

Zoom Basics for OLLI Members (Updated 8/18/2021)

The OLLI office will send you an email with a link to a Zoom meeting to be held at the scheduled class meeting time, for example, Tuesday at 9:45 AM.

We will use Recurring Invitations for classes. Please save this invitation and use the same link each week or write down the Meeting ID to use each week.

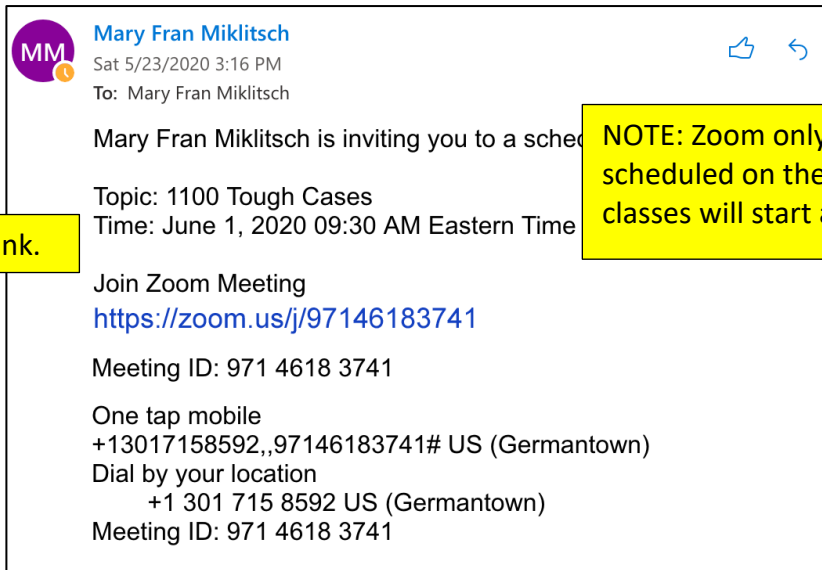
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How to Join a Zoom Meeting from an Invitation Link

It will be helpful to join at least your first meeting 5 to 10 minutes before it begins to give yourself time to test your audio and to familiarize yourself with the Zoom screen. Please be sure to read the section that pertains to the device you are using, that is, a laptop or a tablet or a smartphone.

You will receive an email invitation from OLLI for each of your classes. **To join a meeting, click on the link in the invitation.** Alternately, you can click on Join Meeting in Zoom and enter the Meeting ID, or to participate just by phone, use the One Tap or Dial In information at the bottom of the invite.




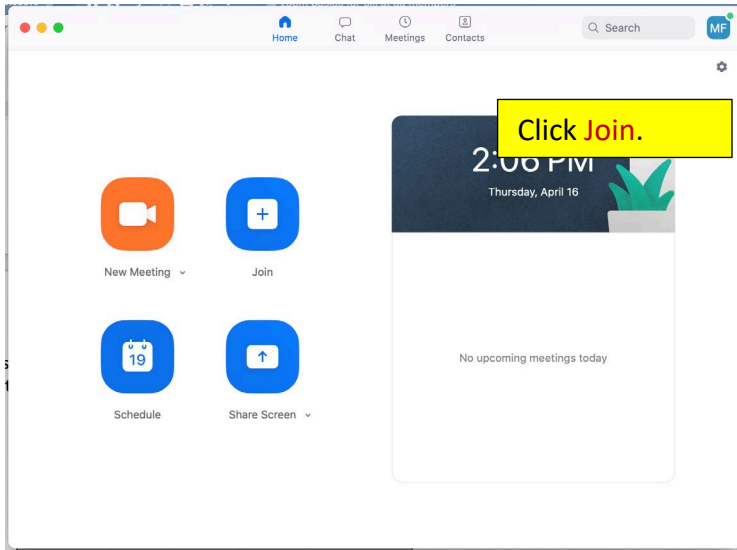
The screenshot shows an email invitation from Mary Fran Miklitsch. The email header includes the sender's name, a profile picture with the initials 'MM', the date and time 'Sat 5/23/2020 3:16 PM', and the recipient 'To: Mary Fran Miklitsch'. The main body of the email states: 'Mary Fran Miklitsch is inviting you to a scheduled Zoom meeting.', 'Topic: 1100 Tough Cases', and 'Time: June 1, 2020 09:30 AM Eastern Time'. Below this, there are three sections: 'Join Zoom Meeting' with a blue hyperlink 'https://zoom.us/j/97146183741', 'Meeting ID: 971 4618 3741', and 'One tap mobile' with the number '+13017158592,,97146183741# US (Germantown)'. The final section is 'Dial by your location' with the number '+1 301 715 8592 US (Germantown)' and 'Meeting ID: 971 4618 3741'. There are also icons for thumbs up and reply in the top right corner of the email header.

