

Virtual Hearings: Webex User Guide

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Introduction

This guide has been developed to assist you to dial into a Webex hearing arranged by the Supreme Court of Victoria (the Court).

Ahead of the hearing, the relevant registry will conduct a test of the videolink technology with the parties. This test is essential to troubleshoot any issues that may arise and will help the hearing run more smoothly. You will be provided with instructions before the hearing regarding testing.

It is recommended that parties familiarise themselves with Webex as much as possible before a hearing. The following links provide useful resources:

[Click here to download WebEx meetings](#)

[Click here for WebEx meeting video tutorials](#)

[Click here for WebEx – Using the Desktop App – Training Video](#)

[Click here for Webex Help Centre](#)

Technology Prerequisites

1. **Ensure your Internet bandwidth meets Webex minimum requirement -**
 - a) For the best video experience in Cisco Webex Video Platform meetings, Cisco recommends each screen must have at least 2.0 Mbps bandwidth (bi-directional, i.e. sending and receiving). For example, 2Mbps equals one video, therefore if there are 3 participants your bandwidth should be 6Mbps. Sharing documents would require higher Mbps.
 - b) **Bandwidth test** - <https://www.speedtest.net/>
 - c) **Webex Network Test** - <https://mediatest.webex.com/>
 - d) **Webex Bandwidth Reference** - <https://help.webex.com/en-us/WBX84420/Low-Bandwidth-Errors-in-Cisco-Webex-Video-Platform-Meetings>

2. **Ensure your computer meets the following requirements -**
 - a) PCs must meet the following minimum requirements:
 - i) **CPU:** Quad-core processor (three or more meeting participants)
 - ii) **RAM:** 8 GB RAM
 - b) **Browser requirement** - <https://help.webex.com/en-us/9ehuwu/Web-App-Supported-Operating-Systems-and-Browsers>
 - c) **Camera:** a high-definition video supported USB-based or embedded web camera – **Only for video participants** - <https://help.webex.com/en-us/fw8u4j/Webex-Video-Support>

3. **Computer audio requirement -**
 - a) Laptop/PC with speaker and microphone
 - b) Most headphones will work with Webex.

4. **Troubleshooting before testing –**
 - If you are participating in a virtual hearing in the office, please liaise with your IT Department at your work and share this document before the testing.

 - Complete a speedtest, with the link provided in technology prerequisites, which is above. Once the speed test is conducted, you will need to look at the download and upload section. It will need to be at least 15 Mbps for download and 10Mbps Upload. If this does not meet the requirements, you can use a 4G dongle and repeat the test. Please see example below.



5. All calendar invitations will have the below dial in details. Each hearing the dial in details will change. Example below.

[Join Webex meeting](#)

Meeting number (access code): 575 453 499 Meeting password: BFdm2pkmP25 (23362756 from phones and video systems)

Join from a video system or application

Dial 575453499@supcourt.webex.com

You can also dial 210.4.202.4 and enter your meeting number.

Join by phone

Tap to call in from a mobile device (attendees only)

[+61-2-9037-0069](tel:+61290370069) Australia Toll

[+61-3-9070-6482](tel:+61390706482) Australia Toll (Melbourne)

[Global call-in numbers](#)

Join using Microsoft Lync or Microsoft Skype for Business

Dial 575453499.supcourt@lync.webex.com

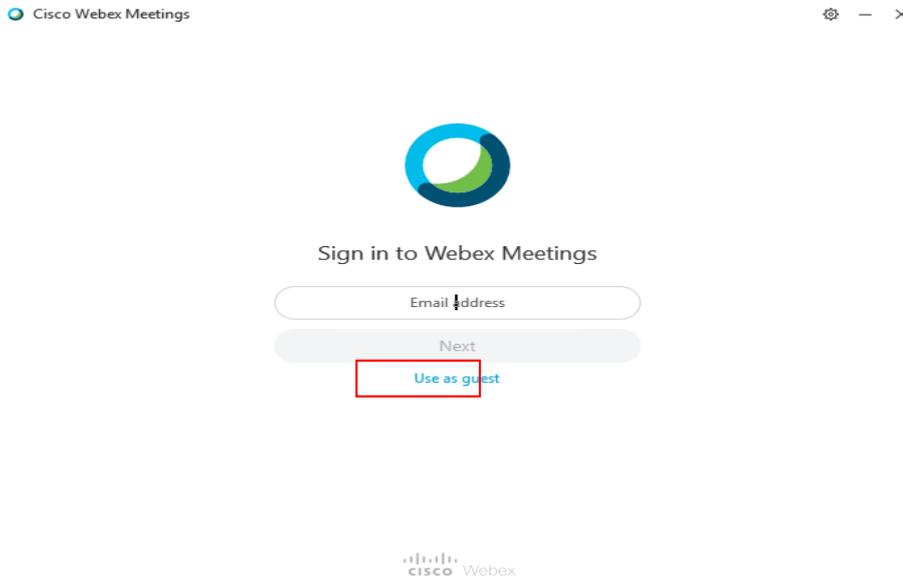
[Can't join the meeting?](#)

