Sherlock In Homes' Guide to Zoom

Hello! Here's a quick cheat sheet on how to get the best experience out of the show using Zoom..

What kind of device should I use to attend?

A bigger screen will give you a better experience. You certainly can use an iphone or ipad, but if you can go bigger, do! We recommend 1-2 people per device because we think that's a great number to sit within range of the laptop.

There's more than one device attending from our household, is there anything we should be aware of?

If you are using more than one computer, watch out for feedback. The Zoom sounds will amplify into a horrible echoey mess. So make sure you are in separate rooms with the door shut, or using headphones. Or one device is muted and has the sound off.

I am experiencing problems with my internet connection, what can I do?

If you experience problems with your internet, then we recommend turning off your video so we can't see you. You'll still be able to see the rest of your team and the actor, and we'll be able to hear you.

Other tips include: be close to your router, use an ethernet cable if you really struggle, limit how much else is happening on the wifi in the rest of the house (film/tv streaming uses lots of bandwidth).

I got logged off or the programme froze, what can I do?

Close the programme if it's frozen, and log back in. We've got a technician on hand who will slot you back in to the show.

Do I need a Zoom account to sign in? And should I download the programme?

You do not need an account to sign in on a computer, however you are more likely to avoid technical difficulties if you download the Zoom programme here for your computer. If you are using a phone or ipad, then you will need to download the Zoom app from the app store.

How do I change my name to match those in my team?

To change your name to your team name once you've signed in, click the three dots in the corner of your own picture. They should appear when you hover the mouse over your own picture. If you are struggling you can message Taggart in the chat function and they can rename

you. Do this as soon as you can, as Taggart will be assigning rooms just after the performance begins.

I'm coming in a team, does each team get a private room?

No. We divide the audience into five rooms, so unless your team has 15 devices, it's likely that you will be in a room with people you don't know. But we love that.

If you have any problems you can always email sharpteeththeatre@gmail.com, or during the performance you can private message Taggart within the chat feature.