



AAA-ICDR® Virtual Hearing Guide for Arbitrators and Parties Utilizing Zoom

Optimizing the Virtual Hearing Experience¹

1. Use a PC, laptop, or large tablet for the video portion of the hearing as monitor size will be important, particularly for hearings with many participants.
2. The device/screen you are using to participate in the virtual hearing will not be available for other purposes, such as taking notes or viewing documents; arrange for alternate means of doing so.
 - a. Use of dual monitors (or even a single monitor with a laptop screen) is recommended, with Zoom running on one screen.
3. Disable any pop-up notifications within applications such as email and instant messaging platforms to prevent these from appearing onscreen while presenting. It is recommended when sharing your screen to share the application vs. the actual screen if the virtual platform allows.
4. Video Considerations
 - a. Use a good quality webcam if possible.
 - b. Check lighting conditions.
 - c. Backlighting is generally not desirable.
 - d. Be considerate as to what is visible in your video.
 - e. Turn off your camera when appropriate.
5. Audio considerations
 - a. Audio quality can be affected by a variety of factors and may take some experimentation to come up with the best way to connect, whether by phone, through your computer speakers/microphone, and with or without a headset; try to determine your best method prior to the scheduled event.
 - b. If there are multiple participants in the same physical location, there may be an echo if their microphones/phones are not muted (this is highly dependent on the equipment being used but is obvious when it occurs).
 - c. Find a quiet location.
 - Minimize background noise.
 - Mute yourself whenever you are not speaking.

¹ Please note that video hearings or proceedings are conducted through third party platforms such as Zoom are subject to the platform's terms and policies, for example: <https://zoom.us/privacy-and-legal>. The AAA-ICDR arranges proceedings through these third party platforms for the arbitrators' and parties' convenience. The AAA-ICDR does not endorse any one platform over another nor does the AAA-ICDR guarantee the suitability or availability of any platform. Any concerns regarding the use of a third party video conferencing platform should be raised by copying correspondence to all parties to this matter.



- Take notes quietly if not muted, if necessary on paper as opposed to using a keyboard.
 - Avoid multi-tasking, such as checking email.
 - d. If there will be a hearing-impaired participant in the hearing, you may want to turn on the Zoom “Closed Captioning (CC)” option. Only certain types of Zoom accounts have automated live captioning through Zoom at no additional cost; for other types of accounts, including HIPAA compliant accounts, the parties will need to retain a third party (whether an individual or automated) to do the closed captioning. Detailed instructions for CC are available at the Zoom Help Center.
6. Connectivity
- Consider steps that may be taken to establish a high-speed internet connection (e.g., if possible, a hard-wired internet connection (Ethernet) is generally preferable to a wireless internet connection).
- a. If connecting from your home, and there are multiple internet users, make sure you have enough bandwidth to handle all users being connected at the same time.
 - b. Recognize that much of the technology infrastructure involved is not in the host’s control and there may be conditions under which a virtual hearing is not feasible.
 - c. Consider arranging for a “lower technology” backup alternative, such as audio-only conferencing.

Zoom Technical Support

1. Zoom hardware test is available here: <https://zoom.us/test>
2. Zoom technical support is here: <https://support.zoom.us/hc/en-us>
3. Zoom Support by Chat
 - a. Zoom support is available whenever you are logged into a Zoom account at [Zoom.us](https://zoom.us).
 - b. Go to ‘Help’ at the bottom right.
 - c. Click the ‘Live Chat’ button.

Virtual Hearing Security Considerations

General Suggestions Follow. See Appendix A for more detail.

1. A unique, automatically generated meeting ID must be used for each virtual hearing, not a personal meeting ID,”
2. Participants should use secure internet connections and not attend from public locations or in circumstances where non-invitees could hear or see the proceedings.
3. The AAA will issue invitations to the Zoom hearing to party representatives and the arbitrator. The parties shall be responsible for forwarding the invitation to any clients, witnesses, or other approved hearing participants, unless the virtual hearing order requires otherwise, and for instructing those participants to not forward or share



the hearing invitation. If the AAA is not hosting the hearings, the host will provide the virtual hearing information to the AAA for circulation to the party representatives and arbitrator.

