



# **COURTROOM TECHNOLOGY HANDBOOK**

**A Quick Reference Guide  
to Courtroom Systems  
and Technology**



# Contents

<b>1.</b>	Welcome .....	<b>04</b>
<b>2.</b>	The Courtroom .....	<b>05</b>
	Devices in the Courtroom.....	<b>05</b>
	★ Audio in the Courtroom.....	<b>06</b>
	Microphones .....	<b>07</b>
	All-In-One Computers.....	<b>08</b>
	The Gallery TV.....	<b>09</b>
	★ The Witness Stand.....	<b>10</b>
	The Elmo Document Camera.....	<b>11</b>
<b>3.</b>	Courtroom PCs.....	<b>12</b>
	Signing onto a new Courtroom PC.....	<b>12</b>
	★ Microsoft Office.....	<b>12</b>
	★ Microsoft Outlook.....	<b>13</b>
	Microsoft Teams.....	<b>13</b>
	Microsoft OneDrive.....	<b>13</b>
	Microsoft SharePoint.....	<b>14</b>



# Contents

<b>4.</b>	<b>Zoom Rooms .....</b>	<b>15</b>
	★ Zoom Rooms in the Courtroom .....	15
	Installing Zoom .....	16
	Joining a Meeting .....	17
	Scheduling a Meeting .....	17
	Adding a Device to an Ongoing Meeting .....	20
	Breakout Rooms .....	21
<b>5.</b>	<b>Zoom Room Controller .....</b>	<b>22</b>
	★ The Virtual Controller .....	22
	Accessing the Controller .....	22
	Zoom Rooms Virtual Controller Guide .....	24
	Finding Meeting Information .....	25
	Changing the Video View .....	25
	★ Sound Settings .....	25
	Sharing the Screen .....	26
	Sharing the Elmo Document Camera .....	26



# Contents

<b>6.</b>	Service Desk .....	<b>28</b>
	★ Submitting a Ticket .....	<b>28</b>
	★ Tracking Tickets and Updates .....	<b>29</b>
	★ Quick Solutions to Common Problems .....	<b>30</b>
	Contacting CTS.....	<b>31</b>





# Welcome

*Welcome to the Courtroom Technology Handbook!*

*Court Technology Service's mission is to support the Court in its mission to provide access to justice to Fulton County residents. We do this by empowering court employees through technology, fostering innovation and efficiency in courtroom operations. As the IT Director, I am delighted to introduce this comprehensive handbook, which will serve as a vital resource for all judicial staff.*

*The purpose of this handbook is to provide clear guidance and instruction to judicial staff on operating courtroom technology in order to reduce courtroom IT service calls. Through this handbook, we aim to establish best practices, enhancing the operation and performance of courtroom technology. By following the instructions in this handbook judicial staff will gain more proficiency and expertise with courtroom systems and technology.*

*Thank you for being an integral part of our IT community. I trust that you will find this handbook an invaluable resource in navigating courtroom technology and making courtroom hearings move faster and more efficiently.*

*Sincerely,*

*Adejuwon Anjoorin*

*Deputy Director, Information Technology*

*Superior Court Administration*



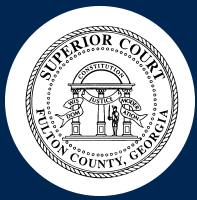
# The Courtroom

## Devices in the Courtroom

In most courtrooms there are 6 key devices:

1. The **Microphones** capture audio and send it to the speakers and Zoom.
2. The **All-in-One Computer** is the monitor found on the Defendant/Respondent desk, the Prosecutor/Petitioner desk, and the Podium stand.
3. The **Gallery TV** is a TV on a rolling stand. It is connected to a micro-computer attached to the back of the TV.
4. The **Witness Stand** device is a touchscreen device designed for Zoom.
5. The **Elmo Document Camera** allows attorneys to share physical evidence on Zoom.
6. The **Waiting Area TV** is an extra TV directly outside of the courtroom that allows people to see and listen to court proceedings. The Waiting TV is an optional device. Please use at the Judge's discretion.





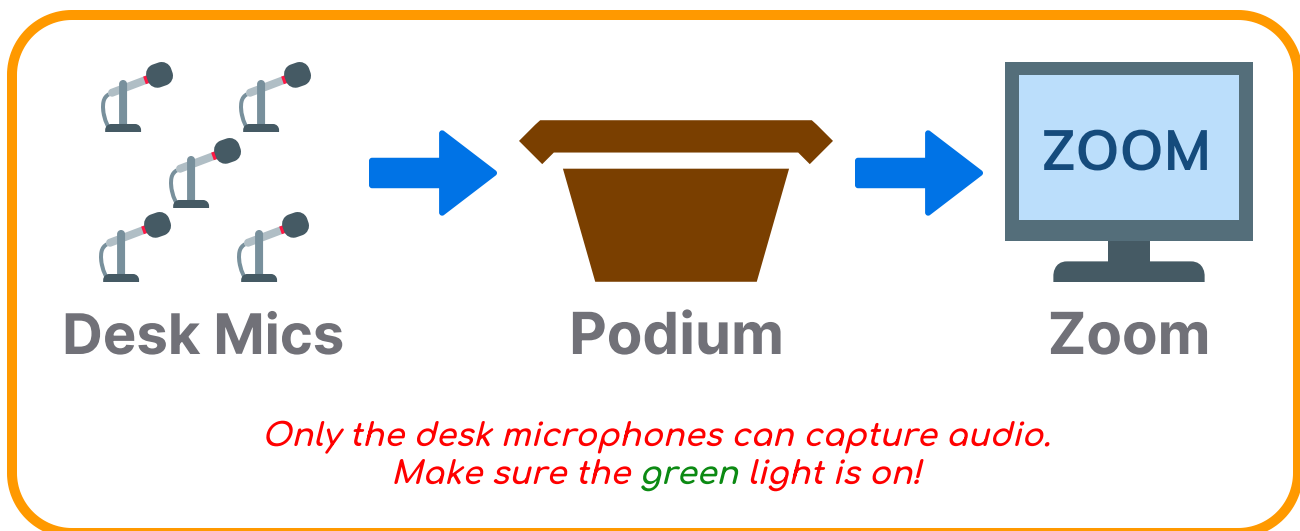
# The Courtroom

## Audio in the Courtroom



The desk microphones capture courtroom audio and send it to the Podium Computer. The Podium Computer takes the audio and sends it to Zoom for participants outside the courtroom to hear.

Anything that isn't said into a desk microphone will not be audible in Zoom.



During a Zoom meeting, **the Podium computer must be unmuted** in Zoom. **All other devices in the courtroom must be muted in Zoom** and have their speakers set to 0.

This applies to devices brought into the courtroom as well. All participants in the courtroom must speak into the desk microphones. **The only device that should be unmuted is the Podium Computer!!**



# The Courtroom

## Microphones



The microphones found around the courtroom are the only audio capture devices in the courtroom. **Participants must speak into a mic to be heard clearly on Zoom.**

There is one microphone for the:

- Defendant/Respondent
- Prosecutor/Petitioner
- Podium stand
- Jury box
- Judge's bench



To turn the microphone on and off, tap the divit next to the light.

OFF



ON



If the microphone is on the light will be green. If it is off the light will be red. The Jury microphone is always on.





# The Courtroom

## All-In-One Computers

The computers found on the Podium, Defendant, and Prosecutor desks are All-In-One Computers. They are identical to a desktop computer, but the PC is in the monitor.

When they are turned on, they will automatically log in and start Zoom Rooms. To turn on the All-In-One Computers press the button under the right side of the screen.



