

JVN - Virtual Hearing Room WebRTC - Troubleshooting Tips

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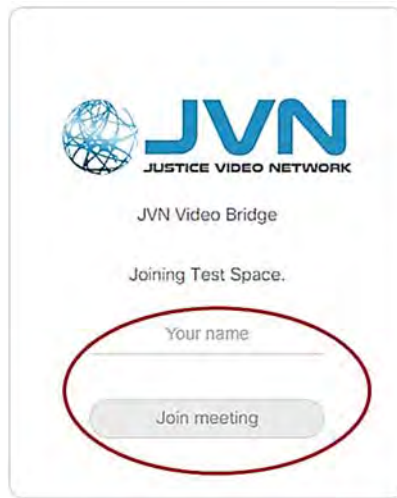
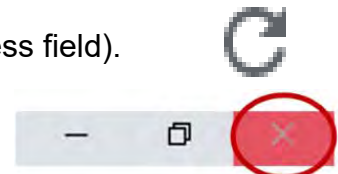
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1. How do I get information to connect to a Virtual Hearing Room?

The Trial Coordinator will provide the Meeting ID a Participant Passcode with any updated manuals before the hearing. The codes will change, so please use the information provided.

2. The Join Meeting ID icon is greyed out?

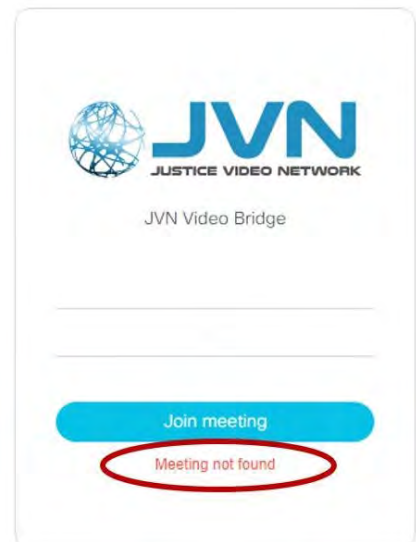
- a) Ensure that you have entered the correct Meeting ID & Passcode OR
- b) Ensure that you have entered your name.
- c) **Reload or Refresh the page** (usually in your browser Address field).
- d) Close the browser by **clicking on the X** and then Login again.
- e) If nothing works, please send an email to JVNVirtualCourtSupport@ontario.ca.



3. Getting an error message? Saying “Meeting not found”

The “Meeting not found” error message will show if:

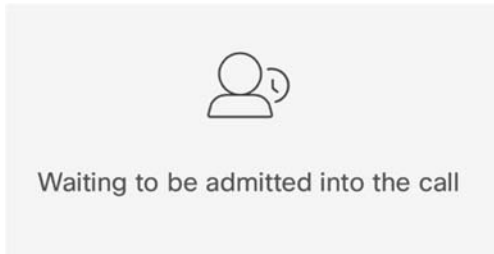
- The Meeting ID is entered incorrectly, OR
- The Passcode is entered incorrectly.



4. What does “Waiting to be admitted into the call” mean?

You will not be able to see or hear anyone because

- a) The Host has not logged in yet, OR
- b) The Meeting is Locked by the Host – the Host will need to unlock the meeting to allow late participants joining or re-entry to the meeting



5. Can parties/jurisdictions with their video conferencing systems join the Virtual Hearing Room?

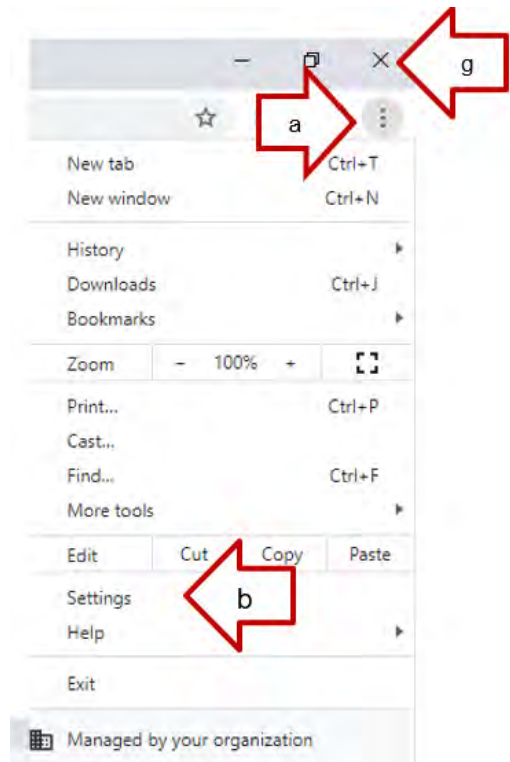
- Yes, other jurisdictions (federal or Ontario Telehealth Network) or parties with Video Conferencing systems (codecs), can connect to the Virtual Hearing Room.
- Trial Coordinator will provide a dial in string for external video conferencing systems.
- They should dial the provided dial-in string and then the Passcode (followed by #).
- We highly recommend contacting JVN prior to event to do a test to confirm that their video conferencing system is able to join our virtual hearing rooms.

