



Virtual Hearing Recommendations for Parties Utilizing Zoom and Webex

Optimizing the Virtual Hearing Experience*

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 or WebEx running on one screen
3. Disable any pop-up notifications within applications to prevent these from appearing onscreen while presenting
4. Use a good quality webcam if possible, and check lighting conditions
 - a. Backlighting is generally not desirable
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
 - Take notes quietly if not muted, if necessary on paper as opposed to using a keyboard
6. Consider steps that may be taken to establish a high-speed internet connection

* Please note that video hearings or proceedings are conducted through third party platforms such as Zoom and Webex are subject to the platform's terms and policies, for example: <https://zoom.us/privacy-and-legal> and <https://www.cisco.com/c/en/us/about/legal/privacy-full.html>. 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.