# Judge Marina Garcia Marmolejo's
# Video Tele-Conferencing Procedures

These instructions provide the necessary steps for connecting to the Court's VTC Bridge using a **Personal Computer** and **Internet Explorer**.

## Your device will need
- A camera to appear by video;
- A microphone, either built-in or attached; and
- Speakers, built-in or attached, or headphones.

## Tips for a successful video/audio conference
- Connect by video **or** by telephone, **not both**. Connecting by both methods will cause problematic feedback.
- Using headphones with a built-in microphone improves the audio quality for all participants.
- Mute your audio when you are not speaking in order to reduce extraneous noise and feedback.
- Call in 15 minutes prior to scheduled start time to ensure proper connectivity.
- Schedule a test session a day before if you are a first-time user and have concerns about being able to connect.

## Joining by Video on a Computer
1. Click the Jabber Guest meeting link you were provided to open the web page.

2. When you access the website, you may get a message about site security. Click **More information** to expand the message. Then, under the expanded More Information section, click **Go on to the webpage**.

3. If you have not previously used Jabber, you may be prompted to download the Cisco Jabber Guest Plug-in, if it has not been previously downloaded and installed on the device. Click **Download**.
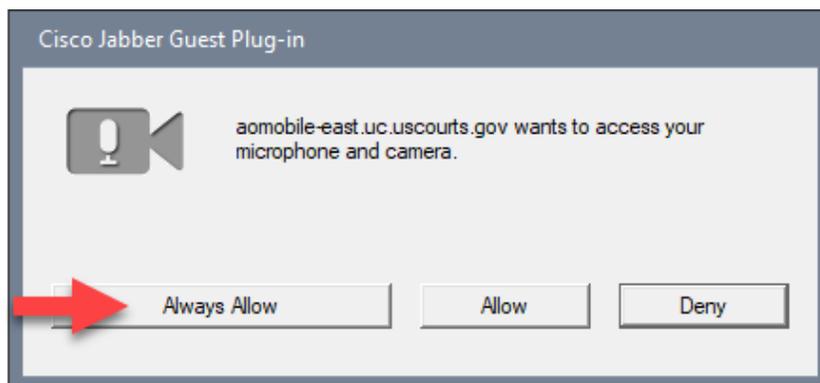
Additional software is required for voice and video calls:

**Download** Cisco Jabber Guest Plug-in

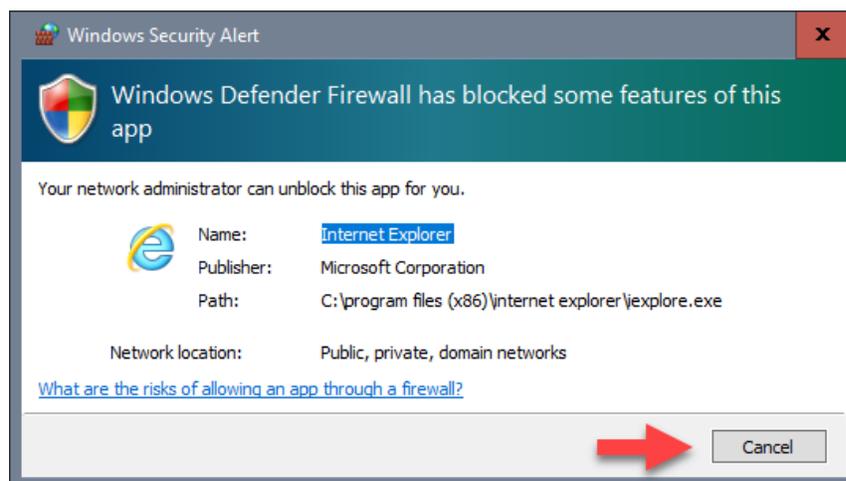ℹ By clicking Download, you agree to the End User License Agreement
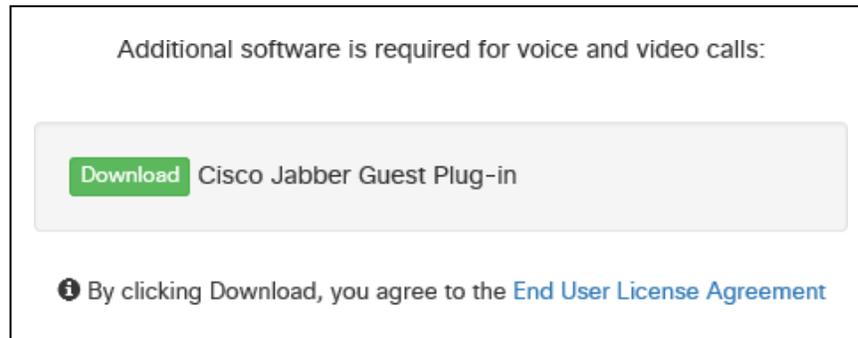
4. When prompted at the bottom of the screen, click **Run**. The software will download and install very quickly displaying various messages throughout.

Do you want to run or save **JabberGuest-plug-in_for_Windows-Version_10.6.12.1.msi** (9.90 MB) from **aomobile-east.uc.uscourts.gov**?    ×

⚠ This type of file could harm your computer.    Run    Save  ▾    Cancel

5. When it has finished installing, a plug-in pop-up will display. Click **Always Allow.**

Cisco Jabber Guest Plug-in

aomobile-east.uc.uscourts.gov wants to access your microphone and camera.

Always Allow        Allow        Deny

6. You may also get a security warning. Just click **Cancel**.

Windows Security Alert        x

Windows Defender Firewall has blocked some features of this app

Your network administrator can unblock this app for you.

Name:          Internet Explorer
Publisher:     Microsoft Corporation
Path:          C:\program files (x86)\internet explorer\iexplore.exe

Network location:     Public, private, domain networks

What are the risks of allowing an app through a firewall?

Cancel

Once this is complete, the Jabber window will display, and the video window will show what your camera sees, if you have one. There will be a Call button at the bottom of the window.

7.  At the time of the conference, you will click **Call** to join the conference.

8.  You will be prompted to enter the conference ID and password, if any. Follow the instructions provided and use the Dial Pad in the application window to enter the information.

## Joining by Video on an iPhone, iPad, or Android Device

Alternatively, you can connect from a mobile device by downloading the Cisco Jabber Guest app

Download the Cisco Jabber Guest App

- from the Apple Store https://apps.apple.com/us/app/guest-access-cisco- jabber/id834663605 to join on an iPhone or iPad.
- from the Google Play store https://play.google.com/store/apps/details?id=com.cisco.jabber.guest&hl=en_US to join on an Android device.

## Joining by Telephone

If you cannot connect to the video conference or you were directed to join by telephone, then

1.  Call the telephone number provided.
2.  When asked to enter the number you wish to dial, enter **5000000#**. The number you will enter is determined by the video connection Jabber Guest URL. Use the number that matches the last portion of the URL provided.
3.  When asked to enter the conference #, enter the Meeting Room ID or Conference number you were provided, followed by pound.
4.  When asked to enter the security PIN, enter the PIN number you were provided, followed by pound.

## IT Support

If you require additional assistance or have questions connecting to the VTC Bridge, **Alberto Blanco**, **Jose Juarez**, **Ricardo Pedraza**, and **Sergio Infante** with the IT Department will be the points of contact. They can be reached at **956-790-1325** or via email at **Laredo_IT@txs.uscourts.gov**