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# General help and troubleshooting for Video conferencing

For Desktop computers and smart phones

Bombay High Court.

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# GUIDE FOR LITIGANTS AND ADVOCATES

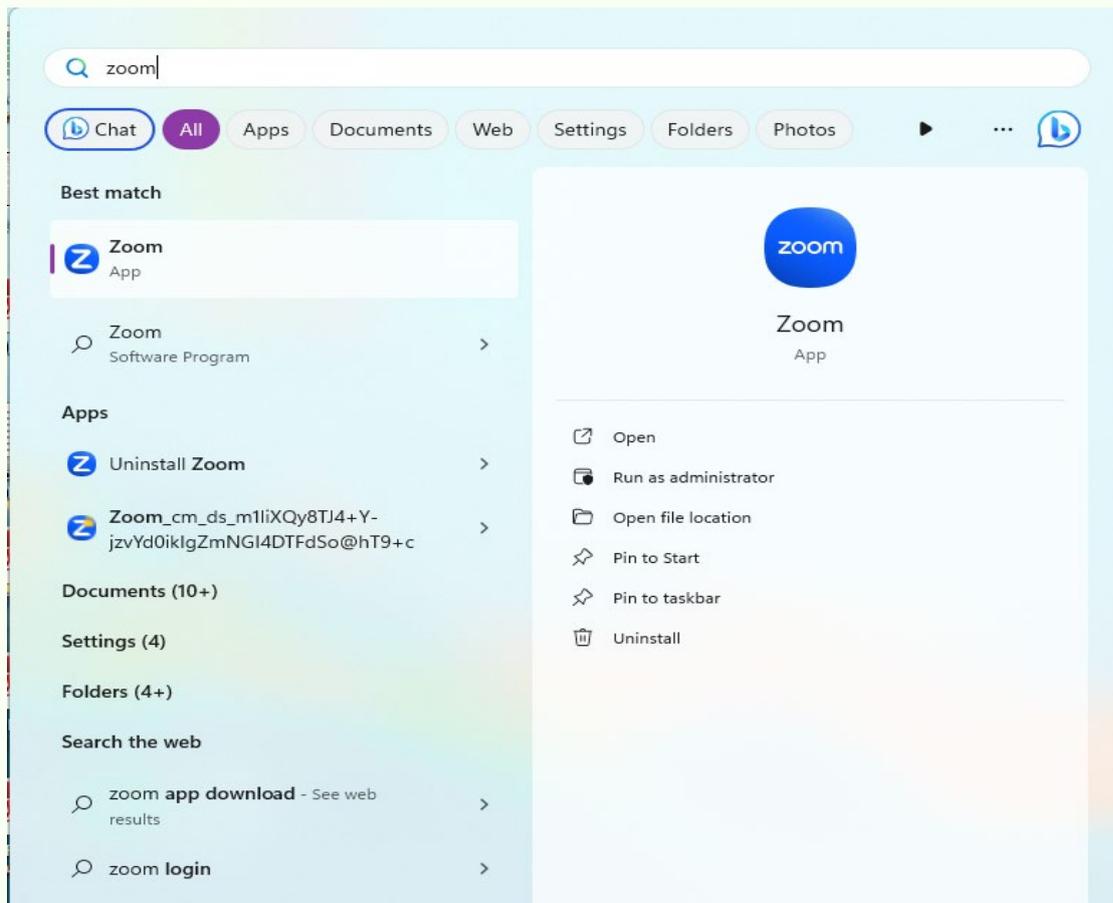
## 1. Procedure to Join Virtual Hearing:

1. Visit official website of the High Court of Bombay and click on the link of any of the Benches including Principal Bench or High Court of Bombay at Goa as shown below:



2. On click of any of the Benches as shown above, it will take you to a webpage where names and images with Court Room Numbers of every Court in that Bench are displayed.
3. Search for the desired Court Room number or name of the Hon'ble Judge/s and click on the image or name, you will be automatically directed to the Video conferencing access to zoom platform for the concerned Court Room.
4. If you have not installed zoom application in your computer or mobile, you can install the same as described below. In the alternate you can join through browser as well.
  - a. If you desire to install the 'Zoom' application in your PC or mobile phone from Google Play Store.
  - b. For Desktop PC: Access the link ['https://zoom.us/client/latest/ZoomInstaller.exe'](https://zoom.us/client/latest/ZoomInstaller.exe)
  - c. Once Download is complete, install the application on your PC.

- d. If you are using mobile phone, you can install the 'ZOOM Cloud Meetings' app from the Play Store.
5. In Windows OS, you can click on Start menu, search for 'Zoom' and click on 'Start Zoom' to open the app, if already installed.



6. Once the app is opened, click on Join if you are signed in. In the alternate mention details as described below.
7. In the alternate you can join directly through browser. For joining through browser first cancel pop up window of opening through zoom application. Then click on Launch Meeting button as shown below on the browser.

Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

By joining a meeting, you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

8. Once Launch Meeting button is clicked, you will notice that "Join from Your Browser" Link is activated as shown below.

Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

By joining a meeting, you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

9. Enter serial number case of the cause list listed on that day before the selected Court in which you are appearing virtually along with your name. This will facilitate the Court staff to permit and admit you at right time to attend virtual hearing when relevant case is close to hearing. If you are an advocate add **Adv.** prefix your name.
10. Your meeting password is 1234 unless changed.

## **IMPORTANT POINTS TO NOTE:**

- 1) Please join the court in video conferencing in formal attire as you are going to appearing in a court through virtually.
- 2) Please avoid crowdy and noisy ambience around when you are participating in video conferencing so that the judicial business in the Court is not affected.
- 3) It is advisable to join in mute mode unless it is inevitable to keep you mic on for speaking.

