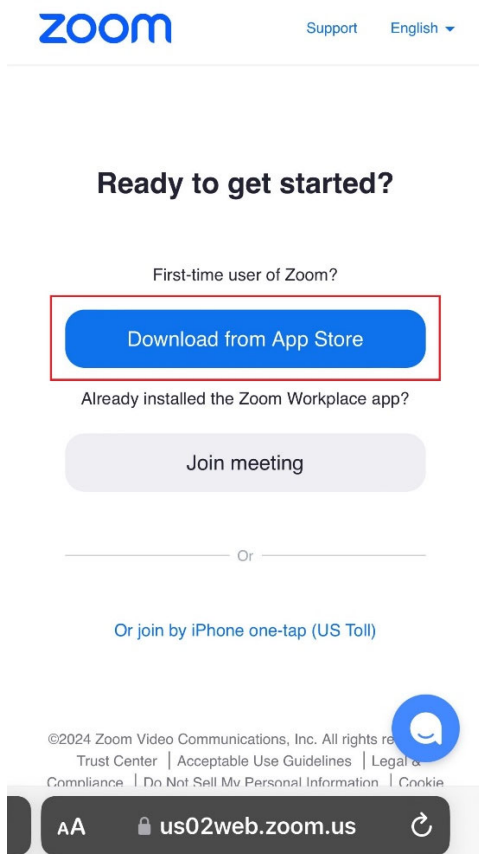


Zoom User Guide – Mobile Application

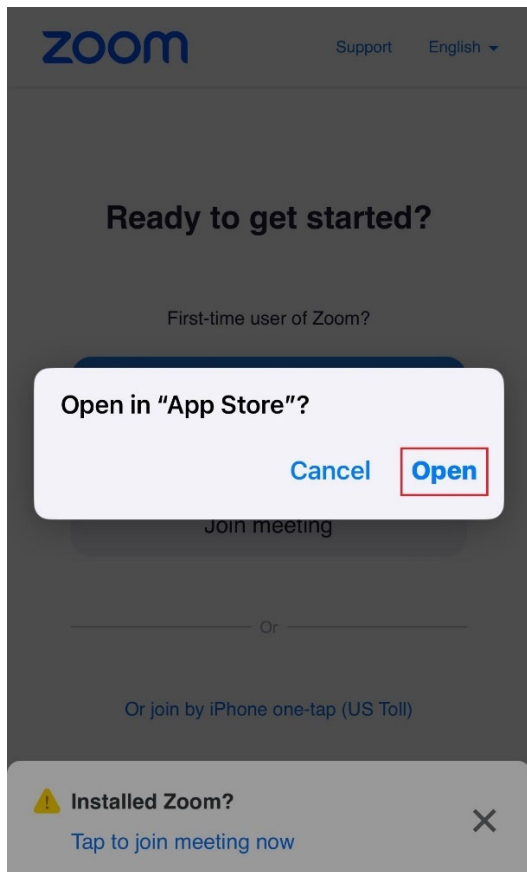
To participate in the Zoom Hearing, participants must have a computer, tablet, or smartphone/mobile device that has both audio and video capabilities. If you have a mobile device without video capability or a touch tone phone (landline) you may still participate via Zoom but you will not be able to see the hearing participants. If you do not have any of these items, please contact the Office of Child Support Hearings at 808-692-7110 immediately. If you are calling outside of the hours of 7:45 a.m.- 4:30 p.m., Monday through Friday, please leave a message with your name and phone number and someone will contact you during business hours.

Please see the below screenshots for more information. Please note these instructions are for iPhones, but other phone applications should be similar. It is recommended that you download the application ahead of time and log-in at least five minutes prior to the meeting time to ensure that you can connect properly for the start of the meeting. If you need further assistance, please call 808-692-7110.

1. Scan the provided QR code for the assigned Hearings Officer with your smart phone's camera app.
2. The QR code will bring you to the Zoom website. Click "Download from App Store" to download the Zoom application.



