

# ONLINE COURT USING ZOOM

**Initial Setup &  
Use**

For More Information, please contact:  
Administrative Office of the Courts  
Technology Help Desk  
(615) 532 – 9503 or (800) 448 – 7980

# Table of Contents

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- ACCOUNT SETUP ..... 3
- PERSONAL SETTINGS ..... 4
- SCHEDULING A HEARING ..... 6
- STARTING YOUR FIRST HEARING ..... 9
- MEETING CONTROLS ..... 10
- USING BREAKOUT ROOMS ..... 13
- USING BACKGROUNDS ..... 16
- LIVE STREAMING ..... 17
- INTERPRETERS ..... 19

# ACCOUNT SETUP

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To host a hearing using Zoom, you will need web access and a web camera. We recommend using a desktop or laptop computer, but Zoom is also compatible with a tablet or cell phone.

1. Open the invitation from Zoom in your email account.
2. Click the button labeled **Activate Your Zoom Account**.
3. The system will take you to a website that allows you to either **Sign in with Google**, **Sign in with Facebook**, or **Sign up with a Password**.
  - **Choose Sign up with a Password.**
4. Once you have chosen **Sign up with a Password**, the system will ask you for your name and email.
  - For your email address use your tncourts.gov email.
  - Once you enter the password and confirm the password, click **Continue**.
5. You will then be asked to enter a password that meets the listed criteria. Once you enter the password and confirm the password, click **Continue**.
6. The system will provide a **Personal Meeting URL**. Please take note of this web address.
7. Next, click **Go to My Account**.
8. Under the **Personal** section, you are able to review your **Profile** information, schedule **Meetings**, manage **Recordings**, and enable and update **Settings**.

# PERSONAL SETTINGS

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Most settings **should** be left at the default unless mentioned below. In addition, some settings may be added when scheduling a meeting.

The following settings should be changed prior to the use of Zoom for a court hearing.

## PROFILE PAGE:

- **Date and Time** – If you in the Eastern Time Zone, you will need to edit the time zone on this page by clicking **Edit** and making the change.

## SETTINGS PAGE: MEETING TAB

- **Host video** – click the toggle switch to start meetings with host video.
- **Participants video** – click the toggle switch to start meetings with participant video on.
- (Optional) **Join before host** – click the toggle switch if you would like to allow participants to join the meeting before you arrive to the meeting.
- (Optional) **Require password for participants joining by phone** – click the toggle switch if you want participants joining by phone put in a password.
- **Mute participants upon entry** – click the toggle switch to keep attendees muted until they are unmuted by the host.
- **Auto saving chats** – click the toggle switch to save all in-meeting chats, so that you do not need to do it manually after the meeting starts.
- (Optional) **Play sound when participants join or leave** – click the toggle switch to play a sound when participants join or leave the meeting. This option allows for the sound to be heard by the host and all attendees or just by the host.
- (Optional) **File transfer** – click the toggle switch to allow the host and participants to send files through the in-meeting chat.
- **Feedback to Zoom** – click the toggle switch off.
- **Always show meeting control toolbar** – click the toggle switch to turn this option on.
- **Remote control** – click the toggle switch to turn this option off.

## ZOOM for TN Courts

### Settings

- **Breakout room** – click to turn this toggle switch on. This option does not automatically create breakout rooms, it allows the Host to add them during a meeting. If this is not on and a meeting is scheduled the meeting will not have breakout room capability.
  - Also, check the box that says **Allow host to assign participants to breakout rooms when scheduling**, then click **Save**. This will enable an additional option when you schedule a meeting.
- (Optional) **Language Interpretation** – click to turn this toggle switch on if you are using an interpreter during a hearing. **Please note, clicking this option within Settings will allow for the interpreter option to appear when scheduling a meeting.**
- **Virtual Background** – click to turn this toggle switch on. A generic background image will be provided to you by the AOC.
- **Waiting room** – click to turn this toggle switch on. This will put attendees in the meeting waiting room until the host invites them in. This will be particularly helpful with hearings that have several dockets of people.
- (Optional) **Show a “Join from your browser” link** – click to turn this toggle switch on to allow participants to bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. **Please note that the meeting experience from the browser is limited.**
- (Optional) **Allow live stream meetings** – click to turn this toggle switch on only if you are planning on live streaming your meeting. Once configured, the meeting will be live streamed using a YouTube account.

