



www.Court-Solutions.com

User Guide

What is CourtSolutions?



CourtSolutions is a revolutionary new way for judges, lawyers and other Participants to appear telephonically in Court.

Judges

It's About Controlling the Courtroom



Hearing Dashboard



Always know
who is speaking



Fast call setup



Less burden on the Court

Lawyers & Participants

It's About Quick and Simple Access



Instantly sign up
for hearings 24/7



Join calls
quickly



Access the
Hearing Dashboard

Instantaneously Share Documents
With Everyone on the Call

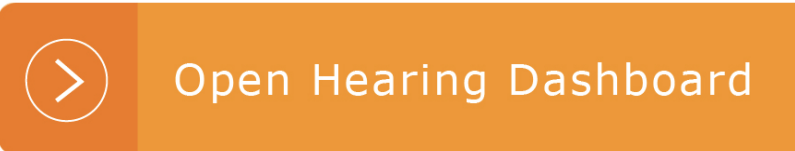
Using this Guide

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For additional information, visit our website at www.Court-Solutions.com.

Joining a Call



Within 15 minutes of your scheduled hearing, log into www.Court-Solutions.com and click  .

A window will open with all the information you need to join your call:

- Our dial-in number: +1.646.760.4600
- Your 10 digit registered cell phone number or your specially provided 10 digit identification number
- Your 6 digit secure personal identification number, which you can find on your Homepage when you log into your account.

Dial in from ANY phone—it does not need to be your registered cell phone number. Follow the voice prompts.

When Participants first enter the call, they are Unmuted.

More details inside.

Icon Guide

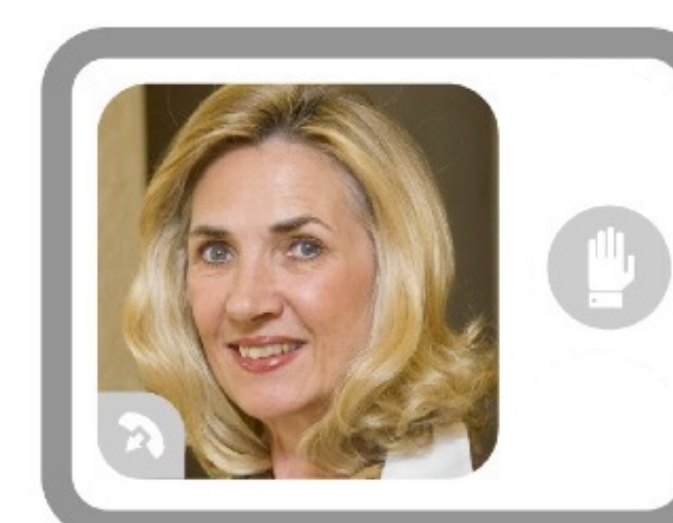


Muted			Unmuted		
Hand Lowered			Hand Raised		
Active			On Hold		
No Docs to Download			Docs to Download		

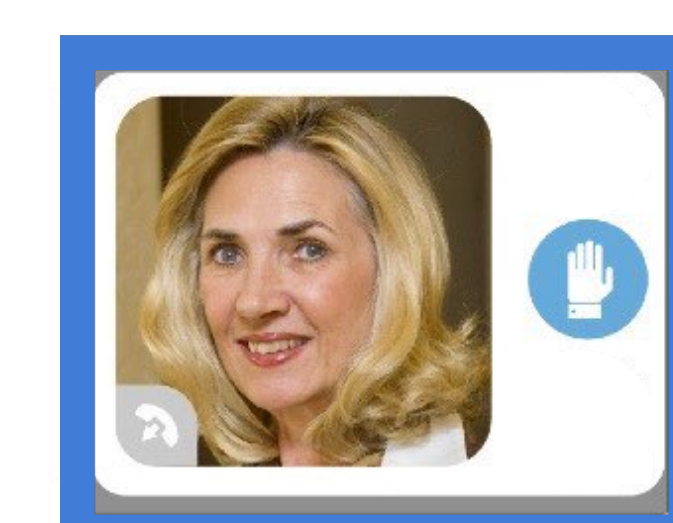
Orange frame indicates current speaker



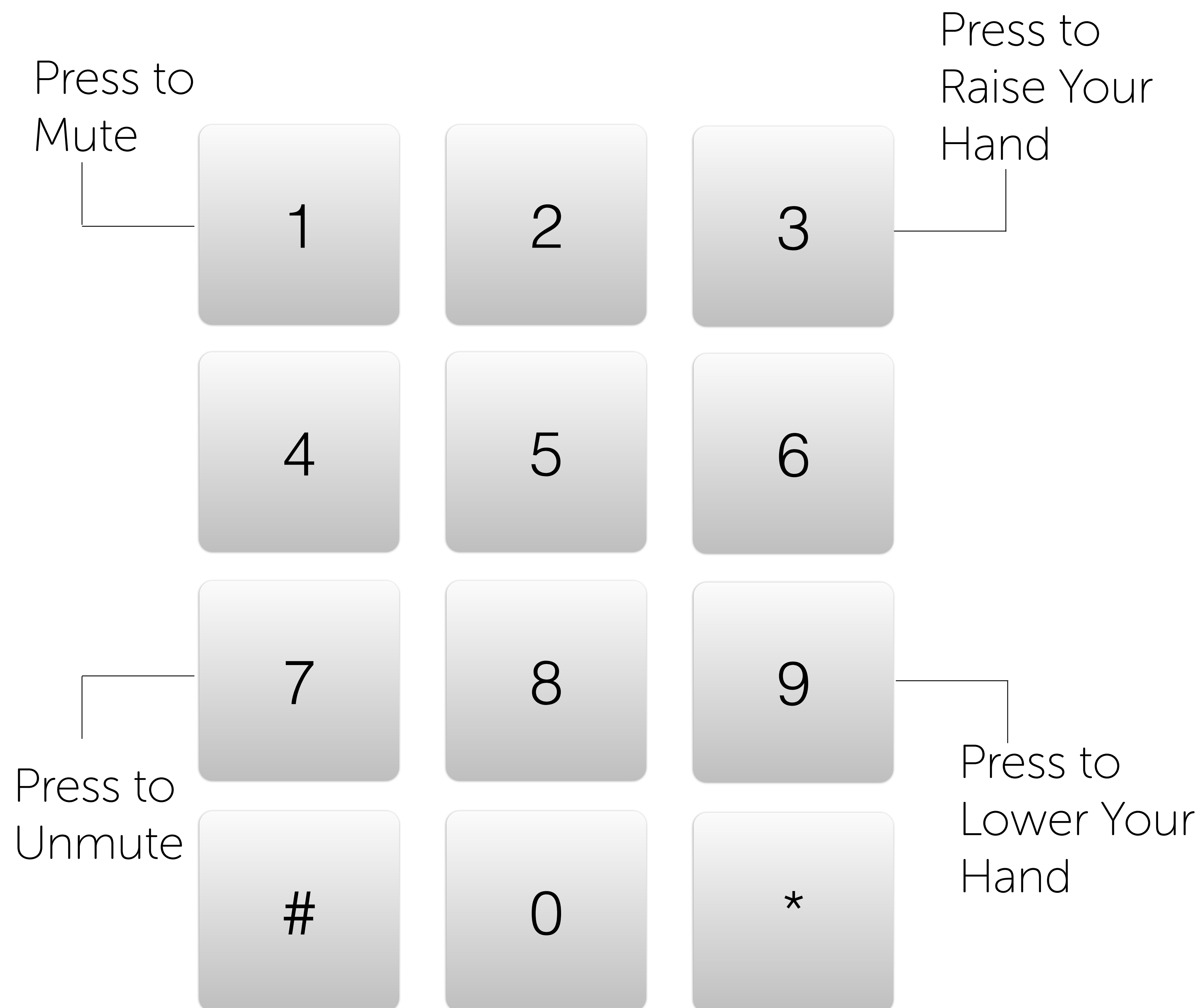
Gray frame indicates Participant is On Hold



Blue frame indicates a Participant's Hand is Raised



Keypad Phone Functions For Lawyers and Participants



You never need to press # or *.



Contents

For Judges and Court Personnel

7	Creating an Account
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Creating an Account



It's really simple.

Either fill out the form at the bottom of our Homepage, www.Court-Solutions.com, or send an email to join@Court-Solutions.com with the following information:

- Your name and position
- Your Court
- Your business telephone number
- Your email address

We'll set up accounts for you and your clerks and deputies. With that, you are ready to go.

Approving and Rejecting Participation Requests Received by Email



You don't have to do a thing to set up a call. Leave it to the lawyers and other participants to set it up.

If someone wants to participate in a hearing telephonically, the lawyer or participant can register online with CourtSolutions. You will receive a participation request email from CourtSolutions with links to either approve or deny the request. Click "Approve" or "Deny". That's all you have to do.

If you change your mind or make a mistake, don't worry. On the page the email link takes you to, you can revise your response. Alternatively, you can make changes on your Homepage (see the next page).

To: oliver@court-solutions.com
CourtSolutions Appearance Request for 12/22/2014



Judge Holmes,

The following individual has requested permission to participate in the following hearing:

Participant:
Law Firm/Company:
Phone Number:
Client: My client
Status: Live Participation

Hearing Name: My cases
Case No.: 14-1232

Scott Ryan has certified that You must appear in person if you are in the district at the time of the hearing.

