

**UNITED STATES BANKRUPTCY COURT  
DISTRICT OF CONNECTICUT**

**NOTICE OF VIDEO OPTION  
FOR COURT APPEARANCES**

Due to the COVID-19 outbreak, the United States Bankruptcy Court for the District of Connecticut has been conducting hearings via telephone, consistent with the Bankruptcy Court's General Order No. 4 found at <https://www.ctb.uscourts.gov/general-orders-and-guidance-regarding-covid-19>. **As of June 29, 2020, the Court is offering a video hearing option as well.** Hearing participants and members of the public may view and listen to hearings using ZoomGov free of charge. Video and audio connection information for each hearing will be provided on the docket of each case. Individuals may participate by ZoomGov audio only using a telephone (standard telephone charges may apply), or via the ZoomGov online or app audio-only feature showing the ZoomGov online dashboard. Neither a Zoom nor a ZoomGov account is necessary to participate and no pre-registration is required. The audio portion of each hearing will be recorded electronically by the Court and placed on the docket of each case, constituting its official record.

**Tips for a Successful ZoomGov Court Experience**

1. 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 accordingly.
  - a. If video is enabled, please wear attire consistent with the decorum of court proceedings.
  - b. 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.
2. ZoomGov video participants are permitted to specify a display name. If using video, please specify your complete name to assist the Court in creating a record of the proceedings. If using the ZoomGov online platform via computer or app, you may use the "rename" feature to adjust your name on the dashboard visible to the court and the other hearing participants.

3. 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).
  - a. 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.
4. If you intend to speak at the hearing, please find a quiet place from which to participate.
5. If you are connecting to the hearing using a wireless device, you should situate yourself in a location with a strong wireless signal.
6. Unless and until it is your turn to speak, please mute your audio to minimize background noise.
  - a. If connected to ZoomGov audio by telephone, you can mute or unmute your connection by pressing \*6 on your phone.
7. When you first speak—and each time you speak after someone else has spoken—please say your name. This may seem awkward but is essential to making 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.
8. If you are participating by video, try to avoid having a window or bright background behind you. (You may, as a result, appear on video as a shadow.) If you cannot avoid the bright background, try using a desk lamp or other light source to brighten your face.
9. 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, or you may connect to the audio feed over your computer connection.
  - a. If you connect to audio via telephone, 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.
10. If available, a headset-microphone often provides better sound quality for listening and speaking.