Power button

*The underside of the All-In-One Computer*

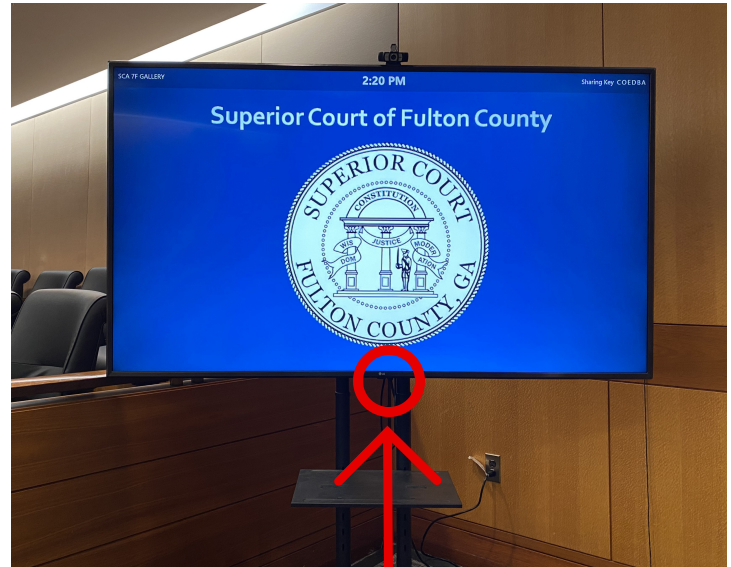


# The Courtroom

## The Gallery

The Gallery is a normal TV with a small computer and remote strapped to the back and a camera on top.

The Gallery camera should generally be turned off. **If the camera is turned on, DO NOT face the Gallery towards the jury as jurors faces should not be shown to the public by law.**



Power button

To turn on the **Gallery TV** without the remote, press the button at the bottom center of the TV.

To turn on the **Gallery PC**, press the power button on the computer strapped to the back of the TV.

Some Gallery stands have a removable wireless keyboard/mouse which can be connected to the other courtroom devices when needed.



Power button



# The Courtroom

## The Witness Stand

The witness stand in most courtrooms will include a DTEN device. It is a touchscreen monitor which connects to Zoom.



The DTEN has a feature which allows the witness to **annotate evidence shared over Zoom.**

**To annotate,** tap the pen icon in the bottom left corner of the DTEN screen while evidence is being shared.



DTEN



Other Devices





# The Courtroom

## The Elmo Document Camera

The Elmo Document Camera is a video camera used to share physical evidence with the court over Zoom. It is located in the side compartment of the podium.



To turn on the Elmo Document Camera, unfold the stand and click the power button. The center light will be red when turned on.



**The Elmo is a fragile equipment, please handle with care. If you encounter any difficulty setting it up, please request for Court Technology Services at 404-612-2770.**

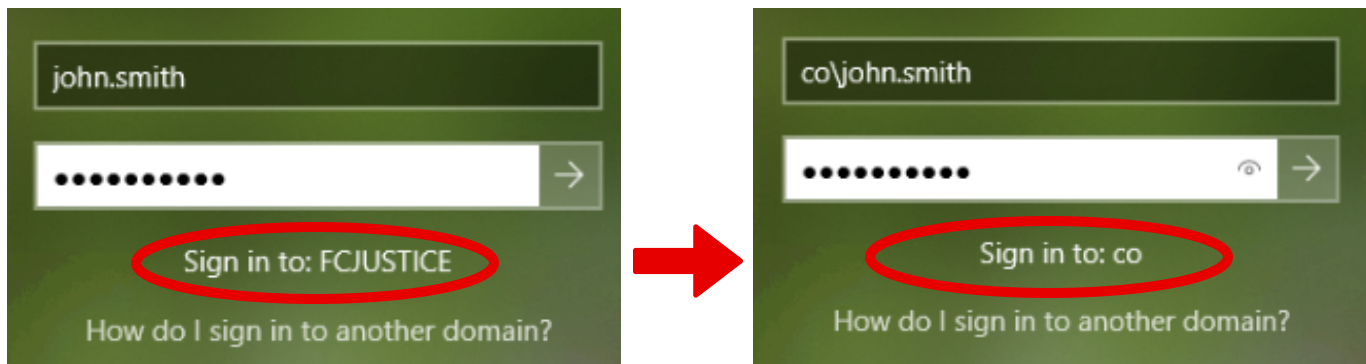




# Courtroom PCs

## Signing onto a New Courtroom PC

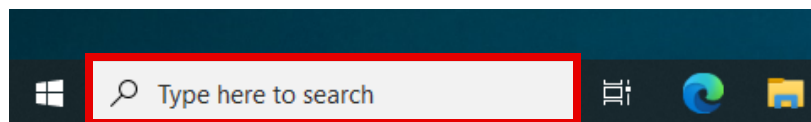
1. Select "Other User".
2. In the space for username type "co\" followed by your username. Your username is your first name "." last name. (ex. "John Smith" becomes john.smith).
3. The text underneath should change to "Sign in to: co". Make sure to use "co\" and not "co/".
4. Enter your password and log in.



## Microsoft Office



The 5 main Microsoft Office programs employees will use are **Word, Outlook, Teams, OneDrive, and SharePoint**. They can be found by using the search bar at the bottom left corner of the desktop screen.



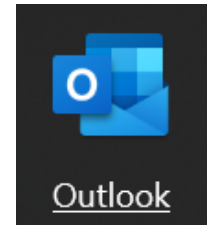
**To activate Microsoft Office**, open Microsoft Word and enter your Fulton County email and password when asked to log in or activate.



# Courtroom PCs

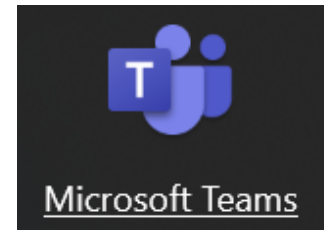
## Microsoft Outlook

**Outlook** is Fulton County's employee email app. All employees have an Outlook email. Most employee emails begin with their first name followed by a "." symbol and their last name. (ex. "John Smith" becomes john.smith).

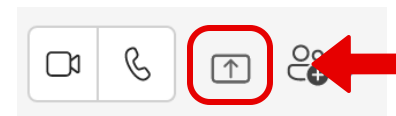


## Microsoft Teams

**Microsoft Teams** is Fulton County's default instant messaging app. It is an easy to use direct message system that allows employees to quickly message, share files with, and video call other employees.

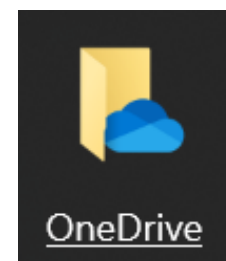


The share screen button in the top right corner of the call or chat allows employees to share their screen or remotely access a device.



## Microsoft OneDrive

**OneDrive** is a cloud storage service which automatically backs up local files to the cloud. Files in OneDrive can be accessed on any device as long as the employee is signed into OneDrive using their Fulton County email address and password. Each employee has 1 TB of storage space.



To reach OneDrive, click the cloud icon in the bottom right corner of the desktop screen.