Please select whether to approve or decline this participation request by clicking the appropriate button below.

[Approve](#)

[Deny](#)

Judge's Homepage



When you log into www.Court-Solutions.com, your Homepage—the hub of your telephonic courtroom—opens.

Click to open the Hearing Dashboard

Judge Notifications:
Lorem ipsum dolor sit amet, ut mel inani alterum, vocibus argumentum ut sea. No meis simul evertitur pro.

Open Hearing Dashboard

TODAY THIS WEEK 30 DAYS 30+ DAYS

3 Pending 1 Pending Click to view 99+ Pending Click to view 8 Pending Click to view

Monday February 9th, 3:30 PM EST

Approved - 10 Rejected - 3 Pending - 2 Approve All Reject All

	Robert Wolfeschlegelsteinhaus Firm: Clark & Clark & Clark Client: ABC 123 Co. Case: 09-387348J ABC Company v. Bob Smith	555 West Park Rd S. Haverstraw, NY 12345	Office: (123) 123-1234 x 123 Cell: (011) 15235678547	Listen Only	<input type="checkbox"/>	<input type="checkbox"/>
	Nancy Smith Firm: Clark & Clark & Clark Client: ABC 123 Co. Case: 09-387348J ABC Comapny v. Bob Smith	555 West Park Rd S. Haverstraw, NY 12345	Office: (123) 123-1234 x 123 Cell: (011) 15235678547	Live	<input type="checkbox"/>	<input type="checkbox"/>

Calls are organized by date and time

Information about each Participant and the case

The proposed status (Live or Listen Only) of each Participant

Filters for the list below of upcoming hearings.

For Judges and Court Personnel

Approving Requests on Your Homepage



From your Homepage, you can approve requests individually.

First, select the Pending tab for the applicable hearing  Pending - 2 .

Then, click the appropriate button by each Participant   or approve requests in batches by hearing time  .

You can also change a Participant from Live to Listen Only status.

When you approve or reject a request, CourtSolutions sends an email to the Participant informing them of your decision.

Approved and Rejected Request Lists



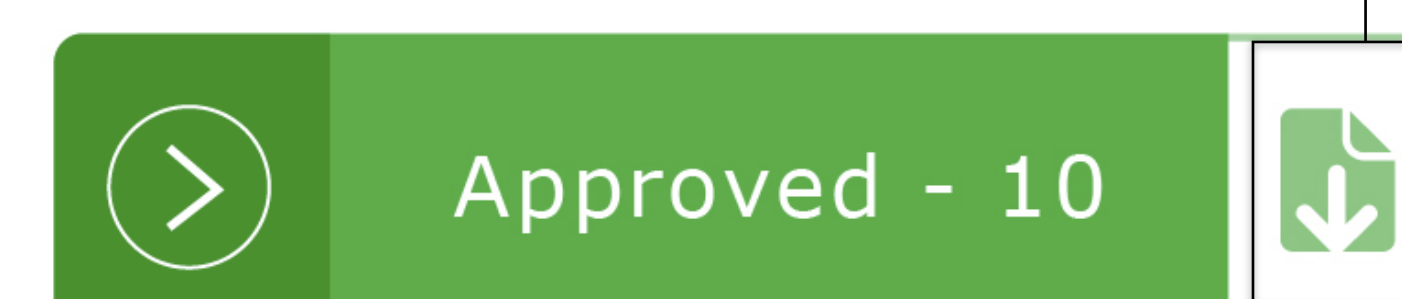
At any time throughout the day, you can see a list of Approved or Rejected requests on your Homepage.



If you click on the Approved or Rejected button, you will see a list of all participation requests, including ones you have previously Approved or Rejected.


Under each of these tabs, you can change a Participant's status (Approved or Rejected) or how they participate (Live or Listen Only) at any time prior to the hearing. Just click the applicable button.

Download a PDF of Approved Participants at any time throughout the day of the call by clicking here.



Joining the Call



Within 15 minutes of your scheduled hearing, log into www.Court-Solutions.com and click  .

A window will open with all the information you need to join your call:

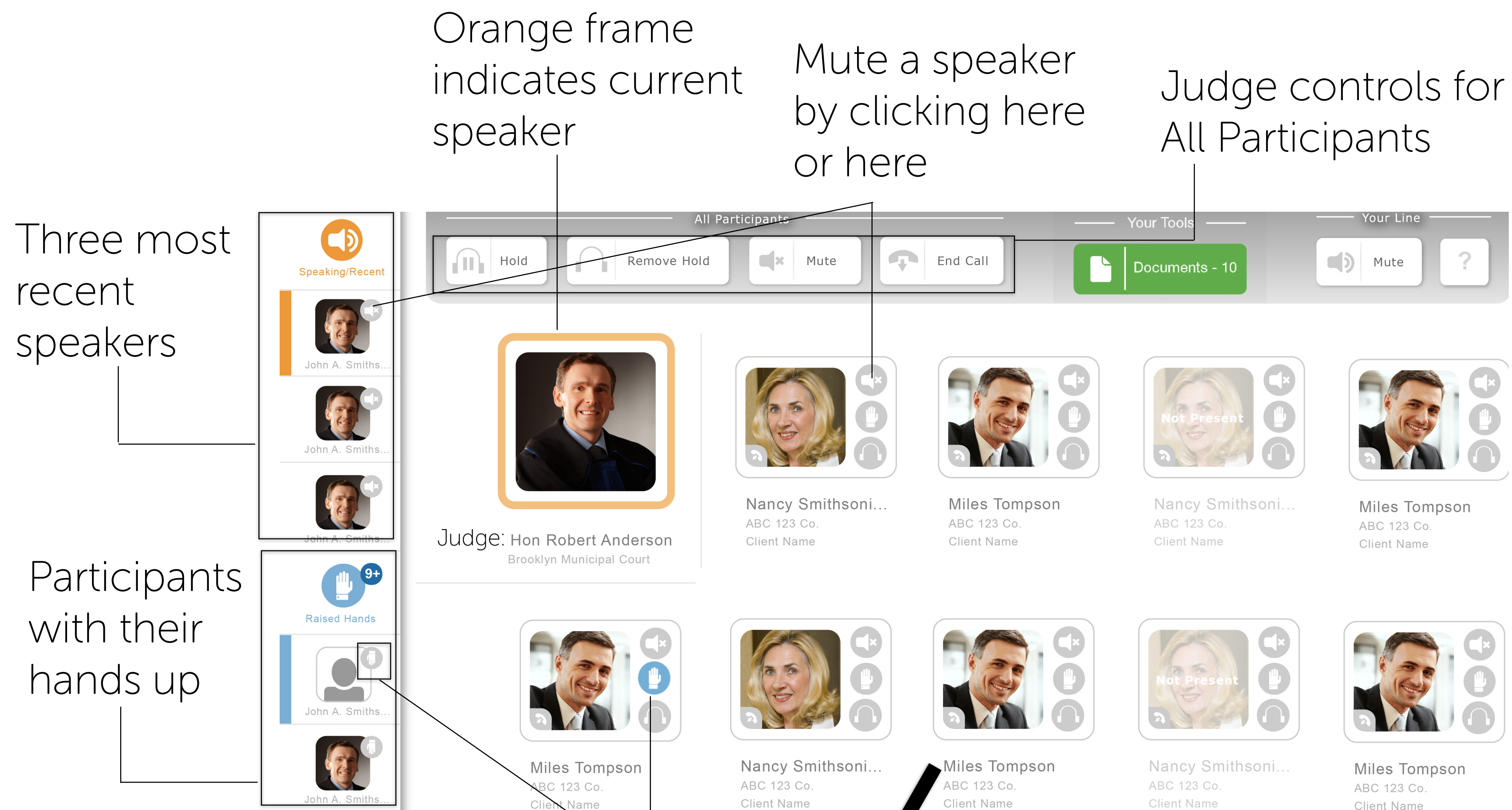
- Our dial-in number: +1.646.760.4600
- Your 10 digit registered cell phone number or your specially provided 10 digit identification number
- Your 6 digit secure personal identification number, which you can find on your Homepage when you log into your account.

Dial in from ANY phone—it does not need to be your registered cell phone number. Follow the voice prompts.

If you don't have a computer or tablet available at the time of the call, you will have a great call experience but you won't have access to all of the state-of-the-art CourtSolutions call controls.

When Participants first enter the call, they are Unmuted.

