

United States Bankruptcy Court For the District of Maryland

ZoomGov Training for the Bar

Recorded on August 18, 2020





ZoomGov Training for the Bar Agenda / Speakers

SPEAKER	TOPIC
Mark A. Neal, Clerk of Court	Welcome / Introduction
Honorable Thomas J. Catliota, Chief Judge	The Court and Remote Hearing Technology
Anna Marie Komisarek, Courtroom Deputy	Virtual Hearing Basics
Catherine K. Hopkin, Esquire	Preparing Yourself and Your Clients for Virtual Hearings
Frederick E. Nix, Esquire	Conducting Virtual Hearings / Participating in Group Dockets (e.g., Chapter 13 Confirmation Hearings)
Peter Smolianski, Director of IT	ZoomGov IT Tips and Tricks
	Closing / Wrap-up of Recorded Training

* This training is being recorded.

At the conclusion of the recorded training, the training hosts will answer any questions you may have. Please submit your questions by email during the training to Chief Deputy Clerk:

Thomas_Kearns@mdb.uscourts.gov .



The Court and Remote Hearing Technology

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Virtual Hearing Basics From a Courtroom Deputy's Perspective

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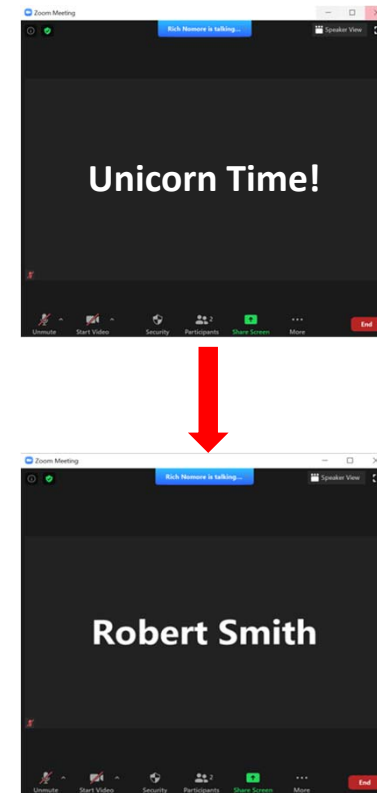
Virtual Hearing Basics

- Carefully **read** all orders/notices/protocols/emails from CRDs
- Register for each hearing by the relevant deadlines
- Copy all counsel on case status and hearing related emails
- Hearing removed from the docket? Promptly advise clients
- Connecting to ZoomGov hearings -- 15 minutes prior to the hearing start or as specified by the court
- Once connected parties should be on audio mute with video on
- Label devices with **full names** when signing into ZoomGov



Virtual Hearing Basics

- Device Labels – Best Practices / Tips:
 - Know how to quickly rename your device (in case, for example, your kids rename your device for a party!)
 - The process for renaming devices is slightly different for different devices
 - One way to rename a device on a PC:
 - (1) Click on “**Participants**” at the bottom of the screen
 - (2) Place your cursor over your name and click “**More>**”
 - (3) Click “**Rename**” and type your correct full name and click “**Ok**”
 - Additional information on how to rename devices is included at the end of this PowerPoint (which will be posted on the Court’s website)