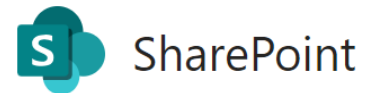


# Courtroom PCs

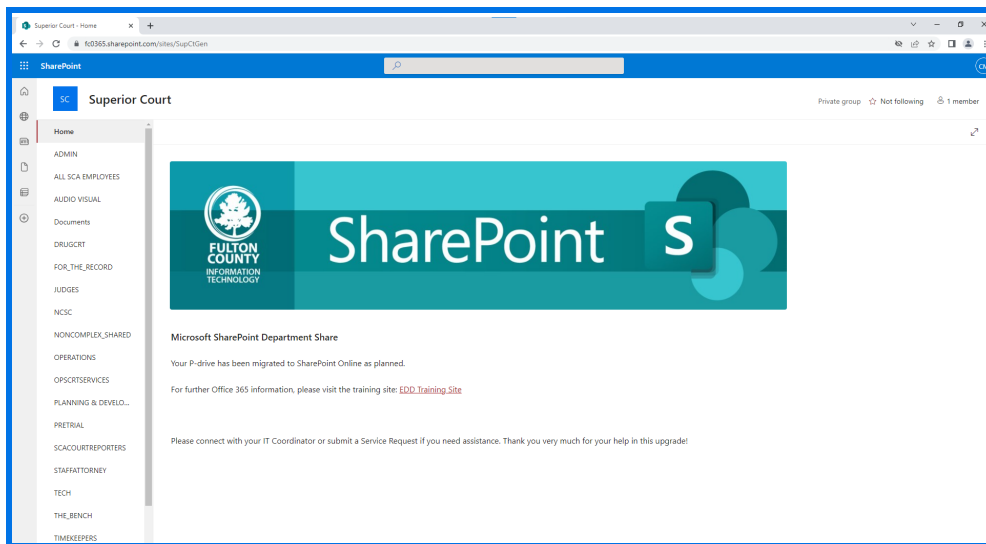
## Microsoft SharePoint



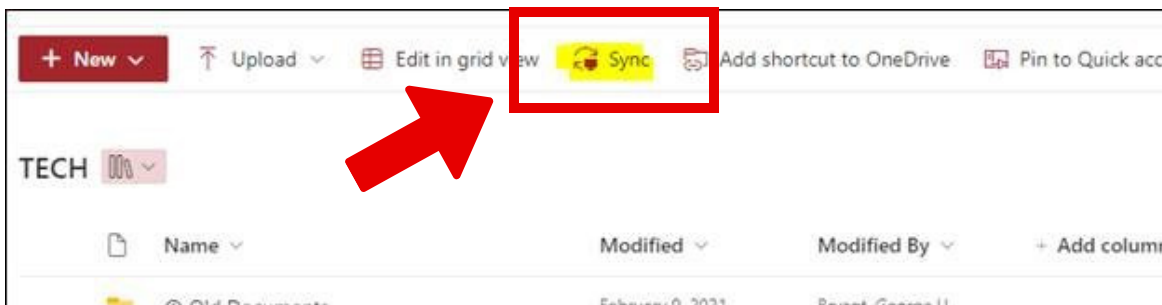
**SharePoint** is used to create internal websites for Fulton County. It allows county employees to easily create and share files and websites with your office and across departments.



To access your files visit <https://fc0365.sharepoint.com/sites/SupCtGen> and navigate to your files.



If you will be using a courtroom computer regularly, you can save the files to that computer by going to the SharePoint folders you need and clicking "Sync".



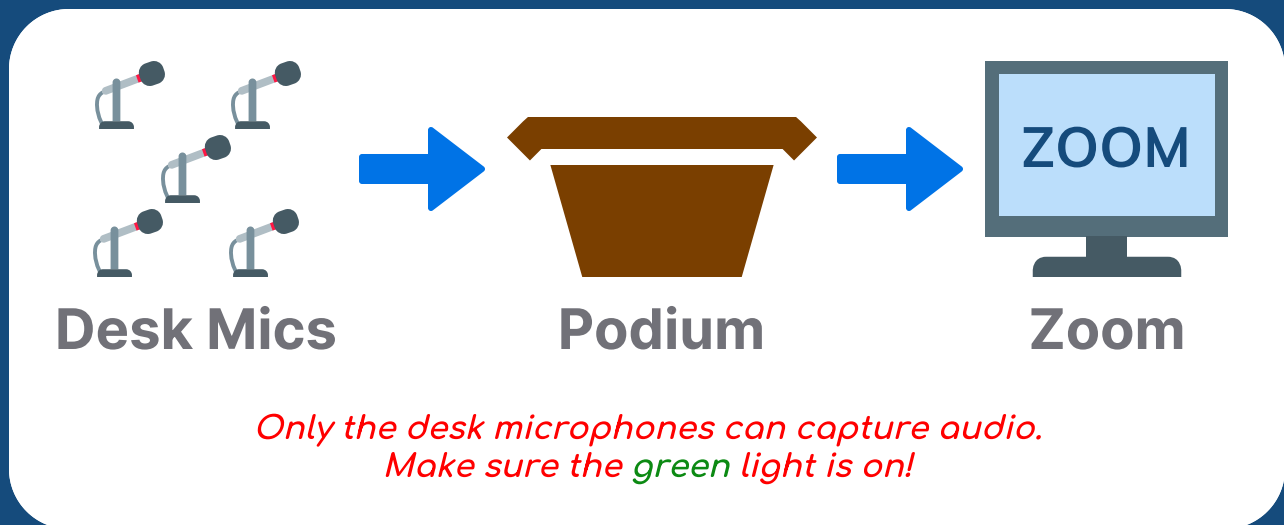
For forms and general information visit the Employee Resource website: <https://fc0365.sharepoint.com/sites/CommonlyRequestedInformation>

# Zoom Rooms in the Courtroom



## Video

The courtroom PCs are connected to Zoom Rooms and capture your video.



## Audio

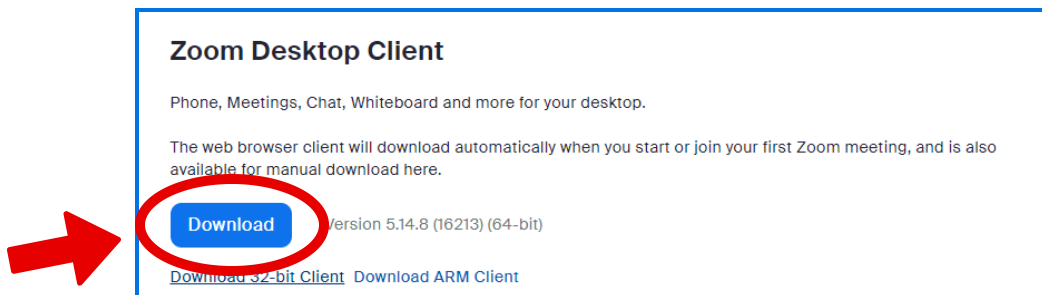
The desk mics capture audio and send it to the Podium computer. Then the Podium sends it to Zoom for participants outside the courtroom to hear.



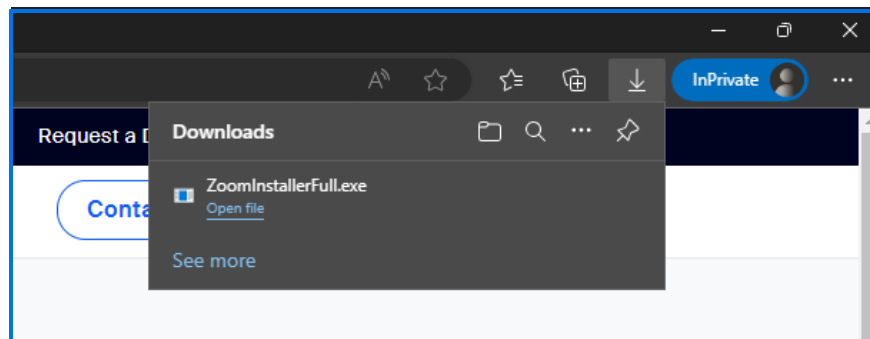
# Zoom Rooms

## Installing Zoom

1. Go to [www.zoom.us/download](http://www.zoom.us/download) and download the Zoom Desktop Client listed at the top of the page.



2. A download box will appear in a corner of the screen.
3. When the download is complete, click the download box to start the installation.



4. Zoom will open automatically. Sign in with your Fulton email and Zoom password.

If you don't have a Zoom account, speak with your supervisor to see if you will need a Zoom account. Upon approval, contact Court Technology Services via ManageEngine ServiceDeskPlus to be issued a license.



# Zoom Rooms

## Joining a Meeting

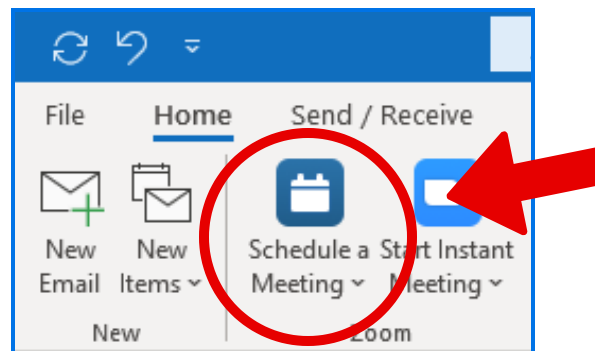
If a meeting link has been shared with you, simply click the link.

If you need to manually join a meeting, open the Zoom desktop app and click "Join". Then enter the meeting ID. Some meetings will also require a password.

