

STANDARD OPERATION PROCEDURE FOR COURT HEARINGS USING GOOGLE HANGOUTS/MEET

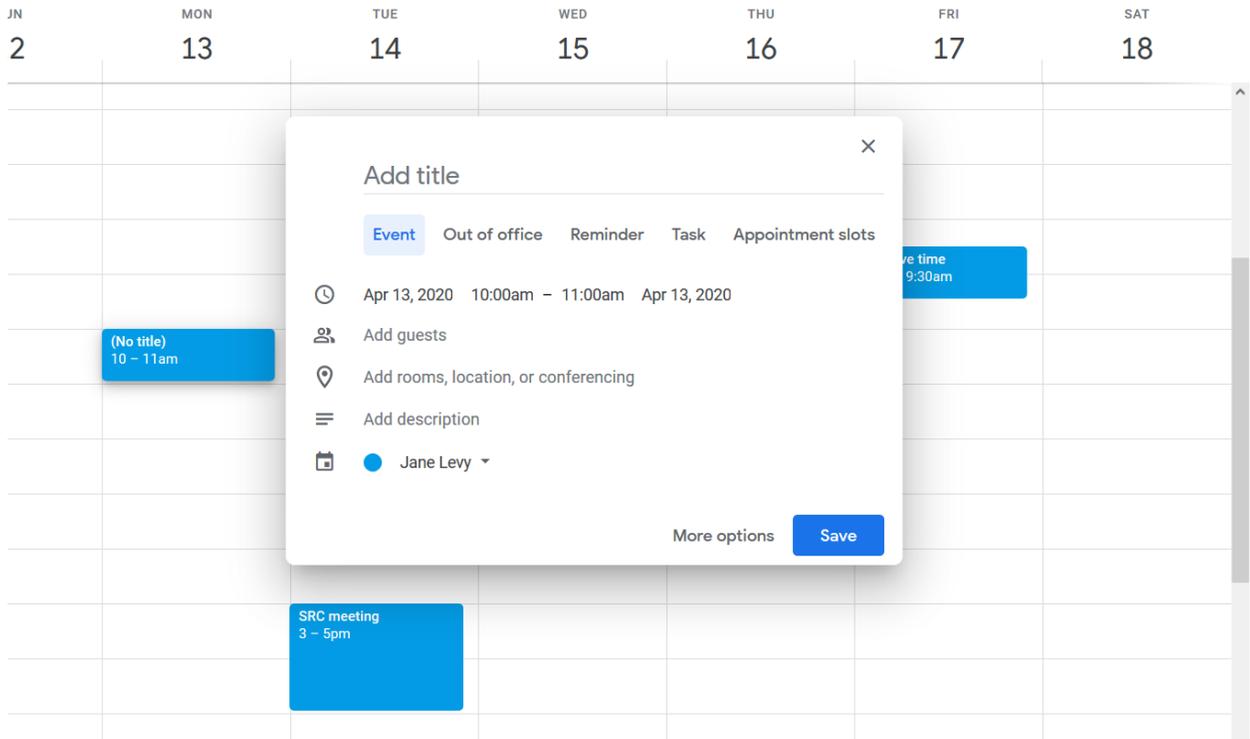
Justice David K. Thomson

**Credit: Connected Justice Working Group by
Judges Jane C. Levy, Cindy Leos, and Emilio Chavez**

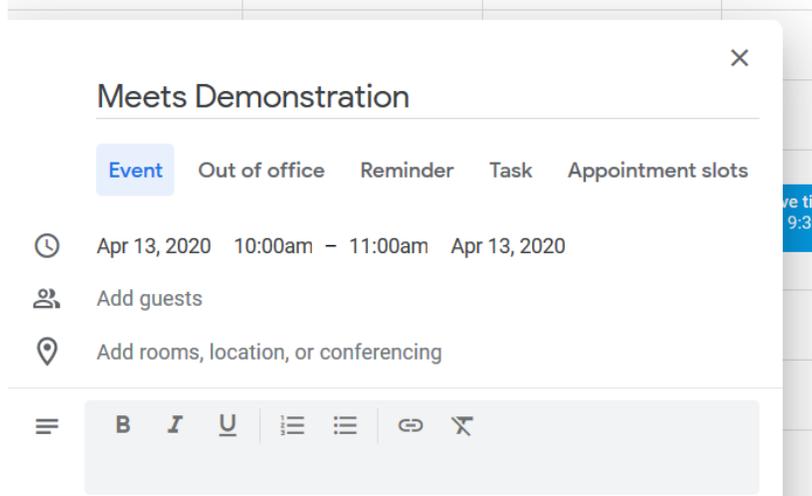
April 12, 2020

Setting up a Hangout/ Meets Event