Click this link.

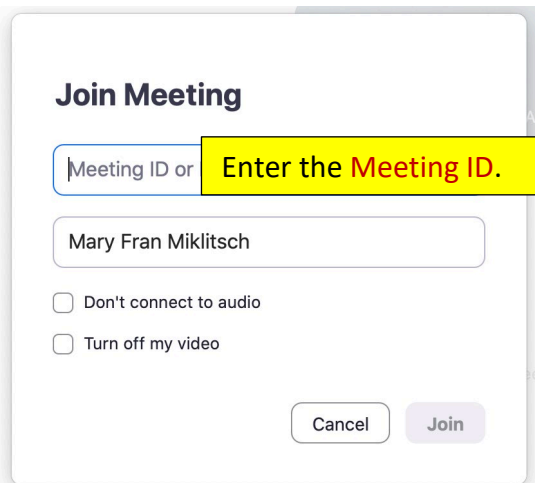
NOTE: Zoom only allows meetings to be scheduled on the hour or half hour. Our classes will start at 9:45, 11:45 and 1:45.

How to Join a Meeting from the Zoom App

After you have downloaded the Zoom app, you can join meetings directly from the app. Look for Zoom in your Applications folder or click on the Zoom icon  in your taskbar (PC) or dock (Mac). Click on it. Zoom will open.



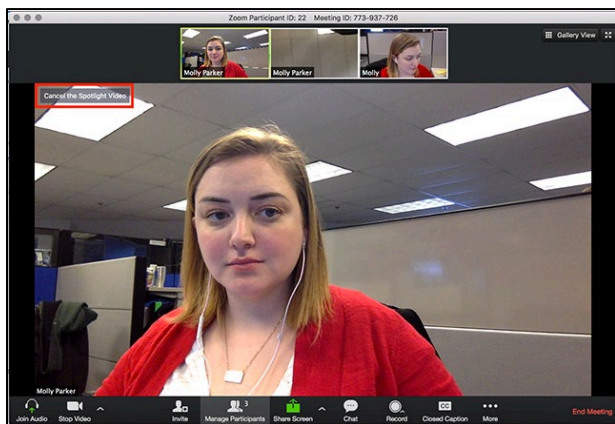
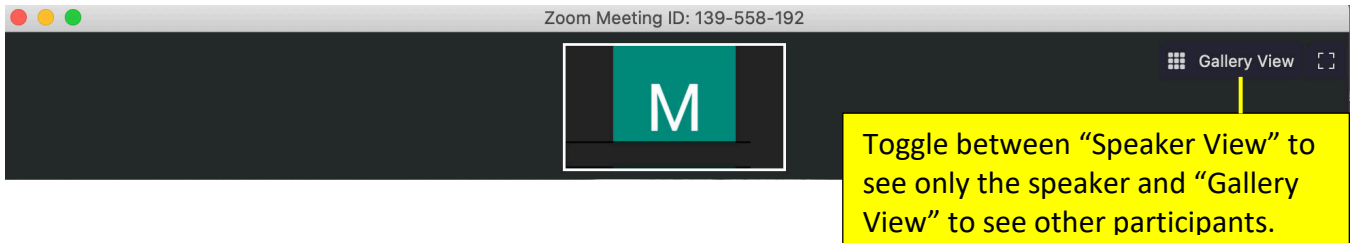
Click on Join. A window pops up in which you should enter the Meeting ID.