The Hearing Dashboard



Orange frame indicates current speaker

Mute a speaker by clicking here or here

Judge controls for All Participants

Three most recent speakers

Participants with their hands up

Judge can lower the hand of any Participant by clicking here or here

Hang up on this Participant

Muted vs. Unmuted

Hand lowered vs. Hand raised

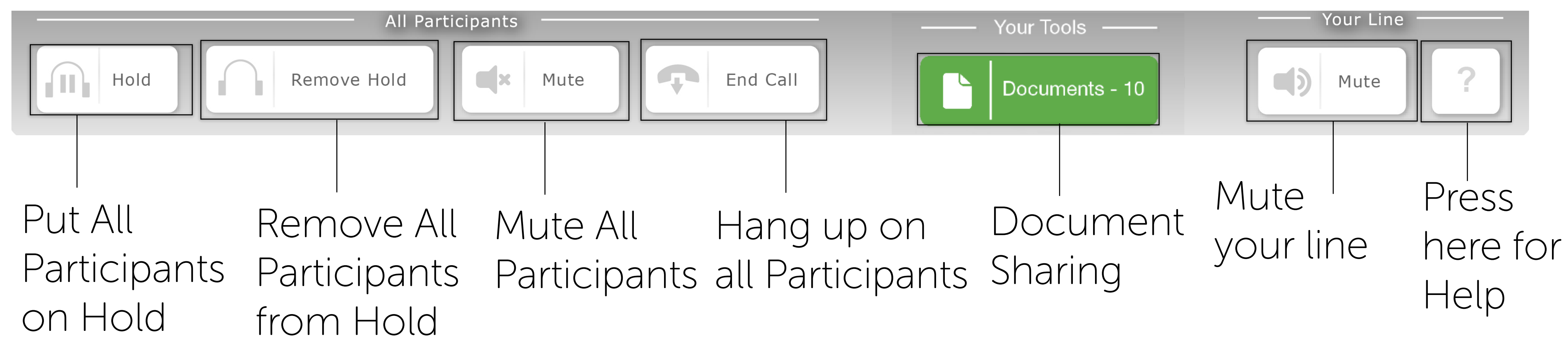
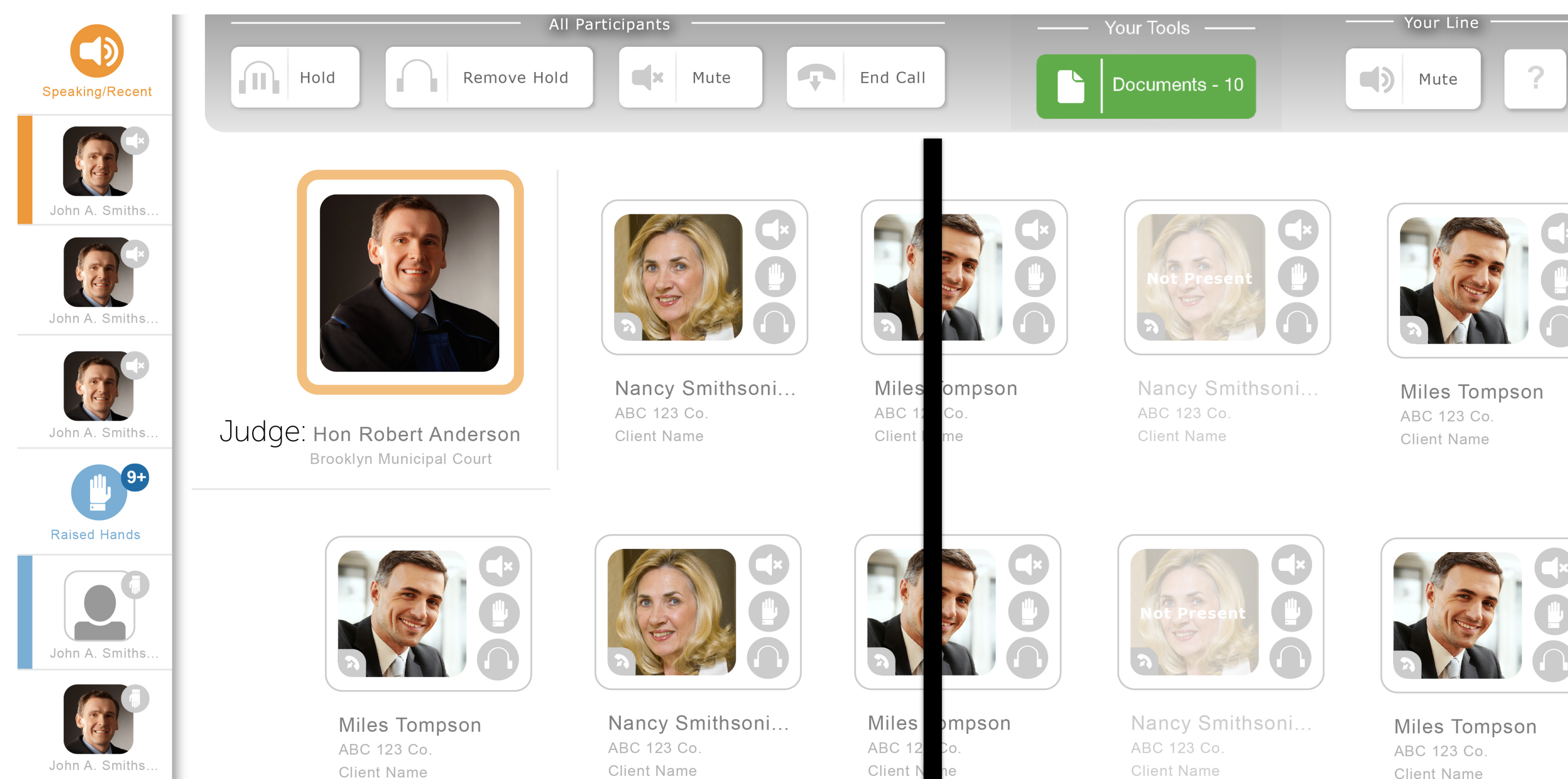
Active vs. On Hold

Miles Tompson
ABC 123 Co.
Client Name

Name, firm and client for each Participant

For Judges and Court Personnel

The Hearing Dashboard



When Participants are on Hold, they cannot hear you and you cannot hear them. You can take All Participants off of Hold by clicking the "Remove Hold" button on the control. When Participants are removed from Hold, their lines remains Muted. You can Unmute them or they can Unmute themselves. You can also take select Participants off of hold by clicking the Hold button in their individual card.

Who is Speaking?



Three most recent speakers

Orange frame indicates current speaker

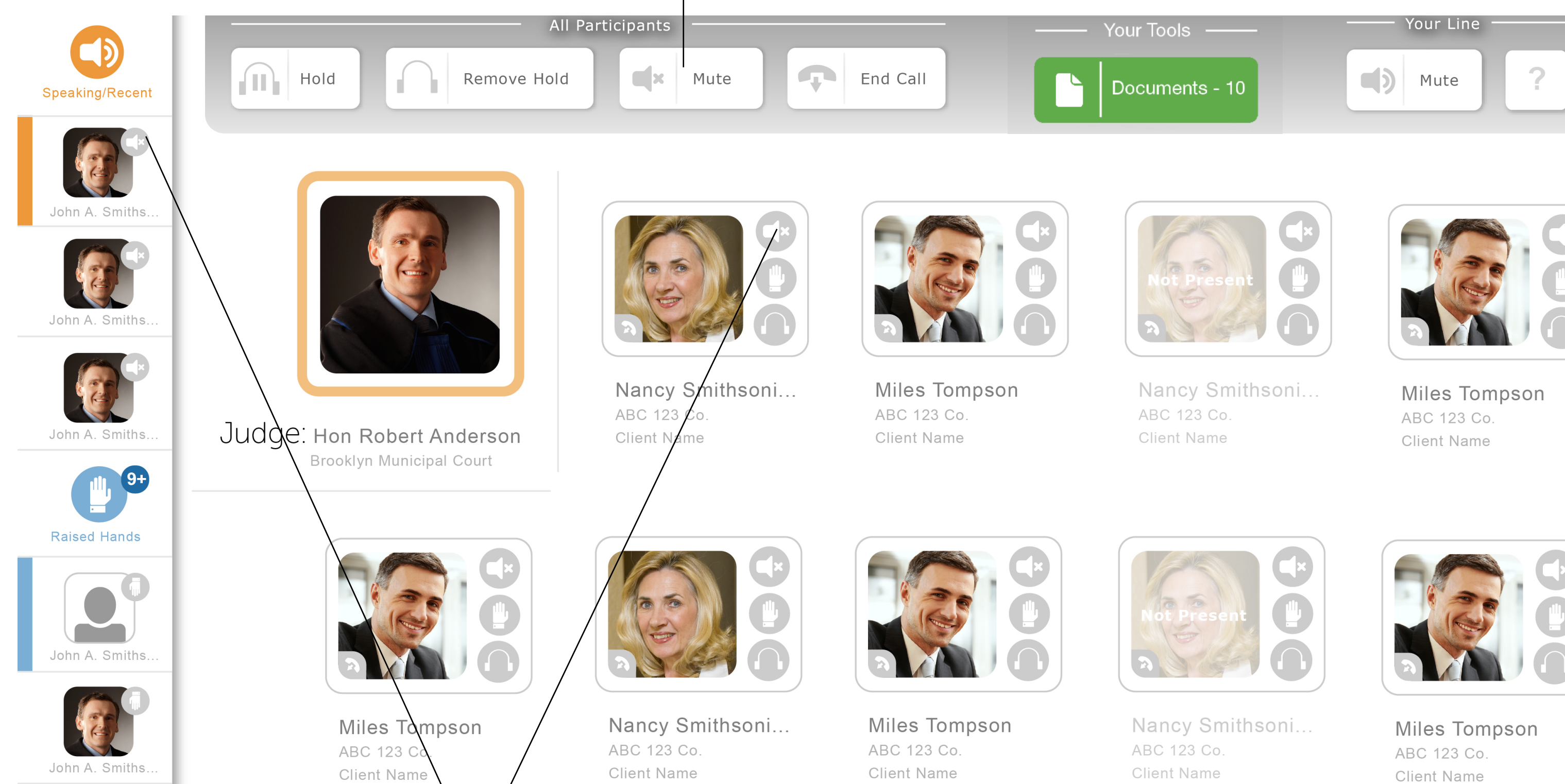
The screenshot displays a Zoom meeting interface. At the top, there is a toolbar with buttons for 'Hold', 'Remove Hold', 'Mute', and 'End Call'. Below this is a 'Your Tools' section with 'Documents - 10' and 'Mute' buttons. The main area shows a grid of participants. The current speaker, Judge Hon Robert Anderson, is highlighted with an orange frame. To the left, a 'Speaking/Recent' sidebar shows the three most recent speakers. The grid includes participants such as Nancy Smithsoni, Miles Tompson, and John A. Smiths.

