eBRAM LawTech Services

Video Conference System User Guide

June 2024

eBRAM International Online Dispute Resolution Centre Limited

1. Introduction

As a one-stop shop Online Dispute Resolution and LawTech service provider, eBRAM strives to offer secure, accessible, and cost-effective dispute resolution and LawTech services to enhance efficiency for the legal and business communities.

The eBRAM video conference ("VC") system was developed with a user-friendly interface for online meetings/dispute resolution hearings, trainings, workshops, and alike with up to 50 participants, equipped with functions such as private and public chat box, screen sharing, document upload and download, hand raising, emojis, breakout rooms, polling, whiteboard, recording, etc.

In addition, a user panel is set out on the left-hand to give an overview of the participants' activities, including an attendance list, breakout rooms, and shared notes for download.

2.   Account Overview

Functions for Users:

- Public/private chat
- Raise/lower hand
- Join breakout room
- Share screen
- Share note
- Share document
- Polling
- Share webcam, microphone

Technical support/troubleshoot:

As a system administrator, the eBRAM IT team will provide technical support for the VC system.

Users can contact the eBRAM IT team via email or by calling the hotlines.

Email: lawtechservices@ebram.org

Customer Service Hotline: +852 3792 0567
Technical Support Hotline: +852 3792 0569

System requirement

#	Operating System	Browser	Screen Resolution
Laptop / Desktop computers			
1	Windows 10 / Windows 11	Edge 12+, Firefox 27+, Chrome 30+	1280 x 1024 or above
2	macOS X (10.9 or later)	Safari 7+, Firefox 27+, Chrome 30+	1280 x 1024 or above
Mobile Devices			
3	iOS 12.2+	Safari	
4	Android 6.0+	Chrome	

Recommended Laptop / Desktop Computer Hardware

#	Components	Recommendation
1	Processor	Intel i5/i7 Dual-core 2GHz or higher
2	Memory	8GB
3	Hard disk	512 GB SSD or higher
4	Microphone	Built-in microphone or USB plug-in microphone
5	Webcam	Built-in webcam or USB plug-in webcam
6	Speaker	Built-in speaker or Plug-in speaker
7	Internet Bandwidth	10Mbps

User Interface Navigation

Click to view messages in public chat

Click to expand/minimize the message panel

Click to leave meeting

Click to write on the note pad for sharing with the audience

Click participant's name to initiate a private chat

Send messages via public chat

Microphone setup (Mute and unmute)

Speaker/headphone setup

Camera setup

Share screen

Transcription

Raise hand / other emoji

Restore/minimize presentation

3.   How to create an account?

3.1   Create an account for eBRAM LawTech Services

1. Enter this URL into the browser: https://lawtechservice.ebram.org/
2. Click the "**Login**" icon, then click "**Create One**" to create an account.
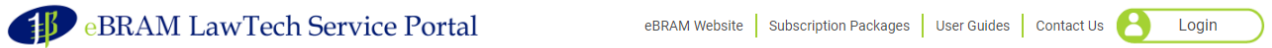
3. The Create an account page is shown below.
   Enter the following details to create an account:

4. Enter your first name.
5. Enter your last name.
6. Enter your email address.
7. Click "**Get verification code**" to receive a verification code in your email address.
8. Enter the verification code.
9. Enter your password.
10. Click on the links to read the Terms and Conditions (T&C) and the Personal Information Collection Statement (PICS).
11. Click "**Create account**" to create an account.

4. How to log in?

4.1 Log in to eBRAM LawTech Services Portal

1. Enter this URL into the browser: https://lawtechservice.ebram.org/
2. Click the "**Login**" icon to log in.

3. Enter your registered email address.
4. Click the "**Get verification code**" icon to receive a verification code in your email address.
5. Enter the verification code.
6. Enter the password.
7. Click the "**Login now**" icon to log in to the eBRAM LawTech Services Platform.

5. How to reset the password?

5.1   To reset the password

1. Click "**Forgot password**".

2. Enter your registered email address.
3. Click the "**Get verification code**" icon to receive a verification code in your email address.
4. Enter your new password.
5. Re-enter to confirm your new password.
6. Click the "**Reset**" icon to reset the password.

6. LawTech Services Home Page

6.1   Home

1. Click "**Logo**" to open the LawTech Services Home Page.
2. Click the "**Go**" button to use a specific LawTech Services: AI Machine Translation, Video Conference, or e-Signature.

7. VC Service Plans

7.1 VC Service Plans

1. Click "**Plans**".
2. Then click "**Video Conference**".

3. Click the "**Free Trial for 90 days**" button for a free trial or click the "**Subscribe Now**" icon to pay for the annual Premium VC subscription.

4. After selecting "**Subscribe Now**", you will be directed to the login page. Please follow the steps in Section 4 to log in to your account.

5. After logging in, click again on "**Plans**" and then the "**Subscribe Now**" icon to purchase the annual subscription. You will then be directed to the payment page.

   Accepted forms of payment are VISA, MasterCard, American Express, and UnionPay. Enter the required payment fields and click the "**Subscribe**" icon to process the payment.

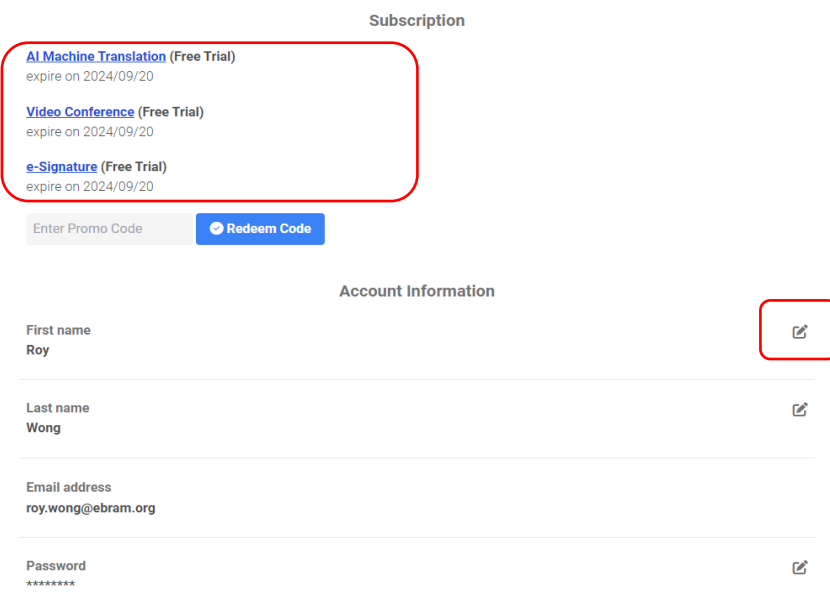# 8. How to view and edit the Account Status?

