

Virtual Hearing Room

JVN WebRTC Manual

(Browser-based Cisco Meeting / JVN access)

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Introduction

This guide is prepared for the persons that have been requested to participate in Remote Court proceedings via video.

WebRTC allows you to join a **JVN Virtual Hearing Room** without having any special software installed. Using a web browser, you will be able to participate in a video call and share content with everyone in the same virtual room.

Please review this guide and make sure you follow all the identified steps to prepare for the remote appearance prior to the scheduled court proceeding.

Preparing for your Remote Court Hearing / Virtual Hearing Room

IMPORTANT! It is highly recommended to pre-test your connection and computer capabilities before your first scheduled event.

PRE-TEST – You can use the following Meeting ID & Passcode to test the system.

Meeting ID 9990000
Passcode 4957

1. Check that your computer meets **WebRTC System Requirements** (see *Cisco WebRTC System Requirements* section at the end of the document).
2. Make sure you are connected to **internet (wired connection preferred)** instead of WiFi). You may need to disconnect from you VPN connection in the following situations:
 - a. You have very slow internet connection (VPN will slow down your connection even further).
 - b. Your company restricts use of video conferencing tools while on VPN (e.g. LAO or PPSC).

NOTE: PPSC Crowns – prior to disconnecting from VPN, you may want to close your Outlook to prevent computer issues. Save the details of the video session on your computer, close Outlook and then disconnect from VPN.

3. **Disconnect other Video Programs** – If you have other video conferencing software on your device (i.e. Skype, FaceTime, Google Hangouts, WebEx, Zoom, or other applications), it may be using your webcam. Close other video applications to ensure your mic and camera are available for your JVN video call.



4. **Disconnect other Devices or Services** - Other internet connected devices/services can significantly decrease your network speed (e.g. Gaming Consoles, iPads, Netflix, etc.). If your network speed is near the minimum required speed, ensure these devices/services are not in use on your network to ensure a more reliable network connection. **Have NO other apps or programs running** while making your video call.



5. Make sure you have a **built-in or external camera and a headset with microphone** and connect them to your computer **before** you initiate the call. As a best practice, **mute** your **microphone** prior to or shortly after connecting to the virtual hearing room to prevent the noise from shuffling papers, keyboard and other external noises interfering with the proceeding.

Connecting with the Court



- Open the browser you are planning to use (Google Chrome or Safari are preferred) and enter the link: <https://join.jvn.jus.gov.on.ca/>. See System Requirement section for the full list of supported web-browsers.

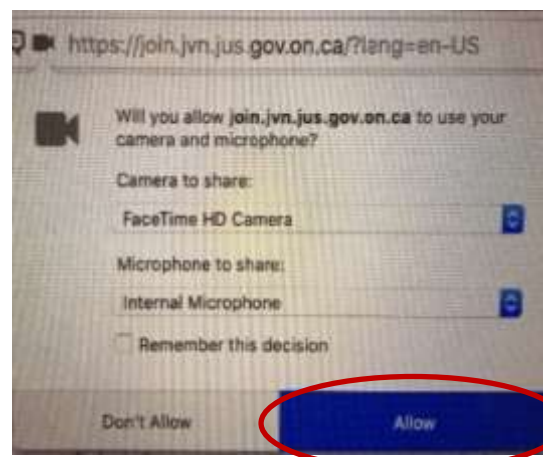
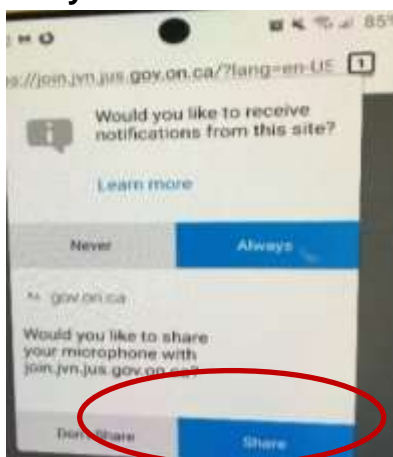
Important – OPS Government Laptops

Copy & paste the link <https://join.jvn.jus.gov.on.ca/> into the address bar (top of the browser) of **Google Chrome**, then type in the **Meeting ID** and **Participant PIN** provided. (Internet Explorer is not supported).

- Enter the 7-digit **Meeting ID** provided by Trial Coordinator: **999XXXX**
- Enter the passcode provided by Trial Coordinator. If no passcode was provided, leave “**Passcode**” field blank. Click “**Join Meeting**” again.
- In “Your name” field enter your full name, identify your role in the brackets after you name (e.g. John Smith (Crown)), and click **Join meeting** again.



- You will be asked by your browser to use your Camera and Microphone. Click **Allow** or **Always** to connect to the meeting.