Participant Name	Organization	Role
Judge: Hon Robert Anderson	Brooklyn Municipal Court	Current Speaker
Nancy Smithsoni...	ABC 123 Co.	Client Name
Miles Tompson	ABC 123 Co.	Client Name
Nancy Smithsoni...	ABC 123 Co.	Client Name
Miles Tompson	ABC 123 Co.	Client Name
Miles Tompson	ABC 123 Co.	Client Name
Nancy Smithsoni...	ABC 123 Co.	Client Name
Miles Tompson	ABC 123 Co.	Client Name

Muting



Mute All
Participants by
clicking here



Mute any individual
speaker by clicking here
or here on their card

Muted vs. Unmuted



Even if a Judge puts a Participant on Mute, the Participant can Unmute herself.

Participants can Mute/Unmute themselves in two ways: either use the Hearing Dashboard at www.Court-Solutions.com or press 1 to Mute or 7 to Unmute on their telephone keypad.

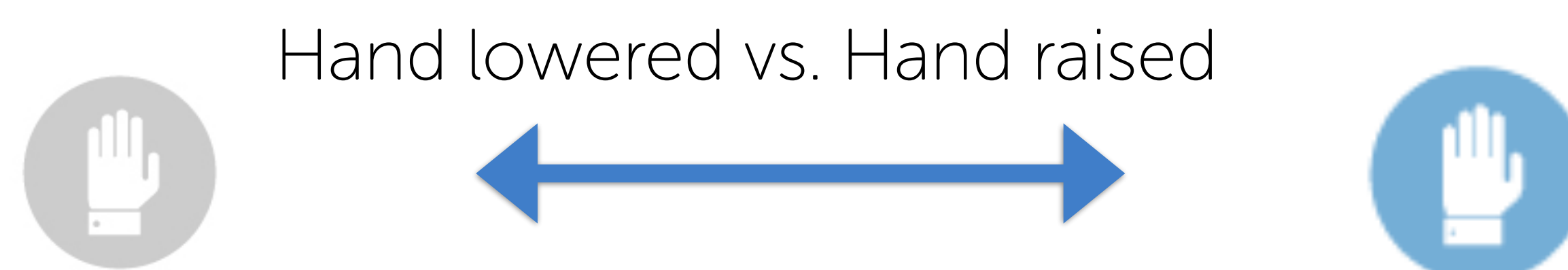
Who Wants to Speak: Raised Hands



Number of Participants with
hands raised

Participants with their hands up

Judge can lower the hand
of any Participant by clicking
here or here



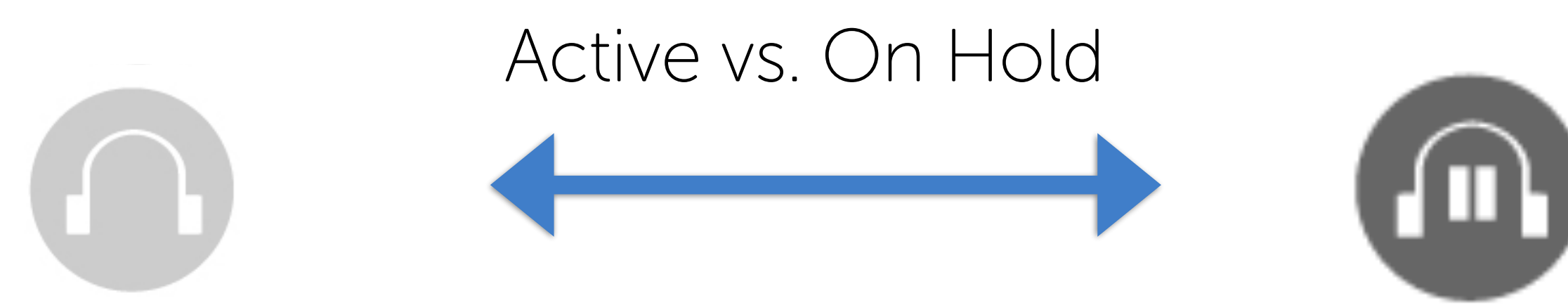
Participants can raise and lower their hand on the Hearing Dashboard or by pressing 3 to Raise Hand and 9 to Lower Hand on their telephone keypad.

Putting Participants on Hold



Put all Participants on Hold Take all Participants off Hold Put any Participant on or off Hold

The screenshot shows a video conferencing interface with a grid of participants. The top bar contains controls for 'Hold', 'Remove Hold', 'Mute', and 'End Call'. A participant's name 'Judge: Hon Robert Anderson' is visible. A vertical line points from the 'Put any Participant on or off Hold' text to a 'Hold' icon on a participant's card.



When a Participant is on Hold, the Participant cannot hear the Court and cannot be heard. Only the Judge can put a Participant on Hold or take a Participant off of Hold.

When a Participant rejoins the call, the Participant's line remains muted. Either the Judge or the Participant must unmute the Participant's line when the Participant is taken off of Hold.

Ending the Call



Click here to end the call

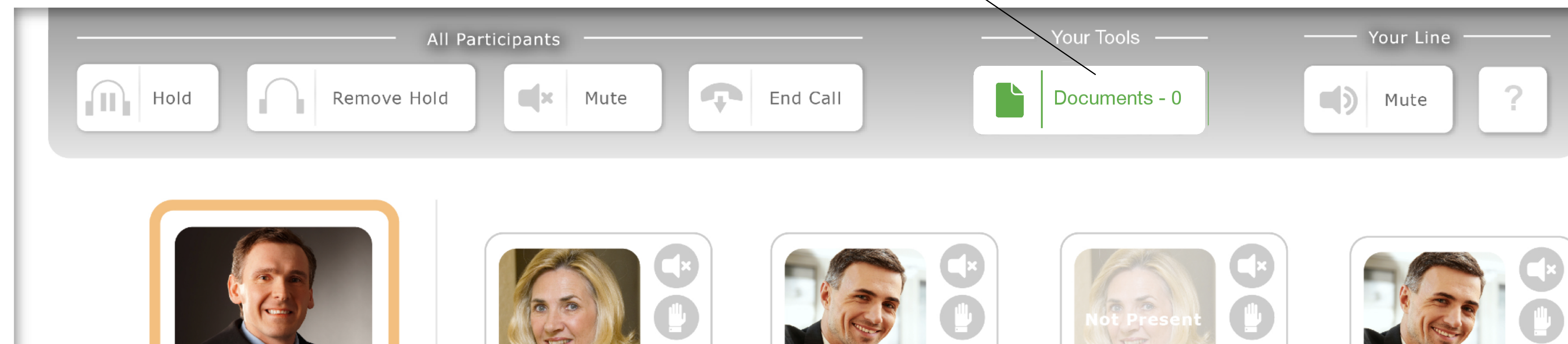
Click here to hang up on any individual Participant.

Judges also can terminate the call by simply hanging up the phone.