Participating in a Meeting on a Laptop

Once you click the invitation link, you will see the Zoom screen. **Please be conscious that if you are not muted, everyone can hear anything you say or any noise in the background. The same is true for video. Everyone can see you and whatever is visible to your camera.**

Here are the navigation controls at the **top** of the screen.

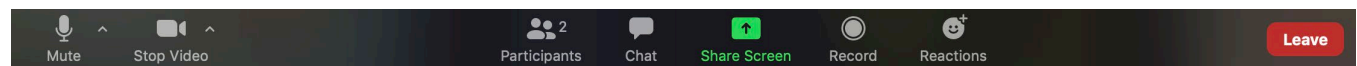


Speaker View (See just the person speaking)



Gallery View (See everyone, up to 25 in a screen)

Here are the navigation controls at the **bottom** of the screen.



You can **Mute** yourself so no one else can hear you by clicking on the microphone. Likewise, you can click **Stop Video** so that no one can see you.

Note: In many OLLI classes you will be asked to mute yourself or the SGL will mute you while lecturing.

Under **Participants**, you can change your name by clicking on how you are currently identified, then click More, and **Rename**. Please use your full name so members can recognize one another. You can also click on your image and select rename to Rename.

At the end of class, click here to **Leave** the meeting.

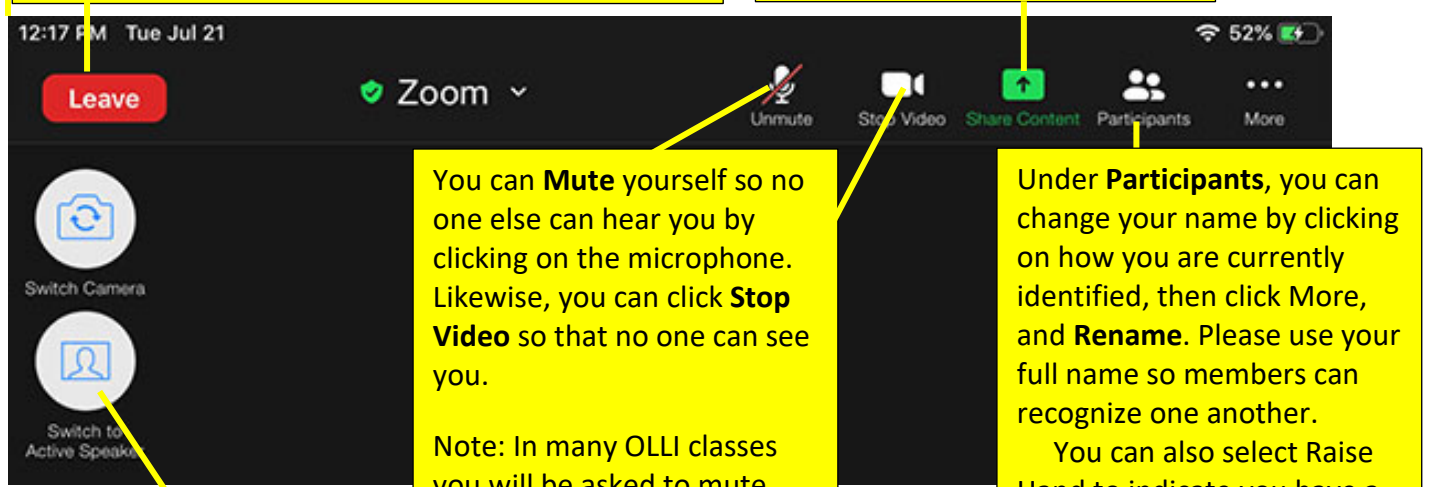
Participating in a Meeting on an iPad

Once you click on the invitation link, you will see the Zoom screen. **Please be conscious that if you are not muted, everyone can hear anything you say or any noise in the background. The same is true for video. Everyone can see you and whatever is visible to your camera.**

Here are the navigation controls at the **top** of the iPad.

At the end of class, click **Leave** to exit the meeting.

