



Remote Teams Hearing Checklist/Troubleshooting Guide

As always, we suggest reaching out to the Courtroom Deputy prior to a scheduled remote hearing for technology training/testing. Please also review the following items to ensure any issues with your technology are addressed or can be resolved quickly:

Important:

- You can test in advance of the hearing date independently by downloading the MS Teams application and completing a test call with someone in your office.
- While downloading the Teams application to your device provides better functionality, it is not required. You can join via web browser using the link provided in the hearing invite.

General:

- Join the Teams link no less than 15 minutes prior to the hearing for a final test with the Courtroom Deputy.
- Ensure you are connected to a stable Wi-Fi or Ethernet network. If on mobile data, you may want to switch to Wi-Fi for better reliability.

Audio/Video:

- For audio dropouts or distorted sound, ensure your microphone and speakers are functioning correctly and not blocked by settings.
- Mute your microphone when not speaking to reduce background noise.
- Check Device Settings in Teams: Click Profile Picture > Settings > Devices, and verify the correct camera, microphone & speaker are selected and ensure speaker volume is turned up.
- Grant Microphone Access to Teams: Windows > Settings > Privacy > Microphone > Allow Access for Teams.
- Allow Camera Access in Windows: Windows > Settings > Privacy > Camera > Allow Access for Teams.
- If joining via web browser, check your web browser settings to allow Teams access to your camera and microphone.

If none of the above have resolved the issue(s), try:

- Restarting Microsoft Teams and/or your device to fix temporary glitches.
- Joining the meeting from a different device or browser.
- Closing other apps using your camera: Zoom, Skype, or browser-based video calls may block Teams from accessing the camera.