

Technical Tips/Guidelines for *Turaya Meditation* Online Sessions

We use *Zoom* to provide a robust, stable and secure video and audio platform for the sessions. We do our best to ensure that the technical communication is at the highest level. However, sometimes there are technical issues that are out of our control.

To help make your meditation experience the best it can be, here are some helpful tips to enhance your online involvement.

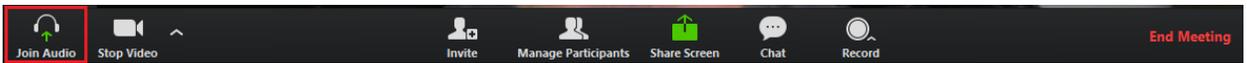
1. Zoom gives you multiple options for connecting. Join via your computer or tablet (video and audio or audio alone) or your phone (video and audio if you use the Zoom link provided; audio alone if you use the phone number).
2. International numbers are available from Zoom:
<https://zoom.us/join?m=phK5a7ZUiBxowZPiECp4XMWnyueEWNrO>
3. Download and launch the Zoom application before your first session.
[Download here](#) (free).
4. Zoom controls are at the bottom of the screen. Point your cursor at the bottom and the controls appear.
 - a. You can mute yourself by clicking on the microphone icon at the left.
 - b. You can turn your camera off and on by clicking on the camera icon next to the mic.

- c. You can select to view your video layout in "**Gallery View**". To switch to "**Gallery View**" select the icon located in the upper-right hand corner of your screen. When viewing the "**Gallery view**" you will be able to see all participants in the same window.

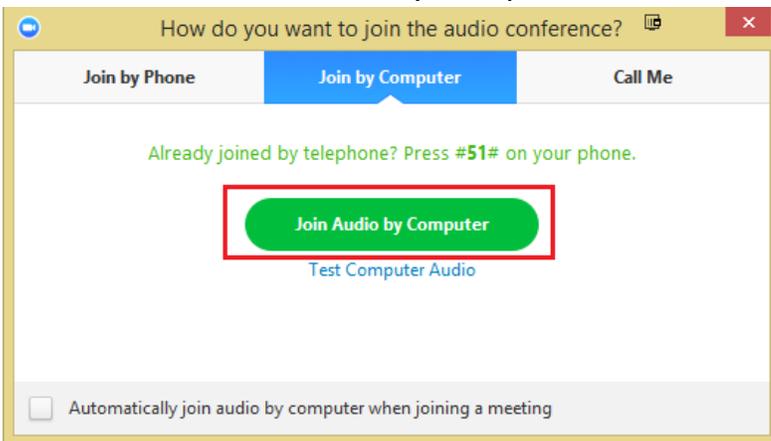
5. How Do I Join or Test My Computer Audio?

Your audio can come through via the Computer Audio from your device's mic and speaker, a dial-in telephone, or dial-out to a telephone.

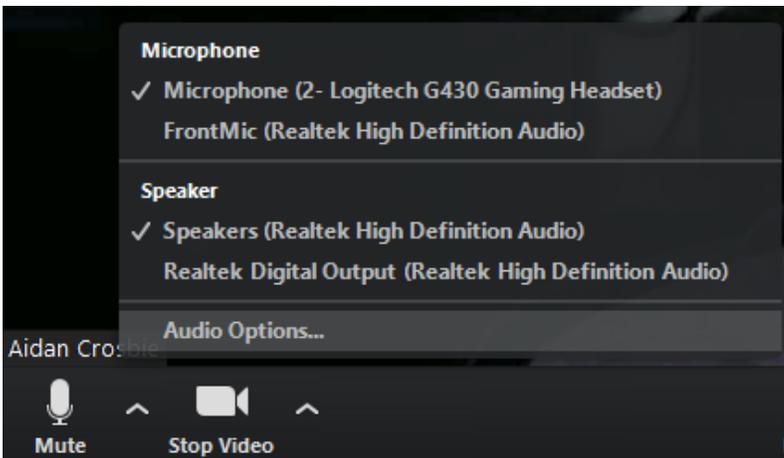
First, check that you have joined audio in the bottom left hand corner of the meeting window.