Virtual Hearing Basics

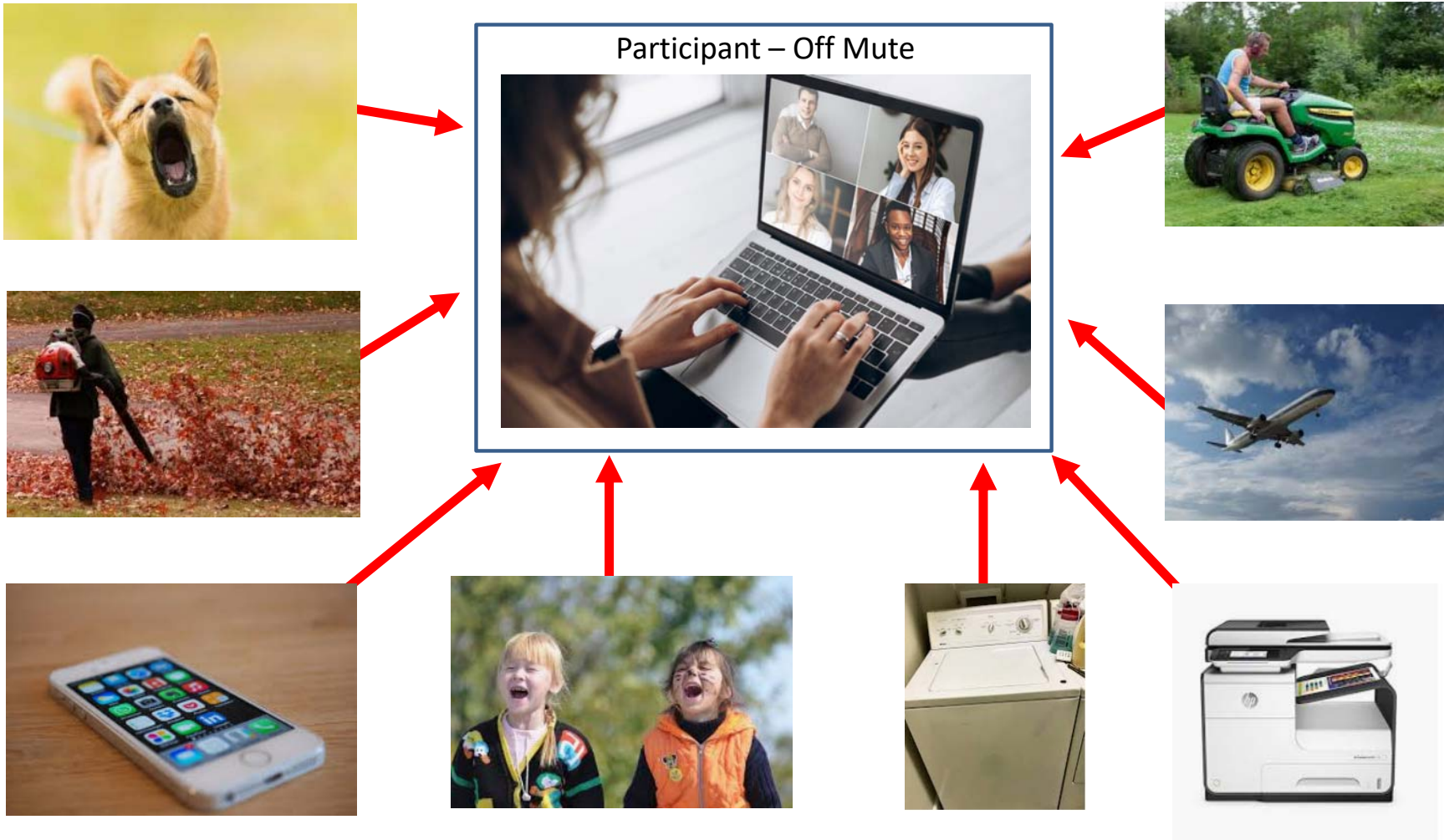
- Video appearances are preferred (or may be required)
 - If appearing by **audio only** advise CRD and provide client's phone number for easy identification by the Courtroom Deputy
- Virtual hearings are official court proceedings -- parties should conduct themselves accordingly
- These actions have already been observed during hearings:
 - Not wearing appropriate court attire
 - Walking around, eating and drinking, and even vaping
 - Driving a vehicle



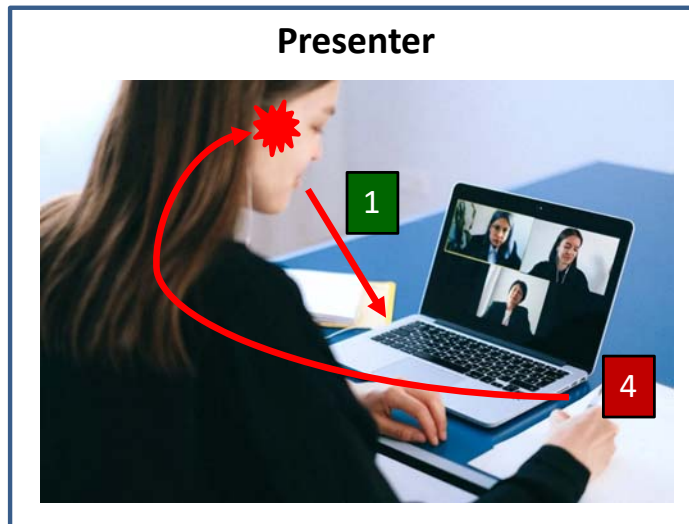
Virtual Hearing Basics


- Promptly leave ZoomGov hearings when a matter is concluded
- ZoomGov connection issues prior to or during a hearing?
 - Have Court contact ready in advance
 - www.mdb.uscourts.gov/hearings -- lists contacts by chambers

The Off-Mute Monster (Background Noise)



The Off-Mute Monster (Feedback)



- 1** Presenter's voice is picked up by microphone and transmitted to other participants.
 - 2** Computer speakers on participant's device play the presenter's voice.
 - 3** Presenter's voice is picked up by participant's microphone and transmitted back to presenter, which creates a **feedback loop**.
 - 4** Presenter's speakers play presenter's own voice again on a slight delay.
-  Presenter, and perhaps others, hear presenter's voice again as an annoying and distracting echo!

