

How to Join a Webex Video Conference Call

Webex is an application to facilitate video conference calls for court events with external parties. This fact sheet outlines the steps required to join a Courts video conference call as an external party using Webex.

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

- Counsel
- Instructing solicitors
- Parties without legal representation; or
- Witnesses.

Webex is a cloud-based video conferencing service that enables you to participate in a Queensland Courts video conference call from your computer or smart device.

What is required to use Webex?

Hardware

Webex does not require any specialist hardware or equipment to operate. It will function with standard computer-based video conferencing equipment (e.g., webcams and microphones) or mobile devices.

To ensure you and the other call participants have the best call experience, it is highly recommended that you use a headset (combined microphone and headphones) whenever possible.

Software

Webex is supported on most internet browsers; however, it is recommended that you use the latest version of the Google Chrome browser.

For Android or Apple iOS based smart devices (smartphone or tablet), you will need to download and install the Webex app from the respective app stores to connect to a Webex call via these devices.

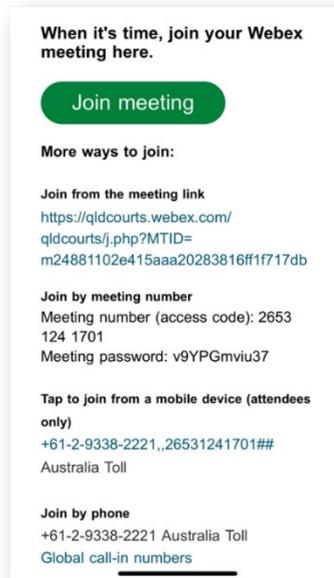
Before connecting to a Courts' video conference

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 video conference joining details via email.

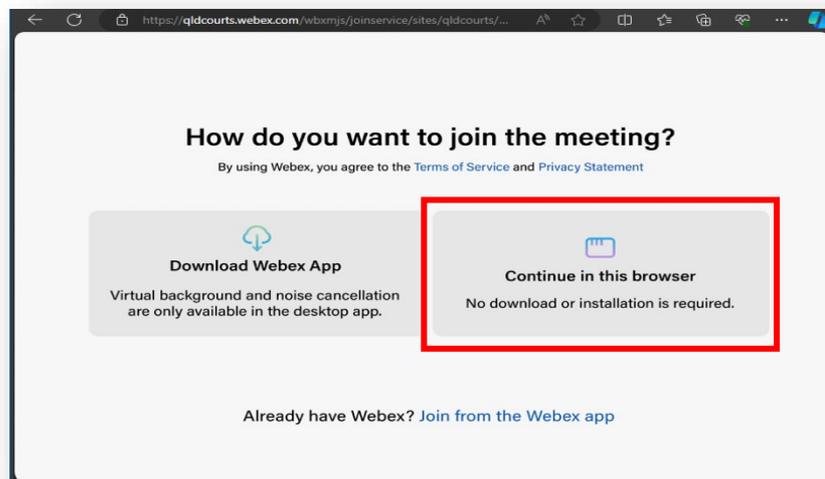
Connecting to the Webex video conference on your PC

The video conferencing invitation email will include several methods to join the video conference event at the designated day and time.

1. Click the **Join meeting** button or copy the unique meeting link and paste it into your internet browser address field and click **enter**. You will be taken to a screen that will ask you how you want to join the meeting.