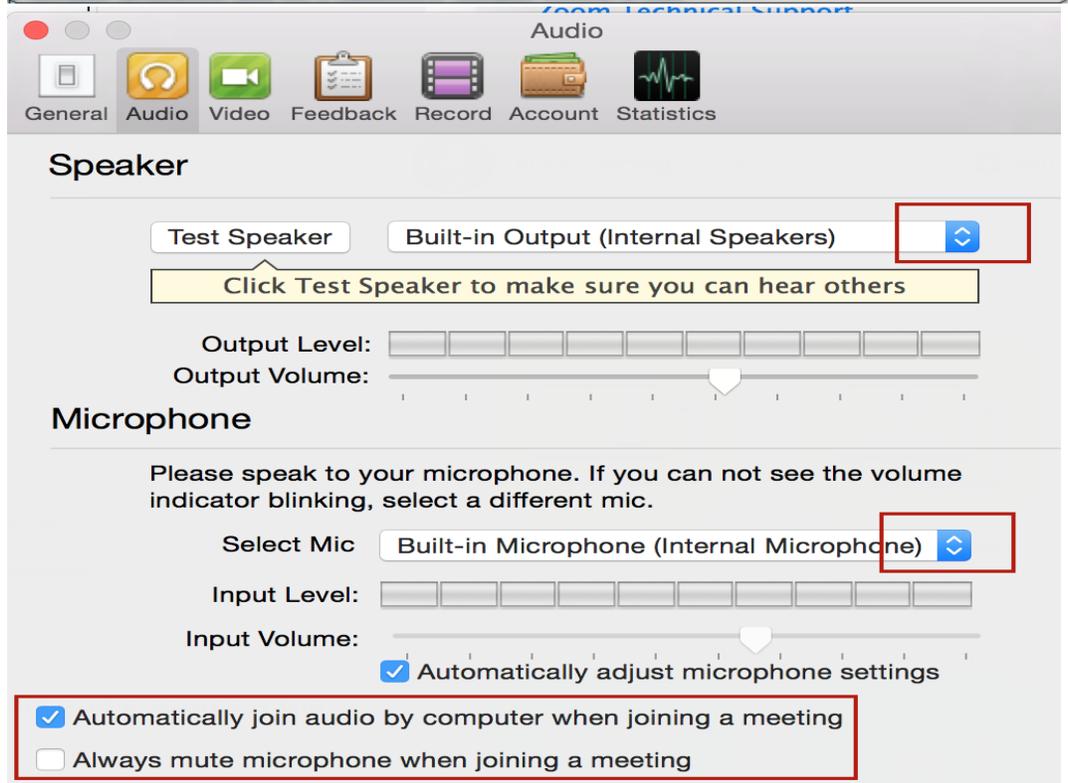
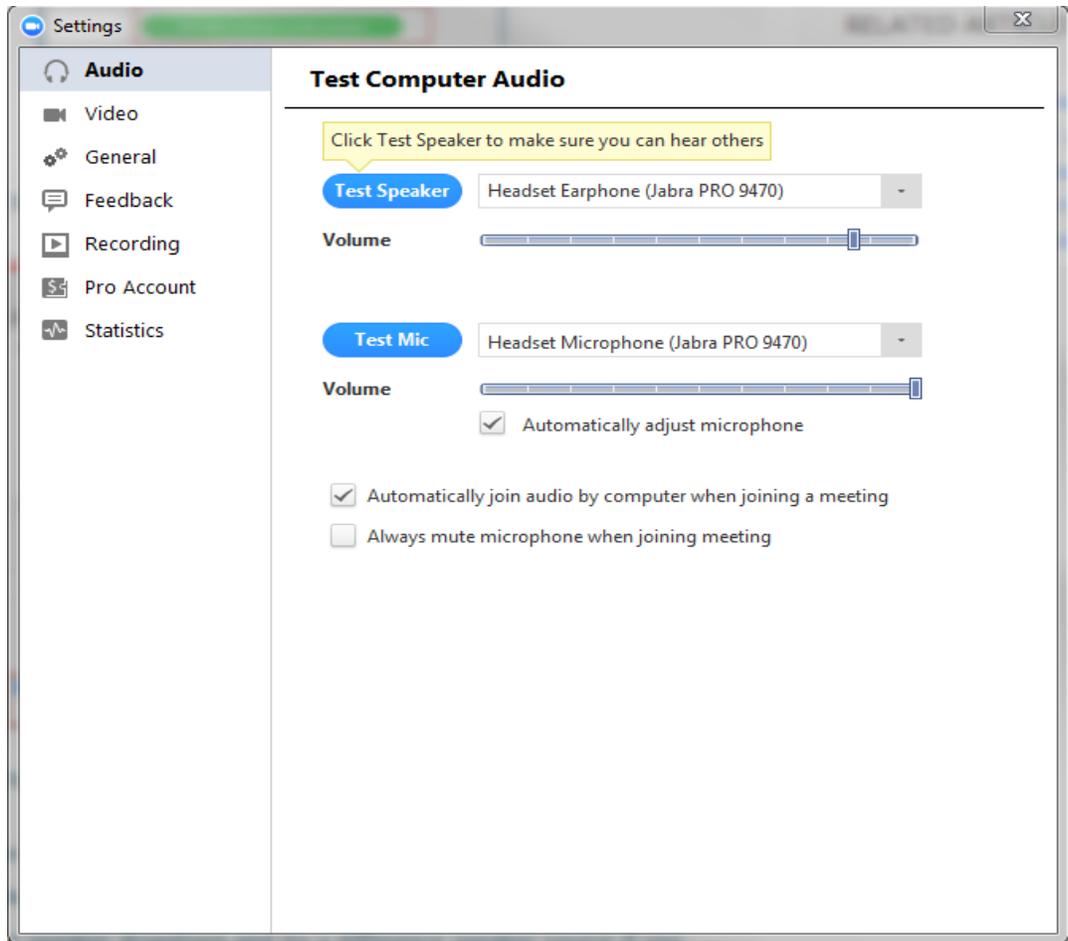
Second, select Join Audio by Computer.



