

OLLI at Duke – Intro to Zoom (3/27/20)

What is Zoom?

Zoom is a video conferencing platform that provides high definition, interactive collaboration tools, and telephone conferencing to use for communication and collaboration. A zoom meeting typically has a host (speaker) and multiple participants, and may also have a co-host or meeting assistant to help facilitate discussion.

How do I join an OLLI Zoom meeting?

Invitations to an OLLI online activity (e.g., online learning session) will be emailed to OLLI members, and contain a link to the Zoom meeting. Initially, these sessions will be advertised via emails from the OLLI office, but in the future could be listed on the OLLI website. A Zoom account isn't required to join a meeting.

- If you haven't used Zoom before, allow at least 5 minutes for the initial set up.
- If you are using a **laptop or desktop** (Windows or Mac), the first time you click on a meeting link it will automatically download and install the Zoom software on your computer.
- If you are using a **tablet or smartphone**, the first time you click on a meeting link it should prompt you to install the Zoom application from your device's app store. If for some reason the process doesn't work, it's possible to install the app manually from the app store.

Click [here](#) for a 1 minute video showing how to join a Zoom meeting.

What equipment do I need to get started?

At the most basic level, all you need to use Zoom is a mobile phone or landline. However, if you have access to a computer, smartphone or tablet, you can use the full capabilities of Zoom.

The following equipment will enhance your experience but is not necessary:

- **Web camera:** This will allow the meeting host and other participants to see your smiling face! If you don't have a webcam, you will still be able to see the host. Most modern laptops have built-in webcams; most desktop computers need an external (USB) webcam, which as of late March 2020 are in very short supply.
- **Headset with microphone:** These will let you hear and be heard more clearly by others. Desktops usually have just a small speaker and no microphone, so you may need a headset or can try using earbuds. Smartphones, tablets and most current laptops have speakers and built-in microphones, but a headset or earbuds may be a better choice.
- **Charger:** When using a laptop or mobile device, keep it plugged into a power supply or charger to ensure the battery doesn't run out while in a meeting.

Check your audio and video before class starts.

Click [here](#) for a 1 minute video about testing your device.

Here are common problems encountered using Zoom and how to resolve them.

- **I can't join the meeting from my device:** Call the meeting dial-in number (listed in the Zoom meeting invitation).
- **I can't see:** Click [here](#) step-by-step instructions for "Testing Your Video"
- **I can't hear:** Click [here](#) for step-by-step instructions for "Testing Your Audio"
- **There's background noise or feedback:** Click [here](#) for "Solutions for Audio Echo"

How to get assistance

There will usually be someone on each meeting who can assist with a Zoom problem. However, if it cannot be resolved quickly, please fill out a support request form by clicking [here](#). We'll respond as soon as we can, but due to limited technical staff and volunteers, it may be several hours or even the next day before we get back to you. Thanks for your patience!

Which app do I install on a mobile device?

If the Zoom app doesn't install automatically, you can install it manually. Look for the app named "Zoom Cloud Meetings".

In the Apple App store, the Zoom app icon looks like this:



In the Google Play Store, the Zoom app icon looks like this:

