Contents

Questions or Problems

Please join the Webex virtual hearing 15 minutes before its scheduled start time, in case you encounter technical problems.

If you get disconnected or experience any problems with the Webex virtual hearing, please contact the clerk immediately by phone or email.

🎧 Audio Tips

Use these audio tips to have a great-sounding Webex experience.

Unless you're speaking, keep your microphone muted at all times.

Staying muted when you're not speaking helps reduce distractions during the hearing. The Unmute/Mute button is at the bottom of your Webex window or app. Click the button to mute or unmute your microphone.

Device(s)	Mute Button	Meaning
Windows or Mac computer	Ø Unmute ⌄	You're muted. Meeting participants cannot hear you.
	🎙 Mute ⌄	You're unmuted. Meeting participants can hear you.
iPhone, iPad, or Android device	[muted mic icon]	You're muted. Meeting participants cannot hear you.
	[unmuted mic icon]	You're unmuted. Meeting participants can hear you.

On a computer, a quick way to unmute yourself is to press and hold the spacebar. You'll see a message saying you're temporarily unmuted. Keep holding the spacebar and speak. When you're finished speaking, release the spacebar and you'll be muted again.

Use your computer's audio, unless your computer's audio is poor.

In most cases, using your computer's speaker and microphone is best. However, if your computer's audio is poor, you can use a telephone to connect your audio. To connect your audio via telephone, follow these steps:

Step 1 At the bottom of the Webex window, click the **v** (down arrow) arrow beside Unmute/Mute, then click **Switch Audio**.

Step 2 Enter your phone number, then click **Switch**.

Step 3 When your phone rings, answer the call to connect to the hearing.
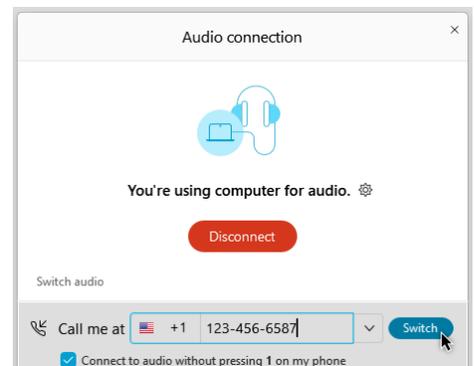
Use headphones for the best audio quality.

Compared to computer or phone speakers, headphones usually provide the best audio quality, allowing you to hear everyone clearly.

Visual Tips

Use these video tips to have a great-looking Webex experience.

Always keep your video on, so that the judge and attorneys can see you.

Keeping your video on shows that you're participating in the hearing. The Start/Stop video button is at the bottom of your Webex window or app. Click the button to start or stop your video.

Device(s)	Video Button	Meaning
Windows or Mac computer	Start video ⌄	Your video is off. Meeting participants cannot see you.
	Stop video ⌄	Your video is on. Meeting participants can see you.
iPhone, iPad, or Android device		Your video is off. Meeting participants cannot see you.
		Your video is on. Meeting participants can see you.
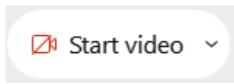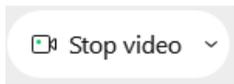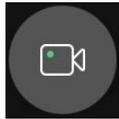
During breaks, you may turn off your video, but do not exit Webex.

If your video background is distracting, blur it.

If needed, blur your video to keep visual distractions to a minimum. To blur video on a Windows or Mac computer, follow these steps:

Step 1   At the bottom of the Webex window, click the **v** (down arrow) beside Start/Stop video.
Step 2   Click **Change virtual background**.
Step 3   Click **Blur**, then click **Apply**.

To blur video on an iPhone, iPad, or Android device, follow these steps:

Step 1   At the bottom of the screen, tap the video camera icon, then tap **Virtual Background**.
Step 2   Tap **Blur**, then tap **Apply**.

To clearly see the current speaker, the Stage video layout is recommended.

The Stage video layout makes it easy to focus on the person who's currently speaking. To enable the Stage layout on a Windows or Mac computer, follow this step:

Step 1   At the top right of the Webex window, click **Layout**, then click **Stage**.

Virtually raise your hand to get the judge's attention.