**Note: Settings may be changed or updated at any time prior to hosting a hearing.**

# SCHEDULING A HEARING

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1. Under the **Personal** section, click **Meetings**, found in the left panel. Then click the **Schedule a New Meeting** button.
2. Fill in the information on the **Schedule a Meeting** page, as appropriate. Most information will have been auto saved on the **Settings** page.
  - **Topic** – List an identifier for the hearing, such as the case number, docket type, etc.
  - **Description** – this is optional but can be used to enter additional information about the proceeding.
  - **When** – enter the date and time of the proceeding. Zoom only allows scheduling on the half hour. If the hearing is set to start at a time that is not on the half hour, set the start time to the half hour preceding the time of your hearing.
  - **Duration** – enter an estimated length of the proceeding.
  - **Time Zone** – the default time zone can be manually changed from here, if necessary.
    - a. (Optional) Click the **Recurring meeting** box if the hearing will occur on additional days. Choose how the hearing will recur, if it will repeat, and an end date.
  - (Optional) **Registration** – click the **Required** box if you would like attendees to register for one of the occurrences scheduled in the Recurring meeting section.
  - **Meeting ID** – leave at **Generate Automatically**. **Do Not Use your Personal Meeting ID.**
  - **Video** – leave both Host and Participant to **On**.
  - **Audio** – leave at **Both**.
  - **Meeting Options** –
    - a. (Optional) **Enable join before host** – this corresponds to the waiting room. If the participant arrives before the host then they would be placed in the waiting room until the host allows entry into the meeting room.

- b. **Mute participants upon entry** – this will keep everyone muted until they are unmuted by the host.
- c. **Enable waiting room** – this will hold everyone in the meeting waiting room until the host invites them in. This will be particularly helpful with hearings that have several dockets of people.
- d. **Only authenticated users can join** – leave unchecked.
- e. (Optional) **Breakout Room pre-assign** – enable this function if you would like to pre-assign parties/attorneys prior to the hearing to specific breakout rooms for private consultation. A breakout room will allow the parties/attorneys to move to the breakout room for a conversation and to re-enter the main room when they are done. **Please note that you can move them to breakout rooms spontaneously during the meeting, which will permit the same feature.**
- f. **Record the meeting automatically on the local computer** – this will produce a recording of the meeting that can be played later.
  - You will be given an option to record **On the local computer** or **In the cloud**. We recommend **In the cloud** as the recordings may fill up your hard drive quickly. Saving to the cloud will save the recording directly to Zoom and will be accessible to you when you log into your Zoom account
- g. (Optional) **Enable language interpretation** – click this if you expect a need for an interpreter during the hearing. **Please note, that this needs to be enabled in **Settings** before it will appear on the **Schedule a Meeting** page.**
  - The system will prompt you for an email address and language choices (from – to) for the interpreter. The system will send an invitation to the interpreter to join as an interpreter. **Please note that you will need to coordinate with the interpreter prior to the hearing to guarantee that the interpreter is able to join via Zoom.**
  - Once in the hearing, you will be able to assign an interpreter and choose the language for that interpreter. When you click **start**, the system will switch the interpreter language in which they want to hear the proceeding.
- Click the **Save** button at the bottom of the page.

