

Learning with Zoom: Scholar OLLI at Cal State East Bay Guide

[Click here for all Zoom support videos](#)

[Click here for longer, more detailed Zoom support videos](#)

What is Zoom?

Zoom is CSUEB's centrally supported video conferencing platform that provides high definition, interactive collaboration tools, and telephone conferencing to use for communication and collaboration. It is free and easy to use.

[Click here for a 1-minute video about how to use Zoom](#)

How do I join a class in Zoom?

You will be emailed a list of your courses. You will participate as you normally would, except you'll learn from the comfort and safety of your home in a virtual classroom with instructors on screen rather than in a classroom. Some courses will take place live on their scheduled meeting day/time, with real-time interaction between students and instructors, others will be recorded and available to you on-demand for you to watch anytime you desire.

Prior to each course you will be sent an invitation to join with a link to click and a toll-free dial in number. You can choose to click to join using your computer or dial in to use your phone. A Zoom account isn't required to attend a class session. You can attend a class session using a laptop or desktop (Windows or Mac), tablet, smartphone (iPhone or Android).

[Click here for a 1-minute video about how to join a course](#)

What equipment do I need to get started?

At the most basic level, all you need to use Zoom 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. The following equipment will enhance your experience but is not necessary:

1. **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. Most computers have built-in cameras.
2. **Headset with a microphone:** This will let you hear and be heard more clearly. This does not need to be fancy equipment. It can be the same as the headphones you might use with your phone or you can simply use your computer's speakers
3. **Charger:** Charging your device during class will ensure that you do not have an unexpected power outage interrupting your learning.

[Click here for a 1-minute video about testing your equipment](#)

Check your audio and video before class starts

Here are the top three challenges of using Zoom, and how you can address them before they happen:

- **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](#)"