If you have already joined audio, please select the arrow next to the mute icon to open **Audio Options**.



Third, select **Test Computer Audio**. From here you can test your selected microphone and speaker.



- Select the microphone dropdown and try a different audio source if the other side can't hear you.
- Select the speaker dropdown and try a different speaker source if you can't hear the other side.
- Zoom recommends keeping the "automatically adjust microphone settings" enabled.

6. Bandwidth troubleshooting:

- a. Before connecting with Zoom, optimize your connection. Close email, Facebook, etc. (This will have the added benefit of keeping you focused!)
- b. Even though the Zoom platform is generally reliable, internet connections can be fickle!
If you find your connection is unstable and you are connected via your computer, turn off your camera (found on the bottom of your Zoom screen). You'll still be able to see us.
- c. Have your phone handy with the call-in number in case you still have connectivity problems. Alternatively, click on the *Zoom* link in the reminder email from your phone. Your cell network is usually more reliable and you'll have both video and audio through the link.

7. If you come to the session late, and we have already begun, simply mute yourself (remember it's that little microphone icon you'll find when you move your cursor to the bottom of the Zoom screen), take a breath and settle in.

8. I mute everyone when I begin the talk and into the meditation, so that background noise is lessened. I unmute everyone at the end of the meditation so that we can share. *It's helpful to mute yourself during the sharing time unless you are the one speaking.*

9. Each session is structured with 3 parts: An opening talk (this begins after a few moments of settling in), approximately 15-20 minutes of silent meditation, post-meditation sharing and questions.

10. Finally, *come with your willingness to experience something new, to relax, to receive and to be inspired.*

JUST IN CASE: If your Video Camera Isn't Working:

If your camera is not showing up in the options list in Settings (see [How do I test my video?](#)) or it is selected and not showing any video, please follow the steps below to troubleshoot:



1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Reboot your computer to ensure that the camera is not being used by another application.
3. Visit your device's support and downloads page to update the camera driver (see links below)
 - [Logitech](#)
 - [Dell](#)
 - [Lenovo](#)
 - [HP](#)
 - [ASUS](#)
 - [Samsung](#)
 - [Sony \(PC\) \(Webcams\)](#)

