



*Papua New Guinea*

SUPREME & NATIONAL COURTS OF PAPUA NEW GUINEA  
COURT REPORTING SERVICE

**MONITOR TRAINING MANUAL  
FOR  
COURT REPORTING OFFICERS**

**FTR  
DIGITAL SYSTEM**

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**COURTROOM SETTING**

Monitor

**Judge**  
(Bench)



Witness Box

**Associate**



Accused Dock

**Bar Table**  
(Counsel/Lawyers)

## **STEPS TO FOLLOW IN THE OPERATION OF THE IN-BUILT FTR DIGITAL RECORDING SYSTEM**

1. Go into court at least 20 minutes before start of court and unlock the rack; and (a) turn on the slide button at the side of the marantz master; (b) press the record button located on the top of the marantz master; (c) turn on the mixer as well (the red button.)
2. Press the **ON** button on the recording PC.
3. Log on with the password – **crs**.
4. Click on the **FTR Reporter** icon which is on the left hand side of the screen.
5. Click on the red **RECORD** button on the recorder bar which is the circle at the far left of the recorder bar.
6. Do the microphone tests by clapping loudly and watching the record levels in the box on the right hand top side of the screen. At the same time it is essential that you wear your **HEADPHONES** and you can hear the clapping sound through them. It is even better if you have someone speak into each of the microphones while you listen and watch the record level for each microphone channel.
7. During the microphone test remember to press the button on the master recorder voice box to hear that the master marantz is recording. You must also do this frequently during the recording of the court proceedings.
8. Having completed the tests, leave the system recording and check the details of the case or cases to be heard in that courtroom that day.
9. Click on the “**NEW**” button icon which is the second icon on the log sheet controls and a new log sheet will appear on the screen.
10. The “**DATE and LOCATION**” fields are configured already so you do not have to click on these fields.
11. Click on the **QUICK NOTES** icon which is the second last icon on the log sheet controls from the left and the Quick Notes page will appear on the screen. You use this Quick Note icon to create short cut keys to be used

for the entry of events of the proceedings like: The Witness Sworn; The Witness Withdrew; Luncheon Adjournment; Short Adjournment; Examination in-chief; Cross-examination; and Re-examination etc and counsel's names.

12. With the system still in recording mode and with your headset on, once the judge has taken his/her seat on the bench then click on the space in the Notes column to enter Court Commences then tab to go down to the next line to enter the next notes. (Refer to the policy on the log notes.)
13. **PLEASE NOTE:** If your case or cases continue after the luncheon adjournment turn off the FTR Reporter by clicking the record button but do not turn off the marantz master or shut down the PC. Be sure to be back in the courtroom with the FTR Reporter in record mode at least 20 minutes before the scheduled start of court.
14. **PLEASE NOTE:** If the court you are monitoring during the day changes jurisdiction from National Court to Supreme Court you must create a new log sheet.
15. At the end of the court sitting for the day you shut down the system by turning off the FTR Reporter, shut down the PC, turn off the mixer and the marantz master, lock the rack and return the key to the key rack.

## **REVISED POLICY ON THE UNIFORMITY OF LOGNOTES ON LOG SHEETS**

For the uniformity of log notes the following policies will apply:

### **1. Notes on the description field**

Jurisdiction name will be in abbreviated form: **NC SC or LT** then five spaces and judge's name to read as **Anis (space) J (Anis J)**, for the National Court jurisdiction, and the Supreme Court judges' names to read as, **Salika CJ Kandakasi DCJ Gavara-Nanu J Batari J Cannings J**, then five spaces and monitor's name. Spelling of judges' names should be checked against the alphabetical list that is provided.

### **2. Listings, motions, summary determinations, directions hearing, status conference matters**

Listings, motions, summary determinations, directions hearing, status conference that have more than 10 matters, **ONLY** enter the codes, case numbers/references and **not** the parties' names. But where lists have less than 10 matters, all case particulars (codes, case numbers/references and parties' names) must be typed out in full.

Appearances should be noted for each matter even if a party is appearing in person as well corresponding with the channel number and time.

Monitors in all listings/motions/summary determinations, directions hearing proceedings **MUST** always obtain a copy of the list for the day's sittings. Notes should be made on the list of the outcome as sittings progress and adding to the bottom of the list, the case numbers and parties' names of matters not on the list but mentioned. Upon printing of log sheets the lists will be stapled to the log sheets for data entry and archiving and in the case of Waigani monitors hand in to database section.

For Waigani officers, the lists must be attached to the log notes and handed to the database officers on time. Log notes without the lists will be returned to the monitor. Ensure to check and complete all your log notes (spell check, grammar, Judge's and lawyers' names etc) prior to handing them in, including the lists.

