soon as possible.

I am new to Zoom. How do I use the Zoom software?

- [Watch and read the Zoom quick guide on how to join a meeting.](#)
- Please attend our [test meeting on Thursday](#) in case you would like some assistance.

How do I install the Zoom software on my computer?

- Go to <https://zoom.us/download> and download Zoom on your computer.
- When you click on the meeting link in your email invitation, you will be prompted to either download or launch Zoom. Have you not downloaded Zoom yet? This is an easy way to download Zoom. Have you already installed Zoom? Click on 'launch'.

How do I know my equipment will work while I'm attending a Zoom Meeting?

- You can test your video and audio in a [Zoom test meeting, sponsored by Zoom](#).
- [On Thursday we have scheduled a test meeting.](#) There will be people in the test meeting that can help you configure your equipment.
- Watch and read the Zoom article '[Testing computer or device audio](#)'.

When can I see video of participants during the conference?

- During the **plenary Webinar** you are only able to see the panelists. The video of all attendees are hidden.
- During the **workshop Meetings** you are able to see everybody who has their camera on.

- You can switch the meeting layout with the button '**Gallery view**' and '**Speaker view**'. When you choose 'Speaker view' you only see the video of the person talking. When you choose 'Gallery view' you can see everybody. Only the people who have switched on their camera of course.

Are webcams required? If I don't have a webcam, what should I do?

- Webcams are not required during the webinar but are highly recommended during the workshops. Seeing nods, smiles, and quizzical looks is very helpful to facilitators. Seeing each other via webcam also creates a sense of community.
- However, **if using a webcam isn't possible or comfortable for you, it is not required.**
- When using your webcam, we suggest "camera on, microphone off." (Don't forget to unmute your microphone when asking a question.)
- If you need to step away, please turn off your camera.
- If you are new to online meetings, it's natural to feel a bit awkward at first. However, there's no need to look picture-perfect or have a perfect background; it's not unusual to have a child or a pet online with you!

My internet connection is not very good. What should I do?

- Are you on a wireless network? If so, make a **wired connection**.
- If possible, ask others in your household to limit their use of high-demand applications such as streaming and uploading during your meeting time. Households generally share internet capacity.
- Avoid using two monitors.
- Video requires more capacity than audio. Try [turning off your webcam](#).
- Try a [different meeting layout](#); Gallery view is more demanding than Speaker view.
- Try restarting your computer, then avoid opening unnecessary applications.
- Keep your software and drivers updated.
- If you have a VPN running in the background, turn it off.

Can I use my mobile device?

- Yes. Before joining a Zoom meeting on a mobile device, download the Zoom app from the [Zoom Download Center](#). Check whether your phone is connected to your wireless network instead of consuming mobile data.
- Sometimes you will have a better experience on a PC, especially when lots of content is shared or you will interact frequently.
- Learn more about the Zoom mobile app by clicking [here for iOS](#) and [here for Android](#).
- To get the best audio experience with mobile devices, we suggest using headphones or earbuds with a built-in microphone.

I'm having a technical problem I can't resolve. What should I do?

- Please check the FAQ and other links in your welcome letter.
- Please email webinar@theosophyconferences.org
- Hosts are very busy right before and right after the start time. Please anticipate issues, plan to enter the meeting 30 minutes before the start time.

I can't attend the live meeting. Will there be a recording available afterwards?

- Yes. All lectures and plenary sessions will be recorded and uploaded to YouTube to watch at a later date. Workshops however, are not recorded.
- You will receive a link to the uploaded video on YouTube through our newsletter The Bee.

What is the difference between a Zoom Webinar and a Zoom Meeting?

- Zoom Webinars are geared toward events with larger audiences, as if you were attending a lecture in an auditorium. Only the host and panelists appear on camera, while attendees generally communicate via Chat and Q&A. We use a Zoom Webinar for the ITC lectures and plenary sessions.
- Zoom Meetings are more interactive, as if you were participating in a group discussion in a conference room. Attendees can turn on their webcams, unmute their microphones, and share their screens. We use a Zoom Meeting for the ITC workshops.
- See a [meeting and webinar comparison](#).

Where can I learn even more about Zoom?

- Check the [Zoom Help Center](#) for short training videos and excellent documentation.