PROLUMINA

Best Practices for Zoom / Remote Trials

When connecting to a remote hearing or trial via Zoom, there are many settings that can be customized to your preference to ensure the best viewing option possible. Given the large number of remote participants in a trial, it is important that you are able to see and hear the information in the order and style best suited to your needs.

What follows are some general guidelines and best practices for maximizing your participation. While it may seem like there is mountains of information, Prolumina will work with you to guide you through the setup and operation of your connection.

In this document, we will provide detailed instructions on the following:

Contents

**STRATEGY   •   TECHNOLOGY   •   DESIGN   •   DISCOVERY**

(A) Getting Started

It is important that you use a computer (laptop or desktop) when utilizing Zoom and not a tablet, phone or other smart device as there are a number of functions that only work with a computer.

Checking if Zoom is installed

To check if you have Zoom installed on your computer, press the Windows key (⊞) and type "zoom" in the search bar. If you have the application installed, you will see the application listed, and you can simply click on it to open.
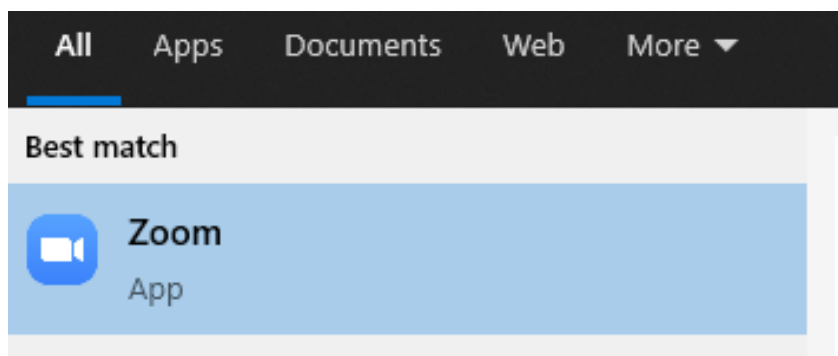

Installing Zoom

If you do not have the Zoom application on your computer, open a browser and navigate to https://zoom.us/ and select "download zoom client" under the "resources" tab. Follow the instructions as indicated on screen. If your computer is managed by your IT staff, you may need to get permission to download and install the application.

Updating Zoom

Once you have verified Zoom is on your computer, open the application, and make sure you are using the most up-to-date version of the software.

Once you open the application (you may need to sign in with your email and password) you will see your user icon in the upper right corner. Click on this button, and a dialogue box appears. Select "Check for Updates" as shown below.
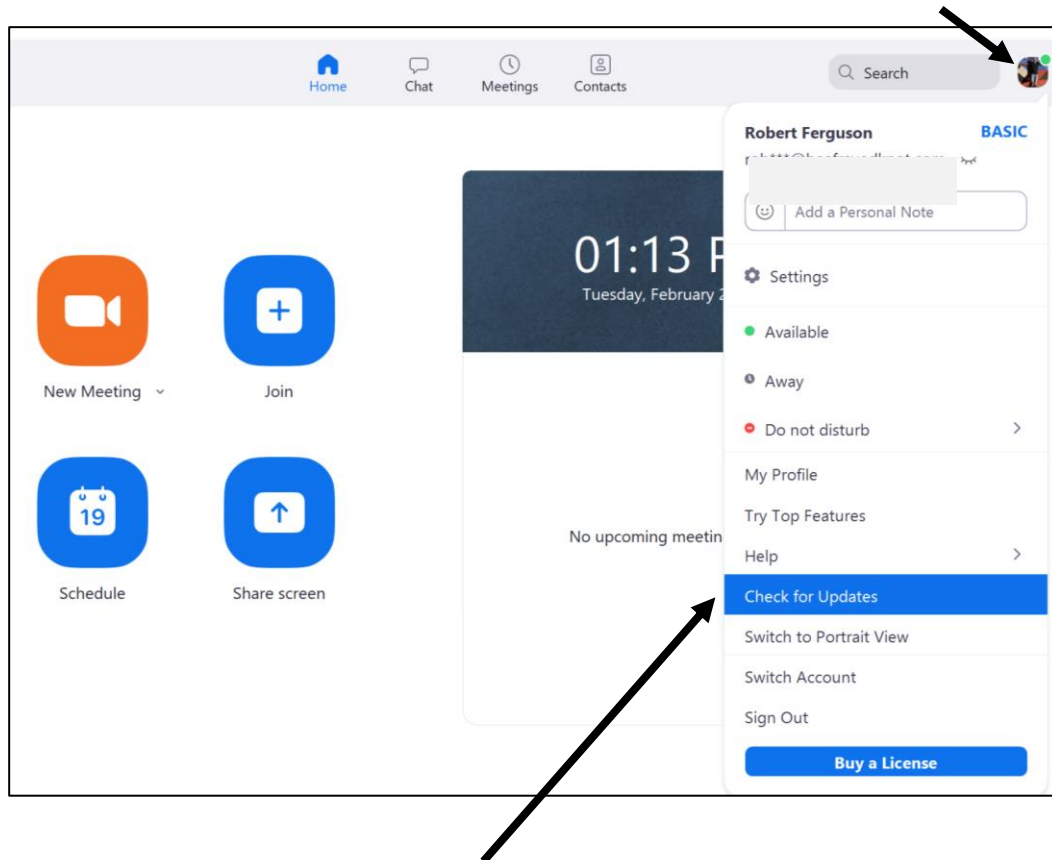
Ensuring the Best Connection

If possible, connect your computer to the internet with an ethernet cable as opposed to over a Wi-Fi connection. If using Wi-Fi, you will need a solid and consistent connection to avoid any connectivity issues in Zoom. We will check your connection speed later, and if necessary, can help optimize your network.

