

Zoom Tips for Clients

What is Zoom?

Zoom is a videoconferencing program in which participants in different locations can communicate with each other using both video and sound. You can use it on any device with internet access if the device has a camera, speakers, and a microphone. That could include a desktop computer, laptop, tablet, or a smartphone. The free version of Zoom will be sufficient.

Which Device Should I Use?

Talk to your attorney beforehand about which device is best to use. Depending on the type of meeting, it may be best to use a larger screen in some situations. For example, if your attorney will be sharing documents with you. If you are unsure if your device contains a camera, speakers, and a microphone, remember that most PC monitors do not contain a camera or microphone, whereas many Mac monitors do. Most tablets and smartphones contain a camera and microphone. If you aren't sure, choose the device you would like to use and click on the Zoom link sent to you by your attorney. This should prompt a test of your camera and microphone and alert you as to whether your device contains that capability. Also make sure your device is fully charged, has a reliable internet connection, and run any pending updates before you connect to Zoom.

How to Use Zoom

1. Zoom application or website. You can join a Zoom meeting using the Zoom application that can be downloaded to your device, or you can join the meeting through the Zoom website without downloading the application to your device.
 - a. *Using the Zoom application*. You will need to download the Zoom application to your device before joining the meeting. If you have never used Zoom before, you will then be prompted to enter your date of birth to verify you are over the age of 16, and be asked to submit an email address to create a Zoom profile and a password. Be sure to store the password in a secure location. On a desktop computer or laptop, go to the Zoom website at <https://zoom.us/download>. Click the blue download button in the "Zoom Client for Meetings" section. Double click the file and the installer program will guide you through the process to install it. For an iPhone or iPad, go to the Apple Store and search for "Zoom". You will find an app called "Zoom Cloud Meetings." Click "Get" to download and install the app. For an Android phone or tablet, go to the Google Play store and search for "Zoom." You will find an app called "Zoom Cloud Meetings." Click "Get" to download and install the app. Once it is downloaded to the device, you will be prompted to log in using your email address and password. When it is time to join the meeting, if your attorney provided you with a link you can click on it and it will take you directly to the meeting. Or you can open the application and enter the meeting ID and password, if any.
 - b. *Using Zoom through the website*. If you will not be using the Zoom application, either click on the Zoom link provided to you by your attorney and it will take you directly to the meeting room. Or just go to the Zoom website at <https://zoom.us/join>, and you can enter the meeting ID and password, if any.

Remember that Zoom does not allow you to be logged into the application on more than one device of the same type at the same time. So you can be logged in to Zoom on one computer, one tablet, and one

phone, all at the same time. But if you log in to Zoom on an additional device of the same type, you will automatically be logged out of that first device.

Location

Find a private, quiet location from which to participate in a Zoom meeting. Ideally you should be in a room by yourself behind a closed door so that the meeting is private between you and your attorney. Be sure you are not joined by pets either. And try to avoid using a virtual background. Your background should contain as little clutter as possible to avoid distraction.

Internet Connection

Be sure you are connected to the internet before the meeting. Close any other programs or browser windows because the use of video and sound on a device can make it difficult for the internet connection to function properly.

Proper Use of Zoom

Once you have joined the meeting, it will ask if you want to “Join with Video” or “Join Without Video”. It will then ask if you want to “Join with Computer Audio”. Even if you decline to join with audio, you can easily unmute yourself during the meeting by clicking on the microphone button. A red line through the microphone indicates that you are muted and no one can hear you speak. You will need to click on the microphone button to unmute yourself. You can then mute yourself again if you do not want to be heard. You can mute and unmute yourself however many times you want throughout a Zoom meeting. Just remember to unmute when you are speaking. If it is only you and your attorney in the meeting, it is probably not necessary to mute yourself. Usually the mute button is only used when there are multiple people in the meeting to avoid people speaking over each other. But you should mute yourself if there is a lot of background noise or if you need to leave the meeting but will return, such as to use the restroom. It is easy for background noise to be heard through a microphone. Also remember to seat yourself so that the camera is aligned with your face, otherwise it may be difficult for your attorney or other participants to see you.

Questions?

Please contact your attorney if you have any questions. You can also find helpful information on the Zoom Support website at <https://support.zoom.us/hc/en-us/articles/206175806-Frequently-asked-questions>.