Use the Raise Hand feature in Webex to get the judge's attention without interrupting the hearing. To virtually raise your hand on a Windows or Mac computer, follow these steps:

Step 1   At the lower right of the Webex window, click **Participants** to show the Participants panel.
Step 2   In the Participants panel, click your name, then click the hand icon. Your hand will raise. The judge will see your raised hand and address your question.
Step 3   When you're ready to lower your hand, click the hand icon again. Your hand will lower.

To virtually raise your hand on an iPhone, iPad, or Android device, follow these steps:

Step 1   At the bottom of the screen, tap the … (ellipsis) to show the meeting options.
Step 2   In the meeting options, tap the hand icon. Your hand will raise. The judge will see your raised hand and address your question.
Step 3   When you're ready to lower your hand, tap the hand icon again. Your hand will lower.

Use the chat to submit a question for a witness.

Once the attorneys are finished questioning a witness, you may submit a question for the witness via the chat in Webex. Please do not use the chat until the judge instructs you to do so. To send a chat message on a Windows or Mac computer, follow these steps:

Step 1   At the lower right of the Webex window, click **Chat** to show the Chat panel.
Step 2   In the Chat panel, select the judge or the clerk in the To field.

Important: Do not select Everyone in the To field. Sending a chat message to everyone in the hearing may cause a mistrial, and the hearing may need to start all over.

Step 3   In the Enter chat message here field, enter your message, then press Enter. Your message will be sent to the judge or clerk.
**Step 4**   The judge or clerk will respond with a chat message.

👥 How to Use a Breakout Room

Follow the steps below to use a breakout room in Webex.

Step 1   In the Main Meeting, the clerk informs you that you're moving to a breakout room.

Step 2   You see a message indicating you're automatically joining a breakout room.

Note: If you're a juror, you'll join the Jury Breakout Room. If you're a plaintiff, you'll join the Plaintiff Breakout Room. If you're a defendant, you'll join the Defendant Breakout Room.
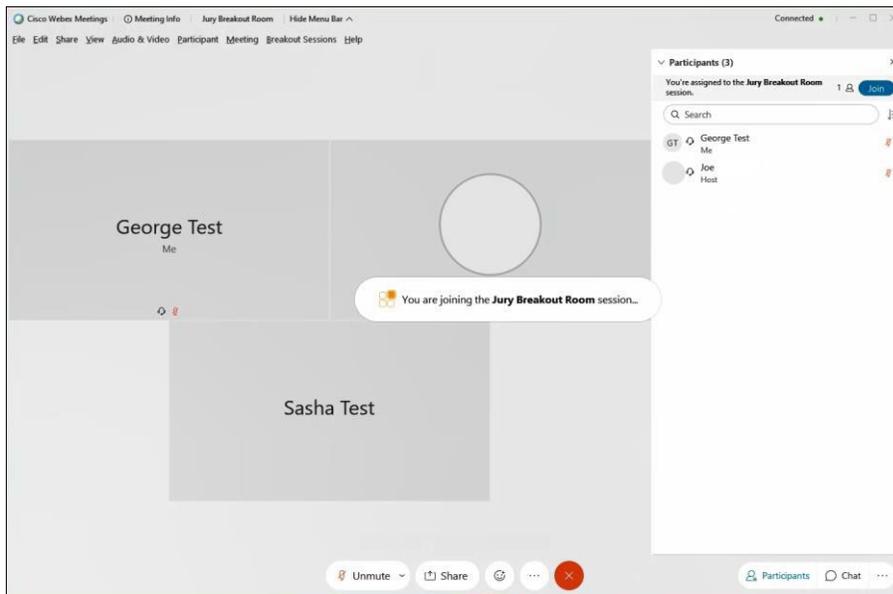
Step 3   In the breakout room, you see a message indicating your audio is now connected to the breakout room.
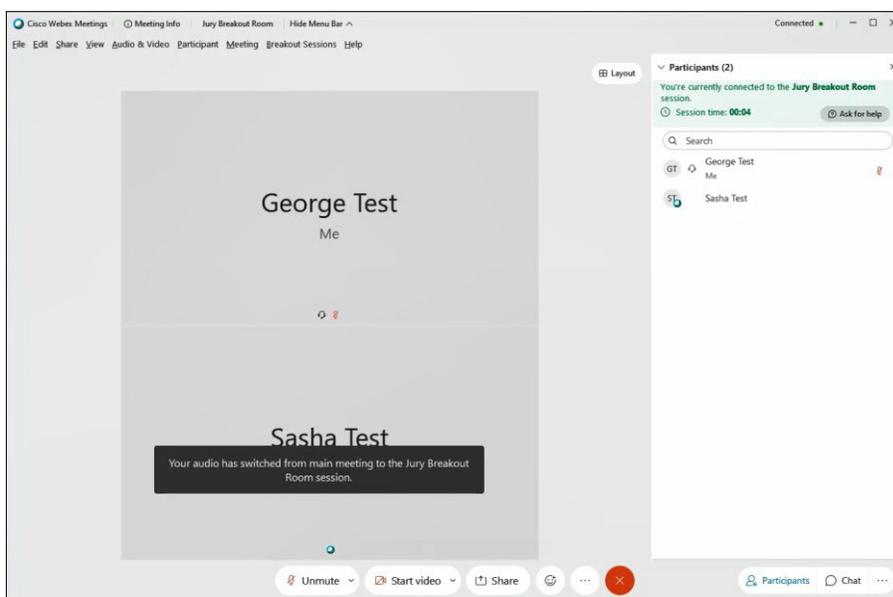
Step 4   Communicate with other individuals in the breakout room. The video layout, mute/unmute, chat, and reaction features all work like they did in the Main Meeting.

