

RemoteDepo™ Client Guide

RemoteDepo™ provides attorneys and parties the ability to conduct depositions and other proceedings remotely. This platform is used to support the virtual attendance of parties. Parties can also receive a realtime streaming of deposition testimony and screenshare in one integrated platform. You can find additional resources on our [RemoteDepo™ Resource page](#).



U.S. Legal Support RemoteDepo™ Support

- Email: remotedeposupport@uslegalsupport.com
- Phone: 888.401.9541

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RECOMMENDATIONS

- Recommended upload speed of 5+ Mbps. Check your Internet speed: www.speedtest.net
- A hard-wired connection with an ethernet cable for your computer (this type of connection is not available with your iPad or Tablet) is highly recommended and will ensure you are using the maximum upload speed.

Suggested Protocol

- Conduct connection testing day prior to deposition.
- Login 10-15 minutes early to proceedings on the day of depo.
- Have a clean background behind you. Be careful to not sit in front of a window. Lighting should be in front of you.
- Position camera approximately mid-body and up.
- Silence external devices (cell phone, television, email notifications) and other distractions during the proceeding.

Suggested Protocol for Deponents

- At the start of the proceeding, after the witness has been sworn in, you may elect to establish the following on the record:
 - Ask witness to confirm that no other participant is in the room.
 - Confirm that the witness agrees to not communicate with anyone during the deposition, either by email, chat, texting or other methods.
 - Ask witness to identify devices present in the room with them (i.e. smartphone, iPad, laptop). Communication during the deposition facilitated by these devices may be discoverable via subpoena.

Swearing in of Deponent

Your U.S. Legal Support Court Reporter will read a statement into the record regarding the remote nature of the proceeding. The court reporter will also request that the witness produce a government issued ID to verify his/her identify by holding it up to the camera before the commencement of proceedings.



EXHIBITS

Best practice dictates that exhibits be converted to digital format to facilitate ease of sharing with counsel and your U.S. Legal Support Court Reporter. Sharing of exhibits can be accomplished in one of the following ways:

1. **instantexhibit™** by U.S. Legal Support

Questioning attorney to control access to exhibits and produce during questioning at their discretion. Exhibits can be shared via drag and drop or file upload.

2. **instantexhibit+™** by U.S. Legal Support

Questioning attorney to control access to exhibits and produce during questioning at their discretion. U.S. Legal Support will maintain an ongoing repository of all exhibits marked and referenced for duration of case.

3. **U.S. Legal Support Client Exhibit Drop**

Provide access to exhibits to witness and/or reporter in advance of deposition without concern that witness would view exhibits all at once. A link to the U.S. Legal Support Client Exhibit Drop will be provided in advance of deposition.

4. **Screen Sharing**

Counsel and/or witness can simply share exhibits by sharing screen with the witness and all parties.

NOTE: At the conclusion of the deposition, your U.S. Legal Support court reporter will ensure exhibits are appropriately marked and included with final certified transcript.



BASIC CONTROLS FOR REMOTEDEPO™ QUICK START GUIDE



1 Audio

Click this icon to mute and unmute your audio.

2 Webcam Sharing

Click this icon to start your video and click it again to stop your video.

3 Active Participants

This will show you a list of all individuals who are in attendance for the remote deposition.

4 Screen Sharing

This feature can be used to share what is on your screen with all participants. When clicked, you will be prompted to select which window you would like to share. You can use this to facilitate sharing of an exhibit without dropping the file into the chat.

5A Chat

Use chat to message all attendees, share documents and introduce exhibits to all participants and the court reporter in realtime.

5B Chat Window

When you click the chat icon from the bottom toolbar, this chat window will appear. Here is where you'll see messages and introduced exhibits.

6 File Sharing

Click this button to browse your local files and locate the exhibit files you wish to introduce. Once found, select the file (it will turn blue) and click the "Open" button to instantly place the exhibit into the chat window.

7 Gallery View

We suggest using the gallery view so all participant webcam videos will display as tiles of equal size.

