

**Jackson County Courts**  
**Guidelines for Telephonic Appearances**

1. THANK YOU for your patience. The court's goal is to keep people safe and do our best to protect the rights of those appearing in court.
2. When you receive a scheduled call for your remote hearing, the call will be coming from a number anywhere in the United States. Please do not ignore a call because it is not a local number.
3. When you answer the call, a computer-generated voice will state, "Welcome to Webex. You are the # person to join the meeting. Please stand by."
4. While you are on hold, waiting for the hearing to start, you may not hear anything. Do not hang up.
5. The court will start each hearing by taking roll of the parties on the phone.
6. Please be on time when you call into the court. While the court may be running late, we appreciate your patience.
7. Please put your phone on MUTE when not speaking.
8. Identify yourself each time you speak – i.e.: "This is \_\_\_\_\_."
9. Wait to speak until the court calls you.
10. Please do not speak over others when they are talking.
  - a. The court will make sure everyone has an opportunity to speak.
11. Please talk slowly and directly into the phone.
12. Please do not use speaker phone – it reduces the quality of the communication.
13. When working with interpreters:
  - a. Communicate in small sentences. Say one or two sentences at a time.
  - b. Do not respond to a question or comment from the court or another party until the interpreter is finished translating the question.

*AGAIN – THANK YOU. This is a difficult and challenging time for all. The court appreciates your cooperation.*