

# Learning with Zoom: An LLI Member Guide

## What is Zoom?

Zoom is an online video conferencing system that provides interactive tools for communication and collaboration.

## How do I join a class in Zoom?

You will be notified by email when classes or standalone lectures are available via Zoom. These email announcements will include a weblink to connect to the session. Copy and paste that link into your web browser or click the link when available. **Classes that meet for multiple weeks, will use the same link for each session.**

A Zoom account isn't required to attend a class session or public presentation. Anyone can participate using their laptop or desktop (Windows or Mac), tablet, smartphone (iPhone or Android) or home phone.

- If you haven't used Zoom before, take about 5-10 minutes to set it up before your first use.
- If you are planning on using a **laptop or desktop**, the first time you click on a link it will download a free and secure program to your computer.
- If you are planning on using a **tablet or smartphone**, you'll want to download the free and secure Zoom application from your application store.
- If you are calling in from your home phone, please choose one of the toll-free numbers provided in the meeting invitation.

[Click here](#) for a 1 minute video about joining Zoom.

## 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 if connecting by a device with a screen.
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, which often have built-in microphones.
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"](#)

If you're still experiencing trouble, LLI is here to assist you. You can email us at [lli@jmu.edu](mailto:lli@jmu.edu) or call us at (540) 568-2923 or (540) 568-2333.

You may also sign up for or request a free training session hosted by the JMU Lifelong Learning Institute. These sessions will be announced periodically via email and include a link for registration.

Happy zooming!