The default view is to "pin" the witness frame, as the above sample shows. However, if the witness frame has not been pinned by the host, you have the ability to modify the view based on your preferences.

8 Leave Meeting

Click this button to leave the deposition. Participants will no longer be able to see you or hear you and you will no longer be an active participant.

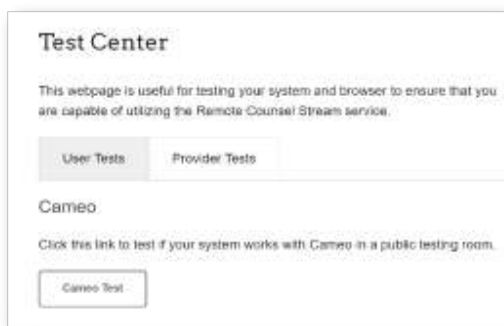
TESTING

It is recommended that you test your computer/internet connection prior to the day of the event. Please follow these instructions to complete testing.

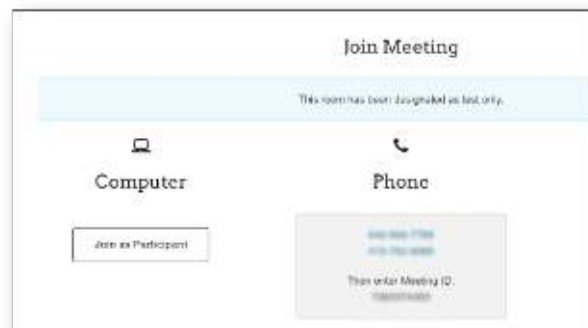
Note: If you have previously accessed Zoom from your browser, please ensure that you have the latest updates and security features downloaded and available by clicking this link: <https://zoom.us/download>

To test your connection to the Zoom platform, click this link:
https://www.remotecounsel.com/event_stream/system_test

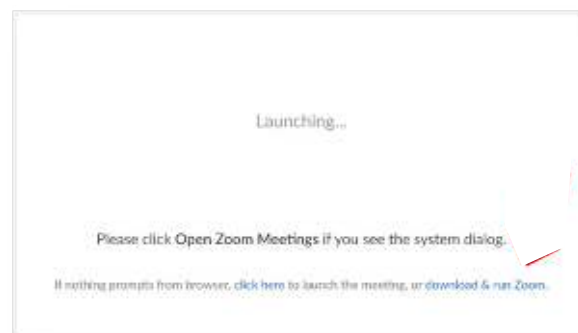
1. Click on **Cameo Test** in the Test Center.



2. Click on the **Join as a Participant**.



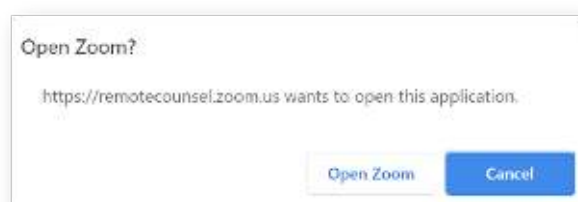
3. First-time users will need to do a one-time **download** of the Zoom application. If you have ever entered any Zoom meeting on your computer in the past, you can skip to step 5. To download, **click download & run Zoom**.



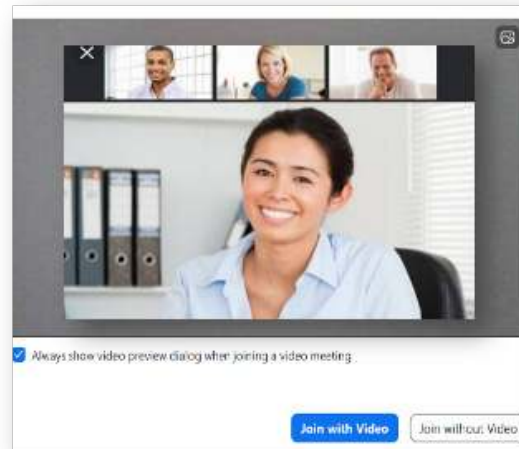
4. Click the **Zoom icon** in the lower left corner of internet browser.