6. I only see a blank, green or white screen in my browser, although I can hear other participants

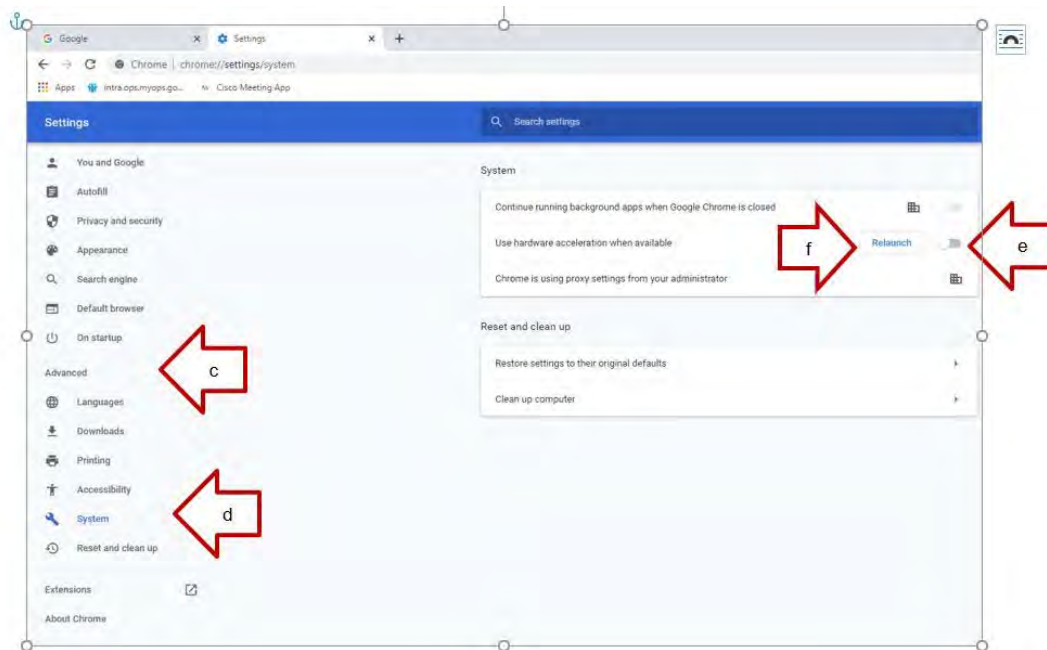
Sometimes hardware acceleration can cause Chrome to lag, freeze, or crash. To turn hardware acceleration off, follow the steps below:

Google Chrome

- a) Open the Google Chrome browser and click on the 3 dots icon in the top right corner of the browser.
- b) In the new menu, click on “Settings”.




- c) In the new tab, Click on “Advanced” in the left-side menu (near the bottom of the menu).
- d) Click on “System”.
- e) In the presented menu in the middle of the screen, toggle off “Use hardware acceleration when available” option. It should turn from green or blue to grey when turned off.
- f) Clicking on “Relaunch” will close the browser.
- g) To enable the change, make sure to click “Relaunch” to restart the browser



7. Participants can no longer see one participant, but we can hear them
Possible causes for this issue:

- a) The participant stopped sending his video or the Host disabled video from this participant. The participant will need to click the button to enable his video

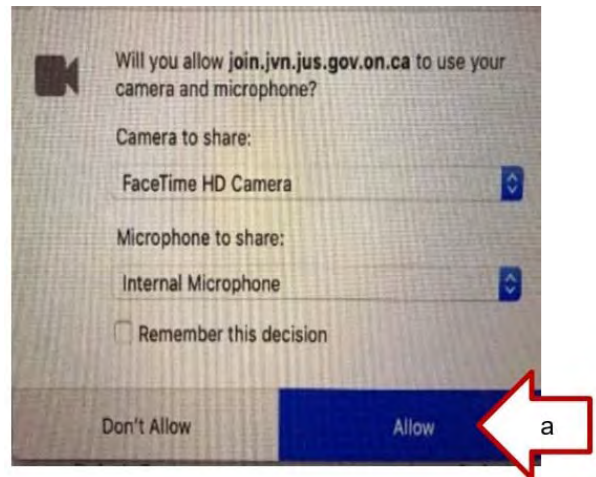


- b) The participants connected a headset during the live call or adjusted the settings. The participant needs to refresh the screen for a quick fix. 
- c) The participant is on the mobile phone and muted his/her microphone. This is normal interaction between mobile devices and video conference. The device stops sending video a few minutes after microphone is muted. The device will start sending video as soon as the microphone is unmuted. The participant is still able to hear and see everyone else in the hearing room, while his device is not sending video.

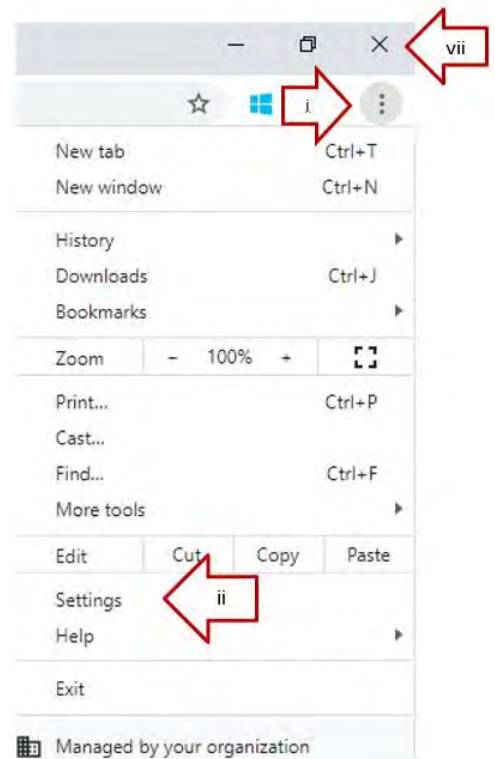
8. I'm connected to the hearing! I can hear and see them, but they can't hear or see me.