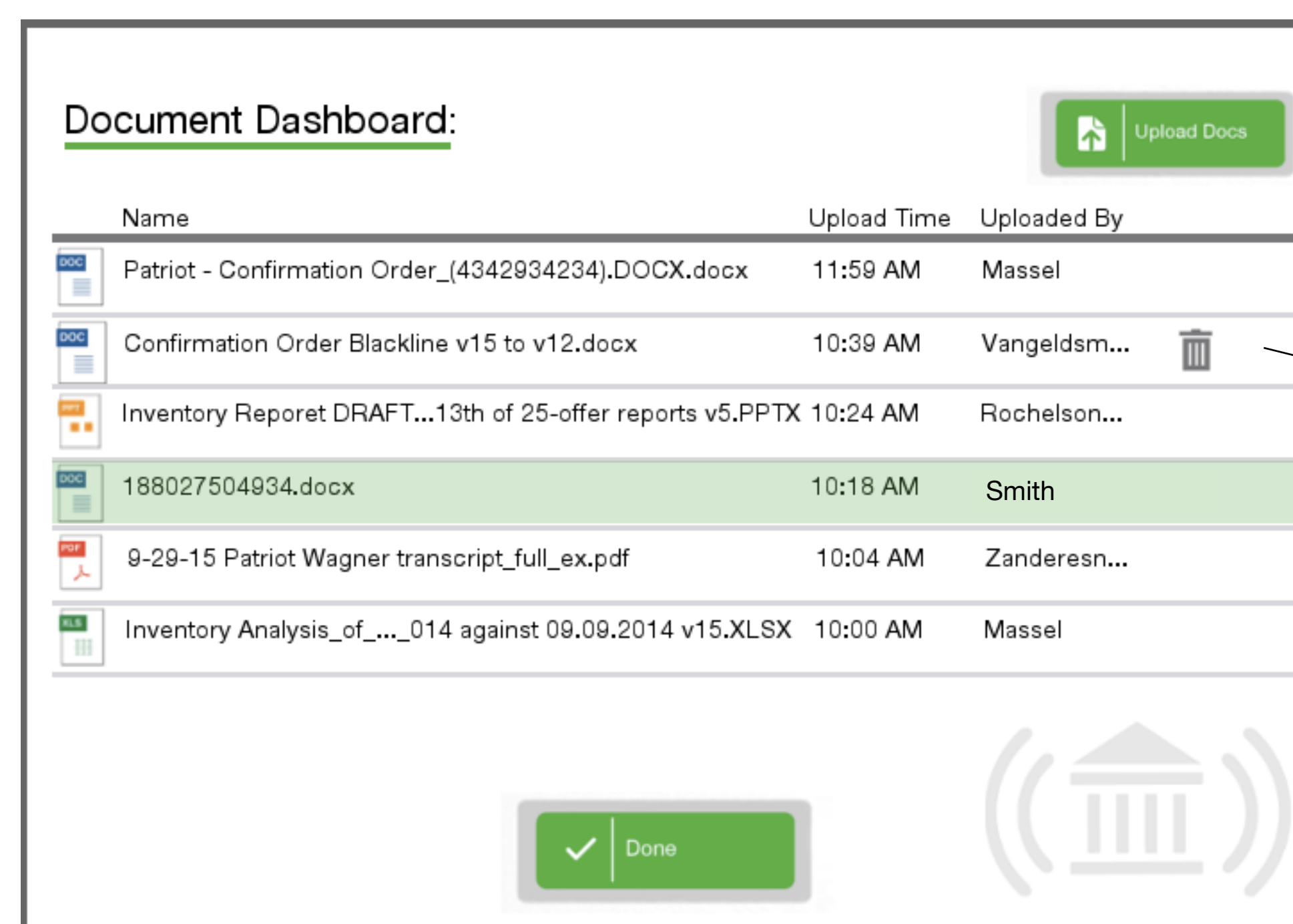
Document Sharing: Uploading Documents



1. Click here to upload documents

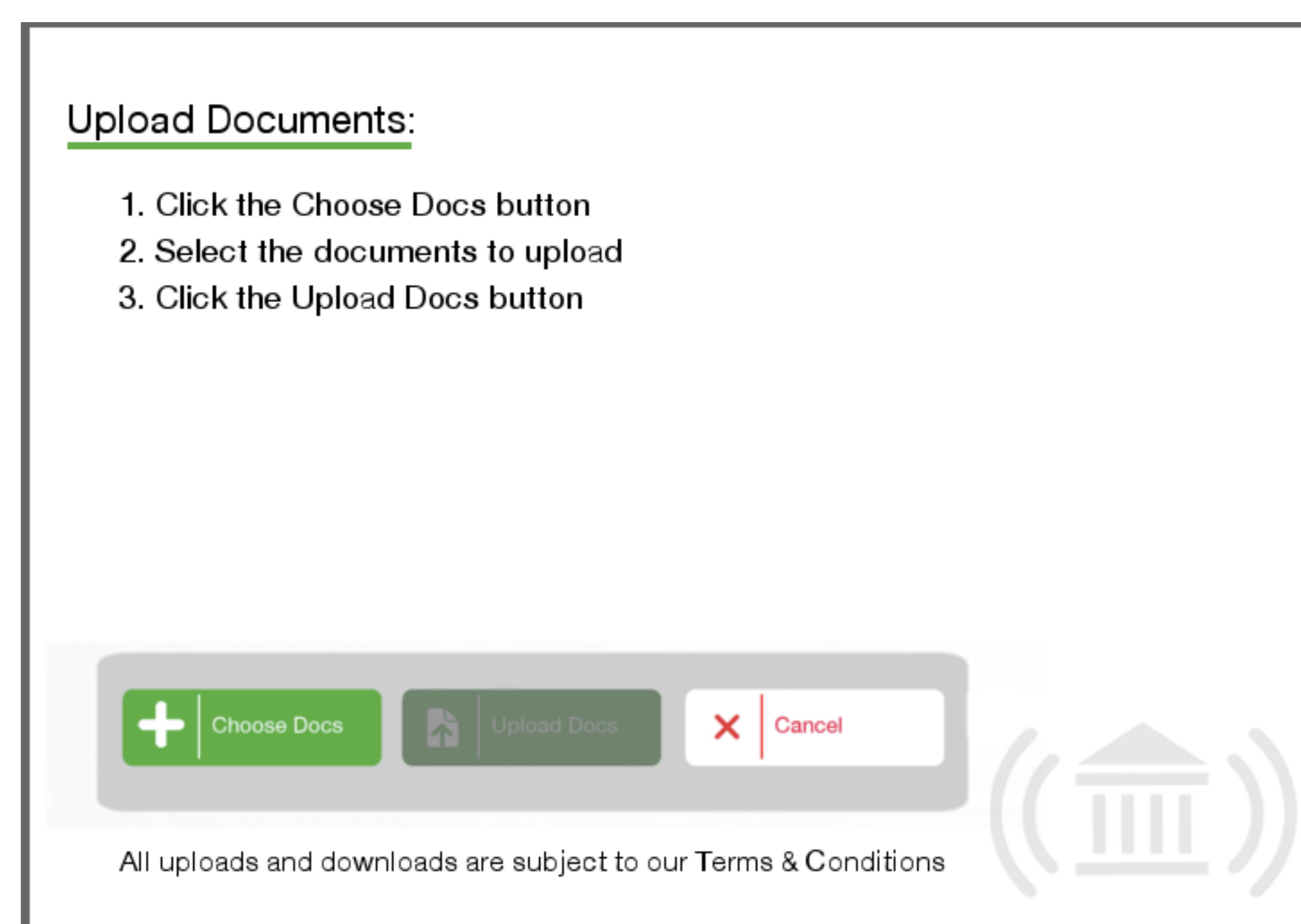


2. The Document Dashboard will open. Click the "Upload Documents" button.



Click the Trash Can icon next to any document you have uploaded to delete it.

3. Then, follow the on screen prompts to choose and upload the documents.



Documents are available to all users on the call for the duration of the call.

When the call ends, all documents are automatically deleted.

Document Sharing: Downloading Documents



1. Click here to download documents

The screenshot shows a meeting control bar with options like 'Hold', 'Remove Hold', 'Mute', and 'End Call'. Below it are participant avatars. A blue double-headed arrow connects two document sharing buttons: 'Documents - 0' (labeled 'No documents available to download') and 'Documents - 10' (labeled '10 documents available to download').

2. Click on any document from the list to download.

The 'Document Dashboard' shows a table of documents:

Name	Upload Time	Uploaded By
Patriot - Confirmation Order_(4342934234).DOCX.docx	11:59 AM	Massel
Confirmation Order Blackline v15 to v12.docx	10:39 AM	Vangeldsm...
Inventory Reporet DRAFT...13th of 25-offer reperts v5.PPTX	10:24 AM	Rochelson...
188027504934.docx	10:18 AM	Smith
9-29-15 Patriot Wagner transcript_full_ex.pdf	10:04 AM	Zanderesn...
Inventory Analysis_of_..._014 against 09.09.2014 v15.XLSX	10:00 AM	Massel

Buttons for 'Upload Docs' and 'Done' are visible at the bottom.

3. The document will be downloaded and stored on your hard drive. Downloaded documents can be opened in their native applications.



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Creating an Account



To register, you need three things:

1. Access to your email
2. Access to your cell phone
3. Your credit card

Go to www.Court-Solutions.com and click the

SIGN UP

Fill in the required fields.

Enter your credit card information. You will only be charged when you actually dial in for a call. You will not be charged for making a reservation.

Click "Sign Up".

On the following screen, you can upload a photo, which will appear on the Hearing Dashboard.

Participant's Homepage



When you log into www.Court-Solutions.com, you will be taken immediately to your Homepage, where you make reservations and track your hearing schedule.

Information about your Next Case

Next Case:
Case: 04-38387P
Bob Smith v. Bill Smith
Monday, September 15, 2014 at 11:45 am EST

Please call in at 11:30am EST:
Phone: 888 123 4567
Secure PIN: 82957381

All recent requests

Case	Status
Case: 09-387348J ABC Company v. Bob Smith Mon Jan 24, 2014 at 3:30PM EST Mode: Listen Only	Approved
Case: 10-3892392Q Unknown Wed Jan 26, 2014 at 1:30PM EST Mode: Listen Only	Rejected No Such Case #...
Case: 09-387348J ABC Company v. Bob Smith Mon Jan 24, 2014 at 3:30PM EST Mode: Participant	Pending

Open Hearing Dashboard

Register for a new case

Register for a Case:
Lorem ipsum dolor sit amet, ut mel inani alterum, vocibus argumentum ut sea. No meis simul evertitur pro, cum ubique alterum periculis no. Malis nullam denique duo ad.