How to join Webex– Using Webex Desktop Application

1. Launch your Webex client on your Computer.



1. When launch for the **first time**, you will see the screen below. Click [Use as guest](#).



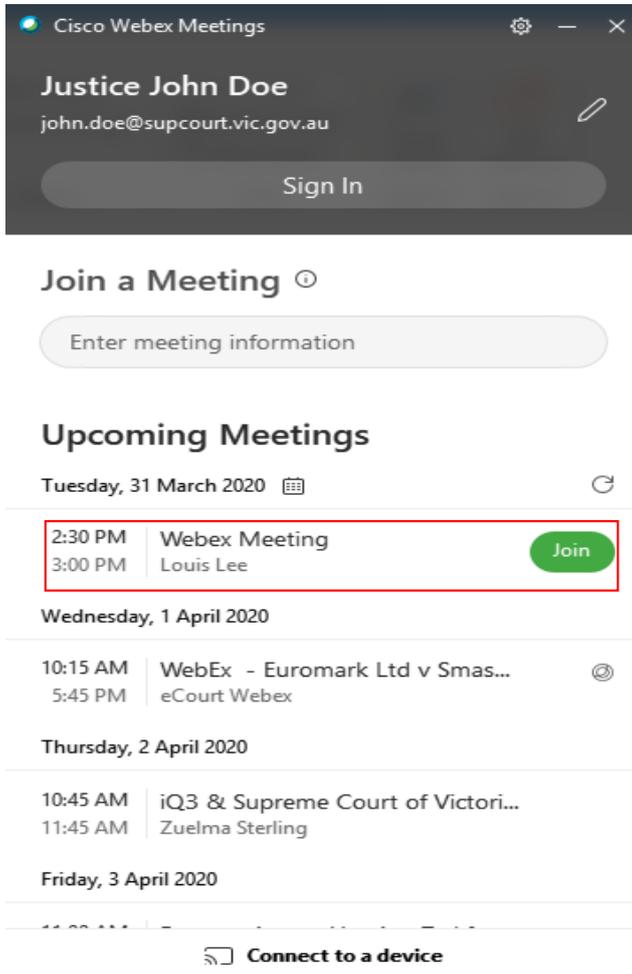
2. You will be prompted to enter your information. (This information will be saved for the next Webex Meeting). Click "Continue as guest".

Justice John Doe

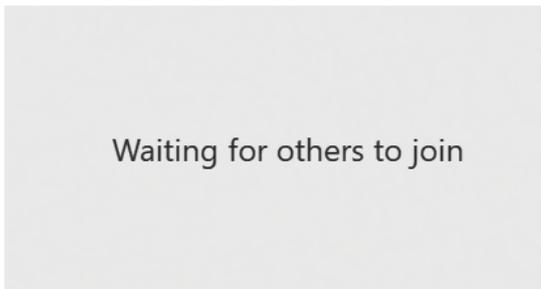
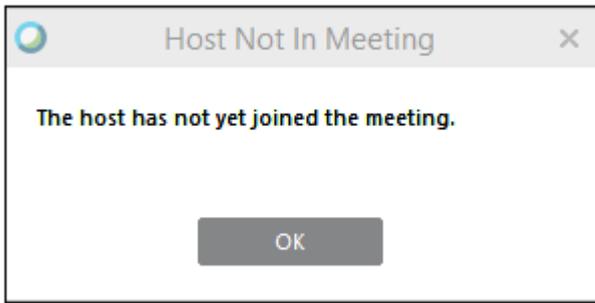
john.doe@supcourt.vic.gov.au

