



GUIDE



VIDEO-CONFERENCEING WITH THE COURTS USING ZOOM

CONNECTING TO ZOOM

01.

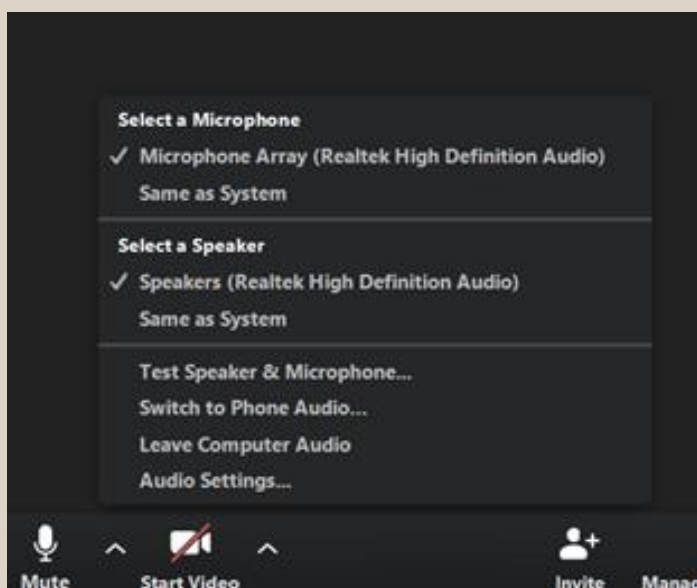
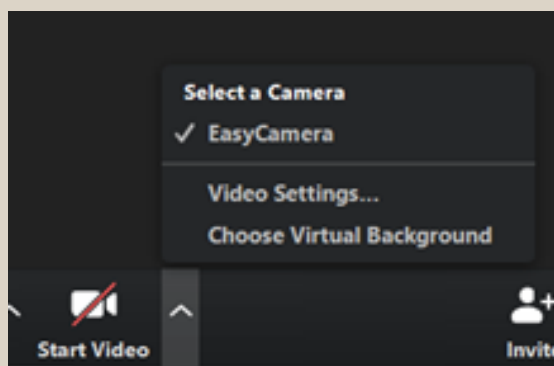
- Check that your desktop computer, laptop, tablet or smart phone has a built-in microphone or USB microphone, built-in speaker or an external speaker, built-in web camera or USB web camera

- Install the Zoom Cloud Meetings app via the App Store, Google Play Store or access the service at <http://zoom.us/>

02.

- Ensure that you have a stable internet connection

- Ensure that your microphone/webcam is activated

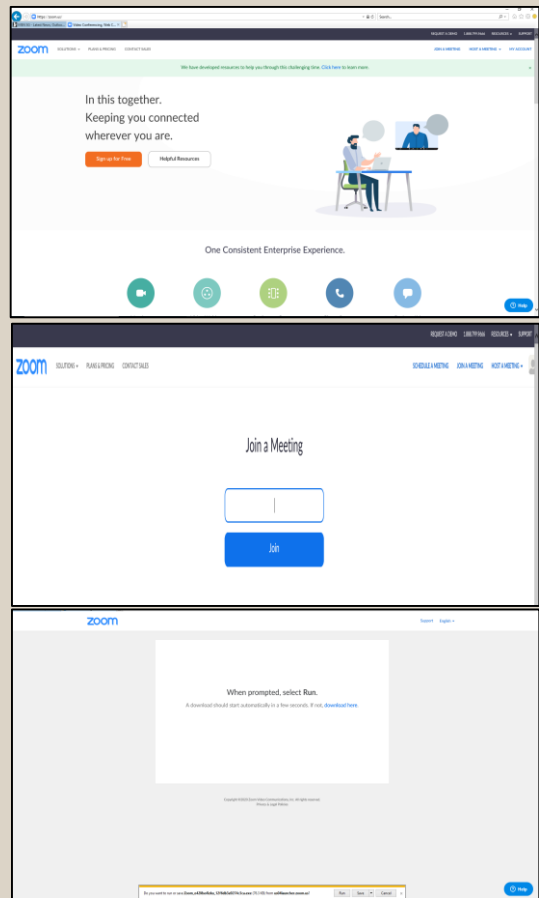
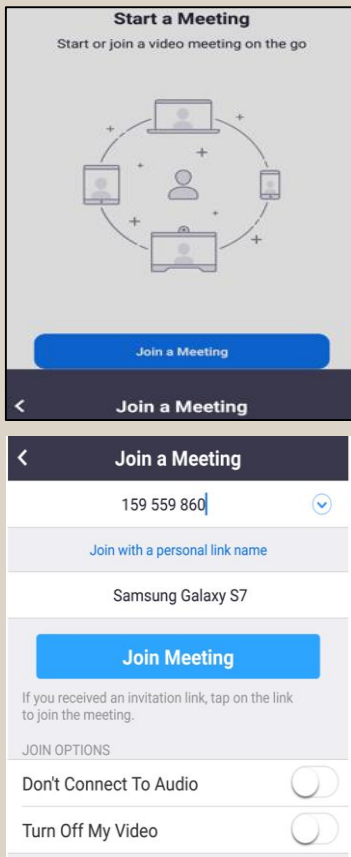