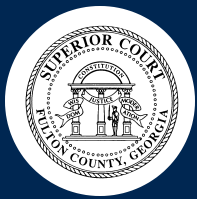
## Scheduling a Meeting

**To Schedule a meeting via Zoom Outlook Plugin:**

1. Open Outlook.
2. In the top left corner of the Home tab click "Schedule a Meeting"



3. An email and a Zoom window will popup.
4. In the Zoom window select the settings you would like (optional).
5. Click save.
6. The email will automatically copy the meeting information and include a link to the Zoom meeting.
7. Under "Required" add the names of the court devices you will need.  
(ex: SCA5e-podium, SCA5e-dfndnt, SCA5e-wtns...)
8. You can also add people to the email to send them the link to the meeting.
9. Click send. When the meeting starts, the court devices will join automatically.



# Zoom Rooms

## Scheduling a Meeting cont.

### To Schedule a meeting using the Zoom desktop app:

1. Open the Zoom desktop app and sign in.
2. Click the schedule button.
3. Enter the meeting information.
4. Scroll down and make sure that under "Calendar", the Outlook box is checked.



Schedule

**Schedule Meeting**

**Topic**  
Damian Moses' Zoom Meeting

**Date & Time**  
Start: Fri June 9, 2023 04:00 PM  
Duration: 1 hour 0 minute  
 Recurring meeting Time Zone: Eastern Time (US and Canada)

**Calendar**  
 Outlook  Google Calendar  Other Calendars

5. Click save and an Outlook email will popup.
6. Under required, add the names of the court devices you will need.  
(ex: SCA5e-podium, SCA5e-dfndnt, SCA5e-wtns...)
7. You can also add people to the email to send them the link to the meeting.
8. Click send. When the meeting starts, the court devices will automatically join.

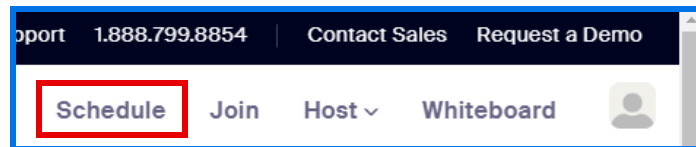


# Zoom Rooms

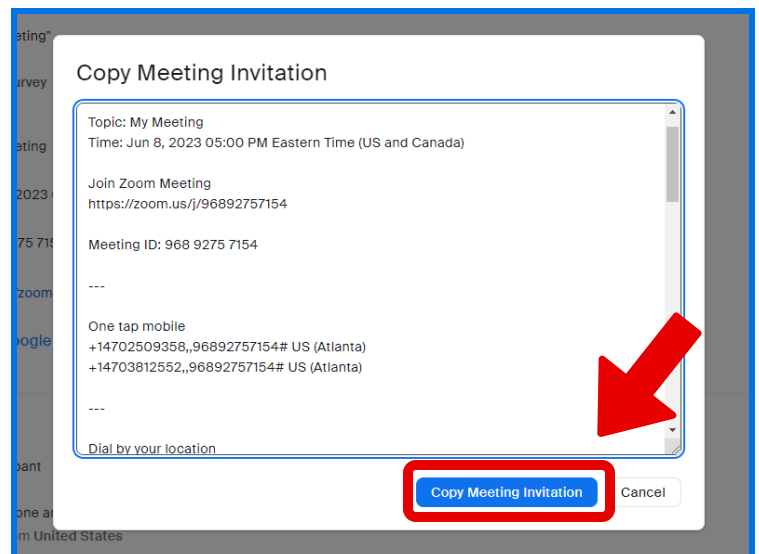
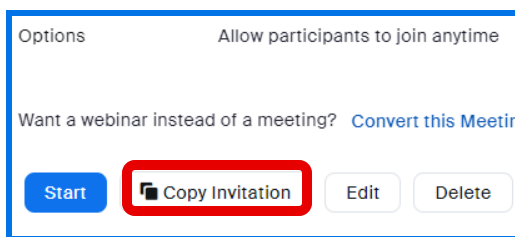
## Scheduling a Meeting cont.

### To Schedule a meeting using the Zoom website part 1:

1. Open the Zoom desktop app and sign in.
2. In the top right corner, click "Schedule" and enter the meeting information.



3. Enter the meeting information and click save.
4. You will be taken to the meeting info page. At the bottom of the page, click "Copy Invitation".
5. A window labeled "Copy Meeting Invitation" will appear. In that window, click the "Copy Meeting Invitation" button in the bottom right.



6. Open Outlook and go to you calendar. Click "New Meeting" and paste the meeting info into the email by right clicking and selecting "paste".
7. Under required, add the names of the court devices you will need.  
(ex: SCA5e-podium, SCA5e-dfndnt, SCA5e-wtns...)
8. You can also add people to the email to send them the link to the meeting.
9. Click send. When the meeting starts, the court devices will automatically join.





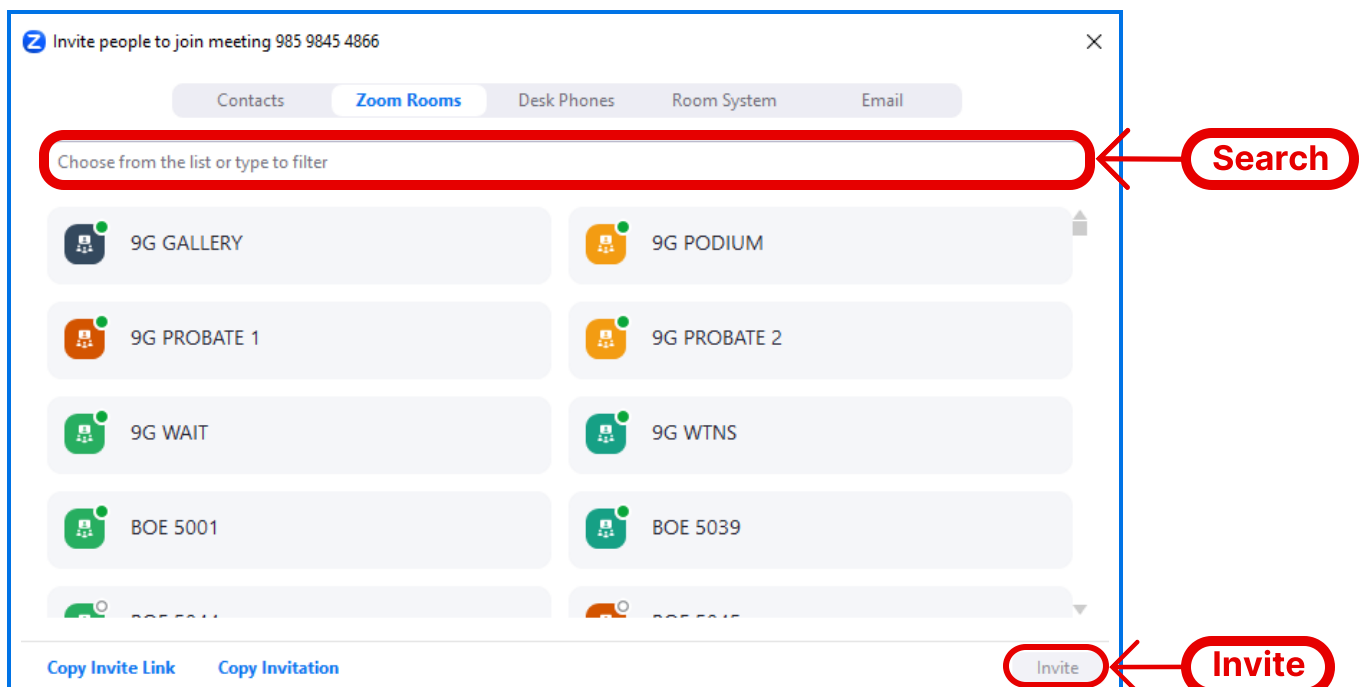
# Zoom Rooms

## Adding a Zoom Room Device to an Ongoing Meeting

There are 2 ways to add a device to an ongoing meeting.

### Inviting a device:

1. Join the Zoom meeting and click "Participants" and "Invite".
2. A menu will appear with a tab labeled "Zoom Rooms". Click the tab.



3. On the "Zoom Rooms" tab, type the courtroom or jail booth name into the search bar and select the Zoom Room devices you want to add.
4. When you have selected all devices, click the "Invite" button in the bottom right.