Continue as guest

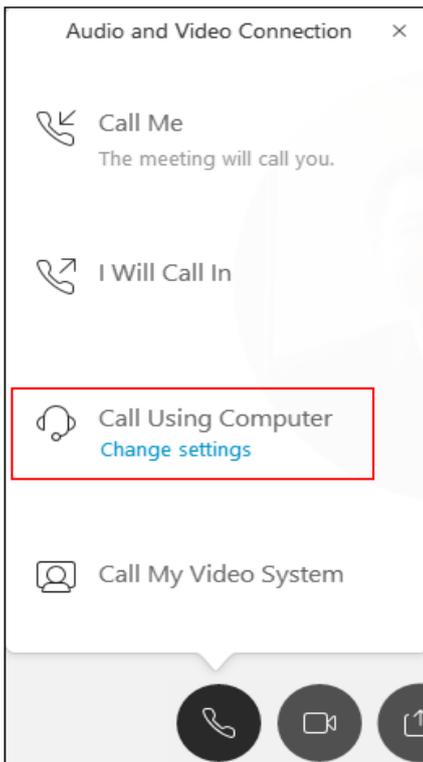
3. This is the Webex Meeting screen that will list all your appointment in your Outlook calendar. For a Webex meeting, there will be a **Join** next to it. Click **Join** will join the meeting.



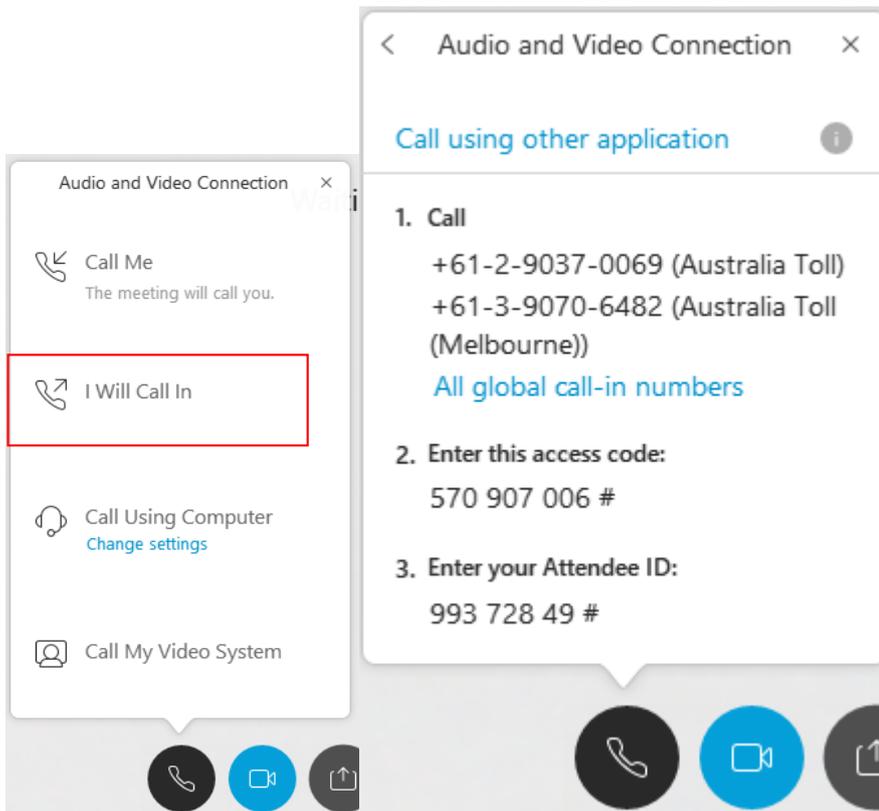
4. If the Court has not started the Webex meeting, you will see the below. Click “OK”.



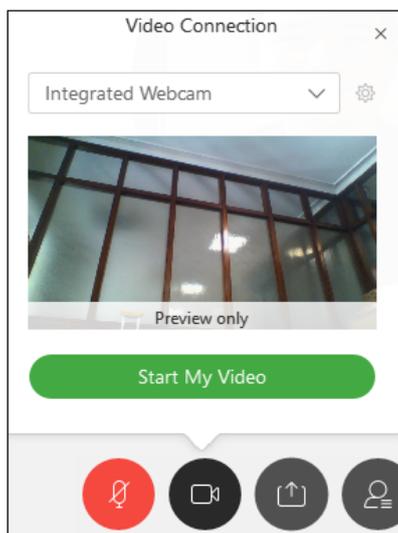
5. You will be prompted to choose your Audio. Choose “Call Using Computer” to use your computer speaker and microphone.



