

Video Hearing Call Etiquette

1. Test your equipment

On a computer (Preferred attendance method):

1. Use a wired connection rather than Wi-Fi (if possible)
2. Make sure the computer camera works (or is uncovered)
3. Make sure the speakers work
4. Make sure the microphone works

On a Phone (Land Line – Preferred over a cell phone):

1. Please make sure there is no background noise. Even if you only unmute to speak, if you're in your car or outside on a windy day, it's going to be very difficult to hear and even more difficult for the reporter.

Cell Phones (Least preferred method):

Please make sure you have:

1. A strong signal
2. No interference (Avoid being around other electronic devices that can cause interference such as TV's and Microwave's)
3. Please make sure there is no background noise. Even if you only unmute to speak, if you're in your car or outside on a windy day, it's going to be very difficult to hear and even more difficult for the reporter.

Even if it says you're connected to the platform, make sure you actually are.

Please test your video and audio before the meeting starts. Please do not wait until a couple minutes before a meeting to test.

2. Choose a quiet location

It's easy to forget that there is a mic picking up not only your voice, but also everyone around you in the background.

3. Speak up

You may have a great connection, a crystal clear view of participants, and sound like you're in the same room. However, everyone won't have the same connection. Even if you can hear others perfectly well, it might not be so in the other direction. Always speak clearly and loudly (but of course, don't shout), and ask if you can be heard by everyone. This isn't the time to mumble or speak softly.

4. Use the mute button

Even if you're in a quiet location, mute yourself when you know you won't be called on. Ambient noises will come through on your computer microphone, if it's not silenced. An important element of conference call etiquette is not to let subtle distractions derail the person speaking or disrupt the conversation.

5. Silence isn't always golden

Don't forget to unmute yourself when it's your time to talk, or everyone will see your mouth moving, your arms gesticulating, but won't hear you.

6. Don't speak over others

It may go without saying, but court reporters have a difficult time when people speak over each other. It is especially important for each party to wait until the other party is done speaking before they begin speaking.

7. No Video Hearing Participants in the Courtroom - Please

If you will be participating in the hearing in the courtroom, please do not join the Video Hearing. Joining the Video Hearing in the courtroom creates a tremendous amount of audio feedback because of the additional microphones that have been activated. The audio feedback is typically so bad, that the video session cannot proceed.