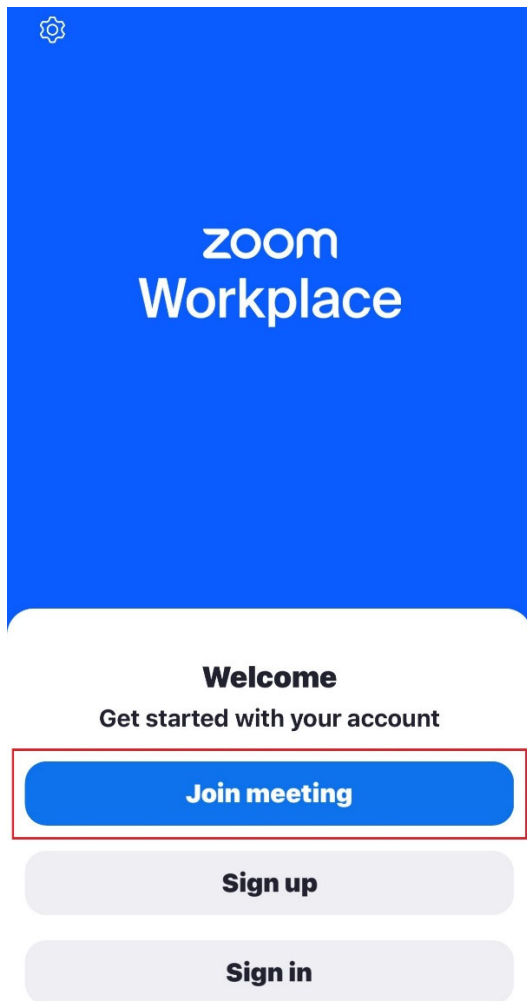
3. Click "Open".



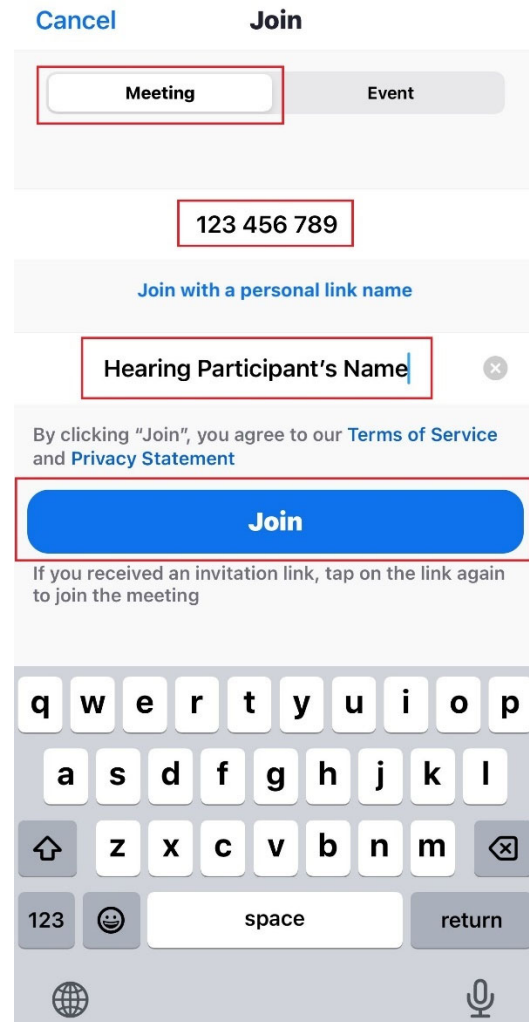
4. Click "Get" to download the application.



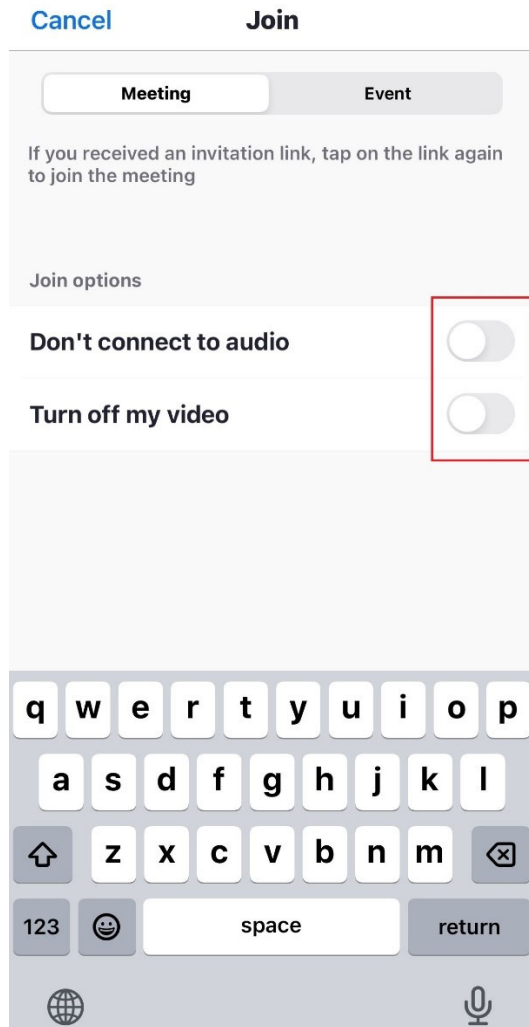
5. Once the application is downloaded, open the application, and click “Join Meeting”.



