Remote Hearings
Interpreting via Cisco Webex

Video/Audio Conferencing Guide
May 11, 2020

Thank you for providing interpreting service via web conference. The remote court hearing will be conducted using Cisco WebEx. This guide provides instructions and tips for how to log onto the web conference platform and participate in the remote hearing.

What equipment do you need?

- Video and Audio: You may use a computer, laptop, tablet, iPad or a smart phone. The device must have a video camera and microphone, and access to internet or wifi.

  If your device does not have a camera or microphone, you may still log in by following the steps below and call in using a landline or mobile phone. In this way, you will be able to view the court proceeding. You will not be seen by the participants, but can be heard.

- Audio only: If you are unable to participate via video, you may use a landline or mobile phone to participate by audio only. You will not be seen and you will not be viewing the court proceedings. A toll free number will be provided.

Who will be participating in the remote hearing?

During the remote hearing, you will be able to see the judge, attorneys and litigants if you are participating by video and audio. The court clerk will manage the hearing much like an in-person hearing. You may be temporarily placed in the virtual lobby or waiting room until the case you are interpreting for is called by the court. As in any court proceeding, the judge will instruct the participants when it is time for each participant to speak.

How to prepare for the remote hearing using Cisco WebEx

The court will provide you with the remote hearing login and call-in information. Before the hearing date, it is highly recommended that you test your equipment. You may TEST using this link: https://www.webex.com/test-meeting.html/.
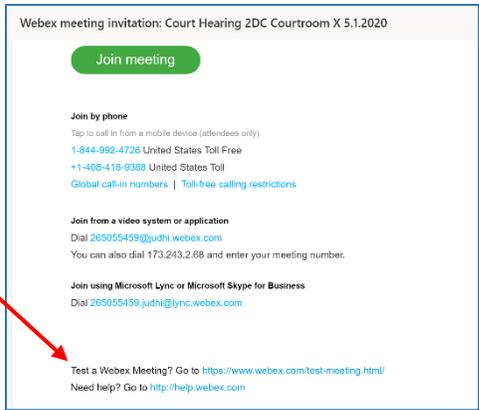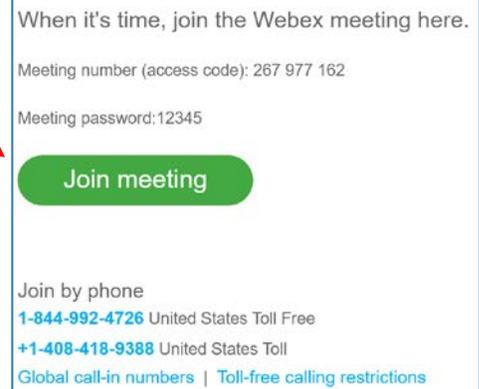
You may also download the Cisco WebEx App to your device to make login in easier and faster. Please follow the instructions on "How to Join a Remote Hearing". If you have any questions or need additional guidance, please contact the court before the hearing date and time.

How to Join a Remote Hearing

Using Cisco WebEx Video Conference

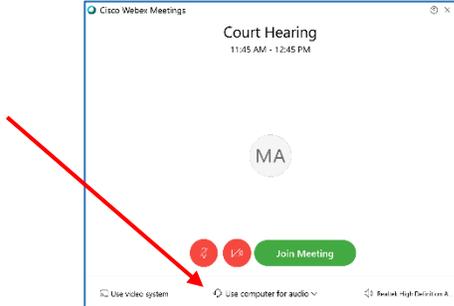You may join the remote hearing by any one of the following ways:

1. Use the remote hearing link emailed to you by the Court
2. Accessing Cisco Webex via a web browser and entering the meeting number and password
3. Downloading the Cisco Webex App and entering the meeting number and password

#1 Join using an emailed link	
1. Open your email from the Court. 2. If this is the first time using Webex, you may want to test Webex a day or two prior to the meeting. Click **Test a Webex Meeting** link in your email invitation to test your equipment and the platform. https://www.webex.com/test-meeting.html/	
3. Click JOIN MEETING a few minutes before your assigned hearing time.	
4. Webex will launch. If this is your first time using Webex, your browser may take a few minutes to install the extension. Follow the prompts to install. 5. You will be then be redirected to a Login page. Enter your Name and Email. 6. Click JOIN.	