Provincial officers will do likewise - have the lists stapled to the log notes and archived.

The form in which a case number is to be written is: **OS (space) 35/14**. The year will be in two digits only as shown in the example.

The form in which the date is to be written is: **1/5/19 and NOT 01/05/19. NEVER** use zero in front of a single figure.

3. For matters that do not have any lists, but only 5 or 6 matters, all codes, case numbers and parties' names **MUST** be indicated on the log notes. The same applies to single trial matters because you have ample time to type all the details and events on the log notes.

4. **Trial matters, the log sheet will consist of:**

Codes, case number and case references;

Appearances and channel number of speaker; Events to be noted. Example: Plaintiff opens case, Brief Facts Presented, Decision, Ruling Extemporaneous, The Witness Withdrew, Exhibits Tendered, Submissions, Short Adjournment, Luncheon Adjournment, etc.

(Refer to the templates on the events of civil and criminal that has been circulated)

It is also important to take down WORD LISTS as well.

5. **Submissions and Applications**

When submissions or applications are made, always listen to the nature of these submissions or applications and state whether, for example, "Submission on joinder application" or "Submission on costs" or "Submission on interlocutory injunction". When entering the description on the log sheet notes field, enter only the nature and nothing else. Where a party from another proceeding decides to be a joinder to a different matter, the code in the matter he/she wants to be joined will be used throughout – that is only if the court grants the joinder's application to be joined as a party to the current matter.

## **6. Troubleshooting**

If the FTR is freezing or failing during recording or there is a problem with the recording provided that the Monitor has restarted and knows that the Master is recording, the Monitor must type into the log notes at that point in words, **“REFER TO THE BACK-UP AUDIO.”**

## **7. Procedures in log note taking**

- (a) Creation of log sheets for the jurisdiction that will be monitored;
- (b) Description field notes;
- (c) Court commences;
- (d) Case number (s) and references;
- (e) Appearances;
- (f) Status of the case/Nature of the matter – in DH/Motions/Listings/SDs;
- (g) Trials – follow the legal procedures in the CRO Essential Legal Procedures Manual;
- (h) Directions/directional orders/sentence/decision/ruling;
- (i) Adjournment remarks.

## 8. ADJOURNMENT REMARKS

### LISTED MATTERS - INDIVIDUAL ADJOURNMENTS

SPEAKER	NOTE
<b>Adjournment.</b> (After every matter is mentioned, before moving to the next matter always indicate adjournment remarks)	Matter adjourned until 23/3/15 at 9.30 am or Matter adjourned indefinitely
<b>Stood down</b>	Matter stood down
	<b>Short adjournment</b>
	<b>Luncheon adjournment</b>

### COURT RISING FOR THE DAY

SPEAKER	NOTE
	<b>THE COURT ADJOURNED INDEFINITELY</b> (A final judgment/decision/sentence gets handed down, hence the matter has been completed in its entirety)
	<b>THE COURT ADJOURNED INDEFINITELY</b> (A list of matters)
	<b>THE MATTER WAS ADJOURNED INDEFINITELY</b> (A matter is still on foot but adjourned with no date given)
	<b>THE MATTER WAS ADJOURNED UNTIL TUESDAY, 17 MARCH 2016 AT 9.30 AM</b> (A date is given)

Witness Sworn	<b>JOE BLOW, sworn:</b>
Witness Recalled	<b>JOE BLOW, recalled:</b>
Witness Affirmed	<b>JOE BLOW, affirmed:</b>
Interpreter Sworn to interpret	<b>JOE BLOW, sworn to interpret:</b>
Exhibit(s) Tendered	<b>Exhibit A - Statement of Joe Blow dated 18/02/19</b>
	<b>MFI 1(document marked for identification) – Statement of Joe Blow dated 3/6/16</b>
	<b>THE WITNESS WITHDREW</b>

\*Bold should apply to remarks that are in bold.

Adjournment remarks on the log notes are very important as they give the “Start Time and Stop Time” for a particular matter or matters mentioned. After every matter or number of matters are mentioned, before going to the next matter, type “**Adjournment**” on the speaker’s column and indicate the date and time on the note column. If no date and time is given then type “**Matter adjourned indefinitely**”.

