

## **Please describe any other physical installation difficulties you may have experienced.**

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Acoustics at the Jail as they have concrete walls and sound bounces back.

difficulties in arranging contractors to work at the jail in high security settings.

difficulties with connectivity and audio quality

Due to bandwidth issues on the network, we only use a cable internet access line (COMcast) to connect to the other party.

The use of video conferencing in our Courts are only for deposition, prove-ups for Divorce, treatment provider status video call from their facility.

Installing a wired push button box to turn on and off the confernece and to mute the courtroom holding cell. Integrating the courtroom audio system with mics and speakers.

It varies in each court, but we install wiring generally, occasionally have electrical issues.

loud HVAC systems are problematic

Many times we go on site and the ISDN lines are not configured and working as they should. This usually takes the phone company a few days to fix.

No other difficulties other than power cord failure.

None, since the system runs on Data Cabling it is easy to find installers and testers.

Our courtrooms are older care was taken to mold the equipment into the courtromm sitting

Our unit is mobile. The ethernet cord gets run over at times and needs to be replaced but the IT group is very slow in attending to the problem or other problems as they arise. They are often rude and blame the staff for all technical problems.

Phone company connections sometimes fail between facilities.

Rooms with echo issues need to be addressed with sound panels.

We did encounter an echo problem in rooms at the Jail because the rooms had poured concrete floors. We researched, found and implemented a solution involving the installation of cotton fiber panels on the walls. The echo issue was eliminated.

Wiring & electrical - missing in potential or most beneficial locations due to retrofit of old buildings.

Wiring was difficult in older courthouses.

Spring thunderstorms would damage units. Problem solved by use of battery backup + surge protectors.

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