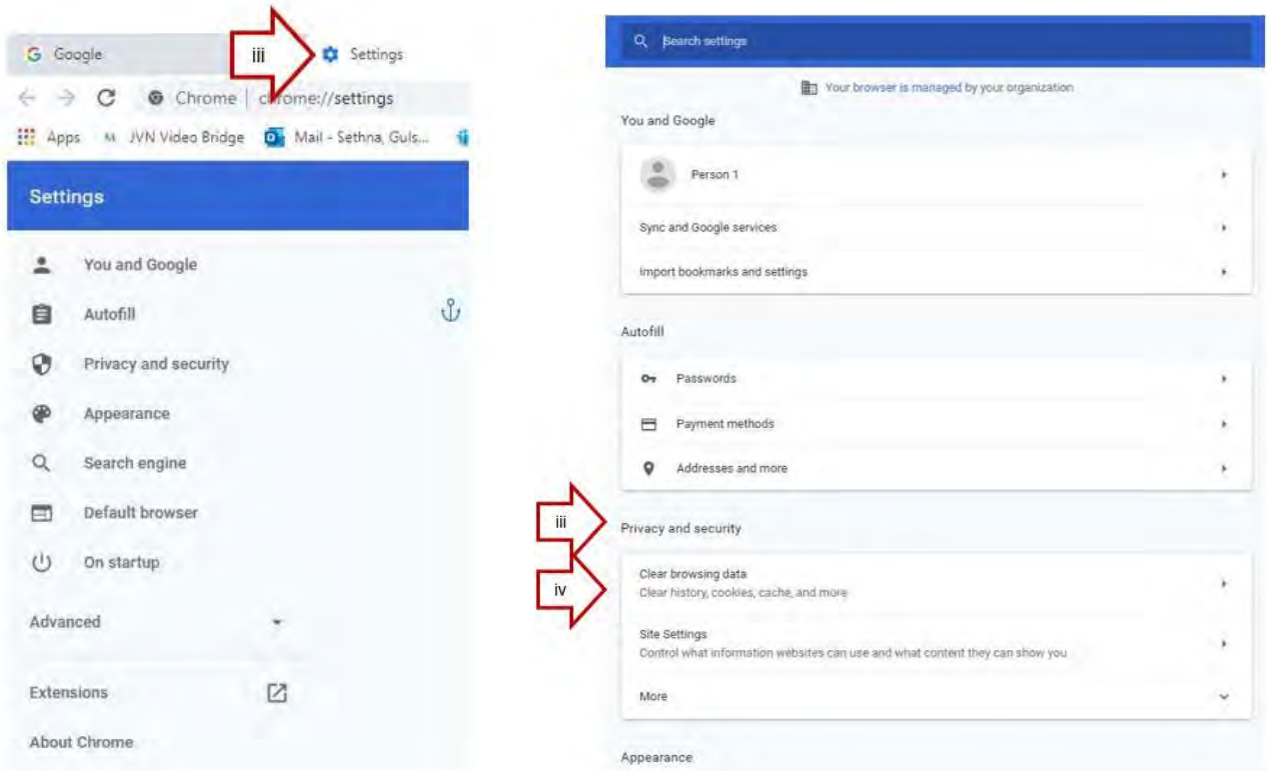
To send video/audio, please enable permission to access camera/microphone

- a) Most likely the application didn't **Allow access to your camera and microphone**. You may see the image below. Logout and Log back in. Ensure that you Allow the application to access your camera and microphone You may need to clear your cache.

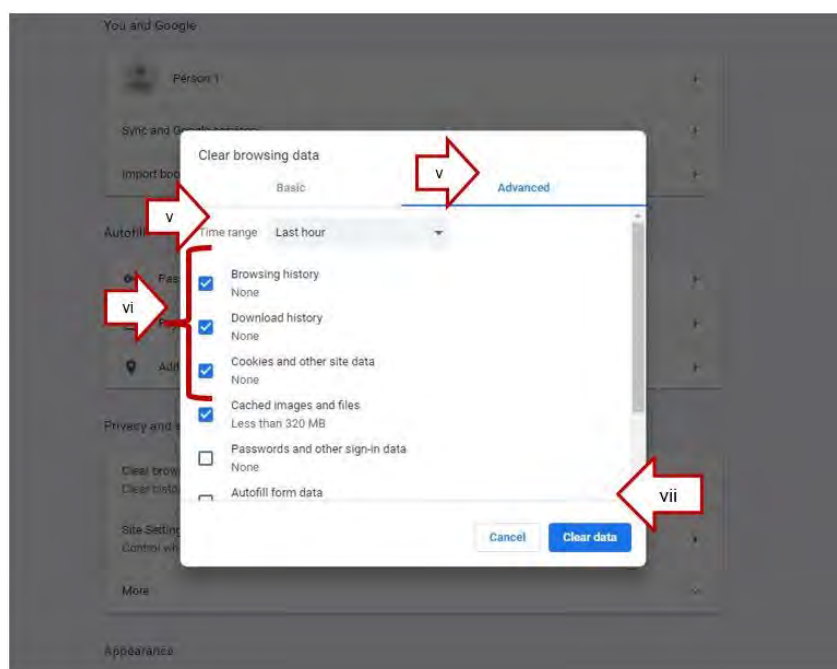


- b) Test your camera, microphone and speaker
- c) Click Join Meeting
- d) If you need to **clear your cache**. The following is how to clear your cache in Google Chrome:
 - i. Open the Google Chrome browser and click on the 3 dots icon in the top right corner of the browser.
 - ii. In the new menu, click on "Settings".