1. Sign into your Gmail account.
2. Open the calendar feature. (Nine dots on the right and click calendar icon)

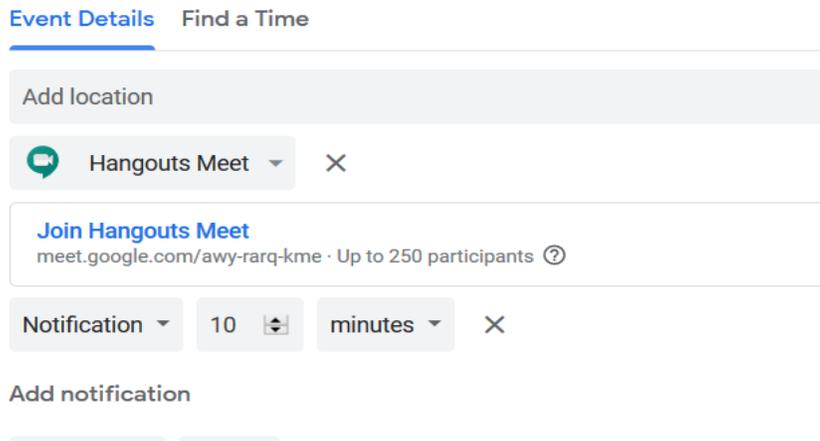
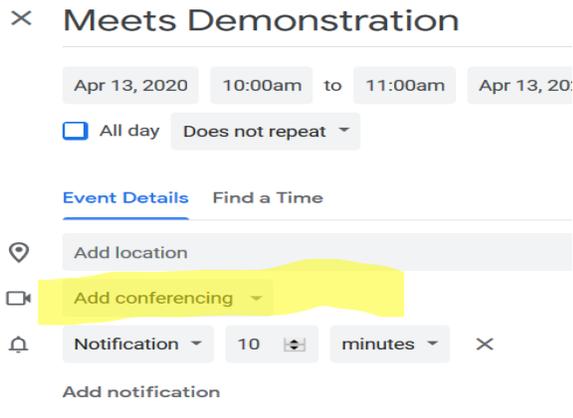


3. Select the date of the hearing.
4. Create a new event by double-clicking on the calendar date.
5. Add a title for the event. Example: "Judge X Morning Calendar"