- Test your video and audio at <http://zoom.us/test> before starting your V-C hearing with the Court

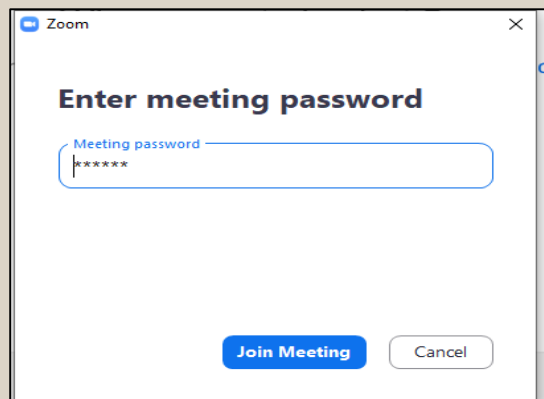
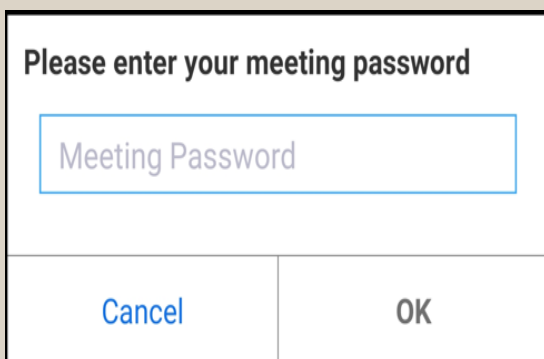
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03.

- Launch the app and click or tap on "Join a Meeting"
- Enter the Meeting ID and tap on "Join a Meeting" or click "Run"



- Enter the Meeting Password if prompted for one

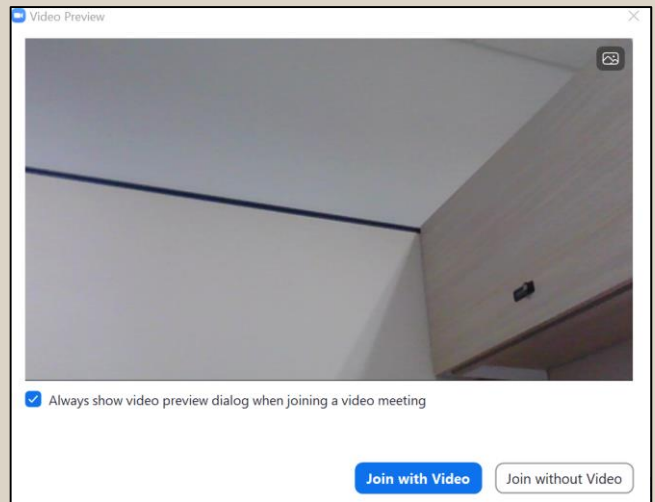
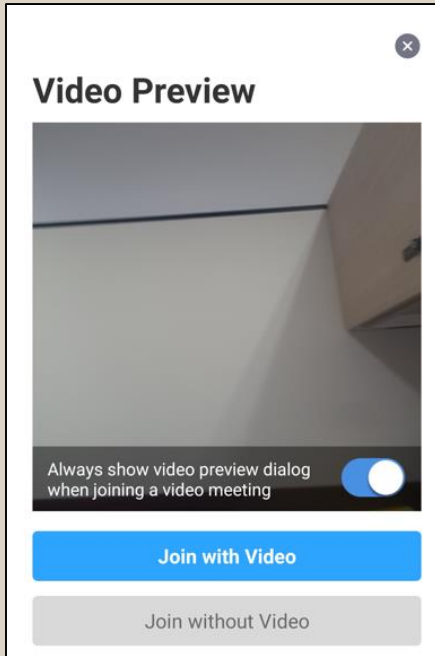


- If you see, "Please wait, the meeting host will let you in soon", you are in the Waiting Room and will be automatically connected when the meeting starts