4. You can use the Waiting Room feature to prevent ex parte communication with the arbitrators prior to the start of the event. If the arbitrator is hosting, for example, all parties should be admitted to the hearing from the waiting room simultaneously.
 - a. Give the waiting room a meaningful description such as “AAA Case 01-20-0001-0003 with Arbitrator Jane Doe.”
 - b. Do not include information that would disclose the identity of the parties to the case.
 - c. You may also want to consider including contact information for the Zoom host in the description.
5. Disable the “private” chat feature (only allow chat with “everyone”). Disable all chat features if the virtual hearing order requires it.
6. Participants must decide if the recording feature will be utilized (*See Considerations for Recording a Zoom Hearing, below*). If the recording feature is not being utilized, disable all recording. In any event, emphasize that no independent recording or taking of screenshots is permitted unless otherwise agreed to by the parties and the arbitrator.

Preparing for the Virtual Hearing

1. At least one week before the hearing, have a trial run with the panel, representatives, and any technical support people to verify their connectivity and get them familiar with some basic features of Zoom.
 - a. Basic features to cover
 - Overall display/tiling
 - Control Panel features
 - Participant list
 - Muting/unmuting
 - Screen sharing
 - Passing control – every session should have a co-host if possible.
 - Inviting a non-participant
 - Waiting room/breakout rooms
 - b. If there are any technical issues with the panelists’ equipment, take steps to get them resolved or decide whether the hearing can proceed virtually.
 - c. Discuss with the panel hosting/co-hosting responsibilities (there should always be a co-host if possible).
 - d. Each party is responsible for testing Zoom connectivity for its witnesses in advance of the hearing. Parties may invite witnesses, etc. to the test session.



2. Send the hearing invitation to the necessary participants.
 - a. If the AAA is serving as host, the AAA will issue the invitation to the arbitrators and the parties or their counsel. Counsel shall be responsible for providing notice to the clients, and any witnesses or other hearing participants, unless the virtual hearing order requires the AAA to provide such notice, in which case the AAA will issue the notice in accordance with the terms of the order.
 - b. If the arbitrator or one of the parties or some third party provider is serving as host, that person should provide the AAA with a copy of the invitation for inclusion in the Notice of Hearing sent to the parties and/or their counsel.
3. Document and communicate any ground rules in advance; see the *AAA-ICDR® Model Order and Procedures for a Virtual Hearing via Videoconference* for an extensive list of considerations, including:
 - Document display is to be managed by the parties
 - Conditions for witness participation
 - Camera use
 - Entering the hearing with full names
 - Whether the hearing will be recorded
 - How to manage panel conferences

At the start of the hearing

1. Show up early.
2. At the start of each session, the hearing host should
 - a. Verify participants and their connectivity.
 - b. Confirm the participants have a phone number to reach the host.
 - c. Clean up/combine virtual participant entries (names, duplicate phone/video sessions).
 - d. Create break out rooms and make assignments as needed.

Special considerations for phone-only participants. Phone participants can be assigned to a breakout room, however:

- If you assign them to the breakout room before you “open all rooms” they will automatically be sent to the breakout room upon “opening.”
 - The only way that phone participants can rejoin the main room is if you “close all breakout rooms” which ends them for everyone for the rest of the call (of course you could re-create them).
- e. Assign co-hosts, if possible.
 - f. Restate any ground rules.
 - g. Start the recording, if applicable.



3. During the hearing, the hearing host and/or co-hosts should:
 - a. Keep the participant list open and monitor waiting room activity.
 - b. If applicable, pause recording during breaks or at any other time required by the arbitrator or the parties.
4. If during the hearing an arbitrator needs to make a supplemental disclosure (for example, recognizes a witness), and a AAA representative is attending the hearing, the AAA representative will address the issue. If a AAA representative is not available, the arbitrator should stop the hearing and contact the AAA Case Manager to address the issue.

Considerations for Recording a Zoom Hearing

Should the case participants opt to use Zoom's recording features, they should be fully aware of Zoom's Terms of Service (<https://zoom.us/terms>), and the conditions under which the session will be recorded should be formalized and shared with case participants in advance of the hearing (see *AAA-ICDR® Model Order and Procedures for a Virtual Hearing via Videoconference*).

The recommended process for recorded sessions that are not conducted with AAA Zoom accounts is to use cloud storage and have the Zoom account owner send a link to the recording to case participants as directed by the arbitrator(s) or as identified in the procedural order. The link should be password protected.

