Pexip Instructions – External User

Introduction

The Department of Justice and Attorney-General utilises the Pexip 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 party using Pexip.

External parties to a matter include, but are not limited to:

- counsel;
- instructing solicitors;
- parties without legal representation; or
- witnesses.

Pexip is a cloud based video conference bridging service that enables you to participate in a Queensland Courts video conference call from your computer or smart phone/tablet device.

What is required to use Pexip?

Pexip does not require any specialist hardware or equipment and functions with standard consumer grade, computer-based video-conferencing equipment (e.g. webcams and microphones) or mobile devices.

To assist with ensuring the best possible call experience for yourself and the other call participants, it is highly recommended that you use a headset (combined microphone and headphones) whenever possible.

Pexip is supported on most internet browsers, however, it is highly recommended that you use the latest version of the Google Chrome browser. Refer to the Pexip help article in the *More information and useful links* section of this document for further detail on supported operating systems and internet browsers available.

For Android or Apple iOS based smart devices (smartphone or tablet), it is highly recommended that your install the Pexip app from the respective app store.

Before connecting to a Courts' video conference

Prior to you connecting into a Courts video conference, either the Associate/Clerk or the Registry for the matter will provide you with the required conference code – this will always be in the format of an eight-digit number.

Connecting to a Pexip conference using Google Chrome

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

1. Open Google Chrome and navigate to https://my.cvjoin.com.au/meet/

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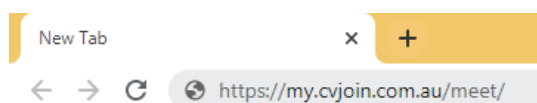
2. The Pexip site will now load and you will be presented with a *Join room as a guest* box. Enter your eight-digit numerical *Conference code*, and click on **Join room**:
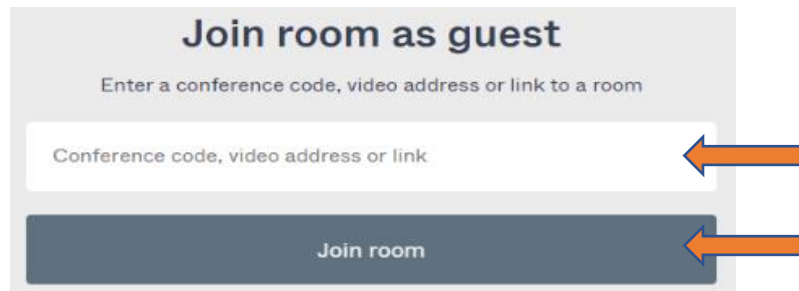
3. One you have successfully connected, you will be placed into the virtual lobby for the conference. The virtual meeting room/Conference name will be displayed – in the example below, the virtual meeting room is named *DJAG 001's VMR*.

To connect into the conference, click on **Join through browser**.
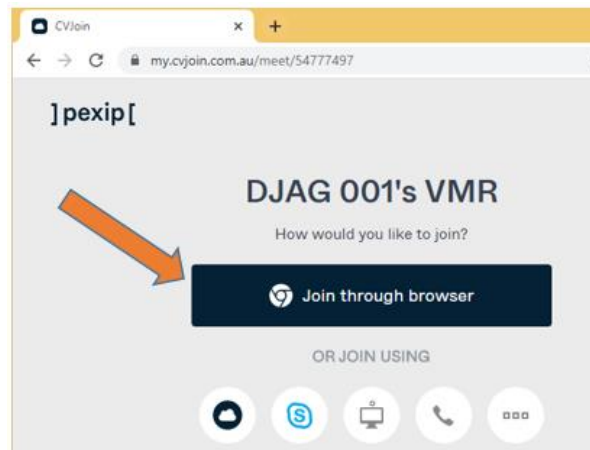
4. You will now be presented with a *Check that everything works* page, that will allow you to confirm your microphone, camera, and speakers are all working correctly. Before joining the Court, please confirm everything is working as required.

Your camera image is the background. Please ensure your framing is correct.

This is the audio from your microphone. You should aim for approx. 50%.

Click this button to test your speakers.