Only the SGL can Share



The screenshot shows the Zoom iPad interface. At the top, there is a 'Leave' button on the left, the Zoom logo in the center, and a row of icons on the right: Unmute (muted), Stop Video (video off), Share Content (share icon), Participants (people icon), and More (three dots). Below this is a 'Switch Camera' icon and a 'Switch to Active Speaker' icon. A yellow callout box points to the 'Leave' button with the text 'At the end of class, click Leave to exit the meeting.' Another yellow callout box points to the 'Share Content' icon with the text 'Only the SGL can Share'. A third yellow callout box points to the 'Unmute' icon with the text 'You can Mute yourself so no one else can hear you by clicking on the microphone. Likewise, you can click Stop Video so that no one can see you. Note: In many OLLI classes you will be asked to mute yourself or the SGL will mute you while lecturing.' A fourth yellow callout box points to the 'Participants' icon with the text 'Under Participants, you can change your name by clicking on how you are currently identified, then click More, and Rename. Please use your full name so members can recognize one another. You can also select Raise Hand to indicate you have a question.' A fifth yellow callout box points to the 'Switch to Active Speaker' icon with the text 'Toggle between "Active Speaker" to see only the speaker and "Gallery View" to see others.'

You can **Mute** yourself so no one else can hear you by clicking on the microphone. Likewise, you can click **Stop Video** so that no one can see you.

Note: In many OLLI classes you will be asked to mute yourself or the SGL will mute you while lecturing.

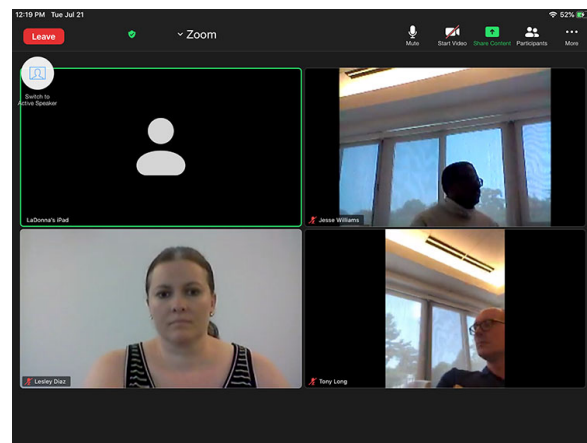
Under **Participants**, you can change your name by clicking on how you are currently identified, then click **More**, and **Rename**. Please use your full name so members can recognize one another.

You can also select **Raise Hand** to indicate you have a question.

Toggle between "Active Speaker" to see only the speaker and "Gallery View" to see others.

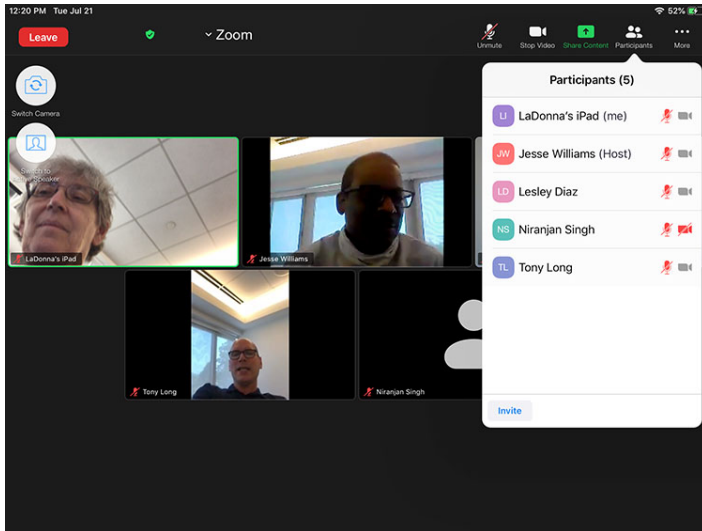


Speaker View (See just the person speaking)