6. Choose “I Will Call In” to use your mobile/phone as the source for audio and microphone.



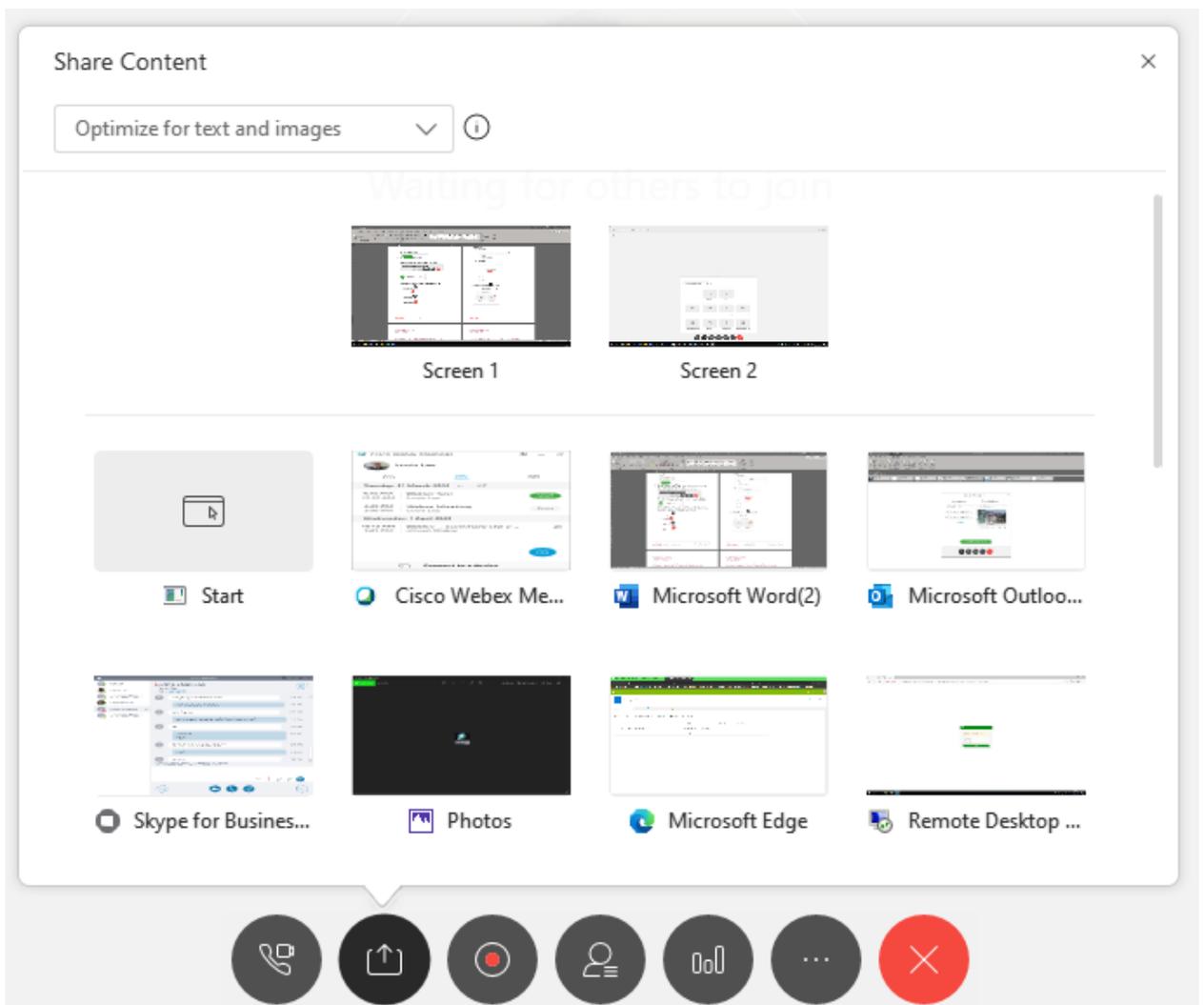
7. Click on  and you will be prompted to choose your camera. For example if you have 2 cameras on a Surface Pro, please ensure you choose the front camera. Please see below.



