

**FLBA**

**Video Conferencing / Remote Hearings**

**Guide for Advocates**

**Instructions for use of CVP**

**Version 3.4 – 20 August 2020**

**These instructions may, from time to time, be updated and readers should consult the FLBA website where any updated instructions will be published**

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## **Introduction**

1. CVP is an online video conferencing platform provided by HMCTS. It is a forerunner to a more comprehensive video hearing platform that was in development by HMCTS before the Covid-19 pandemic. HMCTS released CVP on an urgent basis to provide a preferred video hearing platform while access to physical courts rooms was prohibited/restricted. It is an alternative to Skype for Business [SFB], Microsoft Teams, Zoom and Lifesize. CVP is, alongside Skype for Business, the preferred platform for HMCTS, although under the terms of the Remote Family Court Protocol it is the case management judge who decides what platform is to be used. It is secure and GDPR compliant.
2. CVP can be used on Windows and Mac computers and on Apple, Windows and Android tablets and smart mobile phones. HOWEVER, there are significant restrictions on the functions available for use within CVP when accessed on a smart phone, iPad or with a laptop that is not using a recommended web browser. *The device that you use and the software that you choose will determine the functions available to you once you have joined the hearing.*

## **How to Access CVP**

3. You will receive an email from the court that contains an invitation to join a CVP hearing as a “Guest”. The email will include a link, a meeting code (“HMCTS” followed by a series of numbers) and possibly a PIN number.
4. When you receive the email invitation, you can on most devices add the hearing to your calendar and the email link to the hearing will be copied into your calendar. There are advantages to adding the invitation to your calendar, as the link will be easily accessible within the calendar, and you will not need to search your email inbox to find a link that might have been sent some days previously.
5. Once entered into your calendar, the weblink for the hearing will be stored. The link should appear something like this:

Please copy this link into Google Chrome browser to join the CVP Demo.

<https://join.meet.video.justice.gov.uk/HMCTS/#/?conference=hmcts459@meet.video.justice.gov.uk>

Also additional guidance is available on the .Gov site to assist you logging in.

6. CVP can be accessed by mobile phone, tablet and laptop/Macbook. For optimum participation at a remote or hybrid hearing, we recommend that CVP is joined using a laptop/Macbook. We take this view as it is necessary, when acting as an advocate in a trial, to use the 'PRESENTER' features of CVP. There is an inferior 'PDF' sharing feature available (see below) but that is not in our view an adequate substitute and FLBA members should not deny themselves full access to the functions of CVP by their choice of device or choice of software.

## **Using a Mobile Phone**

7. If you are using your mobile phone, there are 2 ways to join a CVP hearing:
  - (a) Download the Pexip Infinity Connect app and install that on your telephone.  
Then:
    - Copy and paste the link for the CVP hearing into the Pexip app.
    - Follow the instructions in the Pexip app to join the hearing (see below).
    - If you have copied the hearing weblink into your calendar, *and* granted Pexip access to your calendar in its settings, Pexip is likely to have the meeting already available when you open the app/click the reminder.
  - (b) As an alternative to using Pexip, you can copy and paste the URL for the hearing into the web browser on your phone.

*If you are using a mobile phone, we recommend that you download the Pexip app as your mobile phone browser is not designed for use with video conferencing platforms whereas the Pexip app is purpose built for video communication.*

## **Using an iPad**

8. If using an iPad, you join a CVP hearing in the same way as if you are using a mobile telephone:
  - (a) Using the Pexip app;
  - (b) By pasting the URL into your web browser, or
  - (c) By access via your calendar.
9. HMCTS instructions for using the Pexip app are found within the HMCTS guide to CVP at:

<https://www.gov.uk/government/publications/how-to-join-a-cloud-video-platform-cvp-hearing/how-to-join-cloud-video-platform-cvp-for-a-video-hearing>

10. The latest user guide for the Pexip app is found at:

[https://docs.pexip.com/files/v22/Infinity\\_Connect\\_Mobile\\_Userguide\\_v1.5.pdf](https://docs.pexip.com/files/v22/Infinity_Connect_Mobile_Userguide_v1.5.pdf)

11. When using the Pexip app, you have control of your own sound and camera but you do not have access to the 'PRESENTER' functions (see paragraph 37 below). You do have access to the 'PDF' function but, for the reasons described below, we are of the view that this tool is not adequate for sharing documents at a remote hearing.

### Accessing CVP via Google Chrome or FireFox on an iPad

12. We have tested CVP using an iPad Pro on the Safari app, Google Chrome app and the Firefox app.
13. On Chrome and Firefox it was possible to connect into the CVP hearing but, once connected, the only function available is the ‘chat’ function. Both sound and vision do not work.
14. Sound and vision do work when joining through Safari. However, ‘Presenter’ functions are not available through either the Pexip App or Safari. This limits the effectiveness of advocacy at remote hearings conducted via an Ipad. We have expressed our concerns about this limitation to HMCTS and requested that CVP be upgraded to provide full functionality to Ipad users by whatever means the developers of CVP can achieve.