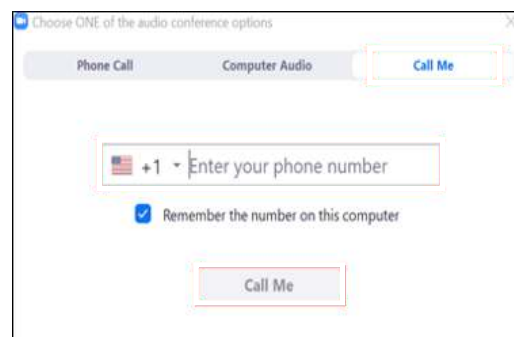
5. Click **Open Zoom** to Launch.



6. Join **with** or without **video** choice.



7. We strongly recommend that you join audio using the **Call Me** option for best performance and ease of use. Enter your phone number and the platform will dial you to join.



8. If you do not have access to a direct dial line, select the **Phone Call** option.
- Enter the Meeting ID and Participant ID and hit # when prompted > click Done. If you don't see the Participant ID, scroll down in Audio Conference Options Box.
 - Once you dial in you will be connected by phone and video.



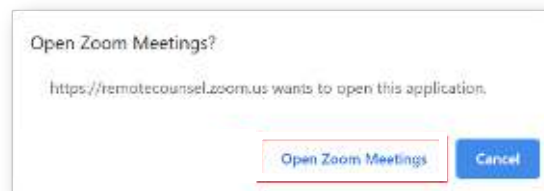
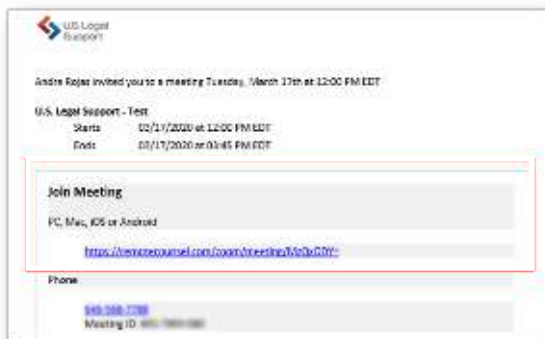
EVENTS WITHOUT TEXT STREAMING - SETUP & INSTRUCTIONS

Day of Deposition Instructions

Participants will receive a **RemoteDepo™** invite in their email from their local U.S. Legal Support office.

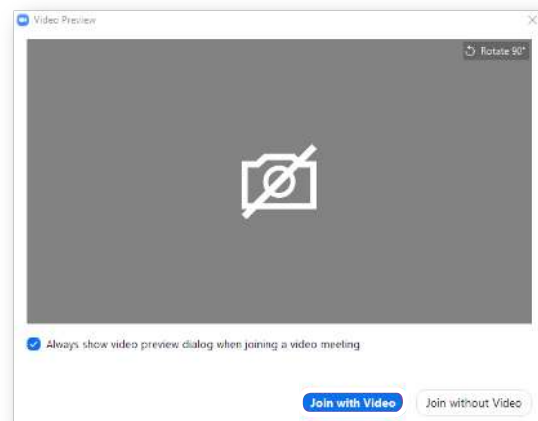
1. Click on the link to launch **Zoom** and **Join Meeting**.

2. Zoom Launcher will appear.
Click **Open Zoom Meetings**.



3. A **Video Preview** screen will appear.
Click on **Join with Video**.

Note: If you wish you always appear with video, check the box "Always show video preview dialog when joining a video meeting." This will default your system to bypass this prompt on all future videoconferences.