8.1 To view and edit the Account Status

1. Follow the steps in Section 4 to log in to account.
2. After logging in, click on the "**My Account**" icon.
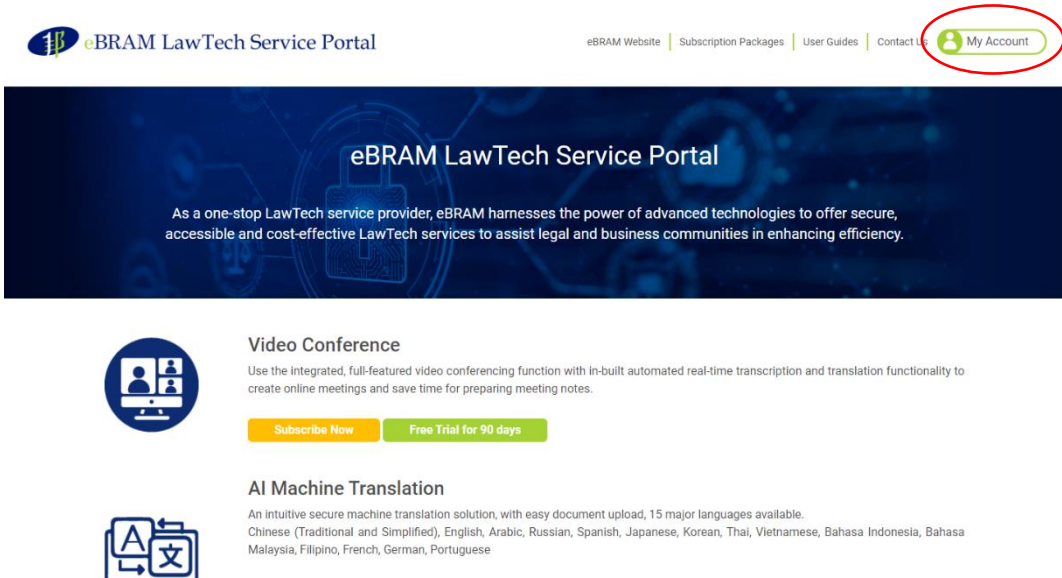
3. In the Subscription section, the services you have subscribed to (whether a free trial or service plan subscription) are indicated.

   Click the "**Edit**" icon to update editable fields in your Account.

4. Enter the new value, then click the "**green checkmark**" icon to save the changes.

9. How to get started?

9.1 Getting started in the VC

1. On the Home page, click the "**Go**" button to proceed to the VC System.

2. Click the "**Create a meeting**" icon to create a Meeting Name.
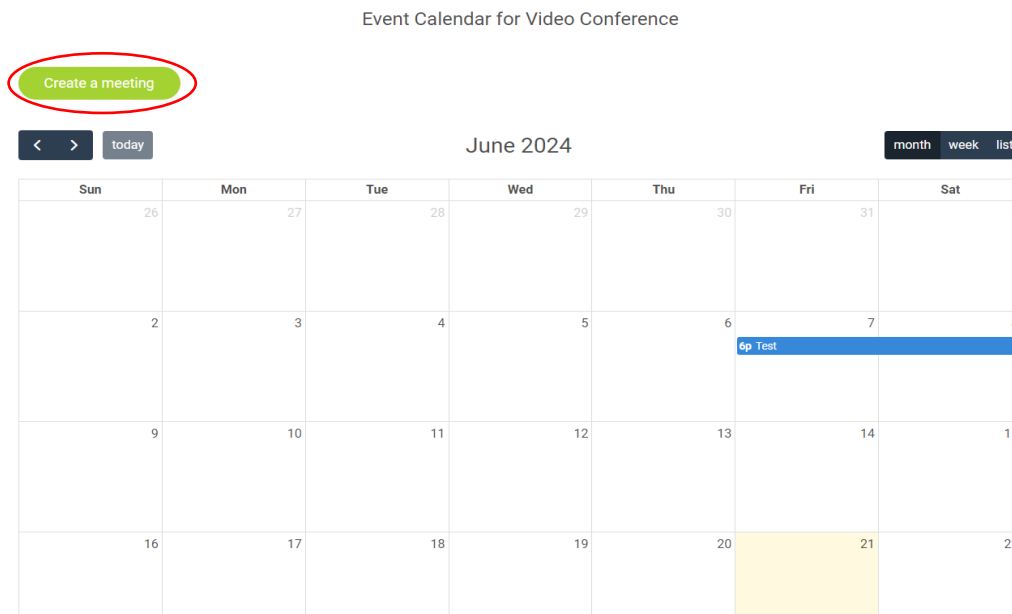
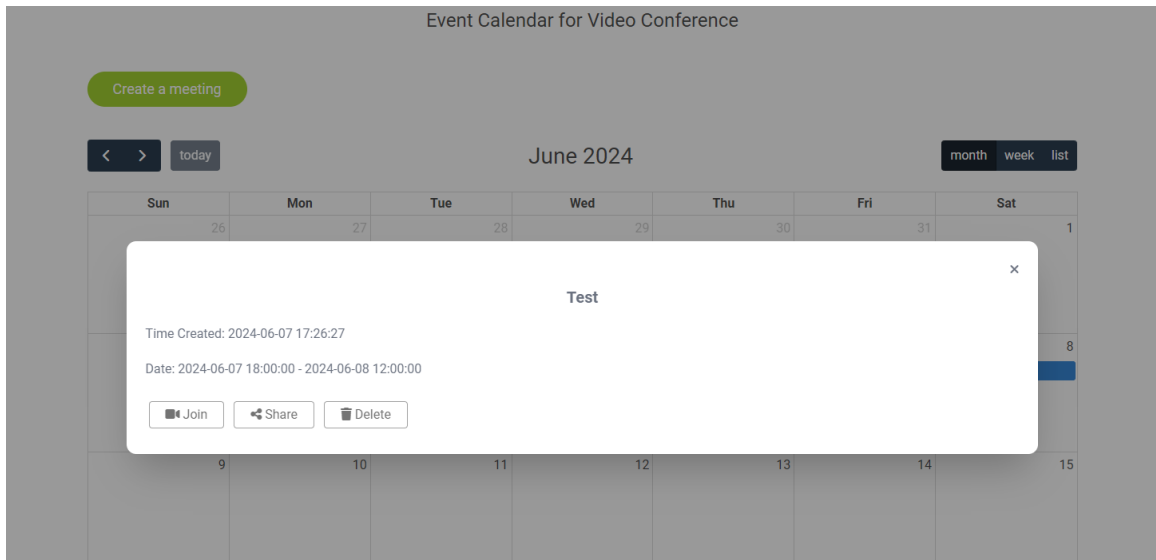3. Enter a meeting room name, start time and end time in the popup box and click "**Create**".
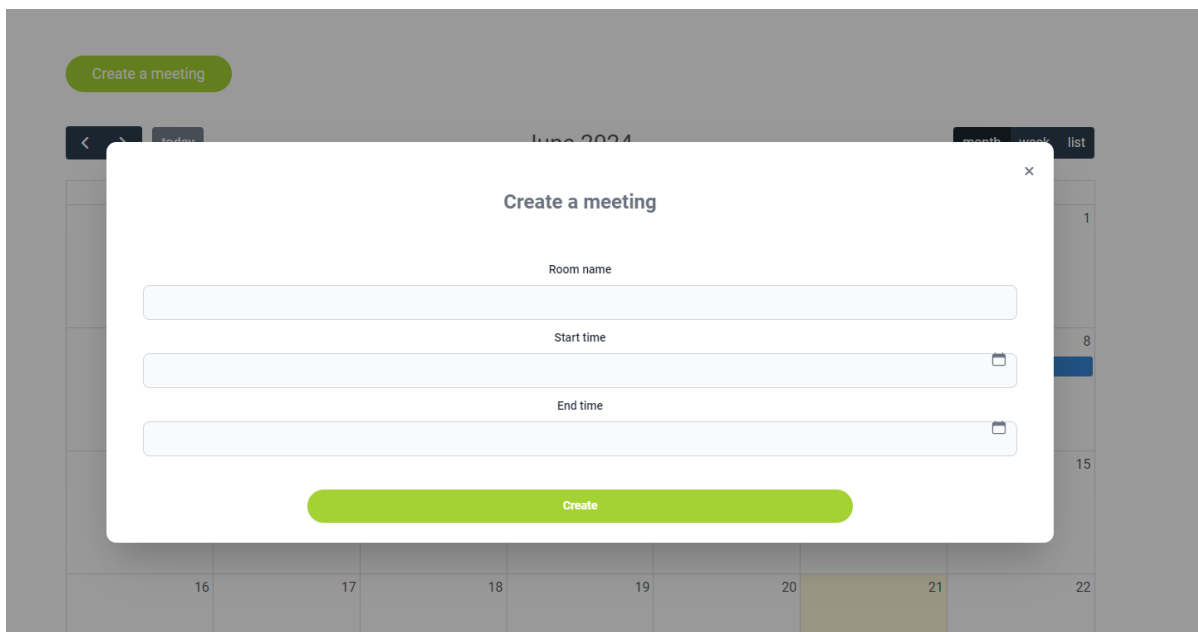
4. The VC Meeting Room has been created. The time of creation is shown.

