


Frequently Asked Questions

Q: Which hearings have audio files on PACER?

A: Bankruptcy judges have discretion on which audio recordings, if any, will be available on PACER.

Q: How do I know if the docket entry contains an audio file?

A: The docket entry contains the following language at the beginning of the entry: **PDF with attached audio file**. Example of docket text:

 100	PDF with attached Audio File. Copies of recordings on the Docket are NOT the official record of any proceeding, may not be cited as the record, and are provided as a convenience to the public. Instructions for ordering the official record may be found on the Court's website. Court Date & Time [12/8/2020 10:20:00 AM]. File Size [10421 KB]. Run Time [00:43:25]. (Audio Duplicate Docket.). (admin). (Entered: 12/08/2020)
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Q: How do I get the audio recording to play?

A: Your internet browser determines the method needed to play the recording. This guide contains instructions for downloading the file in Chrome, Firefox, and Microsoft Edge. It also contains instructions for listening to the audio file once you have opened the downloaded PDF in Adobe.

Q: How much does it cost to listen to an audio file?

A: Users may access the digital recordings through PACER for a flat rate of \$2.40 per matter. Parties to a case are eligible to access the digital recording at no charge as their initial free look. The initial free review expires in 90 days, however, the files can be downloaded to your computer and accessed at your convenience.

Q: How can I save the audio file to my computer?


A: Before you open the audio file, you can right click on the file and select **Save Attachment**. If you have already opened the file in Windows Media Player, switch to the Library mode, located on the upper right corner of the audio file. Click to **Save List** located on the right upper corner.

Q: Can I have the digital audio file of a court hearing on PACER transcribed?

A: No, audio files that have been docketed and are available on PACER are not considered the official record and cannot be used to make official transcripts.

Instructions for Downloading Audio Files in Google Chrome

On the docket sheet, locate the hearing date and PDF with Audio File. Click on the docket entry number to display the PDF.

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A PDF will open in your browser. The audio file is an attachment to the PDF.

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**UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF CALIFORNIA
PDF FILE WITH AUDIO FILE ATTACHMENT**

2020-99999
Sample Debtor
Audio Duplicate Docket.

Case Type :	bk
Case Number :	2020-99999
Case Title :	Sample Debtor
Audio Date/Time:	12/8/2020 10:20:00 AM
Audio File Name :	2bk2020-99999_202099999-102000.mp
Audio File Size :	3 10421 KB
Audio Run Time :	[00:43:25] (hh:mm:ss)

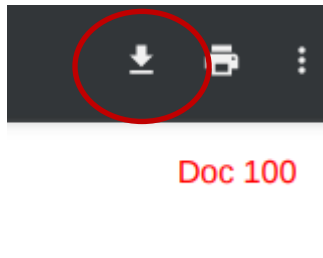
Help using this file:

An audio file is embedded as an attachment in this PDF Document. To listen to the file, you may have to download it to your desktop first. Once the file is on your desktop, click the Attachments tab or the Paper Clip icon, located in the top left corner of the Adobe program. Then, select the audio file and click Open. More information about our audio files can be found on the Attorney Home Page.

MPEG Layer-3 audio coding technology from Fraunhofer IIS and Thomson.

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In the upper right-hand corner of PACER click the **Download** button:




You will be prompted to save the PDF. Select the folder where you would like to put the document and create a name for it.

Once you have named your file, go to that directory on your computer and open the file. It should open in Adobe. For assistance with the Adobe file, please see **the Instructions for Listening to the Audio File Attached to the PDF Document**, below.

Instructions for Downloading Audio Files in Microsoft Edge

On the docket sheet, locate the hearing date and PDF with Audio File. Click on the docket entry number to display the PDF.

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**UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF CALIFORNIA
PDF FILE WITH AUDIO FILE ATTACHMENT**

2020-99999
Sample Debtor
Audio Duplicate Docket.

