



**GUIDE ON THE USE OF VIDEO CONFERENCING AND
TELEPHONE CONFERENCING**

&

**VIDEO CONFERENCING FOR HEARINGS BEFORE
THE DUTY REGISTRAR**

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I. Overview

1. In view of the COVID-19 situation, the Supreme Court of Singapore is implementing measures to allow more matters to be heard by video conferencing and telephone conferencing.
2. Presently, hearings by video conferencing or telephone conferencing will generally be conducted on the Zoom platform. Parties are strongly encouraged to go through this Guide and other available resources to familiarise themselves with Zoom.
3. Details on the use of video conferencing and telephone conferencing for different types of hearings in the Supreme Court may be set out in Registrar's Circulars issued by the Supreme Court in this period. To view information from the Supreme Court relating to the COVID-19 situation, please go to <https://www.supremecourt.gov.sg/quick-links/visitors/covid-19>.

II. Using Zoom for hearings (General)

A. Getting started with Zoom

4. A video conference hearing conducted on the Zoom platform is a Zoom meeting. You can download Zoom at <https://zoom.us/>. The software is free and can be installed on your mobile phone, iPad, desktops, laptops and notebook computers and from Google Play Store (for Android devices) or from App Store (for iOS devices). For further information on downloading Zoom, please go to <https://support.zoom.us/hc/en-us/articles/201362233>.
5. You do not need to pay to use Zoom to attend a hearing. You also do not need to create any Zoom account (whether free or paid¹) to use Zoom to attend a hearing, although you may do so if you wish.
6. The system requirements for use of Zoom are:
 - (a) An Internet connection (broadband wired or wireless (3G or 4G/LTE));
 - (b) Speakers and a microphone (built-in, USB plug-in or Bluetooth); and
 - (c) A webcam (built-in or USB plug-in) or a HD cam or HD camcorder with video capture card.
7. The detailed system requirements can be found at <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>.
8. It is recommended that you use a desktop or notebook computer. Zoom can also be used on a suitable mobile device, e.g. a tablet.

¹ A free Zoom account allows a party to *host* a multi-party meeting for up to 40 minutes. When you join a hearing by Zoom you are doing so as a participant (not as a host) and your participation in the hearing is not limited to 40 minutes per session.

B. Joining a Zoom Hearing

9. Prior to the appointed hearing time, log into the Zoom “Waiting Room”. You can do this using one of these methods (depending on the device you are using, the interface may appear slightly differently):

Option 1: Click **Join a Meeting** if you want to join without signing in.

Option 2: **Sign in to Zoom** then click Join.



10. Check the Meeting ID and password that have been assigned for your hearing.
11. When prompted with “Join Meeting” or “Join with meeting ID”, please enter the Meeting ID. The spaces reflected in the Meeting ID have been added for ease of reading. There is no need to enter spaces when keying in the Meeting ID.



12. As your display name, and unless otherwise informed by the Court, **please state in the following order: (1) the case number (if any); (2) your law firm (if any); and (3) your first and last name.** For example, “S123 of 2020 ABC Law Tan Xiao Mei” (where the case is HC/S 123/2020); or “ABC Law John Lee” (where no case number has been allocated yet); or “S123 of 2020 Nicole Lim” (where you are not represented by a law firm). The information you include should be sufficient for the Court to identify your matter.
13. When joining the hearing, you will be asked to enter a meeting password. The Court will make arrangements to inform you of the password prior to the hearing. Please enter the password assigned for your hearing.
14. Please connect audio and video and click Join. Do not select “Do not connect to audio”. Do not select “Turn off my video”.
15. If prompted, click “Join Audio by Computer” to connect your computer’s speakers and microphone to the Zoom Meeting. You should also click on “Join with Video” if prompted.
16. When you have joined the Zoom Meeting, you will be kept in a Waiting Room. You will see the message, “Please wait, the meeting host will let you in soon”.

While in the Waiting Room, the Court may broadcast messages to everyone in the Waiting Room using the Chat functionality. Please click on the speech bubble to see the message. You do not need and will not be able to respond to the Court on this Chat when you are in the Waiting Room.

Please wait, the meeting host will
let you in soon

Chamber 2-1 Supreme Court's
Personal Meeting Room



Close Meeting Messages

Chamber 2-1 Supreme Court (Host)

pls wait. next matter is s123

17. When the Court is ready to hear your matter, you will be admitted to the hearing. At this point, if prompted, please select “Join with Video”.
18. To familiarise yourself with how to join a meeting, you may join a test meeting at: <https://zoom.us/test>. For more information on using Zoom to joining a meeting, please go to: <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting>. Zoom also hosts free and interactive live training webinars daily on joining a meeting, which can be accessed at <https://support.zoom.us/hc/en-us/articles/360029527911>.