   To share the VC Meeting Room link with other participants, click the "**Share**" icon to copy the link to share.
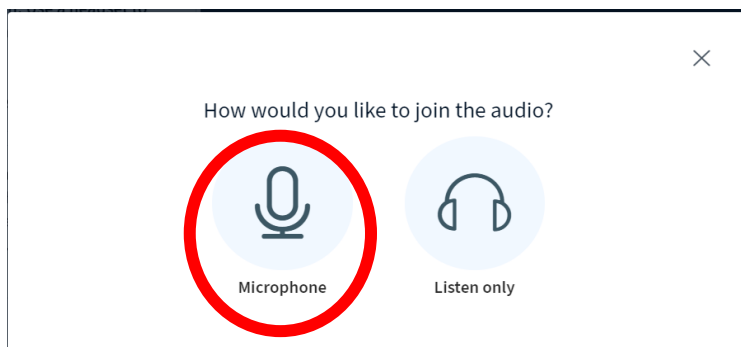
To enter the VC Meeting Room, click the "**Join**" icon.
To delete the VC Meeting Room, click the "**Delete**" icon.

5. You will be prompted to choose the audio mode for the session after logging in to the system. Please click "**Microphone**".

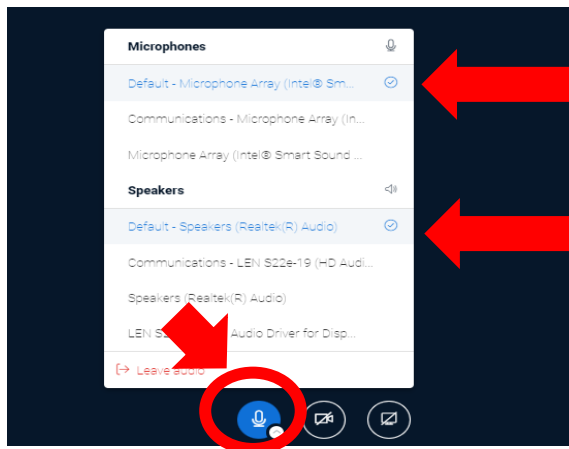*Microphone: You can use your microphone and speakers during the meeting.*
Listen only: You can use the speakers only during the meeting.
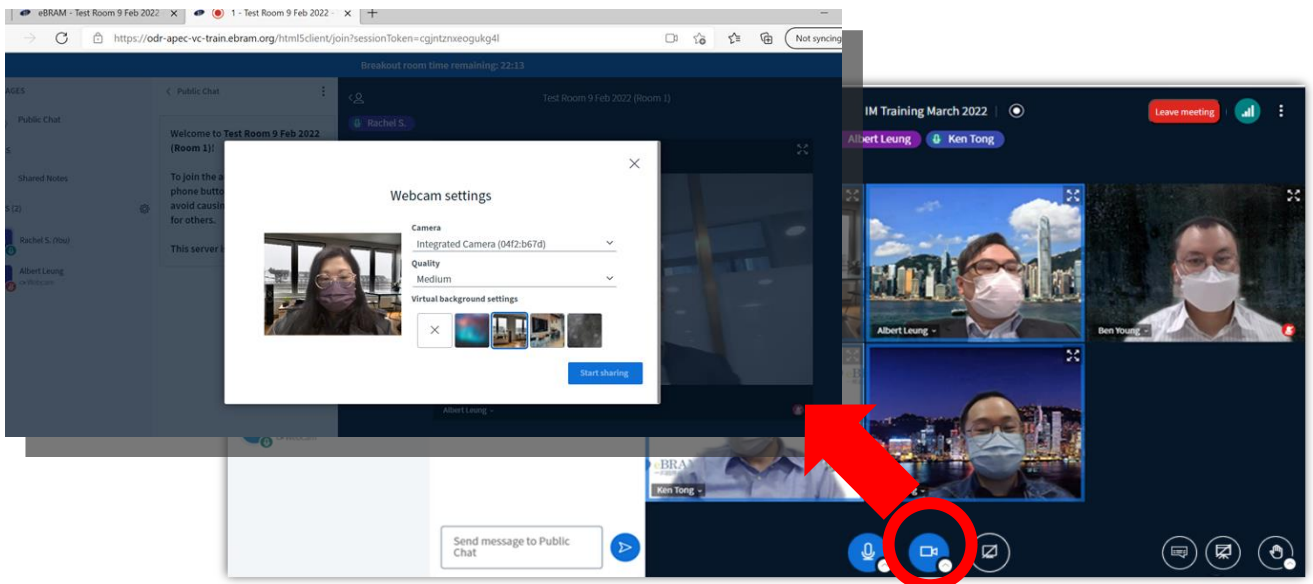