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5. 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 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)*

   Click on **Join now** once you have correctly entered your display name.
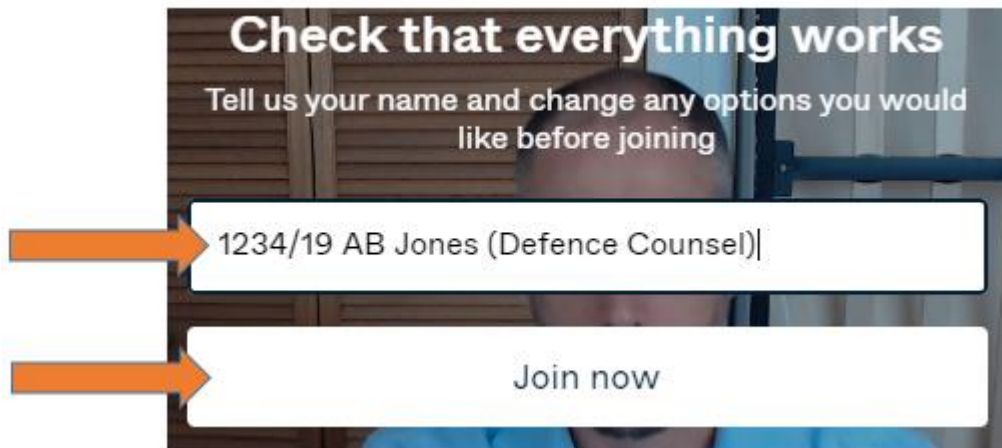
6. You will now be connected into the call. For a high-level overview of the in-call functions available when connected to a call, please refer to *Appendix 1* at the end of this guide.

## Connecting to a Pexip conference using the iOS app

To connect to a Queensland Courts' hosted video conference, using an Apple iOS device please perform the following:
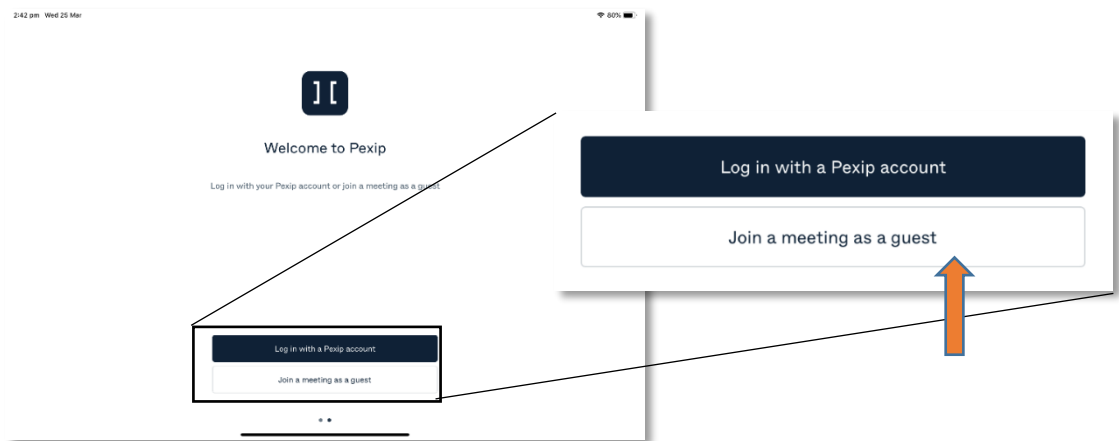
1. Locate and download the [Pexip app](#) in the App Store. There are multiple apps called Pexip. The required app has a white cloud on a navy background.
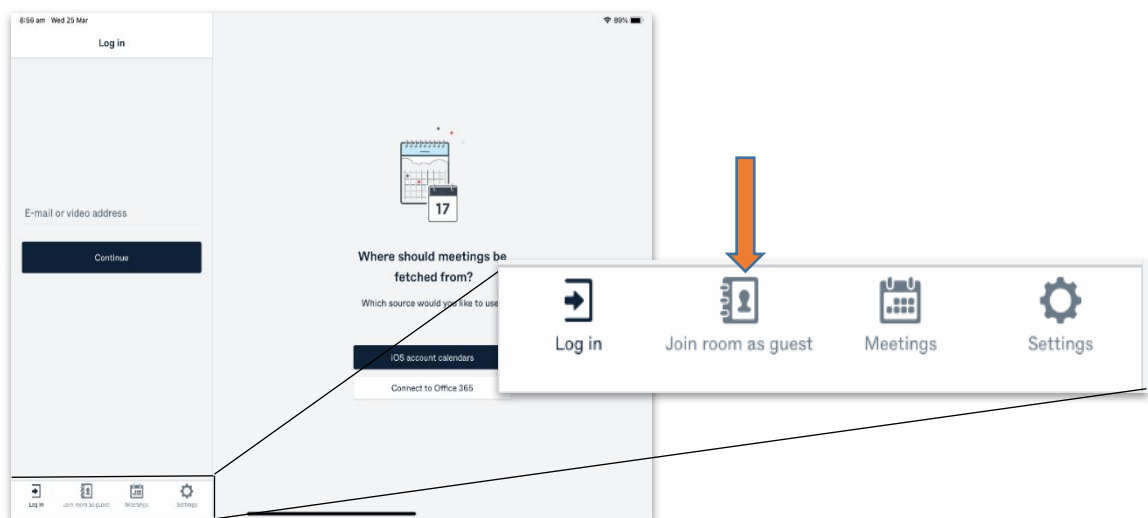

