



User Guide

NY-VCAP Equipment Testing

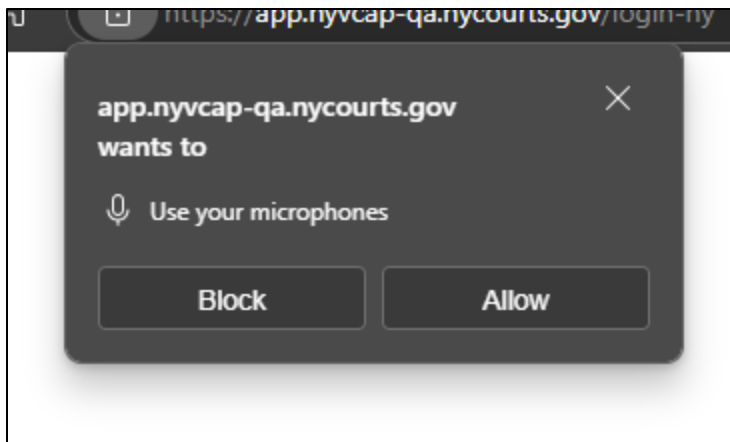
Granting Equipment Permissions to the Internet Browser

Upon successful login to NY-VCAP, allow the camera and microphone permissions when prompted in your browser before accessing the application.

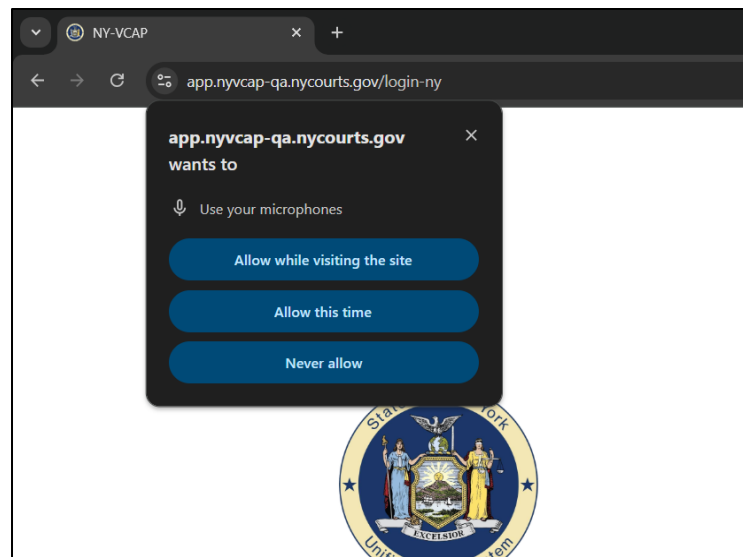
Recommended browsers:

-  Chrome
-  Microsoft Edge
-  Safari

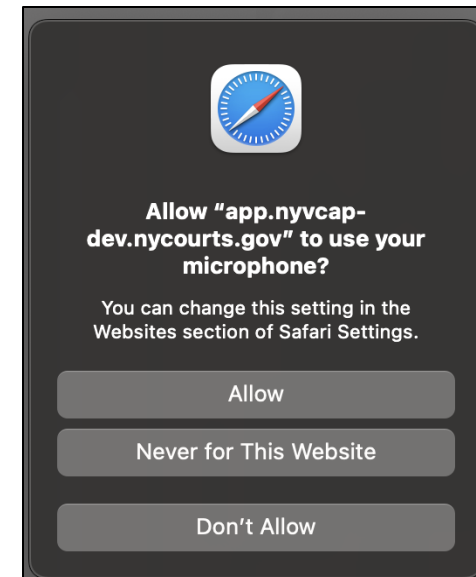
Microsoft Edge



Chrome



Safari

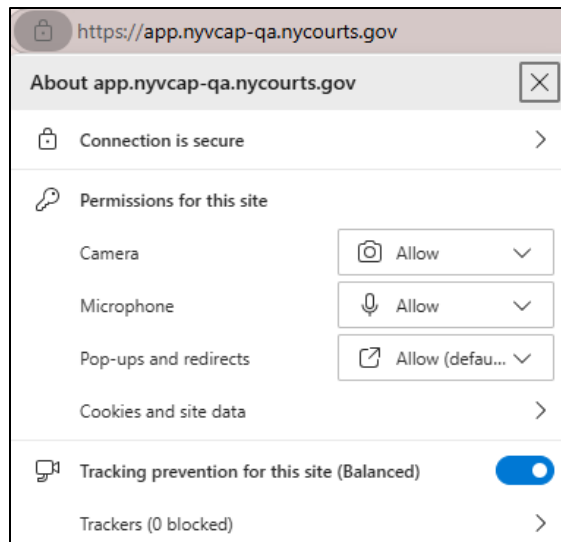


Granting Equipment Permissions to the Browser

Permissions can be granted, after the initial pop up. Follow the instructions below:

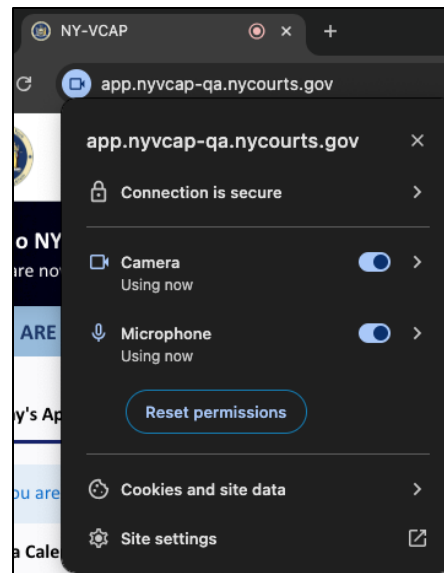
Microsoft Edge Browser

1. Click the **icon** next to the NY-VCAP URL in the search bar.
2. Under **Permissions for this site**, set Camera and Microphone to **“Allow.”**



Chrome Browser

1. Click the **icon** next to the NY-VCAP URL in the search bar.
2. Click **“Site Settings”**
3. Under **Permissions**, set Camera and Microphone to **“Allow.”**



Safari Browser

1. Click the **Camera icon** next to the NY-VCAP URL in the search bar.
2. Click **“Site Settings”**
3. Click **“Always Allow”**



NY-VCAP Equipment Testing From the Hallway

NY-VCAP NEW YORK VIRTUAL COURT APPEARANCE PLATFORM

Hello John Smith
You are now waiting in the hallway.

Today's Appearances All Appearances

You are viewing today's scheduled appearances. Click on "All Appearances" to view other scheduled appearances.

Select Court

All

Case # Appearance Type Time

Search by Case # or Title

Completed

Case #: 11111
Title: Test vs Test
Appearance Type: Attorney Conference
Start Time: 10:00 AM
Court: Test Court
View More

Monitor courtroom View all

No live stream yet

Readiness Check Ready

Camera Mic Speaker Network

Camera
Select preferred device
FaceTime HD Camera (Built-in)

Notices View all

Apr 22, 2025
Courtroom Announcement – Gener...
Good day everyone. Welcome to today's ...

Chat View all

Search by name

Connect with Support Desk +1 (877) 742-2135 Support Form support@courtroom.tech

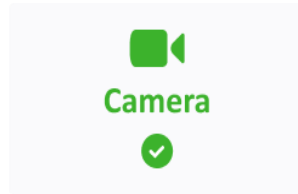
Powered by TECH UNICORN

Readiness Check

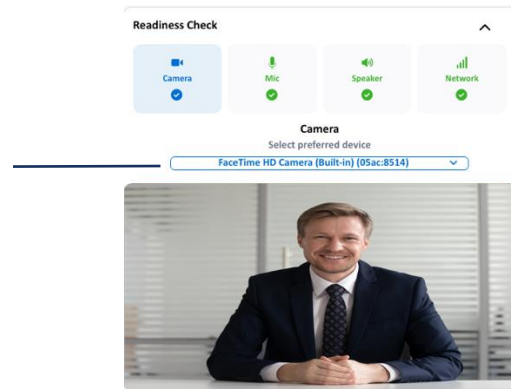
Camera Mic Speaker Network

Camera
Select preferred device
FaceTime HD Camera (Built-in) (05ac:8514)

Testing My Camera

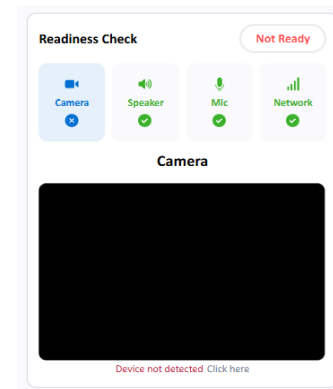
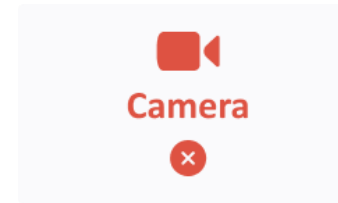


Select Preferred Device



Success ✓

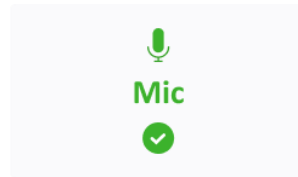
If you appear on the camera test then your camera is working.



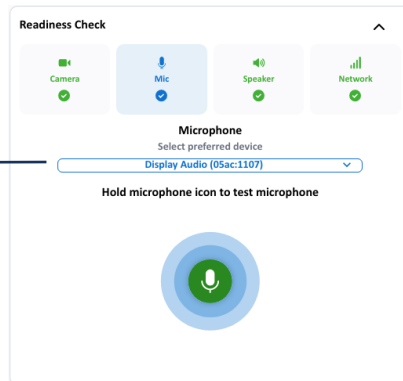
Error ✗

If there is an issue with the camera of your device, you will get a red error as shown.