- iii. In the presented menu in the middle of the screen, scroll to “Privacy and Security”.
- iv. Click on “Clear browsing data”.
- v. In the “Advanced tab”, Click on appropriate “Time Range” you want to clear (last hour, 24 hours, 7 days, etc.).
- vi. Make sure that the following 4 items are checked (browsing history, download history, cookies and other site data and cached images and files).
- vii. Click on “Clear data”.



- viii. To enable the change, close the browser and then restart the browser



- e) Once the Host is connected you should be able to hear and see the other participants.

9. There is a lot of noise or echo during the hearing

- a. Ask all participants in the hearing to connect a headset to their device, if at all possible.
- b. Ask the participants who do not have a headset to mute their microphone

It is highly recommended to use a headset/headphones during the video conference as it usually has echo cancellation and reduces feedback and background noise. Any type of headset can be used, ranging from simple earbuds to more expensive headsets with a built-in microphone. If it is hard to hear someone, then it will help direct sound in the microphone.



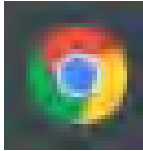
10. My Bluetooth earpiece doesn't connect to my laptop

- Ensure that you have disconnected your Bluetooth from your cell phone or any other device or application.
- If you are using a Wireless headset with a USB Bluetooth adapter (dongle), then turn the wireless headset on.
- Government devices are restricted from adding a Bluetooth device without a USB adapter are restricted on government devices.
- On non-government laptops, search Bluetooth settings and Add a new Bluetooth device.
- If you are still having trouble connecting your earpiece. please call your IT helpdesk.



11. What web browser can I use for a government laptop?

Google Chrome is recommended and can be used with VPN. Microsoft Edge (Chromium) can be used if logged out of VPN.



Google Chrome
Recommended



Microsoft Edge
Disconnect from VPN



Internet Explorer
NOT SUPPORTED

12. Why do people get blurry, pixelated or lose connection?

Most likely people are using WiFi or have low bandwidth. Wif-FI / Wireless connection to internet is not very reliable for video conferencing.

- a) Connected to your home internet through a **wired connection**.
- b) Someone in your location may be using video conference or streaming app (like Prime or Netflix). If possible, ask them to close video conferencing or streaming apps.
- c) A minimum upload/download speed: 2 Mbps (upload) and 3 Mbps (download) is **recommended**. To check your upload or download speed, you can use the following link: <https://www.speedtest.net/>
- d) Try not to walk around or keep moving your device

13. My connection keeps dropping

You may be using unsupported version of the browser, or you are connected on WiFi and your laptop power supply is not plugged in.

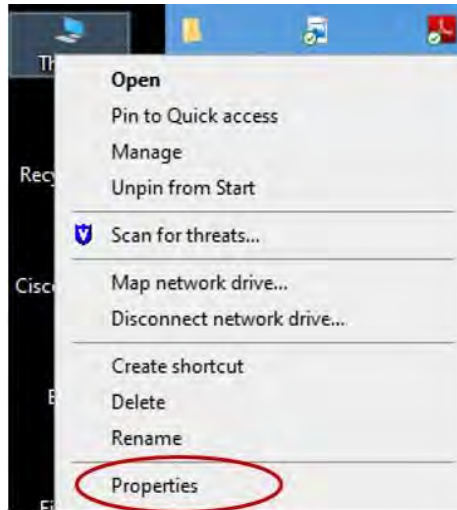
- a) Check that your web browser version is supported (refer to Section 15 of this guide) and updated if required.
- b) Plug in the power supply (your laptop most likely has power saving settings that limit internet connection when on battery power).
- c) Connect an internet cable to ensure stable internet connection.

14. My camera works on my PC, but not with WebRTC

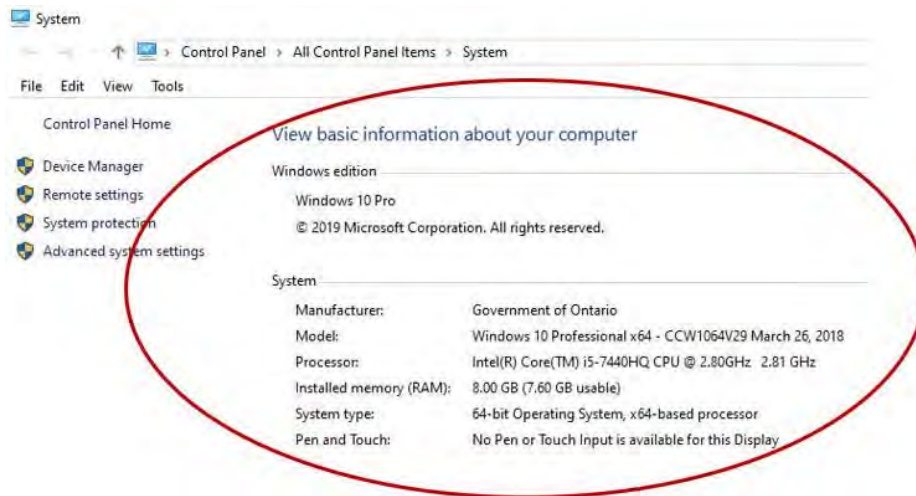
- Check that you are not using another video conferencing software.
- Click on “This PC” on your desktop.



