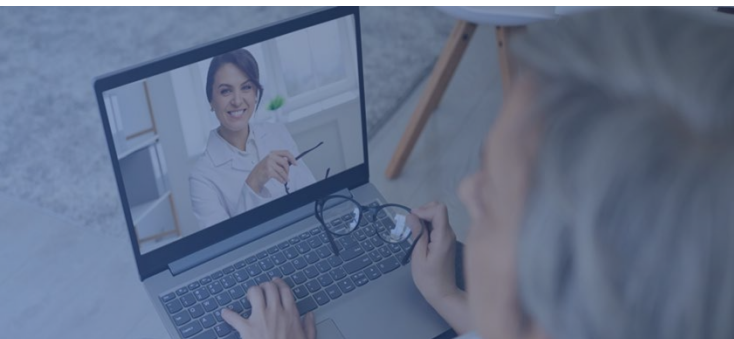
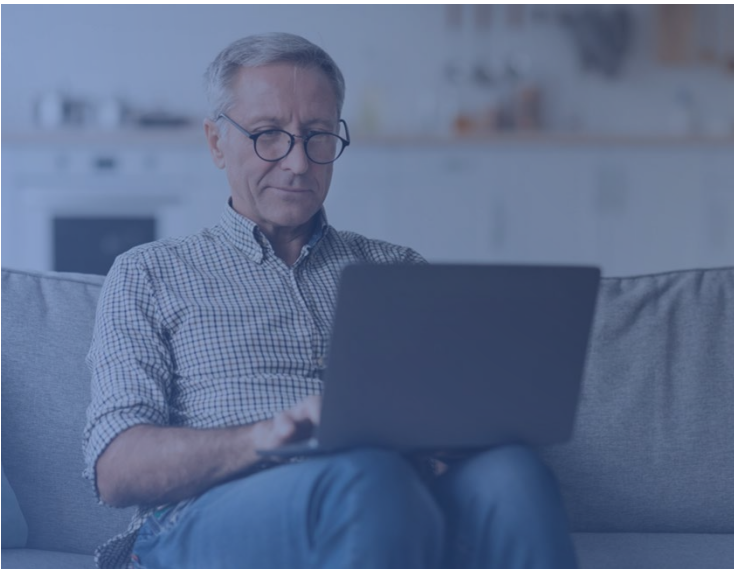


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# ZOOMING WITH OLLI

Osher Lifelong Learning Institute



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EXTENDED UNIVERSITY

# ZOOMING WITH OLLI

*Everything you need to know about Zoom through OLLI*

What is Zoom? [Page 2](#)

How do I join a class in Zoom? [Page 3](#)

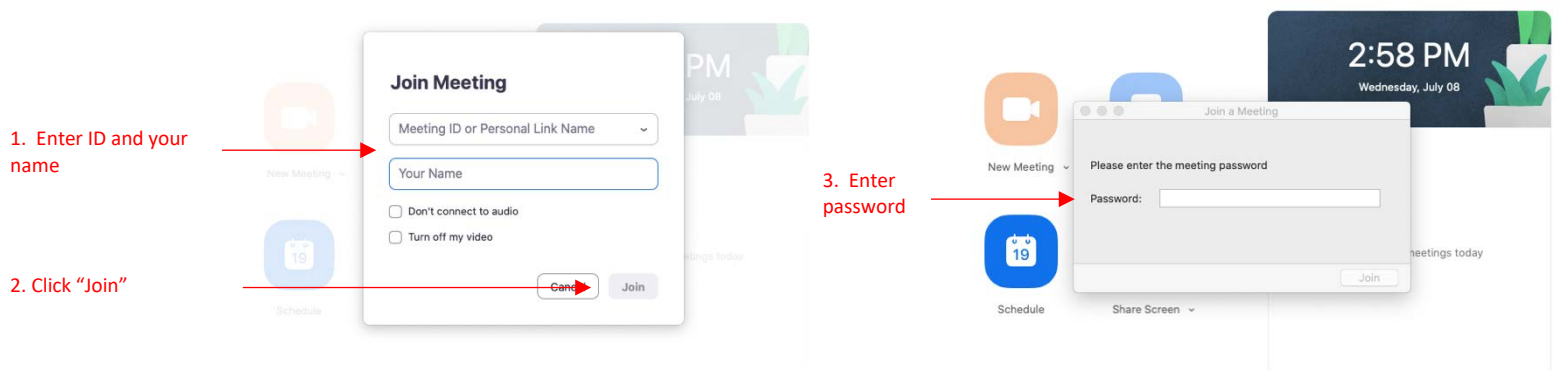
Do I need an account to use Zoom? [Page 4](#)

Settings on different devices [Page 5](#)

Troubleshooting and frequently asked questions (FAQs) [Page 6](#)



If you have installed the Zoom application, you can manually enter the meeting ID and password that will also be provided in the calendar.



## Do I need an account to use Zoom?

A Zoom account is not required if you are joining Zoom meetings as a participant. Anyone can attend a class session using their laptop or desktop (Windows or Mac), tablet or smartphone (iPhone or Android).