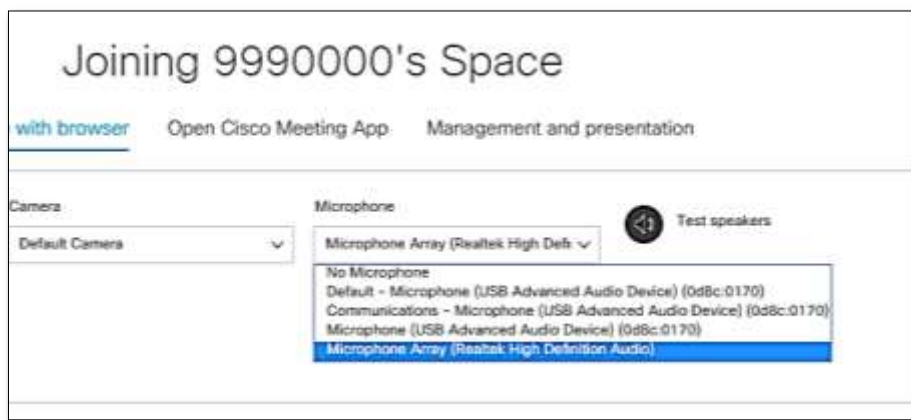


- Before joining the virtual meeting room, you are prompted to **confirm and test some settings**.
 - a. Confirm that you wish to “**Continue with browser**” either by selecting that tab or choosing it from a dropdown list.

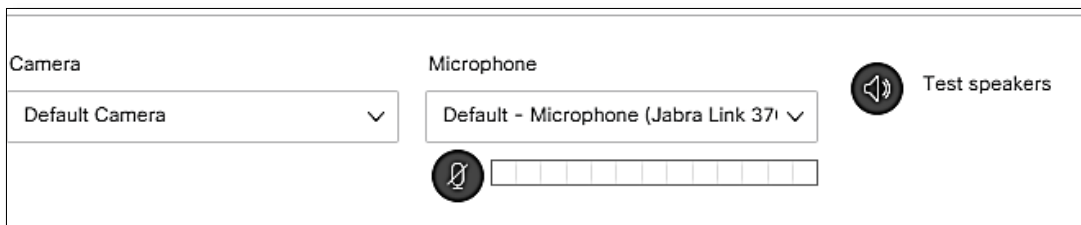


- b. Click on the dropdown for **Camera** and chose your source. Make sure you can see yourself (if you cannot, your camera is off).
- c. Click on the dropdown for **Microphone** and choose your source.

NOTE: If you are using earbuds with PPSC laptop, select “Microphone Array” option for the microphone:



- d. **Speak into the microphone and see if the blue bar** is picking up your voice
- e. Press “**Test Speakers**” icon (you should hear music from your speaker)



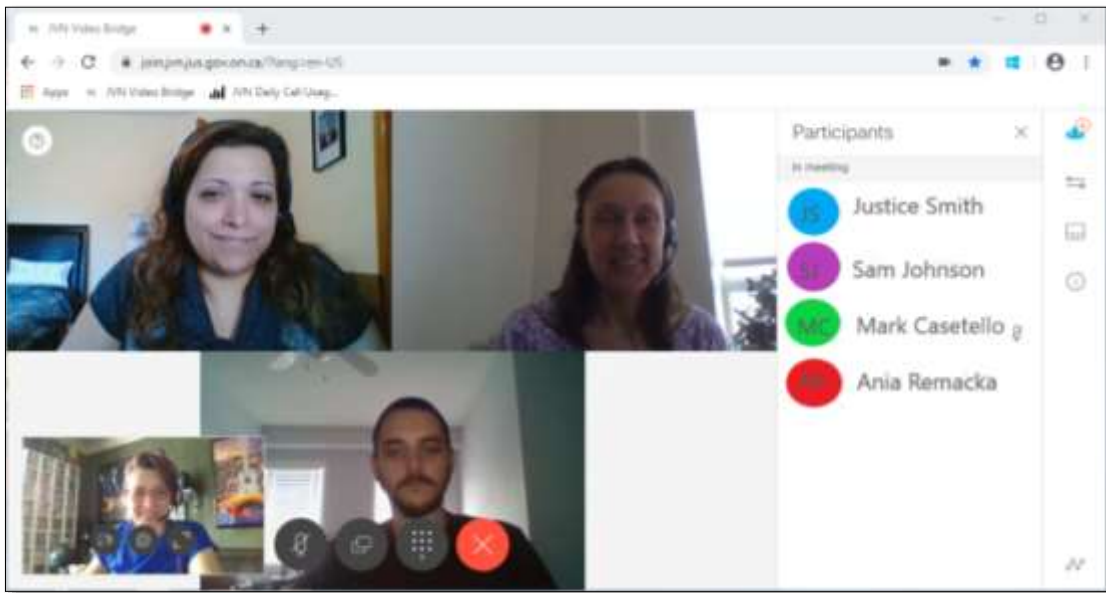
If you want to mute your microphone prior to joining, click on microphone button – it will turn red, signifying that your microphone is muted.