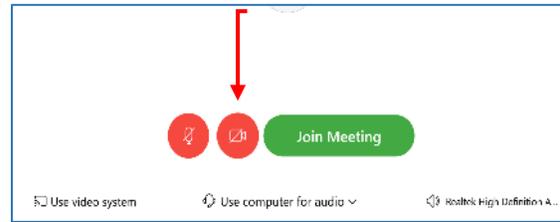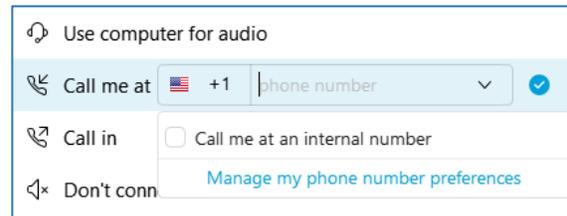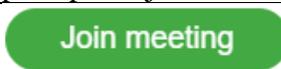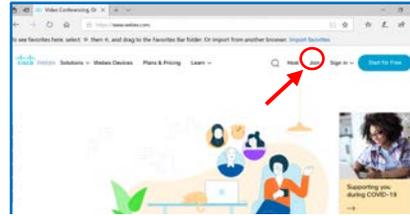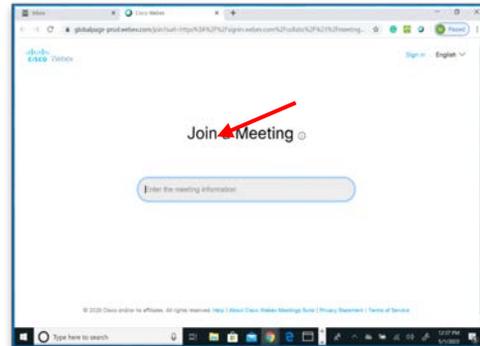|	
7. Does your device have a microphone?	
YES, it has a microphone. Webex defaults to 'Use computer for audio.' 	**NO**, it does not have a microphone. Click the down arrow for audio connections Select CALL ME AT. Enter the area code and phone number of the phone you will be using. Click CONNECT. In a moment your phone should ring. Answer the call and follow the voice prompts to join the meeting for audio.
8. Finally, click JOIN MEETING.	
Tip: Click the microphone icon to mute yourself. Click again when you are ready to speak. A red icon means you are muted. A grey icon means you are NOT muted.	
Tip: Click the video camera icon to make yourself visible to the court and to other participants. A red icon means you are not broadcasting your video. A grey icon means you are broadcasting video from your camera.	

#2 Join using a web browser
Go to www.webex.com using a web browser: Chrome, Internet Explorer, Safari, Mozilla, etc.

