

Quick Tips for Realtime Connections

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For assistance using West Case Notebook or West LiveNote, call 1-800-290-9378 or e-mail west.livenote@thomson.com.

For free reference materials, visit west.thomson.com/support/user-guide/livenote-case-notebook.aspx.

This guide describes possible issues with connecting to Realtime in LiveNote™, West LiveNote, or West Case Notebook. For information on connecting to Realtime, download a free copy of *Connecting to Realtime: West Case Notebook/West LiveNote* at west.thomson.com/support/user-guide/livenote-case-notebook.aspx.

Checking Cables and Adapters (For Court Reporters Only)

Check that cables and adapters are connected and configured correctly.

Cables and adapters can be either straight-through or crossover. To determine whether a cable is straight-through or crossover, place the ends of the cable side by side. If the colors at both ends are in the same order, it is a straight-through cable.

- Stenograph cables and adapters are crossover; the cables and adapters of most other vendors are straight-through. Stenograph adapters have gold, blue, or red coloring.
- Adapters have *send* and *receive* labels and are configured for the cable types packaged with them.
- Case Catalyst will only work with crossover cables and adapters. All other computer-aided transcription (CAT) systems will work with either crossover or straight-through adapters and cables.

Checking COM Ports

It is recommended that both the court reporter and the participant check that the proper communications (COM) ports are selected for each computer, as the COM port may change each time Microsoft® Windows® starts. To check COM port availability, complete these steps:

1. Right-click the **My Computer** icon on your desktop.
2. Choose **Manage** from the displayed menu. The Computer Management dialog box is displayed (Figure 1).

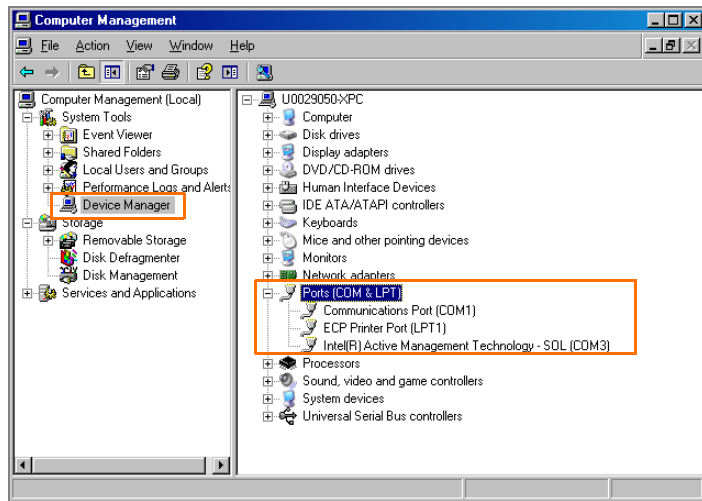


Figure 1. Computer Management dialog box

- Click **Device Manager** in the left pane to display a list of devices in the right pane.

Note The names and types of devices listed will vary depending on the hardware installed on your computer.

- Click the plus symbol (+) next to *Ports (COM & LPT)* to view the ports.
- On the LiveNote computer, access the Connect to Realtime dialog box and select **Serial** under *Connect via*.
- Click the arrow in the *Serial Port* drop-down list. If a COM port listed in the Computer Management window is not available, either another program is using the COM port or the version of LiveNote cannot recognize the COM port. Below is a list of the COM ports that are recognized by LiveNote:
 - LiveNote versions 3 through 8 recognize COM ports 1 through 4.
 - LiveNote versions 8.1 through 10 recognize COM ports 1 through 9.
 - West LiveNote and West Case Notebook recognize COM ports 1 through 99.

Checking Real-Time Settings

Check that the real-time options in the CAT system computer and LiveNote computer are set correctly.

- CAT system computer:** The settings must match vendor recommendations for sending real-time feeds.
- LiveNote computer:** Access the Connect to Realtime dialog box and select **Serial** under *Connect via*. The settings for *CAT Output*, *Baud Rate*, and *Lines Per Page* must match those in the CAT system computer.

Using LiveNote Serial Writer

LiveNote Serial Writer is a utility that allows you to test the serial connection of a computer running LiveNote. It sends a test transcript from a test computer to the LiveNote computer. LiveNote Serial Writer is available for free at west.thomson.com/software/default.aspx. For further information about LiveNote Serial Writer, refer to *Connecting to Realtime: West Case Notebook/West LiveNote*.

Using USB to Serial Adapters

Some newer portable computers do not have serial ports or CD-Rom drives. Therefore, you may want to provide a USB to serial adapter. It is recommended that you copy the drivers for the adapter to a flash drive that you can use with a USB port.