- f. Click “**Join Meeting**”.
 - g. If Join Meeting is greyed out, try changing the default camera or microphone
- If the court has already opened the virtual hearing room, you will join the live call.

- If the virtual room is not open yet or if the court temporarily locked the virtual hearing room to additional participants, you will see the message “Waiting to be admitted into the call”:



- You will automatically join the video session once the court opens the virtual room.



In Call Menu



Mic mute

Black is ON
(Live); Red is
OFF (muted)

**Share
Screen**

Keypad

End Call

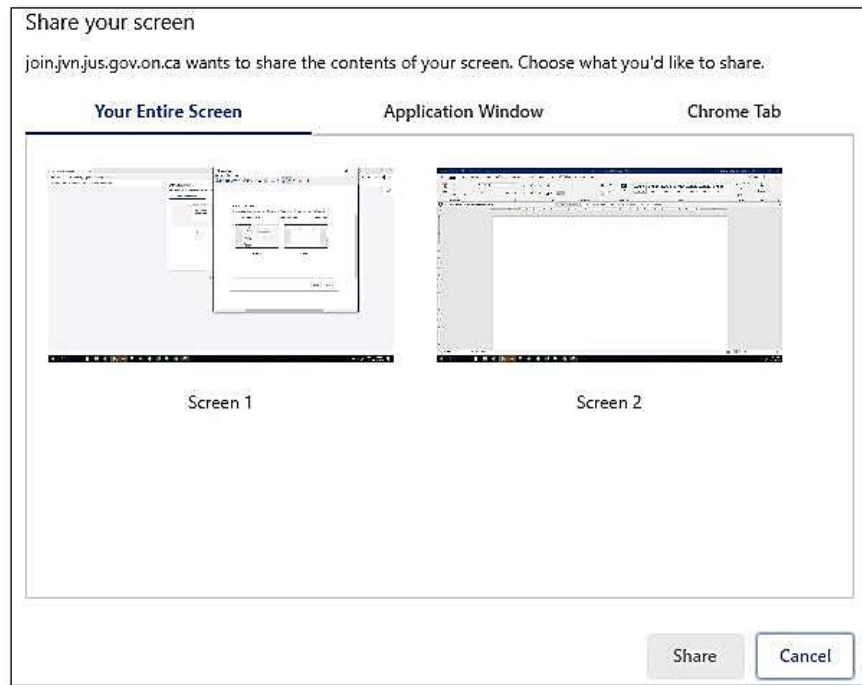
Microphone Mute

Press Mic mute button to mute or unmute microphone.

Share Screen

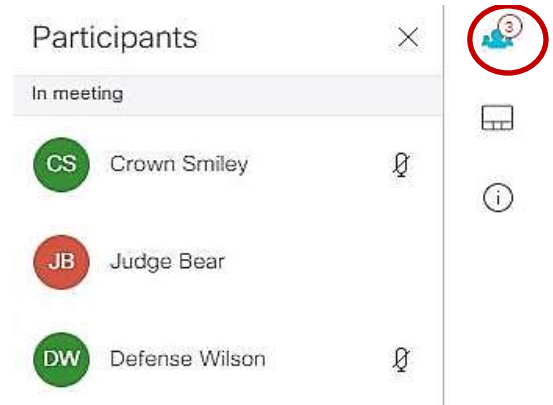
Click Share Screen button to choose what you want to share from your device:

- 1) **Your Entire Screen**
- 2) **Application Window** – a specific application such as Microsoft Word.
- 3) **Browser Tab** - a browser tab will be able to be shared.



Participants

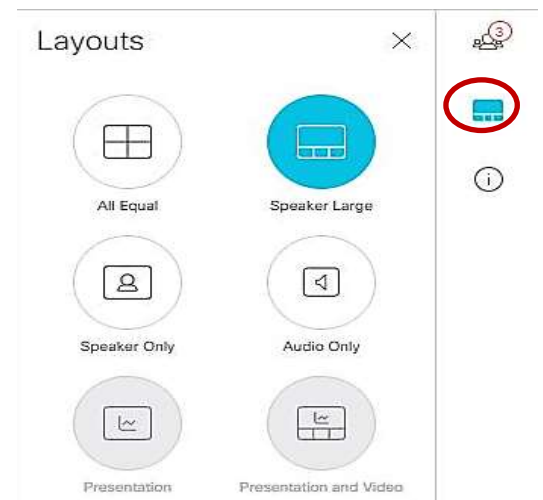
You can view participants list via menu on the right side of your screen (first button from the top).



