

STANDARD OPERATION PROCEDURE FOR COURT HEARINGS USING POLYCOM REALPRESENCE

Justice David K. Thomson

Credit: Connected Justice Working Group by

Judges Jane C. Levy, Cindy Leos, and Emilio Chavez

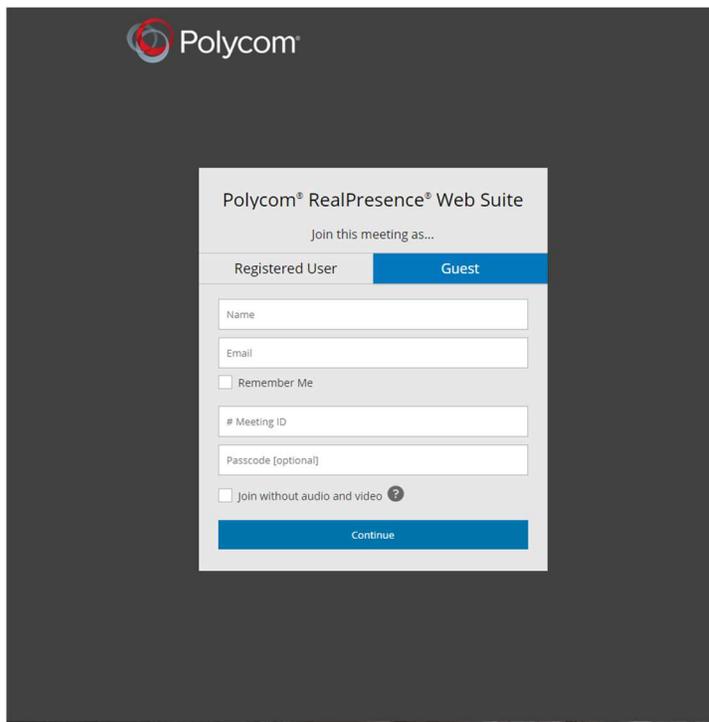
April 12, 2020

The priority of PolyCom video will be its use by the judiciary for in-custody defendants during the COVID-19 pandemic. That said, there is current capacity to use the video capabilities for other purposes and hearing types. These instructions are for the parties who will be appearing at these hearings.

1. You should receive a Notice of Hearing from the Court containing a Meeting Room or Meeting ID number.

Joining a hearing from a desktop/laptop:

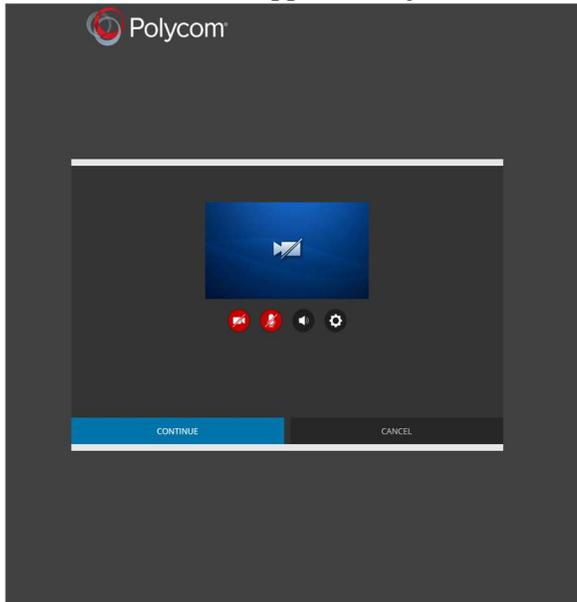
2. Open Google Chrome, **Use Internet Explorer 11 as a backup.
3. Enter <https://mea.nmcourts.gov> into the search bar. **You may be prompted to install a browser extension or download software the first time accessing the service.



4. Click the guest box to sign in.
5. Name – Enter your name.
6. Email – Enter your email address.
7. # Meeting ID – Enter the Room/Meeting number you were provided in your Notice of Hearing.¹

¹ You should not give out the Meeting ID # to other individuals without prior permission of the Court as there are a limited number of licenses that can be used at any one time and each individual signing into the system constitutes another license.

8. Passcode – Leave this blank
 - a. **If the hearing is sealed or sequestered, the Court will provide the parties with a passcode. The passcode shall be used only by those parties entitled to be present at the hearing.**
9. Click Continue.
10. A video screen will appear. To join the hearing, click continue.



11. Once entered into the meeting, you can mute the audio with the microphone icon, turn off the video with the camera icon, or adjust the volume.



12. If you would like to converse with your client privately, you may be provided a number to call for private attorney/client conversations.
13. When the hearing is concluded please end the call. The judge or other parties may stay on the call for other hearings, however, there are a limited number of licenses available, so if you are not involved in the hearing, please disconnect.

Mobile Device Sign-In:

1. Download the Polycom RealPresence Mobile app from the store/market.
2. **DO NOT** sign on using the app.
 - a. Go to <https://mea.nmcourts.gov> and sign in as instructed above starting at step 4.

**Parties are advised to send any documents to the Court and other parties in advance of the hearing.

Emergency Teleconference or Ready-Access Bridge Calling

- In the event the video or audio is lost for all the parties, the following procedures may apply depending on the availability. Parties will be informed of call in/call out procedures by the court.
 - If a Ready-Access Bridge number is available, the parties will be provided the call-in number. In the event video or audio is lost, the parties will use the number provided to call into the court and will be given further instructions on how to proceed.
 - If a Ready-Access Bridge number is not available, the court may call the parties and conduct a teleconference and instruct the parties on how to proceed.