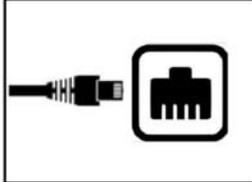
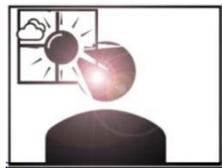
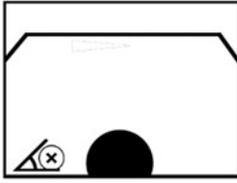
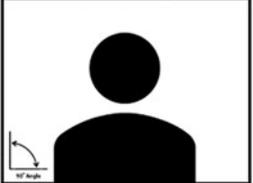
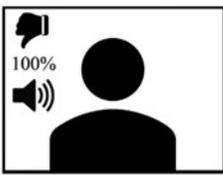
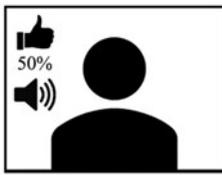


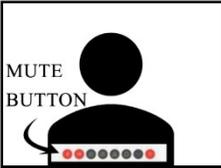


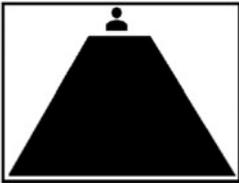
Common Technical Issues Experienced by Lawyers and Self-Represented Litigants During Electronic Hearings Current Version: May 19, 2020

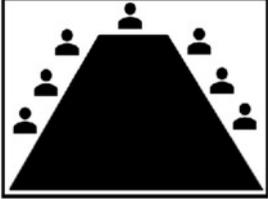
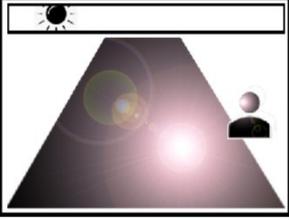
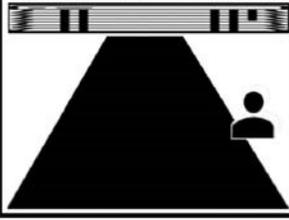
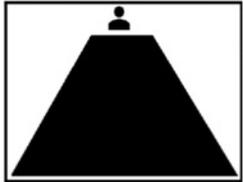
Prior To the Electronic Hearing

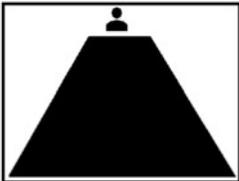
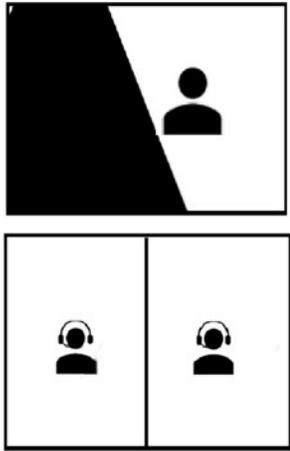
Common Issue(s) Internet Speed / Bandwidth	Sub-Optimal	Best
<p>Electronic hearings require an optimal highspeed internet connection to have both high-quality video and sound.</p> <p>You must check your internet’s connection “UPLOAD” ability.</p> <p><u>Upload</u> speeds of 10 Mbps or higher are generally considered adequate.</p> <p>You can find this information by going to websites like: https://speedtest.shaw.ca/ that will provide your upload speed.</p>	 $< 10 =$	 $> +10 =$
<p>Many modern routers can broadcast on both 2.4 and 5GHz bands. If you have the option, choose a connection method of 5GHz as it is designed for speed.</p> <p>A wired connection will always be the most stable and most likely to offer highest internal speeds available (internally) to your network.</p>		

(Desktop / Laptops)		
Common Issue(s) Audio and Video	Poor	Better
Position yourself in the center of the visible screen (2-3 feet away).		
Avoid having bright light (of any kind) behind you.		
When using a laptop, elevate the device by 6 - 8 inches when placed in front of you. This way you are: <ul style="list-style-type: none"> • closer to the microphone AND less likely to pick up the sound of papers moving. • in a position to enable good camera angle with less view of ceiling. 		
Prior to joining the hearing, adjust your volume setting to 50% start. This can be adjusted later on once the meeting room has been stabilized by the clerk.		
If you find yourself in an area where you can't control the environment (background noise), there is a tendency to use headphones. By themselves, this does not improve the situation. Your microphone (connected to your laptop/computer) will still pick up background noise and can cause delays in court commencing. Recommended Remediation: Use a headset with a <u>fixed microphone</u> .		