6. You will proceed to the meeting showing the interface below. Follow the on-screen prompts to select your audio setting.
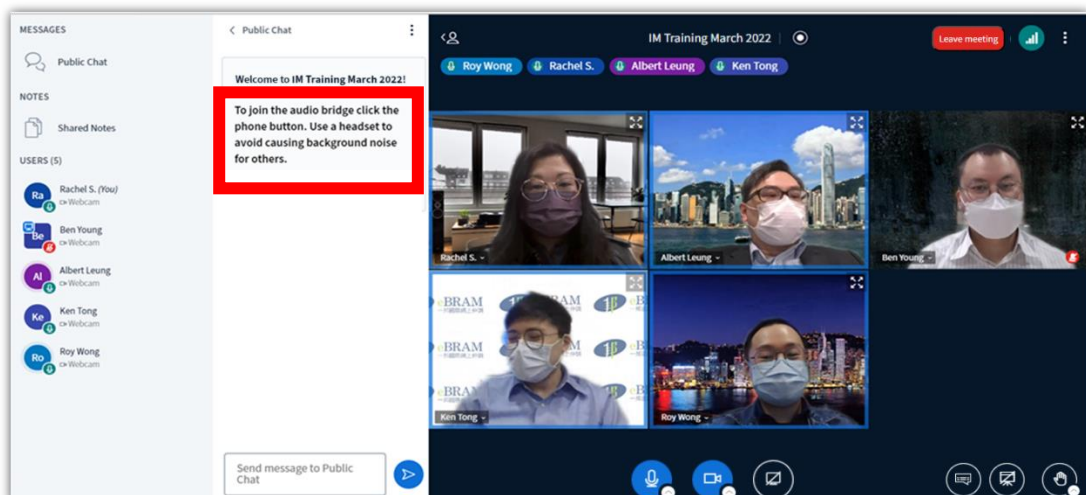
7. You may choose your preferred microphone and speaker devices by clicking the **"Speaker"** icon.

8. Please click the **"Webcam"** icon at the bottom of the screen to switch on your camera.

Follow the on-screen prompts to select your preferred camera device, set the video quality to "Medium" and click **"Start Sharing"**. Note that virtual backgrounds are not available for mobile devices. If you are experiencing a slow WiFi connection, please choose "Low" quality for smooth streaming.
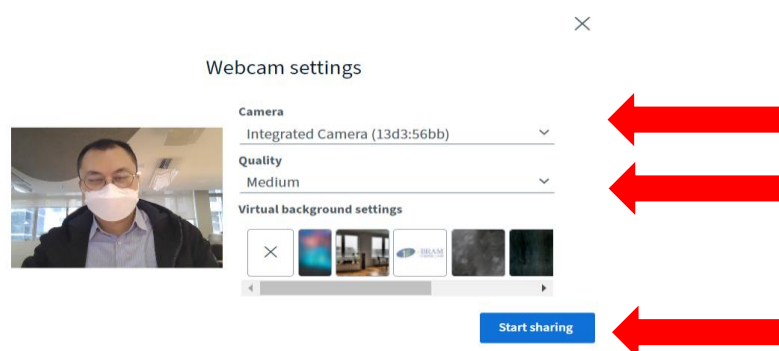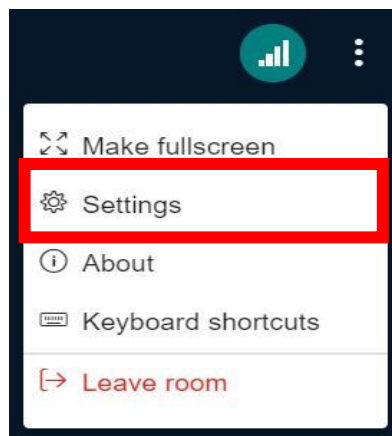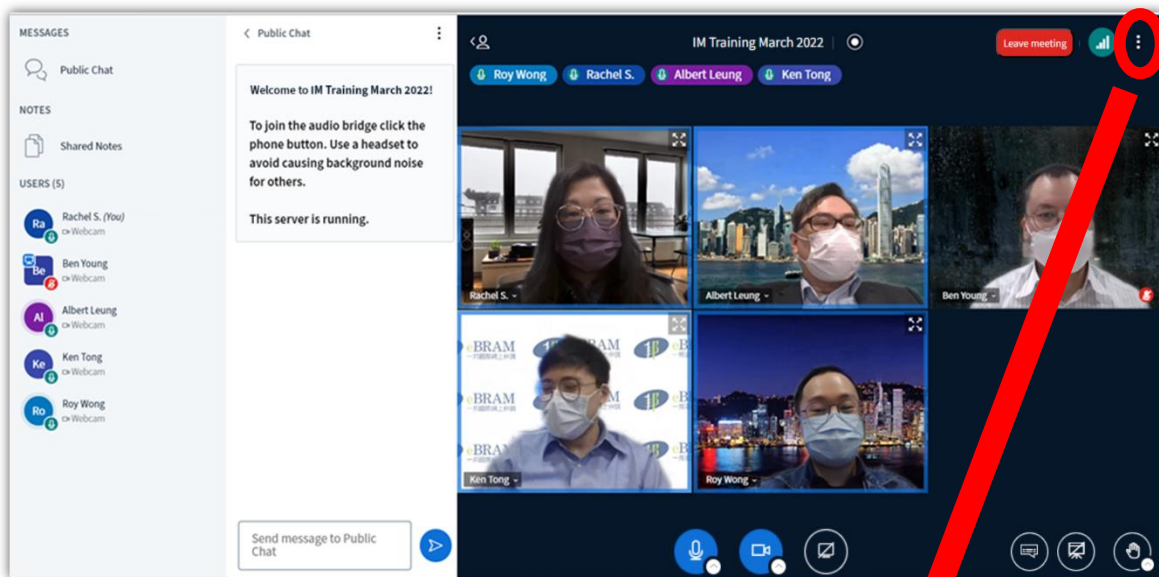
9. Click the **"Microphone"** icon to mute/unmute your microphone.
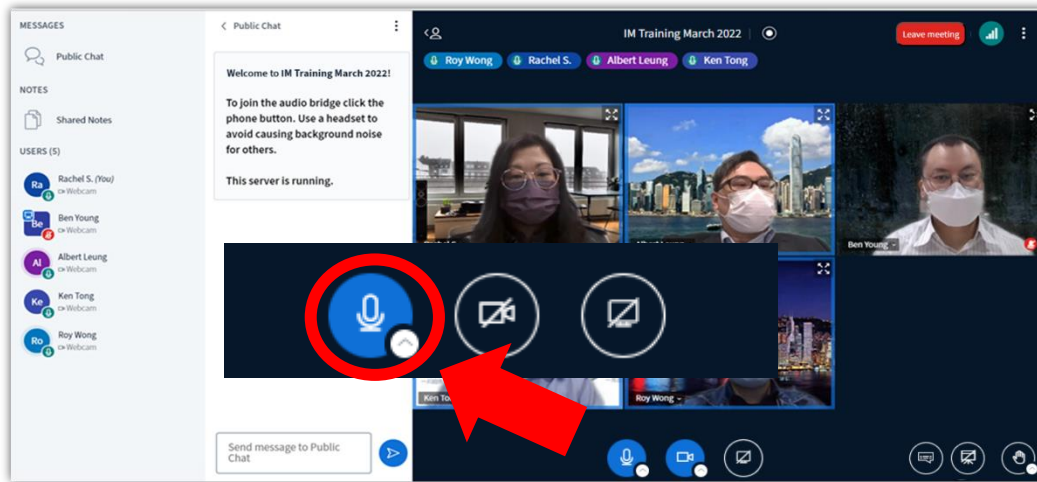
9.2　How to turn off Audio Notifications

To turn off the audio notifications, please click the **"Options"** button in the top right corner to reveal the drop-down menu.

You can turn off the audio alerts and/or the pop-up alerts here and click **"Save"** to apply the settings.

