

# SHIPP | ADR

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## **Mediating on Zoom: Keys to Success**

**How do I get on Zoom?** Zoom is easy to learn – just click on the meeting ID provided and select “join by computer,” although you may go to [www.zoom.us](http://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 that you can log in through your browser, the desktop app provides the strongest encryption available.

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

### **Why Zoom?**

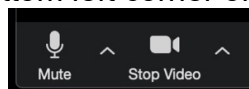
- It’s encrypted.
- It has capabilities we need to make our mediation successful:
  - breakout rooms, which serve as private conference rooms for each party.
  - screen sharing for presentations such as PowerPoints and viewing of documents.
  - whiteboards.

### **What kind of internet connection do I need to have?**

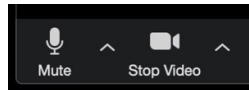
- Must be fast, stable, and secure – no coffee shop or public WIFI.
- Your mediation is private and confidential, so please be in a private room.
- If your connection continues to be unstable, remain on video, mute your audio, and call in as an audio participant by dialing one of the phone numbers listed on your invitation and then entering the meeting ID.

**How do I solve audio or video issues?** Call John at 214.543.4095. You can also find tips at <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>. In addition, here are some common solutions to video and audio issues:

- **Video**
  - If you’re having video issues, make sure it’s not set to “off” – drag your cursor to the bottom of your screen, and the popup bar will appear. The popup bar at the bottom left corner of your Zoom window looks like this:



- Make sure the correct camera is selected by clicking on the “carrot” to the right of the camera icon. You may need to try each of the available cameras until you find the one that works.
  - If you are experiencing problems with videos “catching,” try closing other apps on your computer.
- **Audio**
- If you’re having audio issues, make sure it’s not set to “off” – drag your cursor to the bottom of your screen, and the popup bar will appear. The popup bar at the bottom left corner of your Zoom window looks like this:



- 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.
- If you are using a separate mic, the source should be yours and not “the system.”

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

- John’s cell number is 214.543.4095.
- If you need to speak with John privately, or if you need to suggest a restroom break or if you have some other private message, 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, so you may want to clean up your computer’s desktop, and close all applications and documents that you would not want the other parties to see.
  - 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 me and with others in your group.
- When others are putting on a presentation, please click on the mute button so as not to interrupt the person talking.

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

- There are options to use smartphone and tablet apps and you may wish to download those apps as a backup in case of technical difficulties. The link can be found at [https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting).
- Participating on a desktop with strong, secure internet connection will make your experience much better.

### **How do breakout rooms work?**

- A quick video of what breakout rooms look like is available at <https://www.youtube.com/embed/jbPpdyn16sY?rel=0&autoplay=1>.
- Soon after the beginning of mediation, I'll usually put 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.
- No one outside the room can hear any communications between you and your counsel, and if I'm outside the room, I can't hear your communications either. This room is where you most likely will spend the majority of your mediation, and I will shuttle between breakout rooms over the course of the day.
- I may send a note to everyone in the mediation to communicate information of general interest.

### **Can I share a document or a presentation by sharing my screen?**

- Yes – any attendee can screen share by clicking the “Share Screen” icon, and I can help you with this.
- You can learn more about screen sharing at <https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen>.

### **Will you or anyone else record our mediation?**

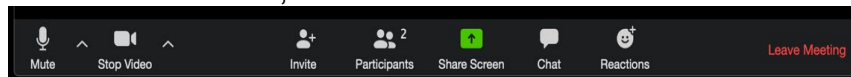
- No one can record the mediation through Zoom.
- Importantly, under our Mediation Agreement no one may record the mediation.

### **Can you participate by phone?**

- It's much 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.
  - 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” appears at the bottom of your window when you drag your cursor to the bottom of the screen, and it looks like this:



- 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 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.

**Important Numbers and Notes:**

**John Shipp, 214.543.4095**

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