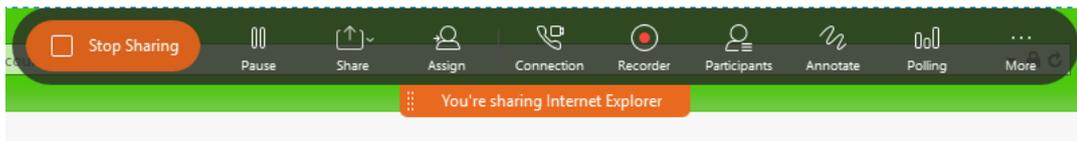
8. Once the Audio and Camera is connected, you will be able to mute and unmute your microphone, start and stop your camera. In the example below, the

- a. Mic is unmuted 
- b. Mic is muted 
- c. Video is started 
- d. Video is stopped 

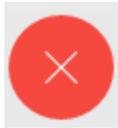
9. To share content, click on  then choose:



10. To stop sharing, click "Stop Sharing" located in the toolbar on the top of your screen.

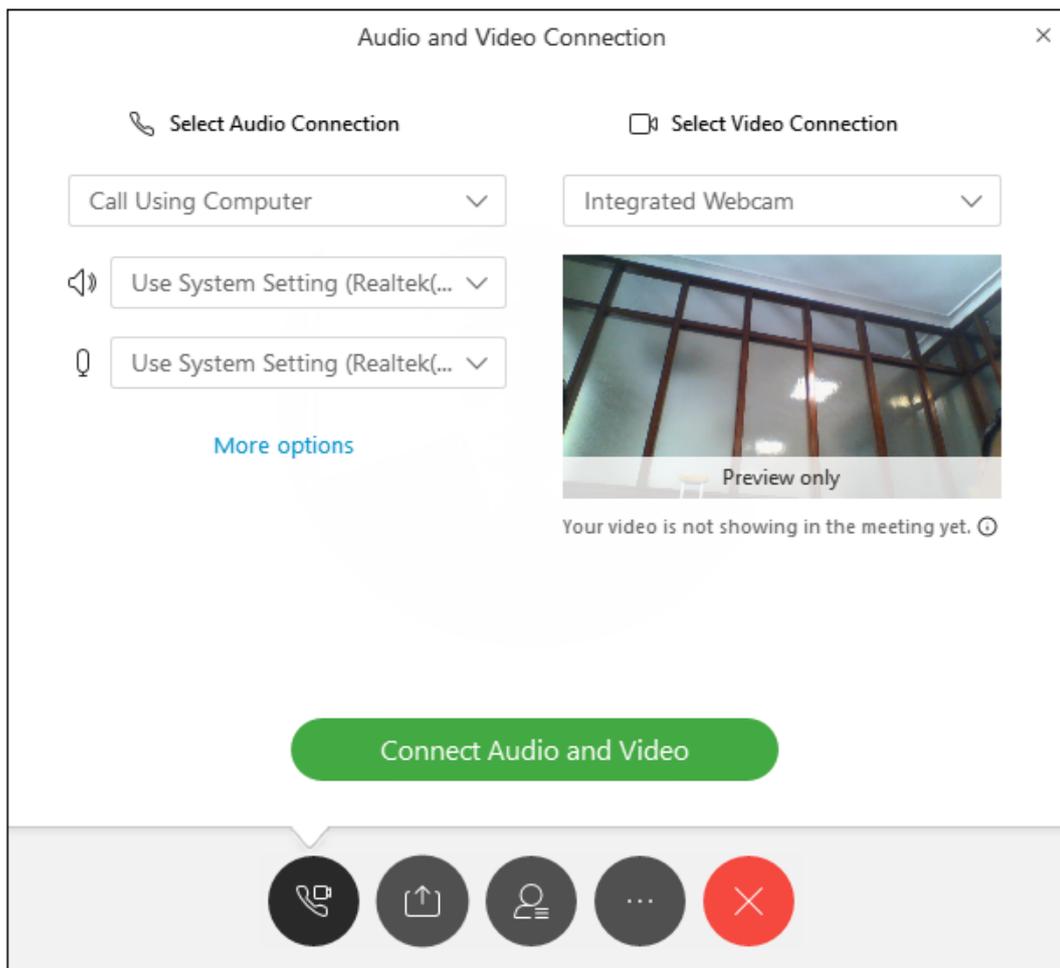


11. To leave the call, click on the button below.



12. The next time you join a Webex Meeting, you will be prompted with the below

screen. Click  , if there is no change.