Testing My Mic

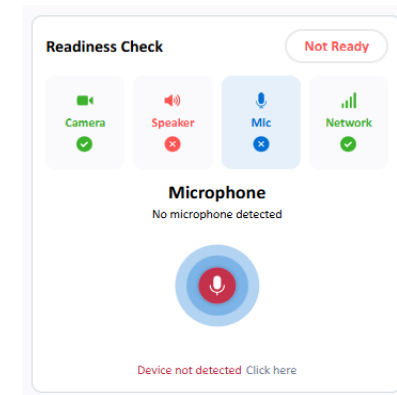
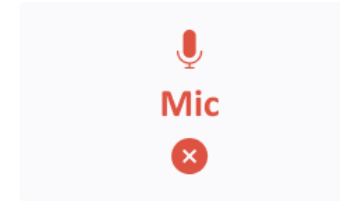


Select Preferred Device



Success ✓

To test your microphone press & hold the mic icon to record your voice.

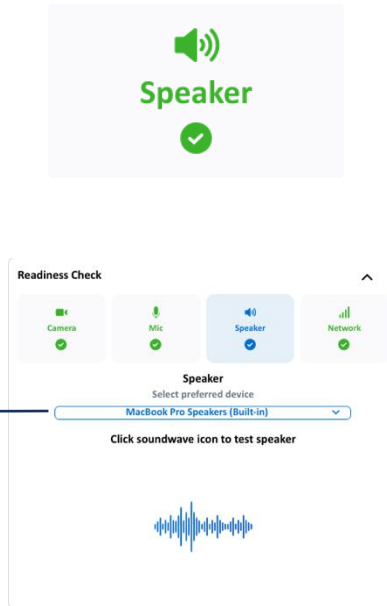


Error ✗

If there is an issue with your microphone, you will get a red error as shown.

Testing My Speaker

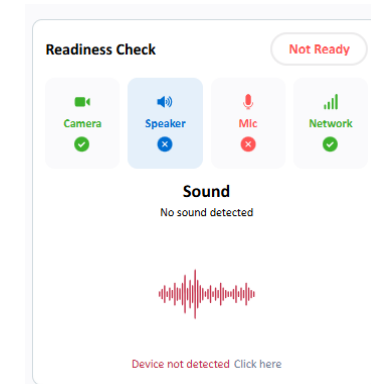
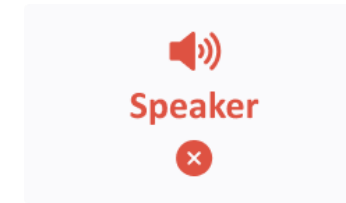
Select Preferred Device



Success ✓

To test the volume and sound click on the soundwaves to hear your microphone test recording.

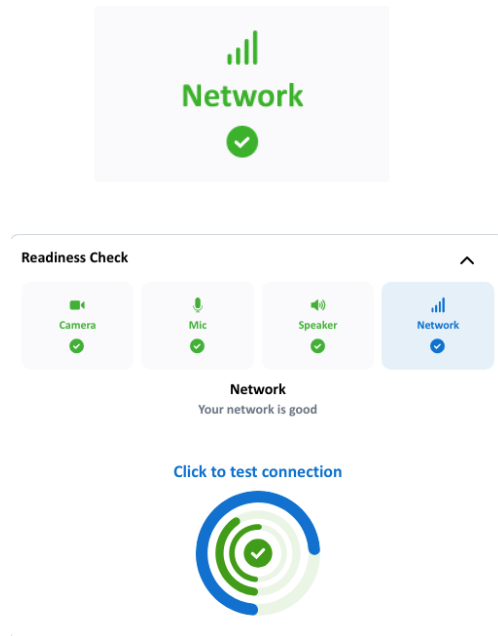
Recommend using headphones, Jabra speaker or additional speakers beyond the PC speakers for better quality.



Error ✗

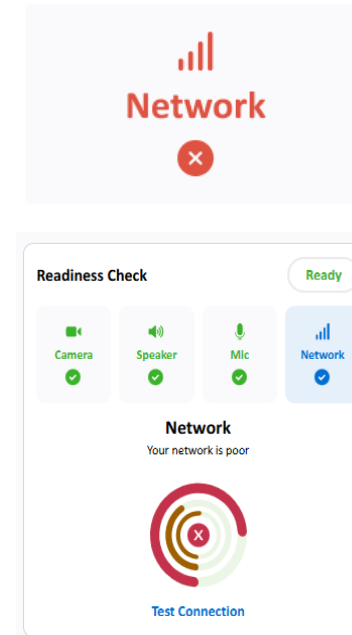
If there is an issue with the sound of your device, you will get a red error as shown.

Testing My Network



Success ✓

If the network bandwidth is strong, you will see this on the device test.



Error ✗

If there is an issue with the network bandwidth, you will get a red error as shown.

Technical Support:

If you need technical assistance for your appearance, contact us at:

- +1 (877) 742-2135
- support@courtroom.tech

This information can be found in the bottom of your appearance confirmation email.

Court Support:

If you have questions related to your court appearance, contact the court directly from the phone number in the bottom of your appearance confirmation email.

Technical Support

If you need technical assistance for this appearance,
contact us at

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Court Support

Contact the court directly at

[See calendar appointment for court specific number](#)