

Berg Bryant Elder Law Group Digital Meeting Tech Guide
March 23, 2020

Due to COVID-19/Coronavirus, technology can be a great substitution for in person business and personal meetings. Here are tips, tricks, and tools that we are utilizing to continue to meet your legal needs:

1) Useful tools.

a) Hardware -- Cell phones, tablets, and computers with a forward-facing camera.

a. Apple. Versions with iOS 8.0 or later should be compatible, which means that Apple smartphones and tablet products purchased after 2017 should work with the software recommendations. Can run software for others to see and hear you.

b. Android. Any version after 2016, which means that smartphones and tables using Google Android purchased after 2016 should work with the software recommendations. Can run software for others to see and hear you.

c. Desktop and Laptop Computers:

i. External Computer Cameras – allows others to see you. This would be attached to your computer if you do not have one built in internally.

ii. External Computer Microphones – allows others to hear you. Improved microphones will allow others to hear you if you have a softer voice. Laptops usually have one built in internally.

d. Audio Headphones – allows you to hear others. Your computer, phone, and tablet speakers may not be loud enough for you to hear others. Consider purchasing headphones.

e. Scanners – we use ScanSnap scanners

(<https://www.fujitsu.com/us/products/computing/peripheral/scanners/scansnap/>) because it has a high-pages scanned per minute and it is easy to use. If you do not want a standalone scanner due to the cost and want to get multiple uses for a product, then Kellen recommends the all in one he uses at home, Brother – MFC-L2710DW https://www.bestbuy.com/site/brother-mfc-l2710dw-wireless-black-and-white-all-in-one-laser-printer-black/6138321.p?skuId=6138321&ref=212&loc=1&ref=212&loc=DWA&gclid=CjwKCAjwvOHZBRBoEiwA48i6An93MWodbeHYoTlrbgggeete-yZyw-mjb3RjrdWjw7uhz2rdg94j4RoCOzoQAvD_BwE&gclsrc=aw.ds

f. Where to Buy:

i. Costco: <https://www.costco.com/electronics.html>

- ii. BJs: www.bjs.com
- iii. Sam's Club: <https://www.samsclub.com/>
- iv. Best Buy: www.bestbuy.com/
- v. Amazon: www.amazon.com
- vi. Walmart: www.walmart.com
- vii. Target: www.target.com

Watch for delivery dates for online purchases!

- b) Software – online meeting software. In addition to being able to see and hear someone, the GoToMeeting and Zoom software allows screensharing for you to see the computer of others, which is useful when reviewing documents.

- a. GoToMeeting. Go to: www.gotomeeting.com;
 - i. Download for Apple: <https://apps.apple.com/us/app/gotomeeting/id1239774423>
 - ii. Download for Android: https://play.google.com/store/apps/details?id=com.gotomeeting&hl=en_US
 - iii. How to Use: <https://www.gotomeeting.com/meeting/resources/gotomeeting-quick-and-helpful-guide-for-attendees>
- b. Zoom. Go to: <https://zoom.us/>
 - i. Download for Apple: <https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>
 - ii. Download for Android: https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_US
 - iii. How to use:
 - 1. Windows and Mac: <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>
 - 2. Mobile Apple: <https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>
 - 3. Mobile Android: <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>

- c. Facetime. Download it at the Apple App Store found on your phone (You will need your Apple ID and password).
- d. Scanner Apps. Using your cell phone or tablet camera you can turn documents into digital PDF files.
 - i. Apple. We use 'Scanner Pro': <https://apps.apple.com/us/app/scanner-pro-pdf-scanner-app/id333710667> and it costs \$3.99.
 - ii. Android. We also use "Scanner App to PDF" https://play.google.com/store/apps/details?id=pdf.tap.scanner&hl=en_US and it is free.
- e. Online Fax – you can fax documents using a scanner. We use metrofax.com as our fax service. A cheaper option is <https://www.gotfreefax.com/>, which will allow you fax up to 3 pages and you may receive 2 free faxes a day.
- f. Cell Phone Cameras and Text Messages to the Office. Our office phone line is 904-398-6100 and accepts text messages. You can take pictures of your ID cards and other small scanning needs, and text them to this number.
- g. Google Docs. If you have a google account, you can use Google Docs to create and edit files online while collaborating with other users in real-time. It is a free, web-based software office suit offered by Google within its Google Drive service. It includes Google Sheets and Slides as well. Google Docs is available as a web application, mobile app, and desktop application on Chrome. The app is compatible with Microsoft Office file formats.

2) Meeting preparations:

- a) Test the technology. Test the software 15 minutes before the meeting, or preferably, the night before while talking with a family member or multiple family members. Yes, try to get multiple family members on at the same time. It will be good to make the contact anyways! Determine if you are having issues with visual and audio. Test different hardware and software.
- b) Helpful tips:
 - a. Text/Screen enlargement for reading – <https://techguylabs.com/blog/make-text-your-computer-easier-read> or if you are on your phone and it is a smartphone, simply take two fingers on your screen and move them outward, away from each other.
 - b. Is your internet connection strong enough? Go to www.speedtest.net to test your internet connection quality – you will need a connection of at least 1.5Mbps to use the software, and a test of 600kbps to know that internet connection quality is not the source of any audio-visual issue.

- c. Audio – can you hear? If it is not loud enough without using headphones and with maximum volume adjusted on the device, then you need headphones.
 - d. Be sure your device is charged or near a spot that has an outlet for you to charge it while you are using the software. The software uses the battery faster.
- c) Drop-offs and pickups:
- a. You can drop off documents at our office for review. Put them in an envelope and place it through the mail slot on the front door of our office located at 4540 Southside Blvd., Suite 302, Jacksonville, FL 32216.
 - b. You can come to the office and we will hand you an iPad that has been freshly wiped and sanitized. You can connect with us while sitting in your car and return the iPad through the mail slot at the end of the consultation. It will be immediately re-wiped and sanitized.