C. Conduct during the Zoom Hearing

19. **Court Dress and Etiquette** – All hearings conducted by Zoom proceed as if the parties are appearing before the Court in person, and all court rules and practices on dress and etiquette will continue to apply. However, it will not be necessary to stand and/or bow to the Court at the start or end of the hearing or to stand when addressing the Court. All participants are encouraged to mute their microphones when not speaking to minimise background noise during the hearing.
20. Advocates and solicitors are reminded of paragraph 17(3) of the Supreme Court Practice Directions. Unless otherwise notified, for open Court matters conducted by Zoom before:
 - (a) the Court of Appeal, the Court of 3 Judges or the High Court in criminal matters (save for trial), the Judges hearing the matters will not be sitting in a courtroom and advocates and solicitors will not be required to wear gowns; and

- (b) the High Court in civil matters or criminal trials, the Judges hearing the matters will be sitting in a courtroom and advocates and solicitors will be required to wear gowns.

21. **Attendance at hearings in chambers** – Parties are reminded of paragraph 13A of the Supreme Court Practice Directions. Only those counsel or persons notified to the Court should be present at each location or be admitted into the Zoom hearing. Parties must inform the Court of all counsel / persons present at the hearing (including any counsel / persons who may not be seen on or captured by the video) and may be asked to confirm that they are not aware of any unauthorised persons in attendance.
22. **Recording of Zoom hearing** – Unauthorised audio or visual recording of hearings is strictly prohibited and in appropriate cases, the Court may require an undertaking that no such recording will be made. Attention is drawn to sections 4 and 5 of the Administration of Justice (Protection) Act 2016 (Act 19 of 2016) read with section 28(11) of the Covid-19 (Temporary Measures) Act 2020 (Act 14 of 2020) regarding contempt of court by disobedience of court order or breach of undertaking, and contempt of court by unauthorised audio or visual recordings.

D. Referring to documents in the course of the Zoom Hearing

23. Parties are requested to, as far as possible, file and serve all written submissions, and tender all hard copy bundles to the Court at least 3 days before the hearing, and in any case no later than 1 clear day before the hearing.

E. Encountering problems during the Zoom Hearing

24. If you wish to inform the Court that you have encountered problems with a Zoom hearing, please contact the Case Management Officer (“CMO”)² who is managing your case. The CMO will be your liaison point, in case you need to contact the Court urgently. Please note that the CMO or any Registry staff answering your telephone call will not be able to offer technical assistance. You are strongly encouraged to go through this Guide and the attached FAQs to familiarise yourself with Zoom.
25. If you are experiencing an intermittent or poor connection or are expecting a disruption to your connection, please inform the Court, who will decide whether to proceed or not with the hearing.
26. If you are unexpectedly disconnected from the hearing, please try to re-join the hearing as soon possible using the same hearing details. Please consider using

² The CMO’s name and contact details may be found at the sign-off in any Registrar’s Notice or correspondence from court and in the eLitigation case file. Parties may also contact 6557 7495 for assistance with identifying the CMO.

a wired Internet connection or moving to a location with a better Wi-Fi signal to improve the strength of your connection.

27. If you are unable to re-join the hearing after 5 minutes or more, please inform the CMO, providing full details of your case and specifying that you have been disconnected from a current hearing.
28. There may be occasions when a case is unable to proceed by Zoom. For instance, there may be continued technical difficulties. If, for any reason, the Court considers that it is not expedient for any hearing to continue by Zoom, it may:
 - (a) Adjourn the matter and require parties to attend Court personally on an appointed date and time;
 - (b) Conduct the hearing via the telephony option in Zoom (see paragraph 29 below);
 - (c) Conduct the hearing via the telephone; or
 - (d) Make any other direction that may be appropriate in the circumstances of the case.

F. Using Zoom to join a hearing by telephone conferencing

29. There may be occasions when you are not able to participate in the video conference hearing, for e.g. you do not have a microphone or speaker on your PC/Mac, you do not have a smartphone (iOS or Android), or you connect to a network for video and VoIP (computer audio). If so, you may be directed to join the hearing via telephone conferencing using a traditional phone.
30. To do so, you will have to dial an in-country number. For Singapore dial +65 3165 1065 or +65 3158 7288. If you are dialling from outside of Singapore, you can find a full list of international dial in numbers at <https://zoom.us/zoomconference>.
31. You will be prompted to enter a Meeting ID. Please enter the 11 digit meeting ID assigned for your hearing, followed by #. You will be prompted to enter your unique participant ID. Press # to skip.
32. The following commands can be entered using your phone's dial pad while in a Zoom meeting:
 - *6 – Toggle mute/unmute
 - *9 – Raise hand (to signal to the Court that you wish to speak)