A Zoom account is only required if you need to create your own meetings and send invitations to participants. An account will allow you to access personal settings, where you can [update your profile](#) or [upgrade your plan](#) at any time.

### ⇒ How do I sign up?

Create a FREE account using this hyperlink [zoom.us/signup](https://zoom.us/signup)

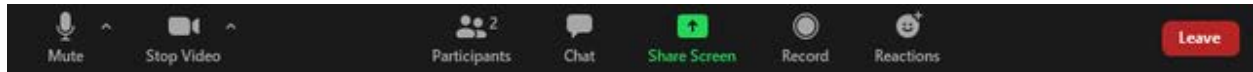
### ⇒ How do I install the Zoom application?

Install the application for FREE using this hyperlink <https://zoom.us/download>

# Settings on different devices

Once you have joined a class, you will have access to multiple features. Move your mouse on the Zoom window to display meeting controls.

## 1. Windows and Mac: The attendee controls appear at the bottom of your screen.



**Mute/Unmute:** Mutes and unmutes your microphone.

**Audio Controls** (click the ^ arrow next to **Mute/Unmute**): Change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio settings.

**Tip: When muted, hold down the spacebar to temporarily unmute yourself.**

**Start Video/Stop Video:** Turns your camera on or off.

**Video Controls** (click the ^ arrow next to **Start Video/Stop Video**): Change cameras if you have multiple cameras, select a virtual background (if enabled), or access your full video settings.

**Tip: You can add a virtual background by uploading your favorite photo and selecting it in your video control settings.**

**Participants:** See who's currently in the meeting and invite others. You can also access these options:

- **Rename:** Hover over your name and click "Rename" to change your screen name as it is displayed to other participants.
- **Non-verbal feedback icons** (if enabled by the host): Places an icon beside your name to quickly notify the host.



**Share Screen:** Start a screen share (if the host allows). You will be able to select the desktop or application you want to share.

**Chat:** Access the chat window to chat with the participants.

**Record:** Start or stop a local recording. Attendees do not have access to start a cloud recording. Note: The host will need to allow local recordings in their account settings, then give you permission to record. If you don't have permission to record, use the in-meeting chat or audio to ask the host for permission.

**Leave:** Leave the meeting while it continues for the other participants. Only the host can end the meeting.

**2. Android and iOS (iPhone or iPad):** The attendee controls appear at the bottom of your screen, except for **Leave** meeting which appears at the top-right corner.



**Audio:** Mute or unmute your microphone.

**Video:** Start and stop your own video.

**Share:** Start a screen share. You'll be able to select what you want to share.

**Participants:** See who's currently in the meeting. The participants list also gives you access to these options:

- Tap your name if you want to **rename** yourself.
- **Chats:** Chat with other participants.
- **Invite:** Invite others to join your meeting.

**More:** View non-verbal feedback icons (if enabled by the host). Tapping an icon will notify the host by placing the icon beside your name in the participants list.

**Tip: Earphones or a headset will provide better quality audio and will enable you to be heard more clearly.**

# Troubleshooting and frequently asked questions (FAQs)

## ⇒ What equipment do I need?

At the most basic level, all you need is a telephone, such as a smartphone or landline. However, if you have access to a computer or mobile device you can use the full capabilities of Zoom. Older devices might not have microphone, video, or audio capability. The following equipment will enhance your experience but is **not** necessary:

**Web camera:** A camera will increase your connection with your instructor and your peers by allowing you to see each other face-to-face. If you do not have access to a web camera, you will still be able to see the instructor.

**Headset or earphones:** This will let you hear and be heard more clearly.

## ⇒ What if the link doesn't work?

- Try logging in through the Zoom app (if downloaded) by manually entering the meeting ID and password.
- Try logging in through the web browser: Highlight the link, then copy and paste into your browser.
- Your device might require you to hold down the control button (CTRL) and double click on the link.
- Go to zoom.com, join a meeting without launching the app or signing in. Upon joining, you need to follow the prompts telling you to join using "Call over internet."

## ⇒ What does it mean when "waiting for host start meeting"?

The instructor has not started class, wait five minutes after the scheduled class time. If you still can't join, exit and try logging back in.

## ⇒ What if my video is not showing?

- Your device may not have a camera installed.
- Check your Zoom settings to verify video is turned on.
- Make sure no other programs are currently using the camera.
- Make sure the camera lens is not covered.

## ⇒ Why can't I hear anything?

- Some computers do not have audio and require external speakers; earphones or headphones will allow you to hear.
- Make sure your volume level is correct.
- Make sure your volume is not muted.

## ⇒ Why can't they hear me?

- Make sure your device has a microphone and that it is working.
- Make sure your audio is turned on in the Zoom screen.

⇒ **What if my internet is not working?**

- You can get access through a phone line. Call the office prior to class so staff can provide a Zoom telephone access number.
- Limit the number of devices connected to your Wi-Fi.
- Move closer to your modem.
- Restart your device (turn it off and back on).

**Tip: Zoom tutorials on various topics are available when you need at <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials>**