## **2. What are the basic requirements for video conferencing?**

### **1. Optimum-resolution webcam**

For video conferencing services that only support 1280x720 resolution (720p), a 720p camera can satisfy your requirement. There are Video Conferencing solutions and camera devices which support 4K video conferencing so video systems with resolutions as high as 3840x2160 (4K) can be seen and experienced at their full resolution provided it is equipped with equally robust bandwidth of the network.

### **2. Fast computer processing**

If your computer lacks a sufficiently fast processor, your audio and video quality will be downgraded to make the best possible call for your system's specifications. For today's modern video conferencing, your computer should have a minimum 2 GB of RAM and a quad-core processor.

### 3. Sufficient network bandwidth

The effect of a slow network on video conferencing is similar to that of a slow computer processor. your call will dynamically adjust to give you the best possible quality with the available network. The network bandwidth required will depend on the resolution and frame rate you desire: 1 Mbps is sufficient for 15 fps at 720p resolution, while 30 fps at 4K will require closer to 4 Mbps. Just remember that the more participants there are in the video conference call, the more bandwidth is required.

### 3. Important things to know and follow for seamless VC.

- a. **Camera:** Set up your device or camera so that it has a clear, unobstructed view of you. Don't sit too far from (or too close to) the camera. If you're using a separate camera, place it near your screen — it's best to put the camera at eye level, so that when you're looking at the screen, it appears as if you're looking at the person you're talking to. Do not Position your camera too low, too high or hooked onto a different monitor. Weird camera angles can be very distracting during video conference calls.
- b. **Source of Light and arrangement:** Make sure your face is well lit. Natural lighting and side lighting work best, but overhead lights will work well, too. Backlighting can often make it hard to see; if you can't change the backlighting, try to put another light in front and to the side of your face. You can certainly use natural light from windows/doors or simply turn on the overhead light in the room to brighten up the conference.

- c. **Background and surround noise:** If you can, find a private quiet place to attend Video Conferencing session of Virtual Courts. If not, use headphones to minimize background noise. If you have roommates, partners, or family members who are also working from home (or just stuck at home), let them know beforehand that you'll be in a attending the Court business through video conferencing so as to minimize interruptions.
- d. **Tidiness and Virtual Backgrounds:** Clean up the area around you. Open up the camera on your laptop or switch on your external camera and see what's visible in the background before the call, and check that you're comfortable showing that on a video call (so put away your laundry and make sure whatever's on your walls is work-appropriate). You can also set up a virtual background, if you don't have time to tidy up your space.

#### 4. Some basic dos and don'ts

**Do:** Mute your microphone whenever you're not speaking -- even if you're alone in the room. Background noise can be an annoying distraction and stifle any meeting's flow.

**Do:** Test your microphone before you video call, especially if you have to argue a case, through video conferencing, which is listed before the Court. You can always Test video conferencing in Test Room or with your colleague before the virtually entering in Court Room.

**Don't:** Do not open other applications in which either cameral or microphone is involved when you have logged in Video conferencing. During ongoing video call, do not open other application which will

apportion processing ability of device to transmit audio and video data packets while on the video call.

**Do:** When you're talking, look into the camera instead of looking at yourself talking on the computer screen. It will help others on the call.

## **5. How does video conferencing different from playing video on internet?**

There are a couple of big differences between the video clips you watch on the internet and the live video conferences you hold at the office. For one, streaming video clips are designed to download portions of the footage ahead of time to make up for network instability during the course of the playback. The other is that you almost never raise an IT helpdesk ticket just because your YouTube video took a few extra seconds to buffer. Video conferencing, on the other hand, relies on packets of data being sent and received consistently and in real time to ensure that the call remains clear, with every inflection, gesture and word correctly transmitted. When optimizing your network for video conferencing, it's important to plan for an appropriate amount of bandwidth headroom.

## **6. Sound Issues with Desktop computer and resolution**

### **Unpleasant echo and feedbacks.**

When sound from the speakers makes its way back to the microphone, you get a gnarly loop that can cause unpleasant echos or even aggressive feedback. Plugging in your headphones during the call will

prevent that from happening. Headphones also make it way easier to hear everyone in the call, so nobody has to repeat themselves over and over.

Make sure your computer or phone is actually using your microphone.

Just because your microphone is plugged in or your headset with a built-in mic is synced to your computer doesn't mean that it's actually doing anything. Sometimes the computer will stick with its default audio input device unless you manually make the switch. Here's how to check.

**On a Mac:** Click the volume control in the menu bar and select "sound options." In the "Input" tab, make sure that your external microphone is selected from the list. Once it's selected, make sure that the "Input level" bar is moving to indicate that the computer is picking up sound. Make sure the volume slider isn't all the way down.

**On a Windows:** Right click the volume icon in the taskbar and select sounds. Choose the "Recording" tab and choose your external microphone from the list. If it's new, you can select "Set up microphone" to go through the Microphone Setup Wizard.

### **Keep the right distance.**

Distance is important when recording audio and getting too far away—or too close—can have unintended consequences.

Sitting too far away can obviously affect your overall volume and make you too quiet, but it also allows sound to bounce off of nearby walls and give your voice an echoed, cave-like quality. It also becomes harder for your microphone to separate your voice from background noise, so any noise-cancelling functions built into the software won't be as effective.

Getting too close can introduce wind noise interference from your breath as your words come out of your mouth. It can also cause level spikes during aggressive sounds like "B" and "P" as your lips separate. Advanced microphones have filters in front of them made of thin layers of fabric to prevent this phenomenon.