3. The **Manage** page will appear. The following additional options may be added:

- **Start this Meeting** button: by clicking this button you will start the meeting immediately.
- (Optional) **Add to**: this option may be found under the **Time** section. You can add the hearing meeting to a Google Calendar, Outlook Calendar, or Yahoo Calendar by clicking the appropriate button.
- **(Mandatory) Copy the invitation**: this option is found in the **Invite Attendees** section, on the right side of your screen. You should click **Copy the invitation** found on the right side of the screen to share with participants in the hearing.
  - a. After clicking the **Copy the invitation** link, it will bring up a pop-up screen that allows you to **Copy Meeting Invitation**. After clicking that button, the text will be saved to your clipboard, and you will be able to paste the information into an email for sending to participants. Once copied, click the **Cancel** button to go back to the **Manage** page.
  - b. Open a blank GroupWise email and paste the text into the body of the email. Add the participants to the email, then click Send.
- (Optional) After you get the settings on your hearing meeting correct, you should consider saving the meeting template for future hearings by clicking **Save as a Meeting Template**.
- If you need to make any changes to your meeting click the **Edit this Meeting** button.

# STARTING YOUR FIRST HEARING

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When you are ready to start your first meeting, click **Meetings**. The **Upcoming Meetings** tab will appear and you will see a list of your scheduled meetings.

1. Click the **Start** button next to the meeting you would like to start.
2. When you start your first meeting, the system will install the Zoom application.
3. Once installed the video window will appear, asking if you want to **Join with Computer Audio**. We recommend joining with computer audio, but you may choose a phone call.
  - If you choose phone call, click the **Phone Call** tab. Call one of the numbers listed. When prompted enter the **Meeting ID** and **Participant number**.

# MEETING CONTROLS

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Once the video screen appears you will have several meeting control options:

1. At the top right of your video screen, you will see the option to **Enter Full Screen**. This will allow the video screen to fully fit your screen/monitor. To exit full screen mode, click the escape key or double-click the screen with your mouse.
2. At the bottom of the video screen you will see your meeting toolbar. The following options are available:
  - o **Mute** button – this provides muting and unmuting capability. This option is for your microphone only. If you click to mute and then speak, a pop-up message will appear reminding you that you are muted.

Next to the **Mute** button is an up arrow. If you join a meeting and are not hearing anything you might want to double check to make sure that your headset is connected and configured correctly.

- o **Stop/Start Video** option – This allows you to stop and restart your video feed. If you stop video, participants will only see a screen with your name. Once the video has re-started they will again see what is in front of the camera. **Stopping the video feed does not mute the meeting.**

Next to the **Stop/Start Video** option is an up arrow. This allows you to select a camera and view your video settings.

- o **Invite** button – this allows you to invite participants that you may have not known about when scheduling the hearing.
  - a. Choose a participant from the:
    - **Contacts** tab – Find the participant, click on their name, then click the **Invite** button. An email will be sent to the participant automatically.
    - **Email** tab – Click the **Email** tab. Within this window, **first** click the **Copy Invitation** button, this will copy the invitation information to your clipboard. Then click the **Default Email** button. This will open a GroupWise email. Click within the body of the email. Then, right click within the body and choose paste. The meeting invitation will then be pasted into the email. Type the participants name in the **To** section, add an attachment if needed, then click **Send**.

## ZOOM for TN Courts

### Meeting Controls

- **Manage Participants** – will show how many participants are connected to the hearing. If you click the button you will be able to see who has joined.

#### **Participants List:**

- a. The Host name will always appear at the top.
- b. Everyone else will show up alphabetically.
- c. Participants that unmute themselves will bubble up to the top in case you need to hover over them and click mute.
- d. When you hover over participants you are able to mute, un-mute, give them host permissions, or remove them from the meeting.

