

Guidelines for Court Hearings on Zoom

ADVANCED PREPARATION

- Each participant will need a device with a microphone and camera, with internet access on the same device.
- All participants must have a video and sound turned on in their Zoom settings.
- Participants should attempt to provide adequate lighting and sound for the judge to clearly see and hear them.
- Participants are encouraged to test Zoom before the hearing, including downloading the app at least one day before the hearing if using a tablet or phone. Click link to test Zoom: <Http://zoom.us/test>

CASE PARTICIPANTS & ATTENDEES

- The Court will not provide technical support for Zoom participants or attendees.
- Appropriate attire is mandatory for any appearance in Court. Dress for your Zoom proceeding as if you were attending your court proceeding in the courtroom.
- Lighting is very important, please take a moment to review Zoom's [Lighting Overview](#).
- Use a background that is not distracting.
- The Zoom proceeding format does not provide means for case participants or attendees to talk among themselves.

ZOOM ACCOUNT AND SOFTWARE

- Zoom Participants and Attendees: You do not need a Zoom account, but you can set one up at <Https://zoom.us>. A paid Zoom account is not necessary for any interaction with the Court.
- To attend a video Zoom proceeding: Follow Zoom's overview for [Joining and Participating in a Webinar](#).
- To attend an audio only Zoom proceeding: Follow Zoom's overview for [Joining a Meeting by Phone](#).
- The Zoom Web Client allows you to join a Zoom meeting or webinar without downloading any plugins or software and provides the best functionality and experience, but you must be signed into a Zoom account.
- Always keep your software up to date. The Zoom Client automatically updates itself upon launching the software, but you can also [update it manually](#).

THE HEARING

- All participants must have video and sound turned on in their Zoom settings.
- Participants will be placed on mute when entering the meeting.
- The Courtroom Deputy will remind all participants of the protocol at the start of the hearing.
- Each participant should ensure there are no distractions during the hearing.
- If the zoom system goes down during a hearing, the hearing will resume telephonically using the AT&T Connect tele-conference line.

Each participant will speak only when called on by the Judge or CRD.

SETTINGS

- Zoom has a lot of settings, and as the Zoom system evolves, certain aspects or features may change. Below are a few settings recommended by the Court to improve your video conference.
 - General: Ask me to confirm when I leave a meeting: ON (Helps prevent unintended departures).
 - Video: Enable HD: OFF (Helps prevent poor video performance, and usually looks just as good HD).
 - Video: Always display participant names on their video: ON.
 - Video: Always show video preview dialog when joining a video meeting: ON (Final check before your video displays to others).

INTEGRITY OF THE PROCEEDINGS

- The meeting will be password-protected.
- The waiting-room function will be utilized to manage attendance.
- The meeting link, meeting ID, and meeting password will be provided only to those with the judge's permission to join.
- Counsel will provide the meeting link, meeting ID, and meeting password to clients, and witnesses, but are prohibited from distributing it further.

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LEARNING RESOURCES

- The Court will likely use only the audio and video functionality of Zoom. For security and enforcement of Court standards, the Court may disable some Zoom features. Functions such as waiting room, chat, etc. will likely be disabled for your session.
- Consult the following resources to learn how to select the correct audio and video source, how to mute/unmute your audio, and how to Start/Stop your video.
- Audio: <https://support.zoom.us/hc/en-us/sections/200319096-Audio>
- Video: <https://support.zoom.us/hc/en-us/sections/200521865-Video>
- Learn how to use Zoom controls: <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-controls-in-a-meeting>
- Hot Keys and Keyboard Shortcuts to start/stop video, mute, etc.: <https://support.zoom.us/hc/en-us/article/205683899-Hot-Keys-and-Keyboard-Shortcuts-for-Zoom>
- Learn how to Share your Screen: <https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen>

BEFORE COURT SESSION USING ZOOM

- Connect your device to power.
- Make sure your internet connection is good. <https://www.pcworld.com/article/2048594/how-to-your-home-internet-speed.html>
- Test your video link: use link above
- Test your audio link: use link above
- Turn off all audio disruptions (phones, messaging alert, etc.)
- Run a quick test to connect with another Zoom user, or use the Zoom test: <https://support.zoom.us/hc/en-us/articles/115002262083-Joining-a-test-meeting>

