

NOTICE OF TELEPHONIC AND VIDEO APPEARANCE PROCEDURES FOR JUDGE SANDRA R. KLEIN'S CASES

(Updated 8/24/20)

Due to the COVID-19 outbreak, Judge Klein will be holding all hearings, including chapter 13 confirmation hearings, remotely until further notice. Some hearings will be held via telephone and some hearings will be held via ZoomGov. The cover page for the publicly posted hearing calendar will state whether the hearings that day will be held via telephone or via ZoomGov. The calendar can be accessed at the following web address: <http://ecf-ciao.cacb.uscourts.gov/CiaoPosted/default.aspx> (Click on the "Select Judge" tab on the upper left side of the screen and select Judge Klein).

Telephonic hearings: For telephonic hearings, CourtCall is offering free access for pro se parties and discounted charges for attorneys through September 30, 2020. If a hearing is being held via telephone, you must contact CourtCall at (866) 582-6878 at least thirty minutes before the hearing time to schedule a telephonic appearance. If you experience any difficulty registering with CourtCall, contact Judge Klein's chambers at 213-894-7741.

ZoomGov hearings: For ZoomGov hearings, the first page of Judge Klein's publicly posted hearing calendar will provide video and audio connection information for the hearings.

You may appear by video and audio via ZoomGov using a personal computer (equipped with camera, microphone and speaker), or a handheld mobile device (such as an iPhone and/or Android phone). Alternatively, you may participate by ZoomGov via audio only by using a telephone (standard telephone charges may apply). Neither a Zoom account 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 Experience

1. Test the video and audio capabilities of your computer or mobile device before the hearing (i.e., at least one day in advance).
 - a. You can do this by clicking on the ZoomGov meeting link posted for the hearing and/or check your video and audio using the ZoomGov app.

2. If you intend to speak during the hearing, please find a quiet place from which to participate.
3. If you are connecting to a hearing using a wireless device, make sure to have a strong wireless signal.
4. Until your matter is called, please turn off your video and mute your audio to minimize distractions and background noise.
 - a. If you are connecting to ZoomGov by video, you can turn your video on/off by clicking on the video camera on the lower left side of the screen and mute/unmute your audio by clicking on the microphone on the lower left side of your screen.
 - b. If you are connecting to ZoomGov by telephone, you can mute or unmute your connection by pressing *6 on your phone.
5. If you are participating via video:
 - a. Please change your Zoom screen name to include your calendar number, your first initial and last name, and your client's name in parentheses (e.g., 1, R. Jones (ABC Corp.)). You can change your Zoom screen name by moving the cursor over the upper right corner of your video tile, clicking on ". . ." and then clicking on "rename."
 1. If you are appearing on more than one matter, after your first matter is finished, please change your screen name to reflect the next matter on which you will appear.
 - b. Please wear attire consistent with the decorum of court proceedings.
 - c. If you choose to use a virtual background, please avoid backgrounds that are offensive or distracting.
 - d. Try to avoid having a window or bright background behind you. Otherwise, you may appear on video as a shadow. If you cannot avoid a bright background, a desk lamp or other light source might help to brighten your face.
6. When you first speak—and each time you speak after someone else has spoken—please say your name. This is essential to make a good court

record. The only part of the hearing being recorded is the audio. If a transcript is requested, it is sometimes difficult for the transcriber to know who is speaking.

7. If available, a headset-microphone often provides better sound quality for listening and speaking.
8. Participants and members of the public should remember that although conducted remotely, ZoomGov hearings are official court proceedings, and individuals should act accordingly.