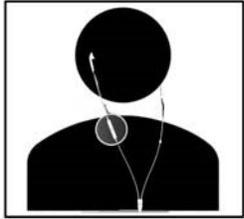
Common Issue(s) Audio and Video	Poor	Better
<p>Know the location of your “mute” button on your device when appearing. When not speaking, it is appropriate to mute your device’s microphone (which minimizes background noise).</p>		
<p>Speakers tend to lean backwards (away from the laptop over time). Try to remain as stationary as possible. Not doing so can result in the last few words of a sentence not being clearly heard by other participants.</p>		

Audio and Video (Boardrooms)		
Common Issue(s)	Poor	Better
<p>Boardrooms tend to have “fixed” cameras which cannot focus on any one individual.</p> <p>There is a tendency for individuals to sit at the opposite end of the table. This does not provide an adequate visual experience for others participating in the electronic hearing.</p> <p>Remedial options include:</p> <ul style="list-style-type: none"> • Sit as close to the camera as possible <p>OR</p> <ul style="list-style-type: none"> • Move to a location so you can connect via laptop (with headset if necessary) 		<div style="text-align: center;">  </div> <div style="text-align: center; margin-top: 20px;">  </div>

Common Issue(s)	Poor	Better
<p>Other boardrooms may have an “adjustable cameras lens” that can pan/tilt/zoom.</p> <p>Remedial options include:</p> <ul style="list-style-type: none"> • Sit as close to the camera as possible <p>Note: When there are observers in the room (not intending to speak) OR additional counsel who are intending to speak, have the cameras focus on one single area and when / if others need to speak, simply change seats.</p>		
<p>Large rooms typically come with large windows. Close as many blinds that you have behind you so that your picture is not washed out.</p>		
<p>Boardrooms tend to have a single fixed microphone on top of a large monitor / TV. The volume heard by other participants is not crisp but rather faded and low. Ideally, the microphone is able to be freely moved and can be positioned in front of the speaker.</p> <p>Remedial options include:</p> <ul style="list-style-type: none"> • Sit as close to the microphone as possible and ask the clerk if the audio is acceptable. <p>OR</p> <ul style="list-style-type: none"> • Move to a location so you can connect via laptop (with headset if necessary) 		 

Common Issue(s)	Poor	Better
<p>Know the location of your “mute” button in your boardroom. Often the controls are located by the camera (at the other end of the table). Sit as close to any volume controls as possible.</p>		
<p>Counsel connecting (individually) to a hearing from within the same boardroom creates audio feedback havoc and can cause delays in court commencing. Never have more than a single connection per room (regardless of its size). Remedial options include:</p> <ul style="list-style-type: none"> • Have the cameras focus on one single area and when / if others need to speak, swap seats. <p>OR</p> <ul style="list-style-type: none"> • Individually go to separate rooms and connect. 		

Cell Phones

Common Issue(s)	Poor	Better
<p>When using commonly used headphones provided by mobile devices, the lapel microphone commonly moves around causing distracting and disruptive noises during a session.</p> <p>Remedial options include:</p> <ul style="list-style-type: none">• Know the location of your “mute” button on your device when appearing. When not speaking, it is appropriate to mute your device’s microphone (to minimize background noise). <p>OR</p> <ul style="list-style-type: none">• Use a headset with a <u>fixed microphone</u>.		
<p>When using a mobile device, there is a tendency to hold onto it. This can cause the video (for others) to feel like they are in a rollercoaster as the video follows the individual movements.</p> <p>Remedial options: Sit in a stationary location with your device fixed in a stable location.</p>	