

Virtual Hearings: Webex User Guide

April 2020 | Prepared by the Supreme Court of Victoria



Supreme Court of Victoria
210 William Street
Melbourne Victoria 3000



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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 video link 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 the 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 -

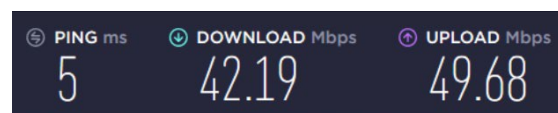
- a) PCs must meet the following minimum requirements:
 - i) **CPU:** Quad-core processor (three or more meeting participants)
 - ii) **RAM:** 8 GB RAM
- b) **Browser requirement** - <https://help.Webex.com/en-us/9ehuwu/Web-App-Supported-Operating-Systems-and-Browsers>
- c) **Camera:** a high-definition 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 requirements -

- 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 speed test with the link provided above. Once the speed test is conducted, you will need to check the download and upload. It needs 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 the example below.



5. All calendar invitations will have the below dial in details. Each hearing the dial in details will change. An example is below.

-- Do not delete or change any of the following text. --

[Join Webex meeting](#)

Meeting number (access code): 165 272 3212

Meeting password: GDrhPhfQ632 (43747437 from phones)

Join from a video system or application

Dial [1652723212@supcourt.webex.com](tel:1652723212@supcourt.webex.com)

You can also dial 210.4.202.4 and enter your meeting number.

Join by phone

Dial [1800 497 208 \(Toll Free\)](tel:1800497208)

[Global call-in numbers](#)

Join using Microsoft Lync or Microsoft Skype for Business

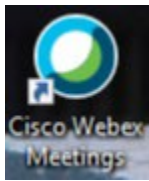
Dial [1652723212.supcourt@lync.webex.com](tel:1652723212.supcourt@lync.webex.com)

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

If you are a host, [click here](#) to view host information.

How to join Webex– Using the desktop Application

1. Launch your Webex client on your Computer.



1. When launching for the **first time**, you will see the screen below. Click 'use as guest'.



Sign in to Webex Meetings

Email address

Next

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".

The image shows a sign-in form for Webex. It includes the Cisco Webex logo at the top right. The form has a text input field for the name "Justice John Doe" and another for the email address "john.doe@supcourt.vic.gov.au". Below the email field is a blue button labeled "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. A Webex meeting will show a green button . Click to join the meeting.

Cisco Webex Meetings

Justice John Doe
john.doe@supcourt.vic.gov.au

Sign In

Join a Meeting

Enter meeting information

Upcoming Meetings

Tuesday, 31 March 2020

2:30 PM	Webex Meeting	Join
3:00 PM	Louis Lee	

Wednesday, 1 April 2020

10:15 AM	WebEx - Euromark Ltd v Smas...	eCourt Webex
5:45 PM		

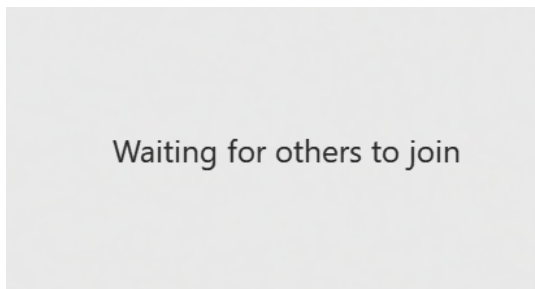
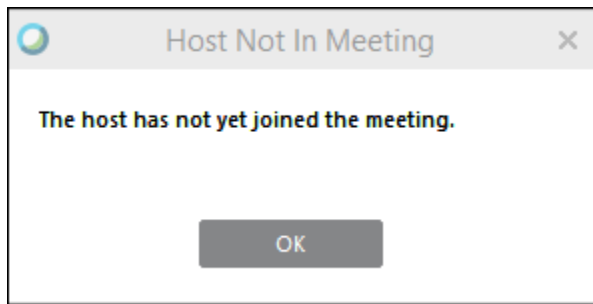
Thursday, 2 April 2020

