



**Indian Dispute
Resolution Centre**
Helping Good People Resolve

Virtual Arbitration Hearing (VAH) Frequently Asked Questions

Do I need to download anything prior to the meeting?

The link provided in your e-mail invitation contains everything you need to launch the meeting. Simply click the link and the application will download and install on your device, typically in less than a minute. If you'd prefer to download the application ahead of time, you can download the latest version of the client program here:

<https://zoom.us/support/download>

What is required to join a meeting?

You'll need a device such as a desktop, laptop, tablet, cellphone, etc., with a microphone and internet connection. A camera is not mandatory to join a meeting, but is recommended.

Can I use VAH on a Mac?

Yes, VAH is compatible with both PC and Mac devices.

Do I need an account to use VAH?

No, if you are a participant in a meeting, you can join without an VAH Zoom account. You just need the security information included in your email invitation.

How do I join a meeting?

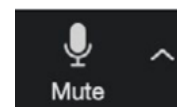
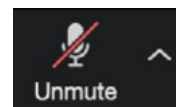
Click the link in your email invitation, or go to <https://zoom.us/join> and enter the meeting ID, which is also in your email.

Can I join a meeting without a camera?

A camera is not required to join a meeting. Without one, you won't be able to transmit video of yourself during, but you will be able to speak, share your screen, hear the other participants, and see anyone with cameras enabled.

How do I mute myself?

There's a microphone icon in the lower left corner of the screen—click it to change between mute and un-mute.



What do I do if my camera is not working?

To troubleshoot camera issues:

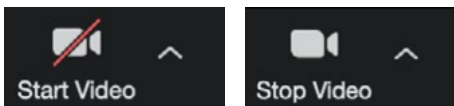
1. Close/disable other programs that might be using the camera.
2. Restart your computer and launch the VAH Zoom application again.
3. Ensure your device has the camera enabled.
4. Some operating-system privacy features may block Zoom from using the camera. Check your operating system's guidelines to enable the camera:

<https://support.microsoft.com/en-us/help/4468232/windows-10-camera-microphone-and-privacy>

<https://support.apple.com/en-ca/guide/mac-help/mchlf6d108da/mac>

Why can't I see myself in the VAH Zoom application?

Ensure that your camera is enabled on your device (see above), and within the VAH Zoom app. There's a camera icon in the lower left corner of the screen—click it to change between on and off.



Can I share documents?

Yes, you can share your screen so other participants can see whatever is displayed.

1. Click the “Share Screen” icon at the bottom middle of the screen.
2. A pop-up will prompt you to choose a screen or document to share.
3. Once selected, confirm by clicking the “share” button.
4. All participants should now be able to see the document/screen.
5. Click “stop share” to remove it from shared display.



Does VAH have a breakout room feature?

Yes, the host can create multiple breakout rooms and assign participants to the appropriate room. Breakout rooms are private and secure.

May I leave the meeting and rejoin?

Yes, you may rejoin if the meeting is still in progress.

What are the technical requirements to participate in a meeting?

Recommended bandwidth for one-on-one video calling:

- 600 kbps (up/down) for high quality video
- 1.2 mbps (up/down) for 720p HD video
- Receiving 1080p HD video requires 1.8 mbps (up/down)
- Sending 1080p HD video requires 1.8 mbps (up/down)

Recommended bandwidth for group video calling:

- 800 kbps/1.0 mbps (up/down) for high quality video
- For gallery view and/or 720p HD video: 1.5 mbps/1.5 mbps (up/down)
- Receiving 1080p HD video requires 2.5 mbps (up/down)
- Sending 1080p HD video requires 3.0 mbps (up/down)

Recommended hardware:

- Processor: dual core (2Ghz) or higher (i3/i5/i7 or AMD equivalent)
- Memory: 4 GB or higher
- HD webcam/conference camera
- Built-in or USB microphone

FREE DEMONSTRATION

If you'd like a virtual walk-through of the VAH platform and all its features and benefits, we'll be happy to spend some time on it with you and any other team members you'd like to include.

Simply email info@theidrc.com to book a demo with our General Manager, and one of our team members will make all the arrangements.