

KENT COUNTY PROBATE COURT

Instructions for Remote Participation

To arrange for appearance by telephone or videoconference, you must contact the Court at probatecourt@kentcountymi.gov or call (616) 632-5440 prior to your hearing, to obtain the correct **Meeting ID** and receive permission to appear remotely. You may use one of the following four options for connecting to a court hearing using Zoom:

- **Option 1 – Polycom Systems (hospitals and facilities with IVT equipment)**

1. From the Polycom system, dial the numbers below:
 - 162.255.37.11##**MeetingID**
 - **MeetingID**@162.255.37.11

- **Option 2 – Zoom App for Smartphones and Tablets**

1. This option requires an Apple or Android device, and an internet connection
2. Install the Zoom App from the App Store or Play Store prior to the call
3. Launch the Zoom app
4. Tap “Join a Meeting”
5. In the Meeting ID field, enter the **Meeting ID** you received from the Court
6. Enter your full name in the “Personal Link name” field
7. In “Join Options “
 - Don’t connect to audio – turn off
 - Turn off my video – turn on if audio only, turn off if participating by video
8. Ensure your device has the microphone (audio) and camera (video) on
9. Tap “Join”
10. In the prompt, “to hear others please join audio”, select “call using Internet audio”
11. Once your participation is no longer needed, leave Zoom by tapping “Leave”

- **Option 3 – PCs and Laptops**

1. This option requires an internet connection
2. Go to www.zoom.us
3. Click “Join a Meeting”
4. Enter the **Meeting ID** you received from the Court
5. Follow the download instructions
6. Select Computer Audio or Phone Call
 - If joining with Computer Audio – click “Join with Computer Audio” (there must be a microphone and speakers on the device)
 - If joining via phone call – click “Phone Call” and follow the instructions given

- **Option 4 – Telephone (audio only)**

1. Call (646) 876-9923 or (669) 900-6833
2. Enter the **Meeting ID** you received from the Court
3. Press # (no password or participant ID is needed)

It is your obligation and responsibility to ensure you have the equipment and networking needed for a successful call. If you are unable to appear you must contact your attorney and reply to this email to alert the court.

Technical Responsibilities: The court does not provide technical assistance for testing or troubleshooting. Additionally, the Court does not provide time during court proceedings to troubleshoot issues. It is your responsibility to ensure that your connection works prior to the hearing.

Testing Windows, Apple, or Android devices: Directions for testing your device and networking prior to the proceeding can be found at <https://support.zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video->

Technical Support: The court uses Zoom meeting services for the Virtual Courtroom experience. If you are having technical issues with your equipment you should review Zoom training and support materials at Zoom.us. Please note that Zoom is an independent service provider and will have no knowledge of your court case or legal issues.

Local Court Policy:

- The call is a court proceeding and therefore an extension of the courtroom and appropriate conduct and attire is expected and required.
- Remote participants should use a good WiFi connection or a substantial LTE mobile data plan to ensure a quality connection. (Note: Mobile data use may incur substantial cellular carrier charges which are the responsibility of the remote participant.)
- Remote Participants must use a private and quiet room that will be free of interruptions. (Outdoor, car, or public places are not permitted.) Also, video meetings require consistent lighting. Please avoid rooms with bright windows or back-lighting.
- Remote Participants must place their mobile devices on a solid surface with the camera at eye level. Do not hand-hold mobile devices and do not lay phones or tablets flat on a desk or tabletop.
- Remote Participants should take time prior to the call to become familiar with the controls and test the mic and speaker controls.
- If the court determines the quality of the video experience is not acceptable it has the right to terminate the call.
- The judge has full power over remote participants as if they were present in the physical courtroom.