



Pexip
Infinity

Virtual Courtrooms



An tSeirbhís Chúirteanna
Courts Service

Guidance for Practitioners

Introduced in response to the ongoing nationwide Covid-19 restrictions the Courts Service also uses Pexip Infinity to provide additional functionality for certain hearing types. Please allow time to check your connection the first time you use Pexip Infinity, even if you have been using 'Pexip Classic' as different firewall settings may apply.

To ensure the optimum experience, the following guidance applies:

1. Please treat the virtual courtroom as you would a bricks and mortar courtroom.
The rules that apply in court, such as no recording or image capture still, apply in a virtual court unless the Judge gives an individual explicit permission for them to be waived.
2. The court office will advise where connection details can be found or forward the virtual courtroom connection details to the judge and legal representatives in individual cases. See below for your connection details to which this email refers.
3. Parties may be asked to provide an undertaking not to disclose the access details to that specific court and abide by the normal rules of court (no recordings or taking of pictures). They must be on mute with their camera turned off during court proceedings. They must not connect by phone call.
4. Parties who intend to connect to a remote hearing may find it beneficial to forward their names to the Registrar so they can be identifiable during court proceedings.
5. Allow yourself time to access the virtual court (5 minutes in advance) so that you are already in the virtual courtroom by the Court start-time. Once you have accessed the virtual courtroom mute your sound by using the mute button. Please be aware that some lists are now allocated time slots— details will be published on Legal Diary.
6. Oaths and Affirmations: If you are a witness and you wish to take an oath on a bible or other sacred text, you must have this text with you during the virtual hearing. Before taking the oath you will be asked to hold this text up to ensure it can be seen by the court. The oath or affirmation will have the same legal effect as it would when taken in a physical courtroom.
7. Your name will be displayed with your video image—usually this is what you enter when you join the virtual courtroom, but it is dependant upon the method you use to join. Please ensure your full name (first name, then surname) is entered. If you are a solicitor please add solicitor company you are representing or if you are counsel, please ensure you use BL or SC after your name –eg: Name, Title, Solicitor Company.
8. **Please place yourself on mute if not addressing the Court.**
9. Ensure that you are joining the virtual courtroom with your camera and microphone enabled from a quiet room with appropriate lighting so your face can be clearly seen.
10. The 'Pexip Infinity' VMR solution runs on tablets, PCs and mobile phones. Your signal strength will determine the quality of your participation. However if there is an issue with the quality of your signal, you may be asked to switch off your camera so that the Court can hear you clearly. Tablets and laptops to be used where possible to optimise sound quality.
11. Please see next page for details of the minimum system specifications required to access, and some general tips for improving your video conferencing experience.

Connection Details

Date and time:	xxxxxxxxxxxx
Browser Link:	https://confpool.remotecourts.ie/webapp/conference/XXXXXXXX@remotecourts.ie
From a Pexip Infinity Connect client:	XXXXXXXX@remotecourts.ie
From a VC endpoint or a Skype/Lync client:	XXXXXXXX@remotecourts.ie

Technical Requirements

The virtual courtroom is provisioned to facilitate connection from a laptop or PC with Chrome internet browser (camera & microphone required). The Pexip Infinity virtual courtroom also supports connection from traditional video conferencing endpoints, Skype for Business and an assortment of available video technologies. Connection is also available from smartphones & tablets using the dedicated Pexip Infinity App. If using an internet browser it is recommended to run Pexip Infinity on Chrome.

Baseline Minimum Hardware Requirements: (Higher spec machines recommended for performance)

2.0-Ghz dual-core Intel Core i5 or later Free disk space of 1GB or more 4 GB of RAM free physical 2GB

Network Bandwidth Requirements - Video Quality

High - 1280 kbps (HD) Med - 768 kpbs (SD) Low - 384 kpbs (SD)

Tips for improving your video conferencing experience

- Ensure that your internet connection for the virtual courtroom is strong, stable and meets the requirements specified. A stable internet connection is key to achieving a successful video call and avoiding disruption
- Test your connection in advance. Your assigned virtual courtroom will be opened 10 minutes in advance and you may use the connection detail to test your access prior to the sitting. The virtual room will close following completion of the sitting.
- Ensure all applications on your laptop or device are closed, apart from your video stream. Additional applications may interfere with the quality of your video call and access to the virtual courtroom.
- Be aware of how you appear to others on the call.
Camera should be as close to eye level as possible with shoulders and head centred is the recommended position. You image will be displayed in the bottom right corner of your screen.
- When not actively speaking in the virtual courtroom, you should **mute your microphone** to reduce feedback and unwanted background noise.
- Clear sound is essential for a good conferencing experience.
The microphones on modern laptops are sensitive and it is not advisable to get too close. It is likely you will improve the sound quality for other users by sitting back slightly from your device, or alternatively using a headset /ear buds with built-in microphone.
- You should also ensure your laptop volume is not too high as this will cause feedback for other users. Try reducing your volume to the minimum that is acceptable to your ears, using headphones is an alternative if feedback becomes an issue.
- Lighting will make a significant difference to how you appear to others on the conference. You should ensure you have a good light source directed towards the face **and avoid** having any light sources behind, to the side or directly above you. It is especially important to make sure windows and daylight sources are not behind you.
- Any daylight source behind you will overwhelm the camera on your laptop and you will not be easily visible. Use of a ring light or other light source behind the camera will help significantly.

