

**CALIFORNIA COURT REPORTERS ASSOCIATION
OWNERSHIP OF THE PROFESSION - 2003**

"TROUBLESHOOTING INTERACTIVE REALTIME"

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I. HARDWARE ISSUES (RECEIVE - ATTORNEY COMPUTER)

COM PORT NOT AVAILABLE

There are three possible reasons why this error message appears: COM Port is in use by another program, the port is disabled or the incorrect com port is selected.

A. COM PORT IS IN USE BY ANOTHER PROGRAM.

Many PDAs (Palms, Handsprings, Blackberrys) utilizes software that reserves COM 1 for automatic synchronization with the laptop. This blocks the COM Port for the reporter sending a realtime feed. The conflicting software needs to be disabled prior to a realtime session. The IBM ThinkPad will often have the infrared using the Com Port and will need to be disabled.

TO DISABLE, check the task bar in the bottom right of the Windows desktop for an icon, such as for HotSync. Right click on the icon and select "close" or "exit." DO NOT REBOOT, as it will enable this program again. When the attorney reboots, the program will once again be available for their use.

IF THE ICON DOES NOT APPEAR on the task bar, press CTRL+ALT+DEL to open the Windows Task Manager. You can close out the PDA software program there by highlighting the HotSync program line, clicking on it and selecting "yes."

You may also click on "Start - Systems - Hardware - Device Manager - Communications Port ," then right click on the HotSync program and click on "disable."

B. COM PORT IS DISABLED.

Again, first check that the laptop's infrared and PDA synch software is turned off.

Check the availability of the attorney's serial port by opening the Windows Device Manager to check for COM Ports functionality. Use the procedure above. However, depending upon the version of Windows you are running, the procedure of

getting to the Device Manager may be slightly different.

Once you are in the Device Manager, click on the + tab next to “Ports (COM and LPT) and it will list the devices using the COM ports. You should see “Communications Port (COM1) or COM2, etc.

Note, finding a COM Port listed in the Device Manager does not mean the COM Port isn’t in use by an application. Again, you must disable the HotSync or infrared programs that may be interfering with the use of the COM Port for our purposes.

C. INCORRECT COM PORT IS SELECTED.

You can verify that the correct COM port is selected by, once again, going to the Device Manager, as described above. After clicking on the + next to “Communications Port,” there will be in parenthesis a 1, 2, 3. Whichever COM port is indicated is the COM Port that must be selected by the attorney in their software.

RECEIVING NO TEXT FROM REPORTER

A. Is the attorney’s infrared disabled? Some laptops come equipped with an infrared capability which, when enabled, interferes with COM 1. Often, the infrared is disabled by default, but sometimes it is enabled. This problem is commonly found in the IBM ThinkPads.

In order to disable the infrared port on the IBM ThinkPad:

- Go to Start menu, select “Programs” and choose ThinkPad Features.**
- Select the icon displaying a ThinkPad. On the left side of screen, select the infrared option. Select and choose “Disable.” No to restart prompt.**
- Select Serial Port icon , enable serial port. Press OK.**
- Exit ThinkPad features. Restart system to allow changes to take effect.**

To disable infrared on other laptops, look in the taskbar in

the bottom right of the Windows desktop, as there may be an icon to click on. If not, check the manufacturer software on the laptop (often there is a shortcut on the desktop) or go to the Device Manager (described above).

B. Try rebooting with the cable already attached to the serial port.

- Many Toshiba laptops will not recognize anything on the COM port unless it was attached before the computer was turned on.

Note, ensure that your PDA software HAS NOT been restarted upon reboot.

C. Check to see that the cables, adapters and data share devices are securely connected.

D. USB-to-Serial Adapter may not be compatible with the version of receive software.

ATTORNEY COMPUTER HAS NO SERIAL PORT

More often now attorneys are appearing at depositions and/or court proceedings to hookup with a laptop that does not have a serial port, only a USB. In order to connect to our serial output, they will need to use their "port replicator," similar to a docking station, or use a USB to serial adapter.

