



# CourtCall®

Remote Appearances. Simplified.

## CourtCall Remote Appearance Platform Overview and Data Sheet



### Key Benefits

- No cost, no contracts and no risk
- Reduces the cost of litigation
- Less crowded courtrooms and increased security
- More efficient case flow
- Increases public access
- Connects all relevant parties regardless of location
- "Privacy" and "Open Court" services available
- More efficient courtroom logistics; allows courtroom staff to concentrate on other important matters

CourtCall's Remote Appearance Platform is designed to meet the specific needs of Courts, making many appearances more cost effective, efficient and simple for Judges, Court Staff, attorneys and other participants. The Platform utilizes the latest communication technologies to consistently provide the ideal experience for all participants.

Since 1995, CourtCall has served thousands of Judges in legal communities of all sizes with its revolutionary, turn-key Remote Appearance Program. CourtCall's proprietary, browser-based video platform allows interested parties to enhance their experience without the use of cumbersome hardware-based systems or expensive equipment. Any participant can connect using only a phone, computer with sufficient bandwidth and a webcam. The platform works on PC and Mac Operating Systems and across all current web browsers.

So as not to become a disruption, CourtCall integrates into existing courtroom procedures. Participants contact CourtCall, not the Court, to schedule. A confirmation with all connection information is then sent to the participant and the Court receives notice of all scheduled remote appearances.

On the bench, Judges conduct business as usual. A participant using CourtCall waits, as they do in the courtroom, until their case is called to make their appearance. If an operator is requested (required for video appearances), the Judge may also control a participant's audio or video or send multiple parties into a subconference to confer privately. Whether some participants are in person and others are remotely participating, CourtCall's feature rich platform allows a Judge to replicate any scenario that might arise with an in person appearance.

# CourtCall Remote Appearance Platform

## Overview and Data Sheet

### Features and Highlights

#### STATE-OF-THE-ART TECHNOLOGY WITH CROSS PLATFORM ACCESS

CourtCall's Remote Appearance Platform utilizes a full-duplex speakerphone and dedicated phone line to ensure optimal audio quality. The proprietary, browser-based video platform requires no special equipment and can be accessed on any computer with web browsing capabilities.



#### OPERATOR CONTROLLED

Certain audio appearances and all video appearances can be controlled by a highly trained CourtCall operator who can carry out any request made by the Judge.

#### IMPROVED CASE FLOW

Judges call cases as they already do and the operator will bring all audio and/or video remote participants assigned to that case live with just one click to join the Judge and any in court participants.

#### FULL AUDIO AND VIDEO CONTROL

Judges can request the operator mute or un-mute audio or turn a participant's video feed on or off at any time, for any reason.

#### TOTAL FLEXIBILITY

Bring any participant live at any time, regardless of what case they are assigned to.

#### VIRTUAL GALLERY

Just like in the courtroom, participants wait for their cases to be called from the gallery. They can see and hear, but their own video and audio feeds are disabled until the Judge calls their case. Our waiting room feature can be used, when complete privacy is required.

#### DIAL IN. DIAL OUT.

Court staff may dial in ahead of the scheduled start time or request that a CourtCall operator dials out to the Court at a designated time. CourtCall operators can also dial out to a new participant in the middle of a live proceeding, if needed.

#### MULTI-PARTY OR POINT-TO-POINT

Up to 16 remote participants may simultaneously share video per case, with a virtually unlimited number of additional audio participants.

Alternatively, CourtCall can be used to facilitate point-to-point video connections with remote court locations or for remote testimony.



#### VIDEO SUBCONFERENCING

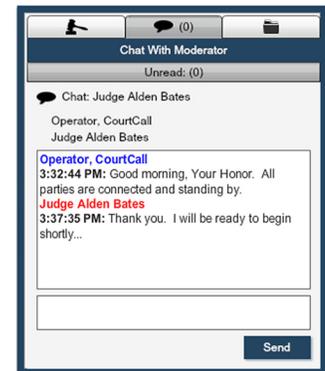
Replicate attorney hallway conferences by placing specific participants into separate rooms where they can see and hear each other until they are needed back in the main virtual courtroom.

This also allows focused caucusing in specific settlement settings.

#### CHAT FEATURE AND ALERT SYSTEM

By default, Judges can chat with the operator. Participants can also chat directly with the operator. With the permission of the Judge, the operator can set up private chats between or with any of the connected participants.

Operators can send out alerts to all participants or direct the message to participants on only one case.



#### CUSTOMIZED VIEW

Judges can customize their virtual courtroom background and any participant can adjust video size and placement to meet their needs, without impacting others. Easily make one participant full-screen with the click of a button.

#### DOCUMENT SHARING

Upload critical documents so that other participants may open or save them on their own computer. Once you are done, simply delete the file. CourtCall does not retain any documents.

