

**FLBA**

**Video Conferencing / Remote Hearings**

**Instructions for use of Zoom**

**Version 6 – 2 April 2020**

**These instructions may, from time to time, be updated and readers should consult the  
FLBA website where any updated instructions will be published**

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## **Introduction**

1. Zoom is an online video conferencing platform used already used by many at the Family Bar. It is an alternative to Skype for Business [SFB], Microsoft Teams and Lifesize. It has many more features than SFB but is simple and cheap to use. It is suitable for use when moving to a remote video platform for client conferences, advocates meetings and remote court hearings. It is authorised for use under the terms of the Remote Family Court Protocol but may not be accessible to Judges uses DOM1 MoJ laptops. It is secure and GDPR compliant.
2. Zoom can be used on Windows and Mac computers and on Apple, Windows and Android tablets and smart mobile phones.

## **How to Access Zoom**

3. On your Apple phone or iPad go to the app store and search for 'Zoom Cloud Meetings'. Download the app.
4. For your Android device go to google play app store and search for 'Zoom cloud meetings'.
5. For all other devices, go to [www.zoom.us](http://www.zoom.us) or use your browser to search for 'Zoom cloud meetings' or 'Zoom video conferencing' and follow links to the Zoom.us website.

## **Pricing**

6. It costs nothing to join a Zoom meeting that has been organised by another person, but you do need to have the app downloaded if using the service on a tablet or mobile. There is also no limit on how long you can stay in a meeting organised by another person.
7. If using the cheapest version of the software, the 'Basic' version, you are limited to 40 mins participation in a multi-party meeting you have set-up and you can only yourself arrange 1 to 1 meetings - so using that version is likely to be inadequate for business purposes unless it is your intention not to arrange any meetings of your own. But if all you want is to join meetings set up by others, then the 'Basic' version will be fine.

8. If you wish to purchase, we recommend that you purchase the 'Pro' version. If paid monthly, this costs £11.99 per month. That reduces to the equivalent of £9.99 a month if paid annually.
9. There are other more expensive versions (business and enterprise) but these are unlikely to be necessary for barristers. These more expensive versions are those likely to be necessary if purchased by chambers (rather than individual barristers) or by solicitors' firms. We recommend that you purchase your own 'Pro' version so you have total flexibility and access. It is a small monthly cost that is a tax deductible business expense.

### **Setting-Up a Video Meeting / Hearing**

10. You can arrange a video meeting / video hearing via the Zoom app or the Zoom website.

Zoom website

11. On the website, having joined and paid your fee, log-in to your account. You can fix an immediate meeting or you can schedule a meeting for a specific time and date.

(a) To fix an immediate meeting on the website, once on the Zoom home page:

- Hover over 'HOST A MEETING'.
- Click on 'with video on'.
- Click allow when asked "do you want this page to open Zoom.us".
- Click "join with Computer Audio".
- The video page with open and you will see your face (or whatever your webcam is pointing at).
- Click on 'INVITE' in the tool bar that appears under the video window.
- Click on contacts or email in the top of the menu box that appears
- [Contacts are your contacts that are recognised by Zoom.]
- Click on 'email' at the top of the menu window.
- Click on 'default email'.
- A draft email will appear that you can then send to anyone you want to join your meeting.

OR

- Click on 'COPY INVITATION' at the bottom of the menu window. A link to your video meeting is then copy into your clipboard and you can paste it into emails, texts, social media messaging etc.

(b) To schedule a meeting for a later time from the Zoom homepage:

- Click on 'MY ACCOUNT'.
- Click on 'SCHEDULE A MEETING'.
- In the 'TOPIC' text box insert name for your meeting.
- In the 'WHEN' text boxes insert time and date.
- Untick 'recurring meeting' and 'registration required' unless these apply.
- Tick 'generate automatically' under 'meeting ID'.
- In the 'MEETING PASSWORD' section click require meeting password.
- Under 'VIDEO', click on for both 'host' and 'participant'.
- Under 'AUDIO', click 'TELEPHONE AND COMPUTER AUDIO'.
- In 'MEETING OPTIONS' click those that apply. We suggest enabling 'join before host' or 'waiting room' (if waiting room is enabled, join before host will not work).
- If the meeting is to be recorded (a remote court hearing), click on 'RECORD THE MEETING' and select 'On this computer'. Alternatively, you can start recording the meeting manually.
- If you want to nominate an additional host, insert email address in the 'ALTERNATIVE HOST' text box.
- Click 'SAVE'.
- A summary of the meeting details will then appear
- Click on 'COPY THE INVITATION' and send to all those to be invited.
- HOWEVER, if you are concerned about the security of your meeting, you might want to delete the password information from the email and send it to the invitees in an alternative email or by a different method.
- At the time for the meeting, click on the link to the meeting and insert the password.