### Joining a device in Zoom Rooms Controller:

1. Access the device in Zoom Rooms Controller (pg. 22).
2. Click join and enter the meeting information.



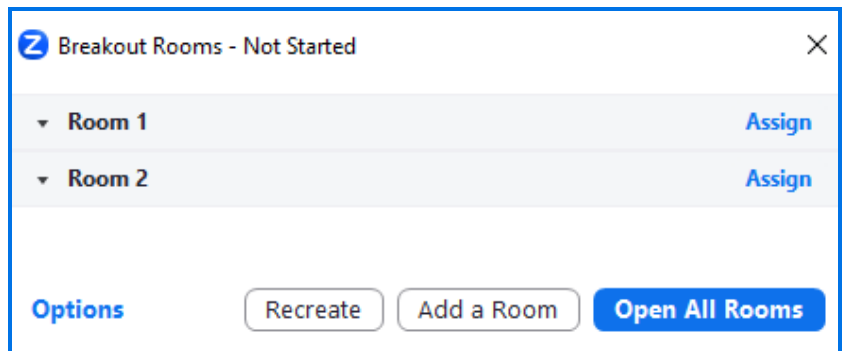
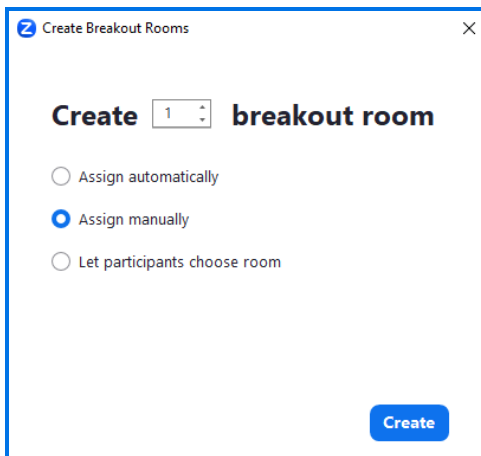
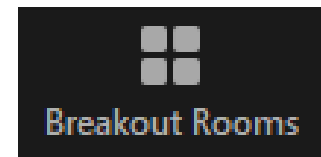
# Zoom Rooms

## Breakout Rooms

Breakout rooms are a feature of Zoom that allow some meeting participants to have a private meeting space for a confidential conversation within an ongoing meeting.

To create a Breakout Room:

1. As the host, click the "Breakout Rooms" icon. on the bottom menu. If it's not there, click more and select it.
2. Choose the number of breakout rooms you want to create.
3. Check the "Assign Manually" box and click "Create".
4. Assign people to a room, and click "Open All Rooms"
5. To change the number of rooms, click "Recreate"





# Zoom Rooms Controller

## The Virtual Controller

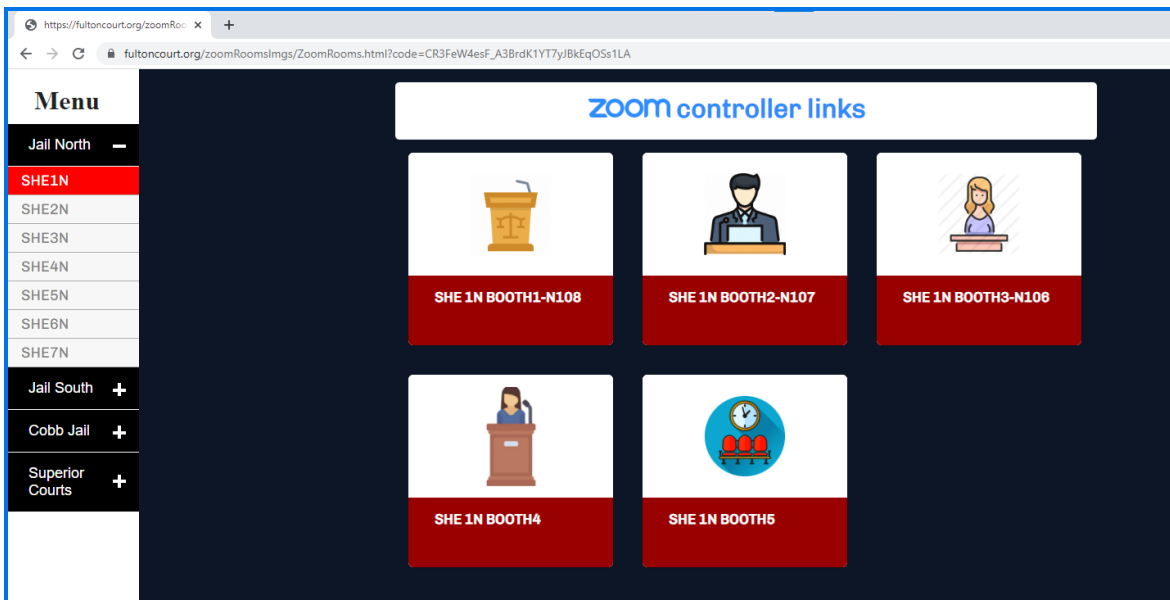
The Zoom Rooms Virtual Controller (Zoom Rooms Controller) is a website that allows employees to remotely control courtroom devices in Zoom. The All-In-One computers do not allow users to directly manage Zoom, so the Zoom Rooms Controller is the only way to perform tasks such as turning off the camera or sharing content.

## Accessing the Controller

There are 2 methods to access the Zoom Room Controller.

The **first method** is to go directly to the controller website:

1. Open a web browser. Visit [www.Zoom.us](http://www.Zoom.us). Sign in.
2. Open a second web browser page and visit [www.tinyurl.com/fultonzoomrooms](http://www.tinyurl.com/fultonzoomrooms).



3. Using the bar on the left side, find and select the desired courtroom.
4. From the listed devices, click the desired Zoom Rooms device.



