

5 Other Court Technology

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5.1 Web Site

The website for the United States Bankruptcy Court for the Central District of California is <www.cacb.uscourts.gov>. The court provides this site as a public service, offering convenient public access to court reports, court news and information, local bankruptcy rules and forms, general orders, public notices, written opinions, and other information that is of interest to the public.

5.2 Electronic Self Representation (eSR)

eSR is a free electronic document preparation system that allows debtors to submit a chapter 7 or 13 bankruptcy petition via the Internet, when they have decided to file bankruptcy without an attorney. eSR provides a question and answer process for completing bankruptcy forms. It is accessible 24 hours a day at www.cacb.uscourts.gov/esr using a unique login and password assigned to each user. (See section 1.13 for additional information regarding eSR.)

5.3 PACER (Public Access to Court Electronic Records)

- (a) **Internet-Based System.** PACER is an Internet-based system that enables registered users to view and print case information and images of the most often requested case file documents for a fee.
- (b) **Retrieving Case Information.** Users can retrieve the following case information:
- (1) Bankruptcy case number;
 - (2) Adversary proceeding number;
 - (3) Name of debtor and last four digits of the Debtor's Social Security Number or Tax Identification Number (if applicable);
 - (4) Bankruptcy case and adversary proceeding dockets and claims registers;
 - (5) Judges' calendars and tentative rulings, if available;
 - (6) Images of most case file documents including all orders and bankruptcy petitions and other than those items specifically excluded from electronic filing per the court's administrative order; and

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(7) Case status and other pertinent information such as § 341(a) meeting date, complaint bar date, discharge or dismissal date (if applicable), debtor's attorney, assigned trustee, fees paid to professionals, etc.

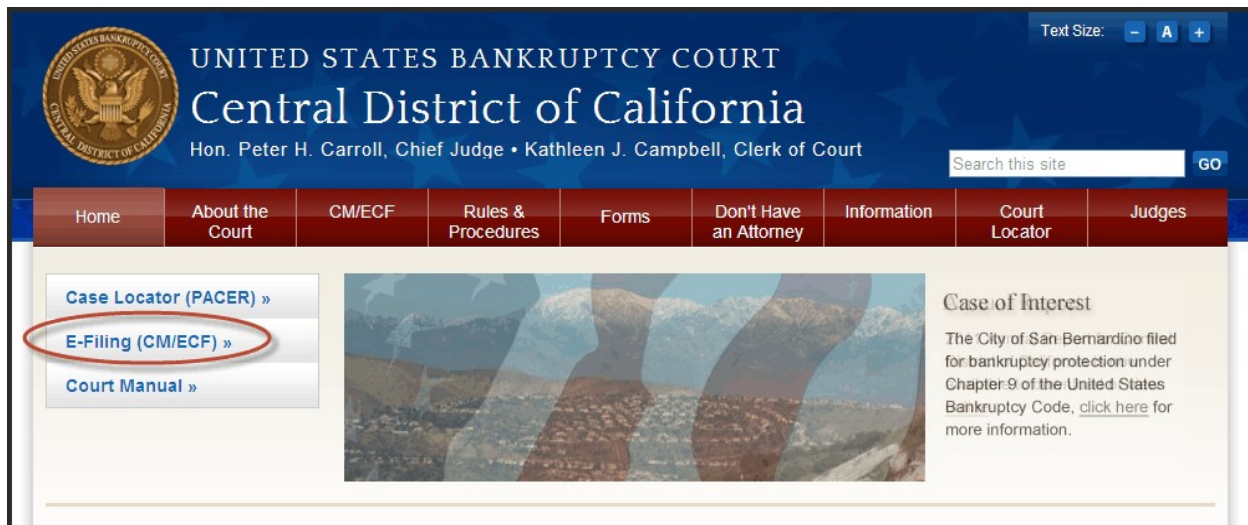
(c) **PACER Registration.** To access PACER information, users may register from the website, <www.pacer.psc.uscourts.gov>, or by calling the PACER Service Center at (800) 676-6856, Monday through Friday, 8:00 a.m. to 5:00 p.m. (Central Time).

(d) **Requirement for PACER.**

Item	Requirement
Computer	Any computer system that has an Internet connection.
Printer	Any printer compatible with your computer.
Browser	Javascript enabled web browser
Internet Service Provider (ISP)	An Internet connection. Examples of ISPs include AOL, MSN, Earthlink, Compuserve, etc.

(e) **Accessing CM/ECF PACER.**

(1) From the court's website, <www.cacb.uscourts.gov> select **E-Filing (CM/ECF)** to access the login screen.



(2) From the CM/ECF PACER page, select *Central District of California Document Filing System*:

(f) **CM/ECF PACER Fees.**

The cost of CM/ECF PACER is \$0.10 per page, not to exceed the fee for 30 pages. For billing purposes, a page is defined as 54 lines per page (without HTML formatting). Images will be billed according to the number of pages scanned; therefore, one scanned page equals one billable page.