\*The rationale of the Log Notes is to capture accurate events of a matter. It is **NOT** to create a mini transcript. All information on the log sheets must be accurate bearing the correct spelling of parties’ names, case numbers, Judges and counsel’s names, and always do spell check before printing log sheets. \*

**THE USE OF ITALICS IS FORBIDDEN IN ANY PART OF THE LOGNOTES**

**TROUBLESHOOTING  
DIGITAL AUDIO SYSTEM LOCKS OR FAILS**

The most common Digital Audio (DA) system failure will be a locked Recording PC. In this case there will be no activity from the mouse or the keyboard; or

If no audio will be heard coming through the headset when all the speakers and connections are all intact; or

If the blue ring is appearing on the screen and going on for some time;

Then you will have to **Restart** by **Shutting Down** the PC from the processor which should only take seconds.

The procedure for this is:

- Press in the Power Button on the Processor until it turns off (this may take 10 seconds) and release button.
- Press the power button again to start the PC in the normal way.
- A message may appear asking if you wish to start windows normally, press enter to confirm.
- When the PC is started immediately click on the FTR Reporter application and open up then click on the record button to start recording.
- Start log notes by opening recently used (third icon from left) select top option or your latest notes.

You have now restarted. **There may be times when you need to restart more than 1 time.**

- Make a note on the log sheet at the point of restart in words **“REFER TO THE BACK-UP AUDIO.”** It is very important to indicate on the Log Note the reason, such as power failure/fluctuation etc

- You **MUST** advise the supervisor that some audio was lost so that they can make a copy of the master audio to the FTR folder for that day.

In relation to the Digital Marantz or back-up, immediately listen to the audio from the master recorder (Digital Marantz) by pressing the momentary button on the voicebox. If no audio is heard you **MUST** advise the court that there is no recording on the Digital Marantz and the court has to adjourn. If audio is heard then the master recorder is working then the court can continue.

## FTR AUDIO PATH

The audio path from the Microphones to the Court Headphone has 5 stages. Each stage has a tool or indicator to show that stage is working as expected. The configuration is shown in the attached FTR Audio Path diagram.

The stages are below:

1. Mixer- the microphones are wired to the FTR Mixer. When sound is made in court the mixer will display level via the led indicator in front of the mixer. This indicator shows some level is being received, it does not indicate which microphones are working. This indicator will show the same result if 1 or multiple microphones are working.
2. LOLA Sound card- the card is located in the PC. 4 channels from the mixer are wired to this card. On the PC this card is controlled by the Lola Manager software. The levels for the FTR system are set in the Input Panel. The default level is 6.0. The default setup is set by selecting NJSS in the Global Configuration. Note the recording level (Channel 2 is highest) shown in the Recording Panel.

Default Setup



Level Set

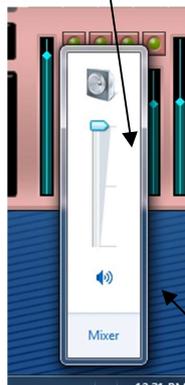
3. FTR Software- Audio from the Lola sound card is fed to the FTR software. When the FTR software is recording the Record indicator shows level and is GREEN. If the level is shown but the indicator is grey this means level is being received but it is NOT recording.

The indicator below shows the correct format for a recording PC. Note it is green and level showing.



4. Windows Software- the FTR software is fed to the windows sound drivers. This is controlled by the windows sound controls. Below is the indicator and control. Note the images of the speaker below the level control. If there is a cross through image this means the audio is muted and no sound will be available.