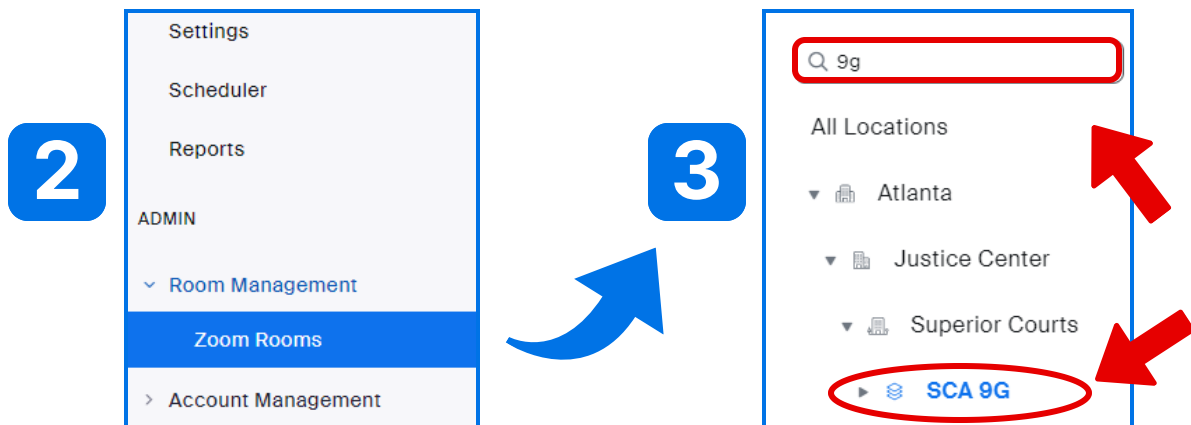
# Zoom Rooms Controller

## Accessing the Controller cont.

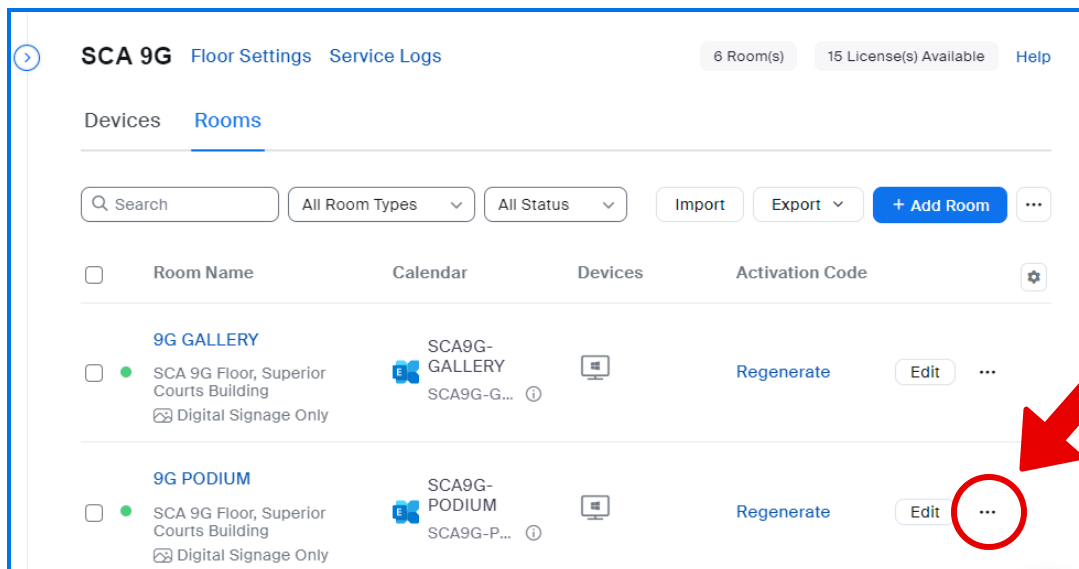
There are 2 ways to access the Zoom Room Controller.

The **second method** is to using [www.zoom.us](http://www.zoom.us) on your computer:

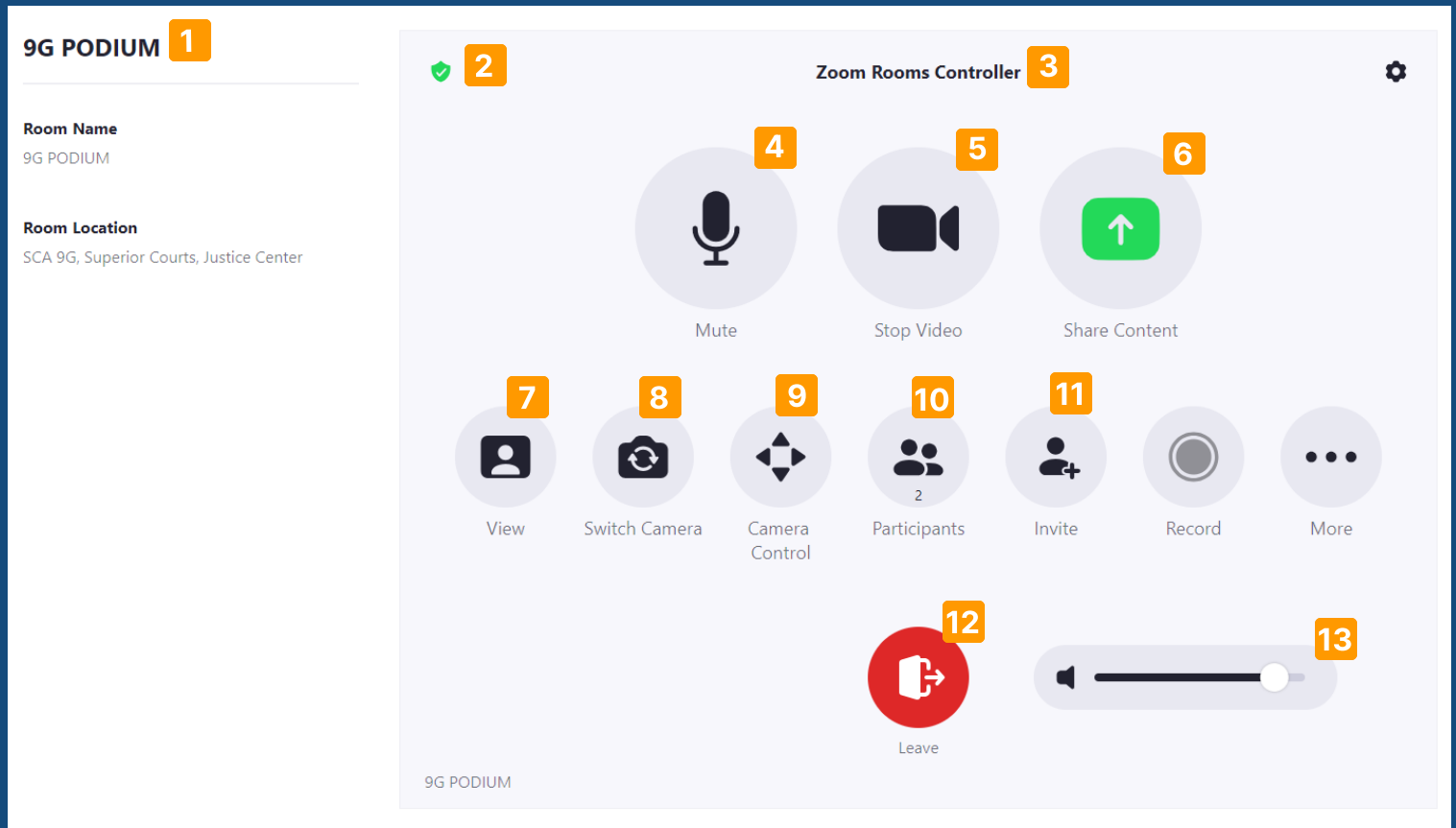
1. Open a web browser and visit [www.zoom.us](http://www.zoom.us).
2. Sign in and use the bar on the left side to go to Zoom Rooms.
3. In the search bar that appears, enter the court room or device that you need.



4. For the devices you need, click the three dots and select "Launch Controller"



# Zoom Rooms Virtual Controller Guide



1. The device name
2. The meeting information (click to see)
3. The meeting name
4. Mute the device
5. Start/Stop video for the device
6. Share device screen or camera
7. Change what is displayed on device screen
8. Select which camera is used (if multiple)
9. Control the camera
10. See who is in the meeting and assign a new host
11. Invite others to the meeting
12. Leave the meeting (can end the meeting if device is a host)
13. Volume control (disabled on most courtroom devices)



# Zoom Rooms Controller

## Finding Meeting Information

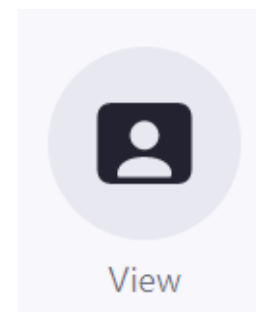
To find the meeting ID and password for a meeting, click the green shield in the top left corner of the screen.



## Changing the Video View

To change the view displayed on a specific screen, click the view button. This option can also hide the camera of participants who do not have a video feed.

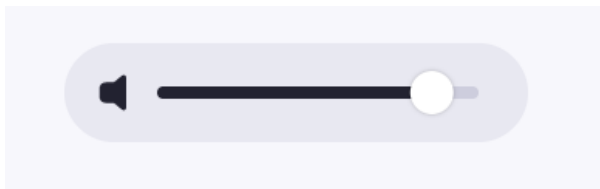
This only affects what is displayed on that specific device screen. Other devices will show all participants by default.



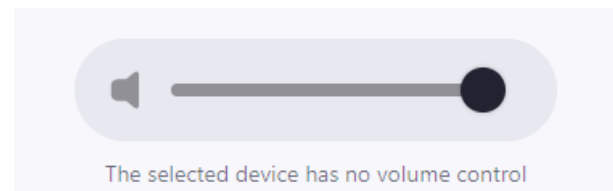
## Sound Settings



The volume on the All-In-One's are disabled by default. The Podium is the only exception. **If the Podium is muted or has its volume too low, people on Zoom will not be able to hear the courtroom.**



*Sound Enabled*



*Sound Disabled*

The Witness stand should be muted and have its volume set to 0.