(B) Basic Functions and General Settings

It's quite easy to get started on your own, and checking your settings from within an active meeting is the best way to verify everything is working as intended.

Starting a Meeting

Make sure you are on the "Home" tab of the application. Click the "New Meeting" icon which will turn on your camera and a dialogue box will open that says "Join with Computer Audio."   Click that, and you're on – it's that easy!
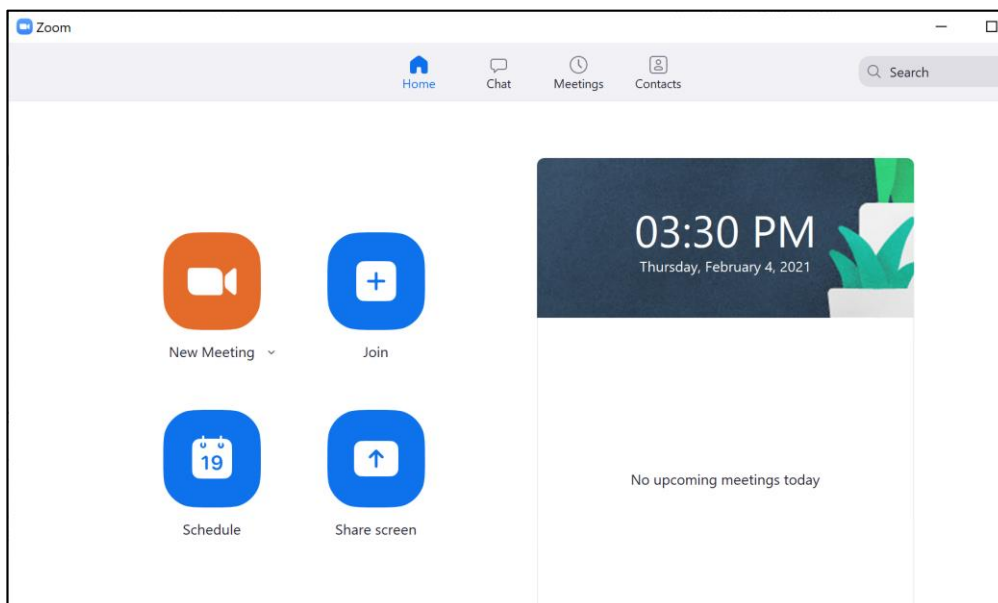

Using an External Microphone

If you are using an external microphone, camera and/or speaker, you will want to specify those devices in your Audio and Video settings. Pay careful attention to the name of your device, and select the corresponding device.

After joining a Zoom meeting, click on the "up arrow" next to the "Start Video" button to select your camera and click on the "up arrow" next to the "Unmute" button to select your microphone and/or speakers.
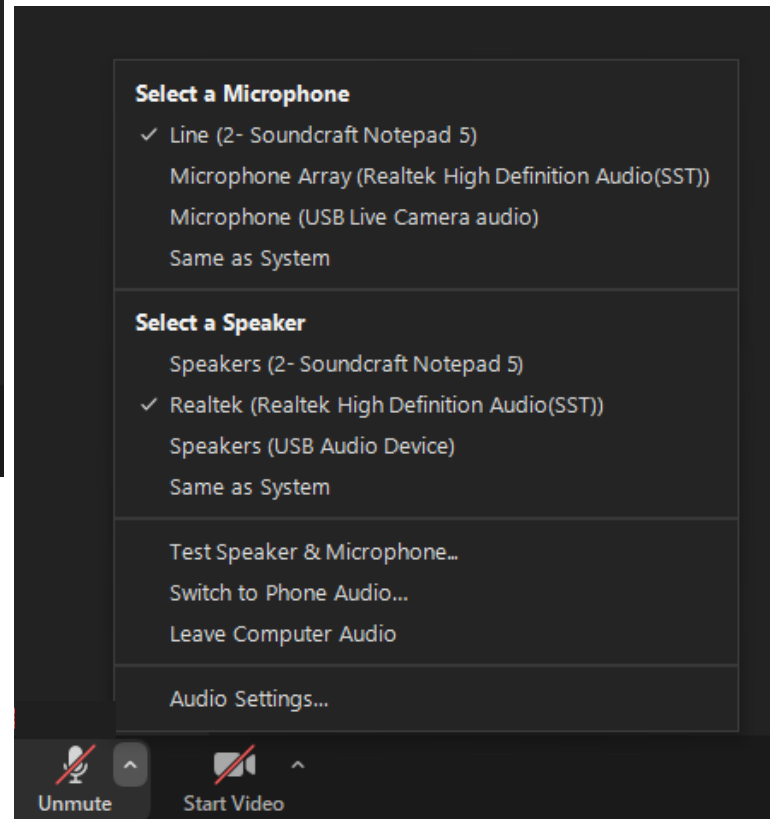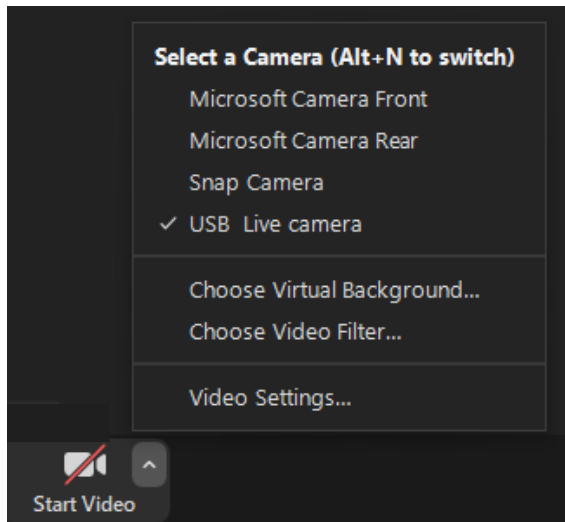