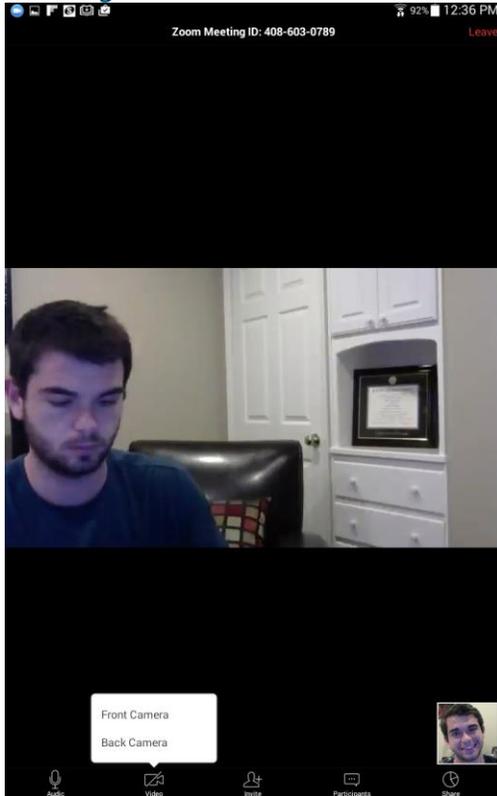


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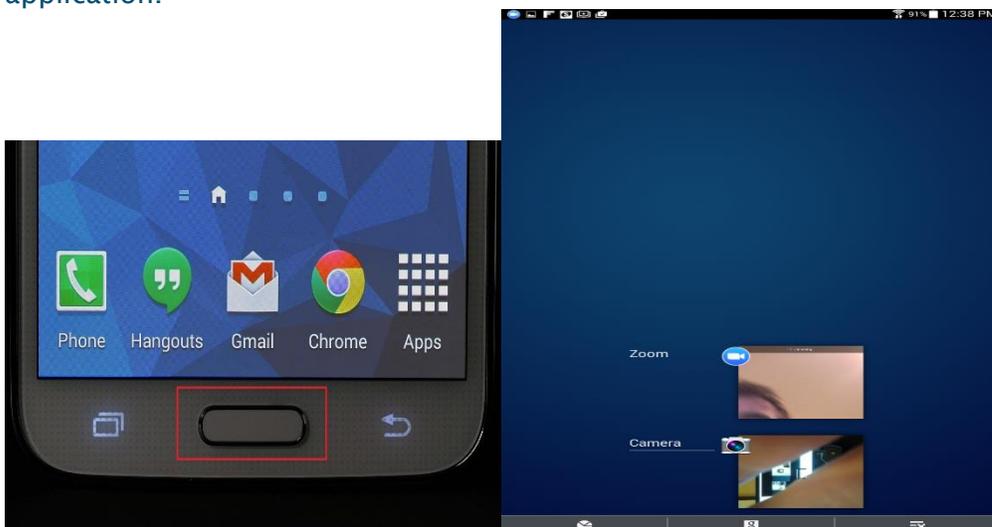


Android

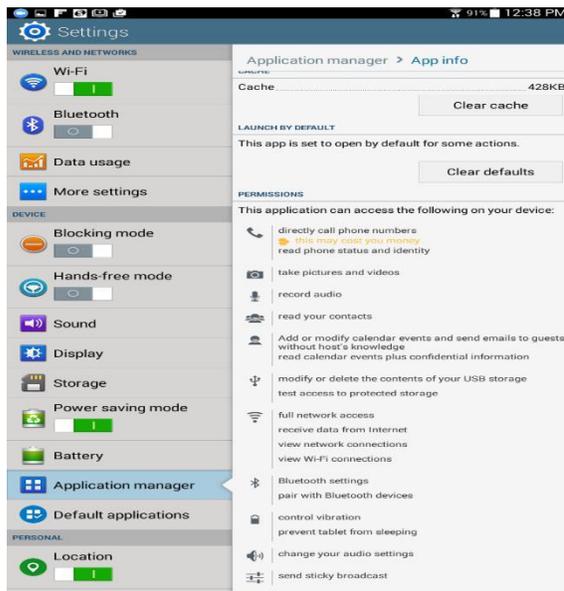
1. Please ensure that you have connected your video by selecting "Video" once in a Zoom meeting



2. Please ensure that no other applications are using the camera at the same time. You can do this by holding the "Home" button and then swiping right to close the application.



3. Please ensure that you have allowed Zoom to have the privilege to access your camera under "Settings>>Application Manager>>Zoom". If this has not been set, please reinstall as shown in step 4.