6. Make sure “Meeting” is selected. Enter the Meeting Number (this is provided below the QR code) and your first name and your last name. Click “Join”.



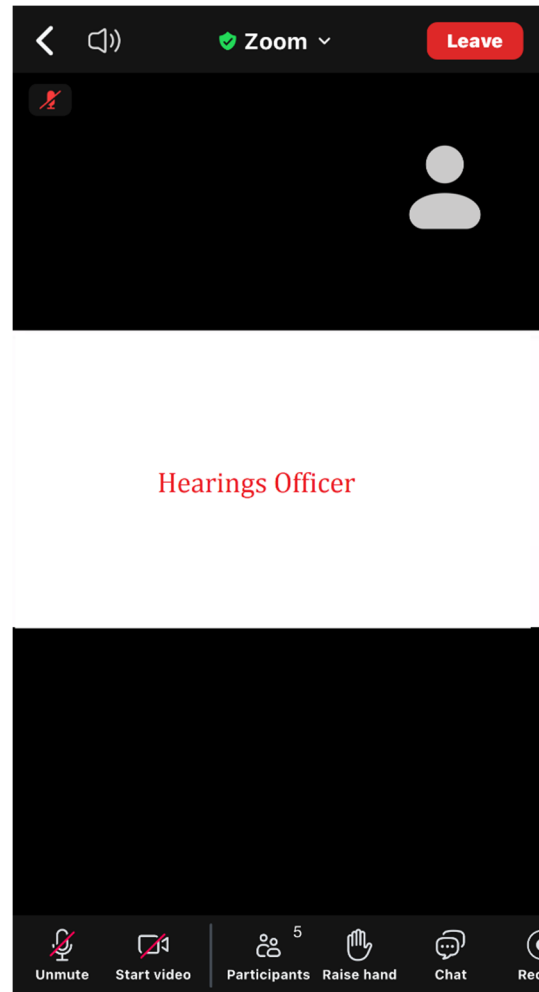
7. If you scroll down before clicking “Join”, you should see your audio and video are on.



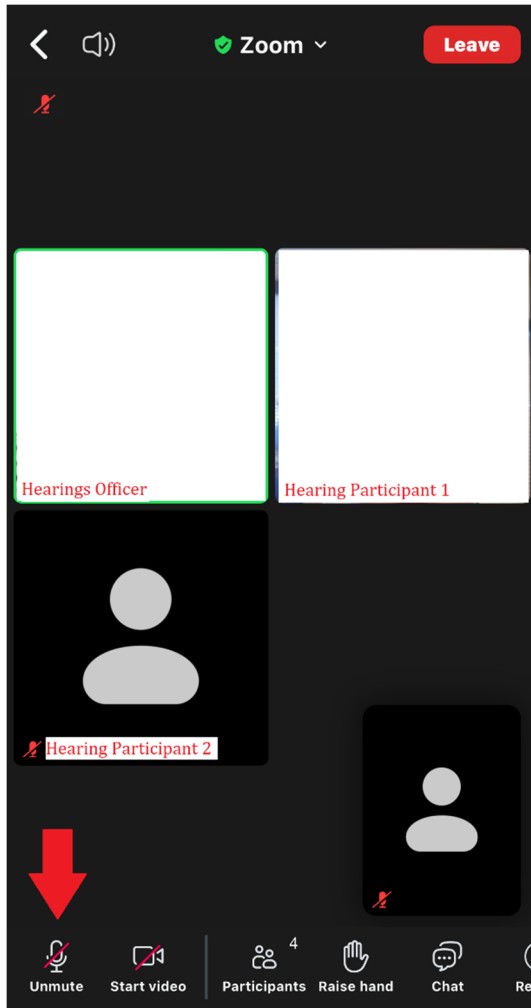
8. You will be placed into the waiting room until the Hearings Officer brings you into the hearing.