Gallery View vs. Speaker View

Zoom has the ability to customize your viewing experience – either by arranging all (or most) of the other video participants in small windows, or by switching between the active speakers so you can see that person's video in a single, larger window.

If using one monitor, you can switch between Gallery View and Speaker View. Gallery View will show all of the participants in smaller individual boxes, and Speaker View will show only the person currently speaking.

To change your view, click in the upper right-hand corner and select the view you would like to use.
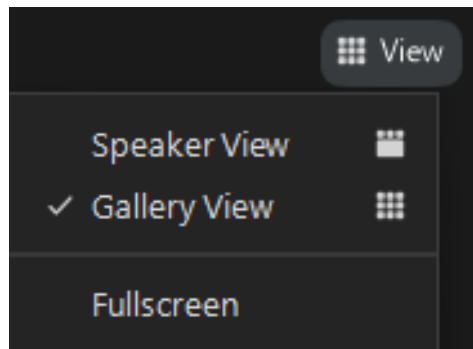
We recommend using two monitors in extended desktop mode, and more detailed instructions and settings for that are include below.

More Settings

There are a number of Settings in Zoom that we recommend for the best experience – see section (G) Other Settings in Zoom at the end of this document.

(C) Dual Monitors

For attorneys and other court personnel, we recommend having an external monitor, in addition to the monitor built into your laptop (or a second monitor with a desktop computer).

This will allow you to have one monitor on "gallery view" to see everyone who is on camera, and the second monitor can be on "speaker view" to see the person who is currently speaking full screen. This second monitor also is where a shared document is viewed, full screen.

Instructions on how to set up your secondary / external monitor are found on the following page for both PCs and Mac computers. With a little practice, it's quite easy, although you may want to have an IT or technical person with you the first time. Once set, your computer should automatically remember the external monitor and your settings making connecting again much easier.
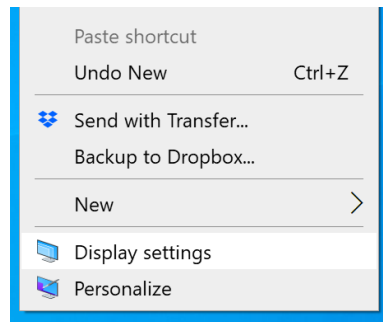
Laptop with Gallery View

External monitor with Active Speaker View
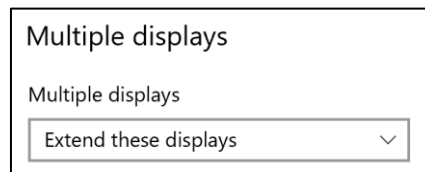
Setting Up Your External Display

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If using a PC:

- Once the second monitor is connected, right-click on the background of the home screen and select "display settings"
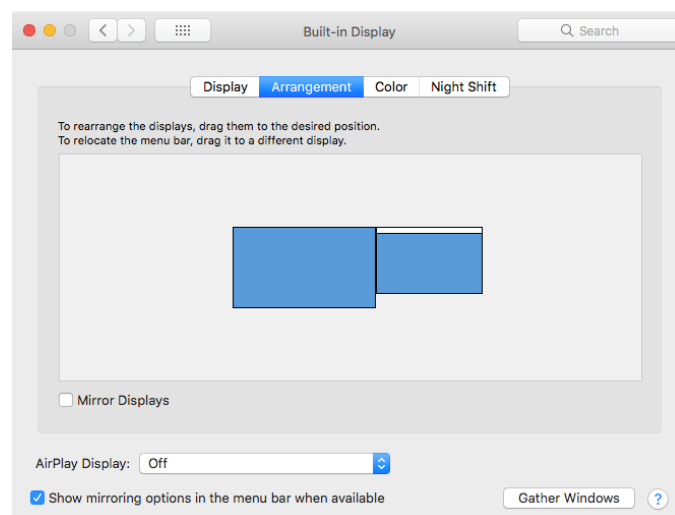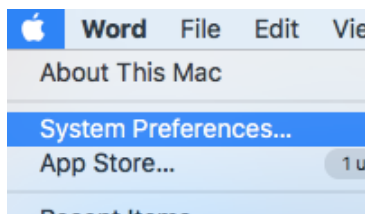