Taming the Off-Mute Monster is Easy



- To avoid unexpected background noise from interfering with your hearing:
 - Learn the various ways to mute and unmute yourself; and
 - Practice, practice, and practice muting and un-muting yourself until it is automatic.
- To avoid causing a sound feedback loop, either:
 - Make certain you are always on mute when not speaking; or
 - Use low profile headphones while conducting hearing.





Preparing Yourself and Your Clients for Virtual Hearings

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Preparing *Yourself* for Virtual Hearings

- Prepare your Zoom “Studio”
 - Lighting
 - Do not sit in front of a bright window
 - Close blinds, turn off ceiling fan
 - Consider a lighting kit that attaches to your display or laptop
 - Background
 - Camera angle – straight on, minimize distracting background or personal effects
 - Avoid the “chin view”
 - Secure room/area to minimize noise – including pets & children



Preparing *Yourself* for Virtual Hearings

- From chambers – read protocols/instructions, obtain Zoom info
 - Need to admit exhibits?
 - Contact chambers in advance (with copy to opposing counsel and trustee)
 - Understand process – whether advance copy of exhibits to chambers, etc.
 - Timely observe requirements for pre-marking exhibits, providing copies to chambers, etc.
- Before hearing – print out copy of your outline and most important documents for reference

Preparing *Your Client* for Virtual Hearings

- Send Zoom link ahead of time and ensure client has used Zoom before
- Advise that no one else can be in the room with them while testifying
- Attire – professional, as if client was appearing in court - observe decorum
- Provide access to any documents and explain screen sharing process
- Do a practice Zoom session to test out audio, camera angles





Easing the Admission of Documents

- Understand your VDM/remote session interplay with the local session
- Gather your documents in an easily accessible folder on the desktop
 - Either include the docket or pull up on a web browser
- Mark documents in order to be presented or use easy to read labels
- Avoid unintended information sharing - close documents/applications
- Close Outlook – avoids email “pop ups” as received by inbox
- Depositions – be prepared to send court reporter pdf of marked documents



Practical Tips

- If unexpected thing happens – mute/stop video if you are not speaking
- Post-it note on camera just in case
- No eating/drinking except what you would in court - glass of water
- Turn off cell phone and printer
- Turn off computer noises



Conducting Virtual Hearings/ Participating in Group Dockets (e.g., Chapter 13 Confirmation Hearings)

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Conducting Virtual Hearings/Group Dockets

- Maintain formality
- Video strongly preferred
- Chapter 13 dockets
 - Proof of payments → use NDC.org (National Data Center)
 - Tax returns
 - Special accommodations (e.g., non-English speaking, or deaf client)
 - Evidentiary hearing anticipated → Contact trustee in advance
- Practice makes perfect
- Technical difficulties? Keep contact information for court and other parties handy



ZoomGov IT Tips and Tricks

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ZoomGov



- FedRAMP authorized (Moderate Impact Level)
- Physically separate from commercial Zoom Cloud
- Same end-user application, different Cloud
- Additional court cybersecurity for ZoomGov hearings
- Important → **Install every update of Zoom software**



Computer and Device Recommendations

- Relevant Zoom Resource Pages:
 - <https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>
 - <https://support.zoom.us/hc/en-us/articles/360026690212>
- Use laptops or all-in-one desktops with built-in cameras, mics, and speakers
- Laptops – Consider i5 or newer processor laptop/all-in-one for up to 49 on-screen participants
- iPads – More sensitive to network interruptions; the camera is not centered in the horizontal view; limited screen-sharing; fewer on-screen participants
- iPhones – Should not be used except in an emergency; interrupted by incoming calls; show image in smaller view; even fewer on-screen participants
- Use headphones and earbuds with built-in mics (do not use earphones with noise cancelation)