Layout

Use Layouts button located in the right-side menu to change the layout of the video participants on your screen. This will not impact how other participants are viewing the video court.

Note: “Presentation” and “Presentation and Video” options will be greyed out until a presentation is being shared. “Presentation and Video” option will let you see the participants while sharing your screen



Additional In-Call Options

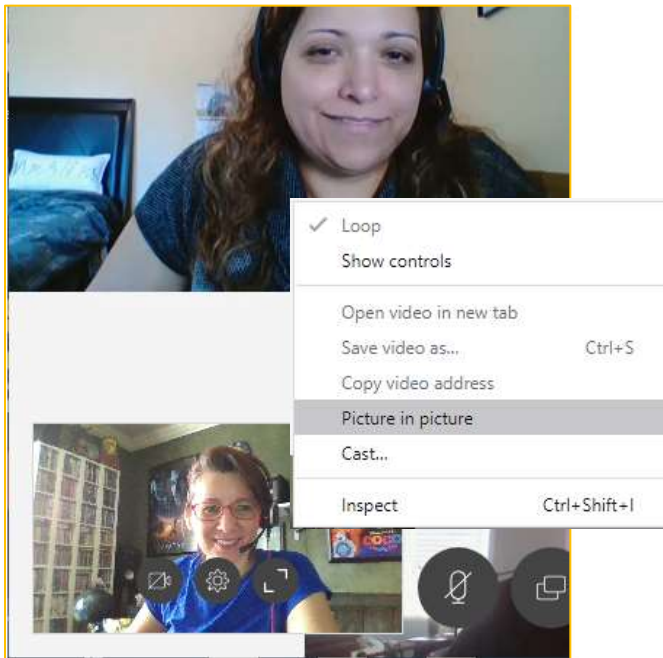
Self-View

Your self-view will pop in and out in the bottom left corner of the screen. You will need to move your mouse for the self-view to appear. It will disappear again after a few seconds once you stop moving the mouse.

Google Chrome and **Chromium-based Edge** web-browsers have an option to have the self-view permanently on (this option is not available with Safari and Firefox).

If you want to have your self-view permanently on, follow these steps:

1. Move your mouse over the screen and hover over the self-view.
2. Right-click with the mouse anywhere on your image.
3. In the pop-up menu, select “Picture in picture”



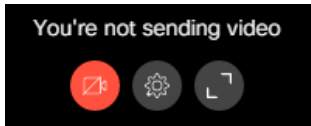
4. Your self-view will now show in a different spot and you can drag it with your mouse to any convenient position on the screen where it will not block the view of other participants.
5. The box where your self-view was previously located will now be black and show the message “Playing in picture-in-picture”. This box will disappear a few seconds after you stop moving your mouse.



Enable / Disable Camera

If you need to stop or start sending your video, click the first button on the small menu that appears on your self-view (or Playing in picture-in-picture box) in the bottom left corner of your screen.

When your camera is disabled, the camera button will be red. To enable the camera, click the camera button again.