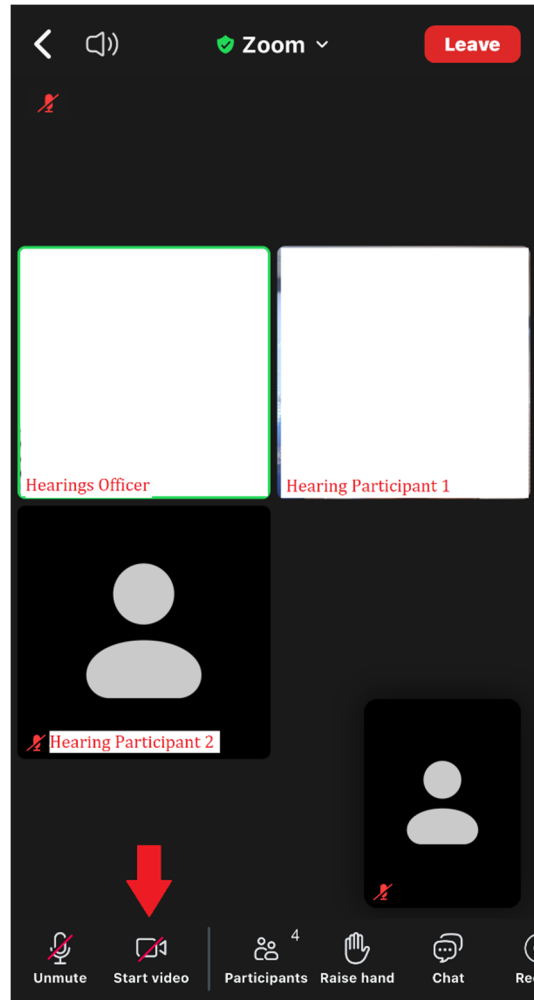
9. You will enter the hearing and see the Hearings Officer and any other participants.



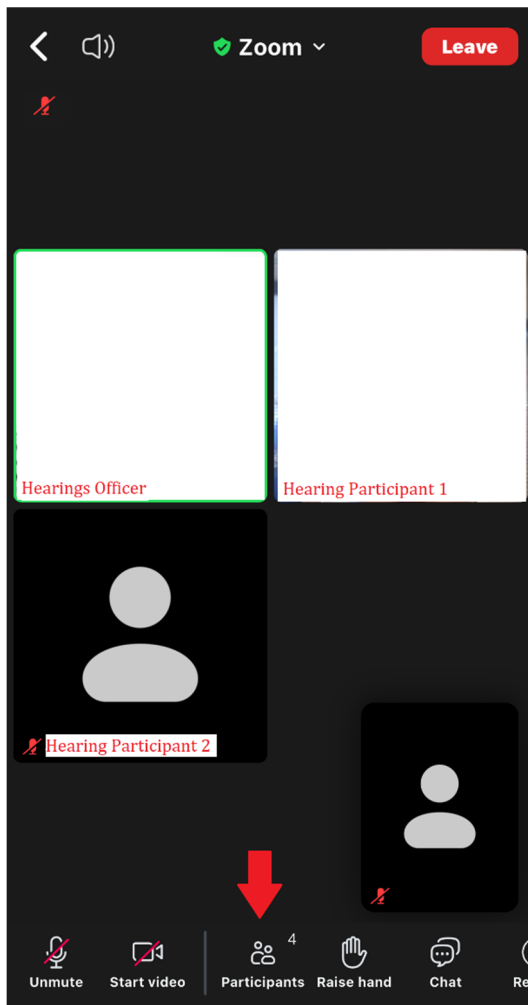
10. Use the “Unmute” or button to turn your audio on or off (note: a red slash through the button indicates that it is off).



11. Use the “Start video” button to turn your video on or off (note: a red slash through the button indicates that it is off).