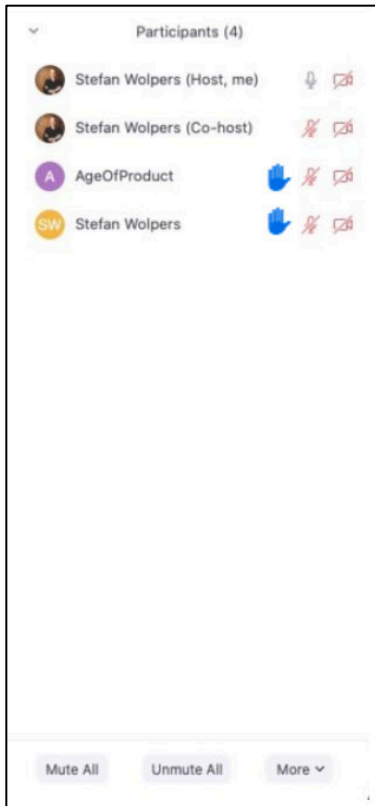
Gallery View (See everyone, up to 49 in a screen)

Clicking on the Participants Panel will display a list of all of the class participants. In the Participants Panel, you can rename yourself, turn on/off your microphone and video, and raise your hand virtually.



How SGLs Will Manage Questions and Answers in Class

OLLI classes vary greatly both in format—discussion, lecture only, lecture and discussion—and size—from 10-15 participants to up to 300 in a Zoom class. The format and size affect the way the Study Group Leader may address questions in class. This is determined in part by the Study Group Leader’s preference and, in part, by limitations in Zoom.



There are three options for how an SGL may address questions:

1. In a small class, the SGL may ask members to raise their hand on screen.
2. In a larger class, the SGL may ask members to use the Raise Hand. This function will display a blue hand in the participant’s window. It also will move all of the raised hands to the top of the list in the Participants’ Panel so the SGL or Co-Host can call on the members in order.

To Raise Hand, click on the Participants’ panel in the controls, scroll to the bottom of the Participants Panel, and click on “raise hand.”

3. Alternately, the SGL may ask members to type their questions into the Chat box. Then, when the SGL wants to answer questions, whether at set breaks during the class or at the end, the SGL or Co-Host can read the questions and reply.

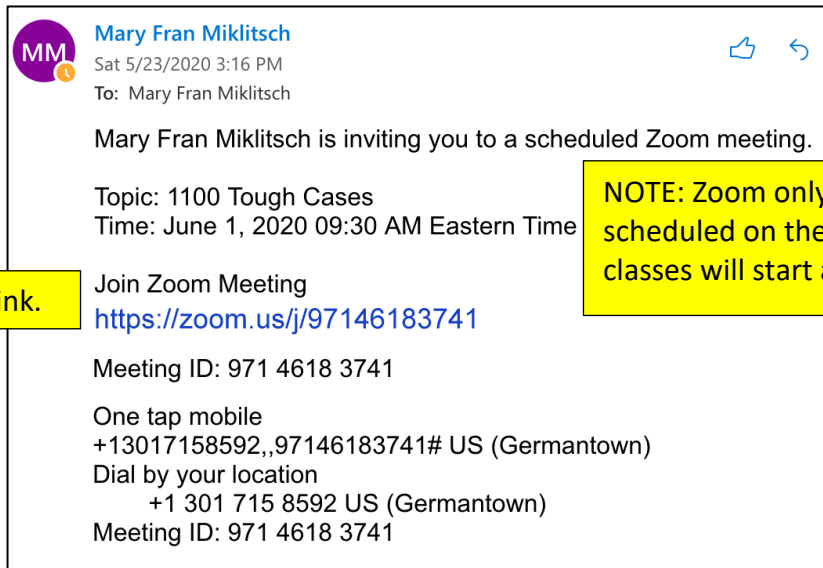
To submit a question through the Chat panel, click on Chat in the control bar, type your question in the Chat panel and hit Enter or Return.