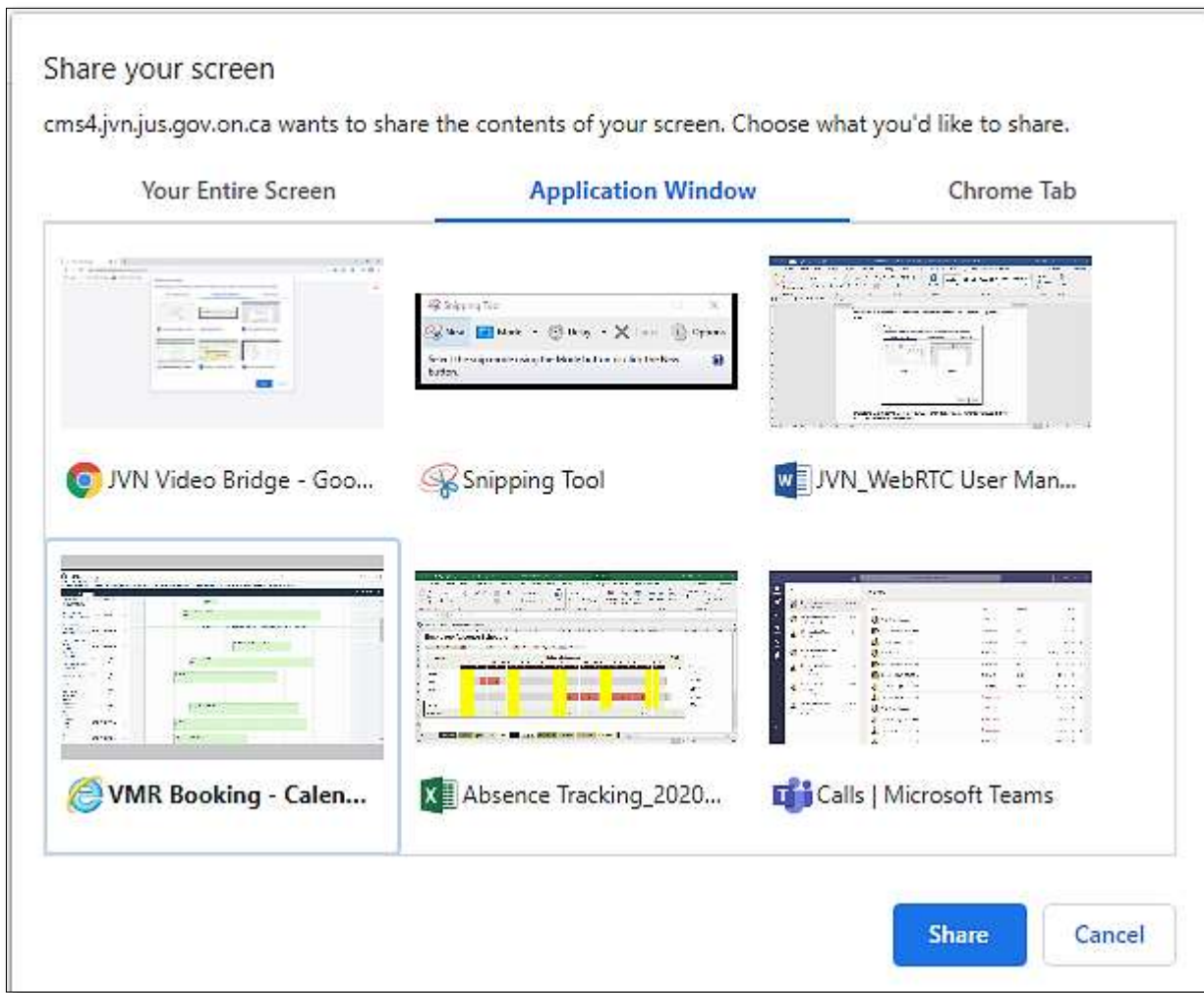
Important: Always inform the court before disabling your camera, so that other participants are aware that you are still on the video call.

Presenting Electronic Evidence During Virtual Court Session

If you need to present electronic evidence from your computer, please make sure you are connecting to Virtual Hearing Room from a laptop or a computer. **Tablets and smartphones will NOT have an option to share the screen or individual documents.**

Presenting Documents

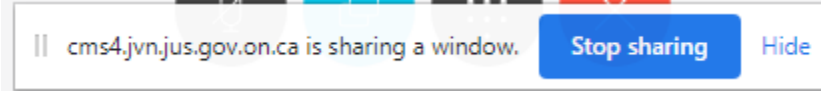
Open the document you want to share on your computer and use “Share Screen” button from your menu. It is recommended to select “Application Window” instead of sharing your full screen.



Important: Maximize the window you want to share first. If the document is minimized, it will not be displayed as an option to share.

1. In the Share your screen window, click on Application Window
2. Select the document you want to share. “Share” button will turn blue indicating that you are ready to share.
3. Click on “Share” button.

4. To stop sharing, click on “Stop sharing” button at the bottom of your screen.



NOTE: If you selected “Hide” option earlier, go back to your browser window displaying WebRTC video and click on “share” button again to stop sharing.

Presenting Video Evidence

If you need to share a video recording (e.g. security camera footage), open the video file in your preferred media player and share this application through “Share Application Window” option.

Note: The video will be shared at a reduced frame rate to minimize bandwidth requirements. To improve the quality of the video viewed by other participants, resize the video player window to approximately half the screen.

Presenting Audio Evidence

If you need to present audio evidence, either as a separate audio recording or as part of video recording, you will need to disconnect your headset and play the audio either directly from your laptop, using built-in laptop speakers or through a different device. Your microphone will be able to pick up the sound and send it all video participants.

Important: Make sure you have an external or built-in microphone for the sound pickup. Also, ensure that you are in a quiet environment to prevent other noises interfering with the audio evidence.

Conducting Private Conversation with Clients during Video Call

If your client is in custody in Ontario Correctional Facility, please use your personal phone to call into the privacy phone attached to the correctional video unit. Ask the trial coordinator for the privacy phone number prior to the video session.



Figure 1. Correctional Video Unit with the Privacy Phone

Prior to initiating the private call:

1. Inform the court that you need to consult your client
2. Mute your computer microphone and disable the camera to ensure that the court is not able to see or hear you. Do not disconnect from video call.
3. Place the phone call to the privacy phone number for the video unit.
4. When inmate will pick up the privacy phone headset, it will automatically mute microphone and disable video from his side.
5. When inmate hangs up the phone, it will automatically enable his microphone and camera.