Audio Level Set

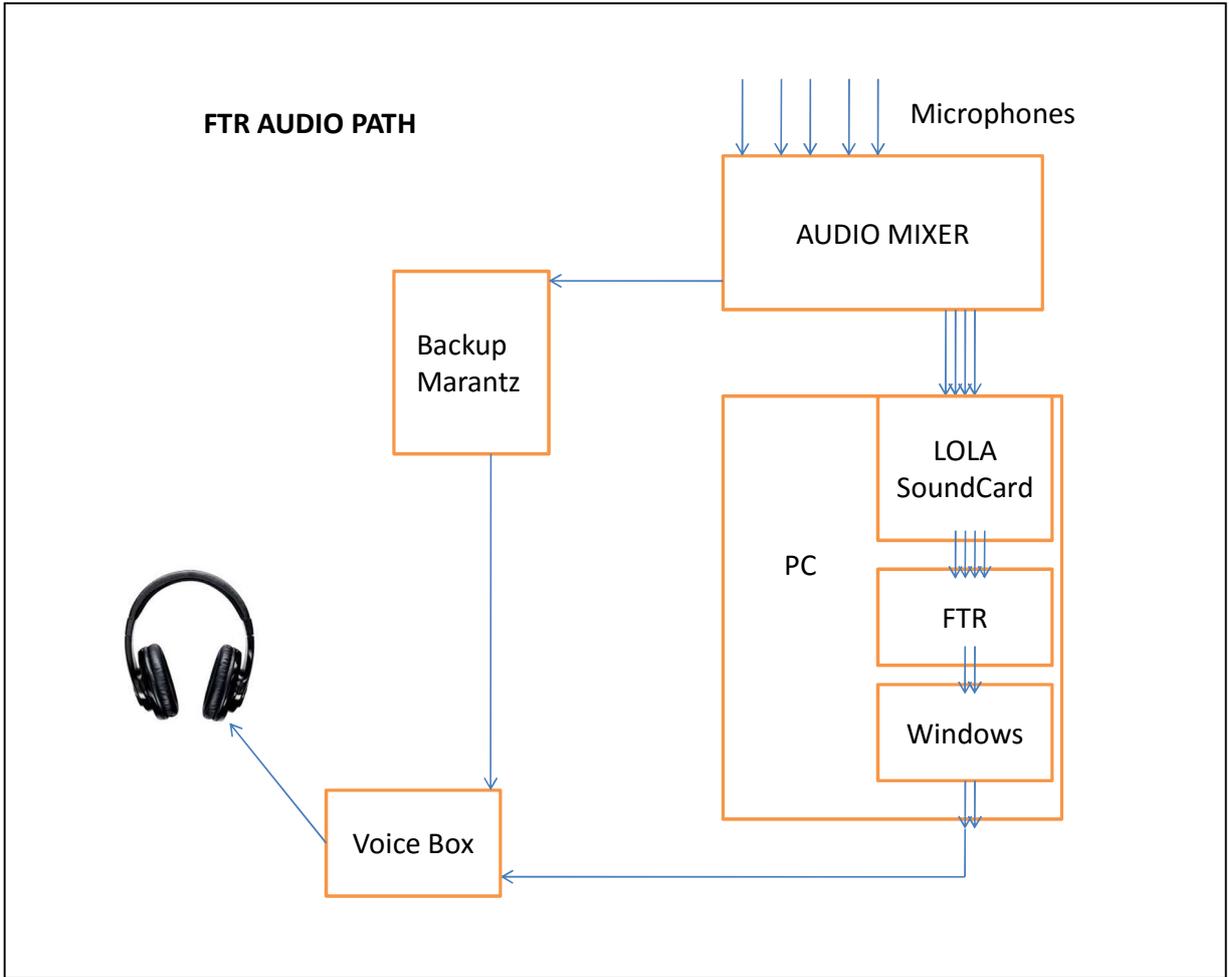


Mute Indicator (red cross showing=Mute)

5. Voice Box- Audio from the PC is output from the PC to the Voice Box. The Voice box allows the operator to switch between the FTR Audio and the Master Audio. The FTR Audio is the default setting.

Understanding this 5 stage process and in particular the indicators at each stage enables us to locate faults in the system.

1. Mixer Level Indicator
2. Lola Manager showing Level in the Input and recording Panels
3. FTR Record Level Indicator is green and showing Level
4. Windows sound Level is up and not muted
5. Voice Box is connected.



## **WHAT A MONITOR SHOULD DO WHEN THE AUDIO IS NOT OF GOOD QUALITY**

A Monitor is responsible for assessing the audio quality in court. The same exact audio the monitor is hearing is the audio the transcriber will hear. High levels will result in distortion. The new microphones are very sensitive. The softer speaking participants will be better picked up however louder participants are going to be an issue. There are a number of technical solutions. Audio quality is an essential element to get right and better quality audio means faster transcript production, better transcript and better response from all users.

It is the **SOLE RESPONSIBILITY** of a Monitor to control the level of sound or audio level regularly during recording sessions by monitoring the level indicators on the record channels. When a speaker is speaking and the level indicator is indicating **GREEN** then the audio is good but if the level indicator is indicating **RED** at the top for a few seconds or a minute then there is likely to be distortion.

To resolve this issue:

1. The Monitor **MUST** inform the speaker to speak at an arm's length or;
2. **MOVE** the microphone by placing it away from the speaker;
3. Adjust the speaker volume on the PC or the master volume on the playback panel or volume for each channel.