10. Functions

1. Public/Private Chat

You can send messages to all participants through the **Public Chat**.
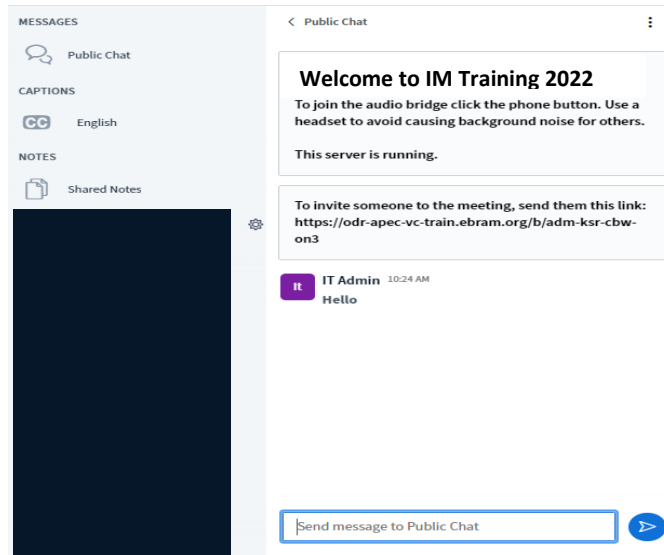
You can also send messages to specific Participants by clicking the Participant's name first and then selecting "**Start a private chat**" option.

2. Raise/Lower Hand

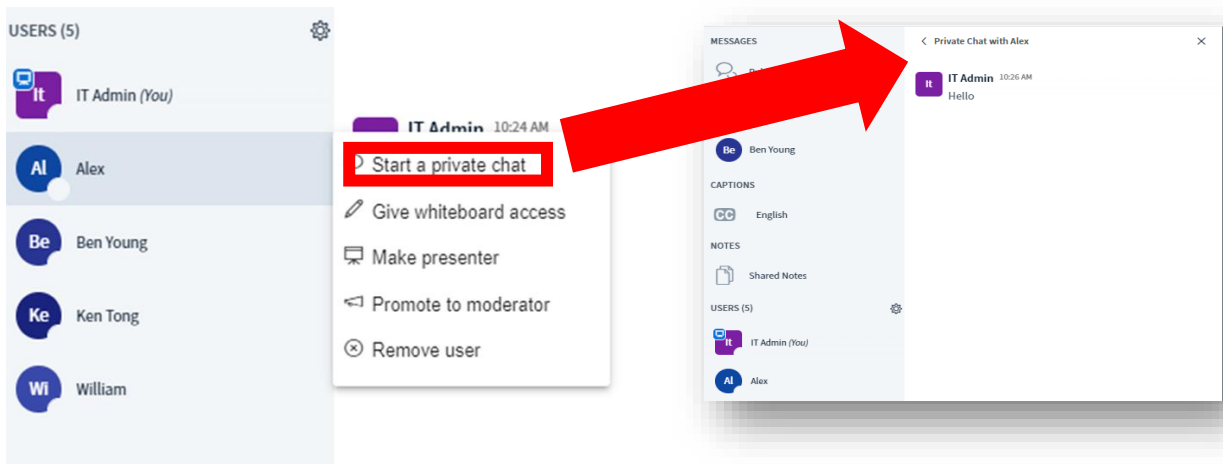If a Participant raises their hand during the session, you can see the hand icon before the name of the hand-raising participant in the user panel.
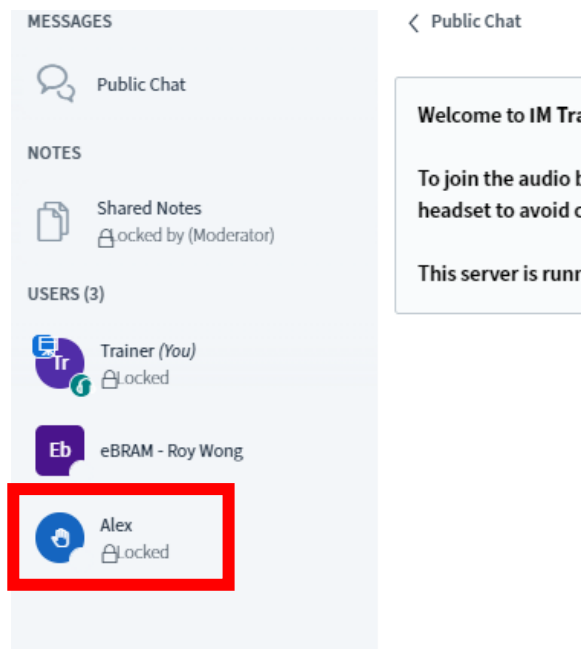
To lower a raised hand, Participants can click on the "raise hand" icon again.

3. Share Screen

You can share your screen with the Participants by clicking the "**Share your screen**" icon to choose the appropriate window from the pop-up menu.