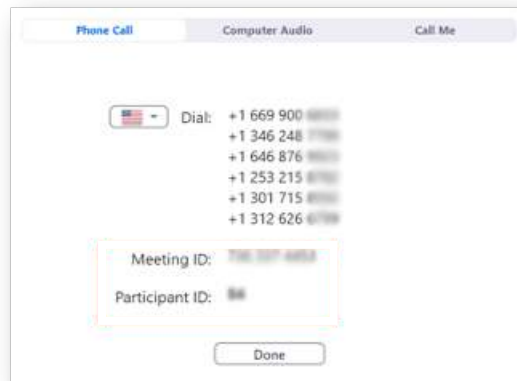


4. Next, audio options will appear. We strongly recommend that you join audio using the **Call Me** option for best performance and ease of use. Enter your phone number and the platform will dial you to join.



5. If you do not have access to a direct dial line, select the Phone Call option. Enter the **Meeting ID** and **Participant ID** and hit **#** when prompted > click **Done**. If you don't see the Participant ID, scroll down in Audio Conference Options Box. It is imperative that the "Dial" number, the "Meeting ID" and the "Participant ID" information provided on the Phone Call tab and provided in U.S. Legal Support invite is entered when you call in.

Note: In the example to the right, the Dial in numbers, Meeting and Participant ID codes are all samples. Always refer to the information provided in your Zoom meeting.

The screenshot shows a web interface for a phone call. At the top, there are three tabs: "Phone Call" (selected), "Computer Audio", and "Call Me". Below the tabs, there is a "Dial:" section with a dropdown menu showing a US flag and a list of phone numbers: +1 669 900 0000, +1 346 248 1700, +1 646 876 0000, +1 253 215 0000, +1 301 715 0000, and +1 312 626 0000. Below this is a "Meeting ID:" field with the value "785 337 8033" and a "Participant ID:" field with the value "84". A "Done" button is at the bottom right.

Once you dial in you will be connected by phone and video.

EVENTS WITH TEXT STREAMING - SETUP & INSTRUCTIONS

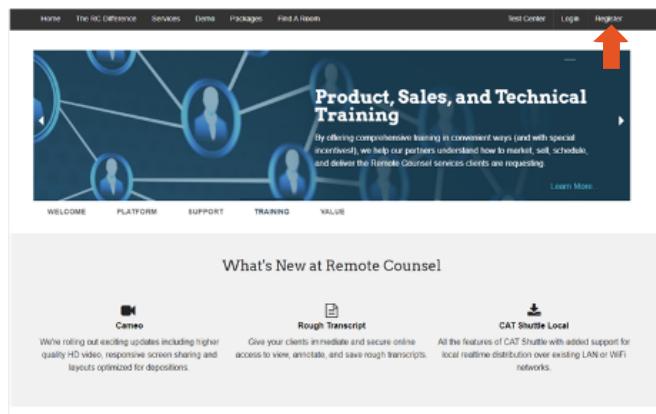
To Be Performed the Day Prior to the Deposition

To access a deposition with remote realtime streaming, you will need to sign up for a free account on remotecounsel.com.

1. Go to <https://remotecounsel.com/>



2. Click **Register**.



3. Complete the registration page and click **Submit**.

Home The RC Difference Services Demo Packages Real A Room

Create a New Remote Counsel Account

Your Remote Counsel Account gives you access to Room Scheduling and other Remote Counsel services

If you already have a Remote Counsel Account, you can sign [here](#).

Email

First name

Last name

Phone Type

Alternate Phone Type

Time zone

Company

Country

City

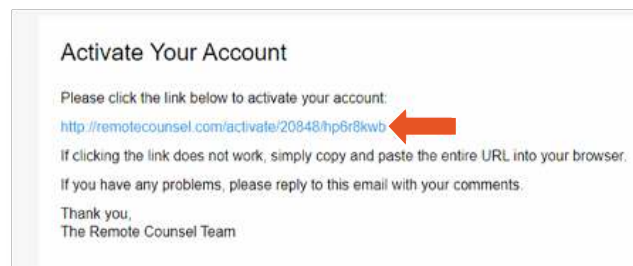
State

Password

Confirm password

Submit

4. You will receive an email to complete account activation. In the email, click the link to complete the activation of your account.