Note: The breakout room is isolated from the Main Meeting. When communicating in the breakout room, please keep the following facts in mind:

- When you're in the breakout room, you cannot hear the Main Meeting, and the Main Meeting cannot hear you.
- When you're in the breakout room, you cannot see the Main Meeting, and the Main Meeting cannot see you.
- When you're in the breakout room, your chat messages are not sent to the Main Meeting; they remain in the breakout room.
- When you're in the breakout room, your reaction images are not sent to the Main Meeting; they remain in the breakout room.
- When you're in the breakout room, any audio-visual content you share cannot be seen nor heard in the Main Meeting; it remains in the breakout room.

Step 5 If you have a question, need help, or want to communicate with the clerk, click **Ask for help**. The button will say *Request sent*, and the clerk will be notified that you need help. The clerk will join the breakout session or contact you directly to provide assistance.
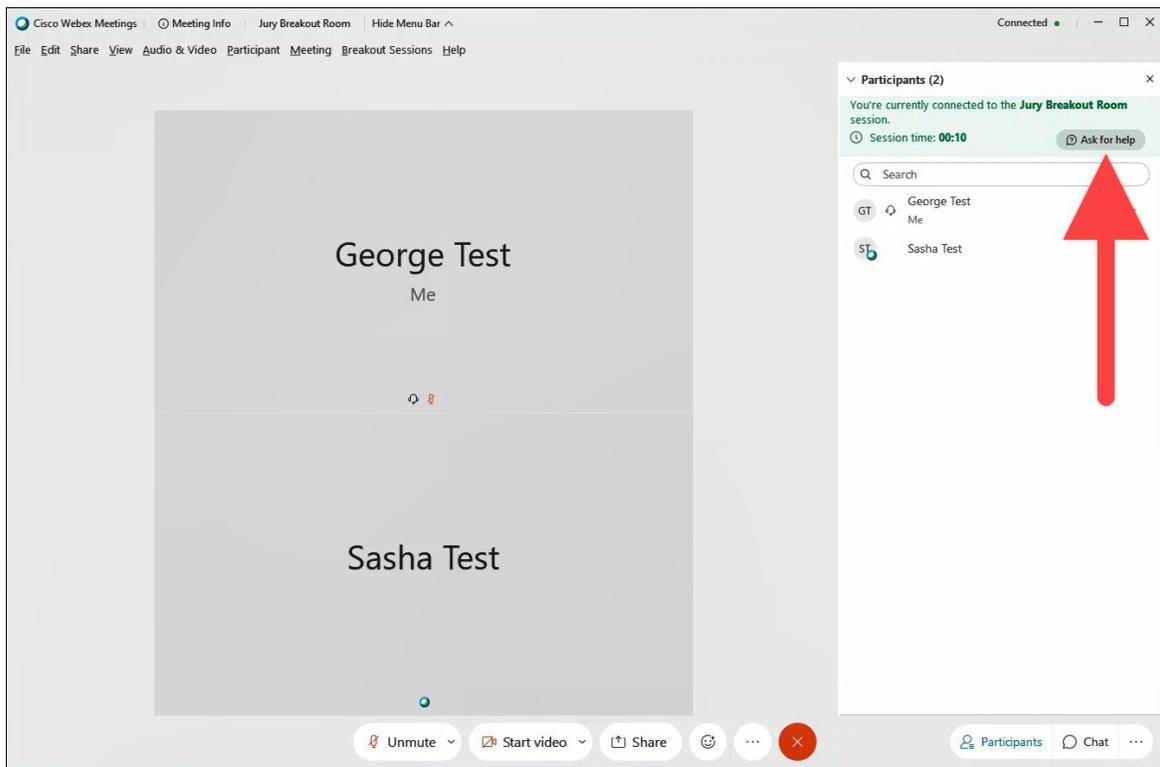
Step 6   When you're finished communicating with the individuals in your breakout room, click **Ask for help** and inform the clerk that you're ready to return to the Main Meeting.