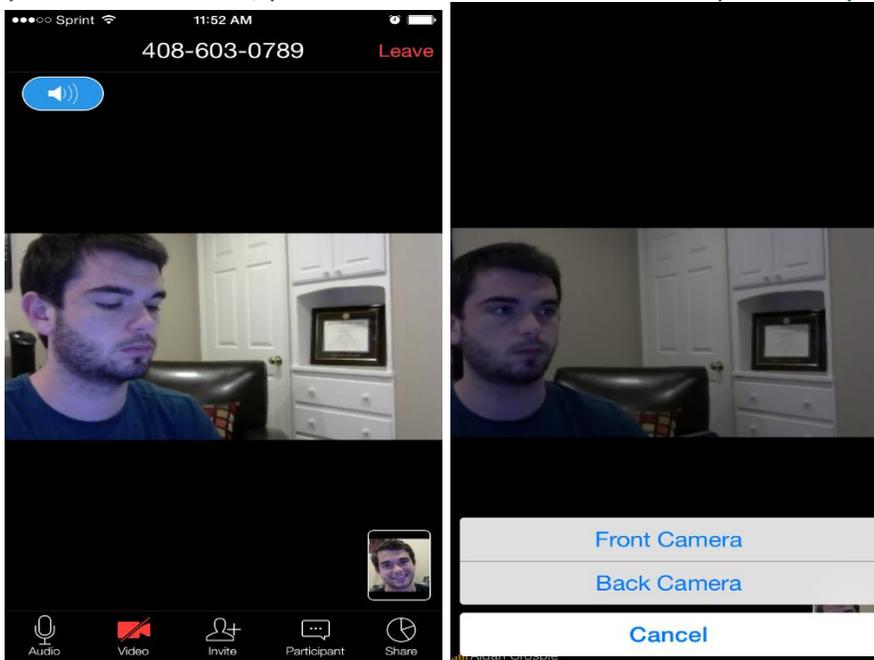


4. Please uninstall Zoom from the Application Manager and reinstall from the [Play Store](#).



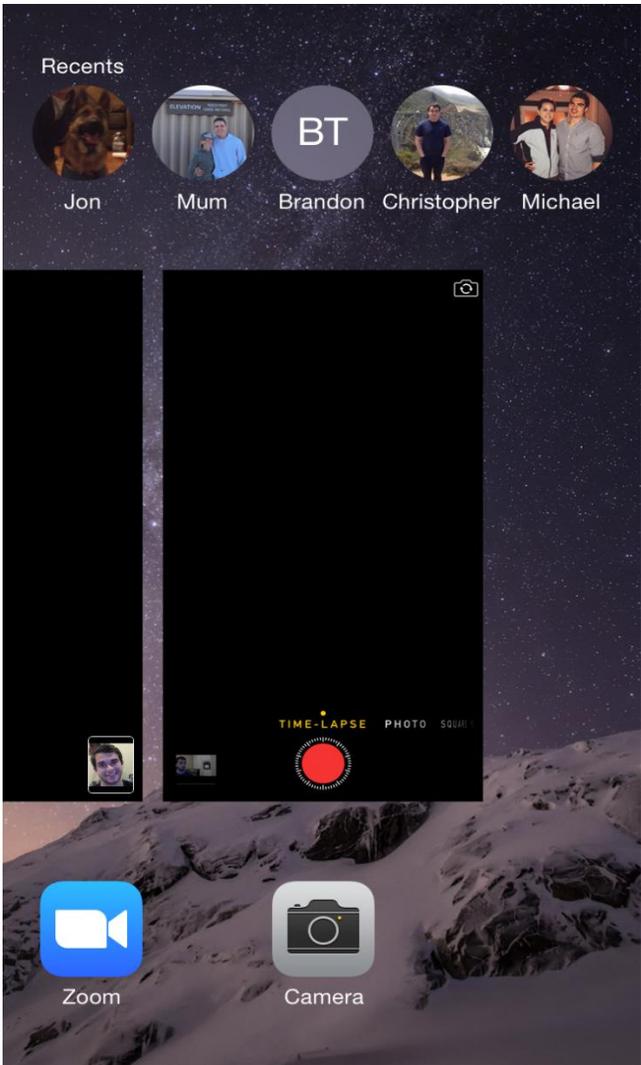
5. Please restart your Android device.

