

**IN THE UNITED STATES DISTRICT COURT  
FOR THE DISTRICT OF PUERTO RICO**



NOTICE FROM THE CLERK NO. 20-10

**DISTRICT COURT TO HOLD HEARINGS, CONFERENCES  
AND PROCEEDINGS VIA VIDEO TELECONFERENCE BEGINNING MAY 4, 2020**

Starting on May 4, 2020, judges of the United States District Court for the District of Puerto Rico will begin to hold certain hearings, conferences and proceedings by Video Tele-Conference (“VTC”) in civil and criminal cases. The District Court of Puerto Rico will use the “Cisco Jabber” application for VTC purposes. For more information on how to access the “Cisco Jabber” VTC application from various devices, technical requirements and step-by-step instructions on how to participate in a VTC connection from outside the Court premises, please see instructions enclosed.<sup>1</sup>

Once a VTC hearing is set, case attorneys will receive notice from the Court via email containing an invitation to a scheduled hearing and information on how to log-in to the Virtual Courtroom. The notice will also include log-in information for a test Virtual Courtroom environment, which the Court encourages attorneys use to test their access to the VTC connection prior to a scheduled hearing. To avoid unnecessary delays, attorneys are expected to familiarize themselves with the “Cisco Jabber” application.

Though mindful of current emergency circumstances, the Court expects attorneys appearing before the Court via VTC to wear business attire.

In San Juan, Puerto Rico, this 16<sup>th</sup> day of April 2020.

  
MARIA ANTONGIORGI, ESQ.  
CLERK OF COURT

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<sup>1</sup> The “How to Setup a Video Tele-Conference (VTC) for Virtual Courtroom Proceedings” instructions can also be accessed in the District Court’s Internet website by clicking [here](#).

# How to Setup a Video Tele-Conference (VTC) for Virtual Courtroom Proceedings (External Users)



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This document is intended **FOR EXTERNAL USERS** of the United States District Court for the District of Puerto Rico.

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## Introduction

A **video tele-conference (VTC)** is a live, visual communication connection between two (2) or more people in separate locations. The Court has created permanent **VTC bridge** connections to be used in conjunction with the **Cisco Jabber** application and **other** tele-conference codec programs to conduct court proceedings in a **Virtual Courtroom**.

This document presents a step-by-step procedure on **how to participate in a VTC connection to a Virtual Courtroom** from outside the Court premises using any of these methods:

- a computer internet browser (**preferred**) (some Apple (OSX) devices might present incompatibilities)
- a mobile device (**iPad/iPhone**) (some Android devices might present video incompatibilities)

It is required that all devices have a working microphone, camera, speakers and a **reliable** connection to the internet.

*The Court is not responsible in providing technical support related to hardware/software or incompatibility matters using the Cisco Jabber application to non-court personnel/equipment.*

**IMPORTANT NOTE:** smartphones will interrupt your VTC connection if a phone call is received during the process. Using a smartphone mobile device is recommended only as a **second option and in “Do Not Disturb” (DND) Mode**.

**iPhone DND Setup:** from the Settings menu, set: Do Not Disturb > On, Silence > Always and Allow Calls From > No One

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## VTC - Best Practice Protocol

- Keep in mind that your microphone will pick up ambient sound. **Choose a quiet, well-lit location** where you will not be interrupted. If you will make any sound not intended for the record, don't forget to MUTE your mic.
- **One speaker at a time.** The Jabber program will redirect the camera to the person that is speaking. When several people attempt to speak at the same time, the image will break up. Raise your hand; wait to be called on to speak.
- **Speak slowly and clearly.** There may be slight delays in sound transmission, and a court reporter and interpreter will be participating in the conference. To ensure a clear and complete record and interpretation, remember to enunciate and speak at an even pace. This is especially important when you are reading from documents.