### Using a Microsoft Surface Tablet

15. We have tested CVP using a Surface Pro tablet. When CVP is accessed using Google Chrome on a Surface tablet, the tablet has full functionality equivalent to joining CVP on a laptop/Macbook.

### Using a Laptop or Macbook

16. CVP will operate on a laptop/Macbook using the following web browsers:

- (i) Google Chrome
- (ii) Firefox
- (iii) Safari
- (iv) Opera
- (v) Edge

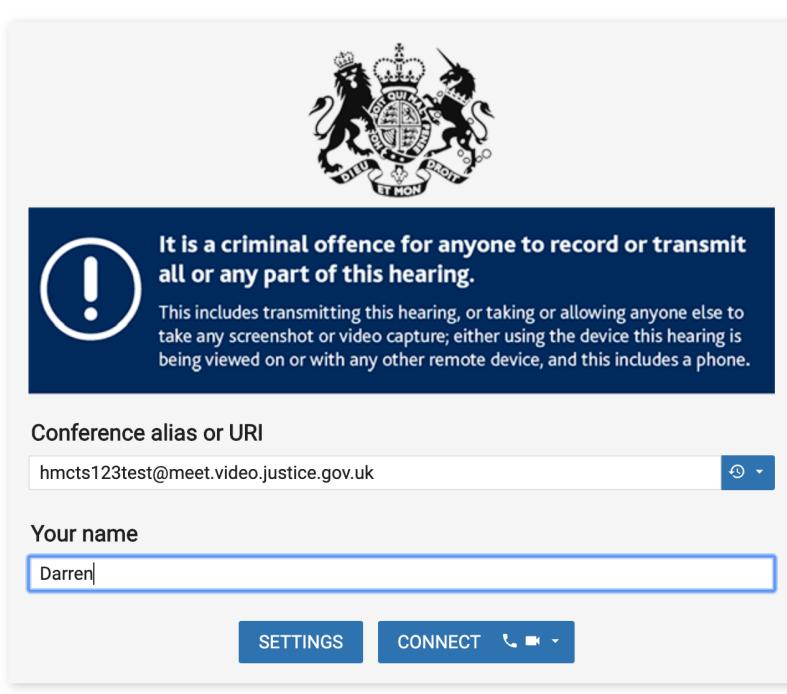
17. *However, you MUST access CVP using Chrome or Firefox to have access to the in-meeting features that you will need as an advocate appearing in a trial. The ‘Presenter’ options are available through Firefox but Chrome has better usability. If you access CVP from a laptop using any browser other than Google Chrome or Firefox, you will not be able to use the ‘Presenting’ feature that allows*

you to share specific items from the screen on your laptop – such as pages in the electronic bundle or pages on cloud based systems such as Caselines. You may be able to upload individual small PDFs, or images, but you will find this a slow, cumbersome and an inadequate process if appearing in a trial.

18. **Important:** Before joining a CVP hearing, ensure that you have visited the settings, security or preferences menus on your device and have authorized Google Chrome and/or Firefox to access your camera and microphone.
19. **Important.** When using the ‘Presenter’ feature for the first time, you will need to grant CVP ‘screen recording’ permission in the settings, security or preferences menus on your device. This permission cannot be granted during your first CVP hearing. The software will ask you to grant Chrome/Firefox these permissions the first time you attempt to share your screen BUT the permissions will have no effect until you have left the hearing, closed and restarted Chrome/Firefox and then rejoined the hearing. Therefore, we recommend that you grant Google Chrome and Firefox ‘screen recording’ permissions before you join your first CVP hearing. You should check you have done this successfully, or grant these permissions for the first time, at a CVP user test requested before the start of a CVP hearing (see paragraph 54 below).
20. **Also**, close down all other browsers – for example: if you are on an Apple device close down Safari completely by selecting ‘quit safari’ in the Safari menu or press ‘cmd and Q’ together when Safari is the open window in use on the screen. Do the equivalent if operating a windows device running Internet Explorer or other web browser.
21. **Additionally**, if you have been using Zoom, Skype or another video platform, quit those programs so there is no competition for the use of the mic or camera.
22. If you have added the CVP hearing link to your calendar *and* Chrome or Firefox is your default web browser (the one that you always use and your device uses automatically), you should be able to click the link in the calendar reminder

when it appears and you will be taken to CVP.

23. If Chrome or Firefox is not your default web browser, copy and paste the CVP URL hearing link into the browser window once you have opened Chrome or Firefox.
24. Press 'ENTER'.
  - A window should open and invite you to add your name. Type your name as you wish it to appear to other participants:



- Press 'CONNECT' and you will be asked to agree which camera and mic to be used. The default setting is the inbuilt mic and camera in your device. Alternatively, you can click the downward arrow against each selection box to choose the mic and camera you wish to use.
- When you authorize your camera, your face should appear in the preview screen in the box before you. Simple click on 'START'.
- You will then be asked to enter as a guest or as a host. Click 'GUEST' and press connect (to enter as a host you will need to have a host password from HMCTS (this is likely to apply only to fee-paid judges)).