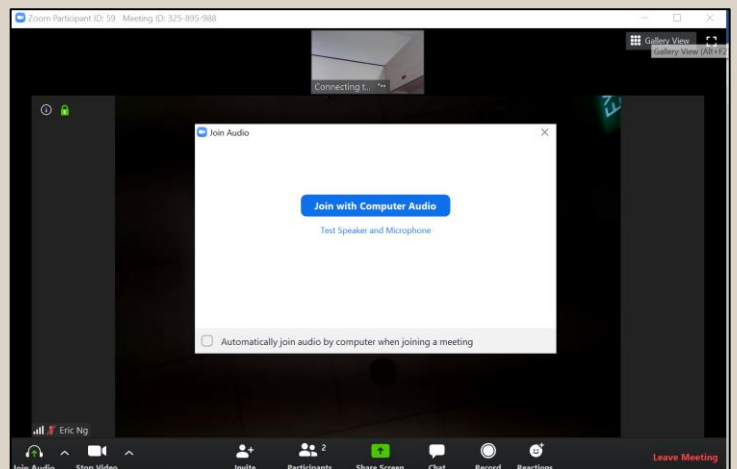
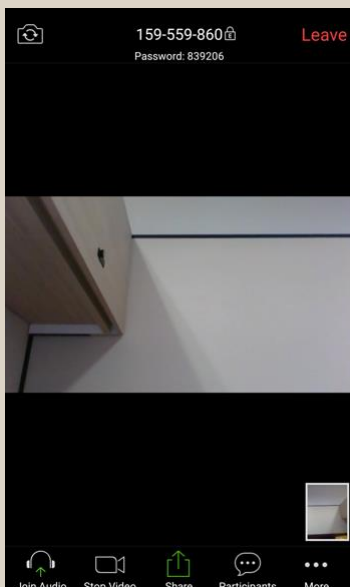
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04.

- Tap or click "Join with Video"



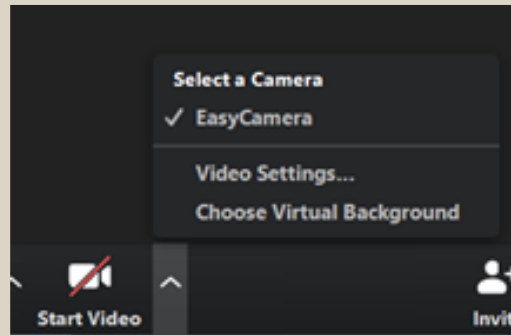
- Tap "Join with Audio" or click "Join with Computer Audio"



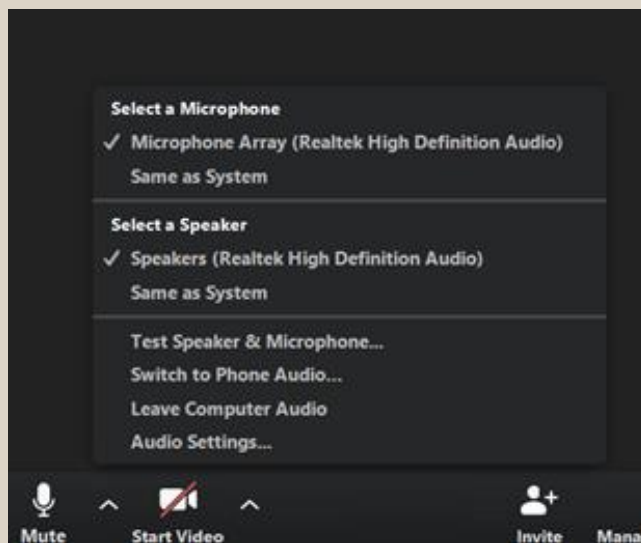
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05.

- Tap or click “Unmute” and “Start Video”; ensure that there is no red diagonal line across the video and microphone icons



- You can select the camera or audio source you would like to use if you have available options
- If you have only one camera or audio source, it will be selected by default (above)

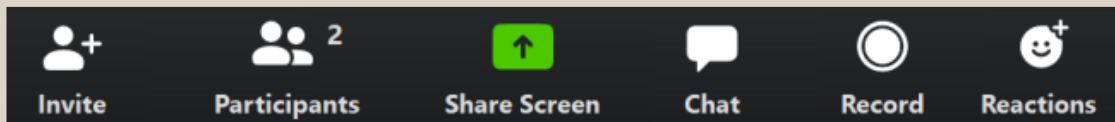


- You can select whether to view only the active speaker or all speakers in the meeting
- You can use the chat function to communicate with everyone or a specific user

