



**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 are set out in Registrar's Circular No. 3 of 2020, Schedule 1. To view the Registrar's Circular, click [here](#).

## 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 paid<sup>1</sup>) 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.

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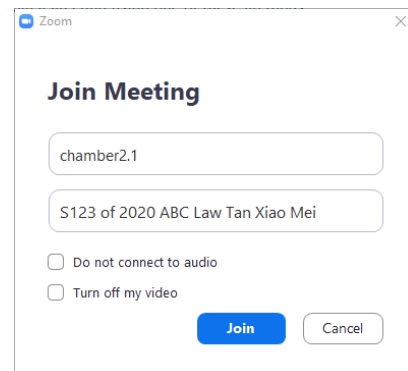
<sup>1</sup> A free Zoom account allows a party to *host* a multi-party meeting for up to 40 minutes. When you join a hearing by Zoom you are doing so as a participant (not as a host) and your participation in the hearing is not limited to 40 minutes per session.

## B. Joining a Zoom hearing

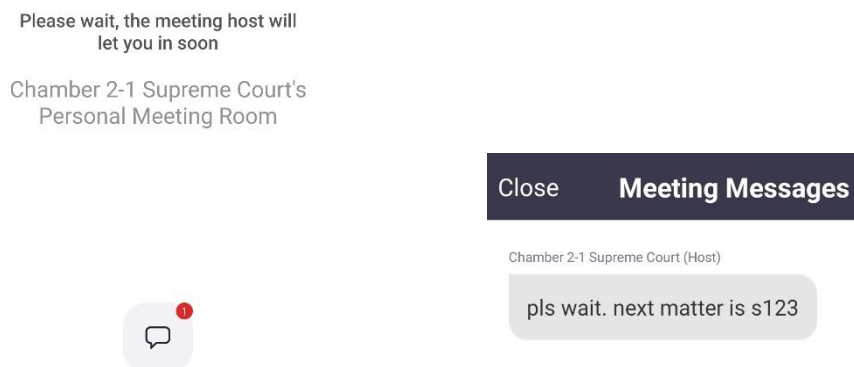
9. Prior to the appointed hearing time, log into the Zoom “Waiting Room”. You can do this using one of these methods (depending on the device you are using, the interface may appear slightly differently):
1. Click **Join a Meeting** if you want to join without signing in.
  2. **Sign in to Zoom** then click Join.



10. Check whether a Personal Link Name or Meeting ID has been assigned for your hearing in the Registrar’s Notice. The Personal Link Name should be the venue of the hearing, e.g. for Chamber 2-1, the Personal Link Name will be chamber2.1 while for Chamber 3E, the Personal Link Name will be chamber3e. A list of the commonly assigned Personal Link Names is set out at Appendix 1.
11. If a Personal Link Name is assigned for your hearing, for e.g. “chamber 2.1” when prompted with “Join with meeting ID”, please select “Join with personal link name” instead then enter the Personal Link Name assigned for your hearing.
12. If a Meeting ID is assigned for your hearing, please enter the 9, 10 or 11 digit number.
13. As your display name, **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.
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.



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 video conference and telephone conference hearings

19. **Court Dress and Etiquette** – You must continue to observe Court dress and etiquette as if you are appearing before the Court physically in person. 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, when otherwise required to do so for physical attendance.
20. **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 or captured on by the video) and may be asked to confirm that they are not aware of any unauthorised persons in attendance.

21. **Recording of video conference and telephone conference hearings** – 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 section 5 of the Administration of Justice (Protection) Act 2016 (Act No. 19 of 2016) regarding contempt of court by unauthorised recordings.

**D. Referring to documents in the course of the video conference and telephone conference hearings**

22. 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**

23. If you wish to inform the Court that you have encountered problems with a Zoom hearing, you may call the Registry at 6557 7495. The Registry staff will be your liaison point, in case you need to contact the Court urgently. Please note that the 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.
24. 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.
25. If you are unexpectedly disconnected from the hearing, please try to rejoin the hearing as soon possible using the same hearing details. Please consider using a wired Internet connection or moving to a location with a better WiFi signal to improve the strength of your connection.
26. If you are unable to rejoin the hearing after 5 minutes or more, please inform the Registry as soon as possible at 6557 7495 providing full details of your case and specifying that you have been disconnected from a current hearing.
27. There may be occasions when a case is unable to proceed with the Zoom hearing. 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 via 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 28 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**

28. 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.
29. 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>.
30. You will be prompted to enter a Meeting ID. If a Meeting ID has not been given to you, the Court will contact you to provide you with a Meeting ID. Please enter the 9, 10 or 11 digit meeting ID assigned for your hearing, followed by #. You will be prompted to enter your unique participant ID. Press # to skip.
31. 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)

32. 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 continue to apply.
33. Parties are to call the Case Management Officer (“CMO”)<sup>2</sup> in charge (in cases where there is a case file number), the Duty CMO at 6883 0774 or the Duty Bailiff at 9626 2466 (for ship arrest/release) 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.
34. 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.
35. At or before the appointed date/time, parties are to connect to Zoom as set out in Part II(B) above.

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<sup>2</sup> The CMO’s name may be found in the summary tab of the eLitigation case file and his/ her contact details will be indicated at the sign-off in any Registrar’s Notice issued in the case file. Parties may also contact the general enquiries telephone line at 63360644.

