Videoconference Platforms: Alternatives to Zoom

National Academy of Arbitrators

Videoconferencing Task Force

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Presenter Bios

Keith D. Greenberg, Esq. is a labor and employment arbitrator and mediator from North Bethesda, Maryland. He is a member of the National Academy of Arbitrators, serving as the Academy's Technology Coordinator and as a member of its Videoconferencing Task Force. He is a graduate of the Cornell University School of Industrial and Labor Relations and of the University of Michigan Law School.

Elizabeth Neumeier has been a full-time labor-management arbitrator since 1983 and served on the Board of Arbitration for United States Steel Corporation in Pittsburgh prior to returning to her native Massachusetts. She serves on numerous committees of the National Academy of Arbitrators and has been a member of the NAA Board of Governors and Vice President. She has a B.A. in Economics from New York University and a J.D. from Boston University School of Law. She volunteers with the Maine Adaptive skiing program and on the Gloucester Cultural Council.

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Overview

- Why We Train on Multiple Platforms
- Universal Concepts
- Today's Approach

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An Introduction to Webex

- Webex was developed for internal corporate communications, and its terminology reflects those roots
- Webex has different applications for different uses
  - Account types
    - Meetings
      - Our focus today
    - Training
      - Layout can be counterintuitive for use in hearings
      - Audio-only breakout rooms with other limitations
    - Events (large conferences)

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Settings

- Default settings vary by organization
- If the arbitrator is not hosting the meeting on their account, the arbitrator and the advocates should discuss meeting settings at their pre-hearing conference
  - Consider addressing the following:
    - Recording settings
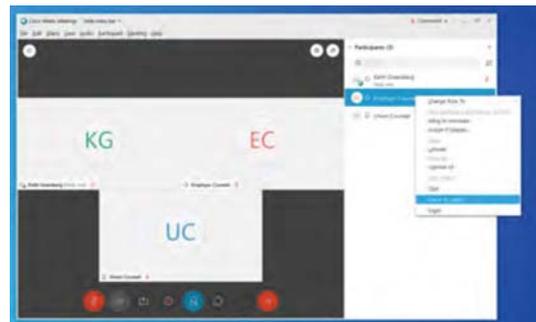   - Chat settings
    - Remote desktop control

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The Lobby

- For now, there is no way to hold attendees in the Lobby at the start of the meeting
- Attendees join into the middle of the meeting
  - They can be moved to the Lobby

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Caucuses and Sidebars

- For a party to caucus internally, there is essentially one option:
  - On Webex, mute audio and turn off video, and then pick up the phone and call each other
- For a sidebar between the arbitrator and the advocates, there are two options:
  - Picking up the phone (as above); or
  - Moving all other participants to the Lobby, leaving only the arbitrator and the advocates in the meeting room
- In Webex Training, audio-only breakout sessions are available

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Troubleshooting Audio Issues

- We will need reliable audio and video from all locations
  - A single audio input and audio output for each room
    - A good speakerphone or conference microphone, or a laptop with an appropriate microphone
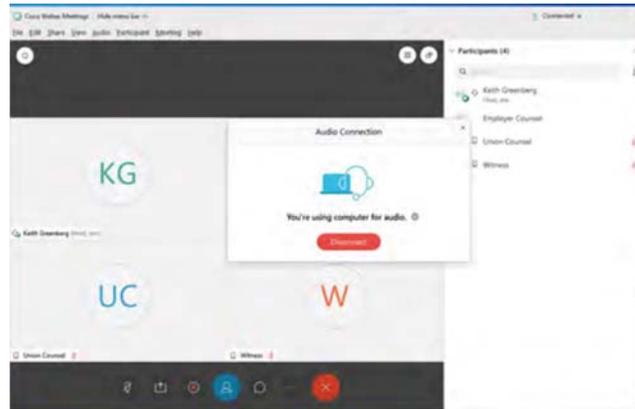- Use the Participants menu to identify feedback

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Telephone Audio Connections

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Recording the Hearing

- Webex produces proprietary recording files
  - .wrf for local recordings (to your hard drive)
    - Be sure that you have enough space
  - .arf for cloud recordings
  - To review the files, you may need to download Webex's video player software
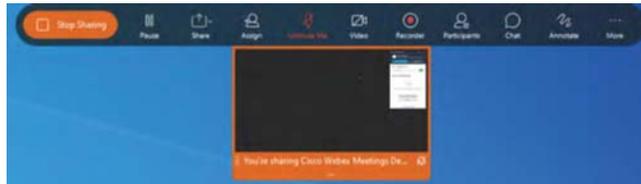- Attendees get minimal notice that they are being recorded