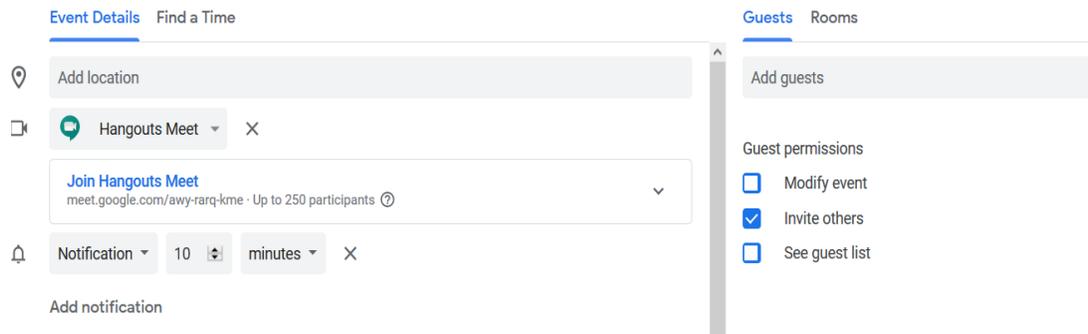


6. Select the time for the event by unchecking "All day" option.

7. Click on the “Add conferencing tab” pulldown menu and select “Hangouts Meet.”

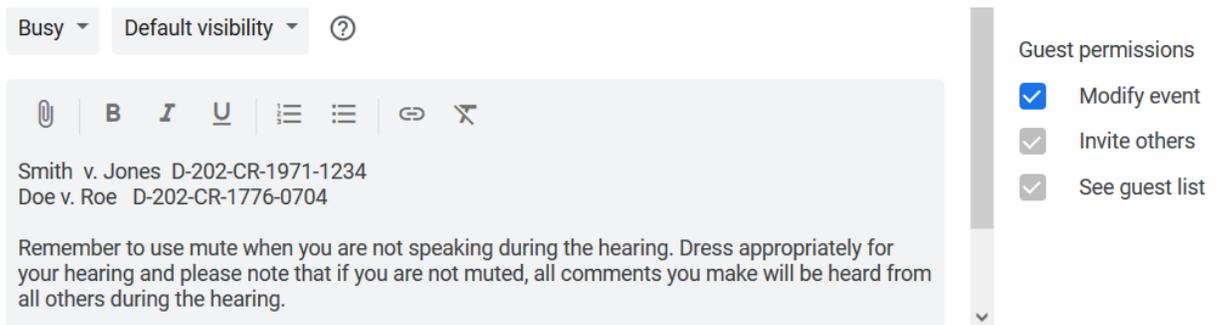


8. In the “Add guests tab” include the email address of the parties attending the hearing.
- Note that quality may be reduced when more than six or seven guests are added to the Event. Please limit the number of guests per event or create additional events at different times as needed. You can also add and remove guests from an Event.