- Scroll down to the "Multiple Displays" section and select "Extend these displays"


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If using a Mac:

- Once the second monitor is connected, click the apple icon in the upper left-hand corner and select "System Preferences"
- Select "Displays" and under "Arrangement" be sure that Mirror Display is unchecked


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</table>

This will make one screen your "primary" screen and the other screen a "secondary" screen – maximizing what is displayed and giving you more options to ensure you can see everyone and everything.

Again -while in a Zoom meeting, click on the "up arrow" next to the video button and select "Video Settings"
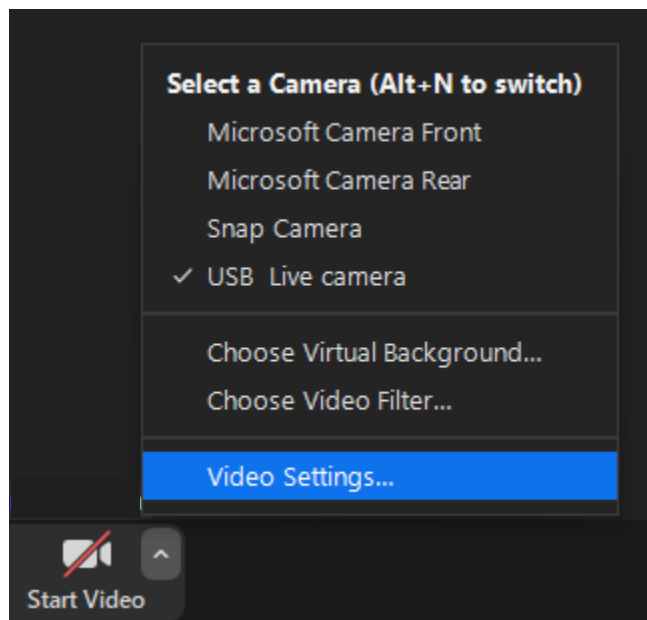
From there, select "General" settings on the left and check the box next to "Use dual monitors" – your first screen should default to gallery view and your second screen should default to speaker view.
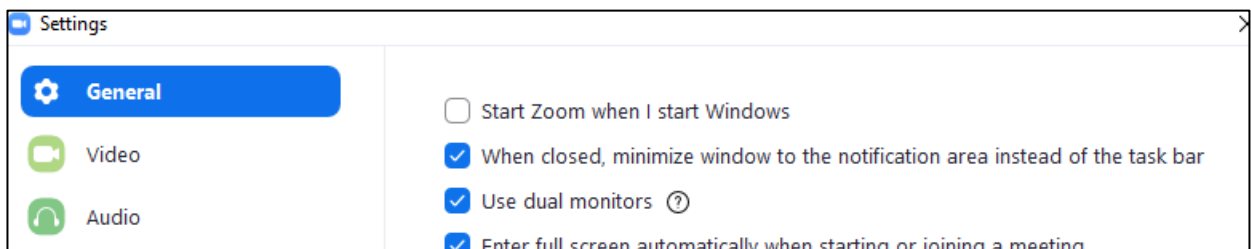
(D) Breakout Rooms

During this trial, we will be using Breakout Rooms. When you first join the Zoom meeting, you will be in the main meeting room. If you need to be sent to a breakout room (during a recess in the proceedings, for a sidebar, or any other reason), a technical consultant will select the appropriate participants to their corresponding breakout room. When this happens, the Zoom view will disappear for a few seconds and a message about being sent to a breakout room will appear.

When you need to leave a breakout room, simply click the "Leave Room" button in the lower right-hand corner of the screen, and then click "Leave Breakout Room" – **do not** click on "Leave Meeting" as you will leave the Zoom meeting entirely and will need to re-join all over again.
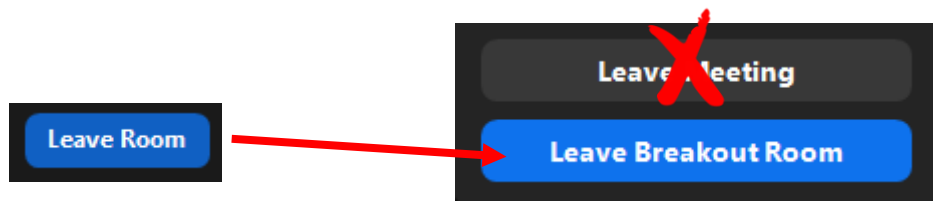
(E) While On Camera

To make the best impression on camera, we recommend you follow these guidelines:

(1) Have your camera at or slightly above eye-level. If you are looking down at your camera, your eyes may look like they are closed, and a camera pointed up at your face is not the most flattering angle. Start a Zoom meeting, and adjust as needed.