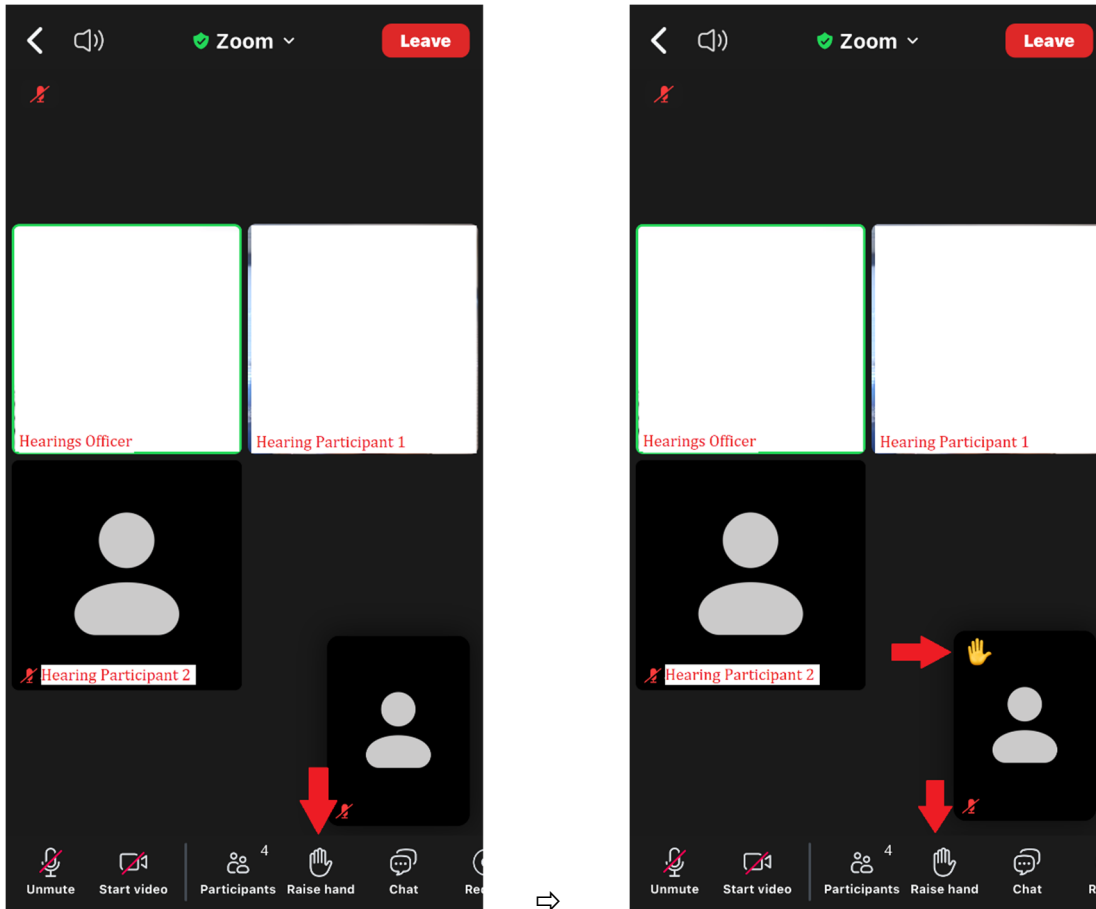


12. Click the “Participants” button to see who is participating in the hearing.

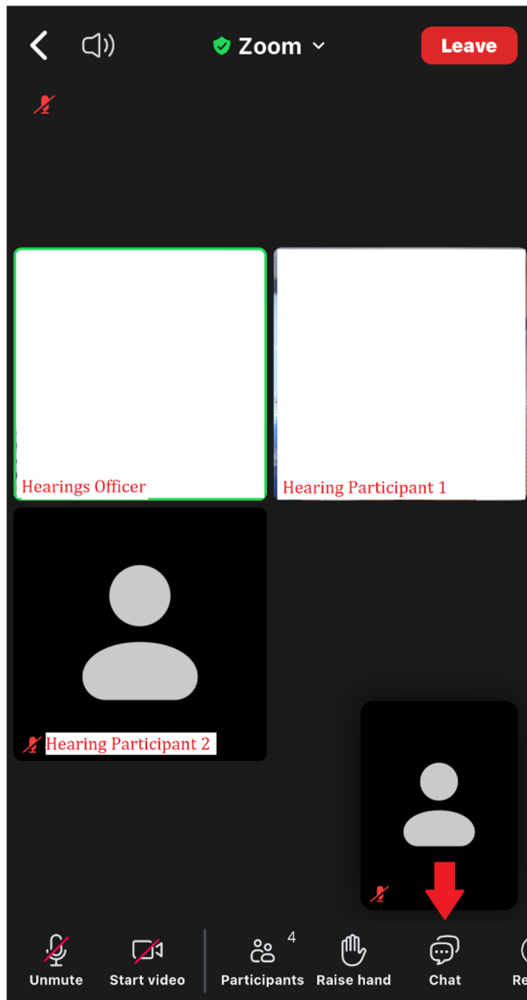


Invite

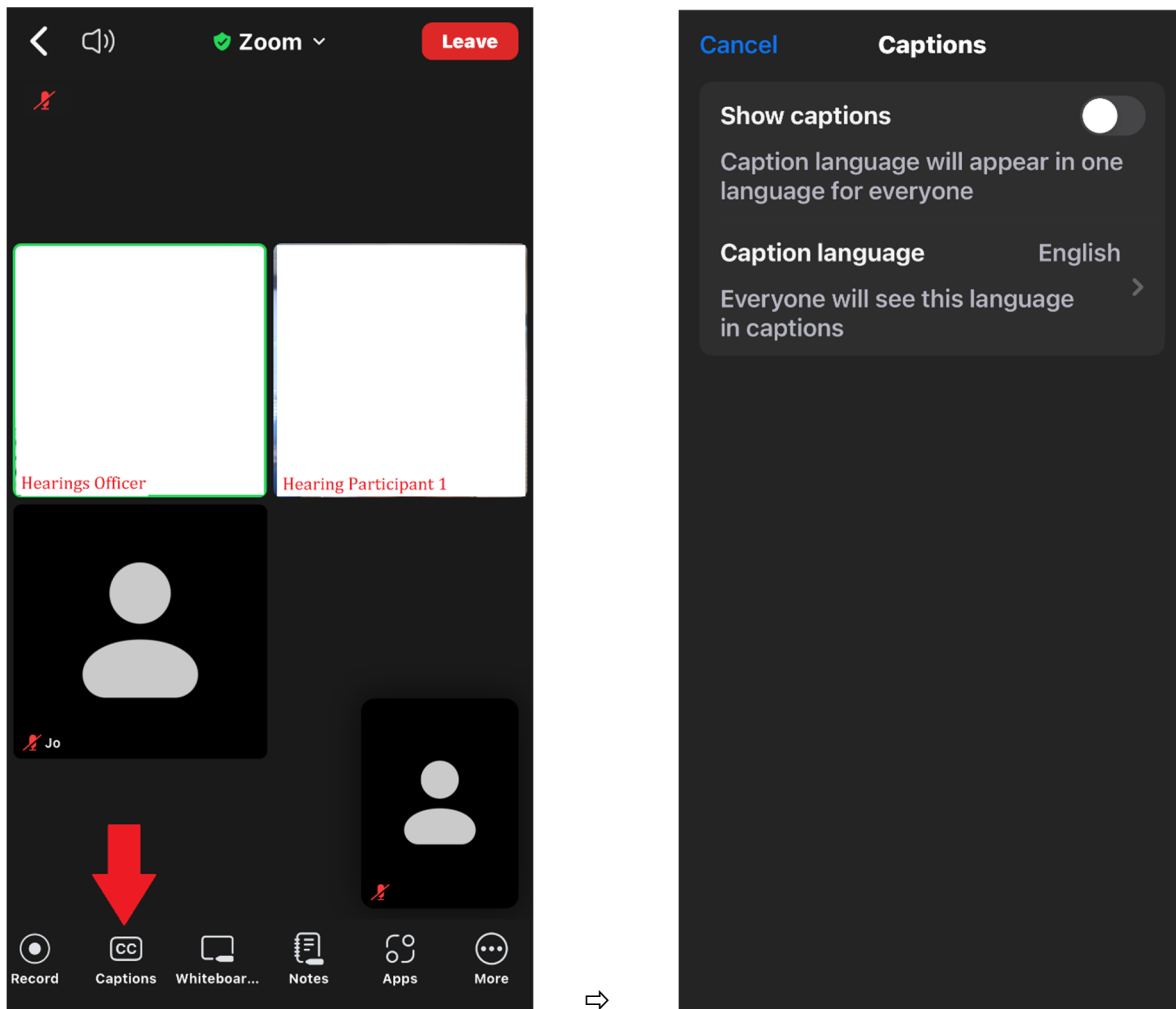
13. Click the “Raise hand” button to inform the Hearings Officer that you have something to say when it is someone else’s turn to speak. The hand icon will show on your video and next to your name when it is raised. When you are done speaking, click the “Raise hand” button again to remove the hand.