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Share My Meeting Window
(Screen Sharing)

- As with Zoom, you are simply seeing an image of the screen or window that the sharer is showing you

- Annotation function

- Remote control

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(File) Transfer

- Like the corresponding feature in Zoom, this is an actual transfer of a file (rather than simply showing it)

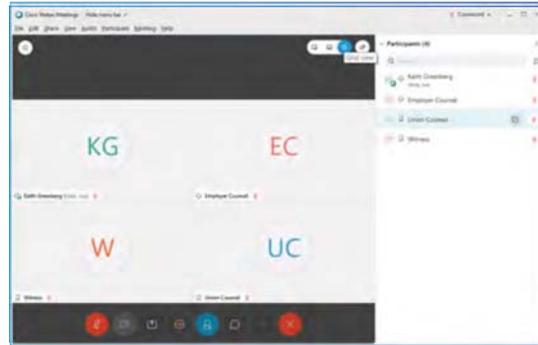- Make sure that you know where to save a transferred file

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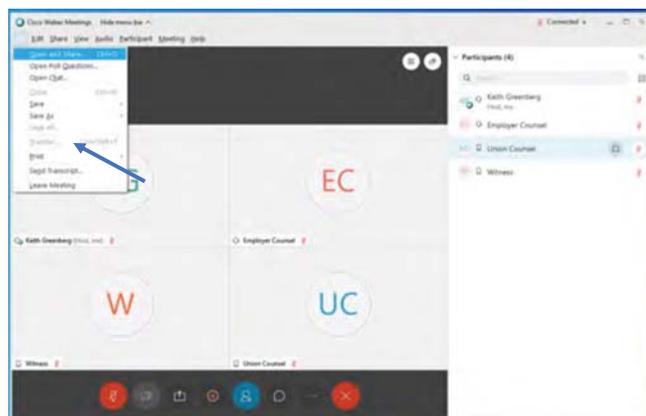
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Speaker Views

- Active Speaker Video View
- Active Speaker and Thumbnail Video View
- Grid View
- Lock Video View

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Virtual Backgrounds

- Webex Virtual Backgrounds are not designed for use with a green/blue screen
- There is also a blur function

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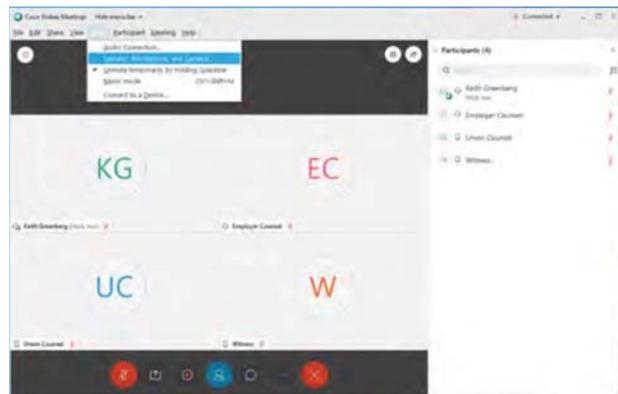
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Trouble Spots

- Limited Smartphone Access
- Renaming Participants
- Finding the Menu Bar
  - Full screen view
  - Windows/Mac differences

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Presenter Bio

McKenzie Day is one of the two co-founders of First Class Conferencing Facilitation Inc. and serves as the company's IT Administrator. McKenzie is pursuing his degree in Computer Science at Ryerson University and continues to work part-time with the IT group at Shutterstock.

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Presenter Bio

Maddy Hearne is a young entrepreneur from Toronto, ON. She is one of the two co-founders of First Class Conferencing Facilitation and serves as the company's Client Relationship Manager. Maddy is pursuing a degree in Business Management at Ryerson University and is currently working with the Giving Fund at PayPal.