1. If your camera is off, please select "Video" and ensure you have your camera selected

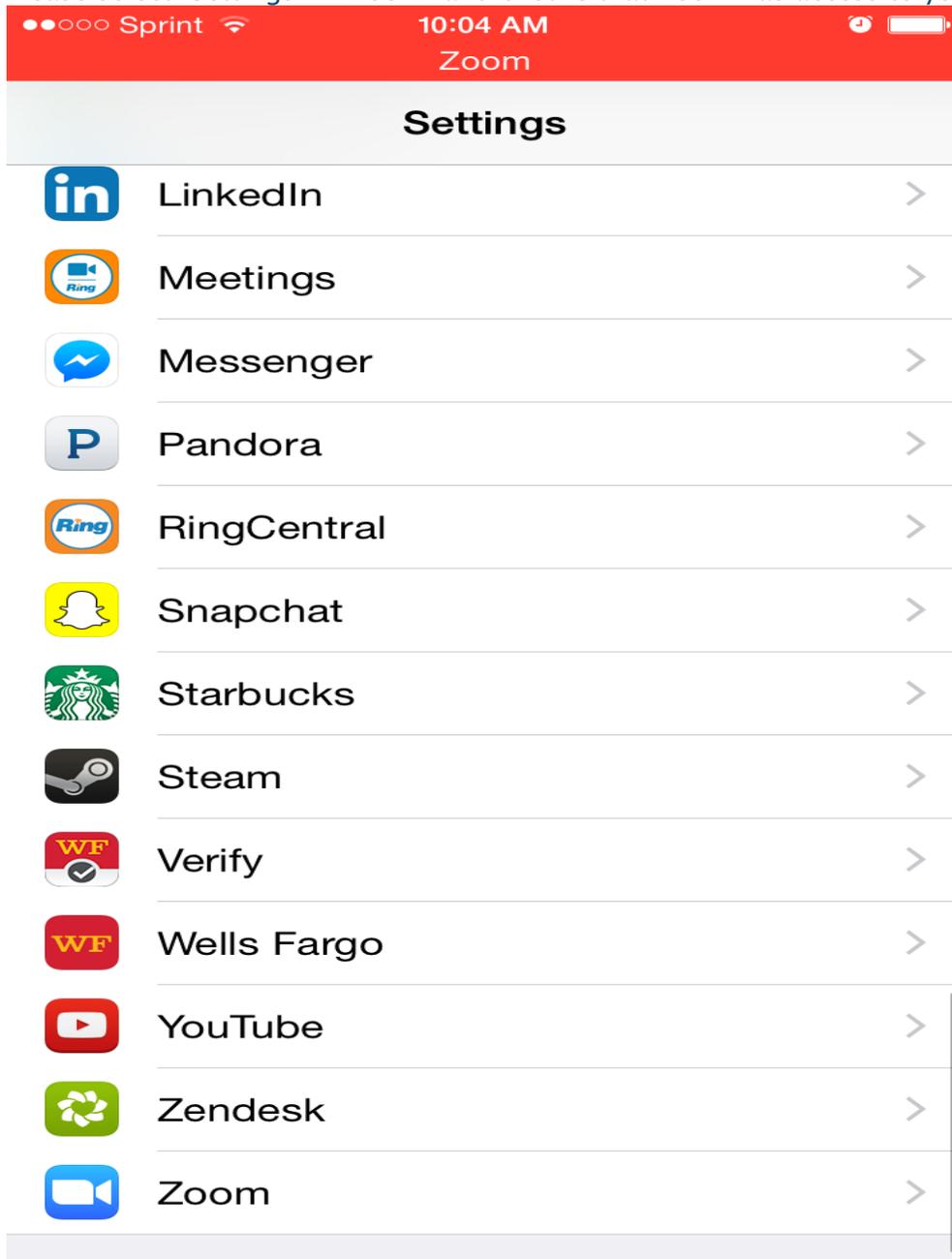


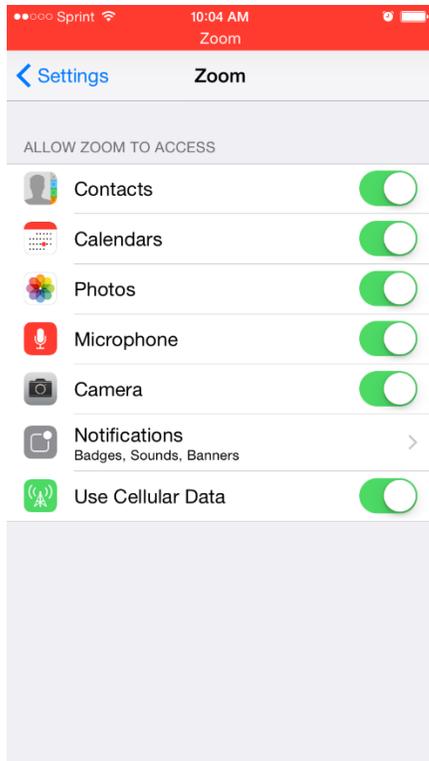
- 2.

Please ensure that no other applications, such as "Camera" are not currently using your camera. You can check which applications are currently running by double tapping the "Home" button  . To close the application, please swipe up.



3. Please select "Settings">>"Zoom" and ensure that Zoom has access to your camera.





4. Please restart your iOS device.
5. Please reinstall Zoom from the [App Store](#)