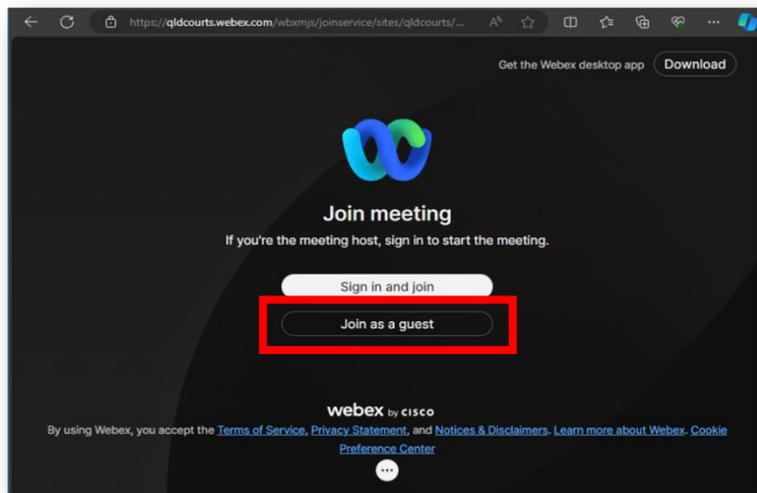


2. Click the **Continue in this browser** option, to join via your internet browser. You do not require the Webex Application to join the video conference session.



If you already use Webex and have the application on your device, you can select the **Join from the Webex app** to join using the Webex application.

3. Once you select Continue in this browser, you will be taken to the Join meeting page. Click the **Join as a guest button** to be taken to the Guest sign in page.



4. Enter your display name, i.e., your name that will display as your name in the video conference session, and your email address in the displayed fields and click **Next**.

You will then be taken to the Lobby of the scheduled video conference session. The Lobby is a virtual waiting area for the video conference meeting. The host will be notified that you have joined the meeting and are waiting in the lobby. They will let you into the main video conference session when you are required.

Connecting to the Webex video conference via your smart device

If you wish to join the Webex video conference using your smart device, you will need to download the Webex app to your device from the device App store (i.e. go to the Apple App Store if you are using an Apple iPhone).

Please note, be in a quiet place while in the video conference court event. It is advised that you use a combined microphone and earphones/ speakers connected to your device to ensure the best experience and can easily hear and be heard during the video conference session.

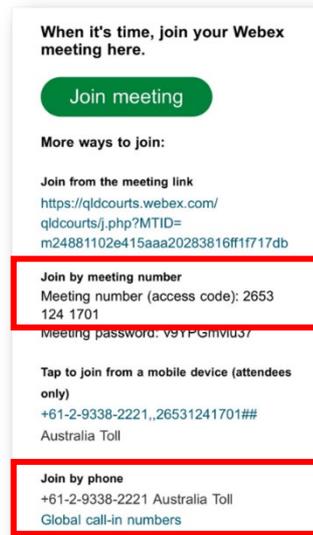
Connecting to the Webex video conference using a telephone (voice only)

To join the Webex video conference using a telephone (audio only), refer to the telephone details listed in the join the Webex meeting invitation email you received.

1. Dial the listed telephone number in the invitation.
2. Enter the listed **Meeting number (access code)** into your telephone keypad followed by a #.



3. You will then be placed into the Lobby of the scheduled Webex conference. The host will let you into the conference when they are ready for you.

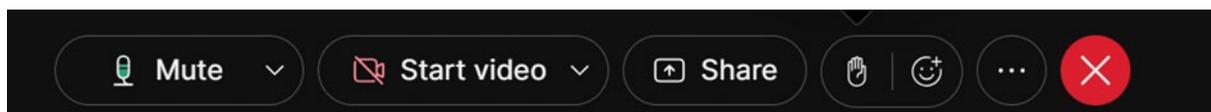


4. If you get a message that the code is incorrect, follow the prompts and enter the correct meeting number followed by a #.

During the Webex video conference event

Once you are in the court event video conference session, you will automatically be muted on entry. Please keep in mind the following actions:

- When you receive a message to unmute yourself from the Host, promptly click the **Mute/Unmute** button at the bottom of your Webex screen to turn your microphone on.
- If you are asked to switch your camera on, click the **Start video** button to activate your camera.



- Only leave the court event when you are instructed to. To leave the event, click the red **X** button and then click **Leave meeting**.

For more information

For more details on how to join a Webex meeting/ call, please refer to the following Webex article:

https://help.webex.com/en-us/article/nrbgeodb/Join-a-Webex-meeting#id_135013

Video conference support

For assistance, contact the Registry managing your matter.