RECOMMENDATIONS

- Mute your phone and all sounds from all other applications (emails notifications, chat messaging, etc.)
- Avoid using a mobile device to connect with Zoom, if possible. Although tablets (iPad) and smartphones can be used, they are very limited, and the performance is inferior.
- Avoid using battery power only (laptops, etc.) Plug into a good power source while in a Zoom proceeding.
- Avoid using an open microphone and speakers, such as those that are built-into-laptops or a webcam. Using a good quality headset (headphones with mic) will often help ensure that you can be heard and can hear others with maximum quality.
- Avoid noisy and/or echoing locations. Use of a headset will improve audio quality when this is unavoidable.
- Avoid distracting real or virtual backgrounds.
- Avoid using Wi-Fi if possible, connecting via a hard-wire Ethernet cable.
- To conserve your computer's processing power and networking, avoid running any unnecessary applications beside Zoom.
- For home networks, if possible, avoid sharing your internet service with others during the session.
- If you are using an external camera and/or microphone, plug them in before opening the Zoom application. A headset is recommended.
- Only 1 microphone and speaker system should be active per physical location to avoid a loud screeching sound.
- Be sure to mute yourself when you are not speaking.
- The share-screen function may be used by participants to display exhibits, but permission must be requested from the judge during the hearing.

DISCLAIMER

- Please be advised, the Judge will add to or omit any instructions listed within the Guidelines for Court Hearings on Zoom at their discretion, at any time.

Guidelines for Court Hearings on Zoom

There are 4 ways to join a Zoom meeting

- With the Zoom app on your desktop
- Through a link via your email invitation
- From the Zoom website
- Or via telephone dial-in

JOINING A MEETING FROM ZOOM APP

From the **Zoom app**:

1. Open the Zoom app on your desktop, start button, Zoom folder, start Zoom
2. **Click** on Sign in
3. Click **Join**
4. Enter **Meeting ID** (this is displayed in the email invitation)
5. You can then choose whether to come into the meeting with audio or video enabled or disabled.

JOINING A ZOOM MEETING VIA EMAIL

From **Email link**:

1. Click the join **link** in your email or calendar invite.



Join ZoomGov Meeting

[https://www.zoomgov.com/j/16 \[redacted\] TWXINckpl \[redacted\]](https://www.zoomgov.com/j/16 [redacted] TWXINckpl [redacted])

Meeting ID: 160 972 1804
Password: 808508

One tap mobile
+16692545252,, [redacted] US (San Jose)
+16468287666,, [redacted] US (New York)

2. Depending on your default web browser, you may be prompted to open Zoom.

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JOINING FROM ZOOM WEBSITE

From the Zoom website:

1. Open **Chrome** or preferred web browser
2. Go to the **Zoom website:** <https://zoom.us/>
3. Enter your **meeting ID/password** provided by host/organizer
4. Click **Join**

JOINING A MEETING VIA TELEPHONE

Telephone dial-in:

1. On your phone, dial the teleconferencing number provided in your invite
2. Enter your **meeting ID/password** provided by host/organizer
3. Click **Join**

Note: If you have already joined the meeting via computer, you will have the option to enter your 2-digit participant ID to be associated with your computer. If you have not joined on your computer, simply press # again when prompted to enter in your participant ID.

Note: Use *6 to mute/unmute your individual line.

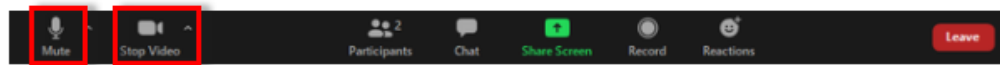
MAINTAINING DECORUM

- Dress and look like you are going to court. (No hats please).
- Do not join the Zoom meeting while in a moving vehicle. Internet connectivity may affect your Zoom connection.
- Do your best to have a stable internet connection. Ask others in your house or office to avoid large data use (game streaming; video streaming; etc.) while on a video call.
- Use your full real name. Avoid using nicknames or device's default name setting.
- Do your best to have a solid or non-distracting background or utilize a virtual background.

Southern District of California Bankruptcy Guidelines for Court Hearings on Zoom

ATTENDEES CONTROLS IN ZOOM MEETINGS

The attendee controls appear at the bottom of your screen if you're not currently screen sharing.



Attendees have access to these features:

Mute / Unmute: Mute and unmute your microphone.

Audio Controls (click the ^ arrow next to **Mute / Unmute**): Allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full [audio settings](#).

Tip: Use the following [keyboard shortcuts](#) to mute or unmute yourself. You can also use [push to talk](#) if you want to unmute yourself by holding the spacebar.

- Windows: **Alt + A**
- Mac: **Shift + Command + A**

Start Video / Stop Video: Turns your camera on or off.

Video Controls (click the ^ arrow next to **Start Video / Stop Video**): Change cameras if you have multiple cameras, select a [virtual background](#) (if enabled), or access your full [video settings](#).