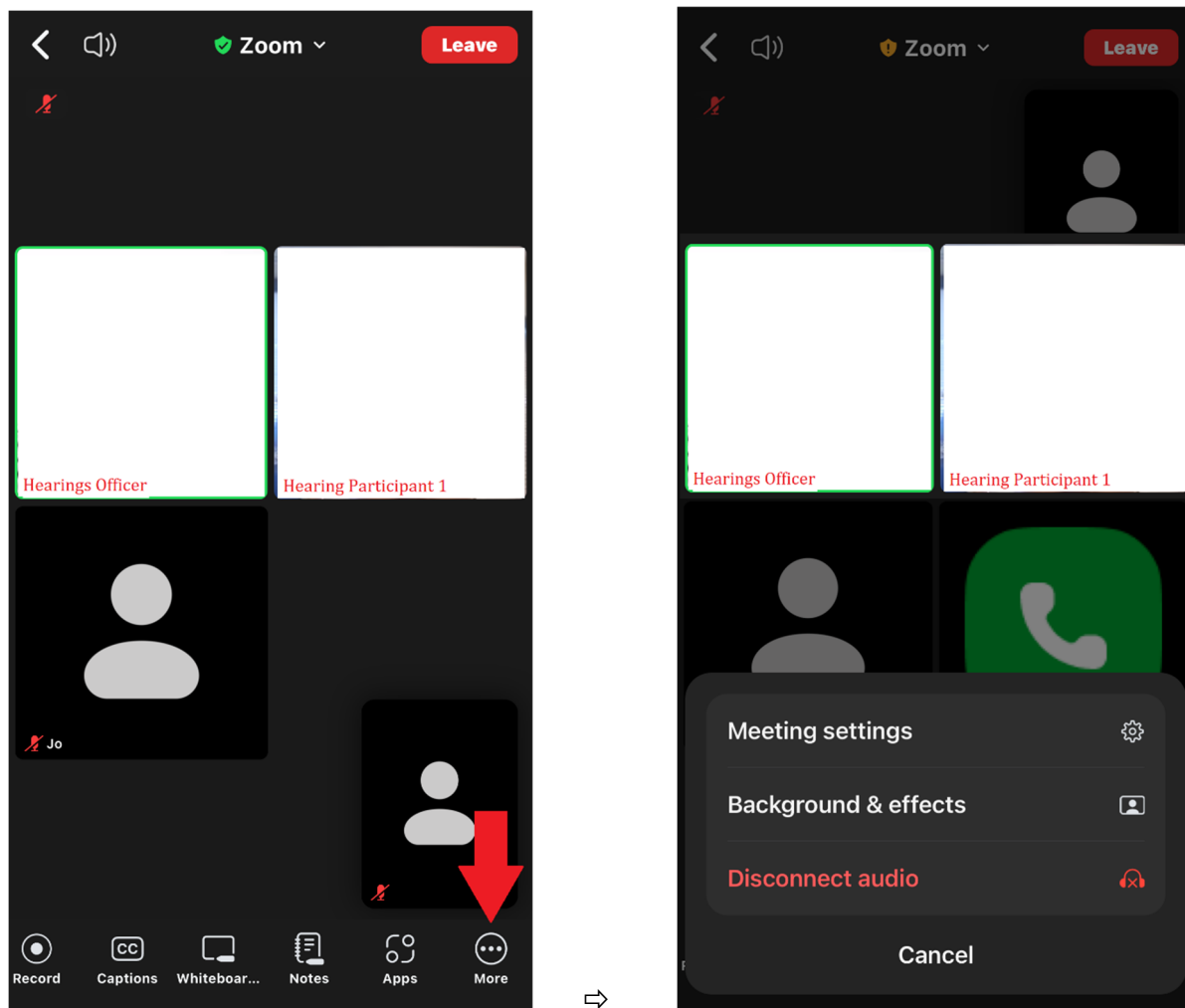
14. Click the “Chat” button to view the hearing chat.
- Note: this may only be used to inform the Hearings Officer about technological issues, such as not being able to hear them.
 - DO NOT use this to communicate matters (such as testimony or legal arguments) or submit items to the Hearings Officer.



15. Click “Captions” to see options for captions.



16. Click the “More” button to view more options.



17. When the hearing is over, you may click the “Leave” button in the top, right corner to exit the Hearing (note: if the Hearings Officer ends the hearing, the screen will be closed for you).