For other Participants to share their screen, the Admin can click the Participant's name and select "**Make Presenter**".
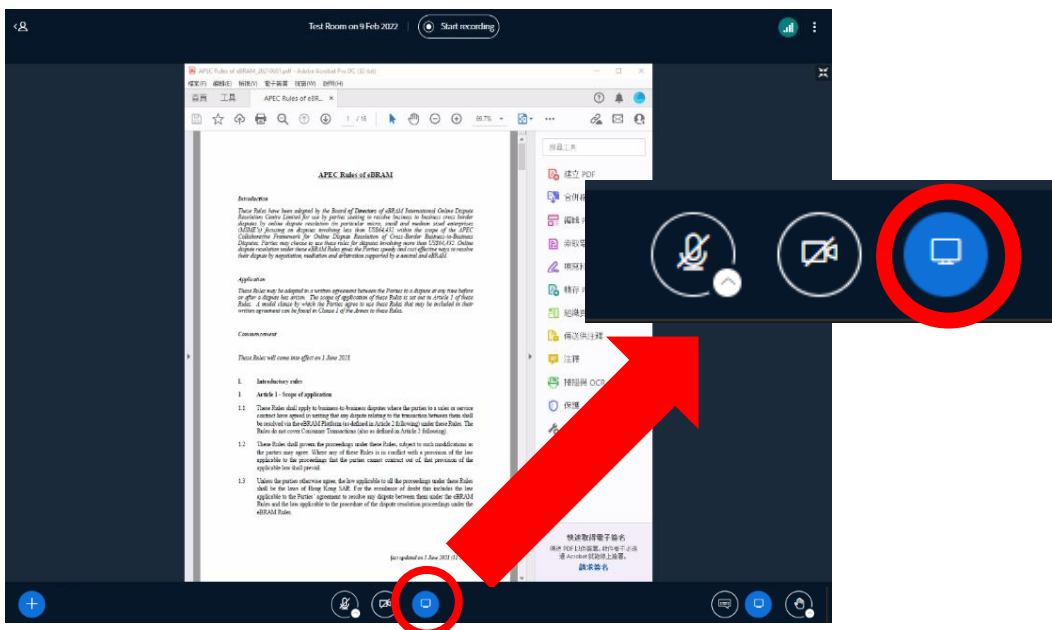
Please note only one presenter is allowed at the same time.
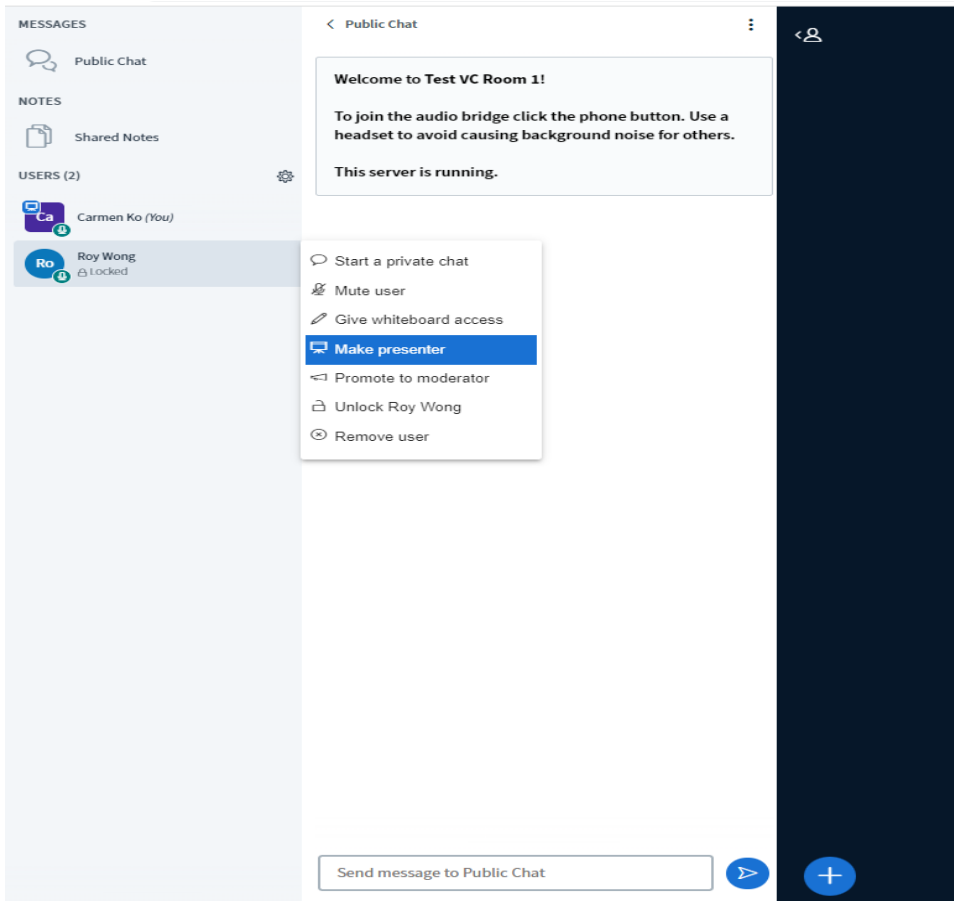
Then, the Participant can click the icon in the bottom left-hand corner and then click **"Take presenter"** before sharing their screen.

4. Share Document

Before sharing any documents, please take up the presenter role (see **Section 3. Share Screen** above for detailed steps).

To share your document with all the Participants and allow them to download, please follow the steps below.
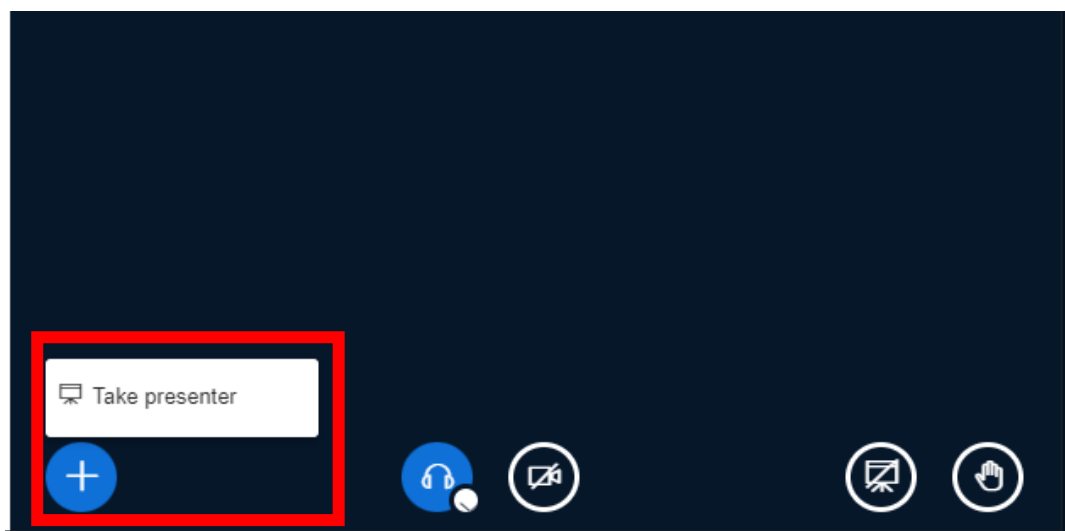
Please click the [+] icon in the bottom left-hand corner and then click **"Upload/Manage Presentation"** to open share document window.

You can then drag a file to upload and click the "**Upload**" button. If you want to allow the participants to download your document, click the "**Send to chat**" icon.

5. Polling

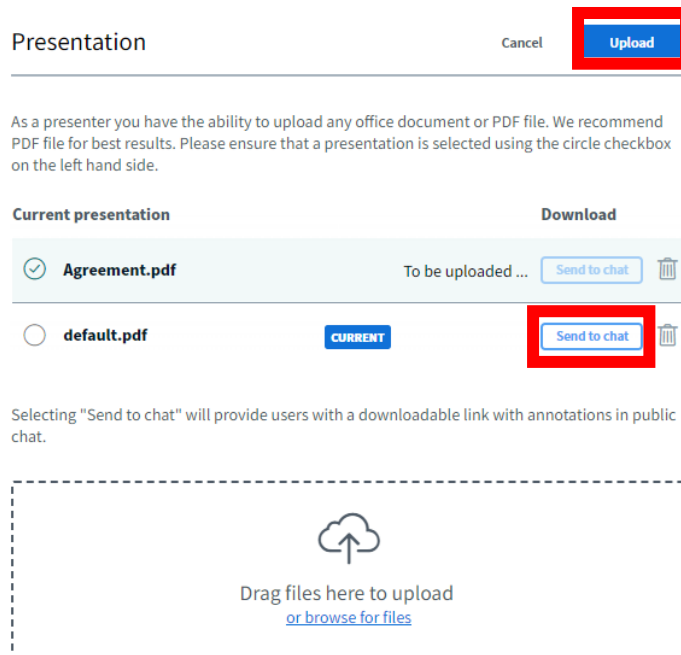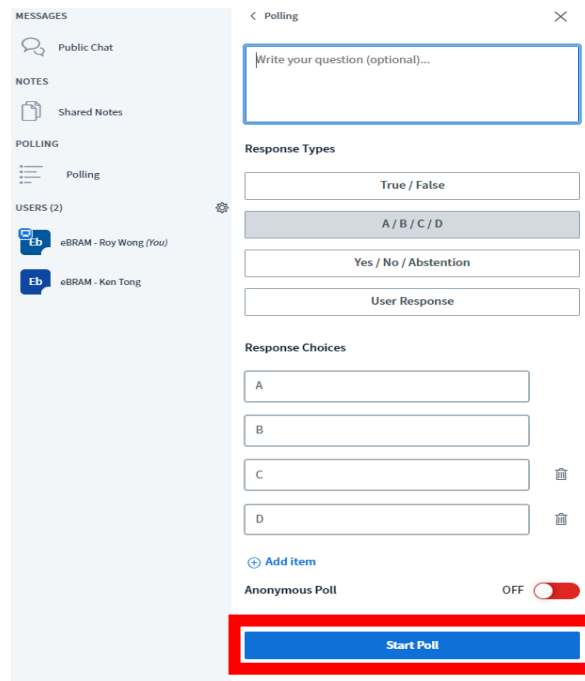Before starting a poll, please take up the presenter role (see **Section 3. Share Screen** above for detailed steps).