## QUICK NOTES

Template:

Quick Notes		
Label	Shortcut	Text
Allocutus	Alt+B	Allocutus<RIGHT>
Arraignment	Alt+9	Arraignment<RIGHT>
Brief Facts	Ctrl+F	Brief facts presented<RIGHT>
Conviction	Alt+C	Conviction<RIGHT>
Court Commences	Ctrl+9	Court Commences<RIGHT>
Exhibit	Ctrl+E	Exhibit tendered marked<RIGHT>
FRXN	Alt+5	Further re-examination<RIGHT>
FXXN	Alt+4	Further cross-examination<RIGHT>
Her Honour	Ctrl+A	Her Honour 1<RIGHT>
His Honour	Ctrl+H	His Honour 1<RIGHT>
Indictment	Ctrl+N	Indictment Presented<RIGHT>
Luncheon Adj.	Ctrl+L	Luncheon Adjournment<RIGHT>
MFI	Ctrl+M	Marked for Identification<RIGHT>
Next Matter	Alt+X	Adjournment<RIGHT>
RXN	Alt+3	Re-examination<RIGHT>
Short Adj.	Ctrl+S	Short Adjournment<RIGHT>
Stood Down	Alt+A	Matter is stood down<RIGHT>
Submissions	Alt+S	Submissions<RIGHT>
The Accused	Alt+8	The Accused<RIGHT>
The Witness	Ctrl+W	The Witness 2<RIGHT>
Witness Swom	Alt+6	Witness Swom 2<RIGHT>
Witness Withd.	Alt+7	THE WITNESS WITHDREW<RIGHT>
XN	Alt+1	Examination in-chief<RIGHT>
XXN	Alt+2	Cross-examination<RIGHT>

## SOUND RE-ENFORCEMENT AMPLIFIER

The sound re-enforcement system installed in the court rooms comprised of an Amplifier and Speakers. It is to amplify the speaker's voice in the court rooms.

### FRONT VIEW OF THE AMPLIFIER



1. Press the **Red Button** to turn on/off the PA system.
2. Amplifier Set up;
  - I. Volume Control Button **A** controls the Judge's speakers
  - II. Volume Control Button **B** controls the Bar speakers
  - III. Volume Control Button **C** controls public speakers
3. In the event a feedback comes out from the speakers;
  - a. Identify the speakers making the feedback and turn the appropriate volume control buttons down. Example; If Judge's speakers experience feedbacks, turn volume control button A down (turn anti-clock wise).
  - b. If the monitor is under pressure and panic arises, just press the red power button to switch the amplifier off, and then report it to the engineers after court adjourns.
4. **Reminder:** Turn volume controls clock wise to raise the volume and anti-clock wise to slow down the volume.

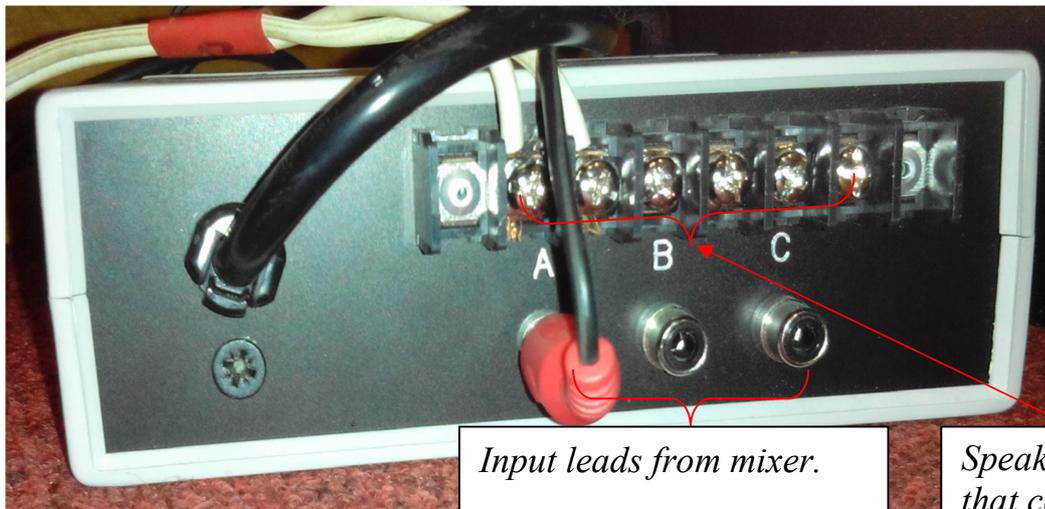
5. **Reminder:** The Judge's speakers have volume control unlike the ones on the bar table. In case they need adjustments, the monitor can assist by adjusting the volume (again anti-clock wise to lower the volume and clock wise to raise the volume).

### JUDGE'S SPEAKER ON THE BENCH



*Volume Control*

### BACK VIEW OF THE AMPLIFIER



*Input leads from mixer.*

*Speakers' connectors that connects the speakers.*

**Warning:** Do not **remove, touch** or **swap** any cables from the back of the **Amplifier** system.