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Microsoft Teams

How to host virtual hearings and mediations

Brought to you by First Class Conferencing Facilitation

Agenda

- MS Teams: Intended Use
- Functionality Breakdown
- Scheduling the meeting
- Running the meeting
  - "Breakout rooms"
  - Lobby & participants
  - Screen/document sharing
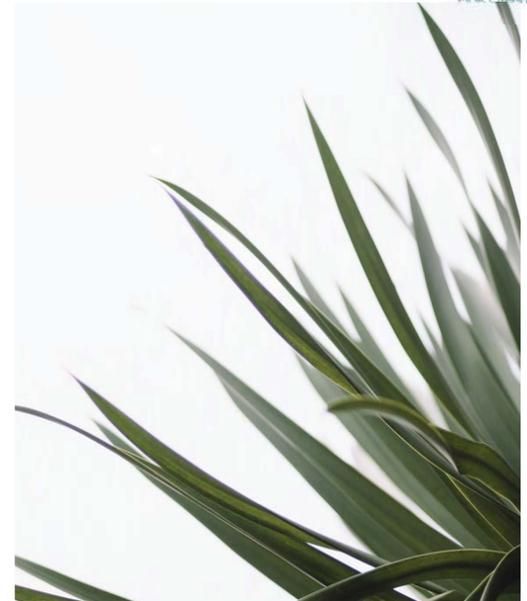- Common Technical Issues
- Live Demonstration & Questions

MS Teams: Intended Use

- Internal communications
- Managing teams within a company
- Connecting & collaborating
- One application in a suite of applications from Microsoft
- Account type – slight differences
  - Free for personal use
  - MS 365 account
- *Not designed for adjudication!*
  - *However, we can make it work*


All The Functions

1. **Activity**
   Display colleagues' **activities** across teams

2. **Chat**
   Recent messages with colleagues

3. **Teams**
   Teams you are a part of

4. **Calendar**
   Meetings and scheduled events

5. **Calls**
   Contacts, call history, and voicemails

6. **Files**
   Recent downloads and documents in OneDrive

7. **More**
   Add applications and integrations to MS Teams

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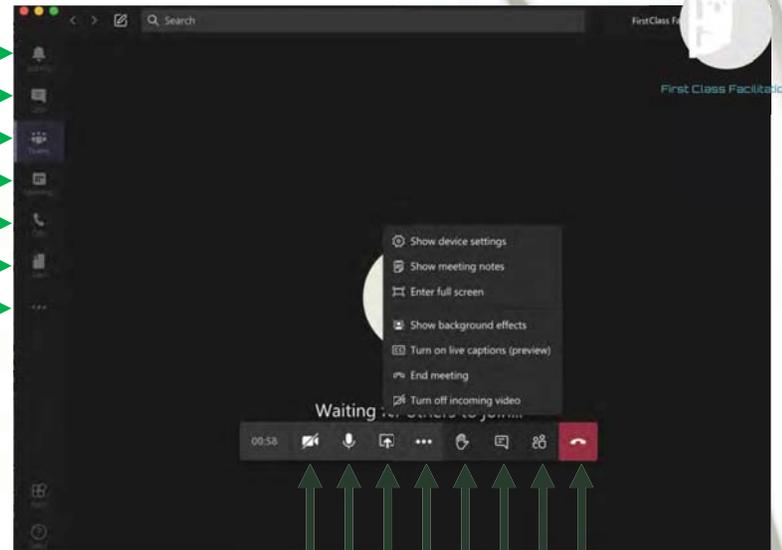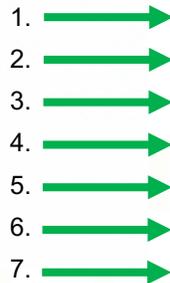
8. 9. 10. 11. 12. 13. 14. 15.

All The Functions

8. **Video**
    Enable/Disable your video

9. **Audio**
    Enable/Disable your audio

10. **Screen Share**
    Share your screen or document(s)

11. **More**
    Extra features, namely, device settings, background effects, and incoming video

12. **Raise Hand**
    Let's others know you've raised your hand (question)

13. **Meeting Chat**
    Shows your teams meeting chat (only works as a member or guest)