More Computer / Device Recommendations

- No camera cover on laptop or all-in one? Buy one/Use a Post-it
- External webcam – Provides better control of camera position, not required for picture quality
- Use a charger – do not rely on batteries
- Do not use external mics (sometimes come with external webcams) -
- they catch ambient noise
- Do not use Web Browser based Zoom clients (e.g, Chromebooks) –
they lack functionality and may not work with some hearings
- Always have your phone handy – merge phone audio with Zoom
video in a case of poor network connectivity

Network and System Recommendations

- Consider other users at home
- Consider wired vs wireless connection
- Avoid connecting while logged into work VPN
- Close other applications
- Schedule operating system/antivirus/etc. updates during off hours
- Run Zoom updates ahead of time
- Run an audio test and check your camera before joining





Video-In Recommendations

- Use *Gallery View* by default
- Change to *Speaker View* and use the *Pin Video* feature for better view of current speaker or any participant
- Low video-in quality, such as buffering?
 - Test different advanced settings, such as *Hardware Acceleration* (under Settings->Video->Advanced)
- Can you play a YouTube video without buffering? If yes, Zoom participants should be viewable with good quality
- For larger hearings, run Zoom in full screen



Video-Out Recommendations – Beyond Lighting

- Use a professional looking *Virtual Background* (i5 and newer processor)
- Utilize advanced settings, such as *Optimize for Low Light*, in case of reported poor video quality
- Disable the *Mirror Video* setting – for more accurate representation
- Use *Touch up My Appearance* – enhanced in Zoom v. 5.2



Audio Recommendations

- Set *Suppress Background Noise* to high - new feature in Zoom version 5.2
- Test Zoom with built-in mic/speakers, headphones, and earbuds - identify what works best, use the other two methods as backups
- Test merging your Zoom video with a phone in case of poor network connectivity
- Set *Mute my Microphone* when joining the meeting



Closing / Wrap-up

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Visit: www.mdb.uscourts.gov/hearings for more information



Questions

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Please submit written questions to:

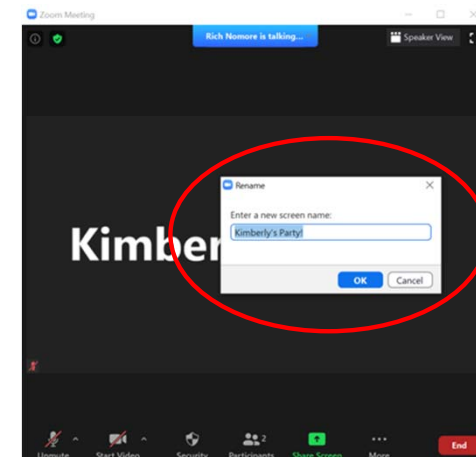
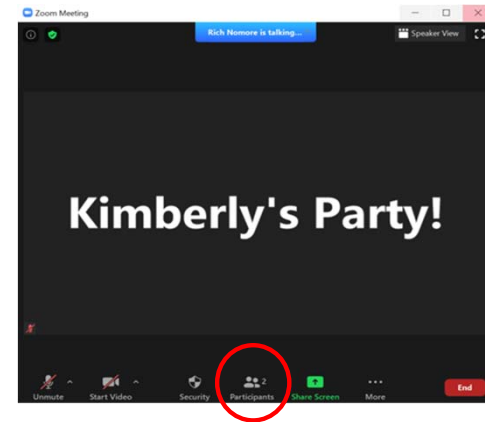
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How to Change Your Zoom Name (for PCs)

There are several ways to change your Zoom Name on a PC account.