You can start a poll with all the participants by clicking on the **"Start a poll"** icon to open a polling window.

Compose your question, then select a response type, edit the response choices, and click **"Start Poll"** to send your polling question to all participants.

Only the Trainer who initiated the polling will be able to see the results. To share the results of the poll, please click the "**Publish poll**" button. The results will then be posted on the Public Chat.
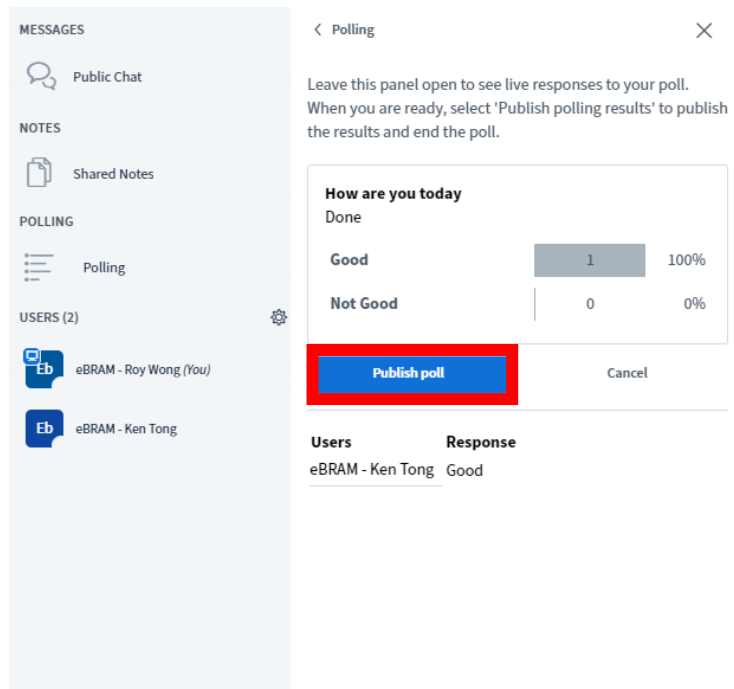

6. Share Notes

You can share your notes in the Main Room by clicking on the "**Shared Notes**" icon to open the shared notes window. When you input the text, other users will see your name label. To avoid overlapping, only one user can edit the shared notes at the same time.
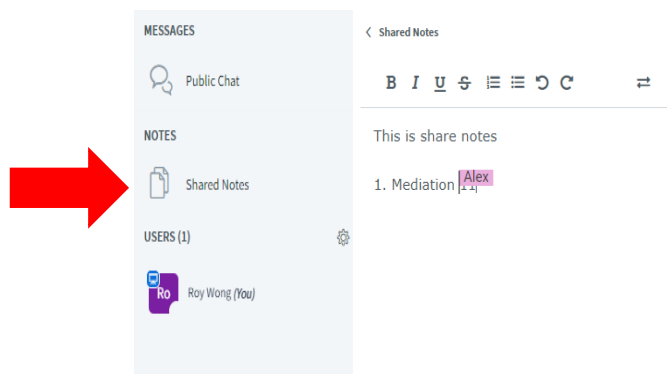

If you are unable to type in Shared Notes, please ask eBRAM IT team for assistance.

7. Screen Layout Setting

To update screen layout in the VC Meeting Room, click the ⊕ icon in the bottom left-hand corner and then select "**Layout Setting Modal**" to open a layout setting window.
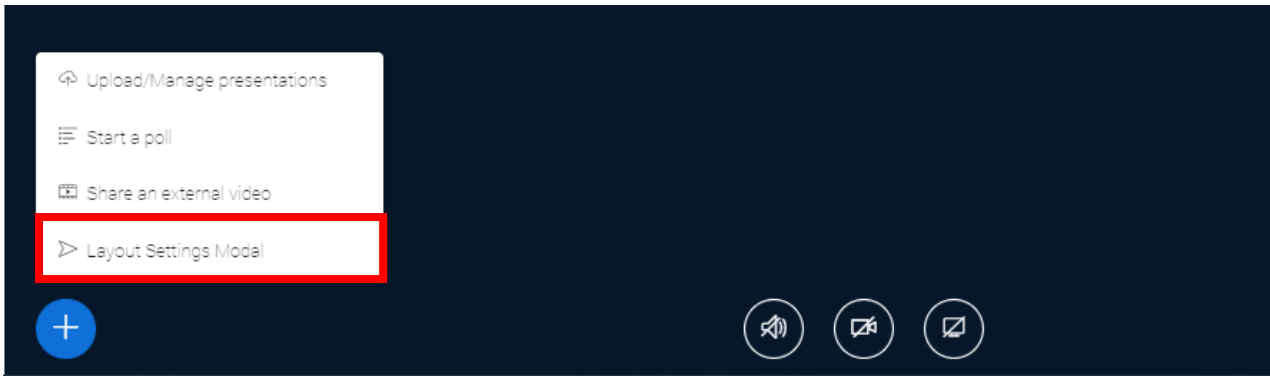
- The **custom layout** will allow you to drag the webcams to the top, bottom, and either side of the screen.
- The **smart layout** will display the webcams at the top of the screen with the presentation area being directly below them.
- **Focus on presentation** will use the entire main screen for presentations and display webcams at the bottom of the public chat window.
- **Focus on video** will use the entire main screen for webcams and display the presentation at the bottom of the public chat window.
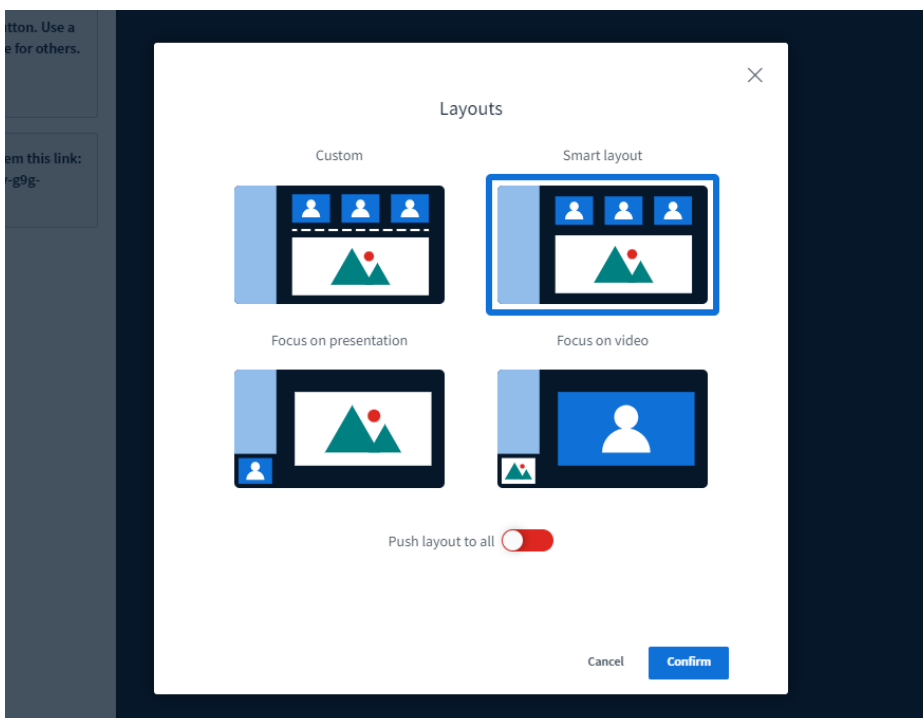
8. Real-Time Transcription