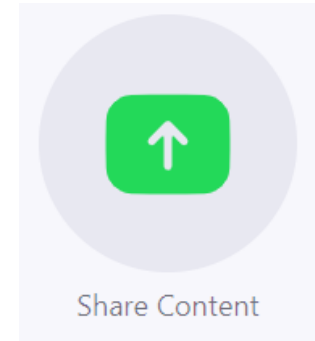


# Zoom Rooms Controller

## Sharing the Screen

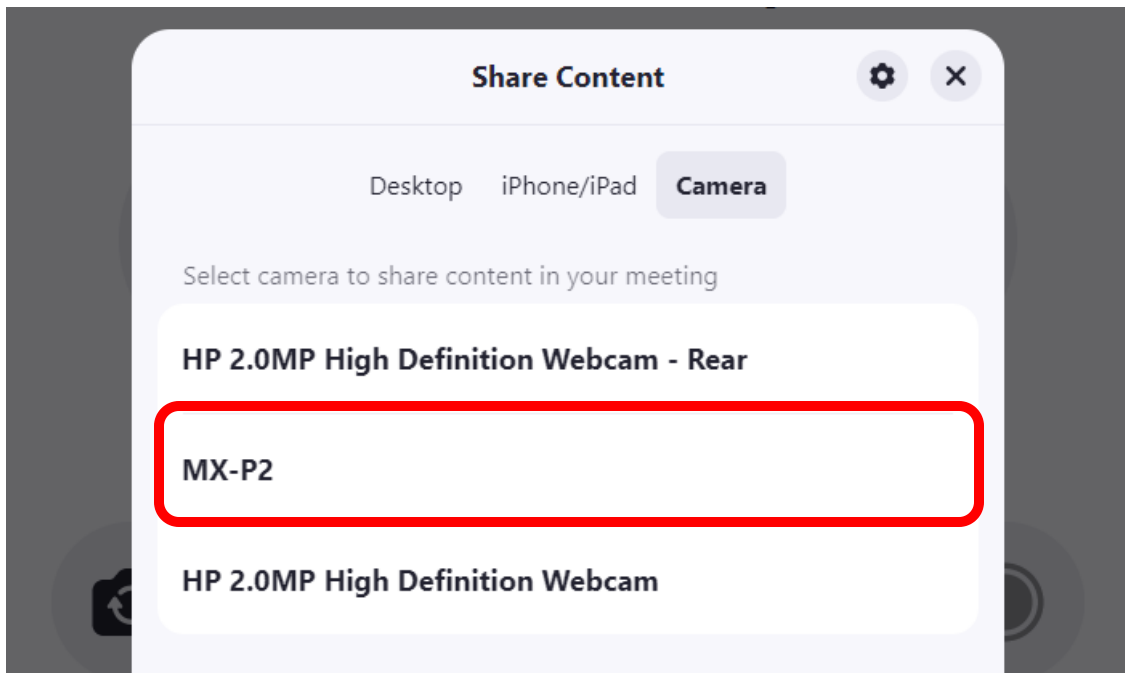
To share screen, click the green "Share" button. Click the camera tab and select the camera you want to share.

The All-In-One's are currently set up only to share their cameras while in Zoom Rooms mode. **Attorneys who wish to share evidence should join the Zoom session and share the evidence from their own devices.**



## Sharing the Elmo Document Camera

To share the **Elmo**, click the "Share" button and select the "Camera" tab. Then select the camera labeled MX-P2.



**The Elmo is a fragile equipment, please handle with care.  
If you encounter any difficulty setting it up, please request for Court Technology Services at 404-612-2770**

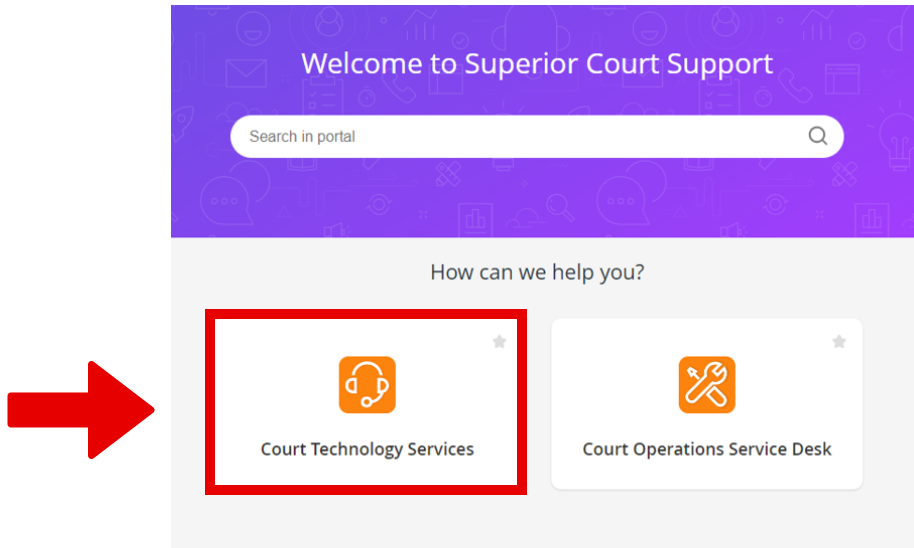


# Service Desk

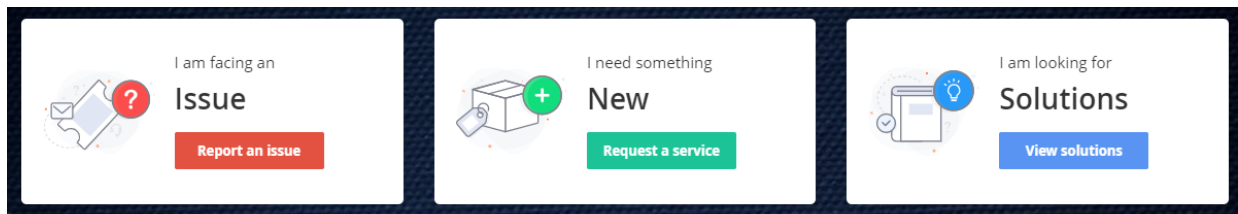
## Submitting a Ticket



From the main menu of Service Desk Plus select Court Technology Services.



Select the appropriate option.



When something goes wrong



To request service and equipment



To find quick solutions for common problems



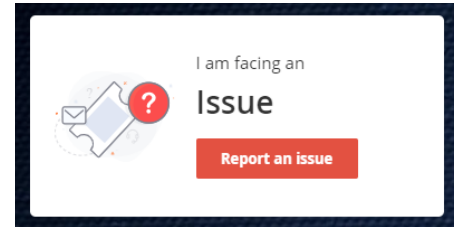


# Service Desk

## Submitting a Ticket cont.



To request help with an issue, click "Report an issue" and choose the form that matches the issue.

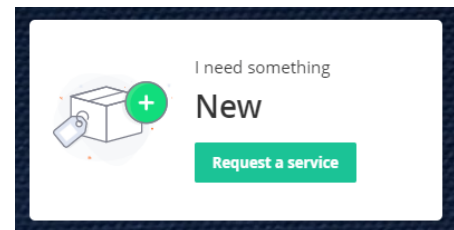


Choose a template to raise your request

Search Template

- A. Incident Reporting Form**  
Default template used for new request creation.
- B. Odyssey Incident Reporting Form**  
This template is used to report Odyssey Issues
- C. Copier / Printer Issue**  
This template is used to report an issue with a printer or MFD
- D. E-File Georgia Issue**  
This template is used to report an issue with E-File Ga.

To request or service, click "Request a service and select the category that matches your request.



Create a service request - Select category

Choose a category to raise your request!

Search Category

 <b>Call or Softphone</b> Request County Cell Phone or Cisco Softphone	 <b>Chamber / Computer Moves</b> Request for chamber moves or computer moves.	 <b>Court Proceedings</b> Courtroom Audio Visual Support	 <b>Data Drop</b> Request additional data drop.
 <b>Email</b> Request for Service Account / Shared Mailbox	 <b>ENARF</b> Employee Network Access Request	 <b>Internet Access</b> Internet access for all employees.	 <b>Intranet</b> Our Company Intranet.
 <b>Odyssey Incident Reporting</b> Problem with the Odyssey application.	 <b>Website Request</b> All website related requests.		