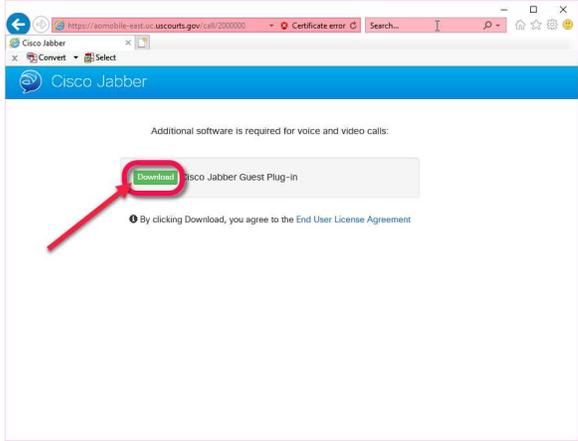
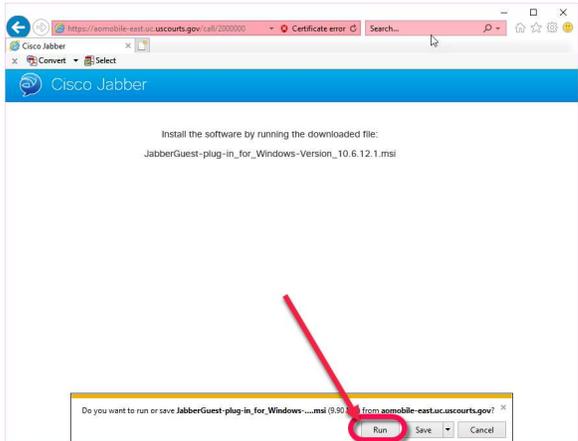
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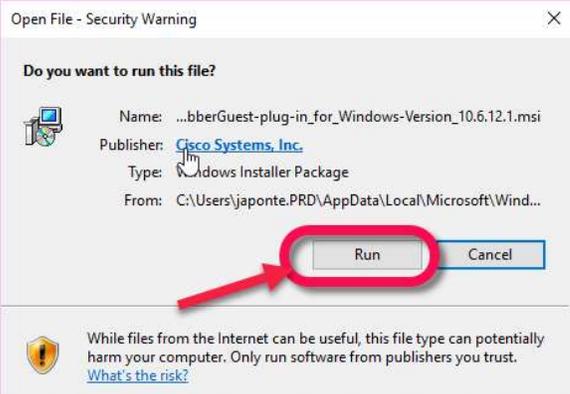
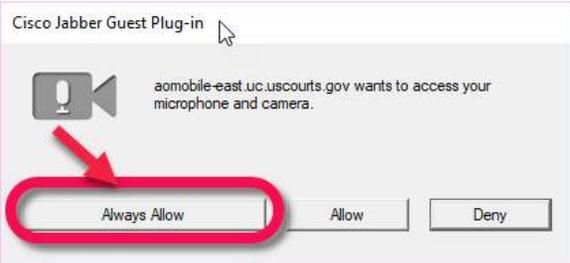
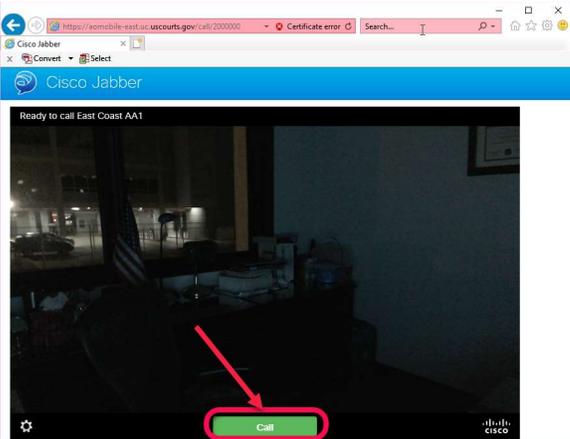
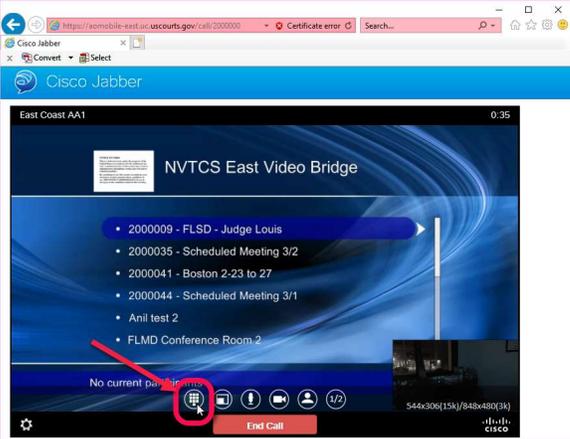
## FOR ALL REMOTE VTC PARTICIPANTS

