



What to expect from the Fringe Central events

Please use the following guide to help you get the most out of the event.

1. Contact

If you have any difficulties during an event or want to contact a member of staff, please either use the chat function to send a private message to participant **Fringe Central**, or email artistadvice@edfringe.com.

2. Making the most of the events on Zoom

2.1 Before the event

You will have received an email with a link to the event ahead of the start date. Click on this link to join the online event on the date. You will be able to join the **5 minutes ahead of the scheduled time**, so we would appreciate it if you could be there a few minutes early. This will also allow any technical issues to be ironed out before the event officially starts.

When you click to join the event, you will be placed into a waiting room until Fringe Central (the host) adds you to the main meeting room.

There are two event setups for these events:

- **Webinar format:** only the presenter or panellists (and British Sign Language interpreter) will be visible. You will not appear on screen and your video and microphone will be turned off.
- **Group meeting:** the classic zoom setup of multiple screens, with everyone appearing onscreen at once, including panellists, BSL interpreter and audience members. When you enter the room, your microphone will be off. Please keep your microphone off unless invited to do otherwise, this is to ensure there is no background noise and that those invited to speak can be heard clearly.
- **We explain how you may ask questions for each of these formats below.**

2.2 During the event

Most of the events are 60 minutes in length, though some are 90 minutes. The event start and end time appears at the top of the listing in the Fringe Central virtual hub. BSL interpretation will be provided at every event except for the Daily Dancing. The name of the BSL interpreters for each event will appear in the event description.

You can switch view by clicking the icon in the top right-hand corner. There are two options:

- **Speaker** view where you only see the person who is speaking
- **Gallery** view which allows you to see everyone who has their camera on

In Gallery view, you can choose to hide participants whose videos are turned off. Do this by clicking the three dots next to any participant whose video is off and select **hide non-video participants**. This will avoid you seeing any black boxes with names on them and only see those whose cameras are on.



Recording

Many of the Fringe Central events will be recorded so they can become learning resources for future participants. If the event you are attending is going to be recorded the host will make that clear at the beginning of the event and a dialogue box will appear to make participants aware of the recording. If you do not wish to appear on the recording please ensure you turn your microphone and camera off.

Chat and questions

Please feel free to use the chat function to ask questions, add comments and examples or resources. If you wish to thank a speaker for their presentation, or speak directly with another participant, feel free to send them a private message using the chat function, please be aware that the transcript for the entire chat, including private messages, can be seen after the event by the hosts.

In many events there will be an opportunity for a Q&A at the end, please try to keep your questions for when you are invited to ask them.

If you would like to ask a question, either:

- Type it into the chat box (for group meetings) or Q&A feature (for webinars). Start any questions with "Q:" so that it can be clearly seen by the chair.
- or
- Click on **Participants** in the menu bar at the bottom of your screen, you will see an icon to **Raise Your Hand**. This alerts the chair that you wish to speak. The host will then enable your camera and microphone.

When using the microphone and camera option to ask a question or comment, please state your name at the start so that everyone is aware of who is speaking.

Continue the Conversation

It is unlikely that we will be able to address every question or comment raised at the event, so we have created chat rooms in the Fringe Central virtual hub so that you may continue the conversation after the event, much like you would in the foyer spaces of Fringe Central in August. There will be a separate [Continue the Conversation chat room](#) for each event, and these will refresh every Monday to reflect the new events for that week. Make sure to save any links, files, contact details and other resources from these chats before the end of the week as they will be deleted and you won't be able to go back to view them.

Breaks

Some longer events may be quite a long time to be in front of your screen and not all events will have an official break. We encourage you to take breaks whenever you feel the need to, make sure your camera and microphone are switched off and feel free to get up, stretch your legs, take bathroom and coffee breaks, etc.

3. Troubleshooting

The biggest problem that tends to occur when using Zoom is weak and intermittent internet connections. Here are some tips if you encounter this issue:

- Quit any other programs, like browsers or mail programs, that might be using bandwidth in the background.
- Zoom works well on wireless all the way down to 3G, but the quality is best on a solid wired internet connection, so wire in when you can. If you are using WiFi, ensure you are getting a strong signal by moving closer to the WiFi modem.
- If you are sharing your internet connection with others, ask them to minimise their usage while you are on the call.
- Try turning off your video.
- Try your smartphone or tablet for the connection instead of a computer.

4. Tips

Zoom works well with built-in microphones and speakers. However, if you have access to headphones or a headset with a microphone, this will improve your experience as you'll hear things more clearly and your voice will be picked up more effectively. This is not essential, but useful to know.

You may be able to 'mirror' your phone or tablet screen to your smart TV, using iPhone Screen Mirror/ Screencast/ Miracast/ Google Home app etc. Set this up and then click the link to the Zoom meeting to join the event. If necessary, re-adjust the phone for landscape/portrait orientation. Sit back and benefit from (usually superior quality) TV vision and sound. Bear in mind that, if you have your video on to ask a question, you will need to ensure that you can be seen by the other participants, so you may need to prop the device somewhere that allows this to happen. A suitably positioned laptop can also cast video chat to a smart TV, again by mirroring or physically connected with an HDMI lead.

On some devices, Zoom is only available in **Speaker** view, so it would be useful for you to test this in advance, if you haven't already done so.

Useful Keyboard shortcuts in Zoom

- Alt: Turn on/off the option Always show meeting control toolbar in Accessibility Settings
- Alt+F1: Switch to active speaker view in video meeting
- Alt+F2: Switch to gallery video view in video meeting
- Alt+F4: Close the current window
- Alt+V: Start/Stop Video
- Alt+A: Mute/unmute audio
- Spacebar: Temporarily unmute audio



Playwrights'
Studio
Scotland

- Alt+F: Enter or exit full screen
- Esc: Exit full screen
- Alt+H: Display/hide In-Meeting Chat panel
- Alt+U: Display/hide Participants panel
- Alt+Y: Raise/lower hand
- Alt+L: Switch to Portrait/Landscape View

If you have any questions about this event, please do not hesitate to contact artistadvice@edfringe.com