San Francisco Superior Court
Unified Family Court
Etiquette for Remote Court Appearance via BlueJeans

1. All remote participants must use their full first and last name when signing on to BlueJeans, unless joining by telephone only.
2. The Court will ask each remote participant to identify themselves.
3. If a remote participant does not identify him/herself, the Court will not admit that participant into the remotely conducted hearing.
4. All remote participants must follow the same courtroom etiquette requirements, including appropriate attire, no eating, no drinking, cell phones off, as if appearing in person.
5. Remote participants must call from a quiet and private location with a minimum of background noise.
6. Remote participants should use best efforts to eliminate all visual and auditory distractions during the hearing.
7. The face of each remote participant must be clearly visible while speaking. To the extent possible, each remote participant's webcam should be positioned at face level relatively close to the participant.
8. Remote participants must pan the room with their video at any time requested by the Court.
9. Should you be unable to appear by video as is *strongly* requested, and you appear by calling in only:
   - If you are using the audio only option, you may dial-in but in most cases, the clerk will transfer you into the Blue Jeans hearing.
   - Do not put the call on hold as music will play, and you will by disconnected by the Court, and you will need to rejoin the Blue Jeans hearing.

10. <u>TECHNOLOGICAL DIFFICULTIES</u>: If a remote participant is disconnected from the video hearing or experiences some other technical failure, the participant must use best efforts to promptly re-establish the connection and shall take no action which threatens the integrity of the proceeding (e.g. communications with a third party relating to anything other than resolving the technical issue.) If the connection cannot be re-established within approximately five minutes, the Court may take steps to "pause" the hearing at which time counsel shall meet and confer in good faith to develop a joint proposal regarding how to proceed. If the Court deems it unfair to any party to continue the remote hearing because of a technical failure, the Court may postpone or terminate the remote hearing at any time and take such other steps as may be necessary to ensure the fairness and integrity of the proceedings.
11. <u>PROHIBITION ON RECORDING</u>: Do not record the hearing in any way. Any recording of a court proceeding, including screen shots or other visual or audio copying of the hearing, is prohibited. Any violation is punishable to the fullest extent under the law, including but not limited to monetary sanctions up to $1,000, restricted entry to future hearings, or other sanctions deemed appropriate by the Court.

BlueJeans App Requirements

For the best BlueJeans experience, users should download and install our desktop software. <u>Click here</u> to learn more about the BlueJeans App.

Operating Systems:

- Windows - 10 & 7 (with SP1+)

- macOS - 10.11+
- Linux - RHEL v7.5, 7.6, 8.0, Fedora 28, 29, 30, CentOS 7, 8 and Ubuntu 18.04, 19.10

Hardware Requirements

Cameras: Almost all native (integrated) webcams are compatible with BlueJeans. Cameras connected via network (IP Cam) are currently NOT supported. External Cameras that have been tested are listed below.

- Logitech series
- Microsoft LifeCam series

Headsets and Microphones: click here to view BlueJean's recommended list. If you are using a laptop that is less than 5 years old, the integrated speakers and microphones on the laptop should suffice.

Processors Tested:

- Windows: Intel i3, i5, or i7 based PCs from a variety of manufacturers.
  - Note: Quad core or greater is preferred. CPUs with low clock speed may have lower video quality provided.
- Mac: MacBook, MacBook Pro, iMac, Mac Mini

A general rule of thumb is a PC or Mac computer that is no more than 5 years old should meet these requirements.

RAM: Minimum 4GB. 8GB+ recommended

Bandwidth Requirements: The following table outlines various scenarios and their expected, peak bandwidth utilization.

Scenario	Bandwidth Utilization
Content + Audio + Video being sent	Up to 4.5 Mbps
Content + Audio being sent	Up to 4.3 Mbps
Only content being sent	Up to 3 Mbps

To test your local networks speed please use Speedtest.net. Click GO and look at the Upload speed. The optimal upload speed is 4.5 Mbps. Based on local network traffic, quality of service may vary.

Note:

- The minimum bandwidth requirement to achieve 720p is 1Mbps.
- 750Kbps is recommended for an overall quality experience with audio and video over IP.