#### SECURE

CourtCall Video is protected by best in class SSL authentication and encryption. Only participants with scheduled appearances or credentials can access a virtual courtroom on any given day.



# CourtCall Remote Appearance Platform

## Overview and Data Sheet

### Remote Appearances. Simplified.™

#### 1. Logistics and Set Up

- At no cost, all participating Courts are provided with the necessary equipment to access the CourtCall Remote Appearance Platform.
- Courts receive brief training and are ready to go.



#### 2. Scheduling

- Lawyers (participants) contact CourtCall or visit the website to schedule their CourtCall Appearance for their existing Court date. Once completed, a confirmation with detailed connection information is automatically sent.



#### 3. Making the Appearance

- Courts are notified of CourtCall Appearances in advance and connect to their audio or video session.
- Remote participants connect as instructed and wait for their case to be called.
- When the Judge takes the bench, it's business as usual and those making a CourtCall Appearance are brought live when their case is called.

### SYSTEM REQUIREMENTS FOR VIDEO

#### Operating System

- Windows 7 or greater
- Windows Vista
- Linux
- Mac OS 10.4 or greater
- Google Chrome OS

#### Web Browser

- Google Chrome
- Internet Explorer Version 7+
- Mozilla Firefox Version 3+
- Apple Safari

#### Hardware

- Computer or Laptop
- RAM: 2GB (4 GB recommended)
- 250MB free disk space (for file sharing)
- Dual or quad core processor recommended
- USB Webcam (720p suggested)
- Full Duplex Phone

#### Software

- Flash Player 10.2.0 or greater
- Anti-virus program suggested to scan uploading/downloading files if document sharing is used

### PRODUCT SPECIFICATIONS

#### Internet Connection

- 1.5 mbps or better recommended
- 768 kbps minimum required for smooth transmission (anything slower may cause latency)

#### Minimum Screen Resolution

- 1024x768

#### Supported Video Qualities

- HD 720x480 @ 15 FPS
- High 480 x320 @ 16 FPS
- Medium (default) 320x240 @ 10 FPS
- Low 160x120 @ 10 FPS

#### Video Streaming

- RTMPS, RTMP or HTTPS depending on end user connection

#### Security

- Web traffic, video streams and audio over HTTPS Protocol, with TLS (Transport Layer Security) protection
- Authenticated access to meeting rooms using 32 character GUID (globally unique ID) per appearance

For more information or to schedule a demonstration, please call CourtCall at 888-882-6878. Or, visit us online at [CourtCall.com](http://CourtCall.com).

Calls by Location		Calls by Representing		Calls by Judge		Calls by Proceeding Type		Calls by Month	
Location	Calls	Representing	Calls	Judge	Calls	Proceeding Type	Calls	Month	Calls
Anaheim	65	Applicant	468	Asturias	34	Status Conference	877	December, 2013	10
Bakersfield	97	Defense	729	Atcherley	39	Mandatory Settlement Conference	283	January, 2014	12
Eureka	17	Lien Claimant	28	Barbosa	8	Priority Conference	10	February, 2014	9
Long Beach	98	Witness	8	Bernal	10	Lien Conference	49	March, 2014	14
Los Angeles	45	Other	4	Breman	1	Trial	2	April, 2014	10
Marina del Rey	80	Insurance Adjuster	2	Brennen	22	Special Set Hearing	23	May, 2014	17
Oxnard	70	Beneficiary	2	Bruffat	7	Asbestos Calendar	2	June, 2014	18
Pomona	67	Third Party Administrator	3	Carero	20	Petition	1	July, 2014	19
Redding	36	Real Party in Interest	3	Christiano	5	Court Approved Motion	6	August, 2014	16
Riverside	105	Self	3	Clarke	19	Expedited Hearing	1	September, 2014	11
Sacramento	43	Pro Per	1	Cliff	8			October, 2014	39
Salinas	113	Client	3	Coane	10			November, 2014	19
San Bernardino	55			Coulter	21			December, 2014	31
San Diego	84			Coutts	10			January, 2015	34
San Jose	50			Crymes	55			February, 2015	34
San Luis Obispo	1			David	16			March, 2015	46
Santa Ana	107			Davidson-Guerra	6			April, 2015	61
Santa Barbara	46			Devine	3			May, 2015	51
Santa Rosa	18			DeWeese	5			June, 2015	58
Stockton	1			Donaldson	14			July, 2015	74
Van Nuys	56			Doyle	8			August, 2015	72
	<b>1254</b>			Edelberg	13			September, 2015	68
				Ellison	25			October, 2015	50
				Flynn	7			November, 2015	64
				Frisch	17			December, 2015	77
				Glass	12			January, 2016	73
				Harter	12			February, 2016	89
				Hawthorne	1			March, 2016	97
				Haxton	10			April, 2016	81
				Hernandez	6				
				Hill	18				<b>1254</b>
				Hjelle	5				
				Horelly	10				
				Hughes	24				
				Hurley	7				
				Jimenez	11				
				D. Johnson	29				
				G. Johnson	5				
				J. Johnson	10				
				Johnston	3				
				B. Jones	11				
				Y. Jones	8				
				Justice	9				
				Lauerman	5				
				Leviton	14				
				C. Levy	17				
				P. Levy	22				
				Madsen	17				
				Marshall	16				
				McEvoy	3				
				McGill	1				
				L. Morgan	19				
				J. Morgan	18				
				Mourenza	1				
				Munoz	6				
				Nelson	11				
				Norton	35				
				O'Kane	4				
				Odor	15				
				Oesterreich	2				
				Ortega	3				
				Padilla	21				
				Palmberg	11				
				Petty	12				
				Phenix	11				
				Pulley	17				
				Quiel	19				
				Reny	12				
				Reyes	8				
				Rosa	3				
				Rose	2				
				Sala	15				
				Sanford-Wachtel	14				
				Schaumberg	3				
				Schulman	11				
				Seiden	48				
				Seymour	8				
				Siqueros	13				
				Skelly	7				
				Spitzer	10				
				Stajduhar	5				
				Stone	19				
				Sulprizio	7				
				Tempkin	20				
				Thompson	10				
				Thorne	18				
				Treadwell	8				
				Tuan	17				
				Velzy	7				
				Walker	18				
				Ward	19				
				Watkins	1				
				Woolsey	26				
				Williams	2				
				Willmon	19				
				Zinner	30				
				<b>96 Judges</b>	<b>1254</b>				