(2) Light your face from the front or the sides. If you do not have natural light shining behind your laptop or webcam, we recommend lights made for video to evenly illuminate your face (see Suggested Peripherals …whatever we called that document).   We recommend dimmable lights to find the optimal amount of light. Some lights will also allow you to change color temperature to ensure your image does not appear too orange (indoor color temperature) or too blue (outdoor color temperature).

(3) Avoid clothing with tight plaid, patterns or pin stripes, as these patterns can "dance" on the screen. Solid colors that compliment you are the best.

(4) Ensure the background behind you is clutter-free and neutral. A window behind you (or other bright light) can cause shadows or high contrast which makes it more difficult to see your face and features. Pay attention to other items in your background so as to avoid clutter.
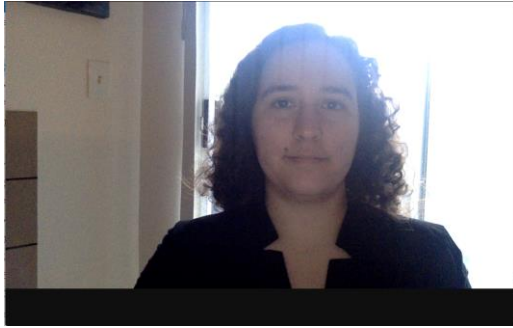
Before: too much backlight, background chopped up and distracting, too much contrast.
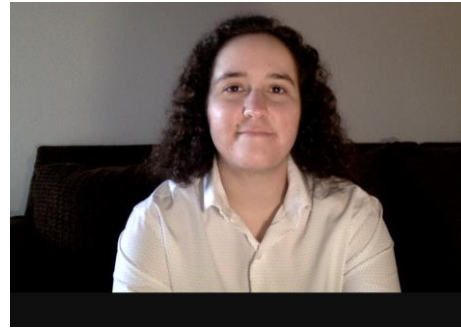
After: appropriate lighting, simple, neutral background, better clothing separating subject from background.

(5) As you will be standing when addressing the Court or speaking on camera, you will need to check your camera placement and lighting for both a seated and a standing position.

(6) As much as practical, look directly into your camera. Place your camera as close as possible to the item(s) or video window(s) you wish to see to make this as natural and as comfortable as possible.

(7) If you are used to speaking to an entire courtroom, you may need to tone down your expressiveness and the volume of your voice. Being on Zoom is more like being on TV – the camera picks up more subtle facial expressions and the microphone picks up sound very well.

(F) During Trial

During trial and in "open court," there are a few things to keep in mind:

- Stay on mute unless actively speaking or participating in the proceedings.
    - If using an external microphone with a physical mute button on the base of the microphone, we recommend using that mute button.
    - Alternatively, Zoom has a mute function with a visual indication that your microphone is muted.
    - If you use the Zoom mute option, pressing the spacebar temporarily will unmute your microphone for as long as you hold the spacebar.

- Silence your cell phone and any other notifications or noises in your environment.

- Be sure your name appears in Zoom according to the standards set by the Court.
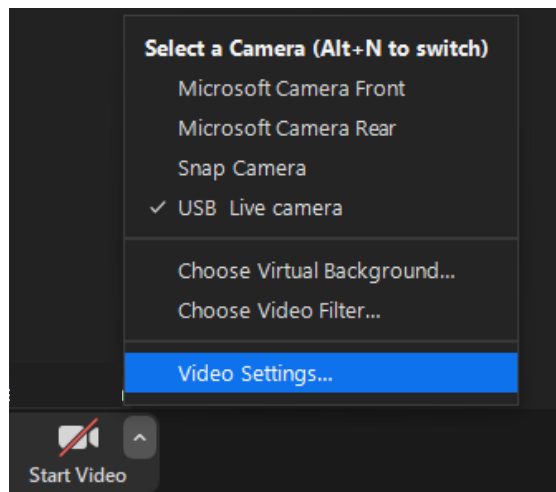
- You may want to post a "do not disturb" sign on your door including a "do not ring doorbell or knock" sign as appropriate.

(G) Other Settings in Zoom

There are some settings within Zoom that will help optimize your viewing experience.

While in a Zoom meeting, click the "up arrow" next to the Video button and select "Video Settings."
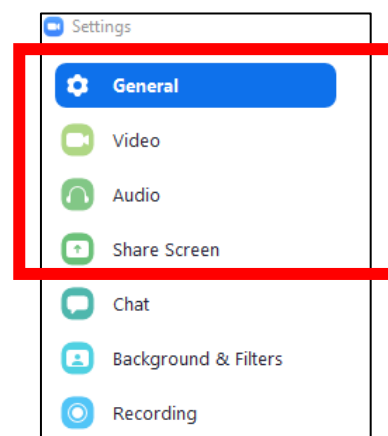

A pop-up window with a number of categories of settings will appear.

