

Remote Hearing Instructions - Zoom



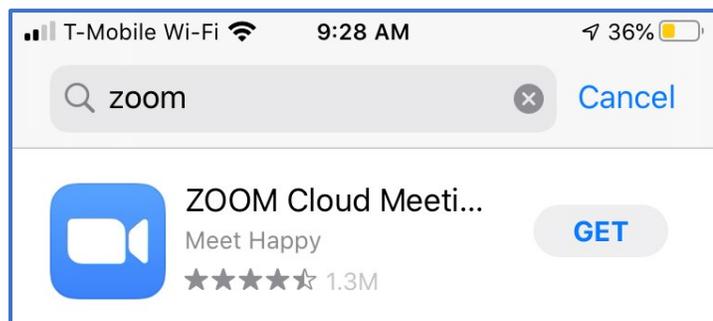
To reduce the amount of people within court buildings and to ensure that social distancing protocols are maintained during the Coronavirus (COVID-19) Pandemic, the court has begun to implement remote hearings.

To appear remotely, a computer, tablet, or smartphone that has a camera and microphone is required. The Zoom application will also be required.

How to Download the Zoom Application:

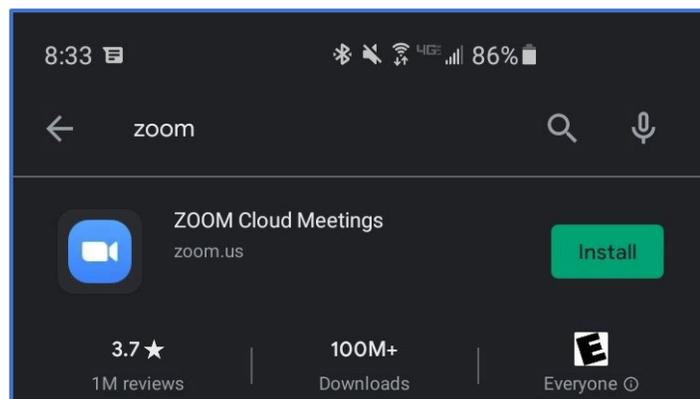
On iPhone:

1. From a **Home** screen, tap **App Store**. Note: To install applications, users must sign in using their Apple ID or create one.
2. Click **Search**.
3. Search for **Zoom**.
4. Pick **Zoom Cloud Meetings** and tap **Get**.



On Android:

1. Open **Google Play**, use the **Play Store App**
2. Search for **Zoom Cloud Meetings** and tap **Install**.



On Desktop

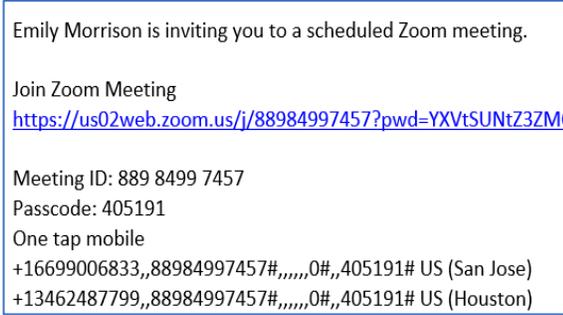
1. In the user's web browser, follow/copy and paste the following link: <https://zoom.us/download>
2. Under **Zoom Client for Meetings**, select **Download**.



Zoom: How to Join a Hearing from a User's Device

Joining through e-mail:

1. When joining via e-mail, click on the link listed below "Join Zoom Meeting."



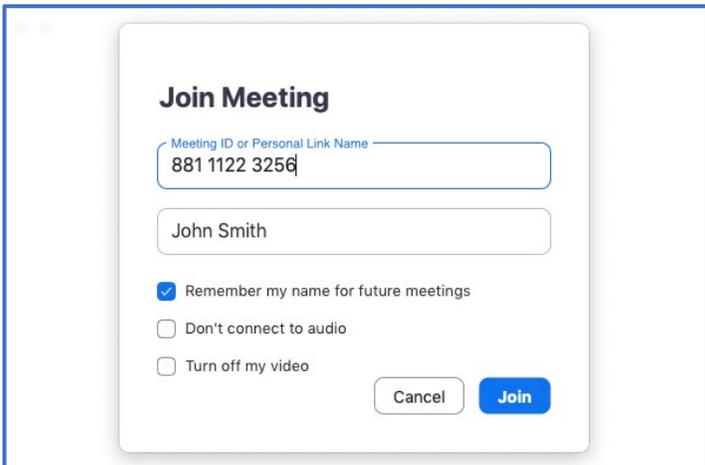
2. The link will automatically open the Zoom application installed on the iPad or Desktop.