If you're using a headset with a built-in microphone, it should stay about an inch away from the corner of your mouth. However, take some time to test its placement in regard to your nose. If you breathe directly out of your nose and onto the mic, you'll subject everyone with the unpleasant sound of your own breathing in between thoughts.

### **Stay in a controlled environment.**

Wind is the enemy of good audio. Finding a relatively isolated area will make a big difference and save you from competing with your environment. While a corner can seem like a great place to hide from background noise, sound bouncing off the walls can cause a funky echo, so give it a listen before jumping into a call.

### **Free up your wifi bandwidth**

Your computer only has a finite amount of power to dedicate to apps and video chatting can use up a decent amount of that power. Closing apps that could compete with your video chatting program can free up computing power and internet bandwidth.

If your connection is pinched on bandwidth, the program will often reduce the quality of your video and audio in order to try and prevent interruption. That low-quality audio can get really grimy and even devolve into the dreaded robot voice.

Close as many other programs and tabs as you can before hopping into a call.

### **7. How do I fix audio feedback (echo, static) during my session?**

If there is echo, static, feedback or any other unwanted noise on the audio connection during your meeting, there are several common issues that could be causing it. Most often, audio feedback is caused by an improper placement of hardware or a misconfiguration of software settings.

First, it can be helpful to figure out where the unwanted noise is coming from so the right individual can troubleshoot the issue using the tips below.

#### **Only I can hear the unwanted noise.**

- If you are connected with your mic and speakers, then there is most likely an issue with your audio device. Try unplugging your headset from the computer and then plugging it back in again.
- **Everyone except me can hear the unwanted noise.** It may be likely that the source of unwanted noise is probably you!
- All participants can hear the unwanted noise. In this case, it can be unclear who is the source of the feedback. In such cases, when unwanted noise is heard only when identified individual is speaking, there is no other way than to mute such identified individual.

### **8. Troubleshooting for computer mode (mic and speakers)**

- **Try a USB headset.** The built-in mic and speakers on your computer or mobile device might not pick up your audio as clearly as a headset, because built-in microphones on your computer or webcam can pick up other noise and cause an echo. It may be good practice to use USB headset plugged into your computer (instead of an analog-connected one), or headphones with a mic included plugged into your mobile device.

- **Try unplugging and re-plugging in your mic.** Try unplugging your headset or standalone microphone from the computer or device and then re-plugging it back in. If possible, try using a different USB port.

- **Try moving the microphone if using a standalone one.** If you are using a standalone microphone (i.e., not the built-in one on your computer or a headset), try moving it further away from your mouth. Also be sure to move any hand-held electronic devices (such as an iPhone) away from your mic and speakers, as this can cause feedback.

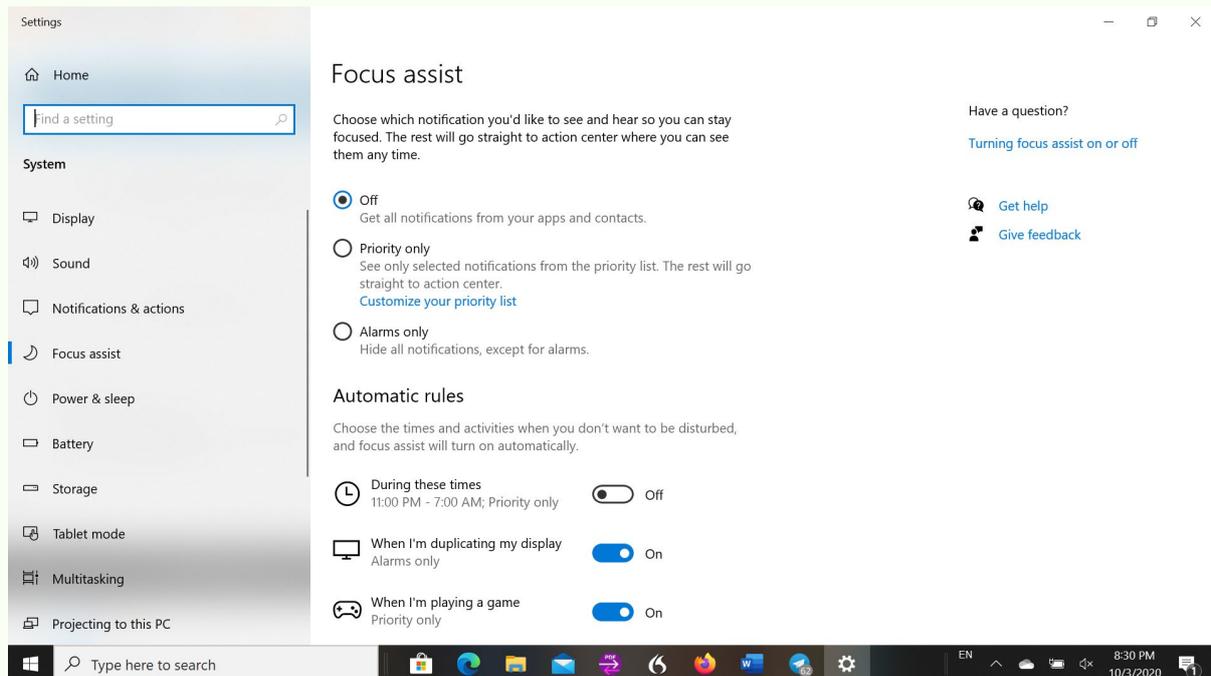
- **Try lowering the volume of your built-in speakers.** The built-in speakers on your computer might be playing back the sound that your built-in mic is picking up, which could cause an echo.

- **Check for sources of background noise.** There could be something in your environment that is causing the unwanted noise, such as a fan blowing directly into your microphone or other voices if you are in a public area. If you cannot move away from these sources of noise, then try muting yourself when you aren't speaking.