Zoom mobile App

12. On the mobile App, you can fix an immediate meeting or schedule a meeting for a specific time and date.

(a) To fix and immediate meeting in the app:

- Click on 'NEW MEETING'
- Click on 'START MEETING'.
- Click on 'USE INTERNET AUDIO'.
- To invite participants, click on 'PARTICIPANTS in the menu below the video window.
- Click on 'INVITE' and select the invitation method you wish to use.
- You can click on 'MORE' to select additional meeting settings.

(b) To schedule a meeting for a later date and time:

- Click on 'SCHEDULE'.
- Insert date and time in relevant text boxes.
- Select 'REQUIRED MEETING PASSWORD'.
- Select 'HOST VIDEO ON'
- Select 'PARTICIPANT VIDEO ON'.
- Select 'ENABLE WAITING ROOM'.
- Click on 'ADVANCE OPTION'
- Select 'ALLOW JOIN BEFORE HOST' (if waiting room is enabled, join before host will not work).
- Select 'AUTOMATICALLY RECORD MEETING' if that is what is required. Recording can be activated once the meeting has commenced.
- Click 'DONE'.
- A meeting summary page will then appear.
- Click on 'INVITEES' and add the details of those invited to the meeting
- Click 'ADD' and the meeting will be added to you calendar

13. On the Macbook App, you can fix an immediate meeting or schedule a meeting for a specific time and date.

(a) To fix and immediate meeting in the Macbook App:

- Click on 'NEW MEETING'.
- CLICK 'JOIN WITH COMPUTER AUDIO'.

- The video page will then appear
- Follow the steps set out in 11(a) above.

(b) To schedule a meeting for a later date and time:

- Click 'SCHEDULE'.
- Click on 'TOPIC' text box and insert name of meeting.
- Enter date and time of the meeting.
- Untick 'RECURRING MEETING'.
- Click 'GENERATE AUTOMATICALLY' in 'MEETING ID'
- Click 'REQUIRE MEETING PASSWORD'
- In 'VIDEO' Click 'HOST ON' and 'PARTICIPANTS ON'.
- in 'AUDIO' Click 'TELEPHONE AND COMPUTER AUDIO'
- Select the calendar in which you are saving you meeting.
- Click 'ADVANCED OPTIONS'.
- Click 'ENABLE WAITING ROOM'.
- Click 'ENABLE JOIN BEFORE HOST' (if waiting room is enabled, join before host will not work).
- Click 'MUTE PARTICIPANTS ON ENTRY' if this is to apply.
- Click on 'AUTOMATICALLY RECORD MEETING ON THE LOCAL COMPUTER'
- Click 'SCHEDULE'.
- The App home screen will then appear.
- Click on 'MORE' [the 3 dots icon] and select 'COPY INVITATION'.
- The link to the meeting will then copy to clip board to be pasted into email.

#### Joining a Video Meeting / Hearing

14. If you have saved the meeting into your calendar, you will receive an alert to join the meeting.

15. On the Zoom home page:

- Click on 'MY ACCOUNT'.
- Click 'MEETINGS' in the 'PERSONAL' menu on the left side of the page.
- Your meeting schedule will appear.
- Click 'START' on the meeting you want to enter.

16. In the Zoom App on smart phones:

- Click on 'MEETINGS' at the bottom of the page.
- Your meeting schedule will appear.
- Click 'START' on the meeting you want to enter.

17. In the Zoom App on Macbook:

- On the home screen, your meetings schedule appears on the right side of the screen.
- Click 'START' on the meeting you want to enter.

18. If you have received an email/text/Whatsapp link to a meeting, simply click on the link and you will be joined to your meeting.

### **In-Meeting Functions**

19. The functions available to you within a meeting depend on whether you are the host of the meeting or a participant in the meeting.

#### Waiting Room

20. Waiting room is a feature that allows the Host to hold participants in a waiting area before bringing them into a meeting AND also allows the host to push participants out into the waiting during the meeting.

21. It may be that the Judge will want to speak to 'advocates only' so this feature can be used to move other participants into the waiting room.

22. It may be that a party is being disruptive. If so, the Host can move a disruptive party to the waiting room, a discussion on how to proceed can take place with the Judge and the advocate and client can then be moved by the host into a 'breakout room' [see below] before the main hearing recommences.