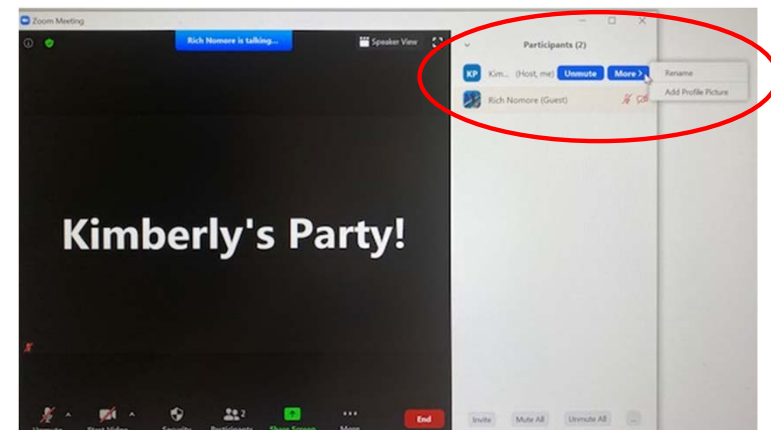
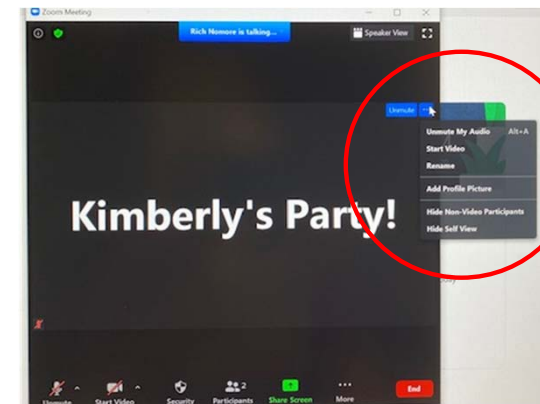
- Method One:
 - (1) Click on “**Participants**” at the bottom of the screen
 - (2) Place your cursor over your name and click “**More>**”
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How to Change Your Zoom Name (for PCs)

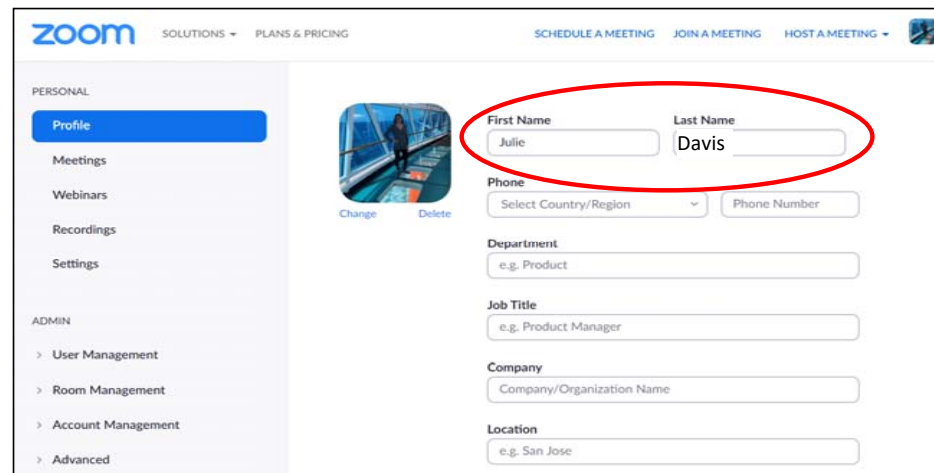
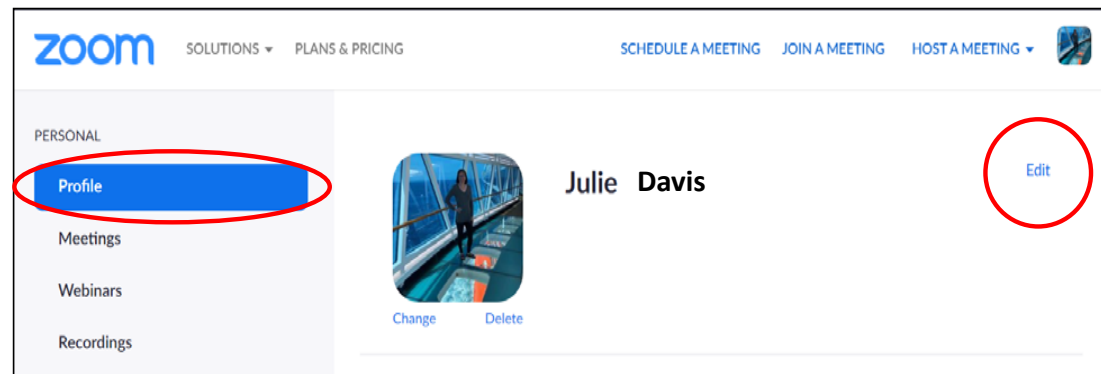
There are several ways to change your Zoom Name on a PC account.