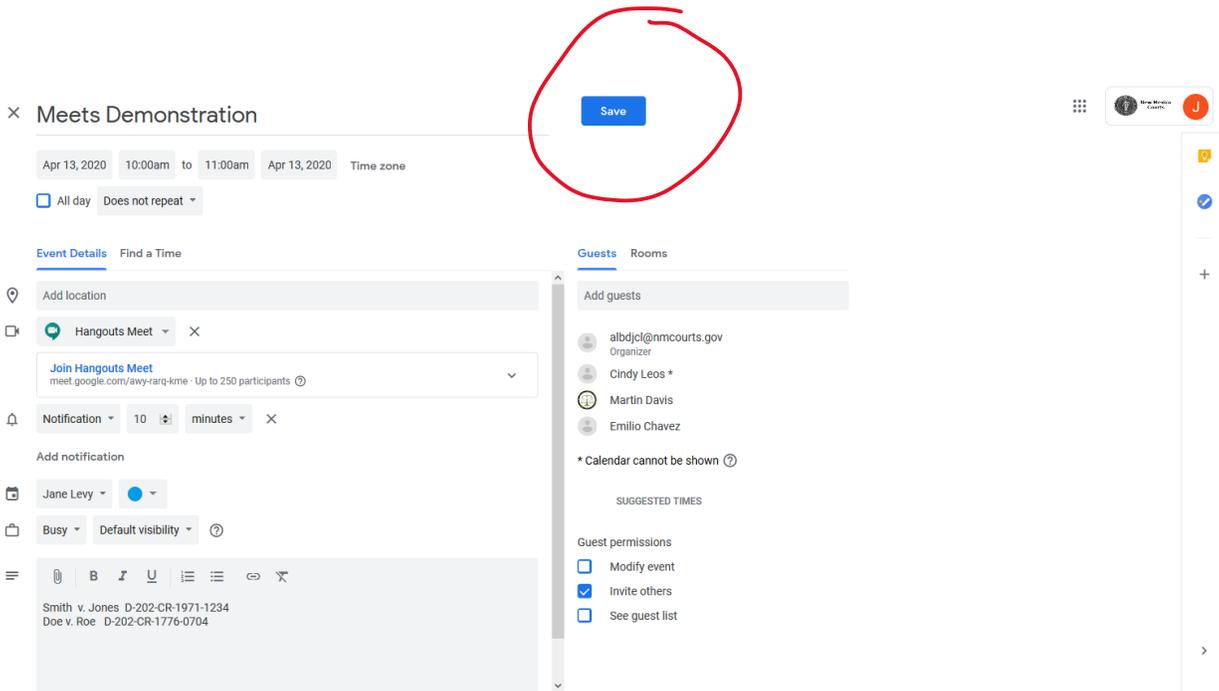


Tip: While you can invite attendees who do not have Gmail accounts, you cannot share documents with those attendees.

9. In the “Add description tab” include information on the case numbers that will be heard during that event. Example: “This Hangouts meeting is for case numbers: State v. Doe, D-202-CR-2019-123; State v. Smith, D-202-CR-2019-246; State v. Beck, D-202-CR-2019-689.”
10. In the description tab you might consider basic instructions, be on time for the hearing, dress appropriately have your audio on mute until the hearing begins, be aware that others can see and hear your conversations.



11. Click save.



12. You will be asked if you “would like to send invitation emails to Google Calendar guests.” Click “send.” Users that do not have a Gmail account *can* receive an invitation to the Event without creating a Gmail account.

13. You will receive an email when a person accepts your Meet invitation if they were invited via the Google calendar. You can also see who has accepted by clicking on the event in your calendar.

14. If you are conducting a sequestered hearing, make sure the list of invited attendees are the individuals allowed to attend the hearing.

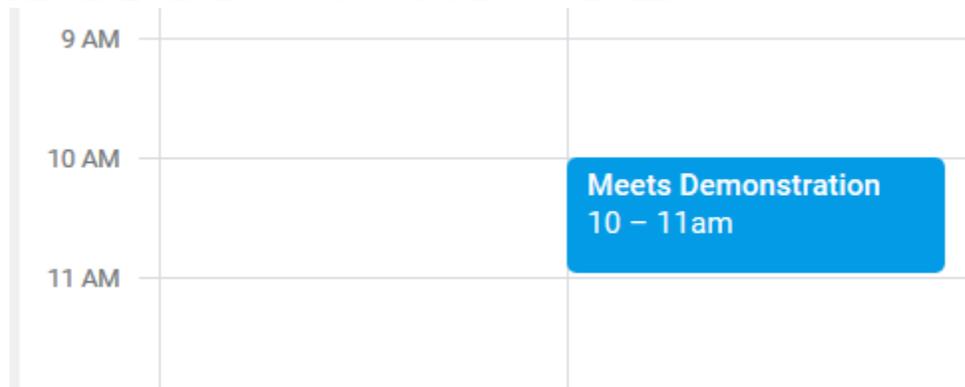
Connecting a Hangout Meets Event to the Court FTR System for Recorded Proceedings

1. Prior to attempting to conduct any hearing using a Google Hangout Meets Event, staff must ensure that the Event is recorded on court’s FTR or other applicable recording system.
2. There are various methods of connecting to FTR:
 - a. Connect speakers to the bench computer and move the puck MIC close to the speakers on the bench computer (recommended if Judge is in the courtroom)
 - b. Connect a Male XLR audio cable to 3.5 mm Mono plug via a desktop running Google Meet to the PA System in the courtroom. The only caveat is Google Meet would have to be started from the desktop computer each time Meet is used for a hearing.
 - c. Connect a laptop running Google Meet via HDMI to the PA Systems. This option requires a HDMI connection to the courtroom PA Systems. Like option 2,