#### **Other Features in Participants List:**

- **Mute All** – if you are getting any background noise or audio feedback while in a meeting you can click the **Mute All** button to silence all participants. This will help you to identify where the background noise is coming from.
  - **Unmute All** – will unmute all participants.
  - **More** – clicking More will show additional settings that you may need during your meeting. Such as locking the meeting for security or hearing enter and exit chimes as someone enters or exits the meeting.
- **Share Screen** – by clicking the green button a pop-up will appear. You will be able to select from several options such as your screen, a Whiteboard, an open application (i.e. Word, Excel, PowerPoint). If you are sharing an item that contains sound click the **Share computer sound** box found at the bottom of the pop-up window.
    - a. Once in **Screen Share** a toolbar will appear at the top of your screen. This toolbar will contain several items from the main toolbar as well as **New Share, Pause Share, Annotate, Stop Share** and **More**.
  - **Chat** – click the **Chat** button to chat to the participants. You may chat will everyone or choose a specific person to speak to. You can also limit who the participants can chat with during the hearing.
  - **Pause/Stop Recording** – this feature is found at the top left of your video screen and within the toolbar. If you are recording, the **Pause** and **Stop** options will appear. If you are not recording, it will give you the option to start

## ZOOM for TN Courts

### Meeting Controls

recording. Please note that once a recording is stopped you will not be able to start the recording again.

- **Breakout Rooms** – this feature will allow you to assign participants into rooms that you create either automatically or manually.
- **Reactions** – are emojis that you can use within your video.
- **End Meeting** – clicking **End Meeting** will show a pop-up window. You may **End Meeting for All** or **Leave Meeting** and assign a participant as Host.

# USING BREAKOUT ROOMS

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**Breakout Rooms** allow you to split your meeting in up to 50 separate sessions. The meeting host can choose to split participants of the meeting into these separate sessions automatically or manually, and can switch between sessions at any time.

#### Notes:

- Make sure to enable **Breakout Rooms** in **Settings** before starting your meeting.
- (Optional) You may pre-assign participants to breakout rooms when you schedule the meeting instead of managing them during the meeting.
- Breakout room participants have full audio, video, and screen share capabilities.

After enabling **Breakout Rooms**, the **Host** is able to do the following:

#### Create Breakout Rooms

1. Start a meeting.
2. Click **Breakout Rooms**.
3. Select the number of rooms you would like to create, and how you would like to assign your participants to those rooms.
  - a. **Automatically:** Let Zoom split your participants up evenly into each of the rooms.
  - b. **Manually:** Choose which participants you would like in each room.
4. Click **Create Rooms**. Your room(s) will be created, but will not start automatically. You can manage the rooms prior to starting them by following the instructions below.

#### Options for Breakout Rooms

1. After creating the breakout rooms, a **Breakout Rooms** window will appear. Click **Options** to view additional breakout room options.
  - a. **Move all participants into breakout rooms automatically:** checking this option will move all participants into the breakout rooms automatically. If this option is unchecked, the participants will need to click **Join** to be added to the breakout room.

## ZOOM for TN Courts

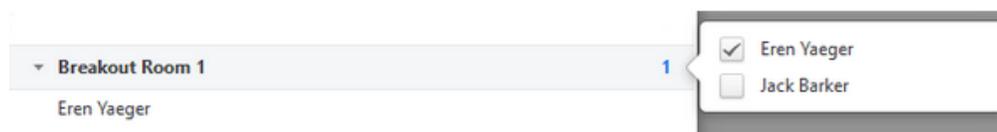
### Breakout Rooms

- b. **Allow participants to return to the main session at any time:** if this option is checked, the participants can move back to the main session from their meeting controls. If this is disabled, they need to wait for the host to end the breakout rooms.
- c. **Breakout rooms close automatically after x minutes:** if this option is checked, the breakout rooms will automatically end after the configured time.
- d. **Notify me when the time is up:** if this option is checked, the host will be notified when the breakout room time is up.
- e. **Countdown after closing breakout room:** if this option is checked, the participants will be given a countdown of how much time they have left before being returned to the main room.