## **B. Requesting attendance before Duty Registrar after office hours**

36. 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.

## **IV. FAQs**

### **A. Registration and Creation of a Zoom Account**

#### **A.1 Do I need to signup 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 signup 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):

3. Click **Join a Meeting** if you want to join without signing in.
4. **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 Personal Link Name?**

Check whether a Personal Link Name or Meeting ID has been assigned for your hearing in the Registrar's Notice. The Personal Link Name should be the venue of the hearing, e.g. for Chamber 2-1, the Personal Link Name will be chamber2.1 while for Chamber 3E, the Personal Link Name will be chamber3e. A list of the commonly assigned Personal Link Names is set out at Appendix 1.

If a Personal Link Name is assigned for your hearing, for e.g. “chamber 2.1” when prompted with “Join with meeting ID”, please select “Join with personal link name” instead then enter the Personal Link Name assigned for your hearing.

If a Meeting ID is assigned for your hearing, please enter the 9, 10 or 11 digit number.

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.

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 Personal Link Name [e.g “chamber2.1” or “chamber3e”] or Meeting ID which is notified to you.

#### **B.6 Can I enter the Personal Link Name as “chamber 2 - 1”?**

No, please input the correct Personal Link Name which has been notified to you. The Personal Link Name is generally in the format “chamber2.1” or “chamber3e”.

#### **B.7 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. If a Meeting ID has not been given to you, the Court will contact you to provide you with a Meeting ID Please enter the 9, 10 or 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)

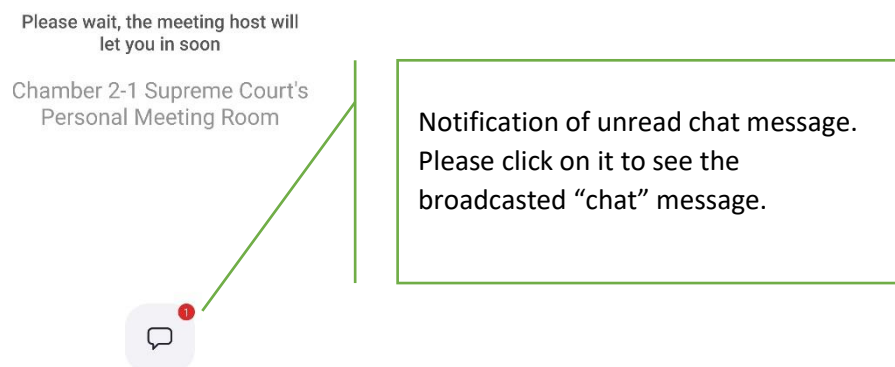
## **C. Waiting Room**

### **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.



### **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 Rejoining**

### **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 rejoin 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 WiFi signal to improve the strength of your connection.

If you are unable to rejoin the hearing after 5 minutes or more, please inform the Registry as soon as possible at 6557 7495 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 rejoin the hearing. In general, the hearing cannot proceed if one of the parties in the hearing unexpectedly disconnects and is unable to rejoin.

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

**Appendix 1**

<b>Court/Chamber</b>	<b>Personal Link Name</b>
Court 2A	court2a
Court 2B	court2b
Court 3A	court3a
Court 3B	court3b
Court 3C	court3c
Court 3D	court3d
Court 4A	court4a
Court 4B	court4b
Court 4C	court4c
Court 4D	court4d
Court 5A	court5a
Court 5B	court5b
Court 5C	court5c
Court 5D	court5d
Court 5E	court5e
Court 5F	court5f
Court 6A	court6a
Court 6B	court6b
Court 6C	court6c
Court 6D	court6d
Court 6E	court6e
Court 6F	court6f
Court of Appeal	courtofappeal
Court 9A	court9a
Court 9B	court9b
Chamber 2A	chamber2a
Chamber 2B	chamber2b
Chamber 2-1	chamber2.1
Chamber 2-2	chamber2.2
Chamber 2-3	chamber2.3
Chamber 2-4	chamber2.4
Chamber 2-5	chamber2.5
Chamber 2-6	chamber2.6
Chamber 2-7	chamber2.7
Chamber 2-8	chamber2.8
Chamber 2-9	chamber2.9
Chamber 2-10	chamber2.10
Chamber 3A	chamber3a
Chamber 3B	chamber3b
Chamber 3C	chamber3c
Chamber 3D	chamber3d

<b>Court/Chamber</b>	<b>Personal Link Name</b>
Chamber 3E	chamber3e
Chamber 3F	chamber3f
Chamber 3G	chamber3g
Chamber 3H	chamber3h
Chamber 4A	chamber4a
Chamber 4B	chamber4b
Chamber 4C	chamber4c
Chamber 4D	chamber4d
Chamber 5A	chamber5a
Chamber 5B	chamber5b
Chamber 5C	chamber5c
Chamber 5D	chamber5d
Chamber 5E	chamber5e
Chamber 5F	chamber5f
Chamber 6A	chamber6a
Chamber 6B	chamber6b
Chamber 6C	chamber6c
Chamber 6D	chamber6d
Chamber 6G	chamber6g
Chamber 6H	chamber6h
Court of Appeal Chamber	coachamber