STEP 1
Auto complete for Court / Judge...

Judge Message

STEP 2
MM/DD/YYYY 00:00 AM EST Court Local Time: 9:05 AM EST

STEP 3
Select a Mode

STEP 4
Case #
Case Name
Your Client

Download a calendar invite for upcoming hearings

Status of Pending Requests

Delete a reservation or pending request

Click to open the Hearing Dashboard

Registering for a Hearing



Log into your account at www.Court-Solutions.com.
Registering for a hearing takes four easy steps.

- STEP 1** Enter the name of the Court or the Judge you want to appear before.
- STEP 2** Enter the time and date of the hearing.
- STEP 3** Select whether you want to Listen Only or be a Live Participant.
- STEP 4** Enter your case name, case number and, if applicable, your client. Click the box to agree to terms and conditions and press "Register".

You'll receive an email confirming your participation request. When the Judge approves your request, you'll receive a confirmation email.

Joining the Call



No more than 15 minutes before your scheduled hearing, log into www.Court-Solutions.com and click  .

A window will open with all the information you need to join your call:

- Our dial-in number: +1.646.760.4600
- Your 10 digit registered cell phone number
- Your 6 digit secure personal identification number, which you can find on your Homepage when you log into your account.

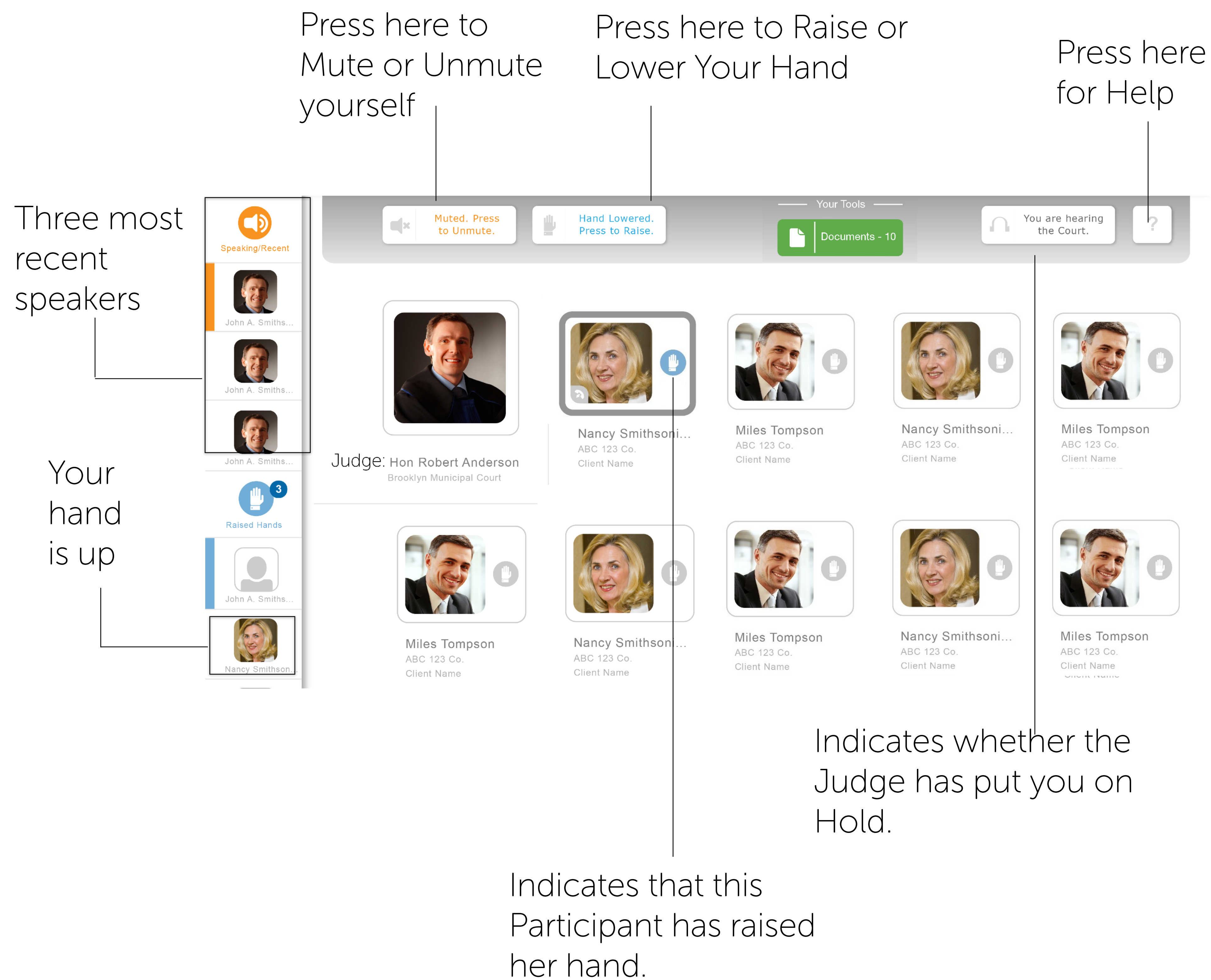
Dial in from ANY phone—it does not need to be your registered cell phone number. Many courts do not permit appearances on cell phones. Follow the voice prompts.

If you have registered for more than one hearing on a day, the voice prompts will ask you which one you want to join. After you dial in, your browser will refresh and the Hearing Dashboard will load automatically.

If you don't have a computer or tablet available at the time of the call, you will have a great call experience but you won't have access to all of the state-of-the-art CourtSolutions call features. On your telephone keypad, you can Mute (press 1) and Unmute (press 7) your line or Raise (press 3) or Lower (press 9) your hand.

When Participants first enter the call, they are Unmuted.

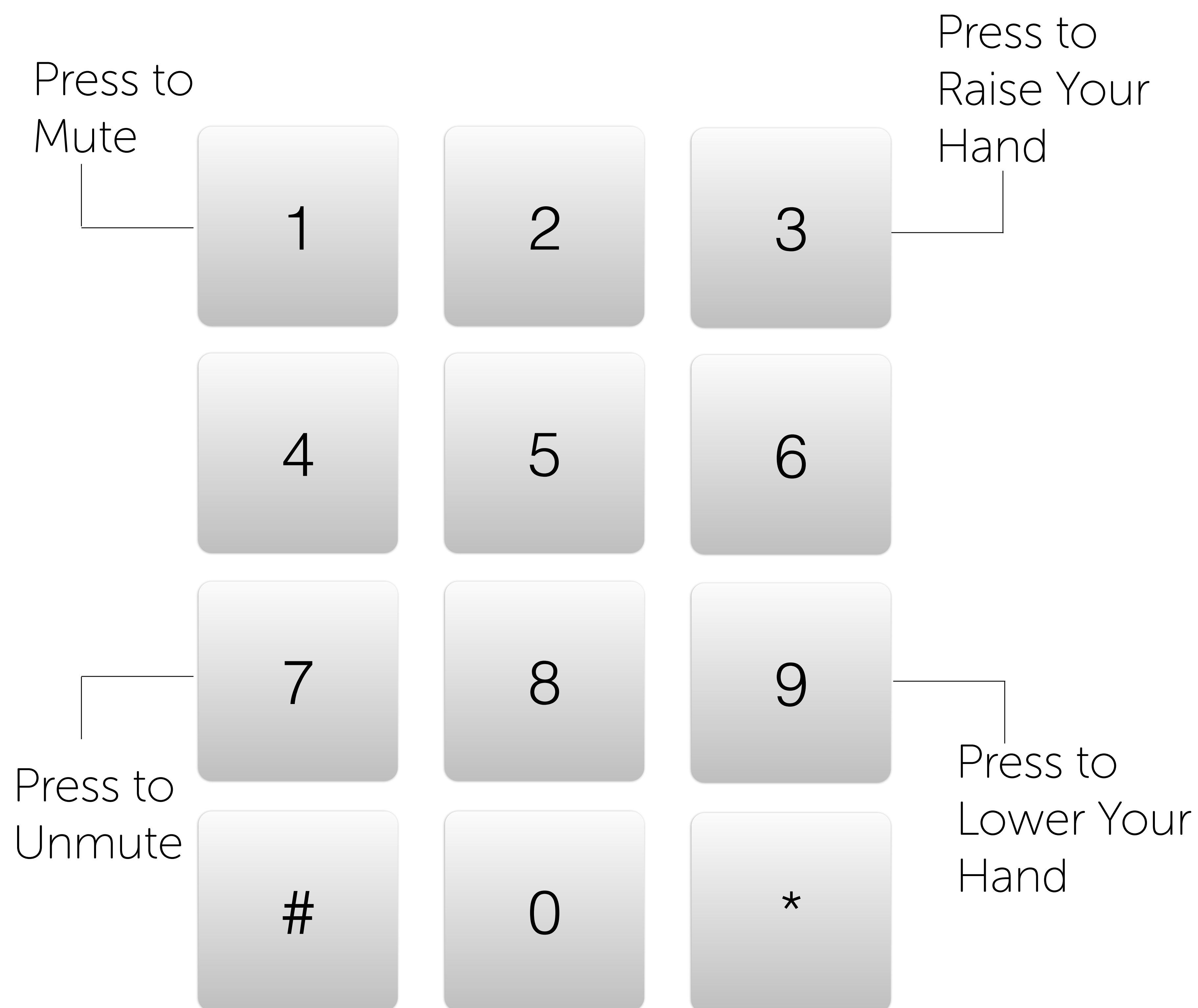
The Hearing Dashboard



On the Call Key Controls



If you do not have access to a computer or tablet during the call, you can always press the following keys on your phone:



You never need to press # or *.