COM Ports for USB devices are generally defined as COM 4 and above, even through COM 9. Once again, the COM port must be defined and selected in the attorney's software. Most often now, the vendors' software automatically recognizes and selects the correct COM Port.

Windows NT does not have native USB support. As a result, most USB-to-serial adapters don't work on Windows NT. A PCMCIA serial I/O card may be advisable on such systems.

If the attorney does not have a port replicator, they will need to connect via a USB-to-serial adapter. Most of the

adapters listed below can be purchased through the specific manufacturer's Web site. These devices may also be purchased from computer retailers.

Newer laptops often do not contain serial (9-pin) ports. Below is a list of the various USB to Serial adapters you can use to connect to a real-time transcript with your USB port, from "most recommended" at the top, to "least recommended" at the bottom. Most of these adapters below can be purchased at computer/electronic stores or online. We've listed the specific manufacturer's website in the Manufacturer column. The adapters can also be purchased at various computer retailers, such as www.cdw.com, www.compUSA.com, www.officedepot.com, and www.computers4sure.com.

Manufacturer		Compatibility and Notes	Price
IOGear www.iogear.com Part # GUC232A		<ul style="list-style-type: none"> • Compatible with Windows 98, ME, 2000, and XP. • Small and compact. • This model comes highly recommended by some LiveNote Service Providers and is smaller and less expensive than the Belkin adapter. 	\$39.95
Belkin www.belkin.com Part # F5U103		<ul style="list-style-type: none"> • Compatible with Windows 95, 98, ME, 2000, and XP. • The adapter itself is considerably larger than competing brands. • This is the most widely known manufacturer and we've found that Belkin users, for the most part, have a trouble-free installation. 	\$59.95
Belkin www.belkin.com Part # F5U109		<ul style="list-style-type: none"> • Compatible with Windows 98, 98 SE, ME, 2000, and XP. • Smaller and lighter than the Belkin F5U103. • This is the most widely known manufacturer and we've found that Belkin users, for the most 	\$29.95

		part, have a trouble-free installation.	
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Targus www.targus.com Part # PA088U		<ul style="list-style-type: none"> • Compatible with Windows 98, ME, 2000, and XP. • Somewhat larger than IOGear, longer cable. • This device is becoming popular with our clients and there don't appear to be any usability or compatibility problems. 	\$39.99
Deluo www.deluo.com Part # USB2S		<ul style="list-style-type: none"> • Compatible with Windows 98 SE, ME, 2000, and XP. • About the same size as the IOGear adapter. • We tested the Deluo adapter on Windows 2000 and it worked without any problems. 	\$19.90
Sewell www.sewelldev.com Part# n/a		<ul style="list-style-type: none"> • Compatible with Windows 98 SE, 2000, and XP • Very reasonably priced and installs quickly. • We tested the Sewell adapter on Windows 2000 and it worked without any problems. 	\$20.00
Aten www.aten.com Part # UC232A		<ul style="list-style-type: none"> • Compatible with Windows 95 OSR SP1 or later, 98 SE, and 2000. • About the same size as the IOGear adapter. • Some users have reported bad 	\$29.90

		experiences with the device and Aten's support. <i>Note: cannot be purchased from Aten's site.</i>	
Radio Shack www.radioshack.com Part # 26-183		<ul style="list-style-type: none"> • Compatible with Windows 98, 98 SE, ME, 2000 and XP. • Has a 6-foot cable. • This unit performed intermittently during LiveNote's tests and on client sites – <i>it is not recommended for LiveNote use.</i> 	\$39.99
Keyspan www.keyspan.com Part # USA-19QW		<ul style="list-style-type: none"> • Compatible with Windows 98, ME, 2000, and XP. • Only slightly larger than the IOGear • This unit has performed very sluggishly in LiveNote's tests and on client sites – <i>it is not recommended for LiveNote use.</i> 	\$59.00

- ***USB-to-Serial Adapters only work on Ver. 8.1 or higher in LiveNote.***

II. SOFTWARE ISSUES (RECEIVE - ATTORNEY COMPUTER)

A. CAT SYSTEM SELECTION

- ***Under realtime options in the receive software, you may need to remind the attorney to select your specific CAT software.***
- ***All receive software is compatible with CaseView output from our CAT systems, so you should always output to CaseView.***

B. SETTING UP REALTIME SESSION

- ***Select CaseView under the realtime options or court***

reporter settings, unless the reporter is not outputting to CaseView.