To view a list of commonly used USB to serial adapters, refer to *Connecting to Realtime: West Case Notebook/West LiveNote*.

Using Other Serial Connections

You can also use serial I/O (Input/Output) cards or wireless serial connections. Use the same settings as you use for USB to serial adapters.

Configuring the Proxy Server for a LiveNote Stream Session

The proxy server restricts incoming and outgoing data for security purposes. If you are connecting to Realtime using LiveNote Stream through LiveNote software, the proxy server may prevent a court reporter from broadcasting or remote participants from viewing the session. You can bypass the proxy server by setting options in LiveNote. To bypass the proxy server, you must know the proxy address and port. It is recommended that the IT department give you this information. If the IT department is unavailable, you may be able to obtain the proxy address and port by checking the settings in Microsoft Internet Explorer®. Note that you can obtain this information only for a computer that is already configured for that proxy server.

ACCESSING PROXY SERVER INFORMATION

To access proxy server information from Internet Explorer, complete these steps:

1. Access Internet Explorer.
2. Choose **Internet Options** from the Tools menu. The Internet Options dialog box is displayed.
3. Click the **Connections** tab.
4. Click **LAN settings**. The Local Area Network (LAN) Settings dialog box is displayed.
5. Click **Advanced**. The Proxy Settings dialog box is displayed (Figure 2). (If the Advanced button is unavailable, contact the IT department.)

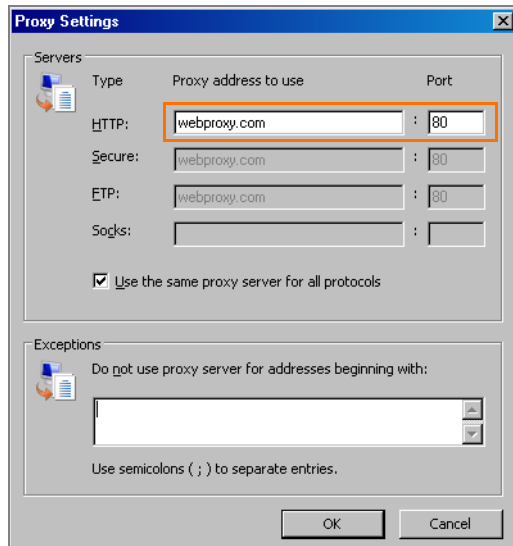


Figure 2. Proxy Settings dialog box

6. Note the proxy address and port number.
7. Click **OK**.
8. Click **OK** in the Local Area Network (LAN) Settings dialog box.
9. Click **OK** in the Internet Options dialog box

CONFIGURING PROXY SERVER INFORMATION

LiveNote Version 9 or Later, West LiveNote, and West Case Notebook

To configure proxy server information in LiveNote version 9 or later, West LiveNote, and West Case Notebook, complete these steps:

1. Access the Connect to Realtime dialog box (Figure 3).

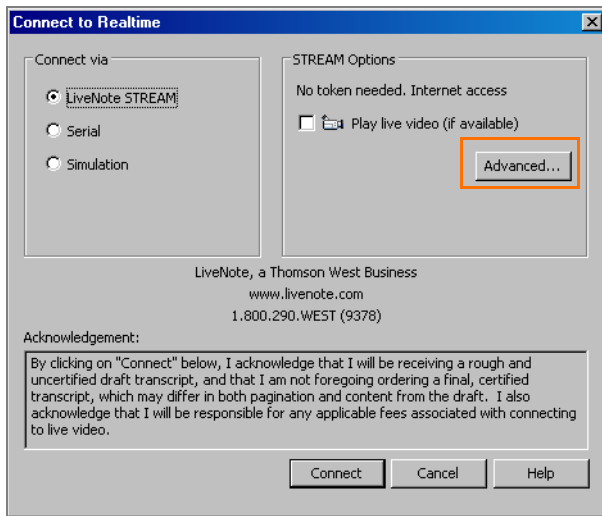


Figure 3. Connect to Realtime dialog box

2. Click **Advanced**. The Advanced Options dialog box is displayed (Figure 4).

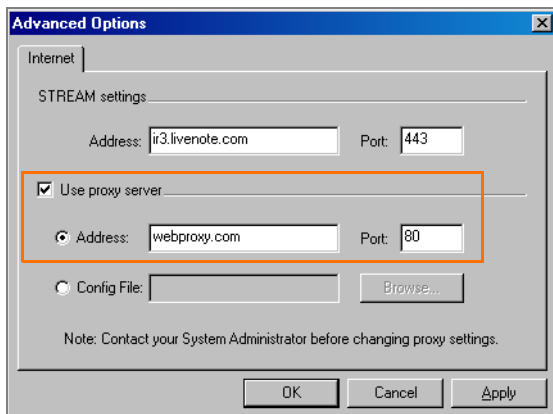


Figure 4. Advanced Options dialog box

3. Select the **Use proxy server** check box.
4. Type the proxy address and port number in the *Address* and *Port* text boxes.