How to join to Webex through your internet browser

1. Open your meeting invite and click on [Join Webex meeting](#)
2. The link will open in your default browser.
3. It will prompt you to enter your name and email address, please example below -

Webex Meeting

Hosted by eCourt Webex

● 9:30 PM - 11:30 PM | Thursday, Mar 26 2020 | (UTC+11:00) Canberra, Melbourne, Sydney

Join Meeting 

4. Click on the arrow and choose “Always join from web app”, please example below -

Webex Meeting

Hosted by eCourt Webex

● 9:30 PM - 11:30 PM | Thursday, Mar 26 2020 | (UTC+11:00) Canberra, Melbourne, Sydney

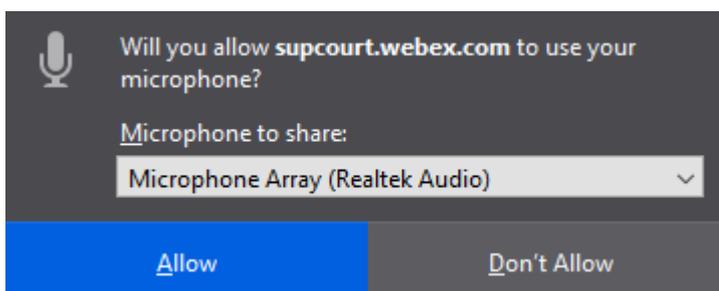
Join Meeting 

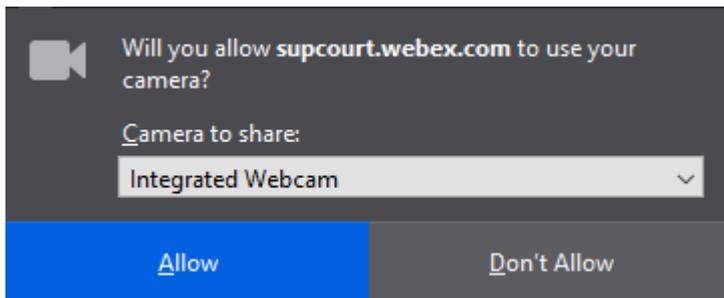
Always choose best option for me

Always join from desktop app

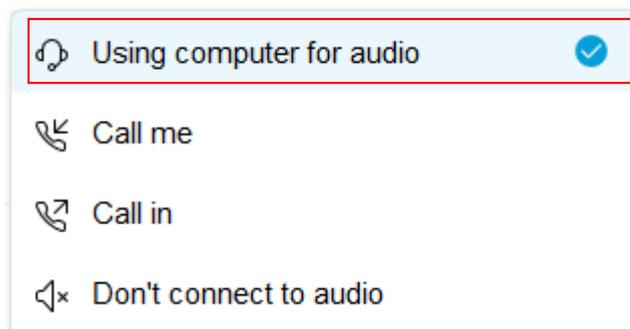
Always join from web app 

5. Click join meeting
6. Depending on your browser you may be prompted to allow access to the microphone and camera at this stage. **Ensure you allow access to both your microphone and camera.**

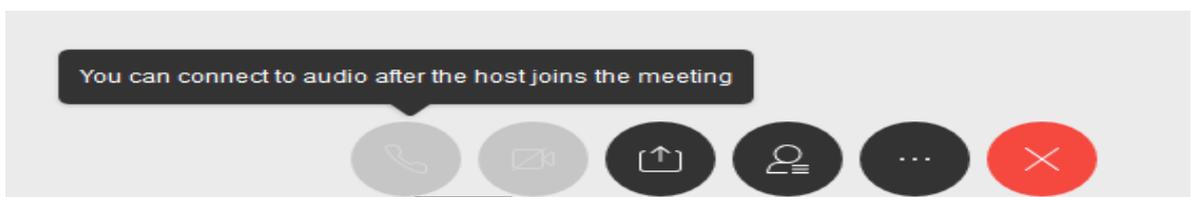




- a. **Guide for Firefox** - <https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions>
 - b. **Guide for Chrome** - <https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0>
7. Ensure you choose **“Using computer for audio”**