The recipients would then have seven (7) calendar days to download a local copy of the recording via the link, after which the cloud recording would be deleted. The recipients are responsible for maintaining security around and controlling access to their locally stored copies of the recordings.

Should the case participants opt to not use cloud storage and save the recording locally, they must do so on their own devices in accordance with any parameters set forth by the arbitrator(s). The AAA will not save a local recording. The parties should be aware of the rules pertaining to "official" records of the hearing.

Please note that the AAA is not responsible for the quality of the recording.



Recommended Zoom Settings for Cloud Recordings

See Appendix A - Default Meeting Settings for detailed settings

Cloud recording
Allow hosts to record and save the meeting / webinar in the cloud

- Record active speaker with shared screen
- Record gallery view with shared screen ⓘ
- Record active speaker, gallery view and shared screen separately
- Record an audio only file
- Save chat messages from the meeting / webinar

Advanced cloud recording settings

- Add a timestamp to the recording ⓘ
- Display participants' names in the recording
- Record thumbnails when sharing ⓘ
- Optimize the recording for 3rd party video editor ⓘ
- Save panelist chat to the recording ⓘ

Recommended Settings for Local Recording

Local recording
Allow hosts and participants to record the meeting to a local file

- Hosts can give participants the permission to record locally



Appendix A: AAA-ICDR Suggested Zoom Default Settings for Virtual Hearings

Security Settings

Configuration Section	Default Setting	Comments
Waiting Room	On	
Waiting Room Options	"Everyone will go into waiting room"	Everyone must use waiting room, but host can customize the waiting room.
Require a password when scheduling new meetings.	On	
Require a password for instant meetings.	On	
Require a passcode for Personal Meeting ID (PMI).	On	
Require a passcode for Personal Audio Conference.	N/A	N/A
Require passcode for participants joining by phone.	On	Passcode required
Embed passcode in invite link for one-click join.	Off	
Only authenticated users can join meetings.	Off	An "on" setting would require every participant to create and sign into a Zoom account to join the hearing.
Meeting Authentication Options	N/A	
If waiting room is enabled	N/A	
Only authenticated users can join meetings from Web client.	N/A	
Approve or block entry to users from specific regions/countries.	Off	



Schedule Meeting Settings

Configuration Section	Default Setting	Comments
Host Video	On	Allows for default to video so participants can see who is in attendance.
Participants Video	On	Allows for default to video so participants can see who is in attendance.
Audio Type	Telephone and Computer Audio	Allows participant to choose which has better sound quality for them.
Allow participants to join before host.	Off	Keeps one party and arbitrator from being in the room together.
Enable Personal Meeting ID.	Off	
Use Personal Meeting ID (PMI) when scheduling a meeting.	Off	Use the “generate automatically” option to randomly create a new meeting code per hearing in order to keep someone who has a link from a prior meeting from joining.
Use Personal Meeting ID (PMI) when starting an instant meeting.	Off	
Mute all participants when they join a meeting.	Off	More appropriate to be managed by host and as needed.
Upcoming meeting reminder	Off	Not needed as Outlook invitations should be used.



In Meeting (Basic) Settings

Configuration Section	Default Setting	Comments
Require Encryption for 3 rd Party Endpoints (H323/SIP).	On	This means Zoom meetings where a participant is using a different room-based solution such as WebEx or Lifesize would require an encrypted connection. Set to "on" in case there are hearings with third party endpoints, but this will not impact anything with standard Zoom meetings using the Zoom client on desktops/laptops/mobile devices.
Chat	On and check box to prevent participants from saving chat	
Private chat	Off	Concern over <i>ex parte</i> communication with panel. Note that parties can still chat with host which may be a concern if arbitrator is the host.
Auto saving chats	Off	
Play sound when participants join or leave.	On	Note that sound can be distracting, so may want to set to play only for the host.
File Transfer	Off	
Feedback to Zoom	Off	
Display end-of-meeting experience feedback survey.	Off	
Co-host	On	
Polling	Off	
Always show meeting control toolbar.	On	



Configuration Section	Default Setting	Comments
Show Zoom windows during screen share.	Off	Only need to share documents.
Screen Sharing	On	
Who can share?	All Participants	
Who can start sharing when someone else is sharing?	Host Only	
Disable desktop/screen share for users.	Off	
Annotation	On	Allows participants to mark up a document.
Whiteboard	On and Uncheck Auto save whiteboard content when sharing is stopped	
Remote control	On	Allows others to control shared content.
Nonverbal feedback – off	Off	
Meeting reactions	Off	Not appropriate for hearings.
Join different meetings simultaneously on desktop.	On	
Allow removed participants to rejoin – off	Off	Keeps removed people from getting back in.
Allow participants to rename themselves.	On	
Hide participant profile pictures in a meeting.	Off	



