



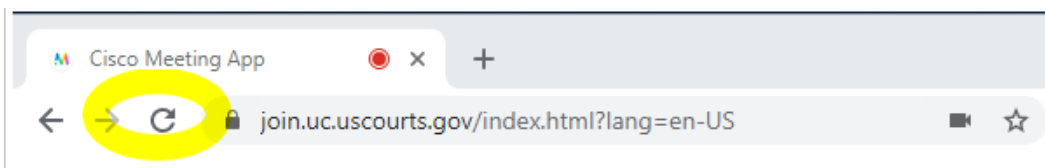
Virtual Courtrooms

MOBILE SYSTEMS

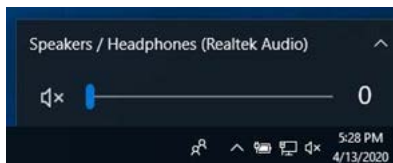


Troubleshooting and tips

REFRESH YOUR BROWSER: If you experience issues with the web audio or web video, please first refresh your browser by clicking the “refresh” symbol on your device.



AVOIDING ECHO: Important notice to avoiding echo! If you will be calling in to court with a separate phone line, please be sure to turn the volume all the way down on your video capable device, i.e. laptop, tablet, etc. **and** mute your microphone in the virtual courtroom.



Microphone is muted

COMPATIBILITY: Virtual Courtrooms are compatible with Chrome, Safari, and FireFox on Windows 10 and Apple iPad/iPhone. *Virtual Courtrooms are not compatible with Microsoft Edge or Internet Explorer*

CANNOT JOIN MEETING: If the weblink does not work or a message appears indicating you cannot join please refer to compatible browser list and try the link again. You may be required to refresh a couple times.

VIDEO FREEZES: Refresh browser if video freezes (this will temporarily disconnect you to video and audio)

SPEAKERS OR MICROPHONE STOP: Refresh browser if web-based audio stops (this will temporarily disconnect you to video and audio)

CHOPPY VIDEO OR INTERRUPTED AUDIO: To support slow Internet connections and for reliable voice connect using option B. Web Link Video and Phone. Contact your Internet service provider to ensure you have a high-speed Internet connection.

AVOID INTERRUPTING THE COURT: Mute your microphone and video camera if you are not required to be seen or heard (i.e. Courtroom Deputy, Court Reporter, IT Staff)

CAMERA STILL DOES NOT WORK: To avoid conflicts with resources close all other communications products (Skype, Zoom, other apps that use mics and video cameras)