

## JOINING A PEXIP CALL AS A PARTICIPANT

### What is Pexip?

Pexip is a tool available for conducting a virtual court with multiple parties. It is a cloud based bridging service that enables external parties to participate in a video conference call from their device.

### Where can I get help?

For assistance, contact the Registry managing your matter.

### What you (or the legal representative) need to do before your court date:

- send any documentation you wish to lodge or present in court to the relevant registry email provided in your notification you received, and
- confirm you (and legal representative if you have one) can access a computer/phone/tablet to attend the virtual court.
- Consideration should be given to whether the surroundings are suitable for calling into the Court - is it quiet, with enough light, and not subject to distractions / interruptions.

### How do I know if my matter is being heard by Pexip?

- You will receive an email notification from the Court Registry advising you of a date, time, access link and code for your appearance.
- The email will have details about where to find help and general instructions on what you need to do prior to court and who you can contact.

### What do I need on my device to access Pexip?

- Google Chrome is the preferred internet browser on a computer, or you can use the Pexip app for Android or Apple iOS based smart devices (smartphone or tablet - <https://www.pexip.com/apps>).
- To install either Google Chrome go to the windows start icon on the left bottom bar of your computer and select the control panel - then select programs - then programs and features - then search or select Google Chrome – then select program and right click to install. Once installed open the program, you will then see it on the task bar at the bottom of your computer screen - then right clicking on icon and hit pin to task bar. (If your computer is older or you do not have access to Google Chrome or the Pexip app, Firefox can be used, though it is not the preferred method for access. Firefox can be downloaded through the same steps as Google Chrome but by selecting Firefox instead.)
- Camera and microphone are required for you to participate in the virtual court. Please ensure the camera and microphone are turned on (generally you can tell the camera and microphone are on as there will not be a line through the microphone and video icon on your screen) – to avoid feedback and background noise the microphone must be muted when you are not speaking and turned back on when you are.

### How do I log in?

1. A link will be provided to you in the email notification you receive from the relevant court registry. You can either directly click on this link for access or type the link into the browser of your device.
  - **Login details are for the specific time scheduled** in your email; however, you can download the application onto your device prior (Refer above 'what do I need on my device to access Pexip section').
2. To access the virtual courtroom and join the room **at your scheduled time** (specified in your confirmation email from the registry) you need to:
  - Open Google Chrome/Firefox or the App and navigate to <https://my.cvjoin.com.au/meet/> (or cut and paste this link into your search browser).
  - enter your 8 digit conference code and click on **Join room**. (The link and code provided is only valid for the date and time shown in your confirmation email).
3. Once you have successfully connected, you will be placed into the virtual lobby for the conference. The virtual meeting room/Conference name will be displayed – for example: DJAG 001's VMR.
4. To connect into the conference, click on **Join through browser**.
5. You will now be presented with a 'Check that everything works page', that will allow you to confirm your microphone, camera, and speakers are all working correctly. Before joining the Court, please confirm everything is working as required.
6. Prior to joining, you will also need to enter your **Display Name**. This will be the name that other parties see when connected to a call. The Associate or Registry staff may provide you with instructions regarding a naming convention. The default naming convention is as follows: *Matter number + initials and surname (role in proceeding)* For example: **1234/19 AB Jones (Defence Counsel)**
7. Click on Join now once you have correctly entered your display name.

### How do I log off / disconnect from Pexip:

1. Press disconnect call – then disconnect all.
2. The virtual conference call has now ended and opened a white screen. In the top right-hand corner click on the 3 dots = more items.
3. Log out of the virtual court room and return to the home login page.

### Helpful tips for smooth conferences:

Full Pexip instructions (including iPhone and Android instructions) can be found in the Remote Conferencing Guide: [https://www.courts.qld.gov.au/\\_data/assets/pdf\\_file/0011/646481/external-user-pexip-instruction-guide.pdf](https://www.courts.qld.gov.au/_data/assets/pdf_file/0011/646481/external-user-pexip-instruction-guide.pdf). For further assistance with configuring or using the Pexip service, please refer to the following useful links:

- Pexip website - <https://www.pexip.com/>
- Pexip supported internet browsers - <https://support.pexip.com/hc/en-us/articles/216077528Which-web-browsers-are-currently-supporting-WebRTC->
- Pexip App in the iTunes App Store - <https://apps.apple.com/au/app/pexip/id1018923867>
- Pexip App in the Google Play Store - <https://play.google.com/store/apps/details?id=com.mymetingvideo.app>
- Getting started and useful information - <https://support.pexip.com/hc/en-us>