5.4 **Teleconferencing**

- (a) **Availability.** A number of judges at the court accommodate counsel or other parties by making telephonic appearances available, within guidelines, for those unable to appear in the courtroom. To determine if a judge offers telephonic appearances and obtain specific telephonic appearance procedures, contact the appropriate courtroom deputy. (See *Appendix A.*)
- (b) **Connection.** All remote parties are connected to the courtroom sound system, and their participation is recorded as part of the official court record.
- (c) **Procedures and Contact Information.** Some of the participating judges provide telephonic appearance procedures and contact information on the court's website, <www.cacb.uscourts.gov> -> *Judges.*
- (d) **Fees.** Users of telephonic appearance services are responsible for all expenses charged by vendors.

5.5 **Videoconferencing**

- (a) **Availability.** Videoconferencing is provided by the court in every division to accommodate counsel or other parties that are unable to appear in the courtroom. Videoconferencing uses two-way audio and video monitors to connect parties between a courtroom and an off-site location.
- (b) **Connection.** All remote parties are connected to the courtroom video system, and their participation is recorded as part of the official court record.
- (c) **Procedures and Contact Information.**
- (1) **Obtain approval for scheduling a videoconference court hearing.** Approval to use videoconferencing must be obtained to utilize the system. Contact the judge's courtroom deputy or law clerk to request approval for scheduling a videoconference hearing. See *Appendix A* for courtroom deputy/law clerk contact information.

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- (2) Test the videoconferencing equipment and connection.
 - (A) A connection test between the off-site location and the court must be conducted before scheduling a hearing. The test will determine if equipment between the locations is compatible. It also allows the users to gain familiarity with the videoconferencing equipment and process.
 - (B) Contact the court's Audio Visual department at (213)894-2828 to schedule a test date or discuss technical issues. System compatibility must be confirmed before a hearing date is scheduled.
- (3) Schedule the videoconference hearing. Contact the judge's courtroom deputy to schedule the videoconference hearing. Be sure to inform the courtroom deputy that all videoconferencing requirements specified by the court's Courtroom Technology Specialist have been met. The courtroom deputy will provide the procedures and time frames for connecting to the hearing.
- (d) **Fees.** Ordinarily, the court will not charge a fee for the use of videoconferencing. However, if videoconferencing results in the imposition of charges on the judiciary, then the party seeking permission for videoconferencing may be required to pay those costs. Users of videoconference appearance services are responsible for all expenses charged by vendors.
- (e) **Technical Specifications.**
 - (1) Comply with the telecommunications industry standard H.320 specification for videoconferencing via the ISDN circuits.
 - (2) Have a minimum of three BRI (Basic Rate Interface) circuits with a total circuit equivalent to 384Kbs bandwidth.
 - (3) Connect using either of the following methods:
 - (A) Bonding 0 (using all six telephone numbers); or
 - (B) Bonding 1 (using one telephone number).
 - (4) Have the capability of properly viewing all litigants attending and/or participating in the hearing.
 - (5) Have a microphone system capable of properly picking up the voices of all participants.

5.6 VCIS (Voice Case Information System)

(a) What is VCIS?

- (1) The Voice Case Information System (VCIS) enables the public to directly access the court's case management system from a touch-tone telephone. This service is provided free of charge and is available 24 hours a day, 7 days week.
- (2) Case information is available approximately 24 hours after the case has been filed. A computer-synthesized voice relays the information to the caller. VCIS provides the following bankruptcy information:
 - (A) Case number
 - (B) Names of debtors
 - (C) Case filing date
 - (D) Case chapter
 - (E) Name, address, and telephone number of debtor's attorney
 - (F) Name of trustee
 - (G) Name of assigned judge
 - (H) Discharge and closed dates
 - (I) Case status
 - (J) Asset information

- (b) Using VCIS. Using a touch-tone telephone, dial the toll free number at (866) 222-8029 and follow the computer-synthesized voice prompts.

5.7 Automated Telephone System

- (a) **Recorded General Information.** The court's automated telephone system (855) 460-9641, enables callers to access recorded general information about the court (see section 5. 6(c) of this manual). Callers may obtain:
- (1) General information regarding filing, claims, motions, and adversary proceedings;
 - (2) Court locations;
 - (3) Information about incomplete and emergency filings;
 - (4) Court fees and Fee Acceptance Policy;
 - (5) Records and case status information;
 - (6) Tape and transcript information; and
 - (7) Calendar and hearing matter information.
- (b) **Court's Call Center.** The court has established a Call Center that can be reached at the toll free telephone number (855) 460-9641. The Call Center handles calls from the public for the court's Los Angeles, Riverside, Santa Ana, Northern, and San Fernando divisions. The Call Center provides automated access to commonly requested information such as how to obtain free or low cost legal assistance, court locations, attorney information, credit reporting and fraud, fee and check acceptance policy. The automated service is available 24 hours a day, 7 days a week. Call Center operators are available from 9:00 am to 4:00 pm, Monday through Friday, excluding federal holidays and other published court closures.
- (c) **Online Chat.** The court has an online chat feature that is available through the court's website, www.cacb.uscourts.gov. Online chat operators answer the same types of questions as the court's Call Center and are available from 9:00 am to 4:00 pm, Monday through Friday, excluding federal holidays and other published court closures.