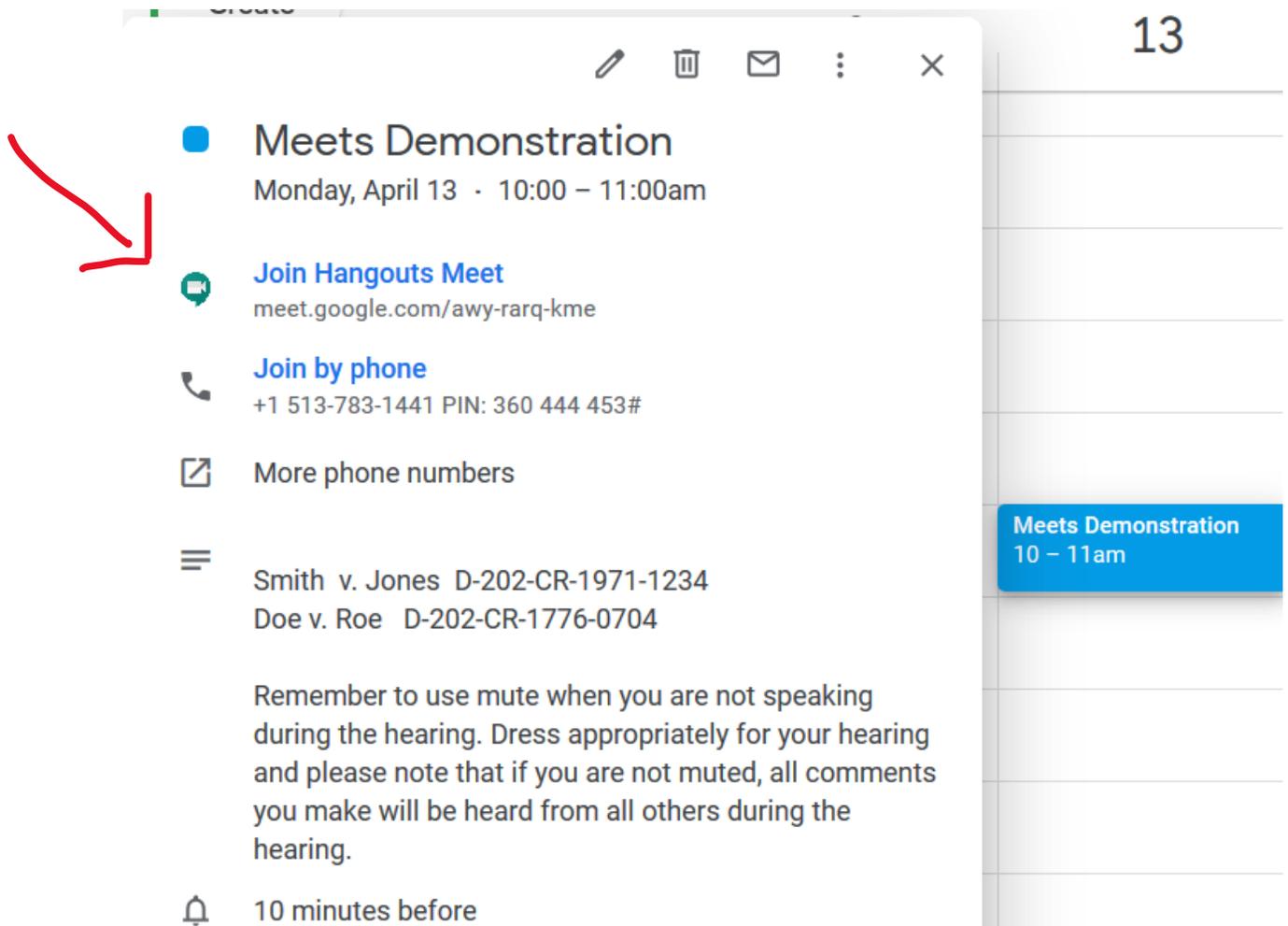
Google Meet would have to be started on the laptop whenever Meet is used for a hearing.