10:45 AM	iQ3 & Supreme Court of Victori...	Zuelma Sterling
11:45 AM		

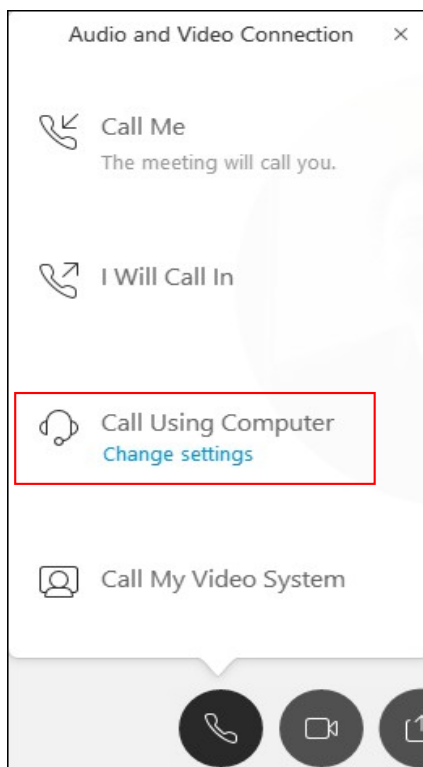
Friday, 3 April 2020

Connect to a device

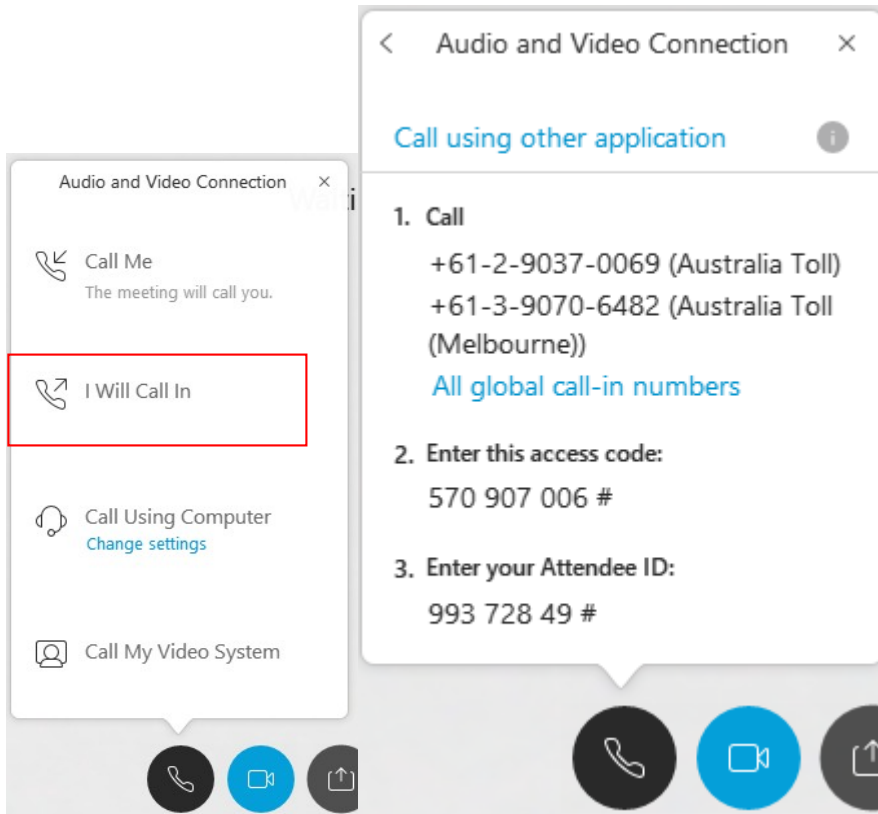
4. If the Court has not started the meeting, you will see the below. Click “OK”.

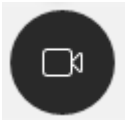


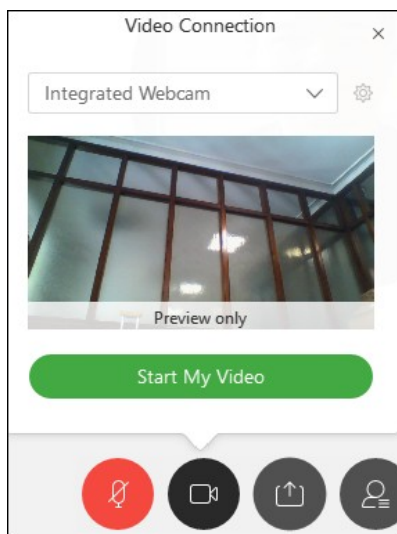
5. You will be prompted to choose your Audio. Choose “Call Using Computer” to use your computer speaker and microphone.