Important: Do not use the privacy phone number to call into the institution outside of the court matter. These phones are not being attended by correctional staff and you could be disrupting other court appearances.

If you need to consult with the accused who is not in custody, use personal phones for the conversation. Remind your client to disable his microphone and camera for the duration of your conversation.

Cisco WebRTC System Requirements

In order to ensure a successful video connection to the court, you will need

- 1) **Desktop or Laptop** – for full functionality
Tablets, iPads or mobile devices may be used – but have limited functionality
- 2) **Built-in camera or external webcam** capable of at least 1280 x 720 resolution or higher.
- 3) **Headset.** Using a headset with built-in microphone instead of built-in speakers and microphone will help prevent feedback or echo, and will improve how well you can hear and be heard. If you are using a wireless headset, make sure it is not paired with your phone at the same time.
- 4) **Network Connectivity** – A wired connection to internet is recommended for better experience with a **minimum upload/download speed: 2 Mbps (upload) and 3 Mbps (download) is recommended.** Wi-Fi / wireless connection to internet is not very reliable for video conferencing. To check your upload or download speed, you can use the following link: <https://www.speedtest.net/>
- 5) **Consider disconnecting from your company network VPN (Virtual Private Network)** – If you are noticing disruptions with video, you may want to consider disconnecting from VPN. If you need to access your files, consider saving files on to your desktop, so they will be available.

Browser Devices, Comments and Limitations

Devices	Browser	Comments/Limitations
PC (Windows 7 or 10)	Google Chrome (80.x – recommend 83) Mozilla Firefox (74) Microsoft Edge (Chromium-based versions 80)	
Apple – iMac or MacBook (OS Mojave, Catalina)	Google Chrome (80.x – recommend 83) Apple Safari (12 and 13)	<ul style="list-style-type: none"> • Safari 12 - Cannot share your screen
Apple Mobile Devices (iPads & iPhones)	Apple Safari iPad Air 2 and iPad Pro 12.9 inch (2nd gen) with iOS 12.1, iPad (6th gen) with iOS 12.1, iPhone X on iOS 12.1, iPhone 6, iPhone 7 on 12.1, iPhone 8 plus on 12.4 and 13.3 Google Chrome (80.x – recommend 83) Mozilla Firefox (74)	<ul style="list-style-type: none"> • Cannot share content from Safari on iOS. • WebRTC app users using Safari on iOS 13 and macOS 10.15 need to comply with requirements
Android Mobile Devices (phones & tablets)	Google Chrome (80.x – recommend 83) Mozilla Firefox (74) Microsoft Edge (80) <ul style="list-style-type: none"> • Samsung S9 (66) • OnePlus 5 (67) 	<ul style="list-style-type: none"> • Cannot share content from Chrome on Android • Meeting App is not supported while using Chrome on Android in the 'desktop mode'. • Android devices - phones and tablet. Layout and icons may appear out of place and parts of the user interface may be blocked.

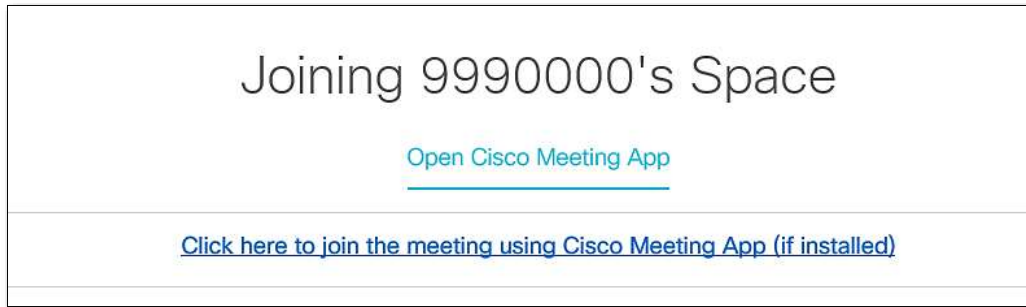
Notes

- Internet Explorer not supported
- Any browser not listed in the table above may not support WebRTC app or may work with certain limitations.