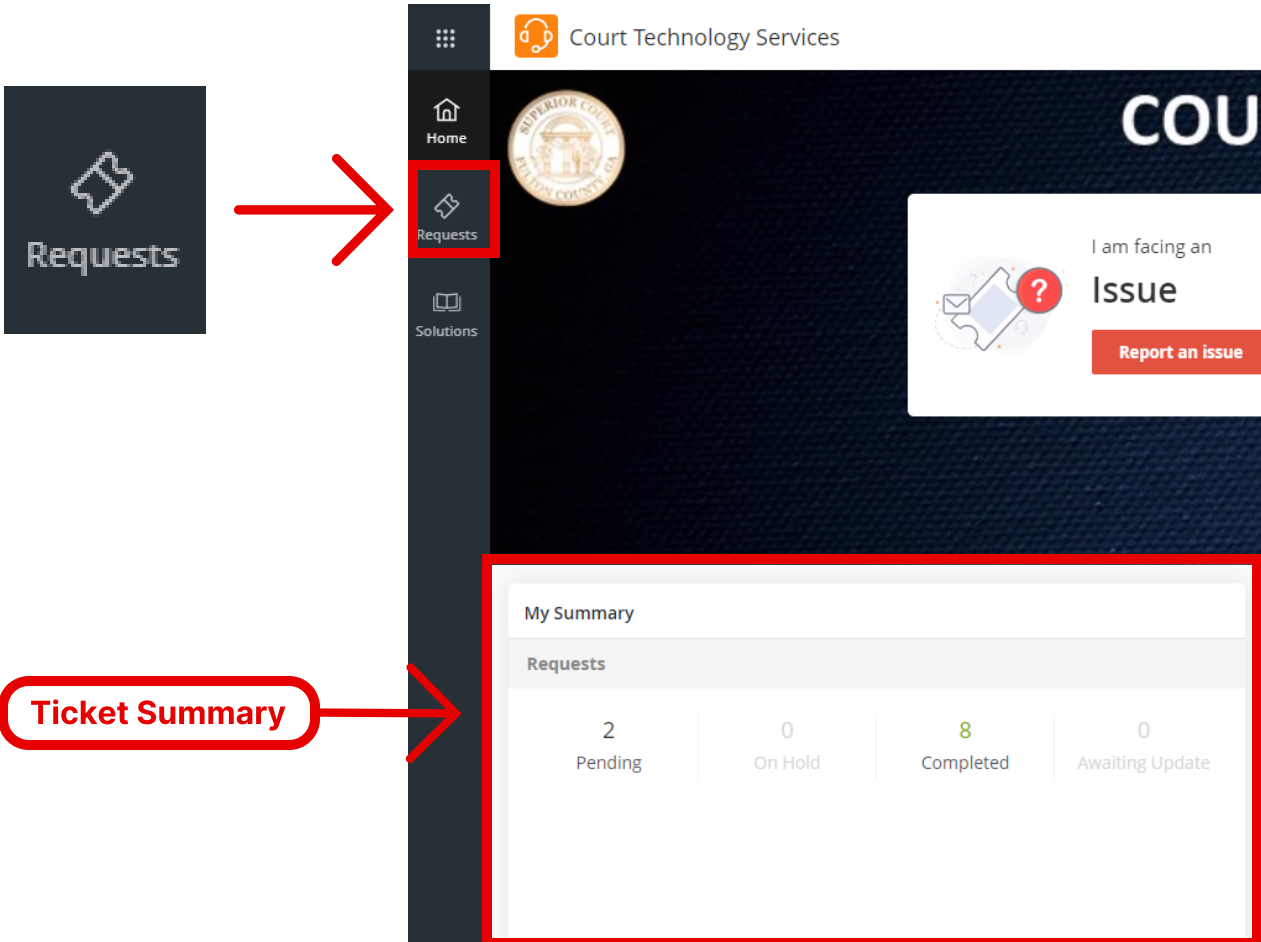


# Service Desk

## Tracking Tickets and Updates

A summary of current and closed tickets can be found in the bottom left corner of the Court Technology main menu.

To find information on specific tickets, click the "Requests" icon on the left side of the screen.



The screenshot shows the 'Court Technology Services' interface. On the left, a dark sidebar contains a 'Requests' icon and the word 'Requests' below it. A red arrow points from this icon to the 'Requests' menu item in the main navigation bar. The main navigation bar also includes 'Home' and 'Solutions'. The main content area features the 'COU' logo and a 'Report an issue' button. Below this, a 'My Summary' section displays a table of ticket counts.

My Summary			
Requests			
2	0	8	0
Pending	On Hold	Completed	Awaiting Update

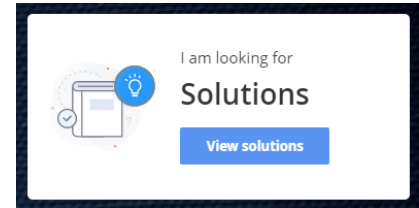
**Ticket Summary**



# Service Desk

## Quick Solutions to Common Problems

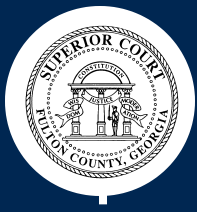
For common questions, the "Solutions" button on the Court Technology Services main menu provides a list of common problems and solutions.



All Topics		All Active Solutions	
Solutions	Shared to	Publish	Status
<input type="checkbox"/> SOL-45 HOW TO ADD A RULE TO A SHARED MAILBOX Topic : General	All Technicians	Published	Unapproved
<input type="checkbox"/> SOL-44 COURT SUPPORT VOICEMAIL Topic : General	All Technicians	Not Published	Approved
<input type="checkbox"/> SOL-43 DEFAULT NETWORK PRINTER TO PPRINT ALL DOCUMENTS 1-SIDED Topic : Printers	All Technicians	Published	Approved
<input type="checkbox"/> SOL-42 CART SCAN-TRADOGRAM EXTENSION Topic : Softwares	All Technicians	Not Published	Unapproved
<input type="checkbox"/> SOL-41 SUPERIOR COURT SHAREPOINT DEPARTMENT SHARE Topic : General	All Technicians	Published	Unapproved
<input type="checkbox"/> SOL-40 JURY SHARED MAILBOXES Topic : Troubleshooting	All Technicians	Not Published	Unapproved
<input type="checkbox"/> SOL-39 MS PROJECT REQUEST PRICE Topic : Softwares	All Technicians	Not Published	Unapproved
<input type="checkbox"/> SOL-38 MICROSOFT WORD/ODYSSEY MACRO ISSUE Topic : Softwares	All Technicians	Not Published	Unapproved
<input type="checkbox"/> SOL-37 HOW TO RESET YOUR VOIP VOICEMAIL PASSWORD Topic : General	All Technicians	Published	Unapproved
<input type="checkbox"/> SOL-36 OUTLOOK 365 SETUP ON IPHONE Topic : Softwares	All Technicians	Published	Unapproved

Find quick and easy answers to questions like:

- How do I setup my voicemail?
- What happened to my P-drive?
- Why aren't my Odyssey documents printing?
- Help! I can't see my Timecard!



# Contacting CTS

To contact Court Technology Services, please use one of the following methods.

1. Enter a Service Desk Ticket using Service Desk Plus by clicking the icon on your desktop, or by visiting <https://scasupport.fultoncountyga.gov>.



2. Send an email to [sca.techsupport@fultoncountyga.gov](mailto:sca.techsupport@fultoncountyga.gov), this will automatically create a ticket for your issue.

3. For emergencies, please call us on the main service desk line (404) 612-2770

COURT TECHNOLOGY SERVICES TEAM		
NAME	POSITION	EMAIL
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Aaron Dorsey	Audio Visual Technician	<a href="mailto:Aaron.Dorsey@fultoncountyga.gov">Aaron.Dorsey@fultoncountyga.gov</a>
Cleveland Moses	Audio Visual Technician	<a href="mailto:Cleveland.Moses@fultoncountyga.gov">Cleveland.Moses@fultoncountyga.gov</a>
Helpdesk Phone Number:		404-612-2770
Department Email Address:		<a href="mailto:sca.techsupport@fultoncountyga.gov">sca.techsupport@fultoncountyga.gov</a>