Desktop: Joining through Meeting ID:

1. Open the Zoom application from the Desktop
2. Select **Join a Meeting**

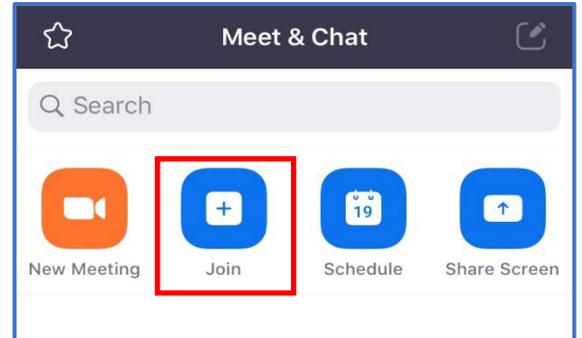


3. Enter the 11-digit **Meeting ID** number provided by the court. The screen name may also be modified and users may toggle video/audio settings. Once configured, select **Join**.

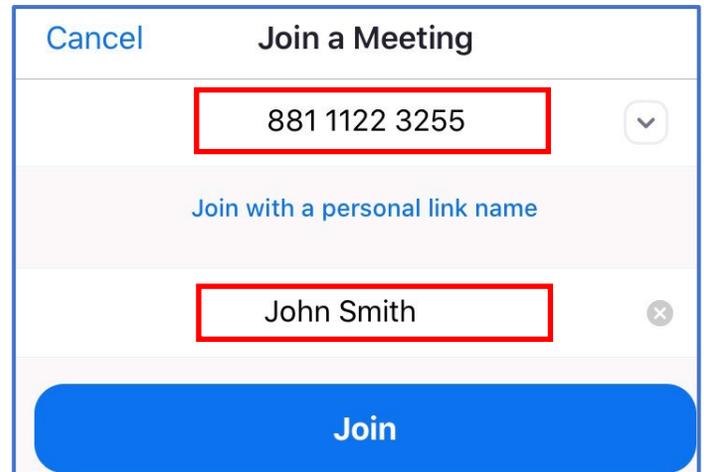


Mobile: Joining through Meeting ID:

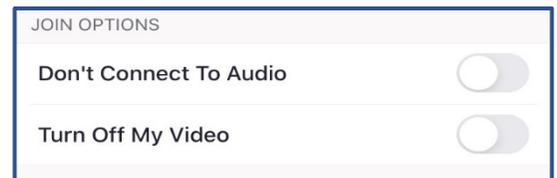
1. Open the Zoom application from the iPad's Home screen.
2. Under the **Meet & Chat** screen, select the **Join** icon.



3. Under the **Join a Meeting** screen, enter the 11-digit **Meeting ID** number provided by the court. The screen name may also be modified.



4. Toggle video/audio settings under **JOIN OPTIONS**.



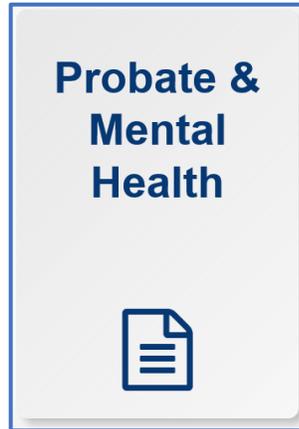
5. If applicable, enter the password for the hearing.

Desktop: Joining through the Court Website

1. On the date and time of hearing, go to the Court's website: www.occourts.org
2. Click on the COVID-19 button.



3. Scroll down and click **Probate & Mental Health**.



4. In the box located at the top of the page, click the "CLICK HERE TO APPEAR FOR PROBATE HEARINGS" button, which appears in red.



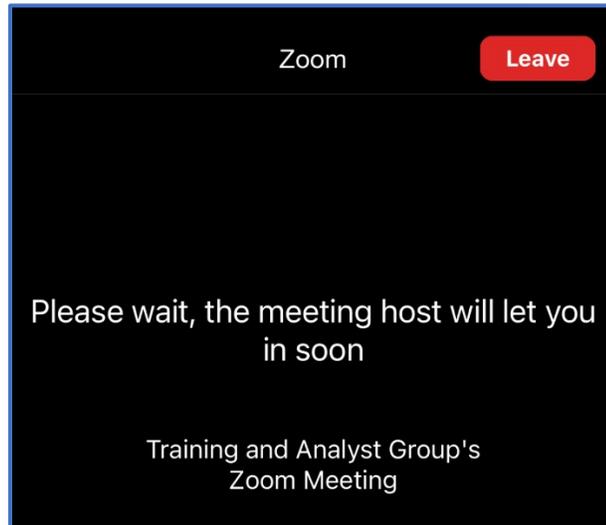
5. Then, participants will click the appropriate department button in which they are scheduled to appear.
6. Participants will locate the day of their appearance and click on the time they are scheduled to appear. Ensure that the right day of the week and time of the day are selected.