III. Hearings by video conferencing before the Duty Registrar

A. Attendance before Duty Registrar (during office hours)

33. If any party is required to attend before the Duty Registrar, video conferencing will be the default option for counsel, unless otherwise directed. Paragraph 12 of the Supreme Court Practice Directions continues to apply.
34. Parties are to call the CMO³ to notify the Court of the following:
 - (a) when the application and all related documents were filed;
 - (b) the case number;
 - (c) if there is no case number assigned, state the name(s) of the parties and names of the counsel and law firm(s) acting for such parties;
 - (d) whether any natural person / business corporate entity involved in the case is unrepresented, and if so, the name of that person / entity;
 - (e) explain briefly the nature of the application and directions sought from the Duty Registrar (e.g. request for urgent hearing date before Duty Judge, request for ship arrest/release or seeking approval of CWU / JM memorandum);
 - (f) the time and date that he/she wishes to attend before Duty Registrar;
 - (g) whether he/she wishes to send in any documents via eLitigation ahead of the hearing/during the hearing before the Duty Registrar;
 - (h) whether he/she wishes to tender any hard copy documents ahead of the hearing before the Duty Registrar;
 - (i) the name(s) of all of the parties who will be attending the hearing before the Duty Registrar, and the contact information (email address and telephone number) of these parties.
35. If parties wish to tender any hard copy documents ahead of the hearing before Duty Registrar, parties should as far as possible provide the hard copies and ensure that they have been placed before the Duty Registrar at least 1 hour before the scheduled hearing and check with the CMO that the documents have been placed before the Duty Registrar.
36. At or before the appointed date/time, parties are to connect to Zoom as set out in Part II(B) above.

B. Requesting attendance before Duty Registrar after office hours

37. Parties are to call the after office hours Duty Registrar in relation to any request to see Duty Registrar after office hours. Hearings before the Duty Registrar after office hours will similarly be conducted by video conferencing.

³ Parties may contact 6557 7495 for assistance with identifying the CMO, including in cases where there is no case number assigned.

IV. FAQs

A. Registration and Creation of a Zoom Account

A.1 Do I need to sign up for a Zoom account to participate in the Zoom hearings?

A Zoom account is **not** required if you are joining the Zoom Meetings for a hearing. You can join a Zoom meeting as a participant without creating a Zoom account.

A.2 Where do I download the latest version of Zoom?

You can download Zoom from the link at: <https://zoom.us/>. The software is also free and can be installed on your mobile phone, iPad, desktops, laptops and notebook computers and from Google Play Store (for Android devices) or from App Store (for iOS devices). For further information on downloading Zoom, please go to: <https://support.zoom.us/hc/en-us/articles/201362233>.

A.3 How do I use Zoom on my PC or Mac?

After downloading Zoom, please click this link to learn how to use the Zoom Desktop Client: <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-PC-and-Mac>.

A.4 How do I sign up for Zoom?

You can sign up for a free Zoom account at <https://zoom.us/signup>. However, it is not necessary to sign up for an account to join a hearing.

A.5 Do I have to pay anything to use Zoom to participate in the Zoom hearings?

No. It is not necessary to sign up or to pay for a Zoom account to join a hearing. A Zoom account is not required if you are strictly joining Zoom Meetings as a participant. If you do wish to obtain a free Zoom account, the basic Zoom license is free.

A.6 If I use free Zoom account or if I do not sign up for an account to join a hearing, will my session with the Court end after 40 minutes?

No. When you join a hearing by Zoom you are doing so as a participant (not as a host) and your participation in the hearing is not limited to 40 minutes per session, even if you use a free account or do not sign up for an account.

B. Joining a Zoom Hearing

B.1 How do I join a Zoom hearing?

First open the Zoom desktop client/app. You can join a meeting using one of these methods (depending on the device you are using, the interface may appear slightly differently):

Option 1: Click **Join a Meeting** if you want to join without signing in.

Option 2: **Sign in to Zoom** then click Join.



For more information on joining a meeting, please go to: <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->.

To familiarise yourself with how to join a meeting, you may join a test meeting at: <https://zoom.us/test>.

Zoom also hosts free and interactive live training webinars daily on joining a meeting, which can be accessed at: <https://support.zoom.us/hc/en-us/articles/360029527911>.

B.2 How do I join the Zoom hearing using the Meeting ID?

Check the Meeting ID and password that have been assigned for your hearing.