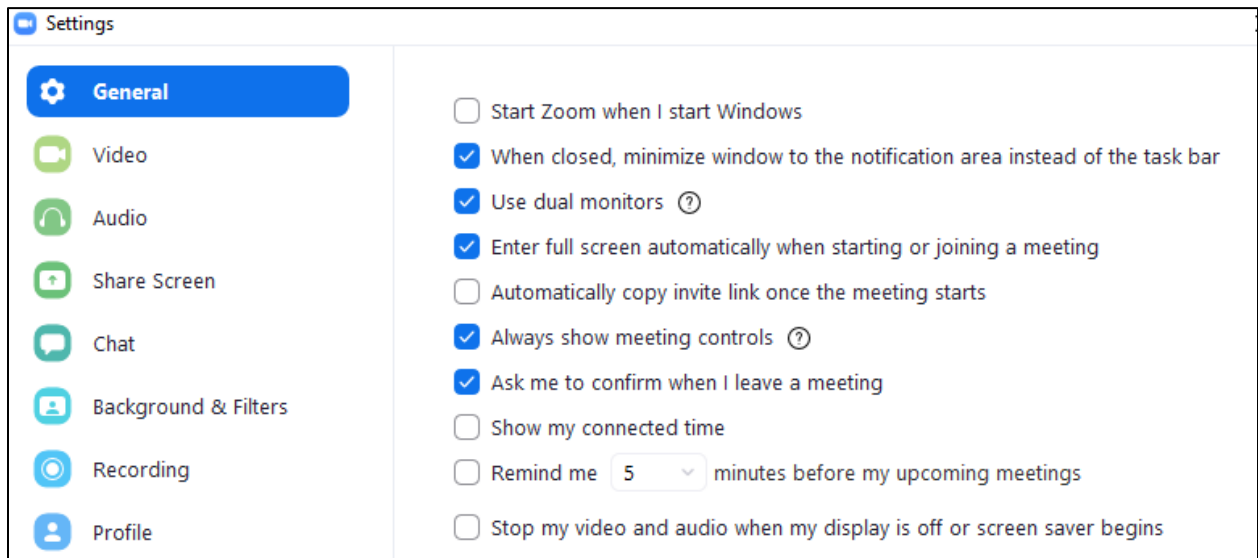You can explore these, but we will highlight the most commonly used ones for you to consider.

We will focus on the four main sections:

- **General**

- **Video**

- **Audio**

- **Share Screen**

General Settings

If you have a second monitor and would like to see Gallery View on one screen and Speaker View on the other screen, be sure the checkbox is checked for "Use dual monitors."

During a Zoom meeting, there are control buttons at the bottom of the screen (Mute, Share Screen, etc.). If you would like to always have these displayed on the Zoom screen, then the check-box needs to be checked for "Always show meeting controls. Otherwise, you need to move your mouse to see these controls.

We recommend checking the box next to "Ask me to confirm when I leave a meeting" so that if you accidentally click "leave meeting" it will ask you to confirm before actually leaving the meeting.
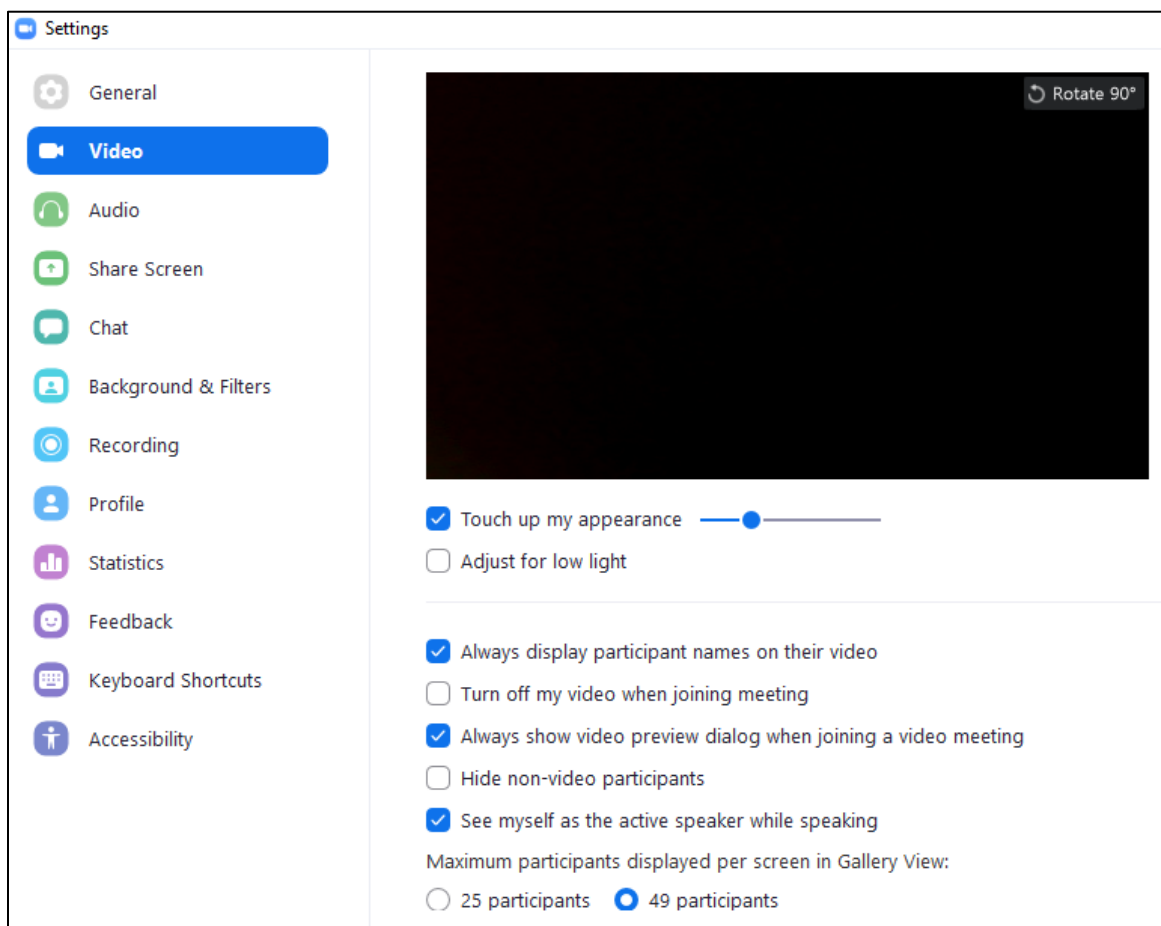
Video Settings