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

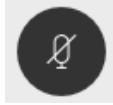


7. Click on  and you will be prompted to choose your camera. For example, if you have two cameras on a Surface Pro, please ensure you choose the front camera. Please see below.

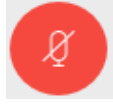


8. Once the audio and camera are connected, you will be able to mute and unmute your microphone, and start and stop your camera. See the examples below.

a. Mic is unmuted



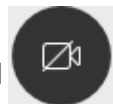
b. Mic is muted



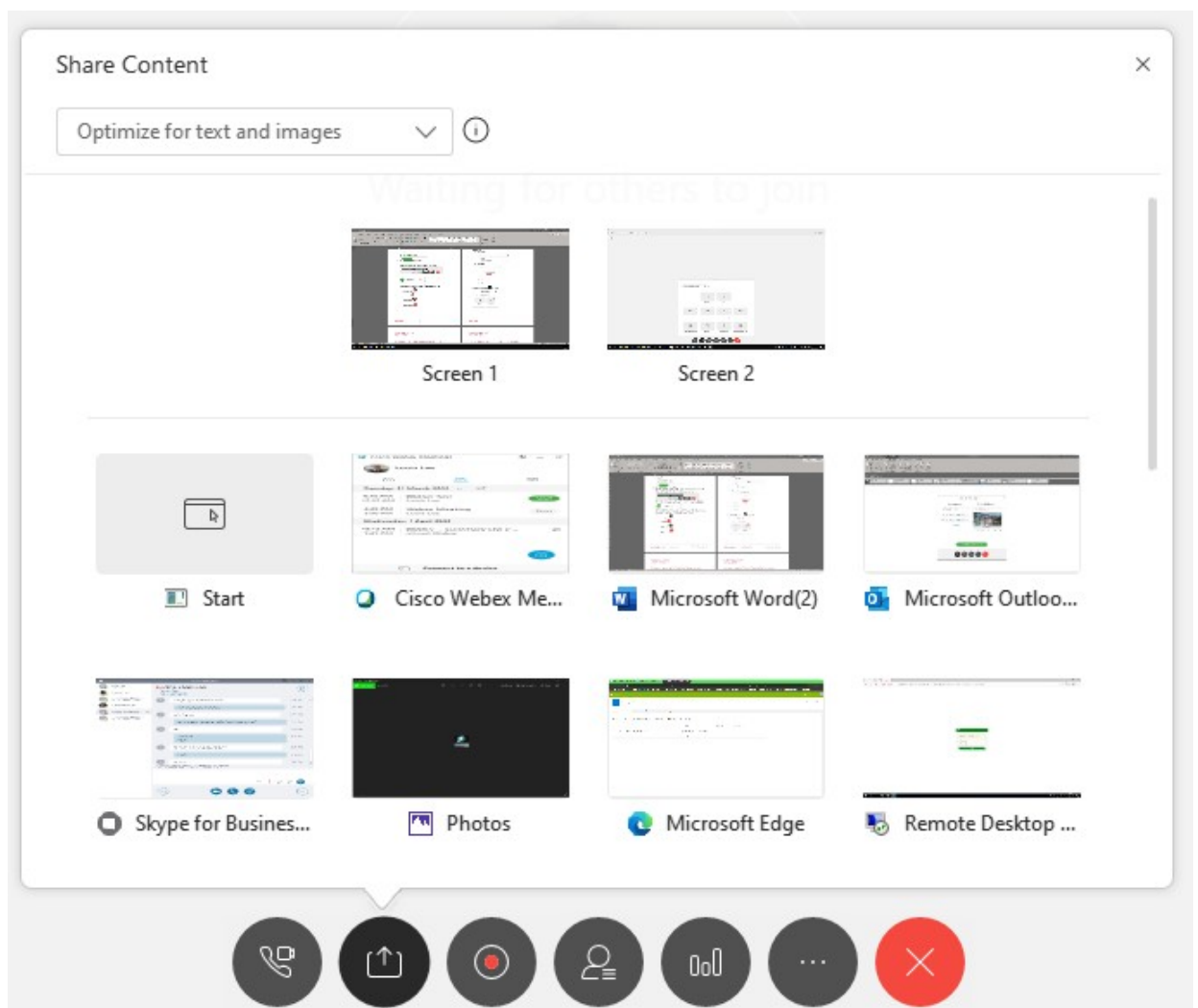
c. Video is started



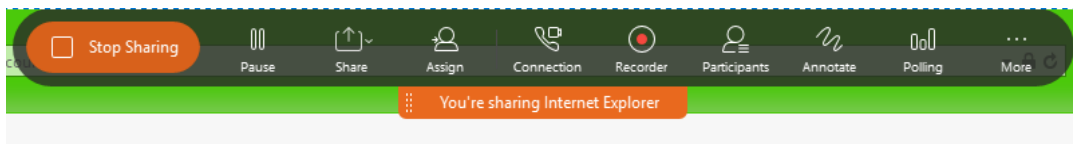
d. Video is stopped



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.

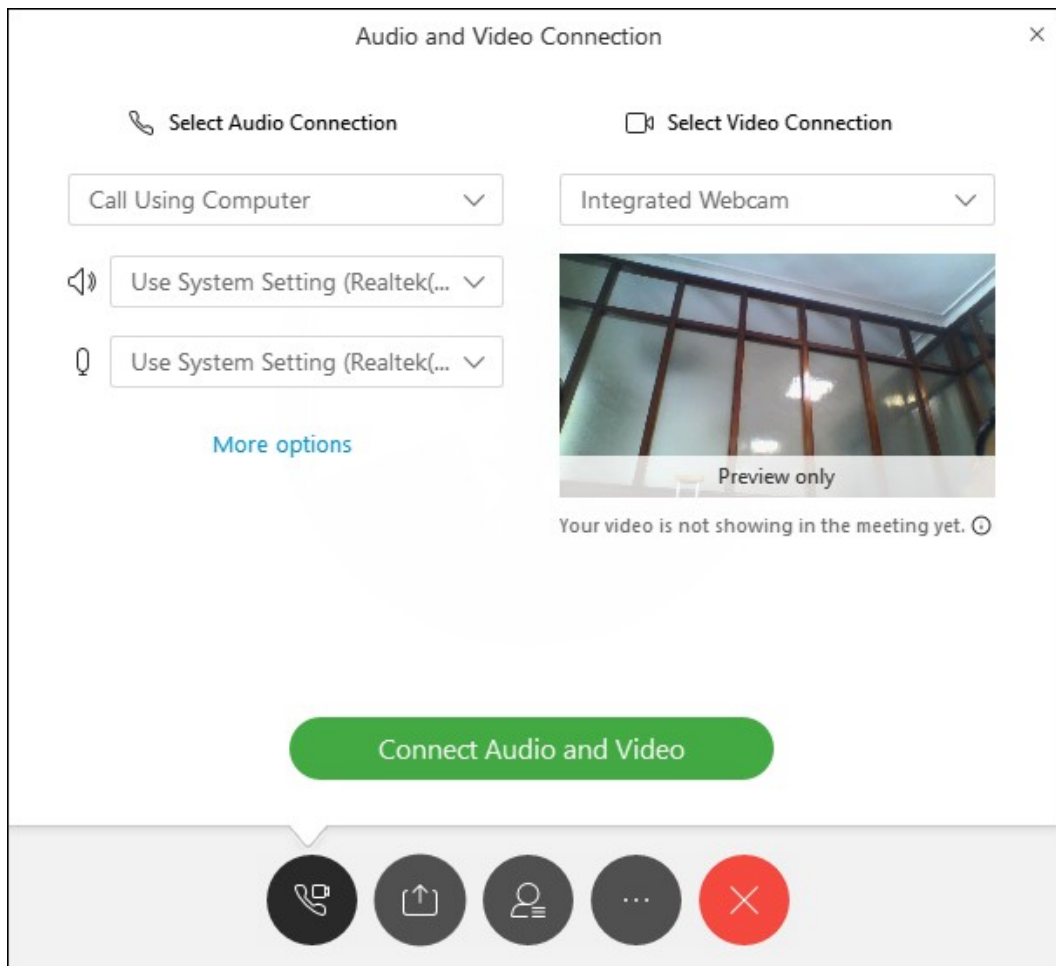


11. To leave the call, click on the button below.



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 invitation 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

