Conan Doyle in Edinburgh Virtual Conference
Technical Support

How to Prepare: Prior to 24 September, download the Zoom app if you have not already. Make sure that you have performed the latest update – if you have not, there should be a notice in the middle of the top screen ("A new version is available! Update"). Click on this to update. You are also welcome to use Zoom in your web browser, but please check this is working before the day. Please also watch the two keynote papers on the Conan Doyle in Edinburgh website https://edinburgh-conan-doyle.org/events/ in preparation for the discussion session dedicated to them.

How to Join the Conference: All participants and presenters will be emailed the Zoom link for the Conan Doyle in Edinburgh international virtual conference. Please do not share this email with anyone, as this can lead to "Zoom bombing," or offensive behavior by unauthorized attendees. Click on this link to join the conference. Please enter your full name for the user name, as this will help the organisers keep track of attendees and guarantee a safe environment for all. You can include your affiliation and pronouns if you want to.

Connection Issues: If you are having connection issues, please try the following steps.

- Close and re-open Zoom. If that doesn't work:
- Reboot your wifi. If you are still having problems:
- Ensure you are as close to the router as possible and switch off any other connected devices.
- If you're using Zoom in the web browser, some functionality isn't supported and the quality can be worse. Download the Zoom app instead. Final resort:
- If you turn off your own video and mic, this can improve quality.

During the Conference: When you join Zoom, please keep yourself muted unless you are speaking or answering a question. You are welcome to keep your video off if you prefer — if you have problems with connection and speed, you might find disabling the video helps. If you don't wish to participate, please set yourself to 'away'. To ask a question during the Q&A, please use the 'raise hand' function or type your question into the Zoom chat function.

Best practice for Zoom

- Leave space: when talking, ensure you leave gaps so that other people can jump in with questions.
- Ensure your microphone is muted when you're not speaking. You can also disable your webcam if you choose.
- Rather than leaving for short breaks and signing back into the meeting, set yourself to 'away' and leave Zoom open.
- Double-check your webcam quality, audio quality and internet connection beforehand. Headsets are really helpful!
- Take regular breaks! We have scheduled comfort breaks, and it's okay to dip in and out outside of these scheduled breaks.
- If you're speaking, stick to time. People can't focus for as long when participating remotely, so we have deliberately set shorter slots for speakers. We will cut you off if you exceed your allotted time, to be fair to all participants.

Adapted from guidance compiled by Emily Bell and Lydia Craig for the #Dickens150 conference.