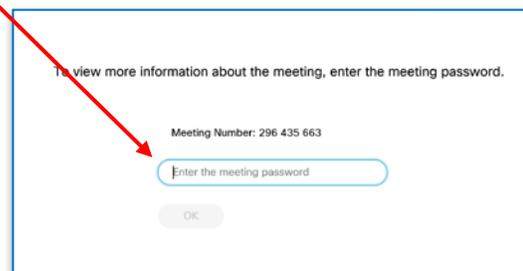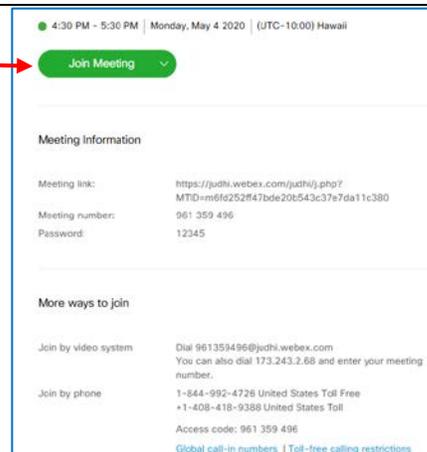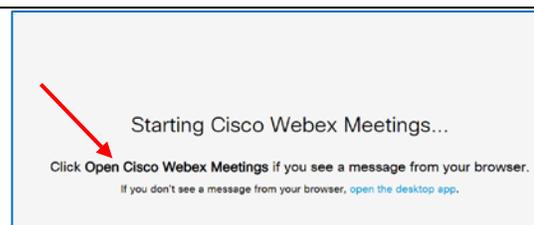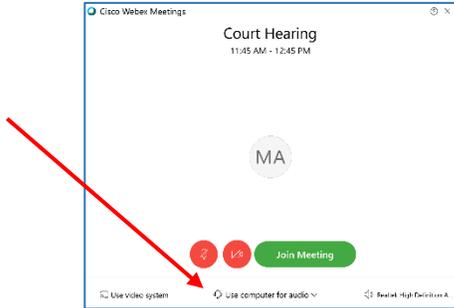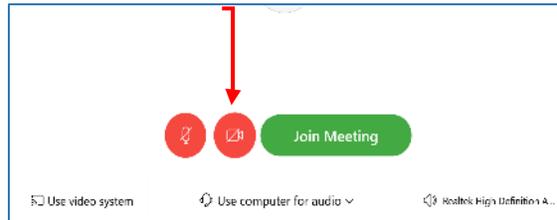|	
1. Go to www.webex.com 2. Click JOIN	
7. Enter the MEETING ID number you received from the Court	
8. Click JOIN MEETING. 9. Enter the MEETING PASSWORD you received from the Court 10. Click OK	
11. Webex will install the extension. Follow the prompts.	

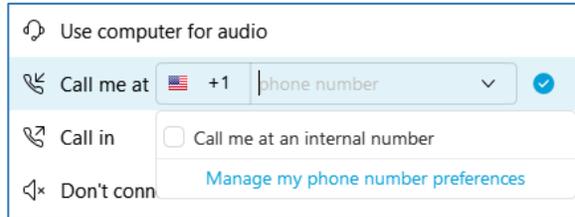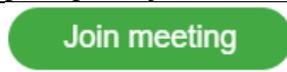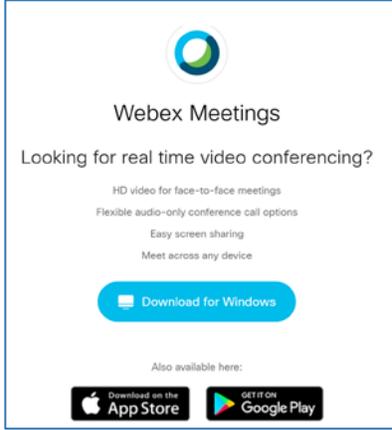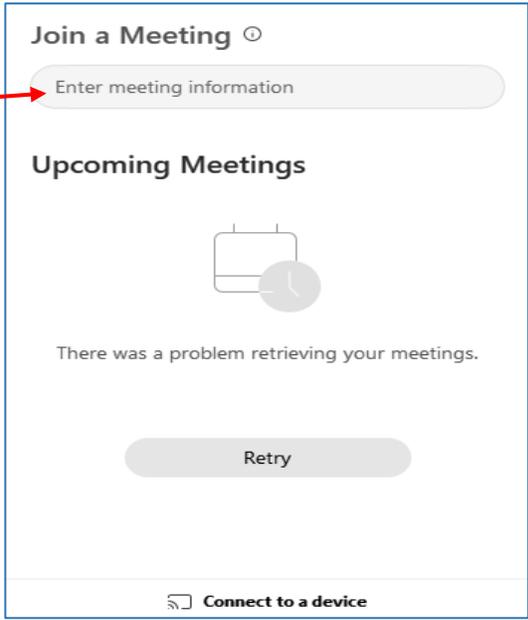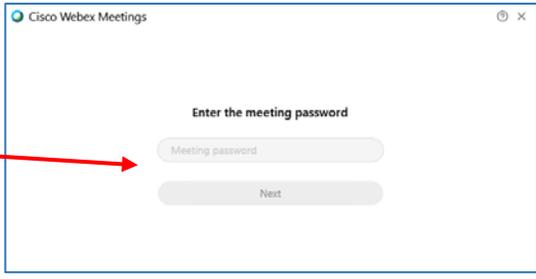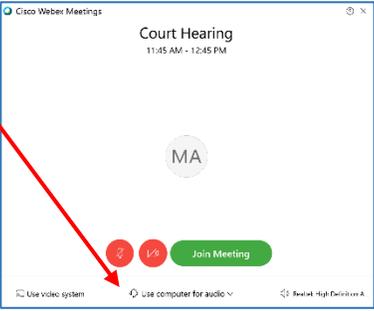| 12. Does your device have a microphone?	
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#3 Join via the Cisco Webex App	
1. On your computer go to www.webex.com/downloads or you can download the app on your	