14. **Participants**
    Shows people in meeting and in the lobby

15. **Hang-up**
    Leave the meeting
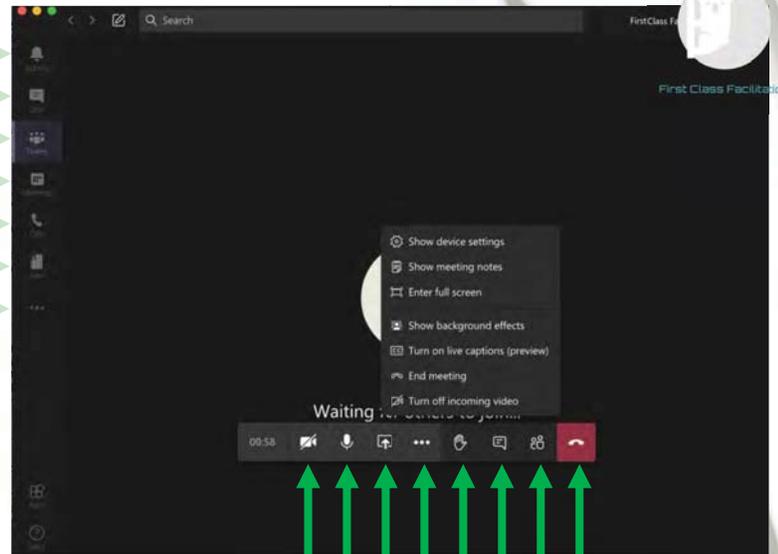
Scheduling Method 1

- For all account types
    - Free and MS 365 account
- Applies to only individuals with admin access
- More complicated
- More organized for participants during your meeting

Scheduling Method 2

- For all account types
    - Free and MS 365 account
- Applies to everyone, individuals with admin access and individuals without admin access
- Faster
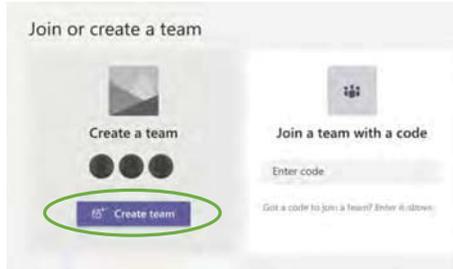- Easier to understand
- Less steps

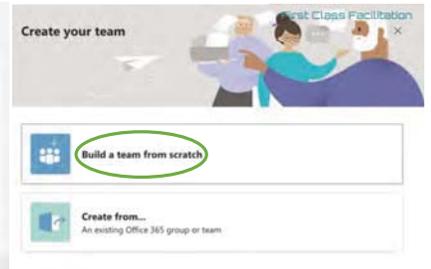# Scheduling the Meeting: Method 1 (Adjudicators)
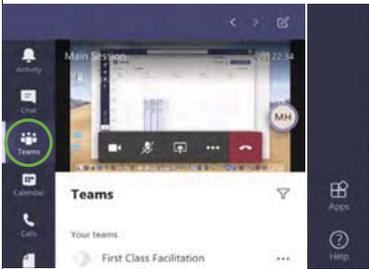
1. Create a Team
Name this team what you would a Zoom meeting

2. Click **Join or Create a Team** at the bottom left of your screen

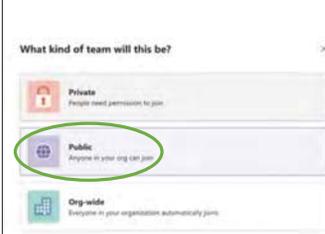**3. Now click on Create team** under 'Create a team'

4. Build a team from scratch

- Set up is crucial
  - Lack of breakout rooms
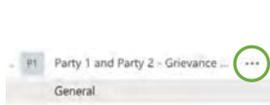 - Channels within a team
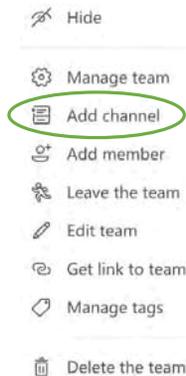
Scheduling the Meeting: Method 1 (Adjudicators)

5. Make sure to create the team as **public**

6. Give the Team the name of the case you are working

7. You'll now need to click on the **3 Dots** to the right of the teams name

8. Select **Add channel** to add a channel

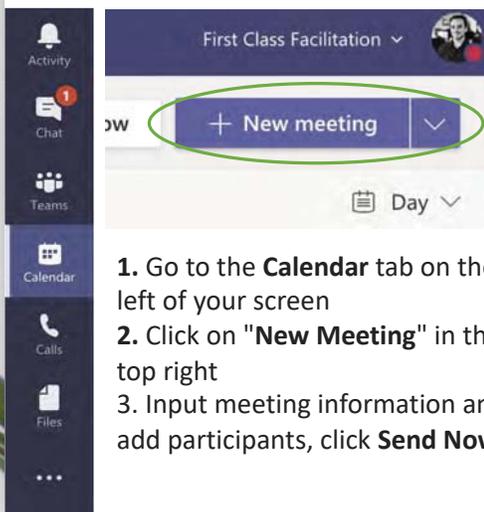# Scheduling the Meeting: Method 1 (Adjudicators)

