

July 2020

1. Overview

- 1.1 Zoom is a video conferencing application that you can use on any device, including a computer (recommended), tablet or a smartphone.
- 1.2 Zoom is an excellent tool for conducting online hearings, but technology can require patience. If you have any issues or concerns, please inform the associate to the judge conducting the hearing.
- 1.3 If at any point during the hearing you find that you are unable to communicate through Zoom, please inform the associate by email. The associate can either assist you to communicate through Zoom or through an alternate method.
- 1.4 The ability of a participant to interact through Zoom depends on the quality of that user's internet connection. We encourage all users to access the Zoom video conferencing platform through your device from a location that has reasonable internet speed, whether via WiFi or a cellular network.
- 1.5 The Court recommends use of a computer (desktop or laptop) with a large screen. This is because reading documents and seeing other parties is usually easier on a large screen, and a computer enables a participant to manipulate documents more easily.

2. Prior to the hearing

- 2.1 Provide the email address and mobile phone number of each participant in the hearing (including each practitioner and party) by email to the associate to the judge conducting the hearing.
- 2.2 Download the Zoom application for your device (available free at <https://zoom.us/download> or in the app store for your device). As noted above, it is recommended that you use a desktop or laptop computer.
- 2.3 If possible, familiarise yourself with the Zoom application.

3. On the day of the hearing

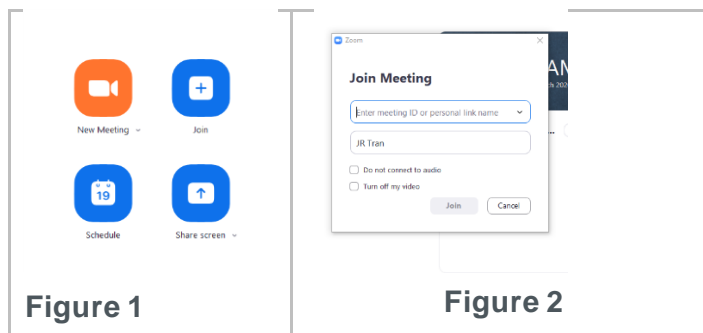
- 3.1 Prior to your hearing you will receive a meeting invitation via your provided email address. The meeting invitation will have a URL allowing you to join the meeting, and a meeting ID/password.
- 3.2 You can join the Zoom meeting in 2 ways.
 - Clicking the URL contained in the invitation, which will open the Zoom application on your device and automatically join the meeting.

Virtual Hearings

Zoom User Guide



- Opening the Zoom application (Figure 1), clicking 'Join a Meeting', typing the meeting ID and pressing 'Join' (Figure 2) and then entering the meeting password.



- 3.3 You will initially be placed in a virtual waiting room. The screen will appear as set out in Figure 4 below.

Please wait, the meeting host will let you in soon.

Figure 4

- 3.4 Once admitted to the meeting, the Zoom application will display a menu bar at the bottom of the screen, set out in Figure 5 below.

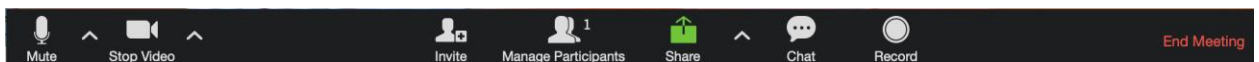


Figure 5

- 3.5 Participants who will be speaking during the hearing, including counsel and witnesses (**active participant**), should have their video/camera and microphone turned on during the hearing. Other participants, such as instructing solicitors and observers, should ensure that their video/camera and microphone is turned off.
- 3.6 If you are an active participant, please take the opportunity to ensure your microphone, speaker and camera are working and not muted. You can do this by clicking the ^ (or v) icon next to the "Mute" icon on the bottom left hand side of the screen, selecting "Test Speaker & Microphone" and following the prompts (Figure 6).