Who is Speaking?



Three most recent speakers

Orange frame indicates current speaker

The screenshot displays a virtual courtroom interface. At the top, a toolbar contains several icons: a muted microphone with the text 'Muted. Press to Unmute.', a hand icon with 'Hand Lowered. Press to Raise.', a document icon with 'Documents - 10', and a speaker icon with 'You are hearing the Court.' and a question mark. Below the toolbar is a grid of participant video thumbnails. The first thumbnail in the top row is highlighted with an orange border and is labeled 'Judge: Hon Robert Anderson, Brooklyn Municipal Court'. Other thumbnails are labeled with names like 'Nancy Smithsoni...', 'Miles Tompson', and 'Nancy Smithsoni...'. To the left of the main grid is a vertical sidebar titled 'Speaking/Recent' which lists three participants: 'John A. Smiths...', 'John A. Smiths...', and 'John A. Smiths...'. Below this sidebar are sections for 'Raised Hands' (with a '3' icon) and a list of participants including 'John A. Smiths...' and 'Nancy Smithsoni...'.

Muting



Press here to Mute or Unmute yourself

Muted vs. Unmuted



Even if a Judge puts a Participant on Mute, the Participant can Unmute herself.

Participants can mute/unmute themselves in two ways: either use the Hearing Dashboard at www.Court-Solutions.com or press 1 to Mute or 7 to Unmute on their telephone keypad.

Who Wants to Speak: Raised Hands

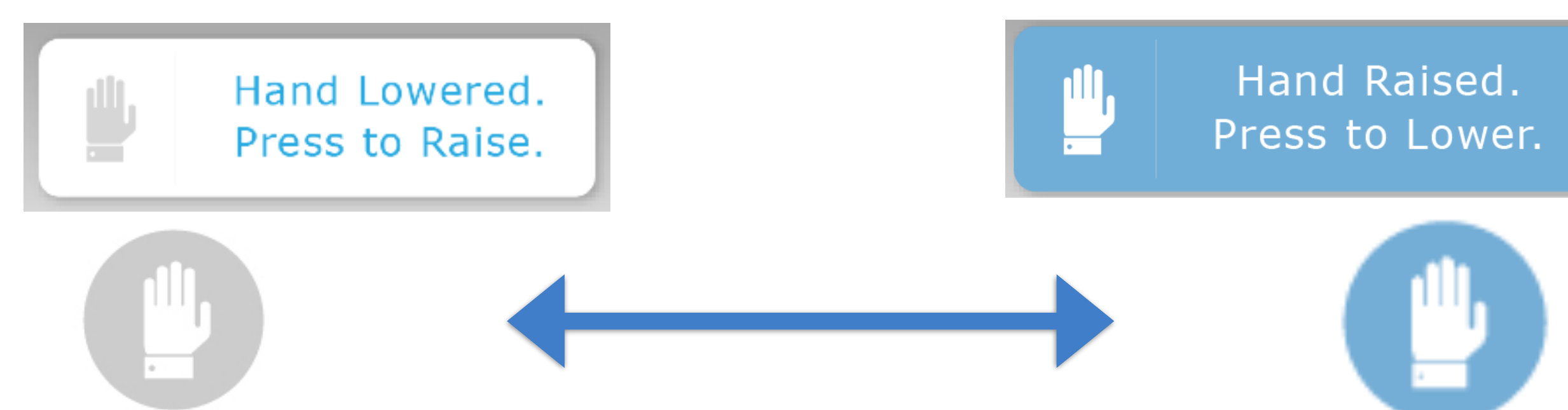


Press here to Raise or Lower your Hand

The screenshot shows a hearing dashboard interface. At the top, there are several control buttons: a muted speaker icon with the text "Muted. Press to Unmute.", a hand icon with the text "Hand Lowered. Press to Raise.", a "Documents - 10" button, and a "You are hearing the Court." button with a question mark. Below these is a grid of participant cards. Each card features a profile picture, a name, and a company name (e.g., "ABC 123 Co. Client Name"). A hand icon is overlaid on each card, indicating the hand-raising status. One card for "Judge: Hon Robert Anderson, Brooklyn Municipal Court" is highlighted. On the left side, there is a vertical sidebar with a "Speaking/Recent" section and a "Raised Hands" section. The "Raised Hands" section shows a list of participants with a hand icon and a count of 3. A line connects this section to the text "Participants with Raised Hands" on the left.

Participants with Raised Hands

Hand lowered vs. Hand raised

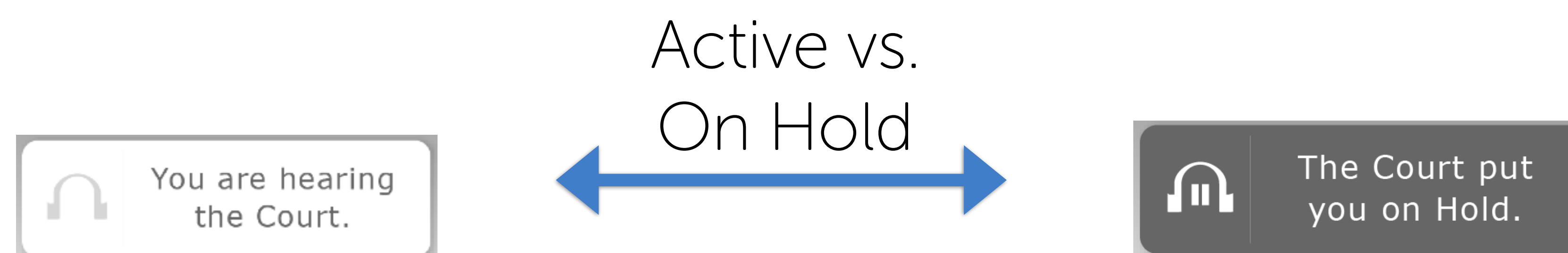


Participants can Raise and Lower their hands on the Hearing Dashboard or by pressing 3 to Raise Hand and 9 to Lower Hand on their telephone keypad.

Participants on Hold



Indicates whether a Participant is On Hold or Listening to the Court



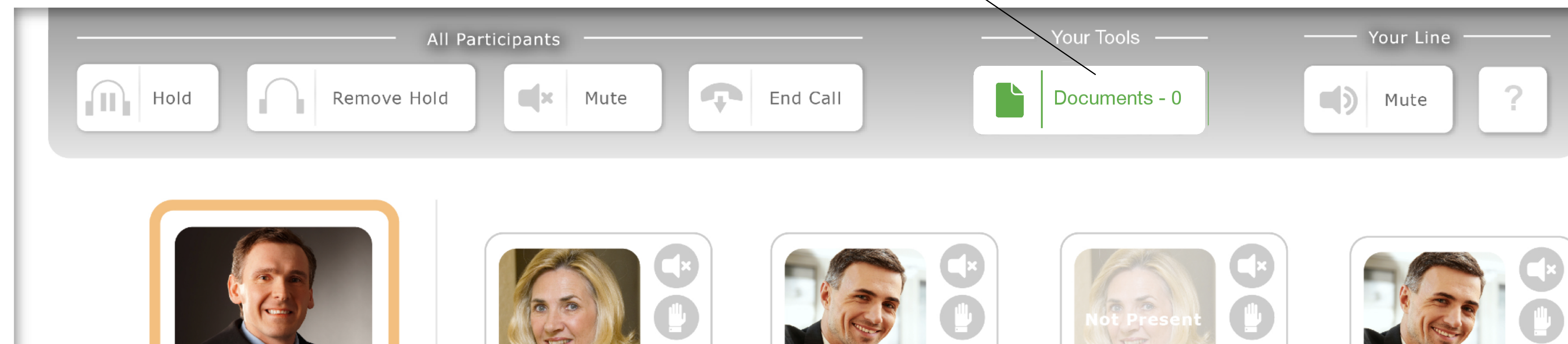
When a Participant is on Hold, the Participant cannot hear the Court and cannot be heard. Only the Judge can put a Participant on Hold or take a Participant off Hold.

When a Participant rejoins the call, the Participant's line remains Muted. Either the Judge or the Participant must Unmute the Participant's line when the Participant is taken off of Hold.