23. As is set out above, the 'Waiting Room' feature can be set in the 'ADVANCE SETTINGS' when scheduling a meeting.

24. Also, in your own account settings (if you have an account and will be hosting meetings) you should change your settings so they are 'waiting room' ready:

- Click on 'MY ACCOUNT'
- In vertical menu on the left under 'PERSONAL' click on 'SETTINGS'

- Scroll down to 'WAITING ROOM'
- Click to enable
- Click select 'ALL PARTICIPANTS'

25. If you have more than one user on your account, take the following steps:

- Click on 'MY ACCOUNT'.
- Click on 'ACCOUNT SETTINGS'.
- Scroll down to 'WAITING ROOM'
- Click to enable
- Click to select 'ALL PARTICIPANTS'

26. Also, in MY ACCOUNT, follow the steps set out in 23 above and enable "ALLOW HOST TO PUT ATTENDEE ON HOLD".

27. If using the App for Macbook:

- Click on your account ID at the top right corner.
- Click on 'SETTINGS'.
- Click on 'VIEW MORE SETTINGS' as the bottom of the menu window.
- You will be taken to the Zoom website.
- Follow the steps set out at 22 and 23 above.

28. To admit participants to a meeting:

- Enter the meeting room as the host.
- Click on 'MANAGE PARTICIPANTS' in the menu at the bottom of the screen.
- Click on 'ADMIT ALL' or click on 'ADMIT' for those you wish to allow entry,

29. To remove participants from a meeting and place them in the waiting room:

- Click on 'MANAGE PARTICIPANTS'.
- Click on 'MORE' next to the name of the participant.
- Click on 'PUT IN WAITING ROOM'.

30. To readmit a participant from the waiting room, follow steps at 26 above.

### Breakout Rooms

31. Breakout rooms can be used to allow the Host to move advocates and clients/solicitors to a video conference separate from the main video hearing to enable instructions to be taken.



32. A period of time can be set prescribing how long that breakout room will be open or the Host can close the breakout room, giving those using it a timed count-down before the room closes and they are returned to the main hearing room.
33. Breakout rooms can also be used to allow advocates to speak with each other on issues that arise during the course of a hearing, allowing discussion and negotiation without the need for a separate video conference to be established and avoiding the need for advocates to use other resources such a mobile phone/Facetime/Whatsapp calls.
34. To establish a breakout room, the host must have her/his account settings to activate this feature:
- Click on 'MY ACCOUNT'.
  - In the vertical menu on the left, under 'PERSONAL' click 'SETTINGS'.
  - Scroll down to 'IN MEETING (ADVANCED)'.
  - Find 'BREAKOUT ROOM' and click to enable.
  - Also select "Allow host to assign participants to breakout rooms when scheduling".
  - Click 'SAVE'
35. If you have other users on your account, follow the steps set out in 34 above after:
- Click 'ADMIN'.
  - Click 'ACCOUNT MANAGEMENT'.
  - Click 'ACCOUNT SETTINGS'.
36. Only the Host can control access to breakout rooms during a meeting/hearing, or a co-host if a co-host has been assigned for the meeting. If you are the Host, you can access breakout rooms during a video meeting / remote hearing:
- Click on the 'BREAKOUT ROOMS' icon in the horizontal menu at the bottom of the screen.
  - A pop-up window will appear.
  - Select the number of break out rooms to be created.
  - Click on 'AUTOMATICALLY' or 'MANUALLY' – the manual selection feature likely to be most appropriate so specific participants (advocate, legal rep, client) can be assigned to their own breakout rooms.

- If 'AUTOMATICALLY' is used, a further pop-up window will appear that allows the host to change the participants allocated to each breakout room.
  - Click 'OPEN ALL ROOMS'
  - A message is then sent to each participant allowing them to enter their allocated breakout room.
37. Once the breakout rooms are created and populated with their allocated participants, only the Host or co-host can hop between breakout rooms:
- In the pop-up window identifying the participants in each breakout room, click 'JOIN' in the room you wish to enter.
  - To enter another room, Click 'JOIN' where indicated above that room.
38. To terminate breakout rooms:
- Click 'BROADCAST A MESSAGE TO ALL.
  - In text box type in message such as 'adjournment is over in 1 minute'.
  - Click 'BROADCAST'.
  - Click 'CLOSE ROOMS'.
  - The rooms will then close after the time prescribed in the settings.
39. The same breakout rooms can be re-opened:
- Open the BREAKOUT ROOMS pop-up window.
  - Click on 'OPEN ALL ROOMS' and the rooms will re-open.
40. To change the time settings for the breakout rooms:
- Open the BREAKOUT rooms pop-up window.
  - Click 'OPTIONS'.
  - You can set a period of time when the breakout room will automatically close.
  - You can set the countdown for the period of time when the breakout room will close after the Host has clicked 'CLOSE ROOMS' [see 38 above].
41. To pre-assign participants into breakout rooms:
- Click 'MY ACCOUNT'.
  - Click on 'MEETINGS' in the vertical menu on the left of the screen.
  - Click on the meeting to which you wish to allocate breakout rooms.
  - Click on 'EDIT MEETING'.
  - Scroll down and click on 'BREAK OUT ROOM PRE-ASSIGN'.