- Baud rate should be set at 2400.**
- Select lines per page.**
- Input page number (if numbering consecutively)**
- Click on the connect icon.**

C. RECEIVING DEMO TEXT INSTEAD OF LIVE TEXT (Specific to LiveNote software)

LiveNote software arrives to the attorney configured to receive text from the serial port and is receiving it from the simulation file instead. You will need to change the configuration.

First go to the “Options” menu in LiveNote, select “Realtime Options,” then “Connection,” and change Current license to serial.

D. IDENTIFYING COM PORTS IN RECEIVE SOFTWARE

In the receive software under the realtime options or court reporter options, you may select the appropriate COM Port.

E. NO TEXT BEING RECEIVED

- Has the attorney clicked on the connect button?**
- Is the correct COM Port selected?**
- DSD port or cable splitter may be damaged.**
- Cable may be bad.**
- Reporter may be using wrong cables, cross-over versus straight-through.**

E. TEXT DOES NOT WRAP TO NEXT LINE

- Ensure that vendor software and CAT software have the same CAT system selected.**
- You may need to select the generic “ASCII wrap” CAT system to resolve this issue.**

F. RECEIVING GARBLED OR GARBAGE TEXT

- **The incorrect CAT system is selected.**
- **The incorrect baud rate is set.**
- **Cables may be damaged.**

IV. HARDWARE ISSUES (SEND - REPORTER'S COMPUTER)

A. COM Ports

- **Make sure correct COM Ports are selected for both input from writer and output to realtime. If using USB ports for realtime input and output and sharing these USB ports with other peripheral devices, you will need to check the COM Ports upon each realtime session.**
- **If using PCMCIA card, be sure that it is seated securely.**
- **Be certain to plug your input and output into the same COM Port, or you will need to change your options for COM Port.**

B. USB-to-Serial Adapters and PCMCIA Cards

- **These devices most likely will need to be used in lieu of a direct serial cable for either or both input and output of realtime. Buy the USB-to-serial adapters that have a light so you can troubleshoot more effectively any problems with data sending.**
- **Some CAT software does not work efficiently using a PCMCIA card and a USB-to-serial. Realtime is very slow.**

C. MULTIPLE USE OF USB PORT(S)

- **If using your USB ports for peripheral devices other than for realtime, such as scanners, cell phone, PDA, you will need to verify in your realtime options that the COM Port has not changed back to COM1.**
- **If using your only two USB Ports for input and output of realtime and using your cell via the USB port to e-mail files, you may wish to purchase a USB hub to accommodate all devices you are using off**

your USBs. If not, you may will most likely need to reboot to reestablish the correct USB port for realtime if you use your USB for another device during your realtime session.

D. REALTIME CABLES (straight-through and cross-overs)

- ***Stenograph, CaseView cables are cross-over. Stenograph Catalyst software systems WILL NOT work with straight-through cables. All CAT systems WILL work with cross-overs. Most CAT vendors sell straight-through cables.***

E. ELAN MIRA DRIVER NOT LOADED

- ***Connect and turn on your Mira in order to avoid this error message.***
- ***If the error message occurs, disconnect the writer cable to computer, turn off computer, reconnect the cable and reboot the computer.***