To enable real-time transcription in the VC Meeting Room, click the "**transcription**" icon.
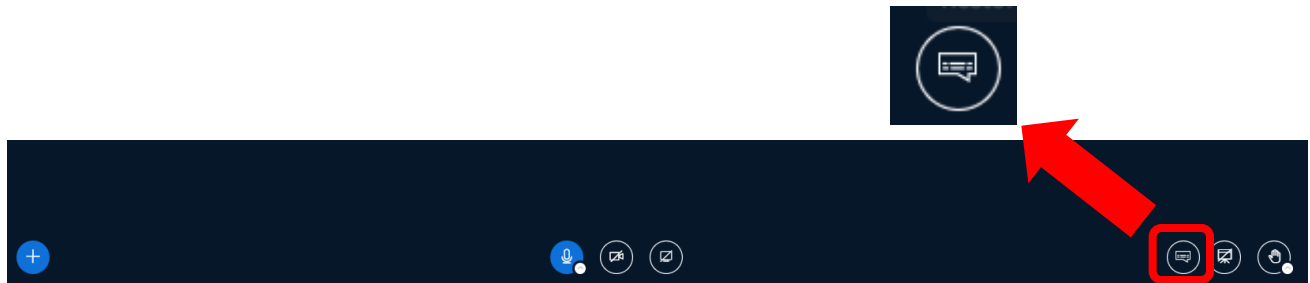
As illustrated below, your live speech in the VC Meeting Room will be shown on the screen immediately after the words are spoken. Please note that currently, the real-time transcription feature is available in -English, Chinese (Traditional and Simplified), Arabic, Spanish, Russian, Thai, Vietnamese, Filipino, French, German, Japanese, Korean, Bahasa Indonesia, Bahasa Malaysia, Portuguese.

General user will only be able to view the real-time transcription at the bottom of the screen. Moderator will also have access to a pop-up window for viewing the transcription record and will be able to export it to a file.
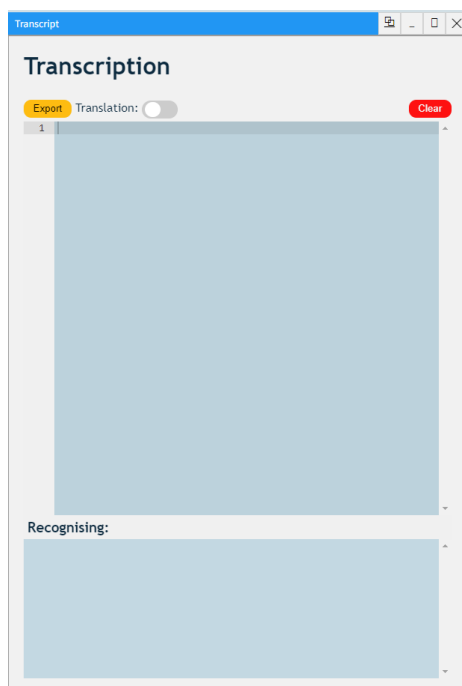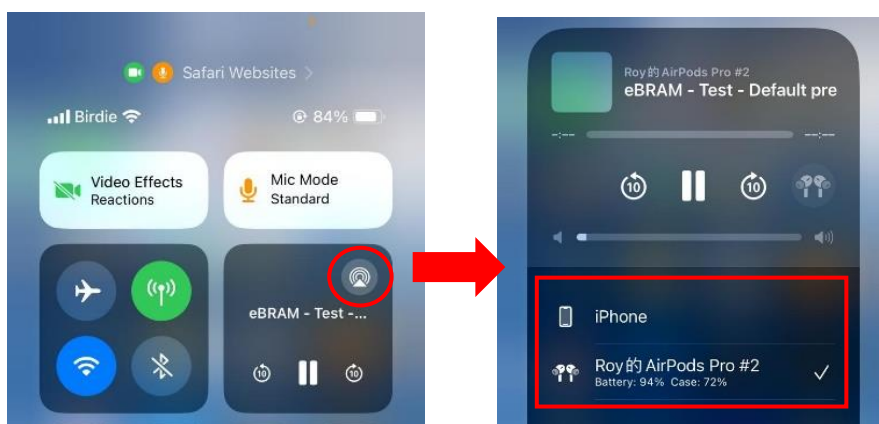
9. iPhone settings for headset and camera

a. Please click "**Allow**" to give the video conferencing app access to your microphone and camera.

b. If you are using an external headset, **touch the top right of your screen and slide down** to view the control centre panel. Here you can select your headset device from the list of audio output options.

10.Android - settings for headset and camera

a. Please click "**While using the app**" to give the video conferencing app access to your microphone and camera.
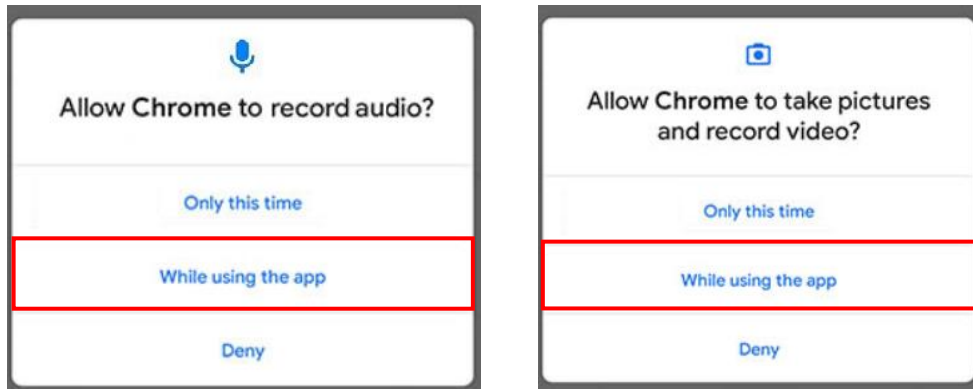
b. **Swipe down on your screen** to access the quick panel. Tap on the "**Media**" button and ensure your preferred audio output is selected.