

Cisco Webex Instructions – External User

Introduction

The Department of Justice and Attorney-General utilises the Cisco Webex Teams service to facilitate video conference calls with external parties. This fact sheet outlines the steps required to join a Courts video conference call as an external guest.

Cisco Webex Teams is a cloud based business collaboration service that enables you to message, voice call, and video call to Queensland Courts video conferencing facilities. Cisco provide various options for use of the Webex service.

There are four levels of access or plans available, however the free version of Cisco Webex Teams will sufficiently meet the needs of external users connecting to court.

What is required to use Cisco Webex Teams?

Cisco Webex Teams does not require any special hardware or equipment and functions with –

- a standard consumer grade, computer-based video-conferencing equipment (e.g. webcams and microphones) or
- b mobile devices capable of downloading the Cisco Webex Teams app, such as a smartphone or tablet.

Cisco Webex Teams can connect to any available video conferencing device installed in a Queensland Correctional Centre as well as any of Queensland Courts' VC-enabled courtrooms.

Free versions of Cisco Webex Teams can be found in the app store or available from the below mentioned link: <https://www.webex.com/downloads.html>

The service is scalable depending on your requirements and Cisco have different service offerings to cater to different client requirements. More details on these can be found here: <https://www.webex.com/pricing/index.html>

Setup and testing

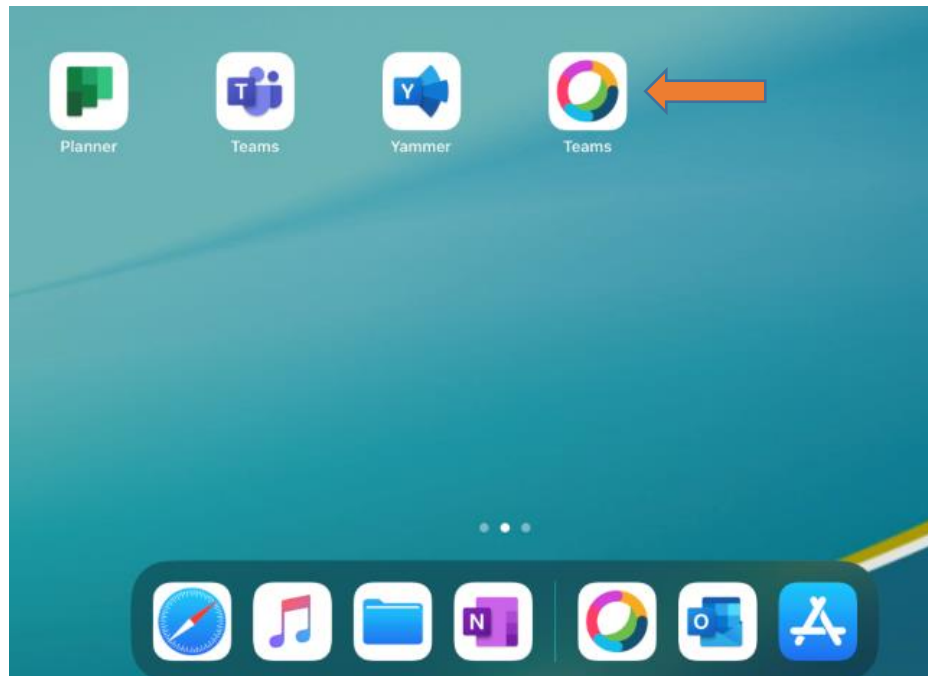
The precise details for setup and testing will vary depending on whether you are using a mobile device (like an iPad) or a computer.

By way of example, for an iPhone or iPad, follow these instructions to connect to a Queensland Courts' hosted video conference.



iPad instructions for setup and testing

1. Download the “Cisco Webex teams” app from the App store.



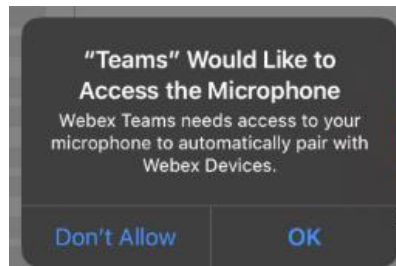
2. Press on **Start** when prompted.
3. Enter your email address when prompted and press on **Next** (an account needs to be registered in order to use the Webex Teams service)
4. You will shortly after receive an email in your Inbox from Cisco with a subject of *Activate Your Cisco Webex Team Account*. Press on **Get Started Now** in the email.

Get started now

5. A browser window will then open and will prompt you to create a new password for this service. Enter your new password for this service and press on **Create Account**.
6. You will then be prompted to enter your name, this will be the name that other parties see when connected to a call so it is recommended you use your formal title. Press on **Next**.
7. The WebEx web client will then be opened. At this stage, you can press on **Done** in the top left of the screen.
8. This will return you to the WebEx app login. Press on **Next** and then enter your password when prompted.



9. The app will now open and you will be prompted to allow Teams to access the microphone and send you notifications. Press on **Allow** when prompted (you will only be prompted the first time you use the app)



10. At this stage, you can confirm the successful setup of the app on your device by dialling into the Courts VC test system (SIP address: 4444@video.psn.qld.gov.au). To perform a test call, please do the following:
- Press on **Calls** on the bottom left of the screen.