Case Type :	bk
Case Number :	2020-99999
Case Title :	Sample Debtor
Audio Date/Time:	12/8/2020 10:20:00 AM
Audio File Name :	2bk2020-99999_202099999-102000.mp
Audio File Size :	3 10421 KB
Audio Run Time :	[00:43:25] (hh:mm:ss)

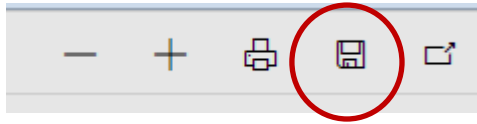
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In the upper right-hand corner of PACER click the **Save** icon.



You will be prompted to save the PDF. Select the folder where you would like to put the document and name it.

Once you have named your file, go to that directory on your computer and open the file. It should open in Adobe. For assistance with the Adobe file, please see **the Instructions for Listening to the Audio File Attached to the PDF Document**, below.

Instructions for Downloading Audio Files in Firefox

On the docket sheet, locate the hearing date and PDF with Audio File. Click on the docket entry number to display the PDF.

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**UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF CALIFORNIA
PDF FILE WITH AUDIO FILE ATTACHMENT**

2020-99999
Sample Debtor
Audio Duplicate Docket.

Case Type :	bk
Case Number :	2020-99999
Case Title :	Sample Debtor
Audio Date/Time:	12/8/2020 10:20:00 AM
Audio File Name :	2bk2020-99999_202099999-102000.mp
Audio File Size :	3 10421 KB
Audio Run Time :	[00:43:25] (hh:mm:ss)

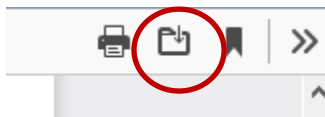
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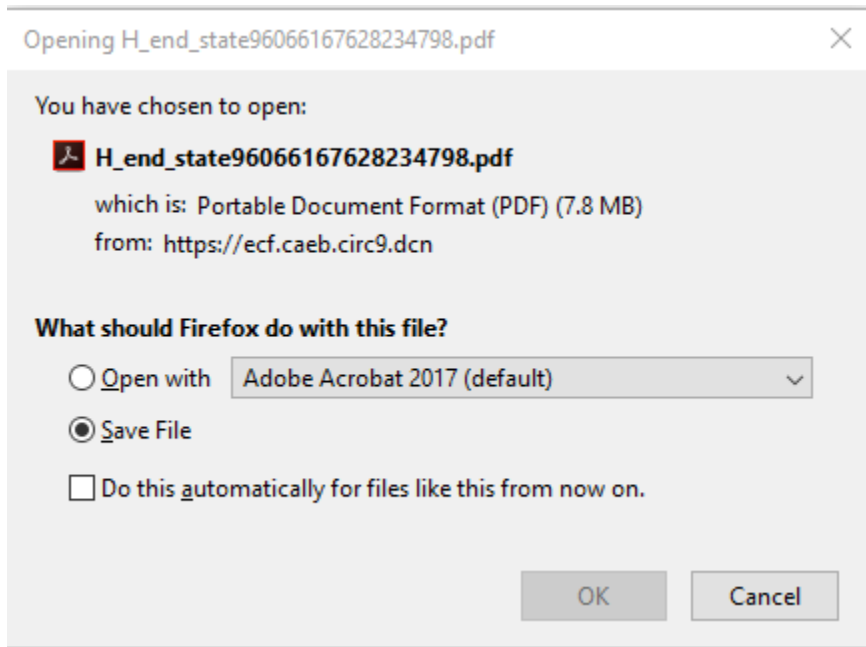
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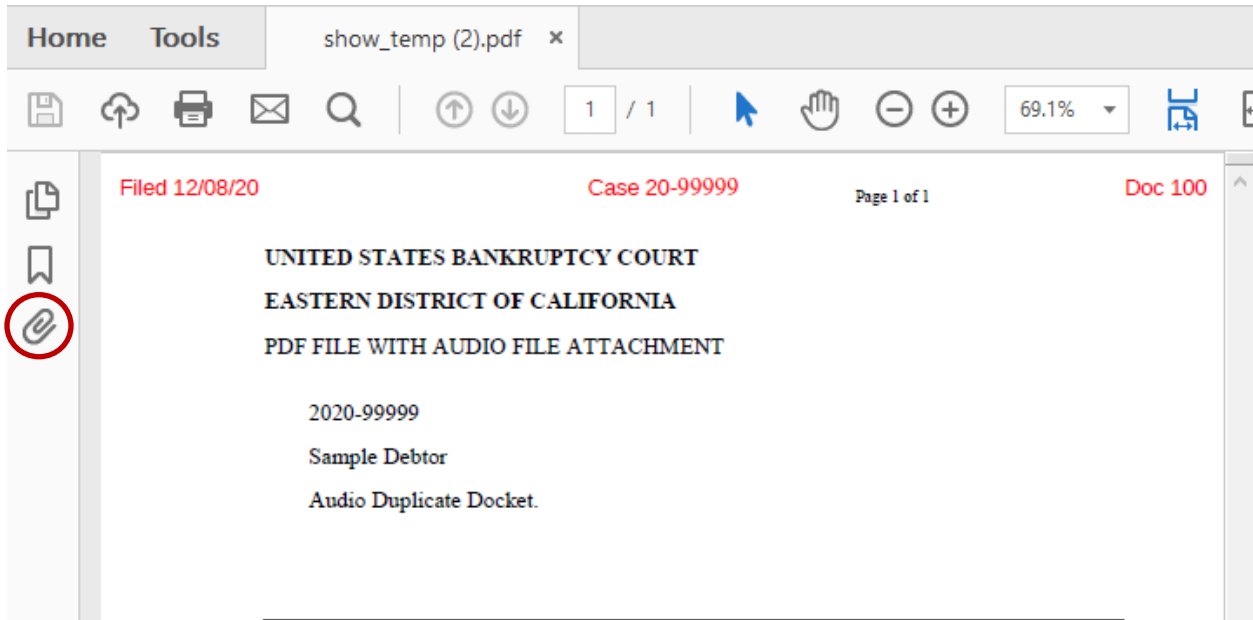
You will get this popup:



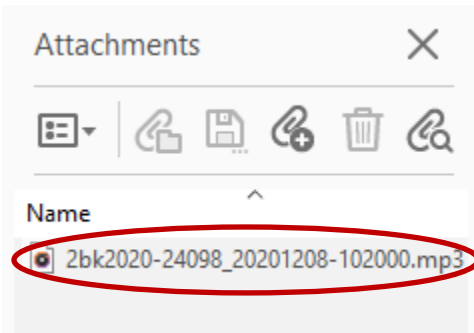
Select whether you want to **Open with Adobe Acrobat** or **Save the File** and click **OK**. If you open the file with Adobe, you will be able to listen the audio file immediately, but the file will not be saved unless you do so before closing it. If you choose to save the file, you will need to reopen it in Adobe to listen to the attached audio file.

For assistance with the Adobe file, please see **the Instructions for Listening to the Audio File Attached to the PDF Document**, below.

Instructions for Listening to the Audio File Attached to the PDF Document



Click the paper clip icon circled above. This will open the attachment to the PDF:



Click on the name of the attachment as circled above. This will open your computer's audio player and play the audio file of the court hearing.

NOTE: If you are unable to download the audio file, or you download the file but it gives you an error or won't save the file as a PDF, first clear your cache. To do this, go to your browser settings. Under **Privacy and Security**, click **Clear browsing data**, and then select the box next to **Cached images and files**. Click the **Clear data** button. Return to your browser and try downloading the file again.

UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF CALIFORNIA
PDF FILE WITH AUDIO FILE ATTACHMENT

2016-99999
Sample Debtor

Case Type :	bk
Case Number :	2016-99999
Case Title :	Sample Debtor
Audio Date\Time:	10/24/2016 1:31:12 PM
Audio File Name :	2bk2016-25232_20161024-133112.mp3
Audio File Size :	885 KB
Audio Run Time :	[00:07:22] (hh:mm:ss)

The attachment window will then be shown. Double click on the embedded audio file to open it (you can also right click on the embedded audio file and then click **Open Attachment** or **Save Attachment**.)