25. You will then be placed in a waiting room and the image of the MoJ building will appear on your screen.

\*\* Please note that CVP can also be accessed via Skype for Business and via Microsoft Teams. It may be, if representing a local authority, that your client department will not be able to access CVP using Google Chrome and will have to join using Microsoft Teams or Skype for Business. Instructions on how this can be done are included in the HMCTS/FLBA online training package for CVP (see paragraph 70 below).

### **Pricing**

26. It costs nothing, other than your data/internet service, to join a CVP hearing as the platform is provided by HMCTS
27. It also costs nothing to download and install Pexip, Google Chrome and Firefox. We recommend that you do so.

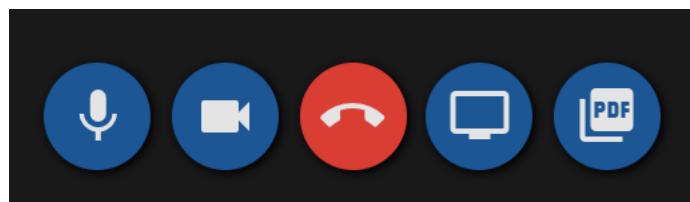
### **Setting-up a CVP Hearing**

28. All CVP hearings will be managed by the Court. It will be necessary for the parties to supply the Court with the email addresses for all those who wish to participate in the hearing.
29. All CVP hearings have an administrator (HMCTS staff), a host (the Judge) and guests (the lawyers, parties and witnesses).
30. The administrator has tools available that are not available to the host or guests. One of these tools enables a video tile of one other participant to be ‘pinned’ or ‘spotlighted’. We have invited HMCTS to make these features available to all participants to enable each to control the appearance of their own screen (as available on other platforms) and to ensure that participants names are visible on each video tile. We have also invited HMCTS to include breakout rooms and an interpreter channel in future updates to CVP. We will update FLBA members should these features become available on CVP or within the Video Hearings Service when that product is launched.

## **In-Hearing Functions**

### **Guest Functions**

31. Most FLBA members will join a CVP hearing as a guest. As set out above, the functions accessible are dependent on the device and the web browser you have used to access the hearing. This guide is prepared on the basis that the advice above has been followed and Chrome or Firefox is used as your web browser for CVP.
32. Your control icons appear along the bottom of the screen.



#### **Mic / Camera Control and Leave Meeting Control**

33. On the very far left you will see a blue arrow pointing left. Press this to hide the chat room and participants list.
34. To turn on or mute the mic:
  - Click the mic icon
  - It will turn blue when working.
  - Click again
  - A line will appear across icon when mic is muted.
35. To turn the video camera on and off:
  - Click the camera icon
  - It will turn blue when working.
  - Click again
  - A line will appear across the icon when the camera is turned off.
36. The red button in the center of the screen is to be clicked to end your participation in the hearing.

#### **Screen Sharing/Presenting**

37. To the right of the red icon you will see a blue icon containing an image of a TV. This is the presenter functions. To share your screen or an application running

