# Home Broadband & WebEx Connectivity Testing

WebEx requires at a minimum, an internet connection capable of sustaining **1.3Mb/s upload and 1.3Mb/s download**. If the speeds you have noted are below this level, video will be sacrificed to ensure that the audio and screen sharing quality remains optimal.

Parties and/or representatives along with their respective witnesses where evidence is to be lead should perform the following test within a reasonable time prior to any webex proof/hearing to ascertain if there are likely to be any internet related visual or audio difficulties (this is particularly important for any evidence presentation)). **The Court will require to be notified at the earliest opportunity and in advance of any hearing where difficulties are encountered and likely to impact on the hearing running in a virtual capacity.**

1. Whilst connected to WiFi, open an internet browser and visit <https://speedtest.net>. Click “Go” to run test.
2. Take a note of the figures once the test is complete.
3. Open a Google Chrome internet browser and visit <https://mediatest.webex.com/#/main>
4. Select “Without a cable” and “Start” test.

**If Results indicate potential problems:**

1. Select “Copy results to clipboard”.
2. Open the Start menu 🡪 scroll down to Windows Accessories🡪 select Notepad. (alternative: use MS Word or email)
3. Select Edit🡪 Paste.
4. Select File🡪Save as.
5. Send the information and figures from both tests to the Court when advising of potential internet related difficulties in advance of any hearing to enable further procedure or alternative arrangements, if any, to be determined.

# Recommendations

The below steps should be carried out, where possible, to optimise network connectivity during virtual hearings.

* Use an Ethernet cable to hardwire the connection between router and device
* If using WiFi, minimise the distance between router and device
* Limit any activities in the household or office which may impact network bandwidth (e.g. streaming sites, video calls etc)