



Your Technology Guide to Remote ADR Sessions

Overview

We developed this comprehensive technology guide to help you with:

- Preparing for a Remote Session
- Joining a Remote Session
- Troubleshooting Technology Issues

Preparing for a Remote Session

- Look in your email for the session invite email from ADR Systems. You may join the session in two ways:
 - Click the link in the original invite email.
 - Click “Join Meeting” on the Zoom website’s homepage and provide the session’s unique Meeting ID and Passcode, which were also included in the original invite email.
- If you cannot find that original invite email, search for it in your inbox using the 5-digit ADR number for your matter or the Plaintiff or Defendant’s name (Ex. 55555 or Jane Doe v. John Smith). Check your Delete and Junk folders if it does not appear. If you still cannot find the invite email, contact your attorney or your case manager at ADR Systems, requesting that the invite email be re-sent.
- Select a confidential place where you will not be overheard or disturbed during your session.
- Check that your device’s audio and video capabilities work before the session begins. You can do so by joining a Zoom test meeting at <http://zoom.us/test> and following the instructions.
- Plan for professional surroundings and position yourself to the side of a light source. Use a virtual background if needed. Do not sit in front of a window as that will result in a glare.
- Position yourself close to your internet router to obtain the best Wi-Fi signal.

ADR Systems of America, LLC.
20 N Clark Street
Floor 29
Chicago IL, 60602

p: 312.960.2260
t: 1.800.423.7010
f: 312.960.2268
info@adrsystems.com



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Joining a Remote Session

Join with a Computer or Laptop

- Download and install Zoom onto your computer if you have not already. Go to Zoom's website, <http://zoom.us>, and review the download instructions.
- Look for an invite email from ADR Systems several business days prior to your session. The session's link will be in this email.
- Open the invite email and click the link about fifteen minutes before the session.
- Look near the address bar on the browser for a pop-up box asking "Open zoom.us?" Click "Open zoom.us" or "Open Zoom Meeting" in the bottom of the box. This will open a new window to join the session.
- Look for another pop-up box:
 - If the session host has not started the session, this box will tell you that the meeting has not started. Stay on this screen until the host starts the session and the "Video Preview" box appears. Click "Join with Video" when it does.
 - If the host of the meeting has started the session, this box will say "Video Preview." Click the blue "Join with Video" button. You should be admitted to the session shortly after this.
- Look for a dialogue box that will tell you to choose one of the audio conference options. Click "Join with Computer Audio."
- You are now in the meeting and should see the session host, an employee at ADR Systems, who will provide further instructions. Your mediator or arbitrator may also appear on screen as well.
- If you are sent to an individual breakout room by the host, you will receive a pop-up message on your screen that says, "Join

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Breakout Room.” Click that button.

- You will see more options at the top and bottom of your screen. Look in the lower left corner to mute yourself and to turn your video on or off.
- If you are thrown from the session, repeat the steps above to return. You will not need to download Zoom again.

Join with a Smart Device

- Download Zoom to your smart device from the App Store if you have not done that previously:
 - The first time you open Zoom, you will be prompted to enter your name.
 - Note: This name will appear to others in the session. Enter your desired name. Then click “Continue.”
 - You will also receive a prompt to allow Zoom to access your camera and microphone. Allow Zoom access.
 - Note: You will not be able to properly use Zoom if you do not allow this; however, you can decline to allow Zoom to send you notifications.
- Look in your smart device’s email for the invite email from ADR Systems and click the link within it. Zoom will automatically open:
 - If you cannot access the link in the invite email through your smart device, open Zoom on your smart device.
 - Click “Join Meeting” and enter the Meeting ID and Passcode for the session found in the invite email. Click “Continue” once that is completed.
- Look for one of two messages: “Waiting for the host to start this meeting” or “Video Preview.” You should see yourself on the screen. Click “Join with Video.”

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- A screen will display the name of your case and this message: “The host will let you in soon.”
- Join with audio when you are admitted to the meeting. Click “Wi-Fi or cellular data.”
- You are now in the meeting and should see the session host, an employee at ADR Systems who will provide further instructions. Your mediator or arbitrator may also appear on screen as well.
- If you are thrown from the session, repeat the steps above to return. You will not need to download Zoom again.