- **Mute the microphone when you aren't speaking.** If you weren't able to resolve your feedback issues, then try muting yourself when you aren't speaking to avoid having the unwanted noise disrupt the session.

## 9. Turn of notifications and alerts on Desktop PC

Focus assist helps you managing your notification and keep you away from other video or audio calls on your desktop PC. Focus assist is available in latest windows operating systems.



## 10. Avoiding interruption of stream on account of an incoming call if you're live on a smartphone or tablet?

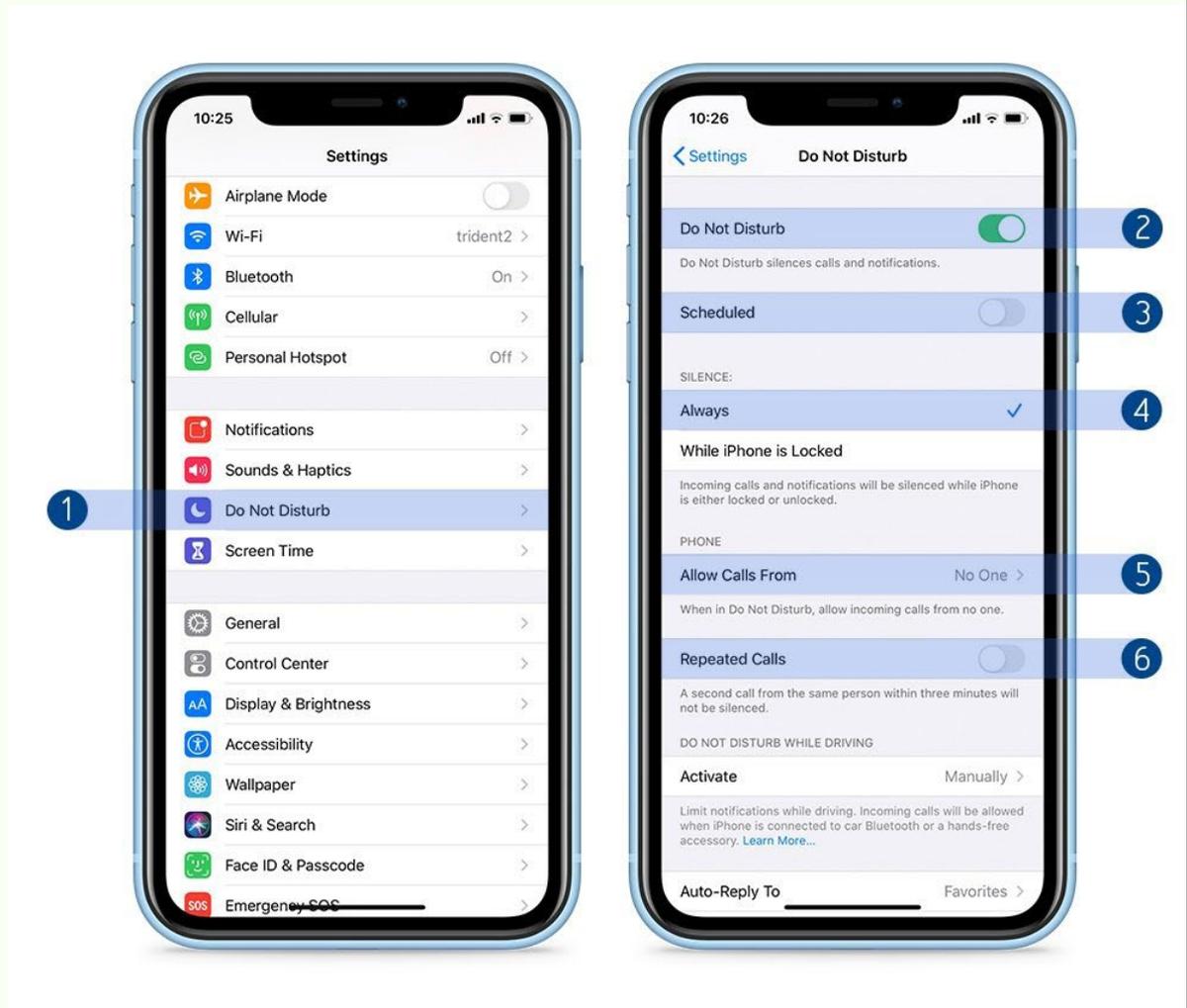
Fortunately, there is a simple work-around—just turn on the phone's Do Not Disturb feature.

### iOS Device

Here's how to prevent phone calls from interrupting a live stream on an iOS device:

1. Go to Settings and select 'Do Not Disturb'.
2. Turn 'Do Not Disturb' on

3. Turn 'Scheduled' off.
4. Under the 'Silence' option, select 'Always'.
5. Under 'Allow Calls From', select the 'No One' option.
6. Turn 'Repeated Calls' off.