- Click on 'CREATE ROOMS'.
- Add the details of the participants to the breakout rooms to be created.

#### Adding a Co-Host

42. It can be useful for the host to authorise a co-host for an open meeting, so the meeting can be managed even when the Host might have left. To add a co-host:

- Click on 'MANAGE PARTICIPANTS'.
- Hover over name of the participant who is going to be the co-host and click 'MORE'.
- Click 'MAKE CO-HOST'.
- The co-host will now have access to co-host controls.

#### Sharing Screen Content with the Judge/Witness/Parties

43. In a advocates meeting, conference or remote court hearing, it is useful/essential to be able to share the content of your screen. A clear example is showing a page of the bundle to a witness or 2 the Judge.

44. With Zoom you can share a specific page from a selected file with other participants without sharing the whole image of your desktop – important as during an advocates meeting or remote hearing you are likely to have multiple windows open on your computer.

45. To share screen content:

- Click on 'SHARE SCREEN'.
- Different options will appear in the pop-up window.
- Select the individual application that is open on your computer that you wish to share, for example Adobe Acrobat Pro DC to share a pay from the Court bundle (or whatever PDF software you are using to manage the ebundle).
- Click on the application and that application (as it appears on your screen) is shared with all participants.
- Click on 'SHARE'.

46. You can use 'SHARE SCREEN' to play video and audio to the Judge/Witness/Parties but ensure that you have activated audio share:

- Click 'SHARE SCREEN'
- Click on the application screen to be shared.
- Click on 'SHARE COMPUTER SOUND' in the bottom right hand corner.
- Click on 'SHARE'.

47. To stop the share or pause the share or share some different:

- In the horizontal menu, click 'STOP SHARE'.
- In the horizontal menu, click 'PAUSE SHARE'.
- In the horizontal menu, click, 'NEW SHARE'

#### Sending Private Text Messages

48. During the meeting you can send private messages to everyone or to selected other participants by using the 'CHAT' feature:

- Click on 'CHAT' in the horizontal menu.
- A 'CHAT' column will appear.
- Select the participant you wish to chat with and type message and the bottom of the column, or
- Select 'EVERYONE' and send your message.

#### **Recording the Audio and/or Video of the Meeting / Hearing.**

49. Zoom records both the audio and the video of the meeting / hearing but only the host can make a recording.

50. To make a recording:

- Once a meeting is open, click on the 'RECORD' icon in the horizontal menu.
- Select 'RECORD ON THIS COMPUTER'. Do not select 'RECORD TO THE CLOUD'.
- To stop the recording, simply click on the square stop icon that appears in the top left of the screen.

51. If recording the meeting to the cloud, Zoom will then send you a link to the recording so it can be accessed by you or shared with the other participants or the court.

52. We recommend that all recordings are made onto your device (as is set out in paragraph 13(b) above) and that any recordings made on your device are deleted

immediately once transferred to the Court or transferred to your own GDPR compliant cloud based storage facility.

53. The audio and video files are stored separately so the audio recording can easily be shared with the Court or a court appointed transcriber for the purposes of obtaining a transcript.
54. The host should delete the recording once it has been copied by the Court.

### **Interpreter / Intermediary Channels**

55. Zoom has a feature that allows the Host to designate participants and interpreters. The Host, at the start of a meeting, can activate the interpretation feature that then provides the interpreter with a separate audio channel that other participants can select and listen to if they require interpretation. The original language conversation can be played in the interpretation channel but at lower volume.
56. Use of the interpreter channel would not be appropriate when a witness is giving oral evidence as the recording facility of Zoom will only centrally record the main speak channel and not the separate interpreter channel (although that can be recorded on the device of the person listening to the interpretation should the Host grant permission). With simultaneous translation in a fact-to-face court hearing, the court system would not normally record the translation being provided as it is too quiet to be heard, so we do not see the inability to centrally record the interpreter channel as a difficulty for remote hearings by Zoom. However, when a witness is giving oral evidence, the interpreter can speak and interpret through the main audio channel so questions, interpretation and answers are all fully recorded.
57. To activate the interpreter channels the Host must hold a business or enterprise level Zoom licence. However, the interpreter channel is also available if the host purchases a webinar bolt-on (the bolts-on can be purchased on a case by case basis and are paid monthly). To activate the interpreter channel:
  - Sign into 'MY ACCOUNT' on the Zoom website.
  - Click 'SETTINGS'.
  - Scroll to 'MEETINGS (ADVANCED)'.
  - Click to enable 'LANGUAGE INTERPRETATION'.

