



# GETTING GOING WITH ZOOM

It seems like everyone has started using Zoom, the videoconferencing software. Lawyers are learning to use Zoom to meet remotely with clients and colleagues, courts have signed up for Zoom accounts and are now holding many “video hearings,” and litigators are even using it for depositions and mediations.

Zoom allows two or more persons to have a video call together, but it does much more. Zoom is also an excellent platform for sharing information and holding conferences virtually, with features that include the ability to record meetings, share a computer screen with participants so that everyone is looking at the same document together, break out into smaller teleconference “rooms,” and more.

As of the date of this guide (4/17/2020), Zoom offers multiple account types. Here is a summary of the Basic Plan and the Pro Plan:

## **BASIC PLAN**

- FREE
- HOST UP TO 100 PARTICIPANTS
- UNLIMITED NUMBER OF MEETINGS
- NO LIMIT ON LENGTH OF 1-TO-1 MEETINGS
- 40-MINUTE LIMIT ON GROUP MEETINGS

## **PRO PLAN**

- \$14.99/MO PER HOST
- ALL BASIC FEATURES, PLUS:
  - MAY UPGRADE TO MORE THAN 100 PARTICIPANTS
  - MEETING DURATION LIMIT IS 24 HOURS
  - USER MANAGEMENT AND ADMIN FEATURE CONTROLS
  - CUSTOM PERSONAL MEETING ID
  - CLOUD STORAGE OF RECORDINGS



To sign up for your own free account, visit <https://zoom.us/signup>. Small and large business accounts are available as well. More information can be found at <https://zoom.us/pricing>.

This guide is designed to help you get started with Zoom or, if you've already been using Zoom, to give you tips for improving your Zoom skills.

If you're new to Zoom, a great place to start is with the article "Zoom'-ing into a New Era," by Texas attorney Sally Pretorius, found here: <https://blog.texasbar.com/2020/03/articles/teleconferencing/zooming-into-a-new-era/>.

#### THESE SHORT, HELPFUL VIDEOS COVER MOST OF THE ZOOM BASICS:

- [ZOOM 101 - SIGN UP AND DOWNLOAD MEETING CLIENT](#)
- [JOINING A MEETING](#)
- [SCHEDULE A MEETING](#)
- [SCHEDULE A MEETING IN OUTLOOK](#)
- [MEETING CONTROLS](#)
- [HOST AND COHOST CONTROLS](#)
- [JOINING AND CONFIGURING AUDIO/VIDEO](#)
- [USING BREAKOUT ROOMS](#)
- [USING VIRTUAL BACKGROUNDS](#)
- [SIMULTANEOUS INTERPRETATIONS FOR MEETINGS](#)



In addition, Zoom has a Coronavirus page with similar training videos and other resources: <https://zoom.us/docs/en-us/covid19.html>.



The Texas Office of Court Administration has general advice on video teleconferencing, including invaluable tips for attending video hearings, at <https://www.txcourts.gov/programs-services/electronic-hearings-with-zoom>. The Office of Court Administration's "Court Operation Guidance" page has information about how courts are ensuring the security of Zoom communications here: <https://www.txcourts.gov/media/coronavirus-covid-19-court-operation-guidance/>.

This web page offers Zoom shortcuts and other aids: <https://blog.texasbar.com/2020/03/articles/teleconferencing/zoom-cheat-sheet/>.

General tips for video teleconferencing can be found here: "[Best Practices for Teleconferencing](#)."

Finally, if you get stuck getting started with Zoom, answers to most questions can be found at the company's FAQ page here: <https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions>.

# ZOOM AND CLIENT CONFIDENTIALITY

Note that communications and meetings conducted through Zoom are not perfectly secure. Along with the dramatic rise in the use of Zoom to conduct business, **reports of breaches of Zoom's security have surfaced**. While Zoom is taking steps to address these concerns, lawyers must take care to protect confidential client information, which includes both privileged and unprivileged client information. *See* Tex. Disciplinary. R. Prof. Conduct 1.05 (Confidentiality of Information). Furthermore, lawyers are charged with becoming and remaining proficient and competent in the practice of law, including the benefits and risks associated with relevant technology. Tex. Disciplinary. R. Prof. Conduct 1.01, cmt. 8.

Maintaining secure communications with clients starts with common sense. For example, if you would like to speak privately with your client after a joint video-conference with your client and a negotiating partner or opposing party, end the joint call and initiate a new, separate call with your client, using a different pass-word. Also, while Zoom allows the use of breakout rooms for smaller groups to meet apart from a larger meeting, these are not appropriate for exchanging confidential information. Be aware, too, that a meeting host can record a meeting, and that any viewer or participant can, with a little ingenuity, record both the video and audio portions of a Zoom meeting or presentation.

Zoom offers many settings and tips to enhance the security of communications. For private video-conferences, refer to the company's PDF guidance called "[Securing Your Zoom Meetings](#)." For public Zoom events, see the web page "[How to Keep Uninvited Guests Out of Your Zoom Event](#)."