

FAQs – Setting up video conferencing for remote working

1. What are the limitations to conducting an online meeting as compared to an in-person meeting?
 - Many of the established video conferencing programs are equipped with tools to enable users to have productive and engaging meetings.
 - Beside seeing each other virtually, users can also do screen sharing (useful for presentations), files transfer and text chat during the video call. Some even offer meeting recording capabilities.
 - Google Hangout, Zoom & Skype for example can also cater to medium & large size group meetings.
 - In other words, the only noticeable differences when conducting an online meeting as compared to an in person one is that you do not see your team member in person. This is not only useful during the enforcement of Movement Control Order but will also enable meetings to continue when parties are traveling after this MCO's period.
2. I am the sole proprietor to my law firm. Will this incur additional cost?
 - Popular video conferencing service like Google Hangouts, Zoom and Skype are generally available for free with features and functionalities that are adequate for the use of small and medium sized teams.
 - There are options to upgrade your accounts to unlock additional features [e.g. to increase group meeting size or enable screen recording]
3. Is the process of registering for these free video conferencing accounts difficult or tedious?
 - To host a meeting, you do require to register an account.
 - However, if you are already using Gmail or an Android OS phone, you can use your existing Google ID to start using Google Hangouts without the need to register a new account. Google Hangouts is probably already pre-installed in your mobile phone.
 - For Zoom, the process of registering is very fast and only requires an email address.
 - For attendees, they will have the option to join as guest which do not require registration.
 - As for Skype, both the host and attendees will require to have an account before using the platform.

4. What if my clients or team members do not have a laptop?

- Zoom, Google Hangout and Skype's mobile apps are readily available to download in both Apple App Store and Google Play Store.

5. So many video conferencing services out there, which is more suitable for my business?

- Generally, the three mentioned services (Google Hangouts, Zoom and Skype) will be adequate for small and medium sized businesses.
- If you have a Gmail account, using Google Hangouts will be simpler as it does not require new account registration. It is also generally pre-installed in Android based mobile devices already.
- Zoom seems to be a popular video conferencing tool at this moment. The free version allows you to run a meeting for up to 100 people for 40 minutes per meeting.
- Overall, if you only require a platform to conduct a simple meetings with your clients or your staff, either of these options will be adequate.

Need Assistance?

Should you require further assistance on LexisNexis solutions or remote working set up, you can reach out to the Client Experience & Learning team at my.training@lexisnexis.com.