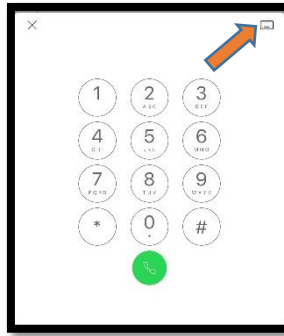


- Then press the dial pad icon located in the top right of the Calls screen.

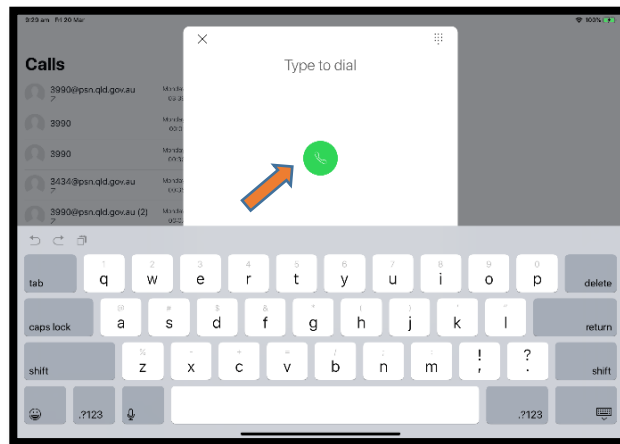


- You will then be prompted with a telephone-style numbers dial pad. To bring up the keyboard, click on small icon in the top right of the dial pad.





- d. Enter the calling address of 4444@psn.qld.gov.au when the *Type to dial* keyboard appears.



- e. Once you have entered the address, press on the green telephone icon.
- f. You will be prompted to allow Teams access to the camera (similar to the earlier notification prompts), press on **Allow**.
- g. The call will now connect. If you connect successfully, you will hear music and see your video image. Once you have confirmed the call has connected, close the session by pressing on the red X.

NOTE: This test uses a DJAG test video conferencing service linked to a local radio station to confirm sound and will return your own camera image as confirmation that setup is complete. This is a shared number, and may be in use by other users. If this occurs you will see the message 'Call Failure'. As an Alternative you can call Court Service Centre on 3426@psn.qld.gov.au.



PC instructions for setup and testing

To connect to a Queensland Courts' hosted video conference, using a PC please perform the following:

1. Open your preferred browser, and navigate to: <https://www.webex.com/downloads.html>
2. Download Cisco Webex Teams (select the option for the device you will be using).
3. Follow the instructions to create an account (each person should make their own account – avoid sharing your account credentials)
4. Confirm your ability to connect to Queensland Courts by calling – [4444@video.psn.qld.gov.au](tel:4444@video.psn.qld.gov.au) (this is a DJAG test video conferencing service with a local radio station playing). For instructions as to how to dial, see the instructions in relation to iPad above.
5. Use Cisco Webex Teams for any future video calls with Queensland Courts.

Dialling in to Court

Prior to you dialling into a courtroom, the Registry managing the matter will provide you with the required address – this will always be in the format of a <number>@psn.qld.gov.au (e.g. 1234@psn.qld.gov.au) or in the form of a <number>@video.psn.qld.gov.au (e.g. 1234@video.psn.qld.gov.au). For instructions as to how to dial, see the setup and testing instructions in relation to iPad above.

After dialling an address once, it will appear in the “Recent” list in Webex app. You can then dial address by simply pressing on it.

More information and useful links

For assistance with installing or using the Webex service, please refer to the following useful support links:

- Cisco Webex website <https://www.webex.com>
- Download options <https://www.webex.com/downloads.html>
- Getting started and Knowledge Base - <https://help.webex.com/>

If you are experiencing issues when connecting to a specific video conference, please contact the Registry managing your matter.



Support Arrangements

Description of Service	Cisco Webex Teams is a free service that provides a mechanism for external parties (non DJAG-network clients) to take part in VC calls over the internet.
Service Inclusions	<p>Courts Services Queensland (CSQ) will provide the following as part of this service offering:</p> <ul style="list-style-type: none"> • Identification or resolution of DJAG endpoint incidents.
Service Exclusions	<p>As this service is hosted and provided by a non-DJAG service provider, Courts Services Queensland (CSQ) are unable to provide support for Cisco software and its supporting services. External users are responsible for, but not limited to:</p> <ul style="list-style-type: none"> • Internet or corporate network connectivity issues including bandwidth; • Operating system issues; • Hardware issues including video or audio devices; • Being an approved external court user; • Any issues associated with the installation of the Cisco Webex Teams client software.
Support Contact	<p>For support requests related to DJAG VC end points ONLY, external parties should contact the Courts Service Centre (CSC) on 1300 284 435.</p> <p>Please note the CSC cannot assist with issues downloading and installing applications to your device, or any other item not linked to DJAG hardware.</p>
Support Hours	Standard Support Hours: 0830 – 1630 M-F (AEST)