8. Click on join meeting
9. Your audio and camera will be greyed out if the Supreme Court of Victoria has not opened the meeting. Please wait for the meeting to be opened. Example below -



10. Once the meeting has been opened, your audio will be connected automatically. Example below.



11. Once the audio and camera is connected, you will be able to mute and unmute your microphone, start and stop your camera. Please see the example below:

a. Mic is unmuted 

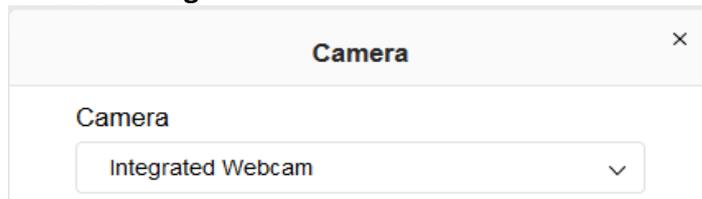
b. Mic is muted 

c. Video is started 

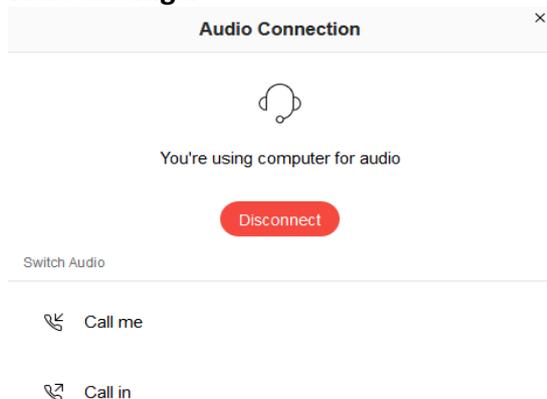
d. Video is stopped 

12. Click  and select  **Audio connection** and  **Camera** to change your default camera and audio settings.

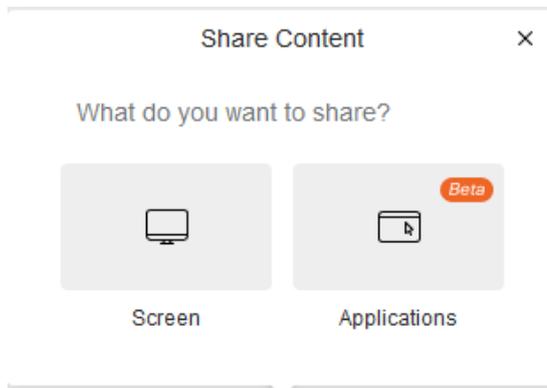
a. **Camera settings:**



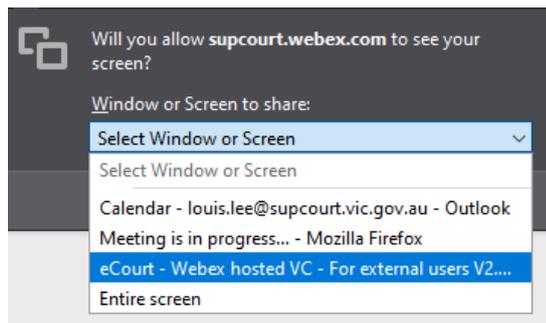
b. **Audio settings:**



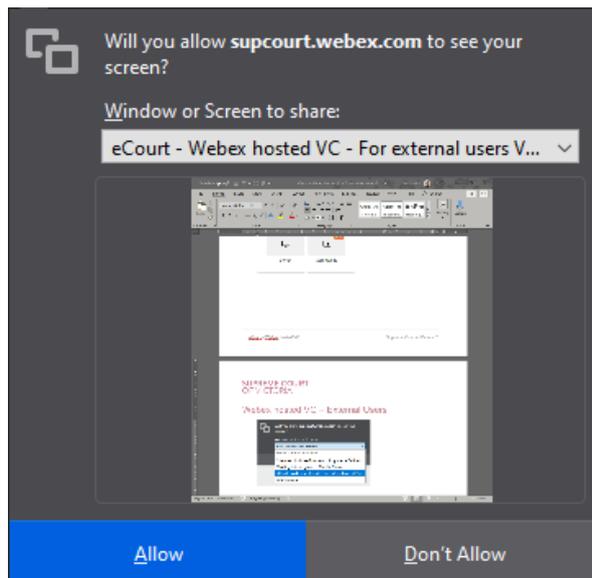
13. To share content, click on  then choose:



