CAREER

For those of you who have decided against providing realtime to your clients because of the added pressure of troubleshooting, fear no more!

Connecting your client to realtime – overcome the fear factor!

By Sandy VanderPol

DON'T BE OVERCOME BY THE FEAR FACTOR OF TROUBLESHOOTING YOUR REALTIME CONNECTIONS. The good news is that with the various options now available to output your realtime, the vendors updating their receive software, and the resources now available for troubleshooting, it's almost a breeze to have 100 percent connection success.

Over the past few years, and certainly over the last year, our realtime vendors have created an environment that provides success in realtime connections. With the various options available to output your realtime, you get to make the choice: cables, Bluetooth, WiFi Remote (called a WAN), or WiFi Local (called a LAN).

More good news! Realtime receive vendors now make it easy to detect which COM port your realtime is feeding through to your client. The Windows Device Manager, a necessity to know and understand thoroughly, is now replaced with the smart software. Now, that doesn't mean you don't need to know how to maneuver your way through Windows and get to the Device Manager. It means that you will need to troubleshoot the COM port settings less often. News of this update alone should alleviate most everyone's fear of providing realtime.

Every court reporter should now have the resources to access the information to be confident in connecting clients to realtime 100 percent of the time.

One such resource is the *Realtime Troubleshooting Pocket Guide, 2nd Edition* which has step-by-step directions to successfully hook up to any receive software, whether

you are using the Windows XP, 7, or 8 operating system. You can buy this valuable resource in the NCRA Store.
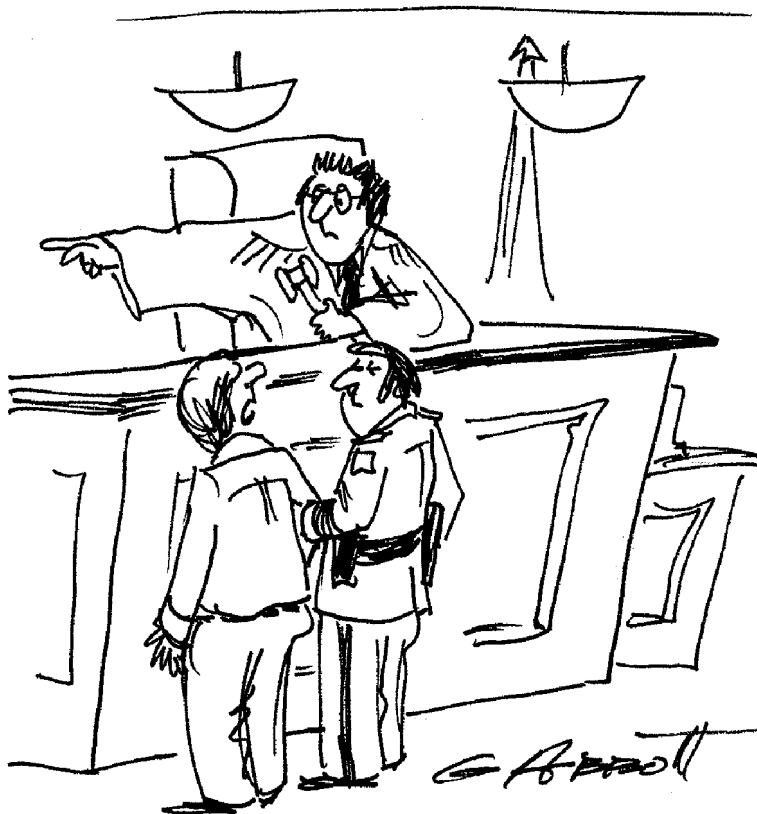
Another valuable resource available to educate yourself on troubleshooting realtime: the Realtime Systems Administrators Workshop and Exam. The workshop delves into the troubleshooting basics of cable to WiFi connections and realtime setups. The workshop takes place NCRA TechCon and the NCRA Convention & Expo. Make the personal commitment – sign up now!

Be confident in your realtime troubleshooting skills. Take advantage of the many resources and opportunities available to you to reach your potential and become the most important person in the courtroom or deposition: a proficient realtime reporter who has the education and resources to connect 100 percent of the time!

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Build your realtime know-how

Firm owners, freelance reporters, and official reporters can enhance their technical proficiency during a day-and-a-half seminar that offers training on all aspects of realtime hookups and litigation support that rely on realtime connections, including the cutting-edge wireless realtime. The next Realtime Systems Administrator Program will be held during NCRA TechCon at the Curtis, a Doubletree Hotel by Hilton, in Denver, Colo. In addition, a Realtime Systems Administrator prep course will be offered during the legal tech labs. More information on NCRA TechCon is available at *NCRA.org/TechCon.*

"Does this mean I won't get a shot on 'America's Most Wanted'?"