- Method Two:
 - (1) Click on the three dots to the right of the “Mute” or “Unmute” button on your screen.
 - (2) Place your cursor over your name and click “**More>**”
 - (3) Click “**Rename**” and type your correct full name and click “**Ok**”



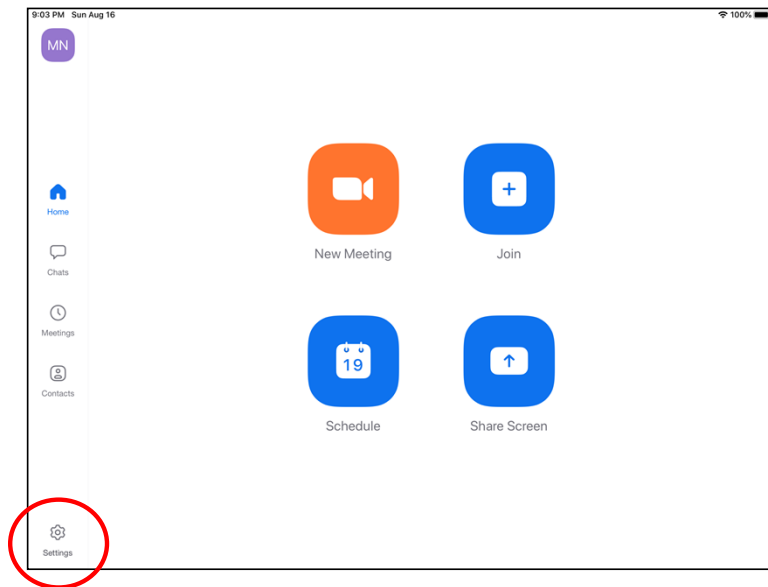
How to Change Your Zoom Account Name (for PCs)

- Click on **Profile**
- Click on **Edit**
- Change your name

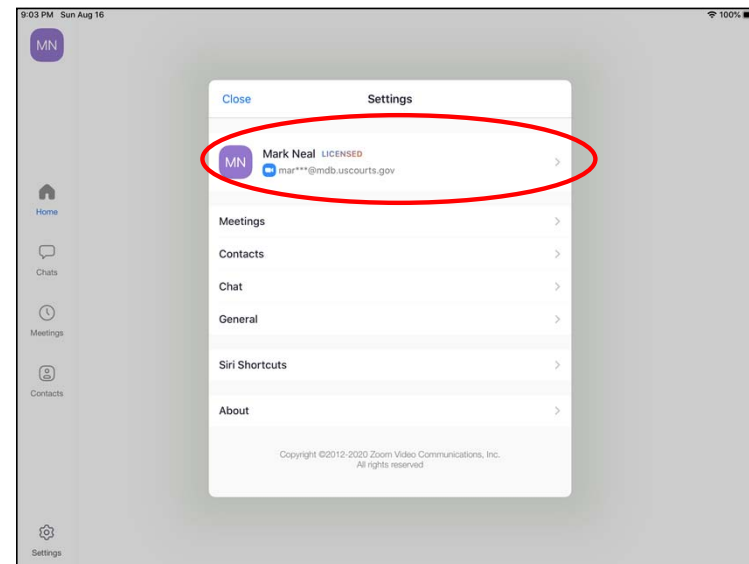


How to Change Your Device Name on an iDevice (iPad)

Click "Settings"



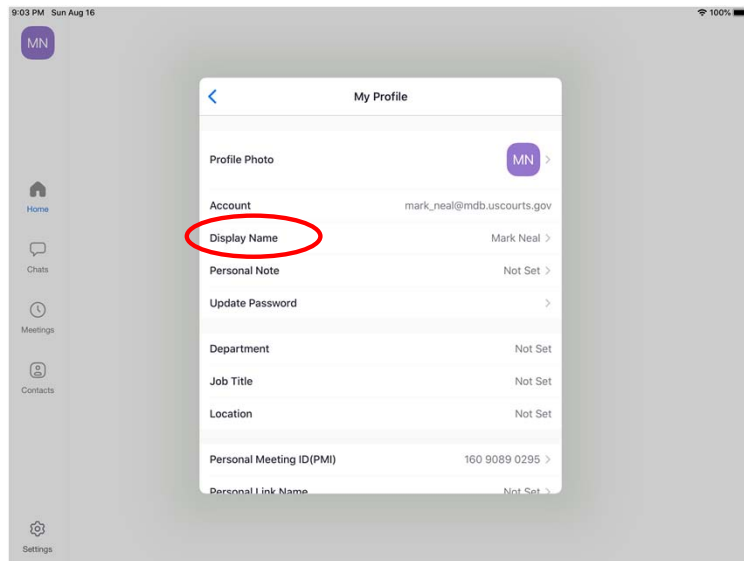
Click Your Name



How to Change Your Device Name on an iDevice (iPad)



Click **“Display Name”**



Change Your Name