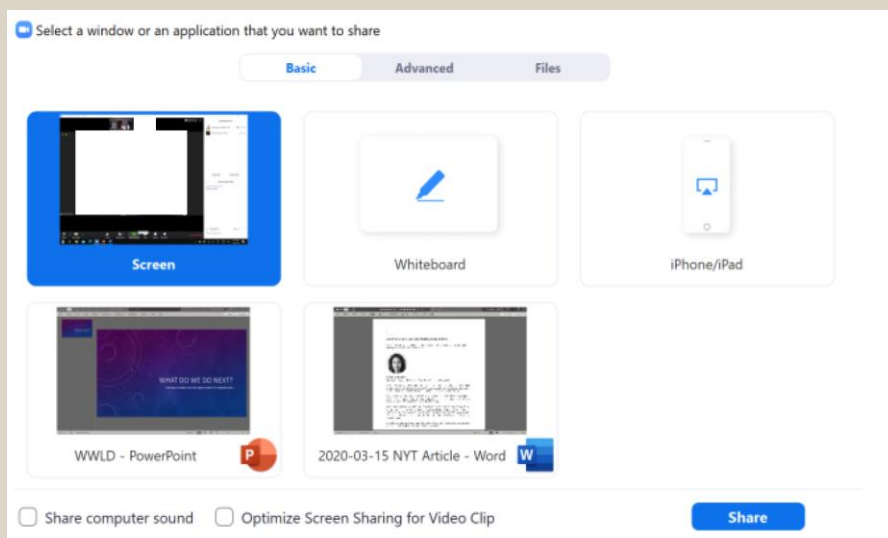
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06.

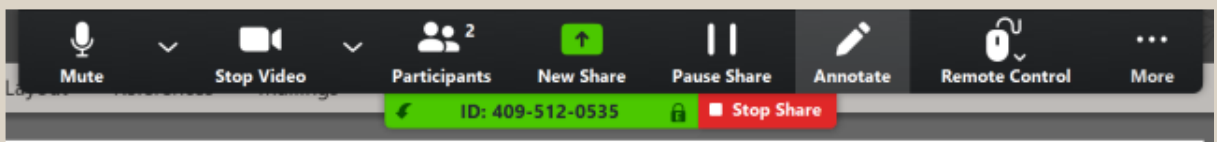
- Click on "Share Screen" to show the meeting participants any documents on your device



- You can select the file from your device that you wish to show to the meeting participants



- Click on "Stop Share" to stop showing the file to the meeting participants



- Tap or click "Leave Meeting" when the session has ended

FAQ

Q1. How do I know if my hearing is by V-C?

The types of hearings that may be heard by V-C can be found at go.gov.sg/2020rc5. If your hearing is by V-C, you will be informed by the Courts and the connection details (eg, your Meeting ID) will be provided to you.

A1.

Q2. What name should I display on Zoom?

You should display your name as instructed in the Notice of Hearing. If you are using an existing Zoom account, you may need to amend your profile to display the requested information.

A2.

Q3. How do I set my display name in Zoom?

Tap or click on your username, then on "Display Name", amend your first and last name as required and save the changes.

A3.

Q4. What times should I connect to Zoom?

You should connect to Zoom at the time stipulated in the Notice of Hearing.

A4.

Q5. How should I dress for a V-C hearing and what court etiquette should I observe?

You must comply with all Court rules of dress and etiquette as prescribed in the State Courts Practice Directions and any relevant Registrar's Circular. However, it will not be necessary to stand or bow to the Court during a V-C hearing. Recording of Zoom hearings in video, audio or any other form is strictly prohibited.

A5.

FAQ

Q6. I have queries about my VC- hearing, who should I contact?

Please refer to your Notice of Hearing, it will contain the relevant contact details.

A6.

Q7. Not everyone can be seen in the video frame, what should I do?

You must inform the Court of all solicitors and parties in attendance at the V-C hearing even where they are not captured within the video frame. Where possible, all attendees are to be seated within range of the video camera.

A7.

Q8. What if I'm experiencing a poor connection?

Check if anyone is using the same Wi-Fi network to stream or download a large file. This may reduce your bandwidth and cause a slow down in your network.

A8.

Q9. May the Court decide not to continue any V-C hearing?

Yes. The Court may then:

- adjourn the matter and require parties to attend Court personally on an appointed date and time; or
- direct that the hearing be conducted via telephone; or
- make any other direction that may be appropriate in the circumstances of the case

A9.