

# Superior Court of California, County of Alameda

## Remote Hearing Instructions for Probate Hearings

This instruction sheet is intended to serve as a step-by-step guide on how to connect to your remote hearing. Give yourself enough time to review this document and go over each step slowly and carefully. If you have any questions, please contact the court. The court's contact information is listed at the end of this instruction sheet.

### INTRODUCTION

There are two ways to appear at your remote hearing:

1. ZoomGov is an audio and video conference software. You can access ZoomGov with a computer or smartphone (iOS or Android). For more information about ZoomGov, please visit <https://www.zoomgov.com> or <http://alameda.courts.ca.gov/Pages.aspx/Remote-Appearances-Zoom->.
2. If you do not have a computer or smartphone, you can call in to your remote hearing with your cellphone or telephone.



### STEP 1: A WEEK BEFORE THE HEARING OR AS SOON AS POSSIBLE, YOU SHOULD

#### Let the court know if:

1. You need language assistance.
2. You have special needs and need other accommodation.

#### If you are the Petitioner:

Have a third-party adult serve a copy of this instruction sheet to the Respondent on your behalf.

The telephone numbers and email addresses for each department are listed at the end of this instruction sheet. Please provide your name and request as soon as possible.

### STEP 2: ONE DAY BEFORE THE HEARING, YOU SHOULD

#### If using a computer:

1. Make sure your device has a camera, a microphone, an adequate power source, and strong Internet connection.
2. Check your Internet, video, and audio connection by joining a test meeting at <https://www.zoomgov.com/test>.

#### If using a smartphone:

1. Download the Zoom app (iOS or Android). If prompt, make sure you allow Zoom to access your smartphone's camera and microphone.
2. Check your Internet, video, and audio connection by visiting <https://www.zoomgov.com/test> to join a ZoomGov test meeting.

#### If using a telephone:

1. Save the local ZoomGov dial-in number for use at your hearing: (669) 254-5252 or (669) 216-1590.
2. If you are calling outside of the U.S., look up and save the ZoomGov dial-in numbers for your region by visiting <https://www.zoomgov.com/u/afK5JW2zB>.
3. Familiarize yourself with the "mute" and "unmute" function of your phone. Press \*6 on your phone keypad to mute (and unmute) your microphone.

### STEP 3: TO CONNECT TO THE HEARING, YOU SHOULD

**If using a computer or a smartphone:**

- Connect to your hearing through <https://www.zoomgov.com> or the Zoom app with the appropriate Meeting ID.
- Use the “unmute” button in ZoomGov to unmute your microphone when you are called on to speak and use the “mute” function to mute your microphone when you are not speaking.



**If using a telephone:**

- Call ZoomGov at (669) 254-5252 or (669) 216-1590 and enter the appropriate Meeting ID when prompted. Do not use a speakerphone during the hearing.
- If you are calling outside of the U.S., look up and save the ZoomGov dial-in numbers for your region by visiting <https://www.zoomgov.com/u/afK5JW2zB>.
- Press \*6 on your phone keypad to unmute your microphone when you are called on to speak, and press \*6 again to mute your microphone when you are not speaking.
- **DO NOT DRIVE AND USE PHONE WHILE MAKING A COURT APPEARANCE.** The court may pass or continue the matter if a hearing participant is driving.



**Meeting ID by Department**

Department	Meeting ID	Personal Meeting URL
Dept. 103	16197322521	<a href="https://zoomgov.com/j/16197322521">https://zoomgov.com/j/16197322521</a>
Dept. 201	16092115313	<a href="https://zoomgov.com/j/16092115313">https://zoomgov.com/j/16092115313</a>
Dept. 202	16047448275	<a href="https://zoomgov.com/j/16047448275">https://zoomgov.com/j/16047448275</a>

**Power Source, Bandwidth, Camera, Microphone:** If you are using a computer or a smartphone, ensure that your device has a camera, a microphone, an adequate power source, and a strong Internet connection. Sit close to your Wi-Fi router or connect via Ethernet cable. Make sure no one in your household is streaming video/audio content during the hearing.

**Background Noise:** Avoid disruptions by choosing a quiet location. Mute yourself when you are not speaking. Ensure that other household members (especially children) are not within earshot. Do not shuffle papers or type during the appearance.

**Connection Issues:** If you have trouble connecting, inform the clerk of the appropriate department via telephone or email (listed at the end of this instruction sheet), please note the clerk cannot provide technical assistance.

**Identify Yourself When You Log In:** If you are using a computer or a smartphone, after entering the designated Meeting ID number, every participant must enter a first and last name. Attorneys of record may also indicate a status (such as Esq., Atty, Counsel, etc.) next to their names.

**STEP 4: YOUR CONDUCT DURING HEARING**

- Maintain the same decorum as you would in the courtroom. Dress appropriately.
- Wait to speak until you are called on by the judicial officer. Do not interrupt.
- Speak very slowly and clearly. Pause before responding to questions.
- If you participate via audio only, identify yourself each time you speak.
- Only participants recognized by the court may appear on your video feed.
- Minors shall not be within hearing distance and may not participate in or listen to the proceedings.
- The hearing may not be recorded in any manner.

## RESOURCES FOR ZOOMGOV TECHNICAL SUPPORT

- Joining a Zoom Meeting: [https://youtu.be/pAMDxH\\_H\\_Cs](https://youtu.be/pAMDxH_H_Cs)
- More Video tutorials to navigate Zoom: <https://learn-zoom.us/show-me>

**NOTE:** Each participant must ensure they are prepared to participate in the hearing. Court personnel, including the courtroom clerk, cannot provide litigants or counsel with troubleshooting services or other technical assistance.

**IMPORTANT: FAILURE TO COMPLY WITH THE FOREGOING RULES MAY BE GROUNDS FOR EJECTION FROM THE HEARING, CONTINUANCE OF THE HEARING OR, IN EGREGIOUS CASES, MAY BE CONSIDERED CONTEMPT OF COURT.**

### Contact Information by Department

Department	Email Address	Phone Number
Dept. 103	Dept103@alameda.courts.ca.gov	(510) 627-4710
Dept. 201	Dept 201@alameda.courts.ca.gov	(510) 647-4470
Dept. 202	Dept202@alameda.courts.ca.gov	(510) 647-4471

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