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Zoom Mediation Resource and Reference Guide/ Frequently Asked Questions

How do I get on Zoom?

Zoom is easy to learn – just click on the meeting ID provided in our separate email and select “join by computer,” although you may go to www.zoom.us and open an account and download the desktop app at <https://zoom.us/client/latest/Zoom.pkg>. Importantly:

- For our purposes a free account is all you’ll need, although you don’t have to open an account to participate.
- While some may tell you you can log in through your browser, the desktop app provides the strongest encryption available.

- How can I learn more?

- o You can find Zoom tutorials at <https://support.zoom.us/hc/en-us>.

- Why Zoom?

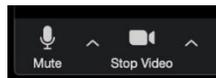
- o It’s encrypted.
- o It has capabilities we need to make our mediation successful:
 - breakout rooms
 - screen sharing
 - whiteboards.

- What kind of internet connection do I need to have?

- o It must be fast, stable, and secure -- no coffee shop or public wifi.
- o If you are experiencing problems with videos “catching,” try closing other apps on your computer or others sharing your internet connection.
- o If your connection continues to be unstable, mute your audio and then call in by phone so some of the data for the meeting isn’t on your wifi network.

- I can’t hear, or you can’t hear me. What do I do?

- o If you’re having audio issues, make sure audio is not set to “off” or “mute” (a red slash across the microphone icon at the bottom left corner of your zoom window) – scroll to the popup bar at the bottom left corner of your zoom window – it looks like this:



- o Make sure the correct microphone and speakers are selected by clicking on the “carrot” to the right of the microphone icon. You may need to try each of the available microphones and speakers until you find the ones that work.
- o If you are using a separate mic, the source should be yours and not “the system”.

- **I can't see you. What do I do?**

- If you're having video issues, make sure video is not set to "off" (a red slash across the camera icon at the bottom left corner of your zoom window) – it looks like this:



- Make sure the correct camera is selected by clicking on the "carat" to the right of the camera icon. You may need to try each of the available cameras until you find the one that works.

- **How do I communicate with you privately?**

- Chris's cell number is 214-801-6110; Kristy's cell is 817-829-9410
- If you need to speak with Chris privately during the mediation, or if you need to suggest a restroom break or for some other reason, please text him.

- **What are your tips for success?**

- Appearance
 - Backlit participants are difficult to see – please face the light
 - Be sure confidential information can't be seen in the background.
 - Turn off all notifications that reveal personal information.
 - You may choose to share your screen during the mediation, so you may want to clean up your computer's desktop.
 - Find a quiet area and be sure family members, pets, and others are aware you shouldn't be interrupted.
- Don't talk over each other – Zoom only allows audio from one person at a time.
- Turn off all reminder buzzers, dings, etc. – but allow your phone to receive text messages so you can communicate with Chris and with others in your group.
- Stay near your computer even when the mediator has gone in the other room so you will know when the mediator returns to your breakout room.

- **Can I use my smartphone or my tablet?**

- There are options to use Zoom smartphone and tablet apps and you may wish to download those apps as a backup in case of technical difficulties.
- Participating on a desktop or laptop with a strong, secure internet connection will make your experience much better.

- **How do breakout rooms work?**

- A video explaining how breakout rooms work is available at <https://www.youtube.com/embed/jbPpdyn16sY?rel=0&autoplay=1>
- Soon after the beginning of mediation, Chris usually puts each client/counsel group into a breakout room separate and apart from the opposing parties and counsel. This breakout room is the equivalent of a private conference room – while you are in your breakout room no one outside the room can hear any communications between the parties and their counsel (including Chris unless he joins the meeting and you see him on your screen). This room is where you most likely will spend the majority of your mediation. Chris will shuttle between breakout rooms over the course of the day.
- Note that for security reasons Chris has disabled the chat feature. If you need to communicate privately with anyone in your room, Chris suggests texting one

another on your cell phone. You can also communicate with Chris when he is not in your room by sending him a text to his cell: 214-801-6110.

- **Can I share a document or a presentation?**
 - Yes – the host (Chris) and with Chris’s permission during the mediation (for security reasons) any attendee can screen share by clicking the “Share Screen” icon. Chris can help you with this feature during the mediation.
 - A video at <https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen> shows how to use this feature
 - When enabled by Chris the screen share function allows participants to show documents, PowerPoints, or other content on their computers to all participants in the mediation or just their group in their breakout room.

- **Will you record our mediation?**
 - No.
 - Importantly, under our Mediation Agreement no one may record the mediation.

- **Can you participate by phone?**
 - It’s better if everyone attends by video conference, but sometimes that isn’t possible.
 - You can join the meeting as an audio participant by dialing one of the phone numbers listed on your invitation and then entering the meeting ID and password.
 - Note that, if you participate by phone, it’s just like a conference call.
 - Calling in can also serve as a “workaround” when internet connections become unstable – simply mute your computer and call in while remaining on video.

- **How do I control my video and audio?**
 - The “Magic Toolbar” is at the bottom of your Zoom window and looks like this:
 - 
 - If you pull your cursor to the bottom of the screen the Magic Toolbar will pop up. You can lock the Magic Toolbar in place by clicking:
 - The carrot to the right of *Stop Video*
 - *Video Settings*
 - *Accessibility* (on the bottom)
 - *Always show meeting controls*
 - You can mute your microphone by clicking on the microphone icon and can stop your video from streaming by clicking on the camera icon. When the microphone is muted or the video stopped you will see a red slash through the mic or camera icon. To unmute or to re-start video streaming just click on the appropriate icon.
 - You can change your view – see the upper right-hand corner of your screen
 - Your Zoom screen features a choice to toggle between “speaker” and “gallery” view. “Speaker view” shows the speaker, and “gallery view” shows all meeting participants.