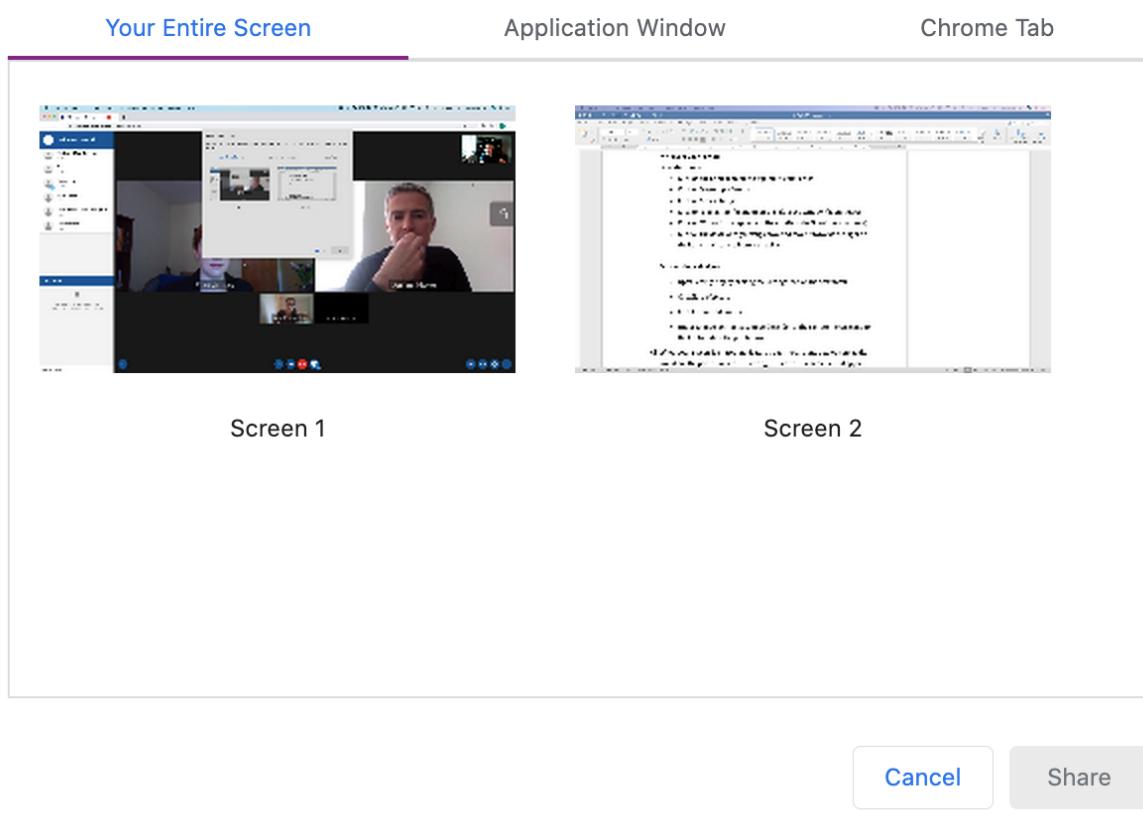
on your screen, click this icon.

38. A new window will appear and you will, if using Google Chrome, be presented with 3 options:

- Share your entire screen
- Share an application window
- Share a Chrome tab

### Share your screen

join.meet.video.justice.gov.uk wants to share the contents of your screen. Choose what you'd like to share.



39. If you are an advocate in a case that is using Caselines, you should open Caselines using Google Chrome so that you can then share your Caselines bundle pages using the 'Chrome tab' option. If you open Caselines using another browser, you will have to share your whole screen, which is something you will not want to do if running other apps and if your own notes appear on the same device.

40. If you have an ebundle that you manage using Adobe Pro DC or other PDF management software, if you have that app open you can show your bundle pages by using the 'Application Window' function. Please note, the PDF

application needs to be open and on your screen. If the application is open but minimized (sitting along the bottom of the screen but not in an open window on-screen) it will not appear as an option when you open 'Application Window'.

41. Once you have selected your preferred way to share bundle pages on-screen, all those participating will see your page, so ensure that pages do not show your own notes or highlighting.
42. If using Caselines with CVP, we recommend that you familiarize yourself with the Caselines guide for remote hearings, available on the Caselines support pages.
43. When acting as an advocate in a remote hearing that requires you to show documents on screen to the judge or witness, we recommend that you increase the size of your cursor:

On a Macbook –

- Click on the apple icon on the top left of your screen.
- Click on 'system preferences'
- Click on 'accessibility'
- Click on 'display' (in the menu on the left of the window that appears)
- Click on 'Cursor' (that appears in the middle of the 3 horizontal options)
- Click on the downward pointing arrow and move it towards the right on the horizontal scale to increase its size.

On a Windows device –

- Open Settings app by clicking the Settings icon on the Start menu.
- Click Ease of Access
- Click Cursor and Pointer
- Under Change pointer size, move the slider to the right to increase and to the left to reduce the pointer size

44. When your screen is shared, navigate through your bundle as you normally would and the participants in the hearing will see on their screens what appears on your screen. Please note, once you start sharing your own screen, you automatically override any previous participant who had been sharing their

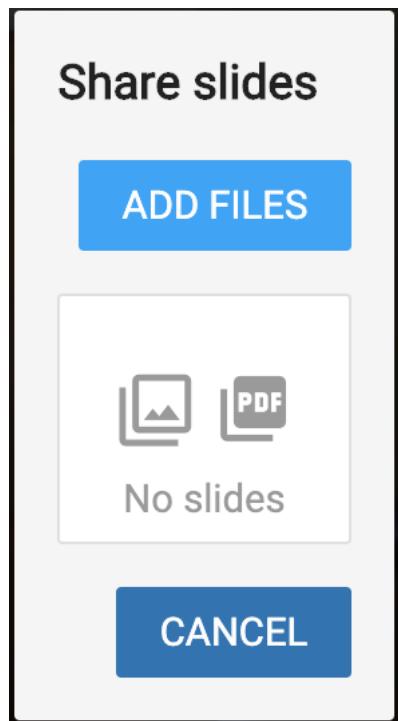
screen.

45. To stop sharing simply click 'STOP SHARE' that appears in a blue tab on the control bar along the bottom of the screen.
46. Firefox does have access to the 'Presenter' functions but they are displayed differently and not so effectively. Therefore, we recommend using Google Chrome when joining a CVP hearing.

