Online Learning with Zoom
An OLLI@OSU Member Beginner's Guide & Tips

What is Zoom?
Zoom is a video conferencing tool that enables us to provide interactive online classes, chats and other social activities with multiple participants. Zoom is used for everything from family game nights to business meetings. We are pleased to offer you an array of OLLI courses on this platform. Zoom is free, and you don't need to register for an account to use it for class sessions.

What type of device do I need?
You can attend classes using a desktop or laptop computer (Windows or Mac), a tablet, or a smartphone (Apple or Android). An internet-connected device will allow you to interact on Zoom with video and audio. As an alternative, you can participate using a phone without an internet connection or on a landline telephone for audio-only.

Will I need any other equipment?
To use the full capabilities of Zoom, your device will need a camera, microphone and speaker.

- **Computer with built-in camera, speakers and microphone.** You are all set and ready for class
- **Computer with no camera.** A camera connects you with your instructor and your peers by allowing you to see each other face-to-face. Without a web camera you'll still be able to see the instructor and other participants, listen, and speak during the meeting, but you won't be able to transmit video of yourself.
- **Tablet or Smartphone.** These have built-in cameras, speakers and microphones.

A headset, headphones or earbuds plugged into the small, round RCA jack on your device may improve sound quality. Some have built-in microphone with volume controls. Also, keep your device's charger handy so you don't run out of power during class.

How do I join a class in Zoom?

First, register for an OLLI@OSU class. Before the first class, you will receive an email containing a link for the course in which you have enrolled. You will use this link for every session of the course. Save this email so you can use the link each time the class meets. It's the only link you'll need to enter your class, and you'll use the same link for every class meeting. If you register for several different courses, you will be given a link for each course. Saving the emails in a folder on your desktop might be a good idea.

Before the class meeting begins, click on the link to join the class.

- **If you are using a laptop or desktop computer,** the first time you click on the class link, you'll be taken to *Zoom.us*, which will download a free and secure program to your computer. This takes only a few seconds.
- **If you are 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.
- **If you're using a telephone,** read this guide for general information. Dial-in information is included in the Zoom link for the course.

What happens after I open the link?

When you join a class, take a moment to familiarize yourself with the toolbar and symbols that appear on your screen. The toolbar will look similar to this with minor variations:

Depending on which type of device you're using, you'll find the toolbar in different locations on your screen. For example:

- **On a laptop or desktop computer,** you'll find the *Start Video* icon on the lower left corner of the screen.
- **On a tablet (iPad),** look for the *Start Video* icon on the upper right.
- **On a smartphone,** tap on the bottom of the screen to display the icons. The video will already be active. If it's is not, tap *Start Video.*

Your microphone will be muted upon entry. To see and hear other participants, you'll need to activate the sound and video, by tapping on the **Unmute** and **Start Video** icons. Your instructor or the room monitor will give you further direction regarding how muting will be used in your class. Once the presentation begins, your room monitor will mute everyone in the room.

At any time during your Zoom class meeting, you can turn off your camera by tapping **Stop Video.** You can also control your microphone by tapping **Mute** or **Unmute.** You'll still see and hear the instructor, but they won't see and/or hear you. These controls toggle on and off.

Are there other tools on the screen?
Yes, and we recommend trying out all the icons on the screen because they will enhance your classroom experience. Here are a few examples: If you tap on **Participants** you'll find a pop-out screen that includes a **Raise Hand** icon to raise a virtual hand during discussions. You can also change your screen name on the **Participants** tab. Somewhere on your screen you'll also see a choice to toggle between **Speaker** and **Gallery** views which control how you see other participants on your screen. **Speaker** view shows the video of the current active speaker while **Gallery** view shows all the meetings' participants in a grid, including the current active speaker.

Can I enter the Zoom room early?
Yes, but if you open the link for your class and the instructor or room monitor hasn't yet entered the Zoom meeting, you will see this message:
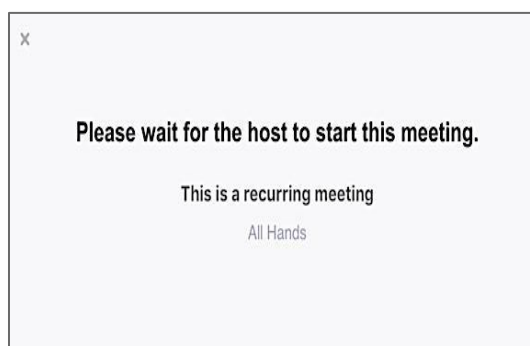
What time does the Zoom classroom open?

We have set up your classroom so that you can enter up to 30 minutes before the class is scheduled to begin. You can also enter at any time while the class is in session. By entering the classroom early, you'll be able to make sure your equipment is working as it should. You'll also have the opportunity to visit with other participants while you're waiting for the lecture to begin.

If only I could set this up in advance.
There is! You can drop in to say "hello" to us on our weekly *Coffee Chat* on Wednesdays. A link goes out each Wednesday about an hour before the chat begins.   It's the perfect opportunity to give Zoom a test drive. An OLLI@OSU staff member is always on hand to answer your questions, you'll meet members from across the state, and, you might meet an instructor or two.

Zoom.us also provides easy ways to do sound and video checks. We've included links below.

Can I attend class in my pajamas?
That's up to you. Since other participants can see and hear you when the video and sound are turned on, we kindly ask that you be mindful and considerate of other participants. If your dog is causing a ruckus in the background, mute your microphone. If your camera angle shows something that would make us blush, click on *Stop Video* to turn off your camera. You'll be able to see and hear what's going on while sparing everyone else's delicate sensibilities.

This all sounds great, but I have concerns about using Zoom.
Zoom was developed as a business conferencing tool. The pandemic and enforced isolation caused it to become very popular very quickly. That unexpected popularity made Zoom vulnerable to bad actors. Zoom has since implemented stronger security and privacy practices which OLLI@OSU has incorporated, as well. If you still have concerns about joining us via Zoom, be aware that telephone-only participation is also available for Zoom meetings. You may find more information on Zoom's privacy policy here:
https://zoom.us/privacy

Making it work for you!

Click here for a one-minute video to help you test your equipment.

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

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

If you're experiencing problems, please contact us at the OLLI office and we'll connect you with someone who can help.

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