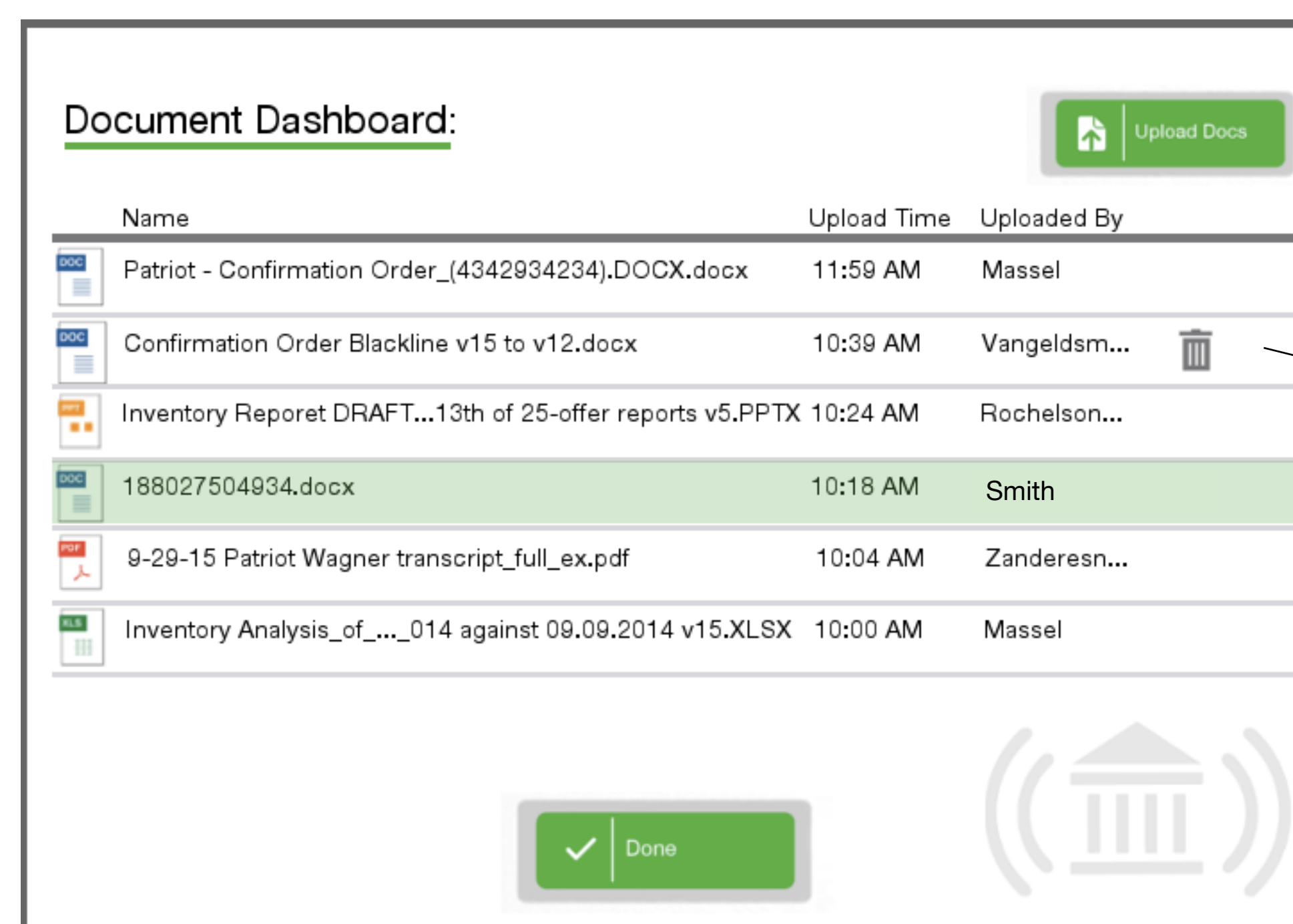
Document Sharing: Uploading Documents



1. Click here to upload documents

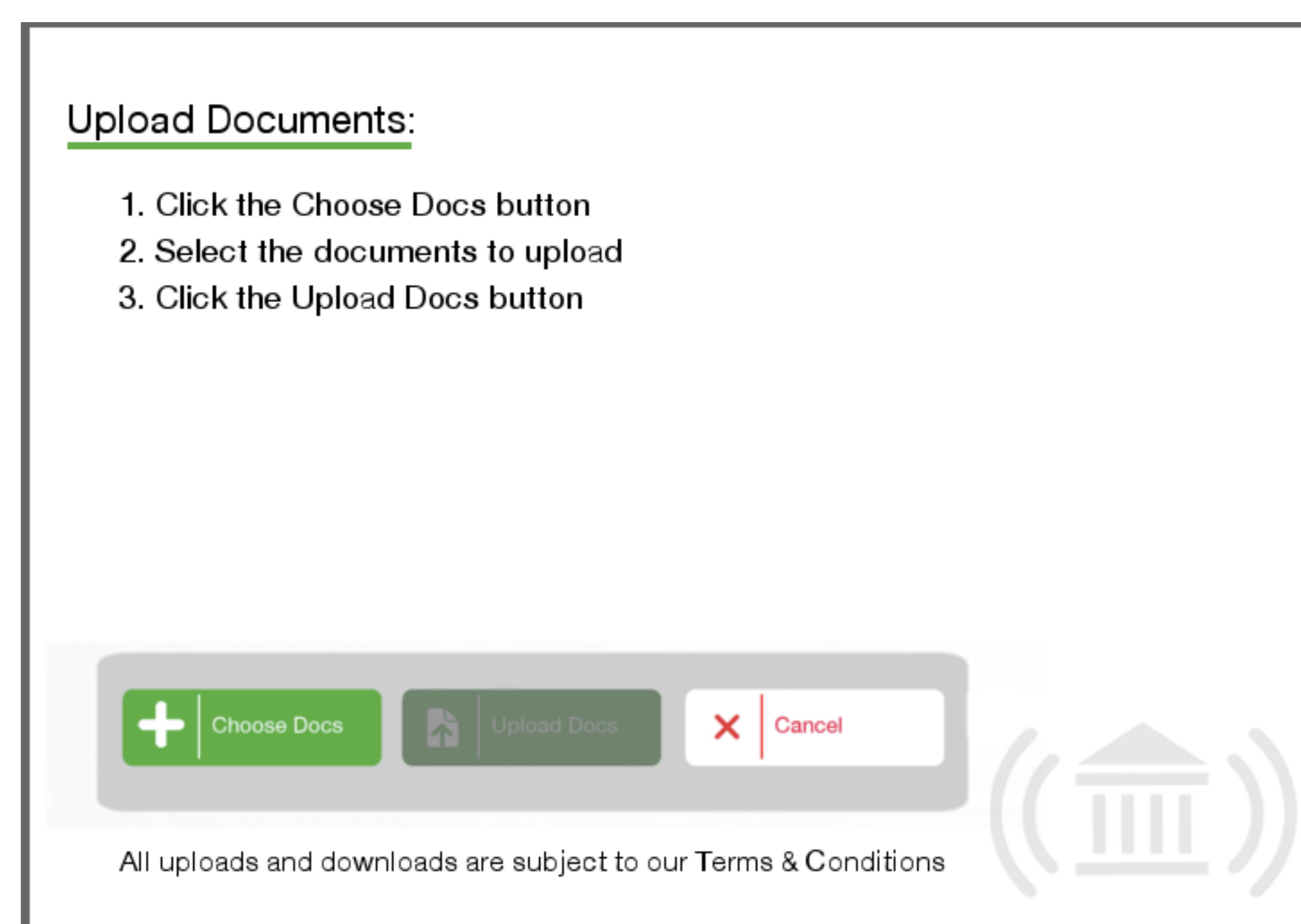


2. The Document Dashboard will open. Click the "Upload Documents" button.



Click the Trash Can icon next to any document you have uploaded to delete it.

3. Then, follow the on screen prompts to choose and upload the documents.



Documents are available to all users on the call for the duration of the call.

When the call ends, all documents are automatically deleted.

Document Sharing: Downloading Documents



1. Click here to download documents

The screenshot shows a meeting control bar with sections for 'All Participants', 'Your Tools', and 'Your Line'. In the 'Your Tools' section, there is a green button labeled 'Documents - 10'. Below the bar, a row of participant avatars is shown. Below the avatars, two document sharing buttons are displayed: 'Documents - 0' on the left and 'Documents - 10' on the right, connected by a blue double-headed arrow. Below the 'Documents - 0' button is the text 'No documents available to download', and below the 'Documents - 10' button is the text '10 documents available to download'.

2. Click on any document from the list to download.

The screenshot shows a 'Document Dashboard' with a table of documents. The table has columns for 'Name', 'Upload Time', and 'Uploaded By'. The documents listed are:

Name	Upload Time	Uploaded By
Patriot - Confirmation Order_(4342934234).DOCX.docx	11:59 AM	Massel
Confirmation Order Blackline v15 to v12.docx	10:39 AM	Vangeldsm...
Inventory Reporet DRAFT...13th of 25-offer reperts v5.PPTX	10:24 AM	Rochelson...
188027504934.docx	10:18 AM	Smith
9-29-15 Patriot Wagner transcript_full_ex.pdf	10:04 AM	Zanderes...
Inventory Analysis_of_..._014 against 09.09.2014 v15.XLSX	10:00 AM	Massel


At the bottom of the dashboard, there is a green button labeled 'Done' and a faint icon of a building with columns.

3. The document will be downloaded and stored on your hard drive. Downloaded documents can be opened in their native applications.



www.Court-Solutions.com
+1.917.746.7476

 Find us on
Facebook

 @Court_Solutions