When prompted with “Join Meeting” or “Join with meeting ID”, please enter the Meeting ID. The spaces reflected in the Meeting ID have been added for ease of reading. There is no need to enter spaces when keying in the Meeting ID

When joining the hearing, you will be asked to enter a meeting password. The Court will make arrangements to inform you of the password prior to the hearing. Please enter the password assigned for your hearing.

Please connect audio and video and click Join. Do not select “Do not connect to audio”. Do not select “Turn off my video”.

If prompted, click “Join Audio by Computer” to connect your computer’s speakers and microphone to the Zoom Meeting. You should also click on “Join with Video” if prompted.

B.3 What is my display name?

Your display name must be sufficient for the Court to identify your matter. Unless otherwise informed by the Court, parties are to adopt the following naming conventions.

For counsel representing a party: please state your display name in the following order: **(1) the case number (if any); (2) your law firm (if any); and (3) your first and last name**, for example: “S123 of 2020 ABC Law Tan Xiao Mei” (where the case is HC/S 123/2020).

For counsel acting in a case where no case number has been allocated yet, please input the law firm, followed by your first and last name e.g. “ABC Law John Lee”.

If you are self-represented (i.e. there is no counsel representing you), please input the case name followed by your first and last name e.g. “S123 of 2020 Nicole Lim”, or just your name if there is no case number.

B.4 How do I know I have successfully joined?

Once you have connected to the Zoom hearing, you will be placed in a Waiting Room. While in the Waiting Room, the Court may broadcast messages to everyone in the Waiting Room using the Chat functionality. Please click on the speech bubble to see the message. You do not need and will not be able to respond to the Court on this Chat when you are in the Waiting Room.

Please wait, the meeting host will
let you in soon

Chamber 2-1 Supreme Court's
Personal Meeting Room



Close Meeting Messages

Chamber 2-1 Supreme Court (Host)

pls wait. next matter is s123

B.5 What if I am unable to join a meeting?

Please check that you are using the correct Meeting ID and password.

B.6 I have been directed to use the telephone to join a Zoom Meeting. How do I use Zoom to join a hearing via telephone conference using Zoom?

You will have to dial an in-country number. For Singapore, dial +65 3165 1065 or +65 3158 7288. If you are dialling from outside of Singapore, you can find a full list of international dial in numbers at <https://zoom.us/zoomconference>.

You will be prompted to enter a Meeting ID. Please enter the 11 digit meeting ID assigned for your hearing, followed by #. You will be prompted to enter your unique participant ID. Press # to skip.

The following commands can be entered using your phone’s dial pad while in a Zoom meeting:

*6 – Toggle mute/unmute

*9 – Raise hand (to signal to the Court that you wish to speak)

C. Waiting Room

C.1 What is the Waiting Room?

You will be placed in the Waiting Room once you successfully joined in the Zoom hearing. The Waiting Room enables the Court to control the flow of the hearings and only admit the relevant parties into a Zoom hearing when the case is ready for hearing.

C.2 How will the Court communicate with me in the Waiting Room?

The Court is able to send a “chat” message which can be seen by everyone in the Waiting Room. Please join the Zoom hearing on time to ensure you do not miss any broadcasted “chat” messages. This will facilitate a smooth flow of the Zoom hearings. You will see the notification of an unread chat message. Please click on the speech bubble to see the message. You do not need and will not be able to respond to the Court on this Chat when you are in the Waiting Room.

Please wait, the meeting host will let you in soon

Chamber 2-1 Supreme Court's Personal Meeting Room



Notification of unread chat message.
Please click on it to see the broadcasted “chat” message.

C.3 Can I broadcast a message to other participants within the Waiting Room?

No. You will not be able to do so.

D. Disconnection and Re-joining

D.1 What if I encounter connection issues during the hearing?

If you are experiencing an intermittent or poor connection or are expecting a disruption to your connection, please inform the Court, who will decide whether to proceed or not with the hearing.

If you are unexpectedly disconnected from the hearing, please try to re-join the hearing as soon as possible using the same hearing details. Please consider using a wired Internet connection or moving to a location with a better Wi-Fi signal to improve the strength of your connection.

If you are unable to re-join the hearing after 5 minutes or more, please inform the CMO who is managing your case, providing full details of your case and specifying that you have been disconnected from a current hearing.

D.2 What happens if another party to the hearing unexpectedly disconnects during the hearing?

If you are aware that another party to the hearing has unexpectedly disconnected from the hearing, please inform the Court.

The Court will pause the proceedings to allow the party who disconnected some time to re-join the hearing. In general, the hearing cannot proceed if one of the parties in the hearing unexpectedly disconnects and is unable to re-join.

The Court will give directions in relation to the continuance of the hearing if the party does not re-join the hearing.