Zoom uses a technology to improve your image a little if you check the box next to "Touch up my appearance."

If you want the participants names to always appear on their video, be sure that box is checked.

You can hide the boxes of those who do not have their video turned on (and only view those that are sharing their video) by checking the box "Hide non-video participants."

If you have one screen on Speaker View, you can include your video to be shown to you while you are speaking, or that display will remain with the last person who spoke. This is only for your view – if others are viewing Speaker View and you are speaking, they will see you.

Audio Settings
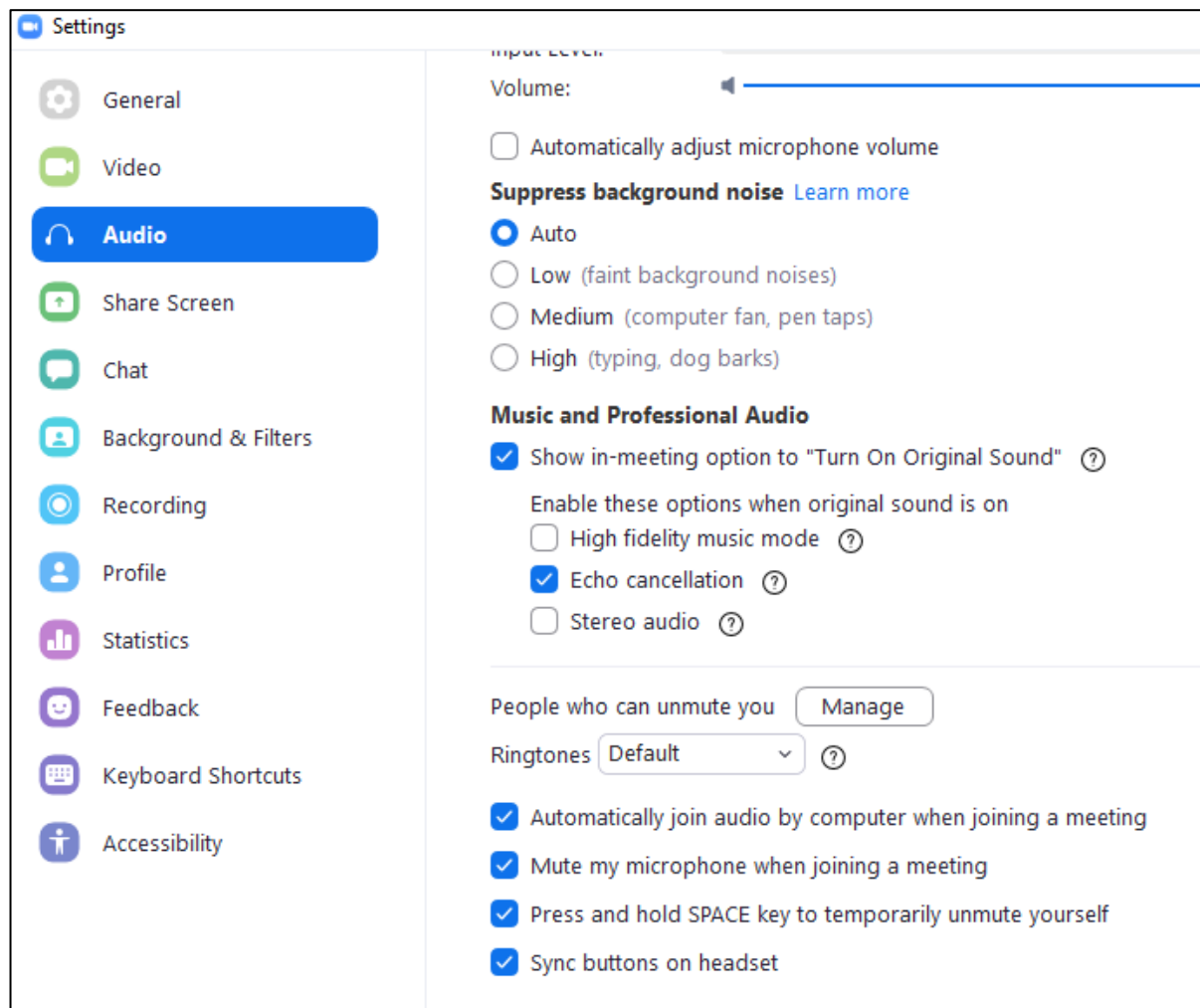
If you will always be using the audio through your computer (and not planning on dialing in on a phone), click "Automatically join audio by computer when joining a meeting."