Step 7   The clerk ends the breakout room, and you see a message indicating that the breakout room will close soon. You'll be automatically added back to the Main Meeting.
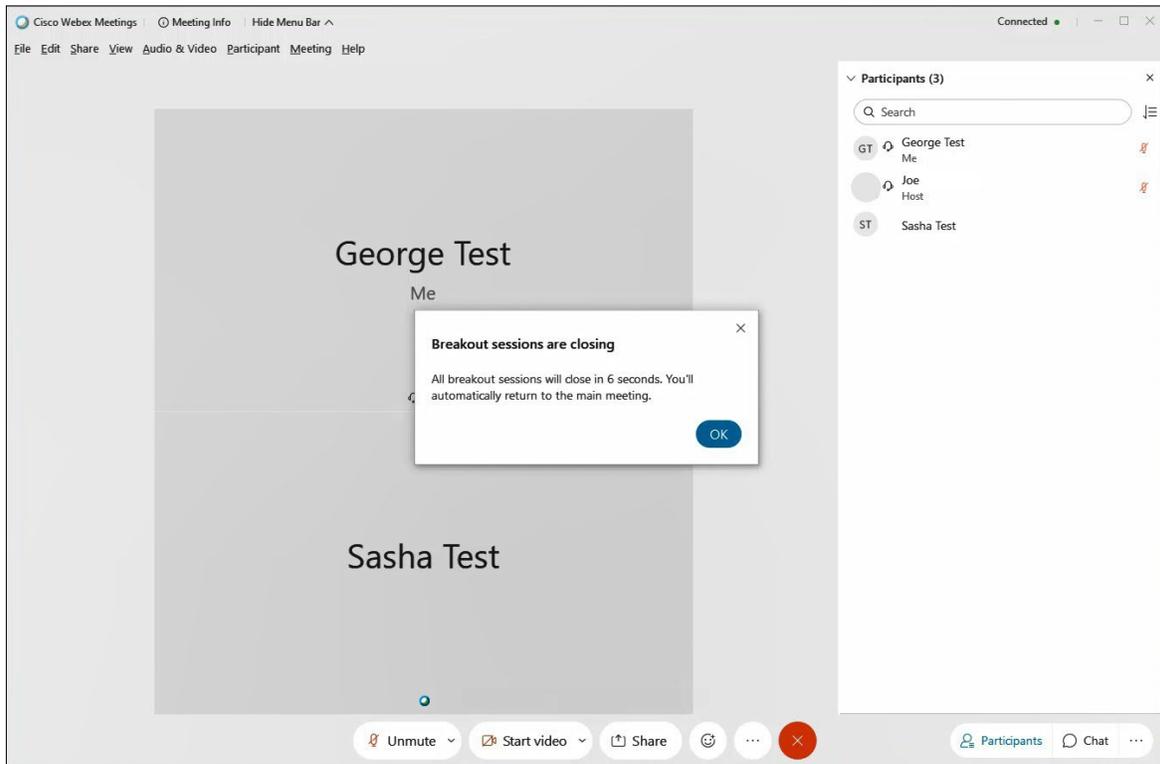
Step 8   In the Main Meeting, you participate in the hearing.