How to Download Zoom

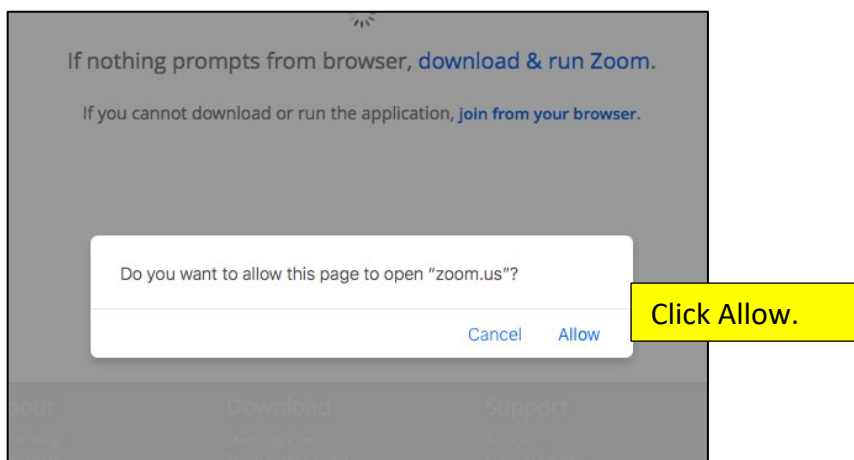
To get the most out of an OLLI Zoom class, you should have a laptop or desktop with a web camera and a microphone, or a tablet with the same. Have your device fully charged or connected to electricity.

On a PC or Mac Laptop

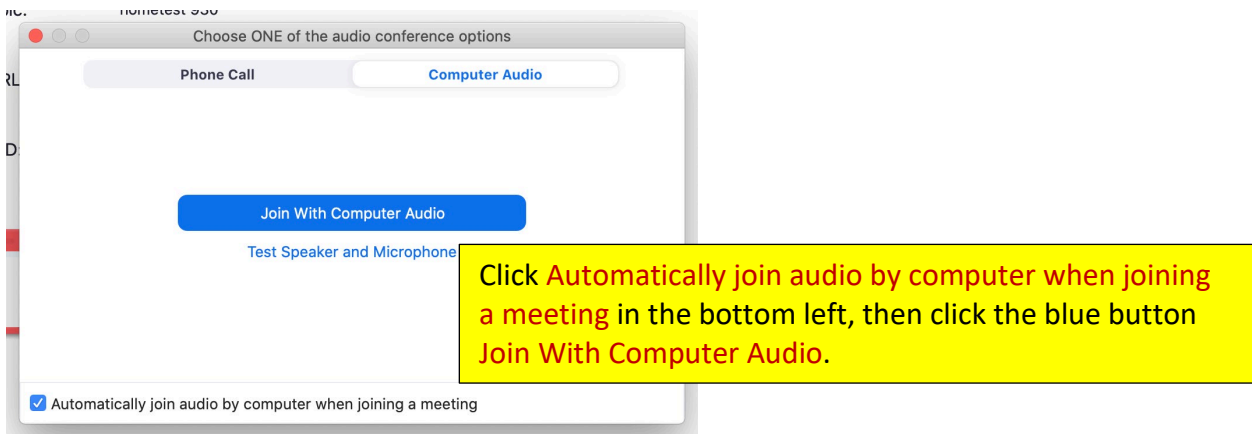
Look for a Zoom meeting invitation in your email. You will receive one for each of your classes being held online. The invitation will look like this. Click on the link under **Join Zoom Meeting**.



A question about allowing Zoom to open will appear. The wording is slightly different on Macs, but the gist is the same. Click **Allow** on Windows or **Open Link** on a Mac.



A new popup appears titled Choose ONE of the audio conference options. Click on the checkbox **Automatically join audio by computer when joining a meeting** in the bottom left corner, then click on **Join with Computer Audio**.



Loading Zoom to a Tablet or Smartphone

In case you are wondering, you can download Zoom on as many devices as you want, for example, your laptop, your iPad, and your smartphone.

On an iPad

1. Go the App Store. Search for Zoom. Click Get for ZOOM Cloud Meetings.
2. When Zoom has finished downloading, click on the Zoom icon.
3. Click on Join a Meeting.
4. Enter the **Meeting ID**. Enter **Password**.
5. Enter your full name under **Join with a personal link name**, so that other members will recognize you.