5. Click **OK**. The Connect to Realtime dialog box is redisplayed.
6. Click **Connect**.

Note Do not change the information under *STREAM settings*.

LiveNote Version 8

To configure proxy server information in LiveNote version 8, complete these steps:

1. Click **Connect**. The Connect dialog box is displayed (Figure 5).

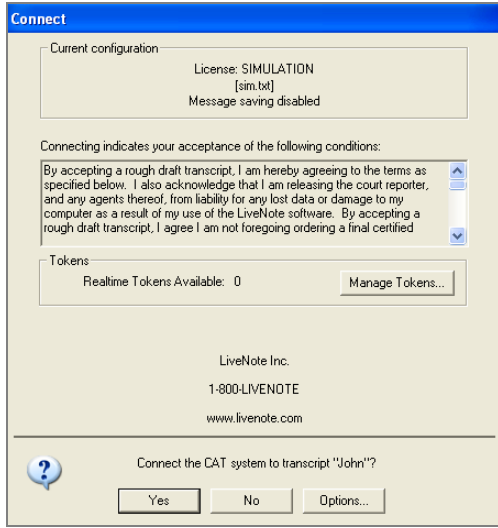


Figure 5. Connect dialog box

2. Click **Options**. The Realtime Connection Options dialog box is displayed (Figure 6).

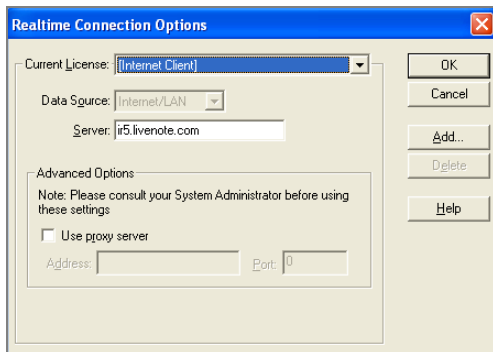


Figure 6. Realtime Connection Options dialog box

3. Choose **Internet Client** from the *Current License* drop-down list.
4. Select the **Use proxy server** check box.
5. Type the proxy address and port number in the *Address* and *Port* text boxes.
6. Click **OK**.

Troubleshooting

Problem	Solution
The participant is not receiving any text.	<ul style="list-style-type: none"> • Check that the participant clicked Connect in the Connect to Realtime dialog box. • Check that the correct COM port is selected in the Connect to Realtime dialog box. • Restart the computer with the cable and adapter connected to the serial port. • Some personal digital assistant (PDA) virtual ports may interfere with the serial connection. Therefore, you must close the PDA's synchronizing software. To close the synchronizing software, right-click the synchronizing software icon in the lower-right corner of the desktop and choose Close or Quit from the displayed menu. Do not disable the synchronizing software. The synchronizing software will start again when you restart the computer.
The participant is receiving garbled text.	The <i>CAT Output</i> or <i>Baud Rate</i> setting in the Connect to Realtime dialog box may be incorrect or the cable or adapter may be a damaged. For information on setting options, see "Checking Real-Time Settings" on page 2.
The participant is receiving one long line of non-wrapping text.	Check that the settings in the Connect to Realtime dialog box match the output settings in the CAT system computer. If the settings are correct and the text is still not wrapping, choose ASCII Wrap from the <i>CAT Output</i> drop-down list in the Connect to Realtime dialog box.
The participant is receiving text from the Demonstration Case.	The <i>Simulation</i> option under <i>Connect via</i> in the Connect to Realtime dialog box is selected. Click Disconnect . Access the Connect to Realtime dialog box and select Serial . Then click Connect .
The CAT system computer suddenly hibernates during a real-time session.	<ol style="list-style-type: none"> 1. Right-click the My Computer icon on the desktop and choose Manage from the displayed menu. The Computer Management dialog box is displayed. 2. Click Device Manager in the left pane to display a list of devices. 3. Click the plus symbol next to <i>Universal Serial Bus controllers</i> in the right pane. 4. Right-click USB Root Hub and choose Properties from the displayed menu. The USB Root Hub Properties dialog box is displayed. 5. Click the Power Management tab. 6. Clear the Allow the computer to turn off this device to save power check box, then click OK. 7. Close the Computer Management dialog box.