2. Once installed, navigate to the Pexip app icon and open the application.
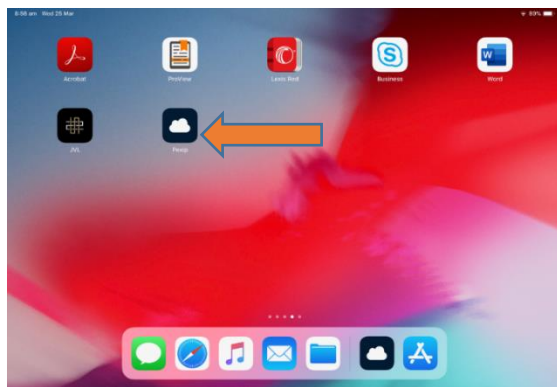
3. At the Welcome screen, press on **Join a meeting as guest**

4. On the menu bar, press on **Join room as a guest**

5. You will then be prompted to enter your **Display Name**.

This will be the name that other parties see when connected to a call. The Associate or Registry 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)*

You will also need to enter a *Video address or conference code* which will provided to you prior to the call from either the Associate/Clerk or the Registry for the matter. Once you have entered both items, press on **Join room.**

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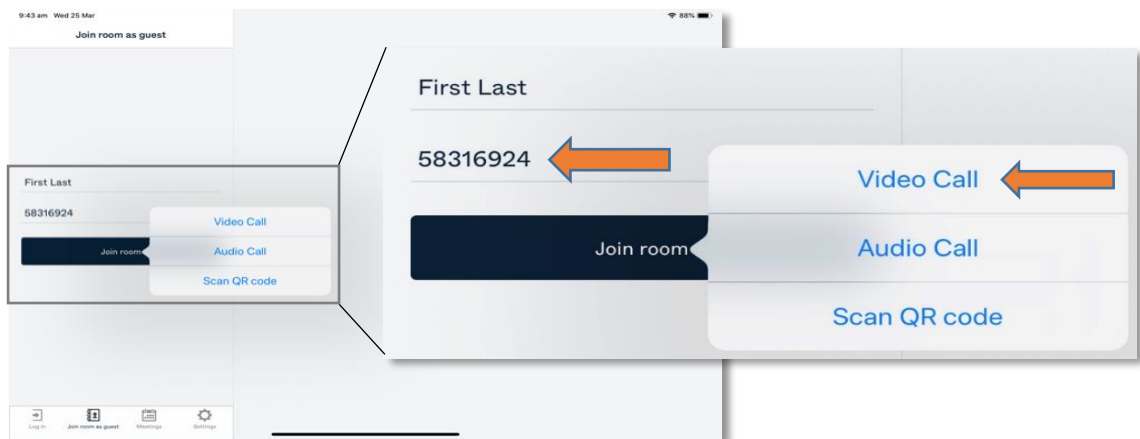
6. You will then be prompted as to how you wish to connect. Press on **Video Call**.

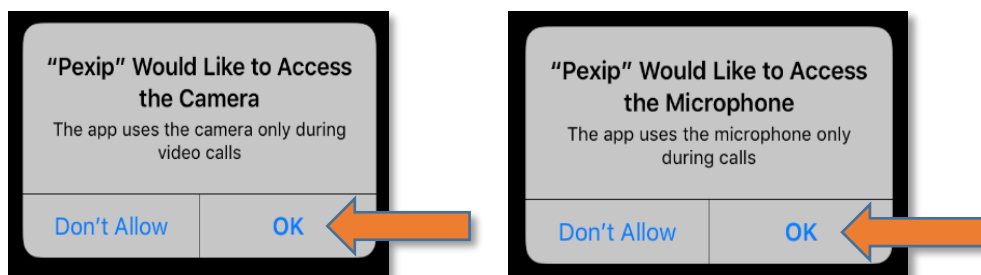7. You will be then be prompted twice to allow Pexip to access the microphone and camera. Press on **Ok** when prompted (you will only be prompted the first time you use the app).