58. When scheduling a meeting / hearing that requires an interpreter:

- Click 'SCHEDULE A NEW MEETING'.
- Click to 'GENERATE AUTOMATICALLY' a meeting ID (required for this feature).
- Click 'ENABLE LANGUAGE INTERPRETATION'.
- In the text box type the email address of the interpreter and select the language from the drop down menu (click 'ADD INTERPRETER' if more than one interpreter is required).
- Click 'SAVE'.

59. To open the interpreter channel once the meeting has started:

- Click 'INTERPRETATION' in the tool bar.
- Select interpreter from the drop down menu and click 'START'.

60. To listen to interpretation:

- Any participant can click on 'INTERPRETATION'.
- Click on the language required.

61. The interpreter will hear the audio from the main meeting and the participant will hear the interpretation with the original audio at a lower volume. To end interpretation, the Host:

- Click on 'INTERPRETATION'.
- Click 'MANAGE LANGUAGE INTERPRETATION'.
- In the pop-up that appears click 'END'.

62. The interpreter feature can also be used by an intermediary in exactly the same way. A fictitious language will need to be chosen for the channel to be opened but once opened, the channel will work as set about above for the intermediary.

63. An alternative way to facilitate the involvement of the intermediary is simply for the intermediary and the client to have a pre-assigned break-out room that they can adjourn to at any time, and for the intermediary to join the meeting / hearing as an additional participant. Pre-hearing / pre-meeting discussions and assessment can take place in the breakout room but during the meeting or hearing, the intermediary

checks the understanding and welfare of the vulnerable witness in full hearing of all participants and then adjourn to the breakout room whenever required.

### **How to Facilitate Access to a Zoom from Skype for Business and an HMCTS DOM1 Laptop**

64. There is one 'once only' step that the 'Host' of a Zoom meeting must take to enable Skype users to join zoom meetings:

- Log into the [Zoom.us](https://zoom.us) account, sign in and to this page:
  - [https://zoom.us/account/setting#advanced\\_meeting\\_options](https://zoom.us/account/setting#advanced_meeting_options)
- About 80% of the way down the page is a toggle to...
  - Switch on "Allow Skype for Business (Lync) client to join a Zoom meeting"

65. That is a step that does not need to be repeated.

### **Judges – How to Access a Zoom meeting from Skype for Business and an HMCTS DOM1 Laptop**

66. We have undertaken a number of tests with different Judges at different locations and have discovered that Zoom is accessible via a DOM1 laptop if used by the Judge at their home, and we presume on any wifi or internet connection outside of the Court. Numerous tests have identified that the DOM1 laptop within the court on a direct cable internet connection or on wifi will not work.

67. A judge using a DOM1 laptop cannot connect to Zoom by using the link in the invitation email.

68. To connect to a zoom meeting, for each meeting, the Judge using a DOM1 laptop must do the following:

- Each meeting has a meeting ID. It is shown in the title bar of most browsers and appears within the body of a Zoom meeting invitation email. For example:  
Meeting ID: 123 456 789
- The DOM1 user:
  - Opens Skype for Business

- Clicks on Contacts
- In the Search box, enter [meeting ID with no spaces] @lync.zoom.us – for example- 123456789@lync.zoom.us
- One of the results that will then appear in the contacts list will be that same entry, for example- 123456789@lync.zoom.us
- Click on that result
- Then click on the video button in the meeting window
- The Zoom meeting will then open.

### **Additional Features**

69. There are many more advanced features available within the Zoom platform but , as with the training provided by the FLBA for Adobe Acrobat Pro DC and PDF Expert, we have identified those features we believe are those required for the effective management of advocates meetings, client conferences and remote court hearings.

70. Zoom works extremely well on Windows computers and Macbooks, with no loss of functionality between the different operating systems.

Darren Howe QC

On behalf of FLBA Paperless Working and Technology Sub-Committee

2 April 2020