

## What are the most common problems associated with the video conferencing system in your court or state?

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- 1) Human Error or lack of familiarity with unit.
  - 2) Remote location where video is not a priority for the individual in charge.
  - 3) Older units in remote facilities
  - 4) Connectivity problems. Note: many times it is more an issue of operator error.

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1. Loss of connectivity due to problem with state backbone.

2. Lack of technical staff at some courthouses.

Most outages cleared by phone. Spare units are maintained and replacements done promptly.

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antiquated equipment breaks down & replacement parts are not available

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Antiquated system

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Application of proceedings - too limited in scope and use. Funding is only available from the local county, no state funding or court funding.

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audio problems (2)

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Audio

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Managing multiple HD camera feeds

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bandwidth problems

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Tiling of picture

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Bandwidth

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Cal. AOC video conferencing allows for only 3 feed sites so individual courts can't connect. We still have to drive hours just to participate in a statewide video conference.

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Communication Issues

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Connecting to the state prison. The state prison's connection and equipment is old and out of date.

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connecting with out of state users - firewall issues,

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IP addresses not correct

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Out sound systems are tied in and if any one element goes down it seems to affect everything else.

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Coordinating with correctional facilities

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Corrections transmits over ISDN, at times there are line problems.

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cost of equipment and/or infrastructure, lack of buy-in from judges

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Costs

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data line carriers

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delay in response time

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Far end, non court incompatibility; staff training

Firewall issues between locations and business partners.

Firewall issues.

Firewall issues. Also, not being able to dial in to the participant on the other side. Usually, it is the federal government that we need to connect and they are only allowing to outbound from their end and no inbound calls.

firewalls, network configurations

gallery unable to see defendant on screen, can only hear the defendant.

getting attorneys to the jail

having local county staff on-hand to address the issues

In small jurisdiction it is difficult and time consuming to make arrangements for the parties involved to appear by phone on a conference line if they are unable to attend the video hearing in the court room.

Inability to connect.

No sound.

Time delay between picture and words.

Interference and feedback from other electronic devices or radio bleed over

ISDN line communications. Also, if hardware failure, many times it is hard to schedule time to get into the courtroom to replace equipment. Downtime may be a day or so, but many times it takes longer to fix ISDN telephone problems.

Judges' and defense attorney willingness to use the system.

just when the vortex goes out, other wise no problems.

lack of adequate user training

lack of bandwidth and audio issues.

lack of bandwidth in rural communities

Lack of man power to support statewide video conferencing (at State IT Support Unit)

-lack of training-afraid of using

-lack of IT support in courts

-technicians changing ports and IP addresses without telling someone, then the next call placed cannot answer.

Line connection problems due to our location.

Local systems, no consistency, unknown issues

Losing connection

Loss of network, bad/loose connection, broken monitor.

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## What are the most common problems associated with the video conferencing system in your court or state?

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Lost connections

Lost connectivity to the jail.

making a good connection between facilities

Network connection

Networking

None-it works very well.

only had the system 1 week, no issue yet

Only problem is during electrical storm we may have power shortage.

Operator error (3)

Operator error, unauthorized setting changes

Our court does not currently use video conferencing. I cannot speak for any other court in the State of Washington

personnel setting up connection make an error.

Picture clarity

Bandwidth

Poor quality internet connections at the remote location

Power

Privacy phone issues, low audio levels either in courtroom or jail facility.

problems with the polycoms, sound levels

polycoms lock up requiring a reboot

power issues at the terminus

problems with the fiber optic connections in underground phone vaults that are prone to flooding

quality of equipment; downtime

Scheduling times between Judges docket and getting defendants in the A/V room at the House of Corrections

System rebooting and software upgrade issues

Temporary loss of video signal.

The jail does not get the equipment set up correctly

The system is new and in a pilot stage. Most common problems at this point are quality and training issues.

The system is new so we are figuring out the bugs. Our biggest issue so far has been faxing information to the jail and receiving it back.

Timing. We have to schedule with the jail, and then the attorneys may run late or the Judge's prior hearing runs long and we miss out time slot.

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Training issues

Unable to connect.

Unknown

User error

Circuit failures

Equipment failure

User training

Video Arraignment: user error at correctional facility or misuse of equipment at the correctional facility.

Appellate Court: user or system error at another court location.

We added new technology in two courtroom in Coctober 2009, and replaced older equipment with the same new technology in two other courtrooms during June/July 2010. We have only had two reported problems and neither was attributable to the actual video conferencing equipment. One problem was caused because the courtroom sound system is integrated with the video conferencing system, and a setting on the mixer needed to be adjusted. The second issue was an operator error because a microphone was directly turned off (and we have made this much more difficut to do).

We have 115 unified courts; getting the equipment to all of them; getting attorney and judge buy in all jurisdictions - just takes time

We have not used it yet

We use antiquated equipment which is increasingly subject to breakdown.

We're using a older Tandberg 550MXP camera. It's only capable of 768kbps. A big limiter of functionality is the County WAN link, which is only 100Mbps duplex. If HD camera's were to be used, we'd need to re-think our link.

Windows/Microsoft Office upgrades sometimes make the system inoperable until we can figure out the problem or reboot the server.

Loss of audio signal, loss of video signal

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