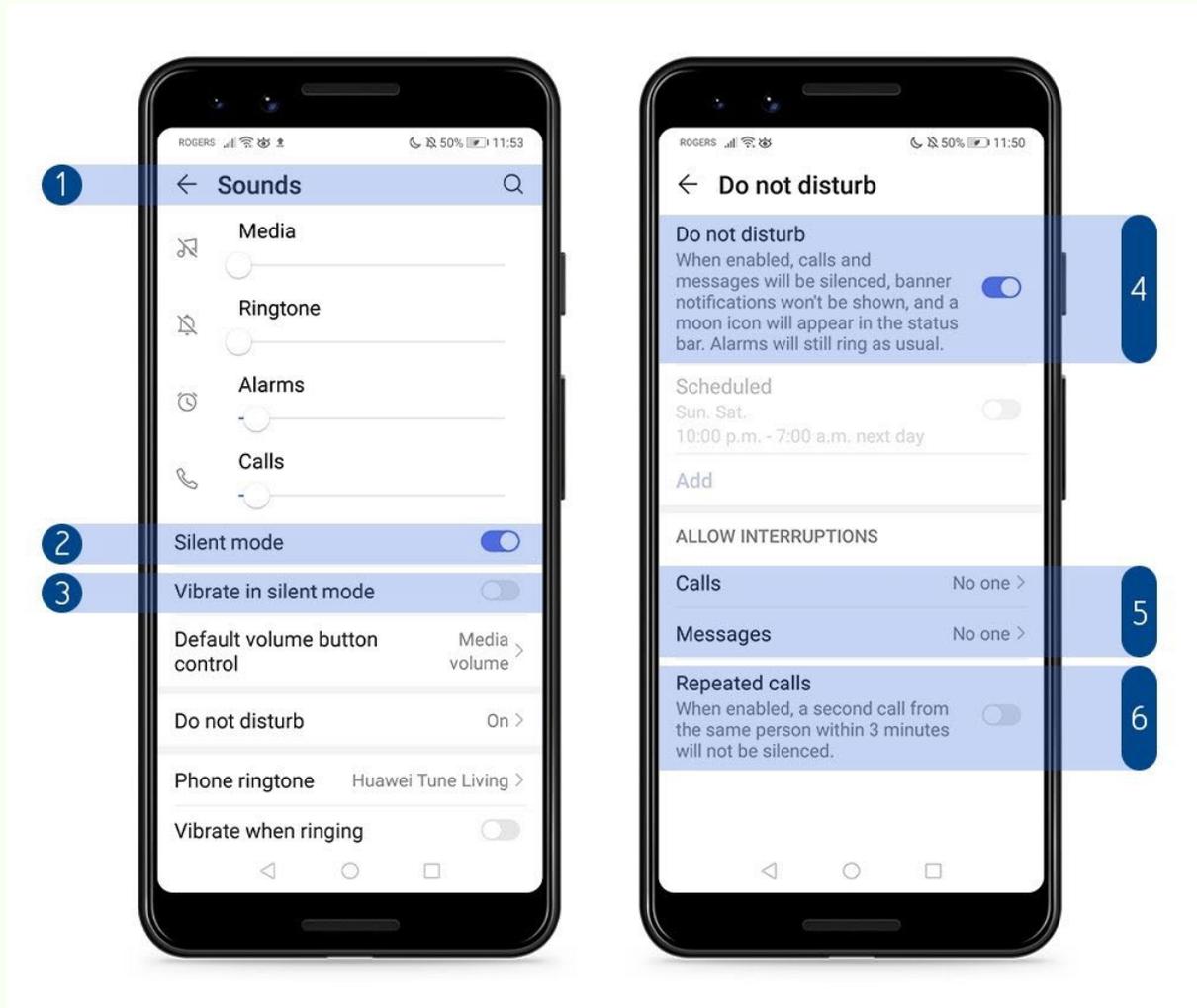


## Android Device

Here's how to prevent phone calls from interrupting a live stream on an Android device:

1. Go to Settings and select 'Sounds'.
2. Turn 'Silent mode' on
3. Turn 'Vibrate in silent mode' off.
4. Navigate to 'Do not disturb' and enable the setting.

5. Under both 'Calls' and 'Messages,' select the 'No one' option.
6. Turn 'Repeated calls' off.



When you're done using the app, simply revert all of the settings back to their previous state. That's all there is to it!

## 11. Simple Best Practices for clearer audio

Before you dig into software features, you should follow some basic best practices for clearer audio recording. Here are a few quick tips:

**Wear Headphones:** If your microphone is picking up noise from your speakers, put on headphones to eliminate the echo.

**Use a Dedicated Microphone or Headset:** Many laptops have pretty low-quality built-in microphones. Sure, they work, but that's about all that

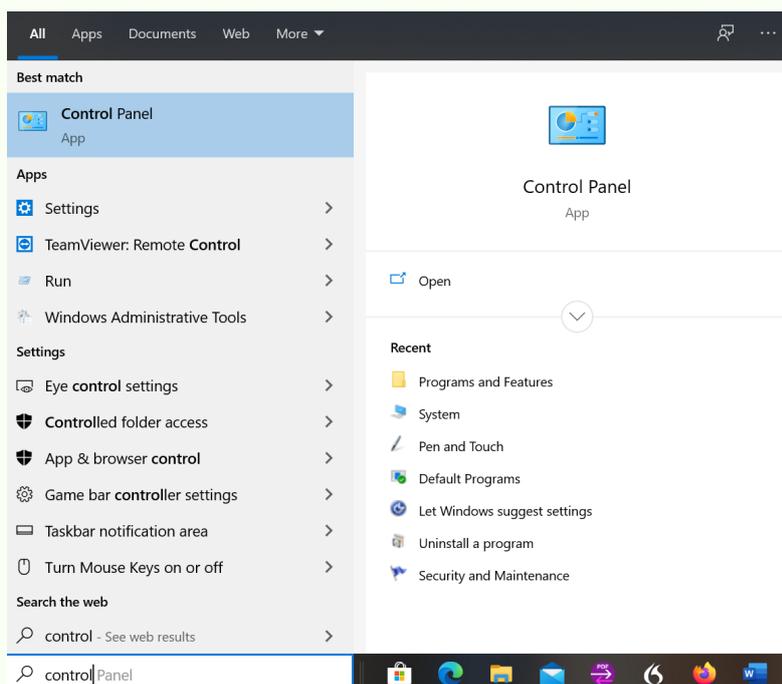
can be said for them. Try plugging a dedicated microphone or headset into your PC.

