

Remote Hearing Best Practices For Participants of Proceedings

1. Mute your phone and mute all sounds from all other applications (email notifications, chat messaging, etc.).
2. Avoid using a mobile device if possible. Although tablets and smartphones can be used, they are limited in functionality.
3. Avoid using battery power only (laptops, etc.). Plug into a good power source while in a Zoom meeting.
4. Unless you've confirmed sound quality is sufficient, avoid using an open microphone and speakers, such as those that are built-into laptops or webcams. All background sound in your environment will be heard during the proceeding. Using a headset (headphones with microphone) helps ensure proper sound quality.
5. Avoid noisy and echoing locations. Use of a headset will improve audio quality when this is unavoidable.
6. Avoid distracting real or virtual backgrounds. Suitable example: [ZoomGrey01.jpg](#)
7. Avoid poor camera positioning (if possible). Try to frame yourself so you take up most the screen, at eye level.
8. When using WiFi, ensure you have an adequate close range connection.
9. Avoid running any unnecessary applications besides Zoom to conserve your computer's processing power and network connection.
10. Avoid connecting through a VPN as it can impact the quality of your call.
11. For home networks, if possible, avoid sharing your internet service with others during the session.

Before Every Remote Court Proceeding

1. Connect your device to power.
2. Make sure your internet connection is good:
<https://www.pcworld.com/article/2048594/how-to-test-your-home-internet-speed.html>
3. Test your video.
4. Test your audio.
5. Turn off all audio disruptions (phones, messaging alerts, email alerts, etc.)
6. Run a quick test to connect with another Zoom user, or use the Zoom test:
<https://support.zoom.us/hc/en-us/articles/115002262083-Joining-a-test-meeting>

Remote Hearing Platform Information For Participants of Proceedings

The United States District Court for the Southern District of Illinois is utilizing Zoom, a software application, to conduct court proceedings via video conference. For security and enforcement of court standards, the court may disable some Zoom interactions (such as chat, screen share, whiteboard, Q&A, raise hand, react, etc.).

The court will not provide technical support for Zoom participants or attendees. Please contact the [Zoom Help Center](#), your local IT support, or other online guidance.

Zoom Account and Software

1. Participants: If you do not already have a Zoom account, set up an account at <https://zoom.us>. A paid Zoom account is not necessary for any interaction with the court.
2. Log into <https://zoom.us/profile> to set your name, phone, email, and optional photo. Such profile information aids the court in identifying you upon connection to the remote proceeding.
3. Install the most recent Zoom Client for Meetings at <https://zoom.us/download>. Although Zoom can be used in a browser only, functionality is limited. The full Zoom client is recommended for best functionality and best experience with the system.
4. The Zoom Client automatically updates itself upon launching the software. The software may also be [updated manually](#). Always keep your software up to date.

Settings

As with most software applications, Zoom has settings or features that may change as software updates are released. The list below represents base settings recommended by the court to improve your video conference.

- General: Ask me to confirm when I leave a meeting: ON (Helps prevent unintended departures)
- Video: Enable HD: OFF (Helps prevent poor video performance)
- Video: Always display participant names on their video: ON (Aids the court in identifying participants)
- Video: Always show video preview dialog when joining a video meeting: ON (Final check before your video displays to others)

Learning

The court will generally use only the audio and video functionality of Zoom. Other functions such as text chat, screen sharing, etc., may be disabled for your session. Consult the following sources to learn how to select the correct audio and video source, how to mute/unmute your audio, and how to Start or Stop your video:

1. Video: <https://support.zoom.us/hc/en-us/sections/200521865-Video>

2. Audio: <https://support.zoom.us/hc/en-us/sections/200319096-Audio>
3. Learn how to easy mute/unmute with Push to talk:
<https://support.zoom.us/hc/en-us/articles/360000510003-Push-to-Talk>
4. Hot Keys and Keyboard Shortcuts to start/stop video, mute, etc.:
<https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-and-Keyboard-Shortcuts-for-Zoom>