mobile device via the App Store or Google Play.	**Webex Meetings** Looking for real time video conferencing? HD video for face-to-face meetings Flexible audio-only conference call options Easy screen sharing Meet across any device 💻 Download for Windows Also available here: 📱 App Store ▶ Google Play
2. Launch the App. 3. Enter the MEETING ID Number given to you by the court.	**Join a Meeting** ⓘ Enter meeting information **Upcoming Meetings** There was a problem retrieving your meetings. Retry ⌕ **Connect to a device**
3. Enter the MEETING PASSWORD provided to you by the court. 4. Click NEXT.	Cisco Webex Meetings ⑦ ✕ Enter the meeting password Meeting password Next
5. Does your device have a microphone?	
YES, it has a microphone. Webex defaults to 'Use computer for audio.'	**NO**, it does not have a microphone. Click the down arrow for audio connections

Select CALL ME AT.

Enter the area code and phone number of the phone you will be using.

Click CONNECT. In a moment your phone should ring.

Answer the call and follow the voice prompts to join the meeting for audio.

6. Finally, click JOIN MEETING.	
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VIDEO HEARING TIPS & ETIQUETTE

Before the meeting

- Download the Zoom App and test the equipment you plan to use for the video conference at least one day in advance.
- Situate yourself in front of a neutral background, such as a wall, in an area in which you won't be disturbed.
- Dress as you would to appear in court.
- Place your camera at face-height.
- Close all other programs on your computer or smart phone.
- Please have your traffic citation and any materials you want to the show to the judge ready.

During the meeting

- Log into the meeting at least 10 minutes before the scheduled hearing start time.
- If you participate via video conference, please pay attention to the screen. Court staff may use the chat feature to let you know when your case is next.
- Keep yourself on mute unless speaking.
- Keep your telephone close during the meeting in case of technical difficulties, but make sure your phone is on silent.
- Do not record the meeting in any way in accordance with court rules.

Video Hearing FAQs

Do I need a Webex account in order to join the hearing?

No. You can join the hearing without a Webex account by using the meeting information provided by the court.

Will I be charged for attending court via videoconference?

There is no direct charge for appearing remotely, but you may be charged for data or minutes used by your mobile carrier network.

Do I need to download an app to my computer, tablet, or phone to join the hearing?

No. You can join the meeting on a web browser. If you are unable to video conference, you may alternatively call in to the meeting on your telephone. However, using the app is the recommended method for joining the hearing.

I'm having trouble opening the link and getting into the meeting. What should I do?

Try one of the alternative methods of joining above, such as by joining the meeting via www.webex.com or joining via the app. If that does not work, try joining the meeting on your smartphone or tablet. If you are still unable to get into the meeting, call the provided toll free dial-in number on your phone.