**Eliminate or Move Away from Background Noise:** Close windows, move away from air vents, go to less noisy rooms, close applications that are causing your laptop's fans to whirr, move your microphone farther away from your mouth so other people can't hear your breathing, and generally think about how you can avoid noises. Consider trading out that noisy mechanical keyboard for something quieter while on calls. Consider muting yourself on the call while you're not speaking, too.

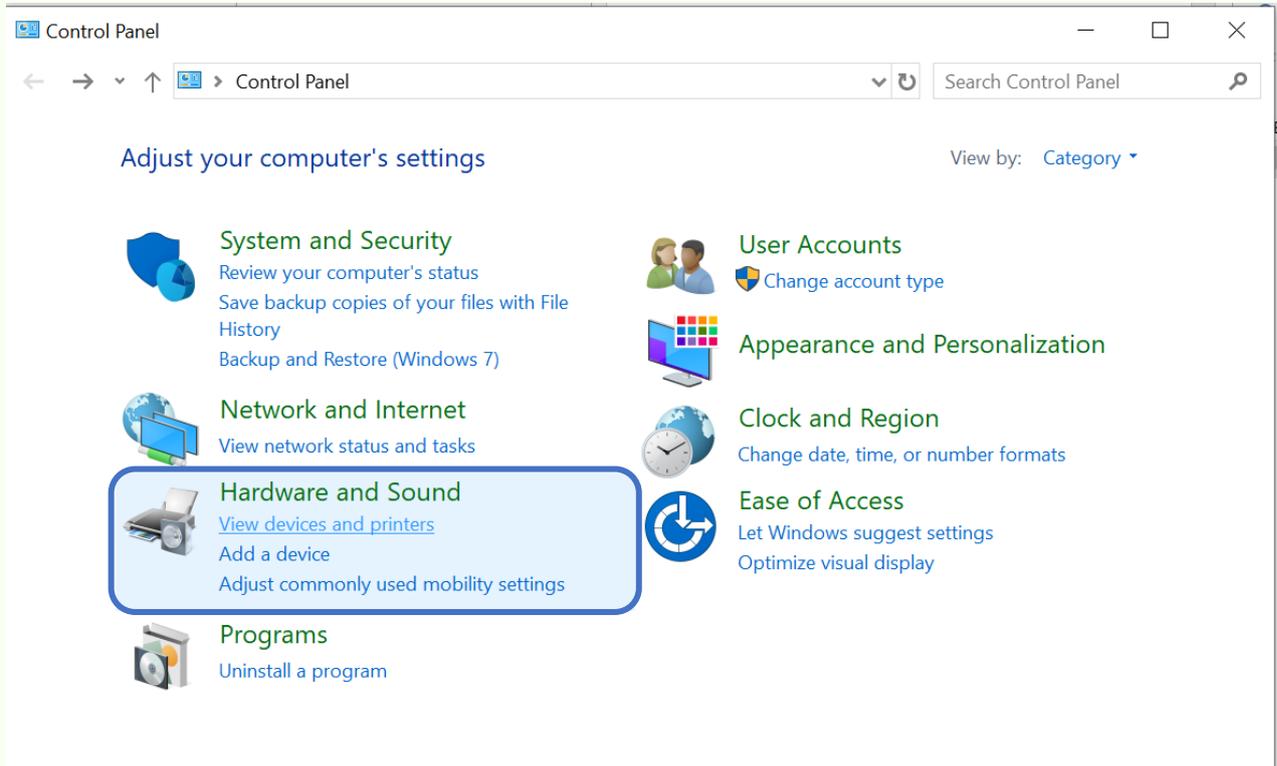
## 12. How to Enable Noise Reduction in Windows?

Like Windows 7 before it, Windows 10 offers some integrated microphone options that will help with microphone background noise. The exact options available will depend on the sound hardware in your PC and your manufacturer's audio drivers.