IV. SOFTWARE ISSUES (SEND - REPORTER'S COMPUTER)

A. REALTIME OPTIONS IN YOUR CAT SOFTWARE

- ***Select output to CaseView on your CAT options, as all receive software will receive this output format.***
- ***Select 2400 baud rate. (StenoCat is defaulted to 9600)***
- ***Be certain that you have selected the correct COM Port for both input and output of realtime. If using USB Port(s), most likely your COM Port selection will be above 4.***
- ***Slow realtime may be caused by running Norton AntiVirus version 4.0 and above. You may need to disable the Norton AntiVirus Auto-Protect feature.***
- ***Sometimes realtime may disconnect from writer to computer after a few minutes without writing or may not output to receive software. If this happens, you may need to disable the power saving features of your computer. Some computers are setup to power***

down components of the computer, such as serial or PC Card Ports when not in use. This is set up to conserve battery power. You will need to disable the “suspend” or “hibernation” timeouts. Go to “Power Options” under Control Panel to disable hibernation.

- Catalyst users must select Save to CaseView so the end user will be able to save their realtime CaseView file.**

B. SPECIFIC CAT REALTIME OPTIONS

- Check with your vendor about any specific issues that may arise with your CAT software.**

V. BASIC COMMANDS FOR ATTORNEYS TO USE IN RECEIVE SOFTWARE.

Basic functions that attorneys may ask you about are scrolling back in text, getting back into realtime, searching, marking a line of text, closing out the file.

A. CaseView

- Scrolling back - page up or arrow up.**
- back on line with realtime - CRL-O or click “Online” button.**
- Searching - CRL-B, then type in word. Search again for next entry, press F3 or “Repeat Search” button.**
- Mark a line - F5.**
- Back to last Question - CRL-Q**
- Back to last Answer - CRL-A**
- Saving file - Click on “File”, close, go through commands.**

B. Summation

- Scrolling back - ESC or home**
- Back on line with realtime - ESC or end**
- Searching - type in word at Quick Search Box. Search again for next entry, click Search button.**
- Quick Mark - Spacebar. To revisit Quick Mark text, click on the “Previous” button on Realtime toolbar.**

- Saving file - Click “Disconnect” button.

C. LiveNote

- Scrolling back - Esc or “Scroll” button.**
- Back on line with realtime - Esc or “realtime” button.**
- Searching - CRL-F or “Search” icon, Quick Find - then click “Match Case.” Search Again for next entry
CRL-D to search down or CRL-SHIFT-D to search up.**
- Quick Mark - spacebar. To revisit Quick Mark text,
CRL-D to search down or CRL-SHIFT-D to search up
after select “Quick Mark“ box.**
- Saving file - ALT-F exit will save the realtime
session and exit. To Save the realtime session and
remain in LiveNote, got to File, save as, file name or
click on the “Disconnect” button.**

D. Binder

-AutoMark Annotations – Prior to or during the session, program the buzzwords that will trigger the AutoMark feature. Go to Tools | Options and select the Realtime tab. From there, go into AutoMark Options and enter multiple words and assign appropriate issue codes. During the session, when any of these words are spoken, Binder’s Realtime Connector will display the issue code on screen.

-Search – For maximum simplicity, the only active search feature during realtime is CTRL + F (i.e., control-find) tool. Simultaneously press the CTRL key and F key on your keyboard. In the Find box that opens, type in the word. Once you click Find Next, the realtime feed will automatically Pause and the instances of the chosen word will be shown. When finished, close the Find box and press the Pause botton to resume the realtime feed.

-Disconnect & Reconnect – The Realtime Connector in RealLegal Binder allows you to disconnect a realtime

transcript during a session break. Simply click on the Disconnect button on the realtime toolbar. To reconnect to the same transcript later, select the appropriate transcript from the Project Tree and choose Transcript | Connect to Realtime from the main drop down menu. All of your work is preserved.