### Sharing PDF

47. CVP has an additional function in which you can share a specific PDF or image file from your device storage. This is an inferior method of demonstrating documents and we recommend that it is not used. However, if you have not installed Google Chrome or Firefox, or are using an iPad, it will be the only function available to you to share a document:

- Click on the blue PDF icon

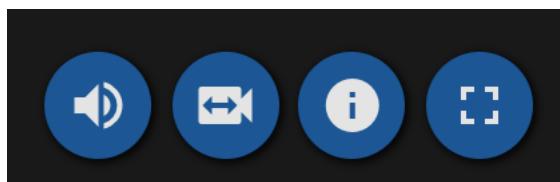


- Click 'ADD FILES'
- Your device storage will open. Double click on the file you wish to share.
- The file will open and appear in a very small window on your screen; so small that you will be unable to read it.
- The other participants who need to read the shared document can click

on the image and select ‘open in new window’. The shared document will then appear in a new window that can be enlarged to a larger view.

- To stop sharing simply click ‘STOP SHARE’ that appears in a blue tab on the control bar along the bottom of the screen.
48. If sharing a PDF using this function, you cannot go straight to a page within the PDF but must scroll through each page using the arrows on each side of the PDF share window. This is slow and wastes time; another reason why we recommend that all FLBA members access CVP using a web browser that grants full access to the CVP presenter functions.

#### Volume, Change Camera/Mic Settings, Call Statistics and Full Screen



49. No instruction is required for these icons. Simply click and information appears. The icon on the far right changes the screen size. Press this to enter ‘full screen’ mode. We recommend that you do not use ‘full screen’ mode as there will be tasks, other than watching the video feed, that you will be performing on your laptop when acting as an advocate in a remote hearing.

#### Host Functions

50. If you are authorized as a host of the CVP hearing, at the top of the participants box you will see an icon of 3 horizontal lines:
- Click on the icon
  - A menu of host functions appears
51. The host is able to lock the conference or mute all participants. By clicking each participant in the list that appears in the participant window, the host is able to mute or expel individual participants.
52. **Important.** You should invite the host to require the hearing administrator to set the video tile view that the parties believe is most appropriate for the hearing. Prior to the commencement of a hearing, invite the administrator to

demonstrate each of the various options for displaying the video tiles and agree which is to be used. Ultimately the Judge will decide but do not be shy in reminding the Judge that you may wish to view tiles that she/he does not.

53. **Important.** In common with other video conferencing platforms, CVP will automatically show the video tile emitting an audio signal. Therefore, all parties not required to speak at that time should mute their microphones. This will then show the video tiles of those speaking. CVP does not respond as quickly as other platforms and the video-tile feed cannot be changed/pinned/spotlighted other than by the Administrator - so audio interruptions should be kept to a minimum so as to avoid changing the video tile display.
54. **We recommend that all advocates invite the Court to list a CVP test hearing either 60 minutes before the hearing in the case is due to start or, preferably, on an earlier date.** As practitioners become familiar with the functions of CVP, the need for these test hearings will reduce. However, as CVP is not a platform available to advocates unless provided by HMCTS, there is no ability for advocates to practice using its functions; practice that is in our view essential for a remote / hybrid hearing to operate smoothly.

### **Recording**

55. CVP has an in-platform recording function that can be used when the judge is not sitting in a court room. If the judge is sitting in a court room, HMCTS guidance requires the sound from a CVP hearing being recorded on the in-court DARTs or DARs system.

### **Interpreter and Intermediary Channel**

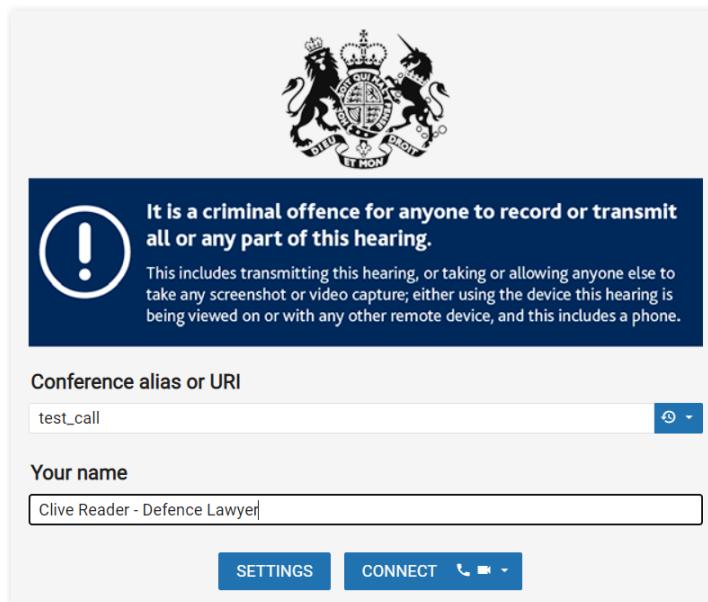
56. There is currently no interpreter or intermediary channel available on CVP.