8. You will then enter one (1) of two (2) possible screens.

   a. If the room is not ready, you will enter the lobby. When the Host (Associate/Court Service Officer) signs in, the room will then open, and all users will join.
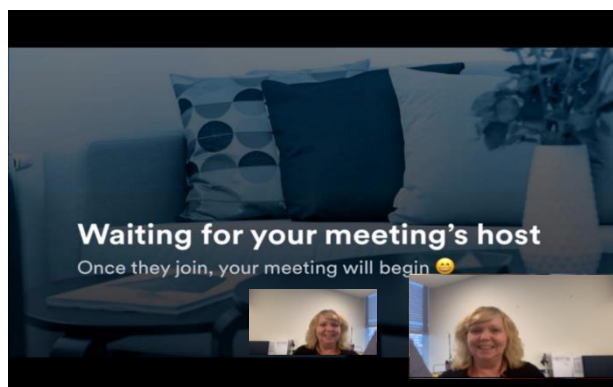
b. If the room is ready, you will be immediately added into the call.

This is where remote content (evidence) will appear. To view larger, double tap this preview box.

This is where the participants will appear, if they are the active speaker.

This is your self-view. This shows how you appear, but mirrored.

Connecting to a Pexip conference using a telephone (voice-only)

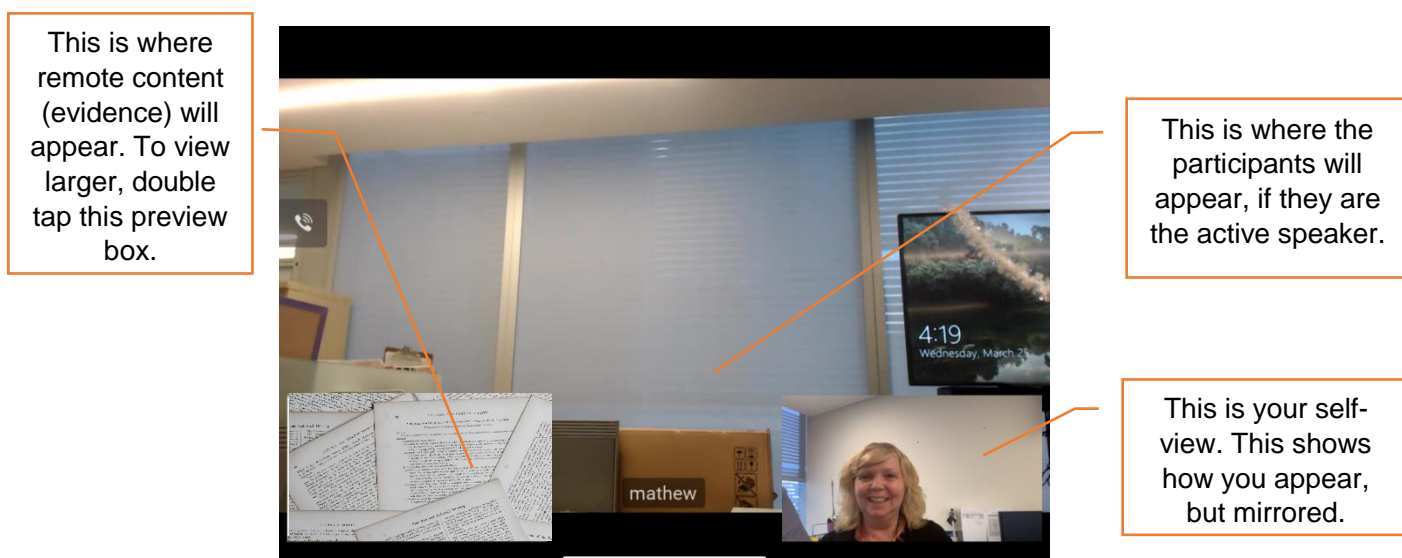In the event you are unable to connect by following the instructions above, you may dial into the conference using a standard telephone.

Please first attempt to join by videoconference using the instructions above, as this is highly preferred and will lead to a more efficient hearing. If a party is unable to join using the web browser and can only join by telephone, please follow the following steps:

1. Call **02 8310 4080.**
2. When prompted, dial the meeting code provided by the Associate or Registry, followed by the hash key (#).
3. You will then be connected to the conference.
4. Please note that your phone number will be displayed on the screen shown to all court users, if you do not wish this to occur please ensure you withhold your phone number prior to dialling in.

More information and useful links

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/216077528-Which-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.mymeetingvideo.app
- Getting started and useful information - https://support.pexip.com/hc/en-us

Support Arrangements

For assistance, contact the Registry managing your matter.

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Appendix 1: In-call Pexip functions when using Google Chrome

This allows you to share a screen, or application on your computer to the Court.

DTMF tones. This is not used within DJAG.

This shows the conference in full screen view.

This shows the chat window which may be used to communicate to you by the Court.

This allows you to adjust your camera, microphone and speaker.

This mutes your microphone.

This ends your connection to the Court.

This mutes your camera image.

This is the image your camera is sending. Others in the call will see this.

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