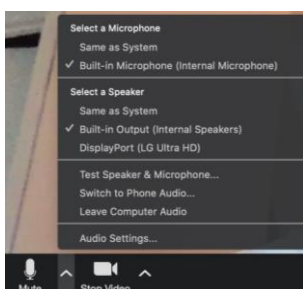


Figure 6

- 3.7 When using a desktop or laptop, in Windows, maximise the Zoom window or press “Enter Full Screen” to use the whole of your screen (Figure 7). On a Mac, maximise the Zoom window by pressing the icon on the top right hand corner (Figure 8) or the green dot top left of the window (Figure 9).



- 3.8 If joining by phone, you can dial the number provided in the meeting invite. Note, if you dial using a toll number, carrier rates may apply. Once you have dialled the number, you will be prompted to enter the meeting ID, which is located in the meeting invite, followed by a hash (#). If the meeting requires a password, enter the password in the invitation. If the meeting has not started, press hash (#) to wait until the associate has opened the meeting.
- 3.9 If you wish to use a virtual background, click on ^ (or v) next to the “Video” icon at bottom left hand side. Select “Choose a virtual background”, if required download the smart virtual background package, and select the virtual background you wish to use.
- 3.10 If you wish to share documents and have a set up with dual monitors, you can split the zoom call to have participants appear on one screen and the documents appear on the other. First, you must have a Zoom account. Once you have signed in, click on your profile picture then click settings (Figure 10).

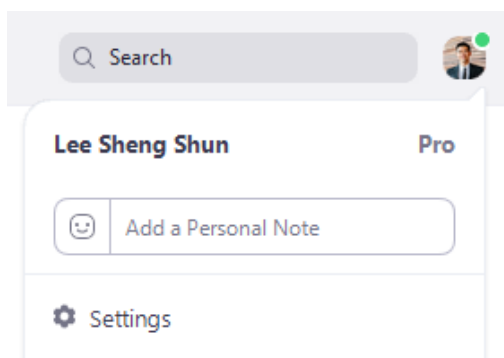


Figure 10

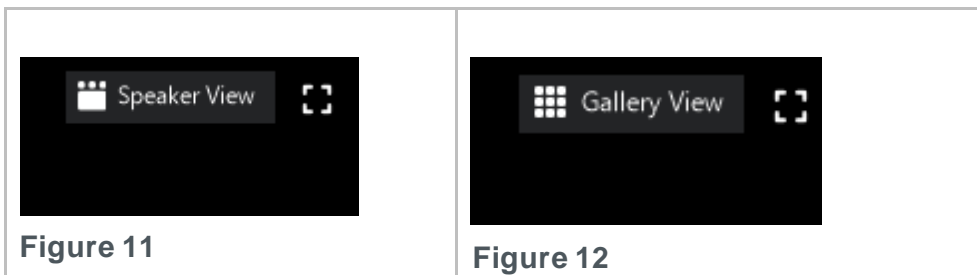
Once you have selected settings, click on the general tab. Locate the “Content Sharing” option, and select “Use dual monitors”. This will allow the settings to be remembered the next time you join a zoom hearing.

4. During the hearing

- 4.1 You can mute and unmute your own microphone, by pressing the “Mute” or “Unmute” icon

on the bottom left hand side of your screen (see Figure 5 above).

- 4.2 It is important that you keep your microphone on mute at all times and only unmute when you are speaking. This is to prevent any background noise and feedback.
- 4.3 Unless you are using a small device such as a mobile phone, you can switch between “Speaker View” (view primary speaker – Figure 11) and “Gallery View” (view all participants – Figure 12) by hovering over the top right-hand corner of the video and clicking on the appropriate icon. If you are using a small device, you can view other participants by swiping left or right across the screen.



- 4.4 You can choose to hide participants who have their video turned off (e.g. instructing solicitors). When you are in Gallery View (see Figure 12), right-click on any participant who has their video turned off and select ‘Hide Non-Video Participants’. You can also click on the 3 dots at the upper right of their participant box and then select ‘Hide Non-Video Participants’.
- 4.5 To show non-video participants again, click ‘Total non-video participants’ at the top of the screen and then select ‘Show non-video participants’ (Figure 13).

