

Preparing to Participate in a Zoom Video Hearing with the United States Bankruptcy Court Western District of Wisconsin

Important: Persons granted remote access to proceedings are reminded of the general prohibition against photographing, recording, or rebroadcasting of federal court proceedings (including those held by telephone or videoconference). Recording of a federal court proceeding held by video or teleconference is strictly prohibited. Violation of these rules may result in the denial of entry to future hearings or any other sanction deemed necessary by the court.

If you will be a participant in a Zoom video hearing with the court (attorney, witness, case party, etc.), preparing properly will ensure all involved will have a good experience using this system. For security and enforcement of court standards, the court may disable Zoom interactions (such as chat, screen share, whiteboard, Q&A, raise hand, react, etc.).

The court will utilize Zoom for video/audio participants and audio only participants who wish to argue but not present evidence. Using Zoom audio avoids possible audio delays if participating by Zoom video, and helps identify who is speaking. Zoom computer/device audio is preferred, though it is possible to join Zoom audio by phone in case of trouble with computer/device audio. Participants who do not wish to argue are asked to use the court's telephone conference line.

Getting Started and Getting Help Using Zoom

The court will not provide any type of support on Zoom for participants or attendees. Please contact the [Zoom Help Center](#), your local IT support, or other online guidance. For your convenience, the following links will take you to specific Zoom articles for downloading the software for your computer or smartphone:

- [Getting Started on Windows and Mac](#)
- [Getting started with an iPhone or iPad](#)
- [Getting started with an Android device](#)

After downloading the appropriate client, the Court recommends creating a free Zoom account. A paid Zoom account is **not necessary** for any interaction with the court. *Attendees do not need a Zoom account, but it does make using the system easier.*

Always keep your software up to date! The Zoom Client will automatically update itself upon launching the software, but you can also [update it manually](#).

Settings

Zoom has a lot of settings, and as they update their software some aspects may change. As of April 21st, 2020, the Court recommends the following settings to improve your user experience with us:

- General: Ask me to confirm when I leave a meeting: **ON** (Helps prevent unintended departures)
- General: Use dual monitors: **ON** (Helpful for viewing exhibits shared by the Court, if dual monitors are available)
- Video: Enable HD: **OFF** (Helps prevent poor video performance and usually looks just as good as 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)

Familiarizing yourself with the Zoom Interface

The court will only be using the audio and video functionality of Zoom. Other functions like text chat, screen sharing, etc., may not be used or are disabled for your session, so you only need to learn the basics of using Zoom for audio and video. The following links take you to specific Zoom articles for connecting to a meeting, learning Zoom meeting controls, and testing your video and audio prior to the hearing:

- [Joining a Meeting](#)
- [Attendee controls in a meeting](#)
- [Joining meeting audio by phone](#)
- [Testing Video](#)
- [Testing computer and device audio](#)
- [Push to Talk](#)
- [Hot Keys and Keyboard Shortcuts to start/stop video, mute, etc](#)

Best Practices for Zoom Calls

- Mute your phone and all sounds from all other applications (email notifications, chat messaging, etc.).
- When you are called on to speak remember to unmute your audio. When you finish speaking remember to mute your audio.
- When speaking make sure you have been identified by name either by the court or, if speaking before identified by the court, state your name. This makes the record clear.
- Avoid using battery power only (laptops, tablets, smartphones, etc.). Plug into a good power source while in a Zoom meeting.

- Unless you have confirmed the quality is sufficient, avoid using an open microphone and speakers (such as are built-into laptops, or a webcam mic). Using a good quality headset (headphones with mic) will often help ensure you can be heard and can hear others with maximum quality.
- Avoid poor camera positioning (if possible).
- Ensure that lighting is adequate. Avoid backlit light sources.
- Avoid noisy and echoing locations. Use of a headset will improve audio quality when this is unavoidable.
- Make sure your background is clear of clutter and identifying information such as personal photos.

Before Every Court Session using Zoom

1. Connect your device to power.
2. Make sure your internet connection can support video conferencing. Type the phrase “speed test” into a Google search and the first search result will help you determine your connection speed. See Figure 1.

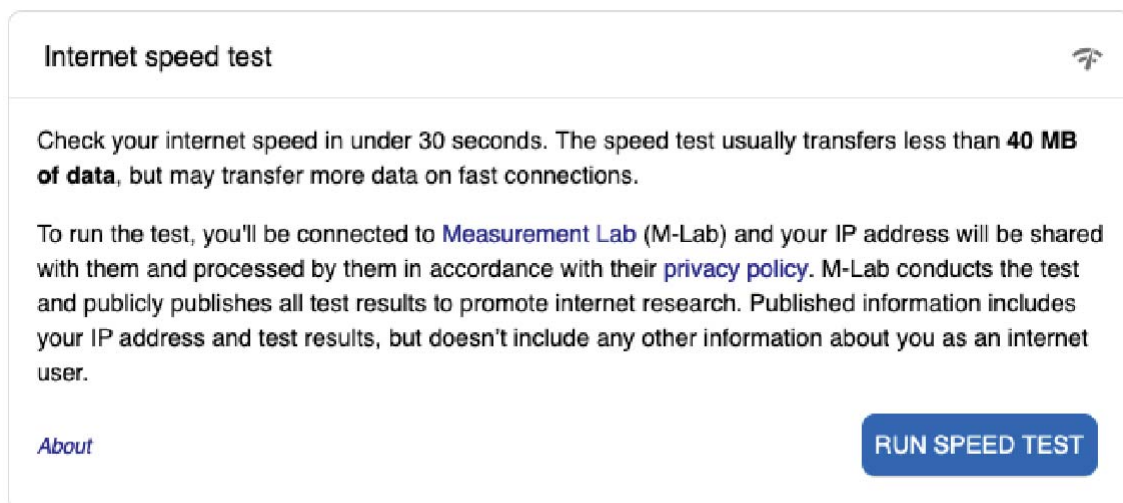


Figure 1 - Google Speed Test

Zoom bandwidth requirements as of April 21st, 2020 are:

- 800kbps/1.0Mbps (up/down) for high quality video
- For gallery view and/or 720p HD video: 1.5Mbps/1.5Mbps (up/down)

If your speed test results in an upload and download speed less than the minimum requirements listed above, connect to the hearing via audio only.

3. Use the Zoom [quick test](#) to ensure that video and audio are working properly

Prior to the Hearing

- When joining the call, you will be placed in the waiting room until you are admitted by the Court.
- Other than invited participants, no additional parties will be admitted to the call. Do not forward the Zoom invite to non-speaking colleagues or post on public forums.

Exhibits – if applicable

Screen sharing is disabled for all participants. At the appropriate time, counsel will indicate which exhibit should be shared and the Court will share the document with Zoom participants. When referring to exhibits during the hearing, please indicate which page number should be displayed.

Interested Parties That Wish to Hear the Proceedings

The Court will set up a telephone conference line as an audio feed for members of the press and the public to call in to listen to the proceedings in a non-speaking role. The conference line number and access code will be provided in the procedures order and on the docket for any hearing.

Dress Code for Video Hearings Before the Court

Counsel and witnesses shall dress appropriately, exercise civility, and otherwise conduct themselves in a manner consistent with the dignity of the Court and its proceedings.