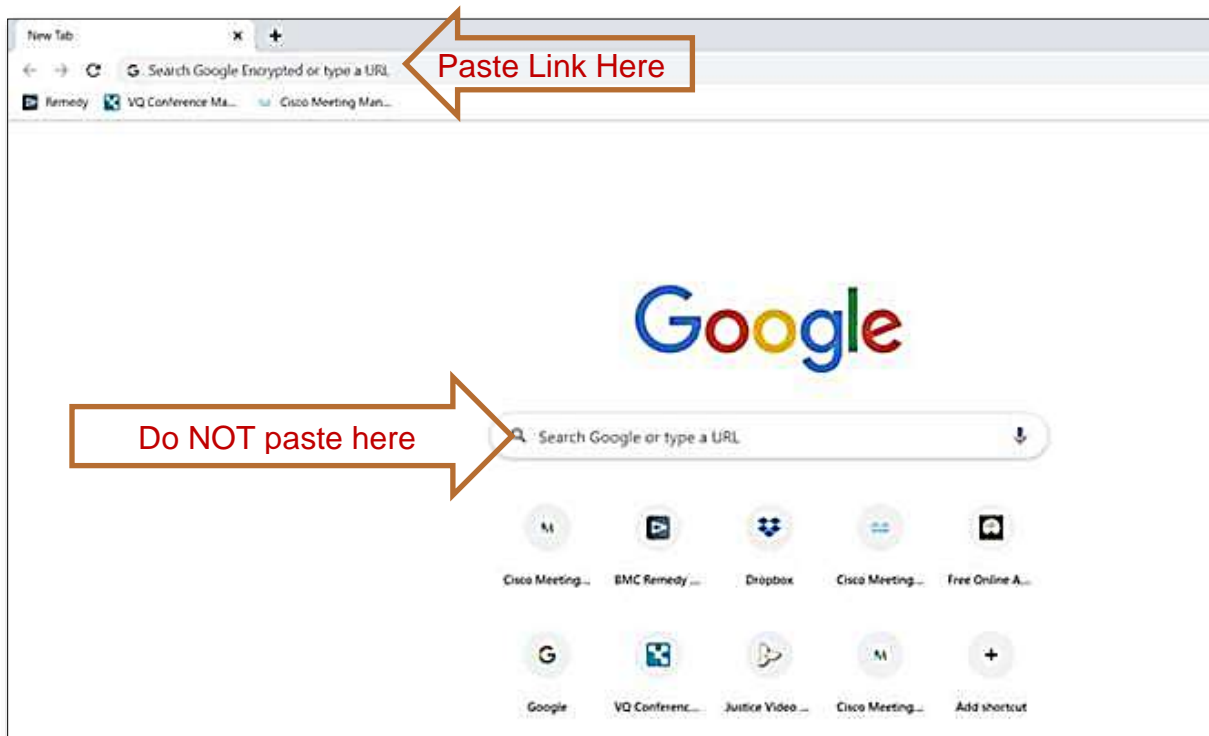
Troubleshooting Tips

ISSUE 1: My computer does not allow me to use a web browser and asking to open Cisco Meeting App

If you are seeing the message similar to the image below, you are trying to open the application in a non-supported web browser. Note that Internet Explorer is not supported.



Open a supported web browser (such as Google Chrome) and paste the link in the address bar at the top of the browser.



ISSUE 2: I’m being asked to enter a “meeting ID”.

If you are experiencing any issues after successfully connecting to Virtual Hearing Room, **refresh your browser or press End Call and try connecting again** using the same Meeting ID and Passcode.

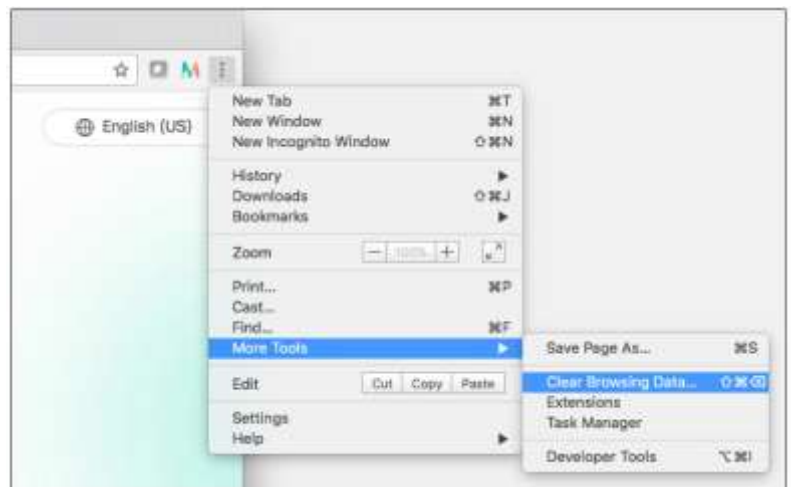
- a. Refer to information provided by Trial Coordinator
- b. The Meeting ID is the string of 7 digits
- c. Enter the Passcode, if it was provided by the Trial Coordinator; or leave the field blank, if no passcode was provided.
- d. Click Join meeting



ISSUE 3: I am unable to select or “validate” my camera and microphone.