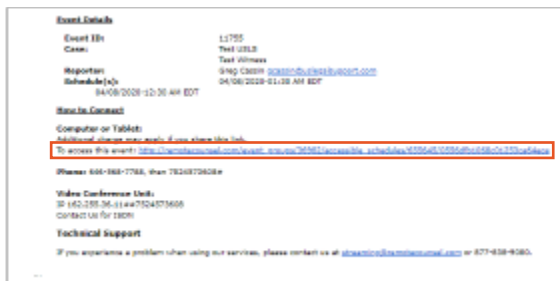


EVENTS WITH TEXT STREAMING - SETUP & INSTRUCTIONS

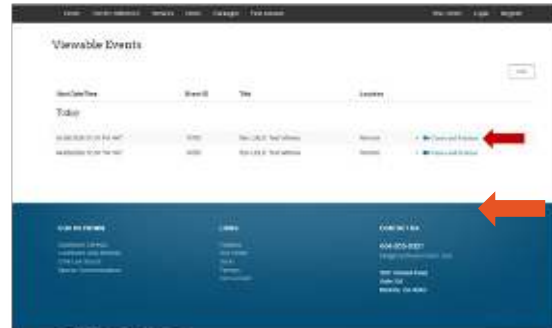
Day of Deposition Instructions

Participants will receive a **RemoteDepo™ invite** in their email.

1. Click the link to the right of **"To access this event"**.



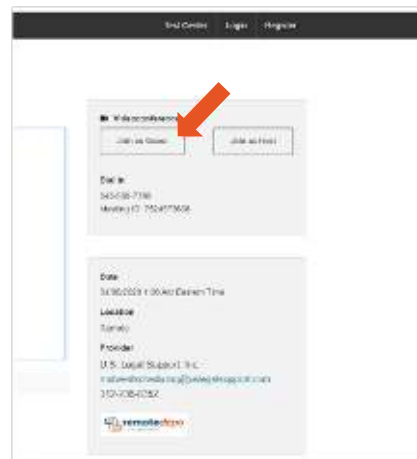
2. Locate the event on the RemoteDepo™ calendar and click **Cameo and Realtime**.



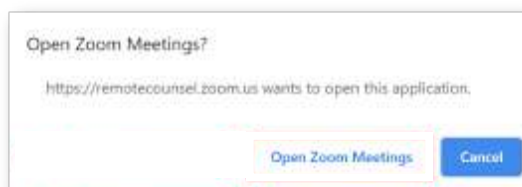
3. Click the page **pop-out icon** to remove to pop-out the text stream from the internet window.



4. Click the Join as Guest button to start the video and exhibit sharing portion of the RemoteDepo™.

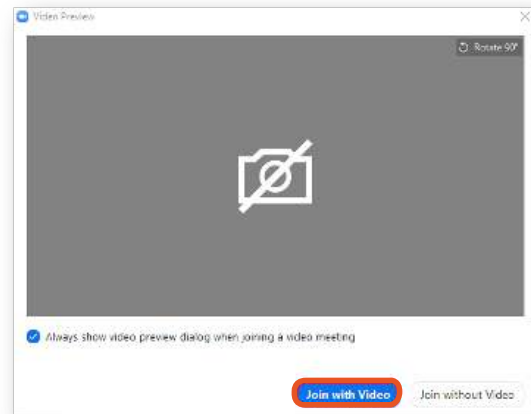


5. Zoom Launcher will appear. Click Open **Zoom Meetings**.

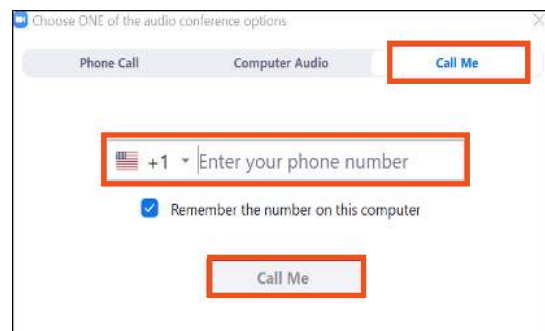


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Click on **Join with Video**.