- Click on “Properties”.



- Check your operating system. WebRTC is compatible with Windows 7 or 10 only.



- If your computer is on Windows 8.1 Operating System, please request your IT department to update your computer to Windows 10. Otherwise, use Cisco Jabber for Telepresence Software.

15. What Web browser can I use for a non-government laptop?

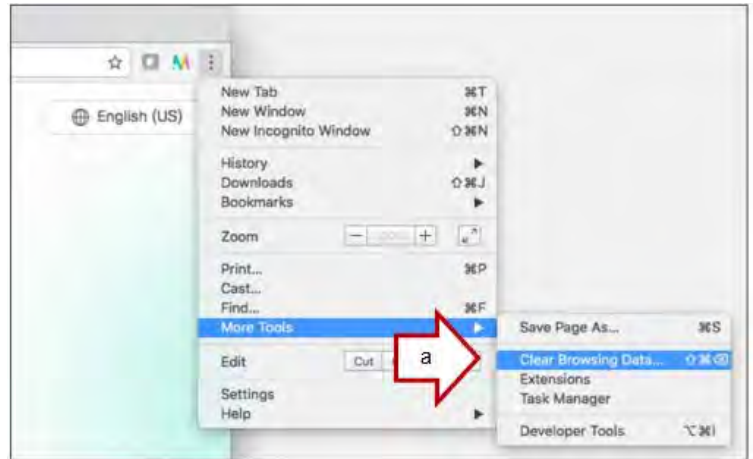
Some Operating Systems and Browsers are not supported or compatible, so please review the information below.

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.

16. 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

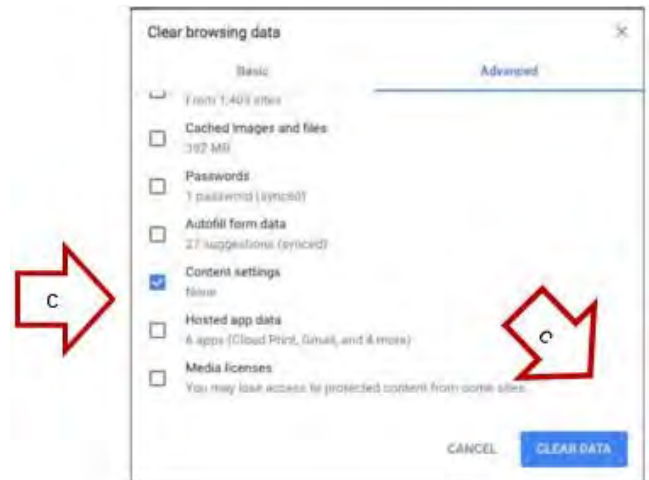
a. In Google Chrome, open the "Clear Browsing Data" menu by clicking on the three dots at the top right, selecting "More Tools" and "Clear Browsing Data."



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."

17. I'm connected to the event but not seeing any incoming video

Refresh or Reload the browser window by pressing the page refresh button.



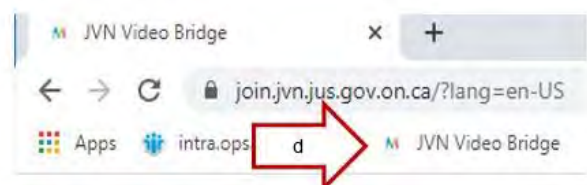
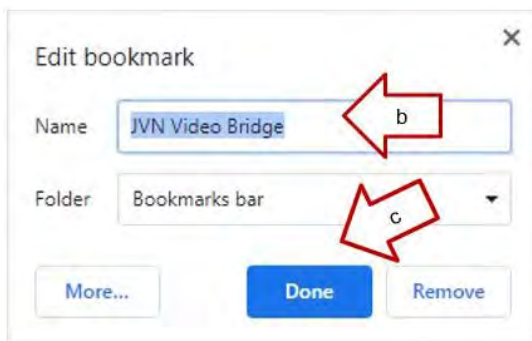
If video still doesn't show, try refreshing the page again. If all else fails, tell the Court you will logging out (before you leave) then press End Call and try connecting again use the **same** Meeting ID and Participant Passcode.