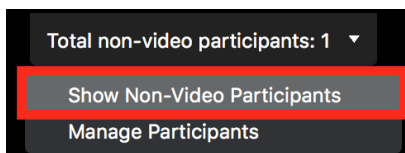
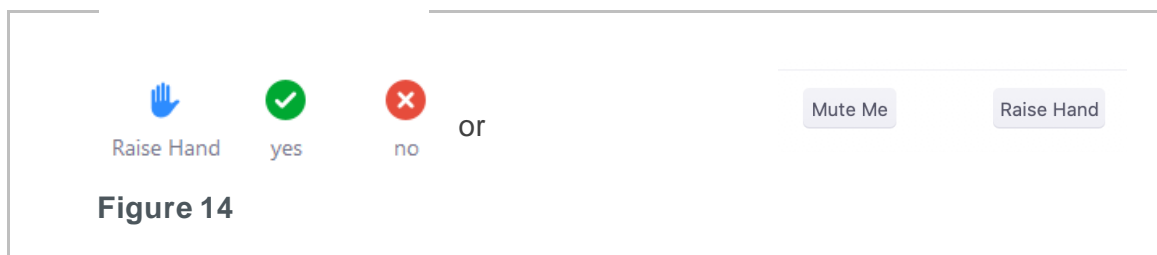


Figure 13

- 4.6 When muted by clicking the “Mute” icon, you can click on the “Participants” icon and then “Raise Hand” to let the judge know you want to speak (Figure 14).



- 4.7 You can send text messages to all participants, or a private message to a single participant

(e.g. your instructing solicitor). To send a message, first click the “Chat” icon on the bottom of the screen (See Figures 5 and 15).

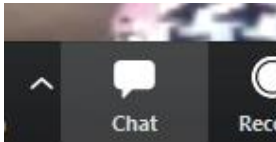


Figure 15

A white box will appear after you click the “Chat” icon. To send a private message, click on the “Everyone” icon in the box and select the person you want to message (Figure 16). If left unchanged, your message will go to everyone that is on the conference, including the judge. *We recommend not sending private messages in Zoom*, in case a participant accidentally sends a private message to everyone.

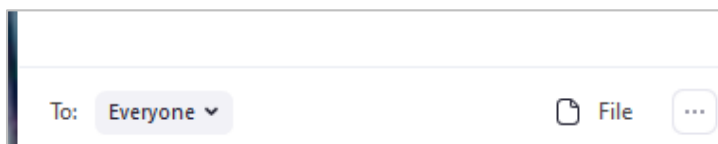


Figure 16

- 4.8 You can share documents and other files by clicking the “Chat” icon (see Figures 5 and 15 above). In the “Chat” pop-up box, select “Everyone”, or a particular person to message, and then press the “File” icon on the right-hand side and locate the document you wish to send (see Figure 16 above). *The document will be sent as soon as you select it.* This function works better on a desktop or laptop.
- 4.9 If there is a particular document that you would like all participants to view, you can share your screen by clicking the green icon on the bottom of your screen. Please orally request permission from the judge first, then press the “Share Screen” icon (Figure 17). Please note that before you can share documents via this function, the associate may need to change your privileges in the meeting to allow Zoom to share your documents.

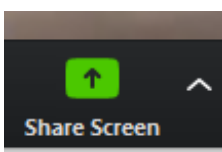


Figure 17

- 4.10 There is also a Whiteboard function via the Share screen, which allows the participants to write on a white screen, which is shown to all users. If you want to access the whiteboard for any reason, please orally request permission from the judge.
- 4.11 The judge can conduct group sessions with all participants and also assign participants to “breakout rooms” for private sessions.
- 4.12 If you are in a breakout room and want to let the judge know that you would like to speak

with them, press the “Ask for help” button at the bottom of your screen (Figure 18). This will send an automatic message to the judge to come to your breakout room.



Figure 18

- 4.13 To leave a breakout room and return to group session, please hover your cursor over the bottom right of the screen and click on “Leave Breakout Room” (Figure 19).