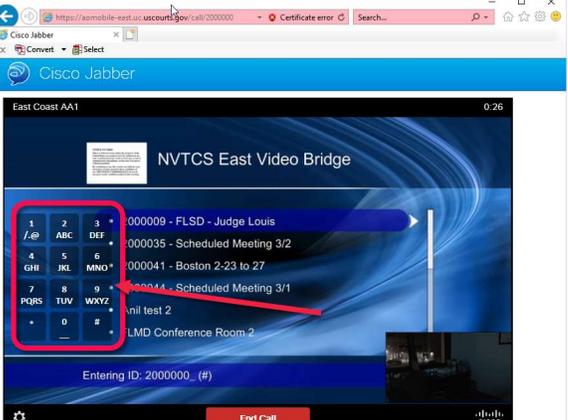
### From an External Location using a Computer Internet Browser

Follow these steps to connect to a **Virtual Courtroom Proceeding** using a **VTC connection** from any external location using a computer **Internet browser**:

**IMPORTANT NOTE:** once connected to the VTC using Jabber Guest, **DO NOT** add/remove any USB device from your computer (e.g. webcam, headset, mic, etc.). **That will disrupt your connection and you will need to reconnect.**

Step	Screen
<p>1. In any Internet browser, <b>copy/paste or open</b> the <b>URL</b> link with the Conference Center Number, included in your calendar invitation: e.g.</p> <p><a href="https://aomobile-east.uc.uscourts.gov/call/4000000">https://aomobile-east.uc.uscourts.gov/call/4000000</a></p> <p>2. Click <b>Download</b> to install the <b>Cisco Jabber Guest Browser Plug-in</b>.</p>	 <p>The screenshot shows a web browser window with the URL <a href="https://aomobile-east.uc.uscourts.gov/call/4000000">https://aomobile-east.uc.uscourts.gov/call/4000000</a>. The page displays the Cisco Jabber logo and a message: "Additional software is required for voice and video calls:". Below this message is a button labeled "Download Cisco Jabber Guest Plug-in". A red arrow points to the "Download" button. Below the button, it says "By clicking Download, you agree to the End User License Agreement".</p>
<p>3. Click <b>Run</b>.</p>	 <p>The screenshot shows the same web browser window. The page now displays the message: "Install the software by running the downloaded file: JabberGuest-plugin-in_for_Windows-Version_10.6.12.1.msi". At the bottom of the browser window, a Windows file dialog box is open, asking "Do you want to run or save JabberGuest-plugin-in_for_Windows-...msi (9.00 KB) from aomobile-east.uc.uscourts.gov?". The "Run" button in the dialog box is circled in red, and a red arrow points to it.</p>