Google Chrome	
Mozilla Firefox	
Apple Safari	
Microsoft Edge	

18. How to I bookmark the browser link in Google Chrome?

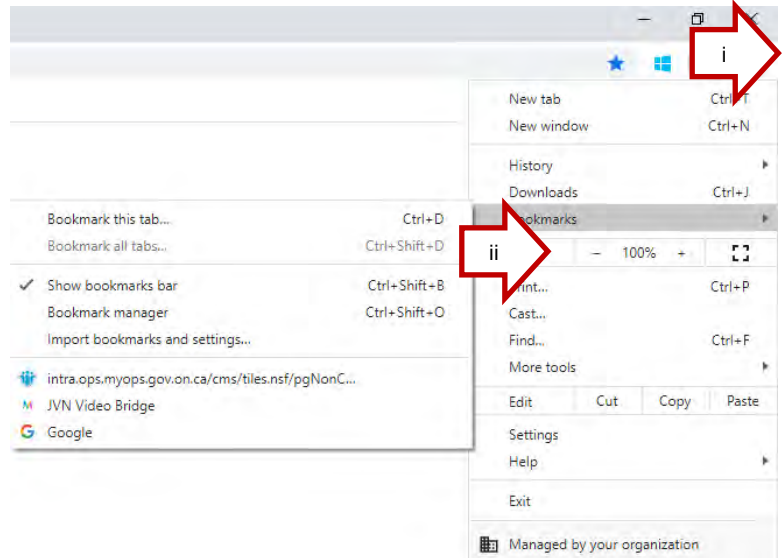
In Chrome, on the top right of the address bar,

- a) Click on the “Bookmark this tab” button (the star)
- b) You can type in JVN Video Bridge in the Name
- c) Click Done
- d) The bookmark should be on the top of the web-browser under the address bar



If you cannot see Bookmarks bar in your browser, follow these steps to make it visible:

- i. Click on the last icon next to the address bar with three dots
- ii. Go to “Bookmarks” and then select “Show bookmarks bar”
- iii. You should now see bookmarks



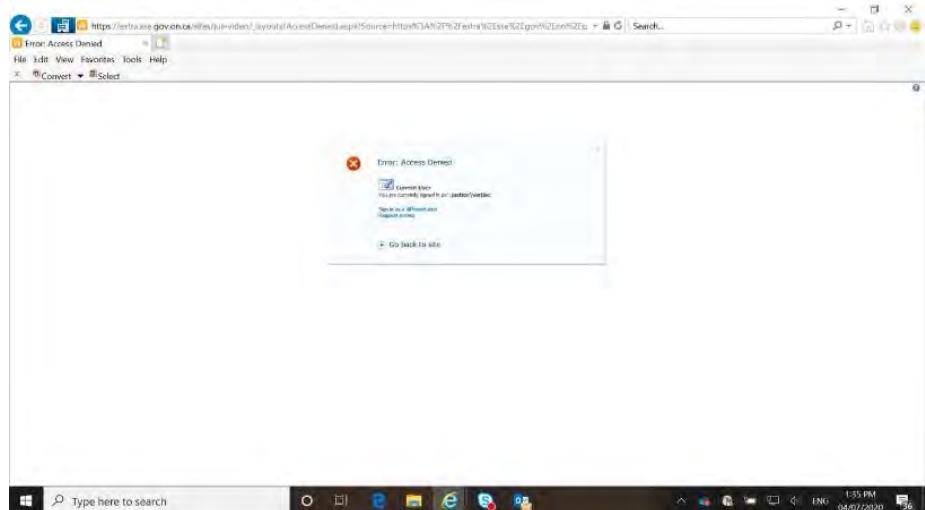
19. I keep seeing an error message in my browser