Conducting a Hangout Meets Event from the Calendar

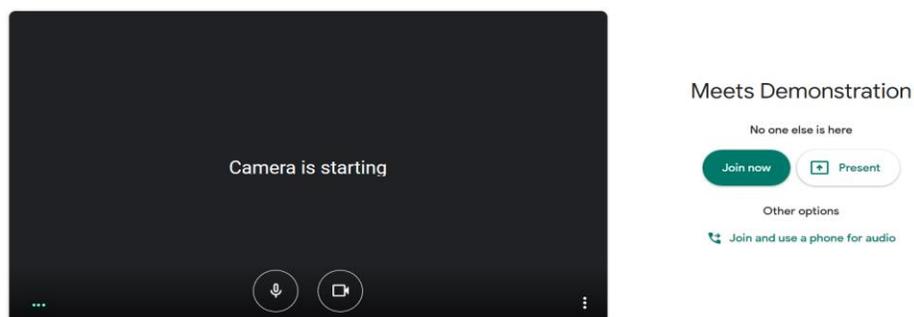
1. Sign into your computer and Gmail account on your courtroom computer. Judges can appear from another location, but a computer from the courtroom must be logged into the Google Hangout Meets Event for recording purposes.
2. Make sure the judge's computer has a microphone and camera that are in working order. Check this prior to the hearing beginning.
3. Be aware the camera on your monitor may be blocked which will prohibit the parties from seeing you. Make sure you are dressed appropriately for a court session.
4. Open the calendar feature.
5. Find the Event that was created for the date and time.



6. Double-click on the Event.
7. Click on the "Join Hangouts Meet" link



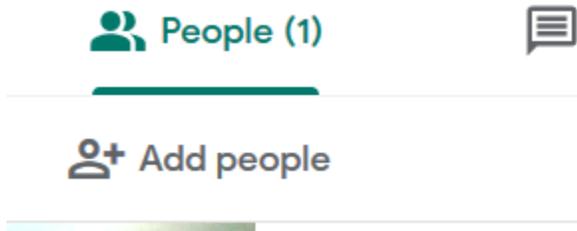
8. The Meet will initiate and you will see yourself on the screen. At this point you are in the “waiting room”. You may be asked to turn on your microphone and your camera, but most likely they will initiate automatically.
9. A video will appear and an option to “Join now”



10. Click “Join now”
11. You should now be connected
12. As each invited party joins, you will be sent a request to allow the party to join.
13. You can add people to the Event by clicking on the “people tab” and clicking the “add people”. This allows you to send additional invites or conference call additional participants. (Described below)



The people and chat tab may be small. To expand it, click the silhouettes of people or the dialogue box and it will expand and let you see everyone present in the meet and open the chat feature. The first picture is the tab before it is clicked. The bottom picture is the tab after you click the silhouettes.



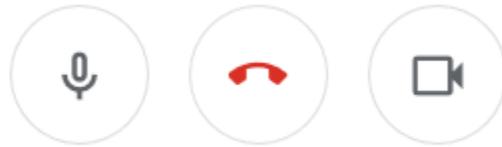
14. If you are conducting a sequestered hearing, make sure that you look to see who is attending the hearing, either by phone or video, and identify that each of the attendees is allowed to attend the hearing. If they are not allowed to attend the hearing, you should disconnect them from the hearing. See item 7 below in “functions during the meeting”.

Functions during the Meeting:

1. During the meeting, you can toggle between two functions: One function appears vertically on the right side of your screen (inside a white bar) and lists the people in the meeting as well as a chat function. You can also add people to the meeting using this function.
2. The second function appears horizontally on the bottom of your screen (inside a white bar). In this function, you can present what is on your computer screen to the meeting participants. To do this, you click the “present now” icon on the far right.



3. You can also stop video, stop audio and end call using the three icons in the center of this white bar. Lastly, there are three vertical dots at the far right that allows you to use a phone for audio.