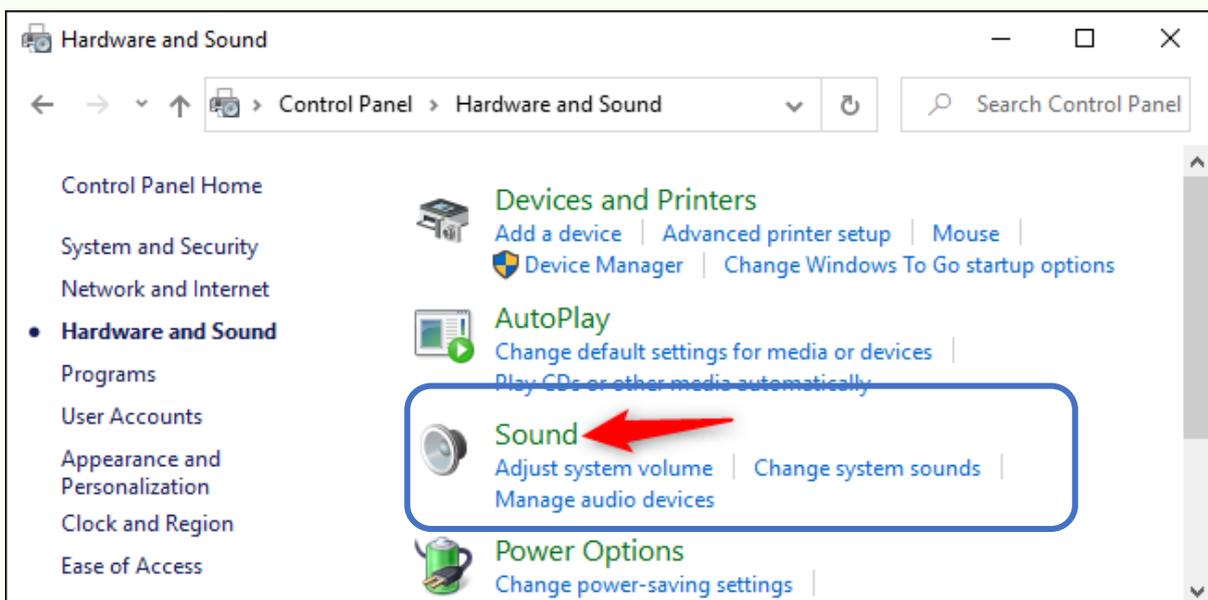
### Open Control Panel



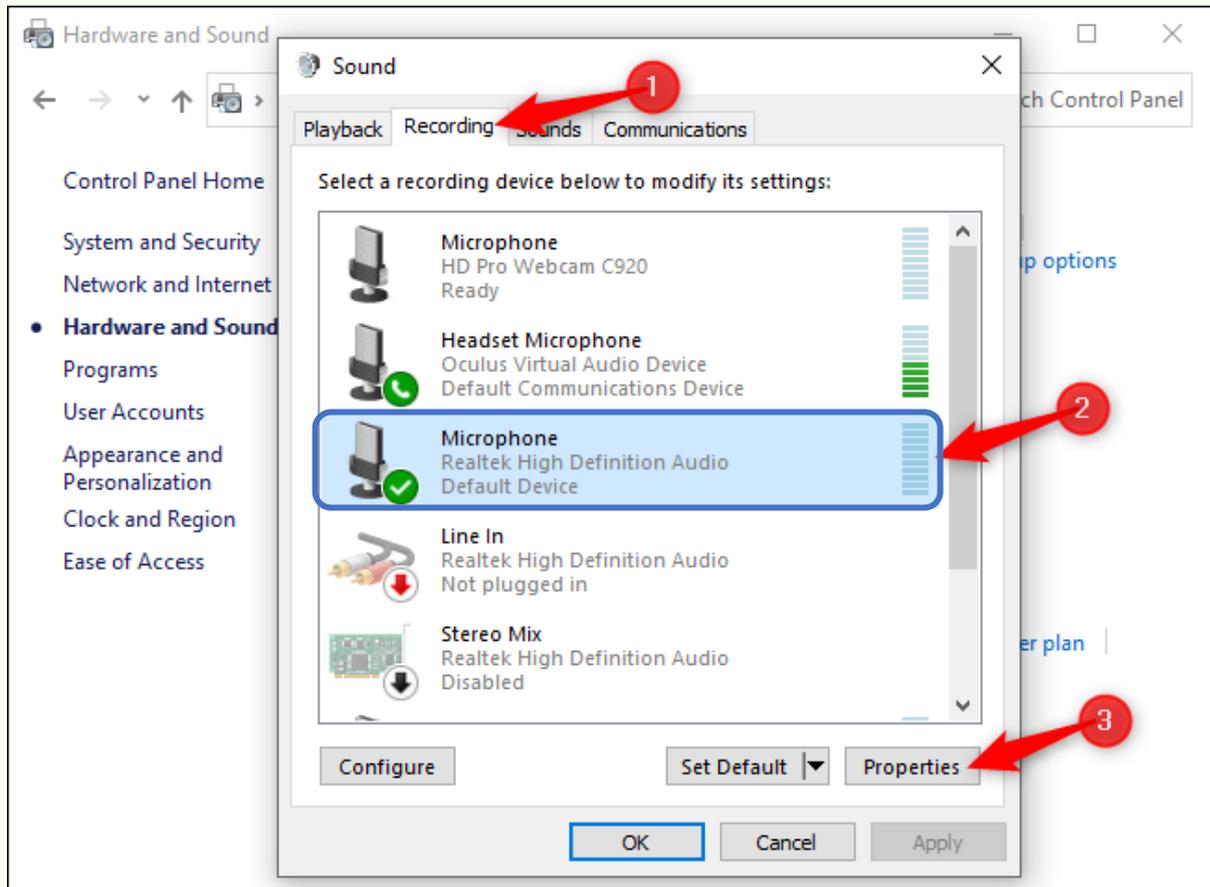
**Open Hardware and sound:** These options are found in the traditional Control Panel. They aren't available in the new Settings app. To find them, open the Control Panel from the Start menu and head to Hardware and Sound > Sound.



**Click on sound:**



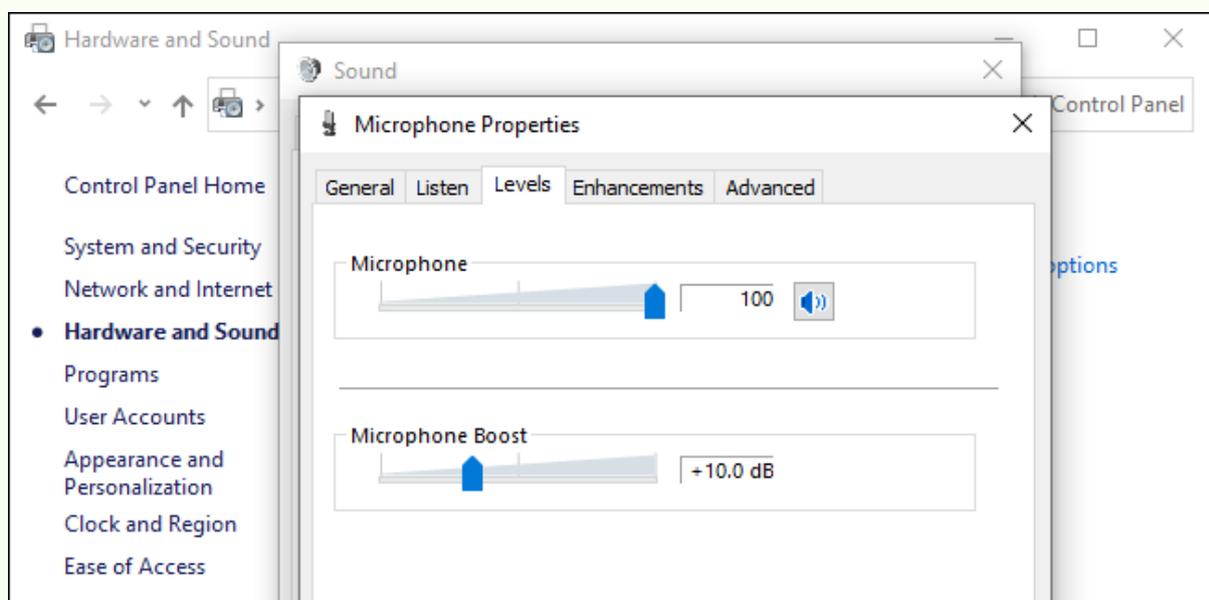
**On Recording Tab, select microphone device and click properties:** Click the “Recording” tab in the Sound window, select your microphone device, and click “Properties.”