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

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

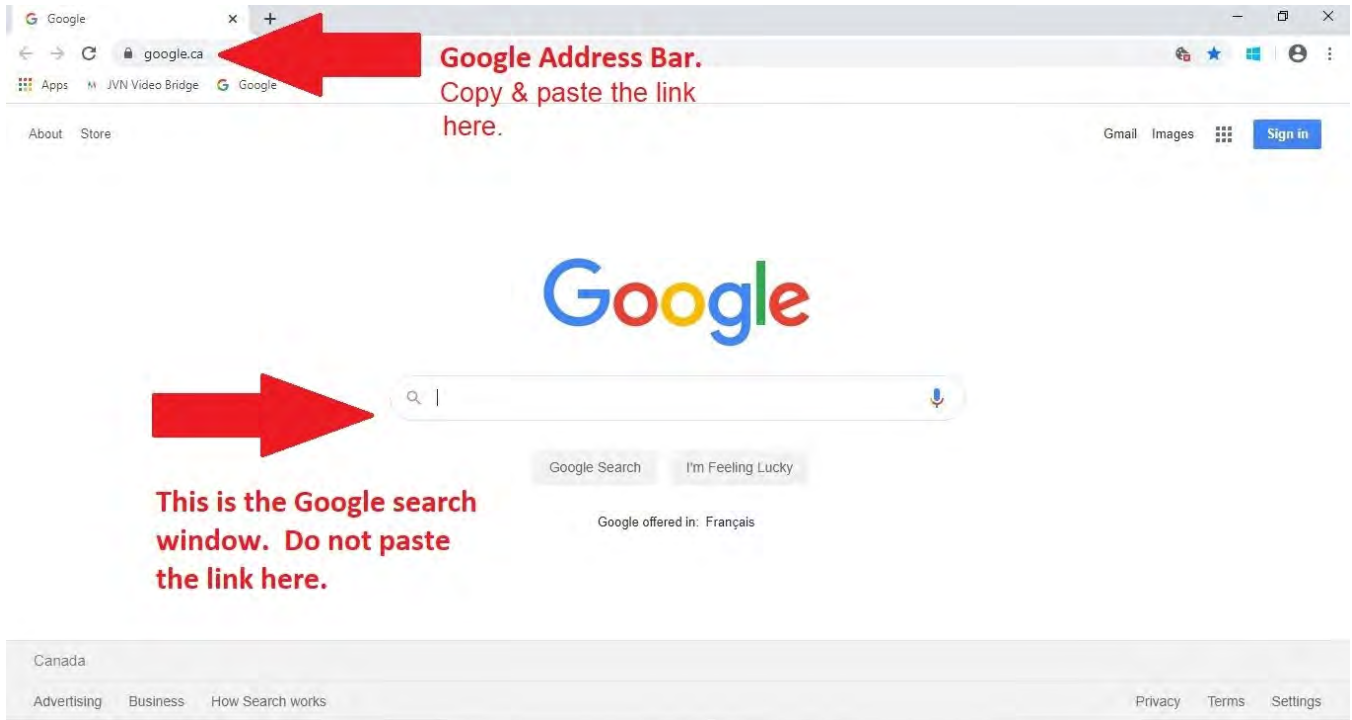


IMPORTANT - OPS computers usually open links with **Internet Explorer (IE)**, which is **not a supported browser**.



20. Where do I paste the link? I don't see the login page.

Paste the link into the address bar at the top of the browser not the search bar in the centre of the browser.



If you see a list of options, like below, you probably typed the **Weblink (or URL)** in the “Search Field” instead of the “**Address bar**” at the top of your browser.

[Login - Ontario](#)

<https://www.jvn.attorneygeneral.jus.gov.on.ca/en/Account/Login...>

Please enter your user name and password. Register if you don't have a website account.

[Create a New Website Account - Ontario](#)

<https://www.jvn.attorneygeneral.jus.gov.on.ca/en/Account/Register>

Use the form below to create a new website account. Passwords are required to be a minimum of 8 characters in length and contain a number, uppercase character, and a lowercase character.

[Video Conferencing - Ontario](#)

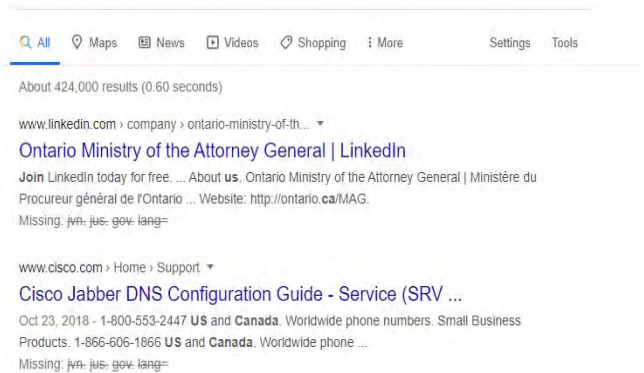
<https://www.jvn.attorneygeneral.jus.gov.on.ca/en/>

The Justice Video Network (JVN) provides video conferencing, audio-visuals and converged communication services (WAN, Internet, satellite) to the justice sector of Ontario Government (such as Courts, Corrections, Police, Coroners, and others).

[JVN-Mobile Edition - Ontario](#)

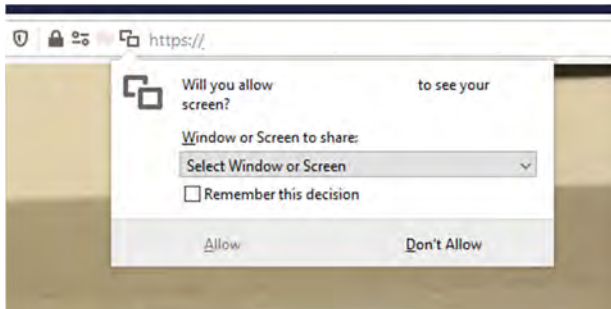
<https://www.jvn.attorneygeneral.jus.gov.on.ca/en/Services/JVN-ME/About>

About JVN-ME. Justice Video Network-Mobile Edition (JVN-ME) is the evolution of video conferencing technology. Unlike traditional, location-based video conferencing, JVN-ME is a cost-effective, secure and mobile solution that you can access from your very own computer.

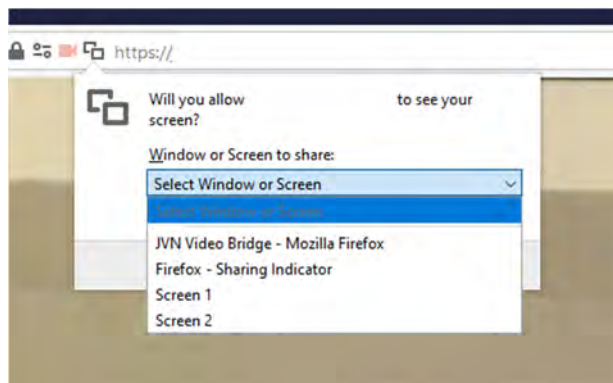


21. How do I share my screen in Mozilla Firefox

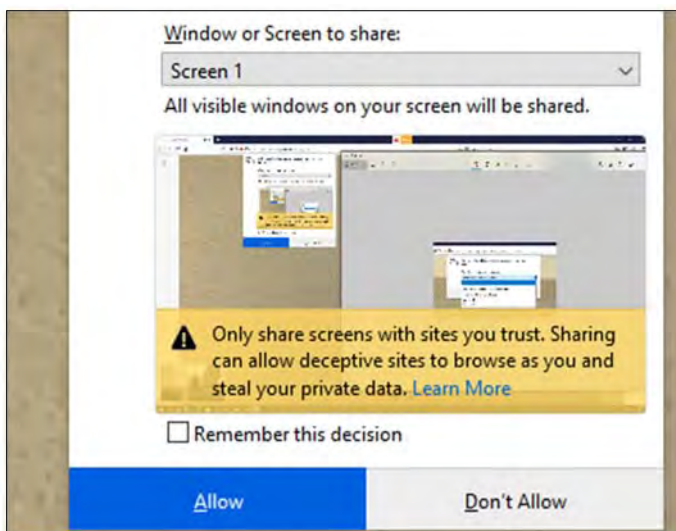
After you press the Screen Share button.