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We strongly recommend that you join audio using the **Call Me** option for best performance and ease of use. Enter your phone number and the platform will dial you to join.



8. If you do not have access to a direct dial line, select the Phone Call option.

Enter the **Meeting ID** and **Participant ID** and hit **#** when prompted > click **Done**. If you don't see the Participant ID, scroll down in Audio Conference Options Box. It is imperative that the “Dial” number, the “Meeting ID” and the “Participant ID” information provided on the Phone Call tab and provided in U.S. Legal Support invite is entered when you call in.

Once you dial in you will be connected by phone and video.



Note: In the example, the Dial in numbers, Meeting and Participant ID codes are all samples. Always refer to the information provided in your Zoom meeting.

Note: If you do not have a speakerphone available and must connect through computer audio, please make sure that this is the only way that you connect to the meeting. Connecting both, computer audio and phone call will result in disruptive feedback to the event.

9. Resize streaming text and video windows to 50/50 or preferred layout.



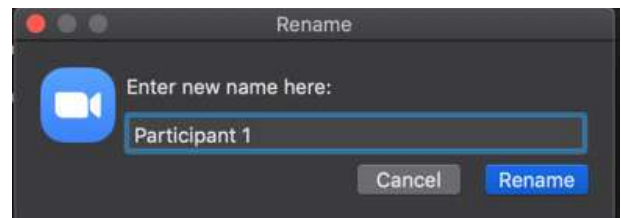
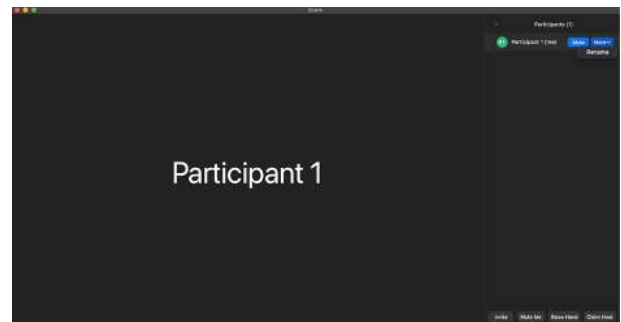
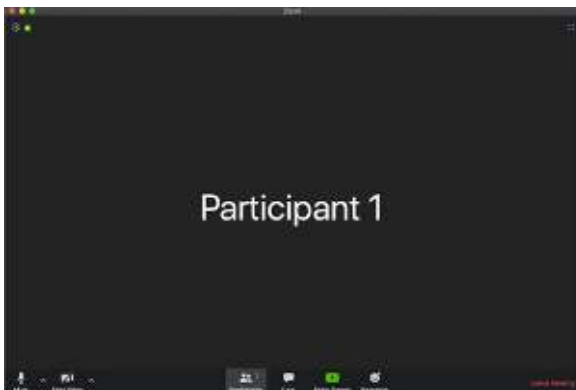
TO DO: MODIFY YOUR DISPLAY NAME

Please ensure your name is correctly displayed. This helps the reporter identify who is speaking during the deposition.

To modify your display name, select **PARTICIPANTS** at the bottom menu bar.



Once the **PARTICIPANTS** bar pops up on the right side of your screen, hover over your name until the **MORE** button appears, then select **RENAME**.



TROUBLESHOOTING

- **Feedback/Excessive Noises:** This typically happens when one of the participants has chosen to connect audio by computer audio and connects by phone. If you accidentally connected to both, please remove yourself from the Zoom meeting by clicking Leave Meeting on the lower right-hand corner and repeat the above-mentioned instructions.
- **Camera Not Connecting:** This is typically solved by restarting your computer, or if you are using an external webcam, disconnecting it and reconnecting it to your computer.



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