### Assigning participants to Rooms

To assign participants to your rooms, select **Assign** next to the room you wish to assign participants to and select participants you want to assign to that room. Repeat this for each room.

Once a participant has been assigned (manually or automatically), the number of participants will show in place of the Assign button.



### Preparing Breakout Rooms

After manually or automatically assigning participants to rooms, you can rearrange the participants. Participants who are not assigned to breakout sessions will remain in the main meeting when the rooms are started.

1. **Move to** (participant): Select a room to move the participant to.
2. **Exchange** (participant): Select a participant in another room to swap the selected participant with.
3. **Delete Room:** Delete the selected room.
4. **Recreate:** Deletes existing breakout rooms and creates new ones.
5. **Add a Room:** Add another breakout room.

## ZOOM for TN Courts

### *Breakout Rooms*

6. **Open All Rooms:** Start the rooms. All participants will be moved to their respective rooms after confirming the prompt to join the breakout room. The host will be left in the main meeting until manually joining one of the rooms.

### **Managing Breakout Rooms in Progress**

Once the breakout rooms have been started, the participants will be asked to join the Breakout Session. The host will stay in the main meeting until joining a session manually. If a participant has not joined the session yet, it will be noted by (not joined) next to their name.

1. **Join:** Join the **Breakout Room**.
2. **Leave:** Leave the room and return to the main meeting (only shows when in a breakout room).
3. **Close All Rooms:** Stops all rooms after a 60 second countdown, shown to the host and participants, and returns all participants back to the main meeting.

### **Responding to Requests for Help**

The host can broadcast a message to all breakout rooms to share information with all participants.

1. Click the **Breakout Rooms** in the meeting controls.
2. Click **Broadcast a message to all**, enter your message and click **Broadcast**. it will be noted by (not joined) next to their name.
3. The message will now appear for all participants in **Breakout Rooms**.

# USING BACKGROUNDS

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A generic background image will be provided to you by the AOC.

### Applying the AOC Virtual Background before a Zoom meeting.

1. Download the background image provided to your computer desktop.
2. Open the Zoom app on your computer.
3. Click the **Gear**  icon in the upper right hand corner of the screen.
4. Click **Virtual Background** from the list on the left hand side of the screen.
  - a. Click the **+** button on the right hand side and select **Add Image**.
  - b. If prompted to download the Virtual Package select **Download**.
5. Locate the file on your computer and select it to instantly see the provided background inside of Zoom. You may now use this custom background in any subsequent Zoom call.

### Applying the AOC Virtual Background inside a Zoom call.

1. To access your virtual backgrounds inside of a Zoom call, click the small arrow next to the “Stop Video” button and select **Choose Virtual Background**



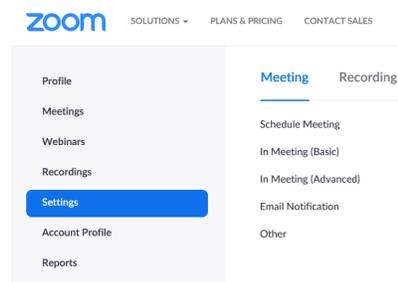
2. Follow steps **4 & 5** from above and your Virtual Background will be set inside of the current meeting.

# LIVE STREAMING

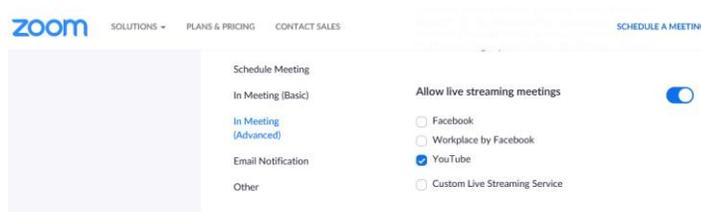
If your account is configured correctly, you can begin live streaming your Zoom meeting with one click after the call begins. Only the meeting host will be allowed to choose to live stream the meeting.