9. Give the Channel a **name**, typically the same as a breakout room name from Zoom

10. Now click **Add** and the channel will be added to the team
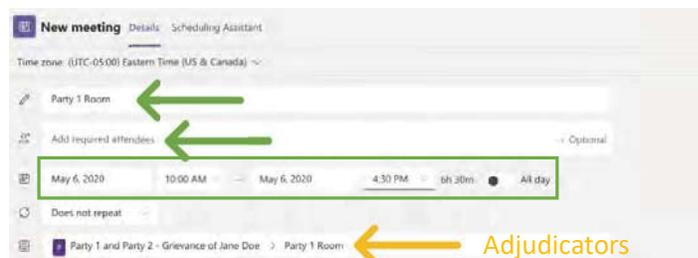
- Repeat steps 8-10
  - Depending on how many rooms you require

Scheduling the meeting: Method 2 (all)

1. Go to the **Calendar** tab on the left of your screen
2. Click on "**New Meeting**" in the top right
3. Input meeting information and add participants, click **Send Now**
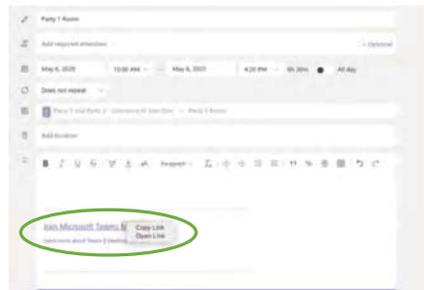
Adjudicators

Notes:
- Add in the **emails** of everyone who will be in this meeting
- Adjudicators only: Assign a channel to your meeting
- Optional: Have participants sign-up for the free MS Teams Subscription

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Scheduling the meeting: Method 2 (all)

4. You should now see the meeting in your Calendar

5. If you have participants who did not receive the invitation, access the **meeting link** by clicking on the meeting and right clicking on **Join Microsoft Teams Meeting** to copy the link
6. Paste this link into the email you will send the participants
7. Repeat these steps until you have all the "rooms" necessary to run your meeting

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Scheduling the meeting: Recap

Schedule a meeting in the **Calendar Tab** on the **MS Teams Desktop Application**

Add participants as **Required Attendees** so they receive an invitation

For security, ensure that only the required attendees in a meeting are given access

Go to **Calendar > Meeting > Meeting Options** to change security settings such as lobby and presenter/attendee permissions
• Attendees only have certain permissions, such as audio/video, chat, and private PowerPoint viewing

Capability	Organizer	Presenter	Attendee
Speak and share video	✓	✓	✓
Participate in meeting chat	✓	✓	✓
Share content	✓	✓	
Privately view a PowerPoint file shared by someone else	✓	✓	✓
Take control of someone else's PowerPoint presentation	✓	✓	
Mute other participants	✓	✓	
Remove participants	✓	✓	
Admit people from the lobby	✓	✓	
Change the roles of other participants	✓	✓	
Start or stop recording	✓	✓	

Meeting Invite

Running the meeting

No breakout sessions, only independent meetings running simultaneously
- Cannot manually move participants, rather ask them to move themselves to their room

With the lobby enabled you must admit everyone to their meeting room
- It is recommended that you keep the lobby enabled to prevent unwanted visitors from joining your meeting

Three options to having everyone reconvene in the main room
- Call/text/email counsel to notify their party
- Join their meeting room and tell them verbally
- Message their meeting room chat to notify the party

Common Technical Issues

- Audio/Video issues
    - Ensure your devices are selected in device settings
    - Ensure your browser has the correct permissions

- Meeting Access
    - Unable to access meeting, contact host
    - No dial-in option like Zoom

- Not many cases on Teams
    - May be issues we are unaware of
    - Slightly different interface than Zoom

First Class Facilitation

Live Demonstration

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