Join with a Dial-in Telephone Connection

- If you are only dialing into the session and not using another device to participate:
 - Find the “Dial by your location” section of the invite email from ADR Systems.
 - Find the number closest to your location and dial in.
 - Enter the session’s Meeting ID and Passcode when prompted by the operator. These are provided in the invite email.
 - You will then be placed in a waiting room until the session host admits you. You will hear ‘hold’ music while you wait.
- If you are dialing into the session because of an audio issue on your computer or laptop, you can follow the steps above or do the following:
 - Click the upward-facing arrow in the upper righthand corner of the “Mute” button. Click “Switch to Phone Audio.”
 - Dial a number listed under your country selection.

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- When prompted by the operator, type in the session's Meeting ID and Passcode from the invite email. Your session host will admit your dial-in telephone connection to the session.
- Once admitted to the session, you will be able to hear others in the meeting. The host will ask you to identify yourself since only your phone number will be visible to them. The host will rename your device in the meeting so others will know your identity.
 - If the host moves you to a breakout room, you will receive an audio message regarding this.
 - If you are moved out of your breakout room and back into the main session with all participants, you will hear an audio message explaining that you are now in the main session and that you are able to communicate with all participants.
- If you are thrown from the session, repeat the steps above to return.

Troubleshooting Technology Issues

What if I am thrown from the session?

You may be thrown from a session because your Zoom app crashed, your Wi-Fi signal cut out or your device lost power. Very often, you can remedy these issues by closing and re-opening the Zoom app, re-booting the router or charging your device.

To then re-access the session: Delete the original browser tab for the Zoom app and re-follow the steps for your device as listed in Section 2 of this guide. You will not need to download Zoom again.

What if I experience WI-FI problems during the session?

You may experience latency, poor audio quality or screen-freezing because of an unstable wireless internet connection. Often, this issue will self-correct, but not always. You can troubleshoot these problems

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in several ways:

- Get closer to your Wi-Fi router to strengthen your device's connection to the Wi-Fi signal.
- Reboot your Wi-Fi router. This involves unplugging the router, waiting 10-20 seconds, plugging it back in and re-starting the router. Check that your device reconnects to the internet once the router has powered up. This process will throw you from the session, so you will need to re-access it once the router re-starts by following the steps for your device in Section 2 of this guide. You will not need to download Zoom again.
- Connect your computer or laptop to a personal hotspot. The hotspot must already be enabled to connect this way. Instructions for enabling this feature will vary by device provider.
- Access the session using the dial-in telephone option as described in Section 2 of this guide. If you wish to retain your initial connection while also dialing into the session, mute your initial connection and lower the volume on that device to prevent reverberation.

What if my Wi-Fi goes out before or during the session and I cannot reconnect to the internet?

If you have attempted to troubleshoot your wireless internet connection issue unsuccessfully through the recommendations above, access the session via the dial-in telephone option as described in Section 2 of this guide.

What if other participants cannot hear me, or I cannot hear other participants, even if I am connected to computer or laptop audio?

Participants may not be able to hear you even if you are connected to computer audio. You may have accidentally muted yourself. If so, unmute yourself. Alternatively, you may not be able to hear participants even if you are connected to computer audio. The volume on your speaker may be muted or too low. Please check this on your device.

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If either problem persists, exit and re-enter the session. This often self-corrects any glitches that may have caused the problem. If the issue persists after you return to the session:

- Click the upward-facing arrow in the upper righthand corner of the “Mute” button.
- From the menu that appears, click “Test Speaker & Microphone.”
- Follow the prompts presented to check the effectiveness of your speaker and microphone connections.

If you are using headphones on your computer, unplug them to see if that resolves the problem. Check that an external speaker and/or microphone plug is fully placed in its connection socket.

If none of these suggestions remedy the problem, access the session via the dial-in telephone option as described in Section 2 of this guide.

What if I cannot connect to video on my computer or laptop?

If you cannot connect to video after entering a session and clicking the “Start Video” button, exit and re-enter the session and click “Start Video.” This often self-corrects any glitches that may have caused the problem. If the issue persists after you return to the session:

- Click the upward-facing arrow in the upper righthand corner of the “Stop Video” or “Start Video” button.
- Check that the Zoom app can access a video camera on your computer or laptop. If multiple cameras are listed, toggle between them to check whether one produces a video connection.

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If your computer or laptop is using an external, plugged-in video camera, check that the video camera is fully placed in its connection socket. After checking the camera, select that video camera option as explained in the previous paragraph.

The lack of a video connection may also be due to a broken built-in or externally connected camera. Switch to a different device for the session, following the steps described in Section 2 of this guide.