## Configuring Zoom Profile for Live Streaming

1. Click the **Gear**  icon in the upper right hand corner of the screen.
2. Click **Profile** from the list on the left hand side of the screen.
  - a. Inside the profile screen, click **Edit My Profile**
  - b. The app should redirect you to your profile on zoom.us
3. Once on the website, click **Settings**
4. Click **In Meeting (Advanced)**



5. Scroll down until you see **Allow live stream meetings**.
6. **Move** the toggle into the on position. It will turn blue.
7. Check only the **YouTube** checkbox. Please uncheck any other services.



8. You may now return to the Zoom app and start your meeting.

## ZOOM for TN Courts

### Interpreters

9. Once the meeting has started, click **More** from the Zoom toolbar.



10. Click “Live on YouTube” to begin streaming.
11. Please contact Nick Morgan ([Nick.Morgan@tncourts.gov](mailto:Nick.Morgan@tncourts.gov)) or Barbara Peck ([Barbara.Peck@tncourts.gov](mailto:Barbara.Peck@tncourts.gov)) to assist with AOC log in credentials or any other live streaming needs.

# INTERPRETERS

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The Interpreter feature allows the host to designate participants as interpreters during a Zoom session. When the meeting starts, the host can start the interpretation feature, which will give the interpreters access to their own audio channels. Attendees can select an audio channel to hear their language of choice. Attendees will hear the translated audio and can choose if they want to hear the original audio at a lower volume.

Cloud recordings of interpretation sessions will only record the original audio of the meeting, not the translations. Local recordings of interpretation sessions will record any audio that the person recording can hear, but not multiple channels.

#### Notes:

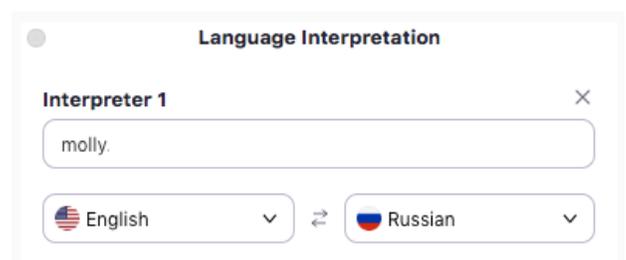
- Make sure to enable **Language Interpretation** in **Settings** before starting your meeting.

#### Language Interpretation Setup

1. Navigate to **Meetings** and click **Schedule a New Meeting**.
2. Click **Generate Automatically** next to **Meeting ID**. This setting is required for language interpretation.
3. Check the box to **Enable Language Interpretation** for the meeting.
4. Input the information for your interpreter. The languages you select for an interpreter will create audio channels for those languages in your meeting. All of these channels do not have to be used in the meeting.
5. Click **Add Interpreter** if you need to include more. Click the **X** icon to remove an interpreter.
6. Click **Save** when you are finished.

#### Starting Language Interpretation in a Meeting

1. Once your meeting has started, click **Interpretation**.
2. You can add or remove interpreters from this menu, if necessary. Click **Start** to begin the interpretation sessions.



## ZOOM for TN Courts

### *Interpreters*

3. After the host clicks **Start**, the interpreter(s) will receive a message that they have been assigned.
4. Interpreters and attendees will now be able to click **Interpretation** in the meeting options and select a language channel.
5. An interpreter in the channel will hear the original meeting audio which they can translate. Participants in a language channel will hear the translated audio and also the original audio at a lower volume.
6. To end the interpretation session(s), the host will need to click **Interpretation** in the meeting options, then click **Manage Language Interpretation**.
7. Once the menu appears, the host can click **End** to stop the session.
8. The host can also click **Manage Language Interpretation** to make changes to the interpreter settings during a session.

### **Listening to Language Interpretation**

1. In your meeting controls, click **Interpretation**.
2. Click the language that you would like to hear.
3. (Optional) To only hear the interpreted language, click the **Mute Original Audio**.