VI. GETTING ON-LINE WITH RECEIVE SOFTWARE (RECEIVE)

A. CaseView

- **Open CaseView program.**
- **Check Options, system options, CAT system, baud rate, COM Port, mark context (this defines lines to be included in reporters before and after Quick Mark.**
- **Click “Realtime” button.**
- **Waiting for reporter to send text.**

B. Summation

- **Launch Summation**
- **Click on the “Realtime” button.**
- **Type in the witness name for file name, last name first. Click OK.**
- **“Get Connected,” realtime setup wizard screen appears. Click Next.**
- **“Setup Options” screen appears. Select “I want to connect locally to the Court Reporter’s Realtime Computer.” Click Next.**
- **“Connect Locally” screen appears. Summation will locate the available COM ports on computer.**
- **Click the “Court Reporter Settings” button. “Properties” window opens. Source: serial. Steno feed: CaseView. Port: COM1 or appropriate port. Baud: 2400, leave bits and parity alone. Click OK then Next.**
- **Realtime Window opens. Reporter sends text. Version 2.0 or prior, reporter must send an entire line of text during test process within five seconds. Version 2.5 accepts word input without timing out.**

- **If realtime connection is not made, “No feed detected” screen will display. Click the “Back” button to return to the “Connect locally” screen. Select another COM Port or click the “Court Reporter Settings” button to adjust the settings in the “Properties” window.**

C. LiveNote

- **Open the LiveNote program double click on the icon. (Using Windows 95) Click on the Start button. Select Programs, choose LiveNote and double click on the icon.**
- **Select your case by double clicking on the case title or click on the case title once and press OK.**
- **Go to the Options menu. Select Realtime. Make sure the Current License field is set to Serial.**
- **Change the CAT system to CaseView or the Realtime software being used by the court reporter. Press OK.**
- **To change any option, use the dropdown menu at the end of each field for available choices.**
- **Click on the New Transcript button on the toolbar or go to the Transcript menu and select New.**
- **Name the day’s transcript, i.e., Doe, John.**

*** Make sure that the start page number and the number of lines per page is correct. Click OK.**

- **Click the Connect icon on the toolbar or open the transcript menu and select connect.**
- **When the dialog box appears, it will display the realtime condition and a serial connection. Press Yes to accept the conditions and complete the connection. You are ready to receive.**
(If you are using LiveNote Full Text and are planning to use the Full Text Query feature during realtime, go to the Options menu, select Index and choose Before Full Text Query. This will ensure the index is updated before each full text query performed.

D. BINDER

- **Click on the New Realtime Transcript from the New drop-down tool on the menu bar.**
- **Follow the prompts and enter Transcript Properties.**

VII. QUESTIONS REPORTER/FIRM SHOULD ASK WHEN SCHEDULING AN INTERACTIVE REALTIME PROCEEDING.

- A. Will you be bringing your own computer?**
- B. If so, what realtime software do you use?**
- C. Do you have a serial port available?**
- D. If not, do you have a USB Port available or a replicator available?**
- E. If you only have a USB Port available, do you have a USB-to-Serial adapter and its driver loaded?**
- F. If you have no adapter available, you will need this device and driver installed to receive the realtime feed.**
- G. Would you like us to purchase the adapter for you and have our reporter load the driver before the realtime session?**
- H. If so, you will need to arrive 30 minutes prior to the deposition. We will charge you \$40.00 for the adapter.**
- I. Will you be requiring the reporter to e-mail a cleaned-up ASCII or E-Transcript file to you and/or others from your office?**
- J. If yes, within what time period after conclusion of the deposition do you wish this file e-mailed?**
- K. What is your e-mail address?**

VIII. LOADING USB DRIVERS

All the USB-to-Serial adapters come with explicit instructions for loading the driver. I have not had any difficulty following their instructions. Give yourself 30 minutes prior to the deposition to load. Sometimes the Wizard will recognize the new hardware and you will not need to load the driver. If not, follow the instructions. Practice ahead of time, if you haven't done this before.

IX. WEB SITES AVAILABLE FOR TROUBLESHOOTING

INTERACTIVE REALTIME

- A. Stenograph www.stenograph.com**
 - **Go to support and you can enter phrases to search database of information.**
- B. LiveNote www.livenote.com**
 - **Go to**
- C. Summation www.summation.com**
 - **You must have a user I.d. to use their Web site**
- D. ReaLegal <http://reallegal.com/binderProdInfo.asp>**