

## Polycom RealPresence App instructions (Beaverhead County)

### FOR VIDEO CONFERNCING

1. Download the below app on your smartphone or tablet.



2. Please dial 161.7.29.142##2152009 on the keypad and press the green button with the white phone. This should connect you to the Beaverhead County District Courtroom.

### FOR TELEPHONIC APPEARANCE

If you are appearing telephonically over the video, please dial 406-449-7478 and then put in the conference ID code 2009 when prompted. You do not need to download the app for this.

Trial runs are **always recommended** and can be arranged by calling the Clerk of District Court's office at 406-683-3725 or emailing [canderson4@mt.gov](mailto:canderson4@mt.gov) or [cmcculloh@mt.gov](mailto:cmcculloh@mt.gov). **Please do not wait until day of hearing.**

**VERY IMPORTANT:** Please see attached [Tips for Successful Video/Phone Appearances.](#)

Any technical difficulty questions should be directed to the Shane Haux with the Court Administrators office @ [shaux@mt.gov](mailto:shaux@mt.gov) or 800-284-6017.

## **Tips for Successful Video/Phone Appearances**

- 1) If you are appearing over video the Phone/iPad should remain stationary during court.
- 2) Regardless of appearance method please mute unless talking.
- 3) Be aware of your surroundings for noise. Pen tapping, paper shuffling, typing, etc. is VERY loud.
- 4) Use headphones with a microphone if possible (iPhone headphones work great).
- 5) Make sure to look at your screen to see if your face is visible.
- 6) Triple check with your clients or attorney on any questions you may have if you are appearing from different locations.
- 7) Please COORDINATE a test run for your first time with the Clerk's office in the county your case is scheduled. DO NOT randomly call in to the Beaverhead County virtual meeting room. There is a great chance you will interrupt another hearing. IF YOUR SERVICE IS BAD YOU MAY NOT BE ABLE TO APPEAR.
- 8) Check your email as your hearing nears. If the prior hearings are running late, the Clerk's office will email you updates.
- 9) During hearings please wait until called upon (absent objections) by the Judge to speak. This allows for a clear record and avoids confusion as to who is talking.
- 10) Coordinate at least a day in advance with the Clerk of Court regarding any proposed exhibits.
- 11) PAY ATTENTION to the schedule as the hearings are staggered once the final schedule is determined. The Clerks are working EXTREMELY hard to determine what is being heard and then finding spots for each hearing. See #7.
- 12) Don't hesitate to ask questions to either the Clerk of Court or Court Administrator. Flexibility is possible with the schedule if we have advance notice.