On an Android Tablet

1. Go to **Google Play**. Search for **Zoom Cloud Meetings**. Click **Install**.
2. When Zoom has finished downloading, click on the Zoom icon.
3. Click on **Join a Meeting**. You do not need to Sign Up or Sign In with Zoom to join a meeting.
4. Enter the **Meeting ID**. Enter **Password**.
5. Enter your full name under **Join with a personal link name**, so that other members will recognize you.

On an iPhone

1. Go to the **App Store**. Search for **Zoom**. Click on **ZOOM Cloud Meetings**.
2. When Zoom has finished downloading, click **OPEN**.
3. Click on **Join a Meeting**.
4. Enter the **Meeting ID**. Enter **Password**.
5. Enter your full name under **Join with a personal link name**, so that other members will recognize you.

Best Practices for Using Zoom in an OLLI Class

Before Class

- **Make sure you keep Zoom updated.** Go to <https://zoom.us/download> to download the latest version. You must have Zoom 5.0 or later installed or it will install when you join a meeting.
- **Close any applications you are not using.** For example, close your email, Facebook, Google, any browser, etc. Zoom works best with more processing power.
- **Join a few minutes before class starts.** It is helpful to join at least your first meeting 5 to 10 minutes before it begins to give yourself time to test your audio and to familiarize yourself with the Zoom screen. In general, joining a meeting after it has started is distracting to others.
- **Consider using a headset with a microphone.** Audio and speech quality are generally improved with a headset.

In Class

- **Mute yourself except when you are talking.** Remember, that when you are not muted, any noise in the background (dog barking, siren, TV, spouse talking, etc.) can be heard by everyone in the class. This is both very distracting and detracts from the class.
- **If you are willing, show yourself on video.** This builds trust and community. Avoid bright lights or windows behind you.
- **Act thoughtfully when your video is on.** Turn your video off if you need to walk around, eat, take a phone call, change, etc.
- **Use your full name.** Enter your full name under **Join with a personal link name**, so that other members will recognize you. You can change your display name during class (see page 3), but it will only stay for that class. To change your name permanently, enter your full name under **Join with a personal link name**.
- **Note:** Nobody sees the exact same screen. You might be in Speaker View while others might be in Gallery View. You might be in Gallery View on a laptop and see 25 participants while others might be on a table and see only 9 participants. Each time someone speaks, or a participant joins or leaves, the images of participants shift.

Troubleshooting Tips

- **If you cannot hear the class.** In the bottom left of the screen, click on the arrowhead to the right of the microphone. This pops up a menu. The second group in the menu is titled **Select a Speaker**. Make sure there is a checkmark next to **Built-in Output (Internal Speakers)**.
- **If you cannot be heard.** First, make sure you are unmuted. In the bottom left of the screen, there should be no red slash through your microphone). If there is a red slash, click on the microphone icon to unmute yourself. (The red slash will disappear.)
- **If you are unmuted but your classmates can still not hear you,** click on the arrowhead to the right of the microphone. This pops up a menu. The first group in the menu is titled **Select a Microphone**. If you are using the microphone built into your laptop, make sure there is a checkmark next to **Built-in Input (Internal Microphone)**. If you have a separate webcam with microphone attached to your computer, then click on that instead.
- **If you want to be seen but cannot be seen.** If there is a red slash mark through the video icon in the bottom left of the screen, click on the video icon to **Start Video**. If you still can't be seen, click on the arrowhead to the right of the video icon. This pops up a menu. The first section of the menu is titled **Select a Camera**. Make sure the correct camera is selected.

Zoom Tech Support Team

The following members have offered to assist other members in downloading and using Zoom. If you need assistance, email one of the individual's below to set up a time to talk by phone.

- Joanne Cogar, joanne.c.cogar@gmail.com
- Susan Crowley, susan.crowley62@gmail.com
- David Flaxman, davidrflaxman@gmail.com
- Lisa Friedman, lisa.friedman@erols.com
- Ken Hinga, kenhinga@mac.com
- Sara Mazie, saramazie@aol.com
- Victor Rezmovic, victor.rezmovic@gmail.com
- Steve Wattenmaker, swatt@simulconference.com