



FIRSTLEGAL
DEPOSITIONS

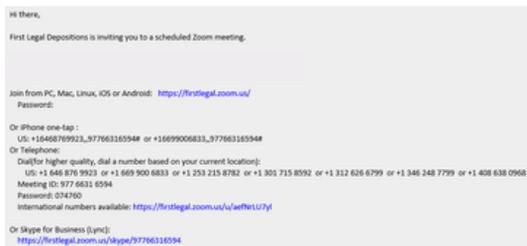
FIRST LEGAL REMOTE DEPOSITIONS CLIENT QUICK GUIDE

Updated September 2020



HOW TO JOIN A REMOTE DEPOSITION ON A COMPUTER

1 By now, First Legal Depositions has sent you a Zoom meeting invite with the instructions on how to access the proceedings.



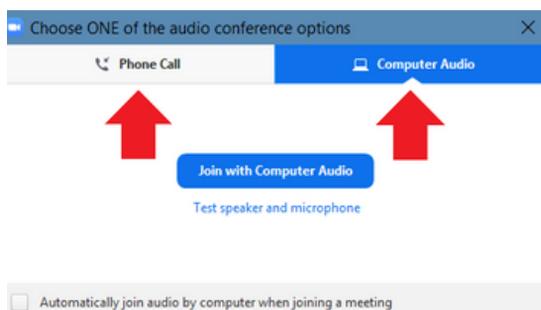
2 If you are attending the meeting online, simply click on the meeting link.

If you are attending by mobile device, you can click on the "one-tap" link provided. See next page for more information.

If you would like to participate via telephone only, dial the meeting phone number and enter the meeting ID.



3 Once you are in the meeting, you will be asked if you want to connect via computer or telephone audio.



4 After you have selected your audio, you will see a variety of meeting options at the very bottom of the screen in a black bar.

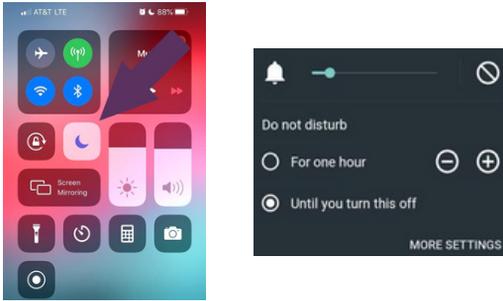
These options are:

- Mute/unmute your audio
- Start/stop your video
- Invite other attendees
- List of participants
- Share your screen (may not be present)
- Chat with other attendees
- Leave meeting



HOW TO JOIN A REMOTE DEPOSITION ON MOBILE DEVICE

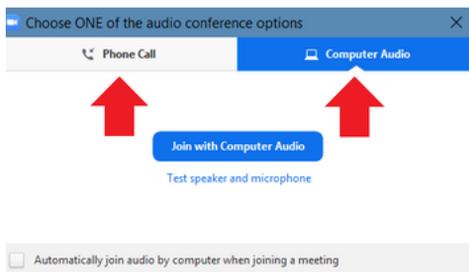
- 1 Make sure your phone or tablet is set to "Do Not Disturb" so that any texts, phone calls, or emails do not interrupt your video or audio streaming.



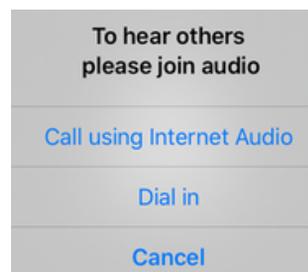
- 2 Open the Zoom app and tap on the blue "Join a Meeting" button.



- 3 On the next screen, type in the meeting ID. You can also select your audio and video settings at this point.



- 4 You will receive a prompt asking you how you would like to connect to the meeting audio (internet or phone) and if the Zoom app has permission to access your mic and camera.



- 5 You are now in the meeting and can access your meeting options at the very bottom of the screen.



CONDUCTING A TEST MEETING

Email calendarefirstlegal.com to schedule a test session before your deposition!

Unless you have specifically asked us not to attend on the day of your deposition, a First Legal technician will be online with you to help troubleshoot any issues that may arise in real time.

TROUBLESHOOTING

NETWORK AND LOGIN

Can't Log In?

- Double check your username and password are correct.
- Reset password if necessary.

Connection Problems On WiFi

- Try to access a different website.
- If another website loads, uninstall then reinstall the Zoom application.
- Test your WiFi speed at www.speedtest.net.
- Are you on a network with firewall settings?
 - Contact your firm's IT Dept. to the adjust firewall settings.

Connection Problems

- Is the computer on WiFi or using an Ethernet cable?
 - If it is on WiFi but not working, try to connect directly into your modem via an Ethernet cable.
 - Ensure WiFi is turned off while connected via an Ethernet cable.

EQUIPMENT ISSUES

Microphone and/or Speakers Are Not Visible

- Unplug the related equipment and plug it back in.
- Try another USB port.
- If possible, change desktop or laptop.
- Exit and re-enter the Zoom application.

Audio Not Working Correctly

- Check laptop volume is not muted and is turned up to an audible range.
- Test your speakers in the Zoom application.
- Ensure the correct devices are selected for the following:
 - Speaker
 - Microphone
 - Video
- If you hear an echo, ensure sure there are not multiple microphone sources connected - for example, both computer and phone.
- Utilize phone call-in feature if computer audio is not working correctly.

Camera Not Connected

- Ensure your Zoom software is up to date.
- Check the correct camera is still selected.
 - Ensure it is working / powered correctly.
 - Change USB ports if unsure if camera is powered correctly.

VIDEO KEEPS FREEZING OR DROPPING

- Disconnect from WiFi and connect directly into your modem via an Ethernet Cable.
 - Ensure WiFi is turned off while using an Ethernet cable.
- If on phone only, try to connect to a WiFi network.
- If using your computer or tablet, change your audio to phone and call in via the details provided.
- Try to logout of Zoom and login again.
- Confirm no one else is using your login details.

Still experiencing issues after trying to troubleshoot it yourself?

Email calendarefirstlegal.com, we are here to help!



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Questions?

We are here to help! Give us a call or reach out via email.

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