

NOTICE OF VIDEO AND TELEPHONIC APPEARANCE PROCEDURES FOR JUDGE ROBERT N. KWAN'S CASES

In light of the recent COVID-19 public health emergency, Judge Kwan has modified his prior telephonic appearance procedures for hearings before him. Judge Kwan's hearings will be conducted in hybrid format, that is, appearances of counsel and parties can be in made person in the courtroom or remotely using Zoom for Government (ZoomGov) audio and video technology. However, oral testimony may be required to be given by witnesses appearing in person in the courtroom as required by Federal Rule of Bankruptcy Procedure 9017 making Federal Rule of Civil Procedure 43(a) applicable in bankruptcy cases.

Hearing participants and members of the public may view and listen to hearings before Judge Kwan using ZoomGov free of charge. Video and audio connection information for each hearing will be provided on Judge Kwan's publicly posted hearing calendar, which may be viewed online at: <http://ecf-ciao.cacb.uscourts.gov/CiaoPosted/?jid=RK> and selecting "Judge Kwan" from the tab on the left side of the page.

Individuals may appear by ZoomGov video and audio using a personal computer (equipped with camera, microphone and speaker), or a handheld mobile device (such as an Android cell phone or Apple iPhone). Individuals may participate by ZoomGov audio only using a telephone (standard telephone charges may apply). Neither a Zoom nor a ZoomGov account are necessary to participate and no pre-registration is required. The audio portion of each hearing will be recorded electronically by the Court and constitute its official record.

Tips for a Successful ZoomGov Court Appearance

1. Test the video and audio capabilities of your computer or mobile device in advance of the hearing (i.e., at least one day in advance).
 - You can do this by clicking on the ZoomGov meeting link posting for the hearing and/or check your video and audio using the ZoomGov app.
2. If you intend to speak at the hearing, please find a quiet place from which to participate.
3. If you are connecting to the hearing using a wireless device, you should put yourself in a location with a strong wireless signal.
4. Dial in or connect early so that you have time to check in and make adjustments to your screen name, etc. before the hearing begins. The hearing process becomes very cumbersome if everyone waits until the last minute to dial in.
5. Unless and until it is your turn to speak, please mute your audio to minimize background noise. Please consider keeping your video off until your matter is called to make it easier for the Court and the parties to identify who is actually participating on a specific matter.
 - If connected to ZoomGov audio by telephone, you can mute or unmute your connection by pressing *6 on your phone.

6. When you first speak—and each time you speak after someone else has spoken—please say your name. While this may seem awkward, it is essential to making a clear court record. The only part of the hearing being recorded is the audio as the official court hearing record. If a transcript of the hearing is needed, saying your name before speaking helps the court transcriber to identify who is speaking for a clear record.
7. If you are participating by video, please try to avoid having a window or bright background behind you. (You may, as a result of being backlit, appear on video as a shadow.) If you cannot avoid a bright background, try using a desk lamp or other light source to brighten your face.
8. If you are participating by video using a personal computer, you may separately connect to the audio feed by telephone (for improved audio) using the call-in information provided for the hearing.
 - If you do this, please connect to the video feed first. In the ZoomGov app, you will be assigned a Participant Code. Use this code to associate your video and audio feeds.
9. If available, a headset/microphone generally provides better sound quality for listening and speaking.
10. Participants and members of the public should at all times remember that although conducted remotely, these hearings are official court proceedings, and individuals should act with proper courtroom decorum.
 - If your video is enabled, please wear attire consistent with the decorum of court proceedings.
 - ZoomGov permits the use of virtual backgrounds to safeguard your privacy. If you choose to use a virtual background, please avoid backgrounds that are offensive or distracting. The Court's website has courtroom backgrounds available for downloading for your use.
11. ZoomGov video participants are permitted to specify a display name. If using video, please specify your calendar number, first initial and last name, and client name (ex. 5, R. Smith, ABC Corp.) to assist the Court in creating a proper record of the proceedings.

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