1. Ensure you are using a web camera that is capable of 1280 x 720p resolution.

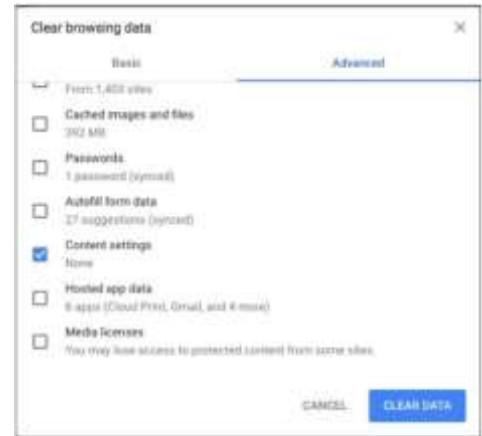
2. Try resetting the browser settings/cache and enabling allow/deny pop up prompts for notifications/camera/microphone
 - a. In Google Chrome, open the "Clear Browsing Data" menu by clicking on the three dots at the top right, selecting "More Tools" and "Clear Browsing Data."



- b. Select the "Advanced" tab and change the "Time range" to "All time."



- c. Check the box next to "Content settings" (some versions of the Google Chrome browser may say Site Settings) then click "Clear Data."



- d. Open the WebRTC link for your event in Google Chrome.
- e. A pop up will appear asking you to "Show notifications". Click Allow.
- f. A second pop up will appear asking to use your microphone and camera. Click Allow.
- g. You should now see the screen below. Verify your camera, microphone, and speakers are working correctly, and then click "Join Meeting."

ISSUE 4: I'm connected to the event but not seeing any incoming video.

1. **Refresh the page** by pressing the page refresh button in Google Chrome.
2. If video still doesn't show, try refreshing the page again.
3. Disconnect from the video session and close the web-browser. Open the web-browser again and join the same session.

Google Chrome	
Mozilla Firefox	
Apple Safari	
Microsoft Edge	

ISSUE 5 I'm connected to the event. I can hear and see them, but they can't hear or see me.

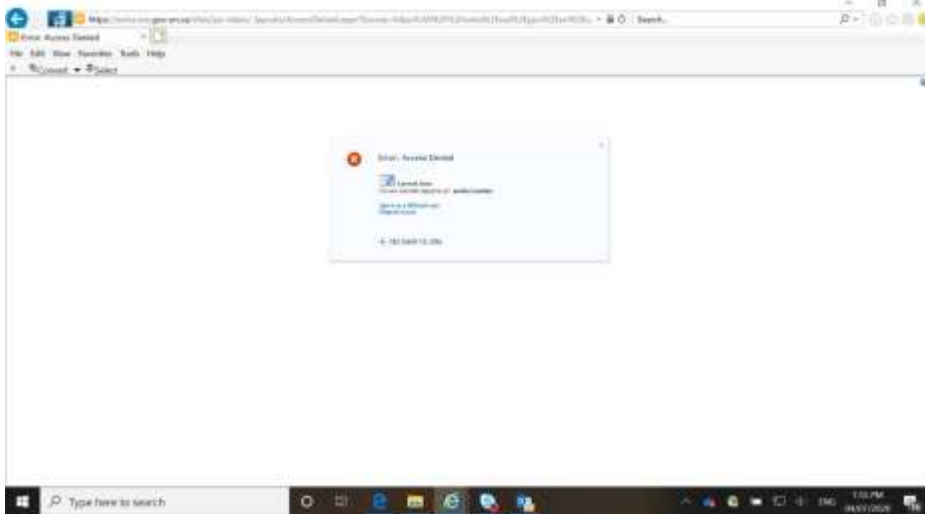
You most likely didn't allow the application to access to your camera and microphone. You may see the image below at the top of your screen:

To send video/audio, please enable permission to access camera/microphone

- 1) Refresh your web-browser.
- 2) Disconnect from the video session and close the web-browser. Open the web-browser again and join the same session.
- 3) Ensure that you click "Allow" the application to access your camera and microphone (see images in Connecting to the Court).
- 4) You may need to clear your cache (see Issue 2 above).

ISSUE 6 - I keep seeing an error messages in my browser.

It is possible that the link opened in the unsupported browser.



- 1) Copy the link,
- 2) Open a supported browser (such as **Google Chrome**), and paste the link into the address bar at the top of the browser.

Note: OPS computers usually open links with Internet Explorer (IE), which is not a supported browser.

Need Support?

If you require assistance with your work laptop (issues with the microphone, speakers, web-browsers and other computer related issues), please contact your IT Support Desk first.

Ontario Crowns, contact OPS IT Service Desk:

1-888-677-4873

416-246-7171

OPSSD@ontario.ca

PPSC Crowns, contact PPSC Help Centre:

1-877-365-3375

613-957-4357

helpcent@justice.gc.ca

For help with connecting to JVN Virtual Hearing Rooms or if you require support with WebRTC, please email the Justice Video Network Team at JVNVirtualCourtSupport@ontario.ca and one of our staff will get back to you as soon as possible.

Please provide the following:

- 3) The **description of the issue**, and
- 4) The **best number to contact you**.