

# Online Learning with Zoom

*An OLLI-USF Member Beginner's Guide (rev. April 2020)*

## What is Zoom?

Zoom is a video conferencing platform that provides high definition, interactive collaboration tools and telephone conferencing. OLLI-USF is using Zoom for communication, collaboration and online classes this term.

## How do I join a class in Zoom?

After registering for a class, you will receive a confirmation receipt with a link to the online class in your email. Save this link so you can access it each time the class meets (for multi-meeting classes).

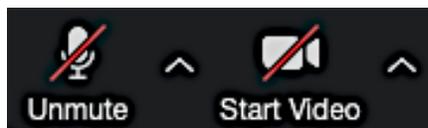
A few minutes before class starts, click on the link to join.

You don't need a Zoom account to attend a class session. Anyone can attend our classes using a desktop or laptop computer (Windows or Mac), tablet, or smartphone (Apple or Android).

- **If you will be using a laptop or desktop**, the first time you go to Zoom.us by clicking the class link, it will download a free and secure program to your computer. This takes only a few seconds.
- **If you will be using a tablet or smartphone**, you will need to download the free and secure Zoom app from your app store before clicking on the class link.

***After joining a class***, to see and hear other participants, you will need to activate the sound and video.

- **On a computer**, click on **Start Video** on the



*lower left corner of the screen.*

- **On a tablet (iPad)**, click on **Start Video** on the *upper right*.



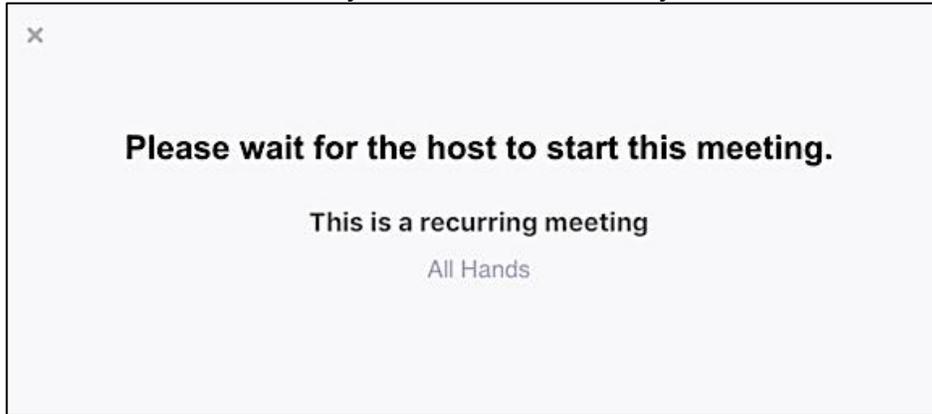
- **On a smartphone**, tap on the bottom of the screen to display the tabs at right. The video will already be active. If it is not, tap **Start Video**.



You will be muted upon entry to your class. Look to your instructor for further direction.

During a Zoom meeting, you can close your camera tapping on **Stop Video** anytime during the class. You can also mute yourself by tapping or clicking **Mute**.

If the instructor has not yet entered Zoom, you will see the message below.



## What equipment will I need?

**All you need to use Zoom is a telephone**, whether smartphone or landline. However, with an internet connected device you can use the full capabilities of Zoom. *A headset or headphones will be handy as is your device charger.*

- **Computer with built-in camera and speaker.** You are all set and ready for class! If the sound quality is poor, plug headphones or your smartphone's earbuds in to the small round RCA plug on your computer or laptop.
- **Computer with no camera.** A camera connects you with your instructor and your peers by allowing you to see each other face-to-face. No web camera? You will still be able to see the instructor.
- **Tablet.** Tablets have both built in cameras and speakers. If your speaker is not great, use the headphones you use with your smartphone by plugging them in to the small round RCA plug on your tablet.
- **Smartphone.** You should be good to go with your smartphone. If you would like to silence the class from others, use your headphones.

**Check your audio and video before class starts.**

[Click here for a one-minute video to help you test your equipment.](#)

## **Solutions to common issues:**

### ***I can't see!***

**[Click here for Zoom's step-by-step instructions for Testing Your Video](#)**

### ***I can't hear!***

**[Click here for Zoom's step-by-step instructions for Testing Your Audio](#)**

### ***There's background noise or feedback!***

**[Click here for Zoom's step-by-step instructions for Solutions for Audio Echo](#)**

### ***I have concerns about using Zoom***

*Zoom was developed as a business conferencing tool; the pandemic and enforced isolation has caused its use to explode. That popularity made Zoom vulnerable to bad actors. Zoom has recently implemented a number of security and privacy practices which OLLI-USF has incorporated into ours.*

*If you still have concerns about joining us via Zoom, know that telephone-only participation is always available for Zoom meetings. More info here:*

*<https://zoom.us/privacy>*

*If you are still experiencing problems, OLLI-USF is here to assist you. Please contact us at [dyer1@usf.edu](mailto:dyer1@usf.edu). We will connect you with a volunteer who can assist you further.*