# CourtCall<sup>®</sup> Appearance Calendar

April 2016

20 Wednesday

3 Judge Marilen Zinner

**Workers' Compensation Appeals Board - Bakersfield (CA - US)**

08:30 AM PT Dial: (866) 670-1978

Time	Case Information	Attorney Information
	<p><b>Case #: ADJ10044586</b> <b>Case Name:</b> Adilio Arias vs. Esparza Enterprises, Inc. <b>Proceeding Type:</b> Status Conference</p>	<p>Firm: Mitchell Law Corporation Phone: (310) 442-9380 Contact: Brian Mitchell For Plaintiff(s), Adilio Arias</p>
		<hr/> <p>Firm: Tobin Lucks, LLP Phone: (559) 226-6100 Contact: Timothy W. Kelly For Defendant(s), Espraza Enterprises Inc.</p>
	<p><b>Case #: ADJ9934942</b> <b>Case Name:</b> Yareli Silva vs. Myers One Big Stop <b>Proceeding Type:</b> Status Conference</p>	<p>Firm: Law Offices Of David C. Berns Phone: 818-961-9000 Contact: David C. Berns For Applicant, Yareli Silva</p>

Division of Workers' Compensation (DWC)

## Division of Workers' Compensation (DWC)

### CourtCall Telephonic Appearances

CourtCall works in partnership with the Division of Workers' Compensation to provide a system for lawyers and representatives to make routine workers' compensation appearances by phone from their offices, homes or other convenient locations. When available, CourtCall allows lawyers to avoid the travel time and costs associated with commuting to a district office.

CourtCall is currently available at most district offices and in most judges' courtrooms in these offices for Mandatory Settlement Conferences, Status Conferences and Priority Conferences. CourtCall is not available when there is an unrepresented injured worker or for Trials or Expedited Hearings. It has only been used on occasion for lien conferences. CourtCall is currently not available in the San Francisco or San Luis Obispo district offices.

CourtCall staff coordinates and facilitates the telephonic appearances. A calling party may speak to the judge in the presence of the other parties, or they may speak privately and directly to other parties outside of the judge's hearing. Fax machines at the district offices coordinate the circulation of documents among the parties.

CourtCall is a private company and charges a fee for this service. Telephonic appearances using CourtCall are not arranged through the district offices. Notices of conference hearings at the participating offices include a notice of CourtCall's potential availability and contact information. Contact CourtCall directly at [CourtCall.com](http://CourtCall.com) or (888) 882-6878 for further information or to schedule appearances in advance of hearings.

April 2015

#### Quick Links

- ▶ Online QME Form 106 Panel Request
- ▶ Search for a workers' comp case
- ▶ Know my rights
- ▶ What to do if you get hurt on the job
- ▶ Find a fact sheet or I&A guide
- ▶ Forms
- ▶ Publications
- ▶ Reports
- ▶ File a complaint
- ▶ Pay my bill online

#### About DWC

- ▶ Contact
- ▶ Locations

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