Department C7						
Courtroom	AM/PM	Monday	Tuesday	Wednesday	Thursday	Friday
Dept. C7	AM	9:00am				
			9:30am	9:30am		9:30am
						10:30am

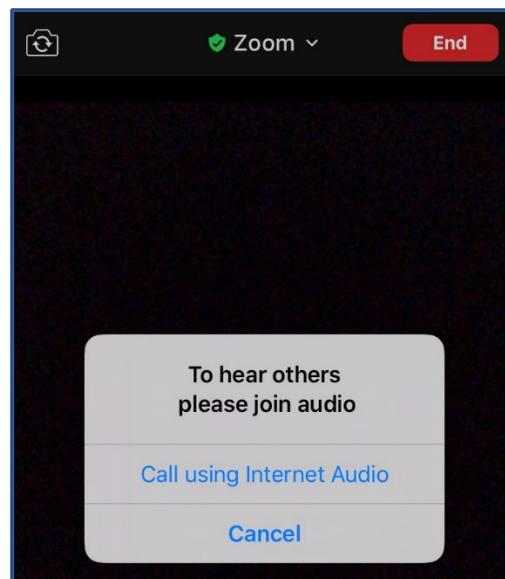
Note: It is recommended that participants test the link the night before the hearing. Do not test links during court hours as a user might join a hearing already in session. Contact the court if any issues are encountered.

Zoom Interface

1. When entering the Zoom meeting, users may be placed into a **Waiting Room**, where the host admit users at the discretion of the Court. The user will receive this message on their screen:

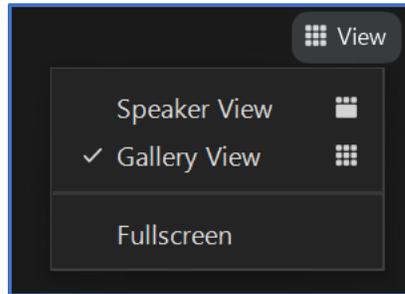


2. When entering the **Zoom** meeting through a device, a notification will appear and an audio preference may be selected. Select **Call using Internet Audio**.



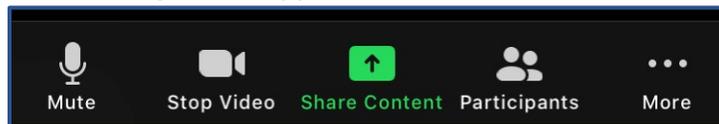
Note: It is recommended for all remote participants to use a headset to avoid creating distractions/feedback within the courtroom.

- In order to adjust the **View**, select **View** on the upper right corner, and select between **Speaker View** (the video focuses on the last participant who speaks) or **Gallery View** (the video focuses on every participant in the hearing).

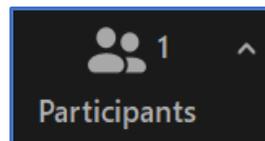


Note: Depending on the device being used, some formats do not support gallery/additional speaker view.

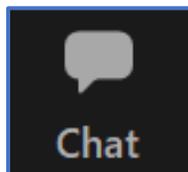
- At the bottom of the screen, a wide array of buttons appear when the cursor is used to hover over the screen. The ability to **Mute** and **Stop Video** appear on the far left.



- To see a list of participants within the hearing, select **Participants**.



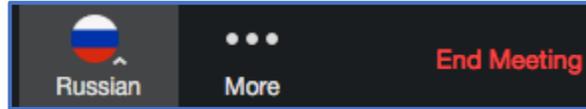
- To start a chat with a participant in this meeting, select **Chat**. Note: this feature may be disabled at the discretion of the courtroom's judicial officer.



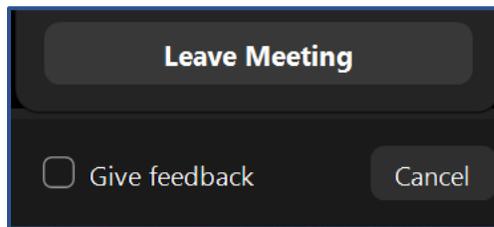
- If a user needs an interpreter, interpretation services are enabled by the Host. Once enabled, participants will receive a notification that language channels are available for selection. The court will select English and will instruct other participants to select their appropriate language channel. The attendees will be able to click **Interpretation** in the meeting.



Select the **language channel** needed to communicate with the interpreter.



7. In order to leave the meeting, select **Leave Meeting**.



Important Things to Note:

- The Court can mute anyone during the hearing.
- If the Court mutes a participant, a participant will have to unmute themselves before the Court can hear them again.
- If a user needs to mute themselves, they must go to the control panel and select **Mute/Unmute**.
- Please ensure appropriate attire is worn for the hearing.
- Recording or photography of any kind is prohibited.
- If at any point a participant is disconnected from the hearing, rejoin the meeting through the same link, and the participant will be re-admitted into the video session.
- Using headphones with a microphone set is highly recommended. This will prevent echoing or background noises that cause distraction within the hearing.
- For optimal connectivity, please join on a desktop or tablet, versus a mobile device.
- If a participant's connection to the remote hearing is weak, they may not have the proper bandwidth to connect to the Zoom hearing. The suggested bandwidth is listed below:

Bandwidth(up/down)	Scenarios
1Mbps/2Mbps	HD Group video calling (540p videos on 1080p screen)