In Meeting (Advanced) Settings

Configuration Section	Default Setting	Comments
Report to Zoom	Yes	
Breakout room	On and Check Allow host to assign participants to breakout rooms when scheduling.	Can only pre-assign those with full Zoom license.
Remote Support	Off	
Closed captioning	Off	Turn on Closed Captioning (CC) if you have a hearing-impaired participant. Note that only certain types of Zoom accounts have automated live captioning through Zoom at no additional cost; for other types of accounts, including HIPAA compliant, turn CC on; the parties need to retain a third party (whether an individual or automated) to do the closed captioning.
Save captions	Off	
Language interpretation	Off	
Far end camera control	Off	
Group HD video	Off	To reduce bandwidth use.
Virtual background	On	Use professional background image.
Video filters	Off	
Identify guest participants in the meeting/webinar.	Off	
Auto-answer group in chat.	Off	



Configuration Section	Default Setting	Comments
Only show default email when sending email invites.	Off	
Use HTML format email for Outlook plugin.	On	
Allow users to select stereo audio in their client settings.	Off	
Allow users to select original sound in their client settings.	Off	
Customize data center regions for meeting/webinar data in transit.	Off	
Show a "Join from your browser" link.	On	Do not want to force participants to download the app.
Allow live streaming meetings.	Off	
Show a custom disclaimer when starting or joining a meeting.	Off	
Request permission to unmute.	Off	

Email Notification Settings

Configuration Section	Default Setting	Comments
When a cloud recording is available	On	
When attendees join meeting before host	On	
When a meeting is cancelled	On	
When an alternative host is set or removed from a meeting	On	



Configuration Section	Default Setting	Comments
When someone scheduled a meeting for a host	On	
When the cloud recording is going to be permanently deleted from trash	On	

Other Settings

Configuration Section	Default Setting	Comments
Blur snapshot on iOS task switcher	Off	This setting can be used to hide potentially sensitive information on the Zoom iOS mobile app preview screen when multiple apps are open using the iOS tasks switcher.
Call a SIP/H.323 room system directly from the client.	Off	This option enables a Zoom client to directly call a room-based system instead of needing the room based system to be joined to a meeting first.
Invitation Email – Choose Language	English	
Schedule privilege – Assign scheduling privilege to	No one	

Recording Tab

Configuration Section	Default Setting	Comments
All settings	Off	See section on “Considerations for Recording a Zoom Meeting” if turning on.

Telephone Tab

Configuration Section	Default Setting	Comments
All settings	Preset	



Recommended Zoom Settings for Cloud Recordings

When setting up the meeting for recording, you will need to verify these configurations.

Configuration Section	Default Setting	Comments
Local Recording	Off	If changed to yes by order of the arbitrator, select “Hosts can give participants the permission to record locally” to allow parties to record locally.
Cloud Recording	On	See detailed settings image below.
Automatic Recording	Off	
IP Address Access Control	Off	
Only authenticated users can view cloud recordings.	Off	
Require password to access shared cloud recordings.	On	
Viewers can see the transcript	On	
Auto delete cloud recordings after days.	21	Set to 21 as a precaution against inadvertently premature deletion; participants should be directed to download a local copy within 7 days.
The host can delete cloud recordings.	On	
Recording Disclaimer	On	Set to “Ask host to confirm before recording starts.”
Multiple audio notifications of recorded meeting.	Off	



Detailed Cloud Recording Settings

These are the recommended settings when using cloud recording.

Cloud recording

Allow hosts to record and save the meeting / webinar in the cloud

- Record active speaker with shared screen
- Record gallery view with shared screen [?](#)
- Record active speaker, gallery view and shared screen separately
- Record an audio only file
- Save chat messages from the meeting / webinar

Advanced cloud recording settings

- Add a timestamp to the recording [?](#)
- Display participants' names in the recording
- Record thumbnails when sharing [?](#)
- Optimize the recording for 3rd party video editor [?](#)
- Save panelist chat to the recording [?](#)



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