4. You can only use one of these functions at a time. To access the horizontal bar, single click the three horizontal dots near a participant's name. To access the vertical bar, single click the white tab at the top right of the screen that has a person icon. This is also described in paragraph 13, above.



5. If you mute a participant, only the muted participant can unmute themselves. In other words, you **cannot unmute** someone you've muted. To mute someone, hover the cursor over their picture or icon in the box and you will see a microphone icon, press that and it will mute the participant.



6. You can mute someone who is dialing in the same way you mute someone on video and they can mute and unmute themselves by dialing *6.
7. You can also disconnect someone from the Meet by clicking on their thumbnail/name on the list of attendees and clicking "remove".
8. If the audio is not functioning well through the computer or the parties cannot access this via computer, the parties can join by phone. It looks like there are two ways to do this. You can use the "Join by Phone" option within the calendar or you can call in while in the meeting. To join by phone and not use the Google Meet option, open the calendar event with a single click and the telephone number and pin are listed. To join within the Google meeting by phone, access the horizontal bar function, click the vertical three dots on the right side and select "Use a phone for audio" option.

9. If you are experiencing feedback during the hearing or background noise, ask everyone to mute themselves unless they are speaking. You should also mute yourself when not speaking.
10. You can record a meeting by clicking on the Record Meeting function. A red icon with light up and say REC. When the Meet is over and you have disconnected, the recording will automatically be uploaded to your Google Drive and you will receive an email when the recording is complete. However, recording FTR MUST BE used to record all hearings. This Meets feature does not replace FTR.

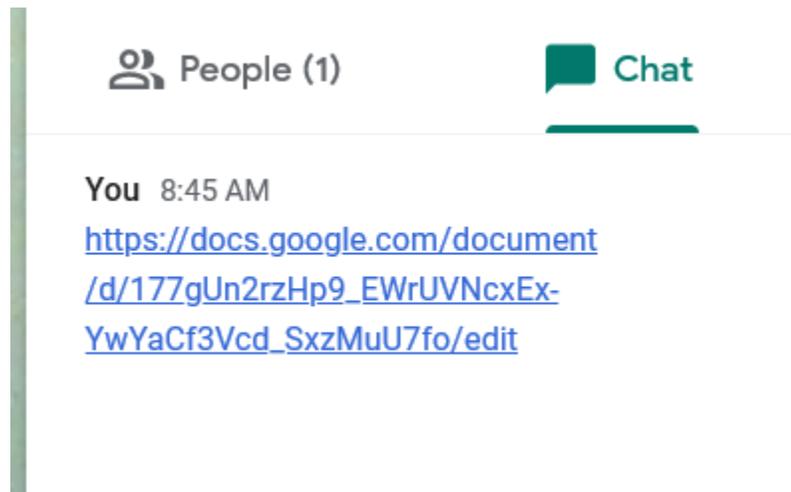
Publishing documents during the Meeting:

1. As described in paragraph 2 above, you can click on the “present now” icon to display what is on your computer screen. This displays anything, including any open documents, that are on your screen when that icon is pressed.



Present now

2. You can also share a document by copying and pasting a Google Docs link into the chat window. This will allow the other participants to click on the link and open the Google Doc you have shared.



3. However, the link will only work for another participant if you first "share" the document with them through Google Docs. To do this, go to the home screen of your Gmail account. Then click on "Google apps" (the cluster of 9 dots in the upper right-hand corner) and click "Drive." Next, click on the document you would like to share. Once you've clicked on the document, there should be 3 vertical dots in the upper right-hand corner. Click the 3 dots, then click "Share," and enter the email address of the person(s) you want to share the document with. After that, you can click "get

shareable link," which is an option that will be in the upper right-hand corner of the "Share" screen. You can then copy and paste the shareable link into the messages window of your Google Hangouts Meet video call.

4. Conclude a meeting or end a meeting by pressing the phone icon.