Firefox will ask you to share your screen from the browser address bar. Click on the dropdown **“Select Window or Screen”**.



Please **select a screen** you would like to share from the dropdown list (e.g. Screen 1).



Click **“Allow”** to Share the desired screen.

22. How to enable screen sharing on MAC (OS Catalina)

- When you first join a WebRTC meeting on macOS (operating system) Catalina, you'll be asked to enable the Screen Recording permission for Google Chrome.

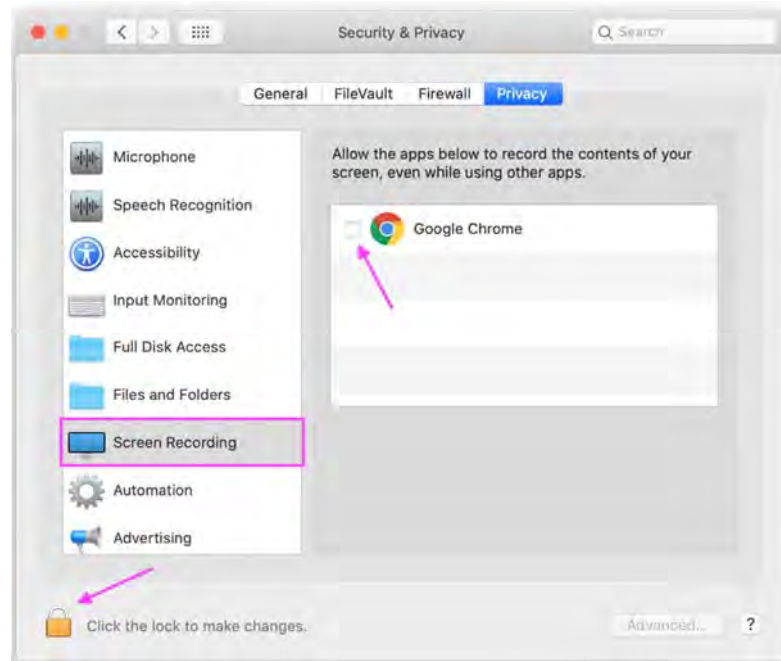
When you see the following dialog, **click "Open System Preferences"**.



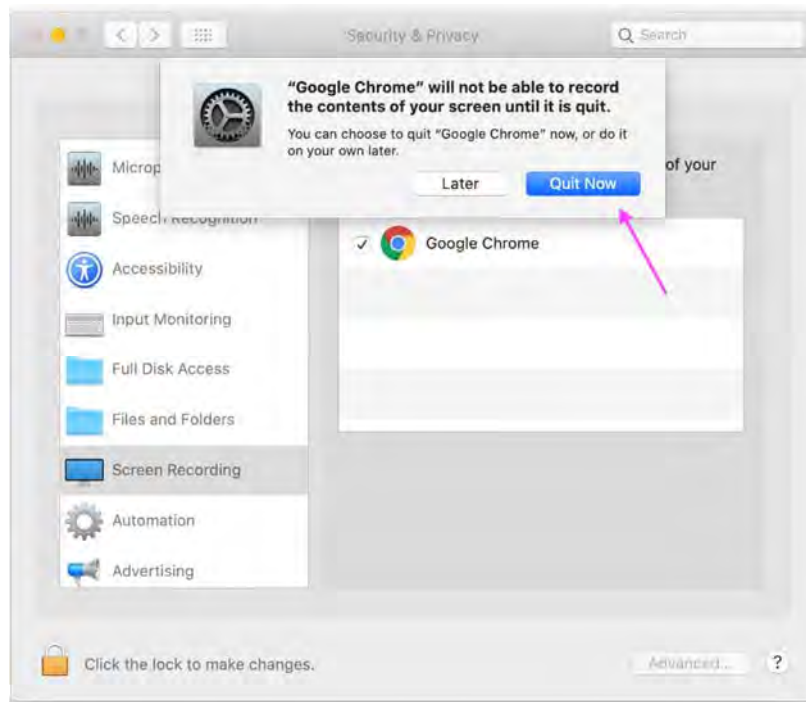
- If you do not see the dialog above or you are unable to screen share, manually **open System Preferences**, click the **"Security and Privacy"** icon and then choose **"Screen Recording"** in the sidebar.



- In the Screen Recording section **click the box next to Google Chrome** to allow screen sharing for your WebRTC video calls. You may need to click the **unlock icon in the bottom-left**.



- Next, click "Quit Now". You will not be able to screen share until you quit and restart Google Chrome.



- Rejoin your video call. You should now be able to screen share!

23. Still Need Support?

If you still require assistance or support, 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:

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