

Festival FAQ's

ZOOM FREQUENTLY ASKED QUESTIONS!

Where can I watch the Festival of Jewish Books & Conversations and Book Fest In Your Living Room author events?

Our events are live streamed as ZOOM open discussions and Webinars.

Where do I download the latest version of Zoom?

You can download the latest version of Zoom from Zoom's [Download Center](#).

It is not a requirement to download Zoom but for the best possible Zoom experience, we recommend it! [Learn more about downloading Zoom.](#)

Do you need an account to use Zoom?

A Zoom account is not required if you are strictly joining Zoom Meetings as a participant. If someone invites you to their meeting, you can join as a participant without creating an account. [Learn more about joining a Zoom meeting.](#) A Zoom account is only required if you need to create your own meetings and send invitations to participants.

How do I sign up for Zoom?

You can sign up for a free Zoom account at zoom.us/signup.

How much does Zoom cost?

A basic Zoom license is free. A Zoom account is only required if you need to create your own meetings and send invitations to participants.

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. [Learn more about joining a meeting.](#)

How do I join computer/device audio?

On most devices, you can join computer/device audio by clicking **Join Audio**, **Join with Computer Audio**, or **Audio** to access the audio settings. [Learn more about connecting your audio.](#)

Why isn't my window showing up when I log on, like my other Zoom meetings?

Some programs are streamed as Zoom Webinars, not meetings. Viewers are not seen or heard but can ask our guests questions in the Q & A via the chat function.

When will I receive the link to my event?

You will receive your Zoom link in your confirmation email after you've purchased your ticket, then again, 24 hours before and finally, one more time, 1 hour before! These emails are coming from ETIX for the festival events and SHOWCLIX for the JCC Literary Consortium events.

What if I didn't receive my link to my event?

First, check your SPAM or Junk folder. Second, make sure you didn't overlook the email as they will be coming from both Etix and Showclix. The tech support line is (813) 769-4725 – leave a message and your call will be returned.

Can I share my Zoom links with friends and family?

No--Zoom links are unique to the user and not shareable. If you share the link, you won't be able to access the program!

How can I watch on my big screen television?

For newer televisions with HDMI ports, you just need an HDMI cable. Connect one end of the cable to your computer or laptop and the other end into the TV. Change the source to that HDMI port and the program should display on your screen. There are many other ways to enjoy Zoom on your TVs depending on what kind of computer and television you are using. Google "casting zoom to tv," and you'll find many tutorials on how to do it.

When should I join the Zoom meetings and webinars?

We begin broadcasting 5 – 10 minutes before start time to allow for viewers to get on. If you click through the link and receive a message that states, "waiting for host to start the webinar," please be patient, we will be right with you!

Can I ask the author a question?

Sure! We invite you to ask your questions in the Chat or in the Q & A feature located at the bottom of your Zoom window.

What if I just can't figure Zoom out at all?

We are happy to work with you to get you up and running on Zoom. Please email us in advance of the program you are interested in watching so we can work with you to get you access!

Email marissa.rosenthal@jewishtampa.com

BOOK PURCHASES & SHIPPING INFO

I purchased a book; when will I receive it?

Books purchased in the US will be shipped from Tombo Books in St. Petersburg, Florida. Please allow 7 – 10 business days for shipping due to postal service delays! Curb side or store pick-up is also available.

For questions, please email marissa.rosenthal@jewishtampa.com.