**Levels Tab:** Click the “Levels” tab. If you’re dealing with background noise, try lowering the Microphone Boost option—perhaps to +10.0 dB instead of +20.dB. This makes the microphone more sensitive, which means it will have an easier time hearing you, but it will also pick up more background noises.

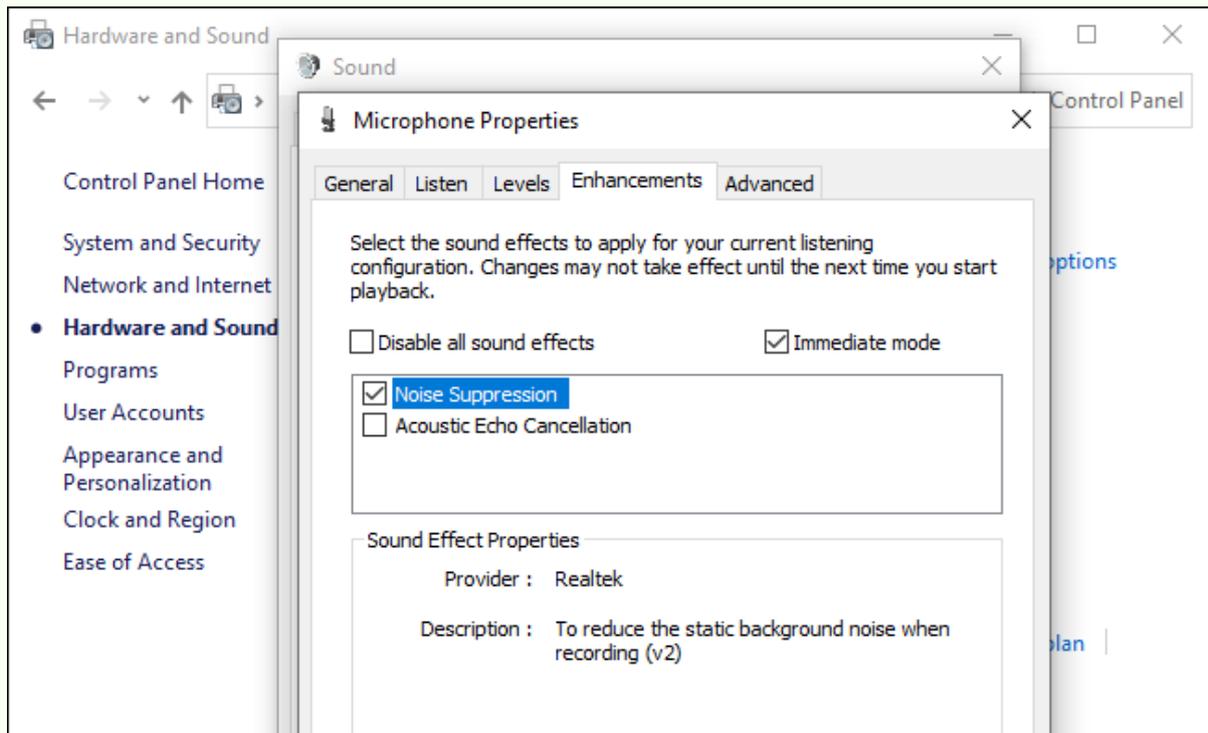
After reducing the microphone boost option, try setting microphone volume all the way to 100. If you lower the boost setting and the microphone is quieter, increasing the volume here will make it easier for people to hear you.

After changing some settings, click “Apply” and test your microphone again to see if it helped things.



**Enhancement tab:** Finally, click over to the “Enhancements” tab. This tab may not be available—it depends on your PC’s audio hardware and drivers. If there’s a “Noise Suppression” or “Noise Cancellation” option, enable it. Other options here may also help reduce background noise—for example, on some the PCs, there was an “Acoustic Echo Cancellation” option that would help reduce echo caused by speakers, if you’re not wearing headphones.

Click “OK” to save your changes and close the window.



## Consider a Noise-Cancelling Microphone

If nothing else works well, you may need a better microphone. Some microphones are designed to filter out or reduce ambient noise. For example, they may have two microphones built in—a primary mic to record your voice and a secondary mic to record ambient noise. They can then filter out the ambient noise. They're often marketed as "noise-cancelling microphones."

Even if you don't pick up a microphone designed specifically for that, a better-quality microphone may be a big improvement in audio quality over a built-in laptop microphone or an old headset you had lying around.