You can have Zoom automatically mute you when joining a meeting by clicking that box.

If you might like to use the function of pressing and holding the space bar to temporarily unmute yourself, you can check that box.

Share Screen Settings
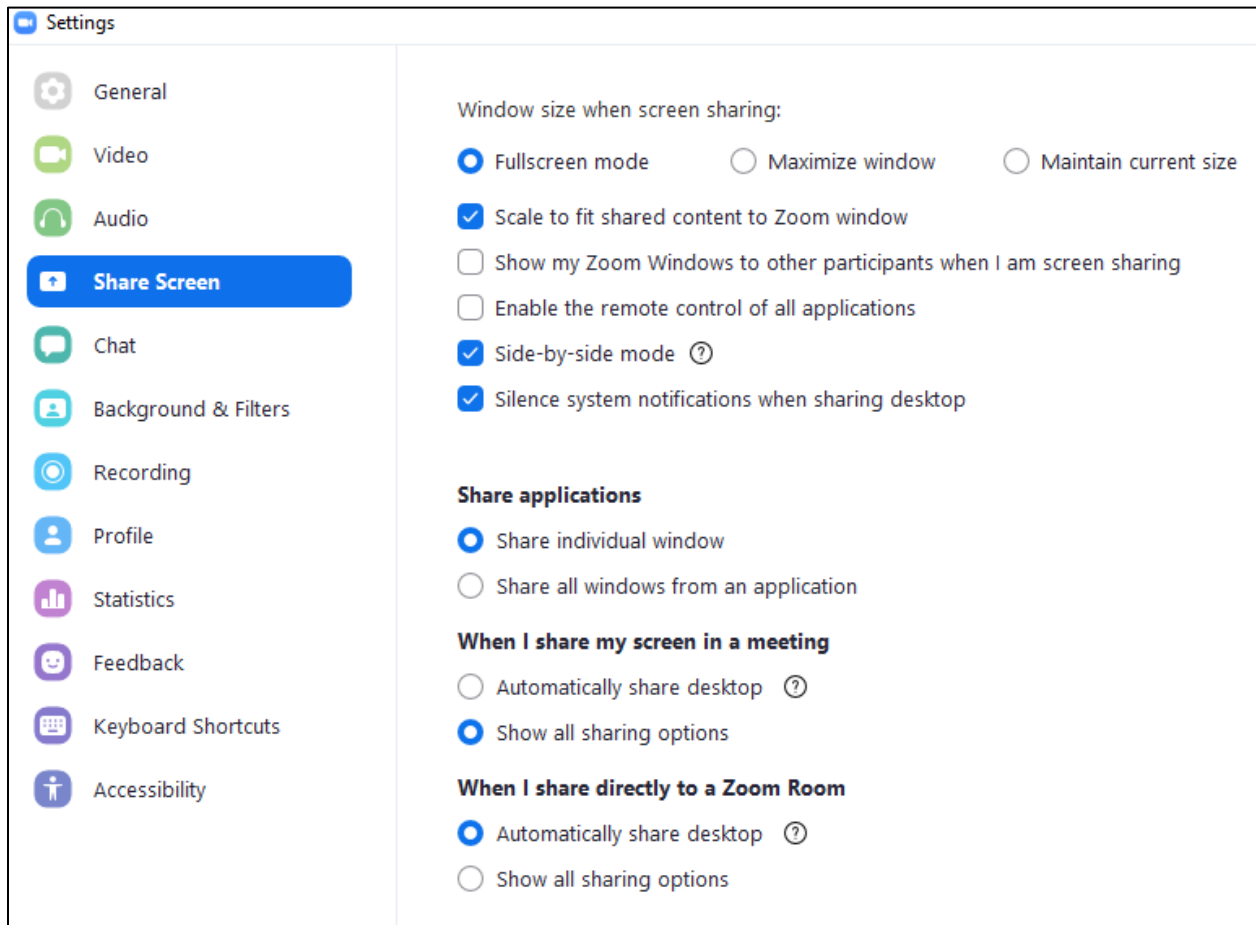
If you check the box next to "Side-by-side" mode, when someone else is sharing their screen, Zoom will default to a side-by-side view of the shared screen and the videos of the participants (if you are using dual monitors, this setting won't have any affect).

(H) Conclusion

While using a new software application for the first time is never easy, especially for something as important as a trial, we hope this document will help you through getting familiar with the features and functions of Zoom.

While we've tried to highlight the most important aspects of this software to help you get the most out of the experience, you may wish to experiment even more on your own. We will be conducting a technical check with each party to ensure you are able to see and hear as well as be seen and be heard.

Thank you for the opportunity to help make this the best possible experience for you and all involved, and we look forward to helping however we can.