Problem	Solution
The error message <i>Invalid username or password</i> is displayed when the participant is logging into a LiveNote Stream session.	Check that the participant has entered the password correctly; the password is case-sensitive. To change your password, call 1-800-290-9378.
The participant is attending a LiveNote Stream session via the Internet and cannot view the real-time transcript.	The participant using the Internet (does not have LiveNote software installed), must have the most recent version of Java to view the real-time transcript. To download the latest version of Java, visit www.java.com .
The error message <i>Failed to connect to ir3.livenote.com</i> is displayed when the participant is connecting to a LiveNote Stream session via the Internet without having LiveNote software installed.	The participant is behind a proxy server. To bypass the proxy server, you must install LiveNote software. You can download a trial version of West LiveNote at west.thomson.com/software/default.aspx . For more information, see "Configuring the Proxy Server for a LiveNote Stream Session" on page 3.
The error message <i>Failed to connect to ir3.livenote.com</i> is displayed when the court reporter is logging into Stream Manager.	It is recommended that the court reporter use a direct cable connection to the Internet. If the court reporter is using a direct connection and still receives the message, the court reporter may be behind a proxy server. Click Advanced in the Login dialog box in Stream Manager. Contact the IT department to obtain the proxy address and port and type the address and port in the appropriate text boxes. For more information, see "Configuring the Proxy Server for a LiveNote Stream Session" on page 3
The message <i>Deposition ID</i> or the message <i>The server has closed the connection unexpectedly. Please try to connect again later</i> is displayed when a participant is connecting to a LiveNote Stream session.	LiveNote is not configured for the proxy server. See "Configuring the Proxy Server for a LiveNote Stream Session" on page 3.
The court reporter is unable to send a text feed from LiveNote Stream Manager.	<ul style="list-style-type: none"> • The court reporter must access LiveNote Stream Manager before accessing CAT software. • It is recommended that you disable the antivirus and security software on the participant's computer during the LiveNote Stream session. If you do not know how to disable the software, refer to that program's Help. • It is recommended that you download the most recent updates for Microsoft Windows on the participant's computer. You can download updates at www.update.microsoft.com. • PDA virtual ports may interfere with the serial session. Therefore, you must disable the PDA's synchronizing software. Refer to the information above on disabling the synchronizing software.

Notes on Older Computers

IBM THINKPADS

By default, IBM ThinkPads come with the external serial port disabled and infrared enabled on COM1. To use the serial port on COM1, you must either disable infrared or change the infrared port. If you are not using infrared for printing or file sharing, it is recommended that you disable infrared. To disable infrared and enable the serial port on COM1, complete these steps:

1. Double-click the **ThinkPad Features** or **ThinkPad Configuration** icon in the ThinkPad folder on your desktop. The ThinkPad Features window is displayed (Figure 7).

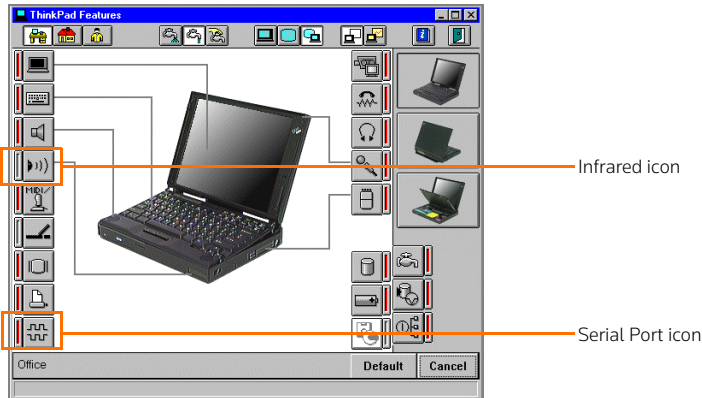


Figure 7. ThinkPad Features window

2. Click the **Infrared** icon on the left side of the window. The Infrared dialog box is displayed (Figure 8).



Figure 8. Infrared dialog box

3. Select **Disable** and click **OK**.
4. Click the **Serial Port** icon. The Serial Port dialog box is displayed (Figure 9).

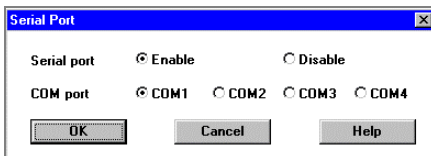


Figure 9. Serial Port dialog box

5. Select **Enable**.
6. Select **COM1** if it is not already selected.
7. Click **OK**.
8. 6. Restart your computer.

TOSHIBA LAPTOPS

You must attach the serial cable to the COM port before you turn on an older Toshiba laptop.

