Europäisches Patentamt
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Oral proceedings in appeal held as a videoconference at the Boards of Appeal of the European Patent Office – technical guidelines-

The technical infrastructure has been put in place now to enable the holding of oral proceedings in appeal held as a videoconference requiring simultaneous interpretation and/or several parties. Users interested in holding such oral proceedings should familiarize themselves with the following technical requirements and recommendations.

Supported systems

The EPO supports in these cases the following technologies for connecting to oral proceedings in appeal held as a video-conference:

- Zoom desktop client installation on Windows, Mac OS (version 4.5.3261.0825 or higher)
- Zoom mobile App for iOS (version 4.5.0 [3261.0825] or higher) or Android (version 4.5.3261.0825 or higher).

If you have any of the above Zoom setup you are advised to run a compatibility test of your equipment with the EPO, preferably at least 10 working days before the oral proceedings are due to take place (see "Test call" below).

Please note that due to its limited functionality, **the Zoom Web client is not suitable to attend oral proceedings in appeal requiring simultaneous interpretation.** It is thus not possible to use the Zoom Web client.

General requirements

- System
  Please make sure to use a powerful computer running a recent Windows, or Macintosh operating system to prevent resource issues for the Zoom desktop client application. The same applies to your mobile device if you want to use Zoom mobile App for iOS or Android.
- Bandwidth
  Please make sure enough Internet bandwidth is available. You should have at least 2Mbps of free up- and download bandwidth. A cabled network connection is preferable over a wireless connection.

- Camera
  Please use a good quality webcam (HD 720p or above), preferably a PTZ (Pan-Tilt-Zoom) model.
  Please be advised that most built-in webcams do not deliver the required quality and flexibility.
- Audio
  Please use a high quality audio device, e.g. microphone and speakers or a headset with a frequency response of at least 125 Hz to 15000 Hz) and an echo-cancelling function (**preferably a wired headset certified for Zoom**).
- Monitor/Screen
  Please make sure a good quality monitor/screen is used; the larger the screen the better the legibility.

For more information see Getting started in the Zoom help center.

Test call

Users are strongly advised to perform a test call in good time prior to the date of the appeal oral proceedings, i.e. at least 10 working days in advance.
The EPO offers the possibility for test calls on Mondays to Fridays (except days on which the EPO filing offices are closed) from 13:00 to 16:00 hours CET.
A test call can be arranged by contacting the EPO Serviceline on Mondays to Fridays (except days on which the EPO filing offices are closed) from 7:30 to 18:00 hours CET, by telephone +31703404444 or by e-mail serviceline@epo.org.
EPO Serviceline will schedule a 30 minutes test session and send you an invitation with the connection details for the call.

Goals that need to be met in the test are:

- Use of the Zoom Desktop application
- A stable connection, both audio and video should be of adequate quality
- Presentation of content should be possible in both directions.

Privacy

During the pilot phase, the ZOOM general privacy statement applies, including the aspects about collected data, how they are used, retention policy, security, and specific privacy rights for European residents: Zoom privacy statement.

The EPO will keep connection details as communicated by the parties as non-public information.