### **Common Connection Issues and Suggested Fixes**

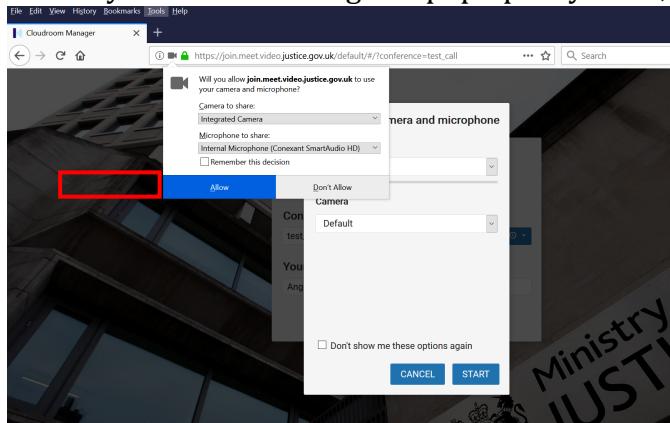
57. The most common complaint we receive about CVP concerns a lack of stability and poor video and audio feeds. If you have followed the instructions in this guide and are using Google Chrome on a laptop or Macbook, and you then have connectivity issues your first investigation should be into your internet speed at home or in your office / chambers.

58. Please undertake a speed test of your internet connection. Simply type in 'broadband speed test' into your web browser and follow the instructions. You will be given results for a download and upload speed.
59. The recommended minimum download and upload speed for CVP is 4Mbps. The vast majority of broadband services will greatly exceed this speed BUT your available internet signal (bandwidth) may vary according to the time of day and the demand of the internet service by other users.
60. If you are experiencing difficulties joining or staying connected to a CVP hearing this may be to others using-up the available bandwidth for your internet service. If others are viewing video content on Youtube or a streaming service such as Netflix, you may not have enough bandwidth to participate in the CVP hearing.
61. If your connection remains poor, you can change the settings for your CVP bandwidth. The lower the setting the less clear the video picture will be, but it is better to have a usable video view than none. To change the bandwidth settings:

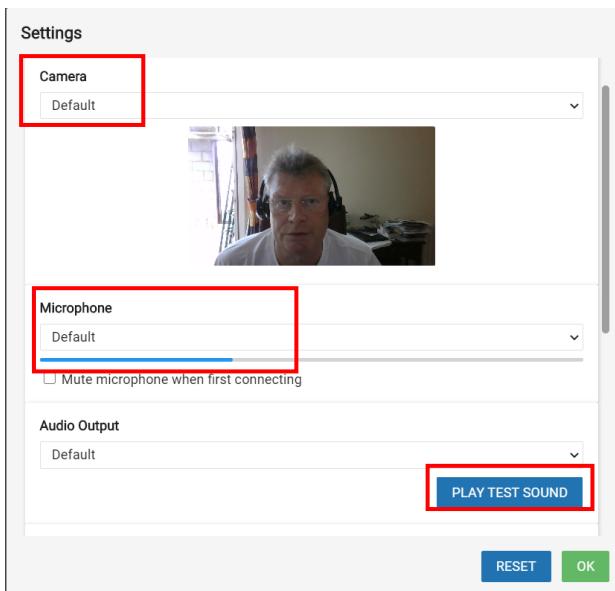
- If in a CVP hearing, leave the hearing and click the link again to arrive at the settings and connect window:



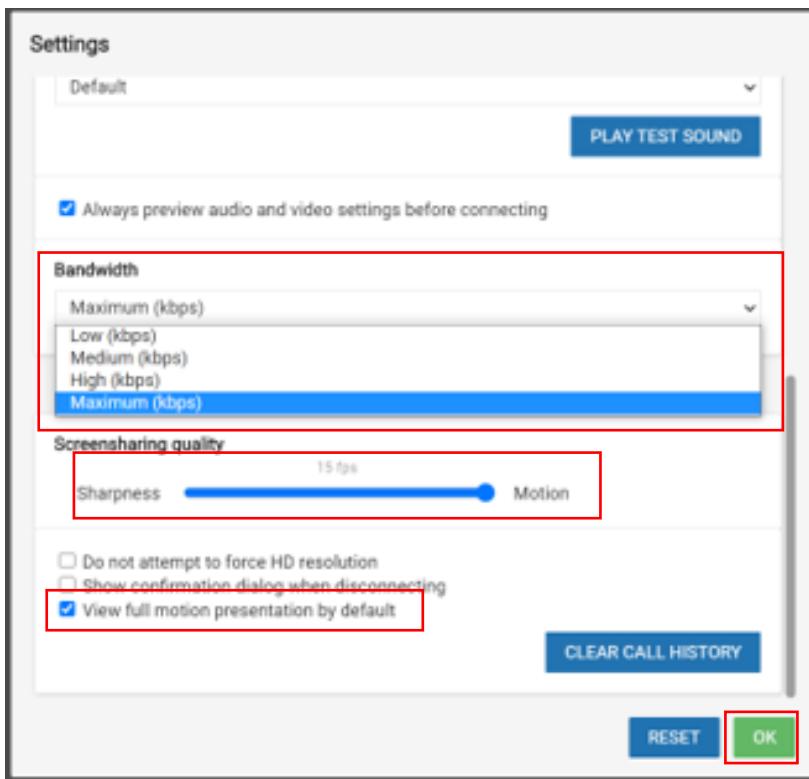
- You may see the following box pop up. If you do, select **Allow**.