Step	Screen
4. Click <b>Run</b> .	 <p>Open File - Security Warning</p> <p>Do you want to run this file?</p> <p>Name: ...bberGuest-plug-in_for_Windows-Version_10.6.12.1.msi  Publisher: Cisco Systems, Inc.  Type: Windows Installer Package  From: C:\Users\japonte.PRD\AppData\Local\Microsoft\Wind...</p> <p>Run Cancel</p> <p>While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust.  <a href="#">What's the risk?</a></p>
5. Click <b>Always Allow</b> .	 <p>Cisco Jabber Guest Plug-in</p> <p>aomobile-east.uc.uscourts.gov wants to access your microphone and camera.</p> <p>Always Allow Allow Deny</p>
6. Click <b>Call</b> .	 <p>Cisco Jabber</p> <p>Ready to call East Coast AA1</p> <p>Call</p>
7. Click the <b>dial keypad icon</b> .	 <p>Cisco Jabber</p> <p>East Coast AA1 0:35</p> <p>NVTCS East Video Bridge</p> <ul style="list-style-type: none"> <li>2000009 - FLSD - Judge Louis</li> <li>2000035 - Scheduled Meeting 3/2</li> <li>2000041 - Boston 2-23 to 27</li> <li>2000044 - Scheduled Meeting 3/1</li> <li>Anil test 2</li> <li>FLMD Conference Room 2</li> </ul> <p>No current participants</p> <p>End Call</p>

Step	Screen
<p>8. In the <b>dial keypad</b>, type the <b>Meeting/Conference ID</b> included in your calendar invitation, followed by the pound sign (#).</p> <p>9. Type the <b>Pin/Password</b> included in your calendar invitation, followed by the pound sign (#).</p> <p>10. <b>Wait</b> for other parties to join.</p>	 <p>The screenshot shows the Cisco Jabber interface. At the top, there's a browser window with the URL 'https://aomobile-east.uscourts.gov/call/2000000'. Below that, the Cisco Jabber logo is visible. The main screen displays 'East Coast AA1' and '0:26'. A list of meeting IDs is shown: '000009 - FLSD - Judge Louis', '000035 - Scheduled Meeting 3/2', '000041 - Boston 2-23 to 27', '000044 - Scheduled Meeting 3/1', 'nil test 2', and 'LMD Conference Room 2'. A red box highlights the dial keypad area, and a red arrow points from the '000044' meeting ID to the keypad.</p>

### From an External Location using a Mobile Device

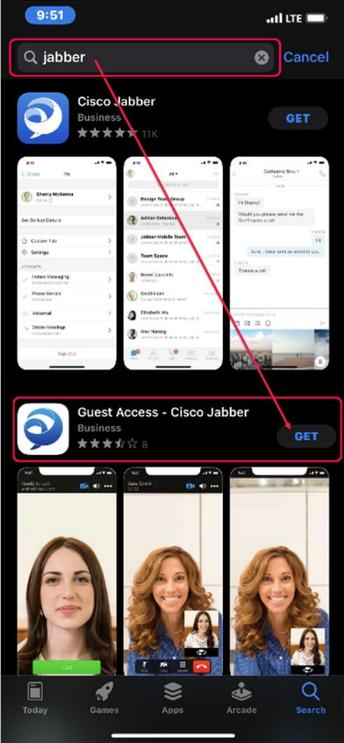
Follow these steps to connect to a **Virtual Courtroom Proceeding** using a **VTC connection** from any external location using a **mobile device**:

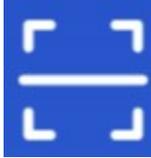
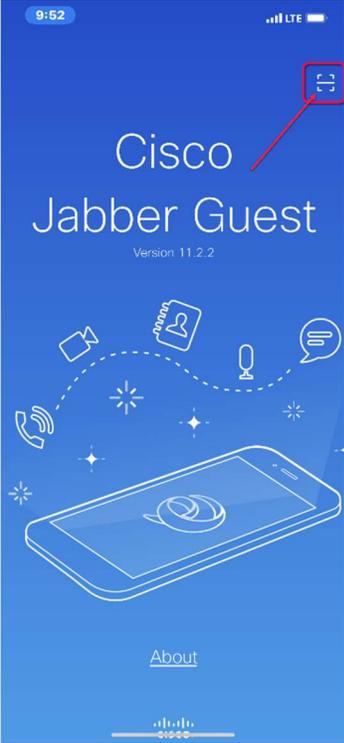
**IMPORTANT NOTE:** smartphones will interrupt your VTC connection if a phone call is received during the process. Using a smartphone mobile device is recommended only as a **second option** and in **“Do Not Disturb” (DND) Mode**.