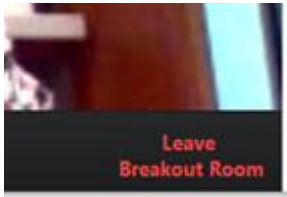


Figure 19

- 4.14 During the Zoom hearing, if a document is being shared, the participant can change the view to have both the content being shared and the view of the other participants on the same screen. To do this, while viewing a shared screen, click on “View Options” at the top of the screen and select “Side-by-side mode” (Figure 20). This will enable the shared screen to appear on the left and the participants to appear on the right. Hover above and drag the separator to adjust the view of both screens.

To disable the “Side-by-side mode”, click on “View Options” at the top of the screen and click “Side-by-side mode”. This will revert to the original view of the document in the centre of the window and the participant at the top of the screen.

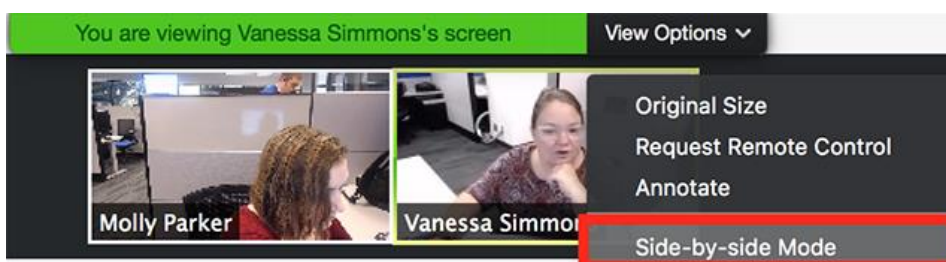


Figure 20

- 4.15 In Active Speaker view (see Figure 11), you can pin a specific participant so that you can always see them on your screen, even when they are not speaking. Hover your mouse over the participant that you wish to pin and select ‘Pin Video’ from the menu (Figure 22).

Virtual Hearings

Zoom User Guide



To cancel the pin and return to Active Speaker view, click 'Switch to Active Speaker' in the top left corner of your screen (Figure 23).

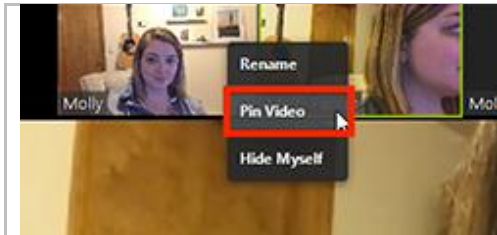


Figure 22

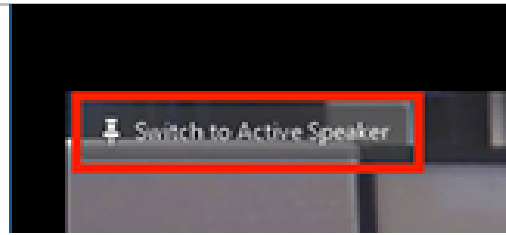


Figure 23

4.16 When another participant is screen sharing, the shared screen or document will automatically become the focus on your screen. If you want to swap the view so that the participants appear larger, click the swap icon in the top right corner of your screen where it says 'swap shared screen with video' (Figure 24).

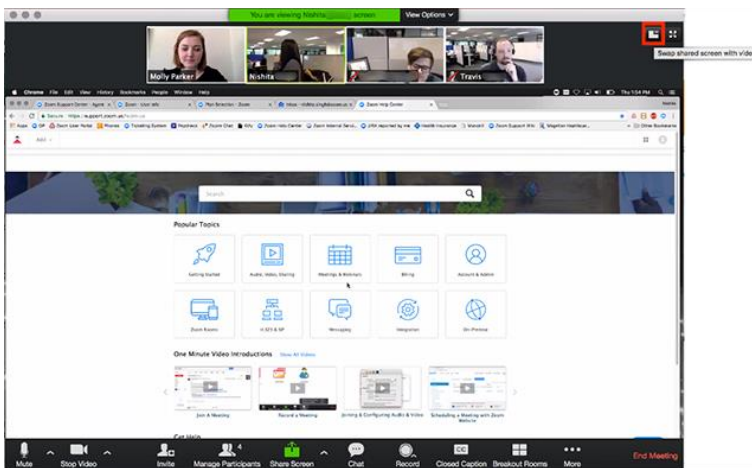


Figure 24