- It is usually best to set your Camera, Microphone and audio Output to **Default**. You can test that your audio works by selecting **Play Test Sound**.



- You can lower the **Bandwidth** by selecting this option in the drop-down menu:



- CVP Bandwidth settings are as follows:
  - Low: 480x270 resolution, **250kbps** bandwidth,
  - Medium: 960 x540 resolution, **1Mbps** bandwidth,
  - High: 1280x720 resolution, **1.5Mbps** bandwidth
  - Maximum: 1280x720 resolution, **2Mbps** bandwidth
- You should choose the CVP bandwidth setting which is roughly half of your available broadband internet **upload** speed. For example, if your broadband link is 4Mbps upload and 30Mbps download, you take the upload number, and halve it to get 2Mbps, then you can set your CVP bandwidth to Maximum as you have enough available bandwidth for the maximum setting. If you only have 3Mbps upload, then set your CVP bandwidth to High.
- If you are experiencing lip-sync issues (sound and video are not in sync) then leave and re-join the hearing but set your CVP bandwidth one lower than your previous setting.
- Whilst you are in this settings screen, optimise CVP for screensharing (both sharing your own screen and viewing a screenshare by someone else) by pushing the "Screensharing Quality" slider fully to the right, and ticking the bottom tickbox.

- Then click on **OK** to go back to the first screen and click on **Connect**. This will enable you to carry out a quick test of your microphone, camera and audio output in a CVP room.

62. We recommend that you check and test your bandwidth settings before joining a CVP hearing. You can perform this test using the following link:

[https://join.meet.video.justice.gov.uk/default/#/?conference=test\\_call](https://join.meet.video.justice.gov.uk/default/#/?conference=test_call)

## **Hybrid Hearings**

### **CVP with JVS Hybrid**

- 63. A 'hybrid' hearing is a hearing involving some in-person attendance in a court room while other advocates / participants are joining the hearing using CVP. Such hearings require careful planning to ensure that the technology is set up without one device interfering with another and thereby rendering the hearing inoperable.
- 64. CVP is capable of being connected to JVS (Justice Video System). In the criminal courts, JVS is most often used to enable a prisoner to attend a hearing from the prison. In the Family Courts, JVS was generally used to receive the evidence of expert witnesses via videolink. It is our experience that the location of the screens, camera and microphones for the JVS system in the Family Courts can cause difficulties when using JVS for a hyrid hearing. Do make the following enquiries with the court:

- Is the JVS camera fixed in a location where it is able to view the witness in the witness box AND zoom-in sufficiently closely so the face of the witness can be seen?
- Has the set-up of the microphones in the court been tested on previous hybrid cases using CVP and can the witness, judge and advocates all be heard by those attending remotely?
- If no microphone test has been undertaken, when can this test be undertaken in good time before the start of your hearing (in sufficient

time to make other arrangements if the audio feed is inadequate)?

65. CVP linked to JVS is a good solution for hybrid hearings where some participants are in the court room and some are attending remotely but only if:

- the view of the witness and judge is good enough to ensure no disadvantage to those attending remotely, AND
- the audio feed into CVP is good enough to ensure no disadvantage to those attending remotely.

66. The main advantage of CVP connected to JVS is, if set up correctly, it avoids the issues with audio feedback that can occur when hybrid hearings take place without CVP (see below). However, the significant disadvantage of hybrid hearings conducted by CVP with JVS is that those attending remotely will only see on their screen what the JVS camera is pointing towards. If other hybrid set-ups are used, those attending remotely are able to see the faces of all participants as they appear on the CVP screen (through the camera of the device being used by each participant). A decision needs to be made on the facts of each case whether remote participation into a Family Court hearing via JVS is adequate or whether another method is to be preferred.

### **CVP Only Hybrid**

67. As with other video conferencing platforms, CVP can be used to conduct hybrid hearings without the use of JVS. As more hybrid hearings have taken place and set-up issues encountered and solved, we are able to make the following recommendations:

- I. It is essential that the technological set-up for any hybrid hearing is tested prior to the start of any hearing AND again prior to the commencement of the evidence of each witness to ensure the witness themselves knows what to expect.
- II. Only 1, or a maximum of 2 (distant), audio sources should feed into the remote hearing video platform. If 2 or more sources are close together in

the courtroom there will be feedback through the platform that will render the hybrid hearing unworkable. Therefore, it is necessary for all those in the courtroom to wear a headset/earphones – and this includes the witness and the judge.