**iPhone DND Setup:** from the Settings menu, set: Do Not Disturb > On, Silence > Always and Allow Calls From > No One

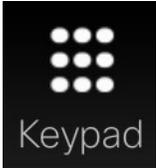
**(some Android devices might present video incompatibilities)**

Step	Screen
<p>1. To <b>install</b> the Guest Access – Cisco Jabber app in your <b>mobile device</b>, open your application store:</p> <ul style="list-style-type: none"> <li>• <b>iPhone / iPad: App Store</b></li> <li>• <b>Android: Google Play</b></li> </ul>	 <p>The screenshot shows an iPhone home screen with the time 9:50 and LTE signal. The App Store icon is highlighted with a red box and a red arrow. Other icons visible include Apple Store, Calendar (showing Wednesday 25), Clock, Contacts, FaceTime, Google Maps, and Health.</p>

Step	Screen
<p>2. Click <b>Search</b>.</p> <p>3. In the <b>search bar</b>, type <b>jabber</b>.</p> <p>4. Click <b>Search</b>.</p> <p>5. In the <b>Guest Access – Cisco Jabber app</b>, click <b>Get</b>.</p> <p><b>NOTE:</b> not required or might be different on <b>Android devices</b>.</p>	
<p>6. <b>Open the Guest Access – Cisco Jabber app</b> installed in your mobile device.</p> <p><b>ANDROID DEVICES</b></p> <ul style="list-style-type: none"> <li>- open the provided Conference Center Number URL, directly from the calendar invitation or email. e.g. <a href="https://aomobile-east.uc.uscourts.gov/call/4000000">https://aomobile-east.uc.uscourts.gov/call/4000000</a></li> <li>- the Jabber app will open automatically</li> <li>- <b>Skip to Step 11</b></li> </ul>	

Step	Screen
<p>7. Click the <b>barcode connect icon</b>.</p> 	
<p>8. Click <b>Enter your calling URL</b>.</p>	

Step	Screen
<p>9. In the <b>Enter your calling URL</b> text box, type the following <b>URL</b> address with the Conference Center Number, included in your calendar invitation: e.g.</p> <p><a href="https://aomobile-east.uc.uscourts.gov/call/4000000">https://aomobile-east.uc.uscourts.gov/call/4000000</a></p> <p>10. Click <b>Go</b>.</p>	
<p>11. Click <b>Call</b>.</p>	

Step	Screen
<p>12. Click <b>OK</b> to grant the Jabber Guest app access to your mobile <b>microphone</b>.</p> <p><b>NOTE:</b> not required or might be different on <b>Android devices</b>.</p>	
<p>13. Click your mobile screen to <b>open the call pop-up menu</b>.</p> <p>14. Click the <b>dial keypad icon</b>.</p> <div data-bbox="483 1220 639 1388" style="text-align: center;">  </div>	

Step	Screen
<p>15. Using the <b>dial keypad</b>, type the <b>Conference ID</b> included in your calendar invitation, followed by the pound sign (#).</p>	 <p>The screenshot shows a mobile phone interface at 9:57. At the top, it says "Ready to call: 01:15". Below that is a header for "NVTC East Video Bridge" with a small logo. A list of calendar events is visible: "2000001 - 04-NCE Wednesday", "2000009 - FLSD - Judge Louis", and "2000015 - 04-NCE HR". A text input field contains the number "2100804". Below the text field is a standard 12-button dial keypad. A red box highlights the text field and the keypad. At the bottom, there are icons for "Video", "Keypad", and a red call button.</p>
<p>16. Using the dial keypad, type the <b>Pin/Password</b> included in your calendar invitation, followed by the pound sign (#).</p> <p>17. <b>Wait</b> for other parties to join.</p>	 <p>The screenshot shows the same mobile phone interface at 9:58. The time is now "01:38". The text input field now contains "2100804#88252". The dial keypad is still visible below. A red box highlights the text field and the keypad. The bottom icons are the same as in the previous screenshot.</p>