- a. Choose the window you want to share. Example below –



- b. Click "Allow". Example below –



14. To stop sharing, click "Stop Sharing" located in the toolbar on the top of your screen.

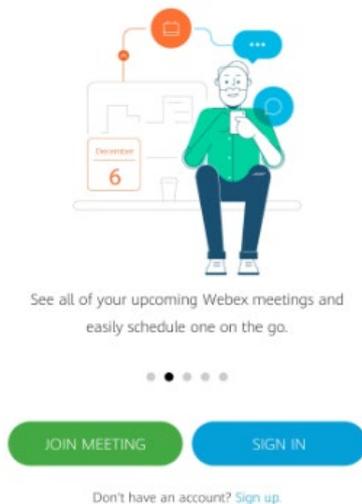


15. To leave the meeting, click  then

Leave Meeting

How to join Webex application using Tablet or Smart Phone

1. Launch your Webex client on your Computer, iPad or Mobile.
2. Enter the meeting number that is in your calendar invite and click “Join”. Example below.



3. Then enter the meeting number, your name and email address that is in your calendar invite and click join. See example below.

< Join Meeting JOIN

571 322 554

If you are invited to a Personal Room, you can enter the URL.

company.webex.com/meet/username

John Doe

jd@gmail.com x

4. Then enter the meeting password, which is case sensitive. Therefore, ensure you use capital and lower case for letters. Example below.

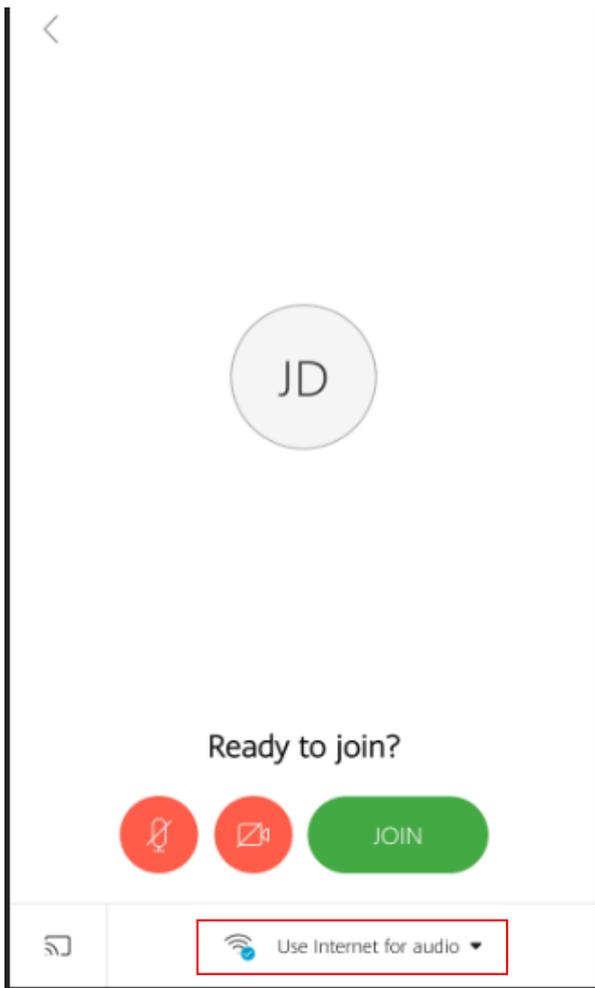
Meeting password: ixPje2im (49753246 from phones and video systems)

Webex Meetings

Meeting password _____

CANCEL OK

5. Once you entered the meeting password, you will see the screen below. Ensure you you are using internet for audio. Then click join.



How to join Webex from a phone – Only for audio connection

1. Dial the call-in numbers provided in the email or click “Global call-in numbers” for more numbers. Example below.

Join by phone

Tap to call in from a mobile device (attendees only)

[+61-2-9037-0069](#) Australia Toll

[+61-3-9070-6482](#) Australia Toll (Melbourne)

[Global call-in numbers](#)

2. Follow the instruction on the phone and enter the meeting number and password when prompted (meeting password will be the digits and not the letters). Example below.

Meeting number (access code): 575 453 499 Meeting password: BFdm2pkmP25 (23362756 from phones and video systems)