- III. All those present in court and on the remote platform should have their microphones muted unless they are speaking. Only the witness and the advocate asking questions should have their microphones active. The judge should activate their microphone when their intervention is required but it should otherwise remain muted to avoid feedback through the remote platform audio feed.
- IV. There is likely to be a short delay between the speech in court and the audio feed being heard on the platform. Rather than using a headset/earphones, those in court may want to have the speaker on their laptop turned off and hear the speak in court ‘live’ but will need the microphone close to their mouth so their voice can be heard by those on the remote platform. If adopting this approach, it will be necessary to replace the headset/earphones should anyone on the remote platform then interrupt or ask questions.
- V. All those participating in the hearing will require a laptop that is logged into the remote platform so that their faces can be seen by all who are not in court. There must be a laptop in the witness box that is logged into the remote platform so the witness can be seen clearly by those not present in court.
- VI. The presence of a laptop for the witness removes the need for printed bundles in the witness box as every advocate can, and should, use ‘presenter’ or ‘share screen’ functions to show pages from the bundle to the witness. If the Judge wishes to refer the witness to any pages of the bundle, but is unable to use screening sharing or had printed bundles, the judge can ask one of the advocates to bring a page up on screen.
- VII. When at court CVP should be joined using GOV Wifi and you may encounter connectivity difficulties if using PCU. You may be using other

video conferencing platforms such as Zoom or Teams for ‘side conference’ purposes outside of the main hearing platform. All video conferencing platforms are authorized by HMCTS for use on GOV Wifi and on PCU. If you have problems with access to these platforms via GOV Wifi, please contact the helpdesk on 08456006909 for advice.

68. We cannot emphasise enough the need for hybrid hearing set-up to be tested ***before*** the commencement of the hearing. We are aware of very many hybrid hearings that have not been effective due to technological issues that could probably have been solved had pre-testing been undertaken.
69. We understand that HMCTS is in the process of purchasing headsets/earphones for the use of judges and witnesses during hybrid hearings. Advocates should bring the need for headsets/earphones, and the need for a laptop in the witness box, to the attention of the judge at an early case management hearing when the court is considering whether the case is suitable to be heard as a hybrid hearing.

#### **HMCTS / FLBA Online Training**

70. HMCTS, the Judiciary and the FLBA have collaborated to produce an online training package for the use of CVP by advocates. The link to this online package will be circulated to Family and Civil Court advocates through their respective professional associations and via the Gov.uk website. All FLBA members are strongly encouraged to complete the online training package when it is released, even if you have already used CVP for a remote or hybrid hearing, as it contains a great deal of useful information and practical demonstrations of all CVP functions accessible to advocates.

#### **Planned / Requested Upgrades**

71. As described in paragraph 29 above, some functions that are currently held by the administrator only (control of video tiles). We have requested that control of video tiles be transferred to the host and to the participants to enable the video tile display to be more readily controlled. It may be that this function will not be available until the full Video Hearings Service (see paragraph 1 above) is introduced.

72. We have invited HMCTS to add breakout rooms and interpreter/intermediary channels as further necessary upgrades. We have also invited HMCTS to undertake an urgent review of the functionality of CVP with Safari and iPads, due to the clear majority of barristers operating in court using Apple devices.
73. The authors of this guide have contributed to a draft Family Justice Council guidance for the use of special measures in remote and hybrid hearings. This guide will be updated once that guidance has been published.

### **Fault Reporting**

74. Many FLBA members have reporting difficulties with CVP usage in the Family Courts.
75. If problems are encountered when using CVP for a Family Court hearing, the court itself, or the advocates, should AT THE TIME the problems are being encountered, contact the HMCTS CVP technical support desk on 0330 808 9405 with the following details:
  - (a) Your name.
  - (b) Date and place of hearing.
  - (c) The CVP room number if known.
  - (d) Case number.
  - (e) Name of Judge.
  - (f) A description of the problems encountered.
  - (g) If known, the devices and web browsers being used by the participants at the hearing.
76. The same information should also be sent to [howe@1gc.com](mailto:howe@1gc.com) as it assists us to seek improvements and 'fixes' to CVP.
77. Also, please refer to the 'trouble shooting' guide within the HMCTS CVP online training package for fixes to problems that may have arisen in other cases.
78. We record our thanks to HMCTS staff for the assistance they have given to enable us to prepare this user guide. We will publish updates to this guide as upgrades to CVP are released.

Darren Howe QC

Matthew Maynard

On behalf of the FLBA Technology Sub-Committee

Version 3.4 updated 20 August 2020.