



Frequently asked Questions and Answers

Getting Started with Zoom

How do I Get Zoom?

Zoom is available on most devices, the easiest way to access and download Zoom is to click on the link provided by Pop Voices which invites you join a meeting.

It will ask you to download the App or Software to allow you to join the meeting.

It is also available in the App Store (iphone) and Google Play for Android.

PC and Mac users can go to www.zoom.com and use the download centre to download the software.

How much does Zoom cost?

A basic Zoom license is free. There are different packages available but to join in on a virtual session you will only need the Basic Package.

Joining a Meeting

How do I join a Zoom meeting?

You can join a meeting by clicking the meeting link or going to join.zoom.us and entering in the meeting ID.

Why are People Wearing Earphones?

Earphones will give you the best experience whilst using the Zoom. It will stop any feedback too.

Can I Use Bluetooth Headset?

Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.

Do I have to have a webcam to join on Zoom?

While you are not required to have a webcam to join a Zoom Meeting or Webinar, you will not

be able to transmit video of yourself. You will continue to be able to listen and speak during the meeting

I don't have WIFI does this matter?

Not being connected to WIFI sadly will give you a reduced experience, slower streaming, possible connection issues too, for this reason we ask for you to refrain using until you have a strong WIFI connection.

I know that network providers are trying to strengthen there 3G 4G networks so this may change but until it does WIFI only please.

In Meeting Queries

Can people hear me?

During the Virtual Choir we will ask you to have your mics muted, So whilst in that mode no one will be able to hear you, as with all conference software there is a delay via streaming which means no two participants can talk or sing in unison. Sadly, the technology does not exist at present where a time delay can be avoided. If you are wishing to speak and be heard you will be invited to do so by the host, there is a chat area where you can ask questions and ask to speak.

I can only see limited participants when it says there are more?

Depending on the device you are using, and your devices processor decides how many Participants you are able to see.

Phones, iPad and Tablets are less than a PC you can change the view and how many you can see via the Gallery. The Maximum participants for your device will show in there.

Why is there a delay with the Host and the Music Playing?

As we are using streaming software, from time to time depending on you network connection and number of participants a lag may appear.

Your Host will be set up the best way possible to try and avoid this but sometimes it just happens, we are currently educating ourselves in the best way to avoid this with our own equipment.

How can I change my Background like other Participants?

The Background facility is available depending on your devices processing system.

You can find the Virtual Background inside your meeting if your device or system supports it.