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

Webex Meeting

Hosted by eCourt Webex

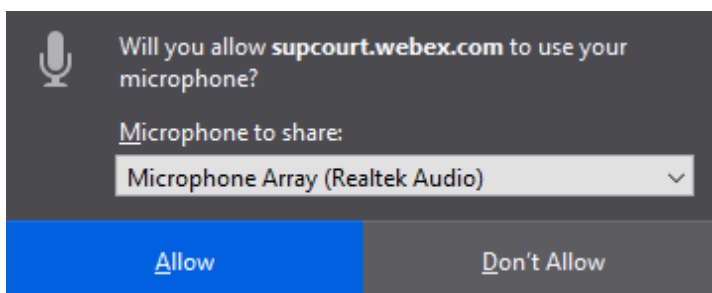
● 9:30 PM - 11:30 PM | Thursday, Mar 26 2020 | (UTC+11:00) Canberra, Melbourne, Sydney

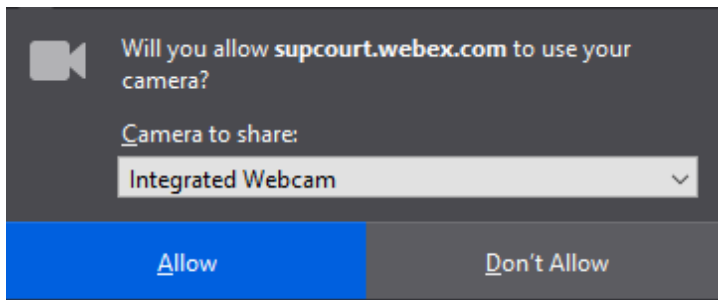
Always choose best option for me

Always join from desktop app

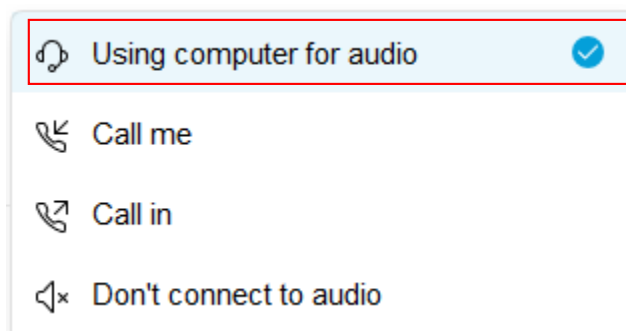
Always join from web app ✓

5. Click the join meeting button.
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.**

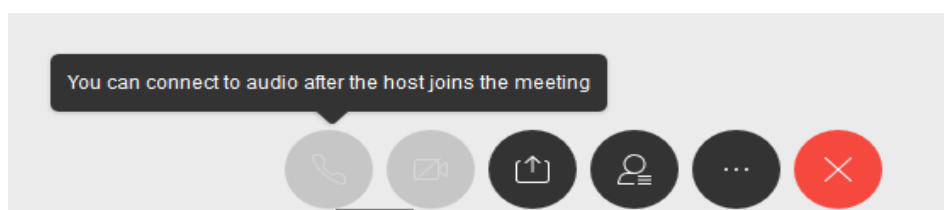




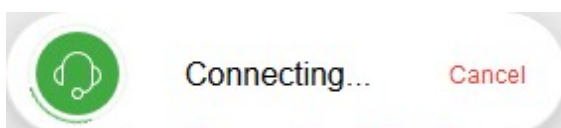
- a. **Guide for Firefox -**
<https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions>
 - b. **Guide for Chrome -**
<https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0>
7. Ensure you choose **“Using computer for audio”**



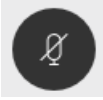
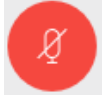


8. Click on join meeting
9. Your audio and camera will be greyed out if the Supreme Court of Victoria has not opened the meeting. Please wait for the meeting to be opened. Example below -





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

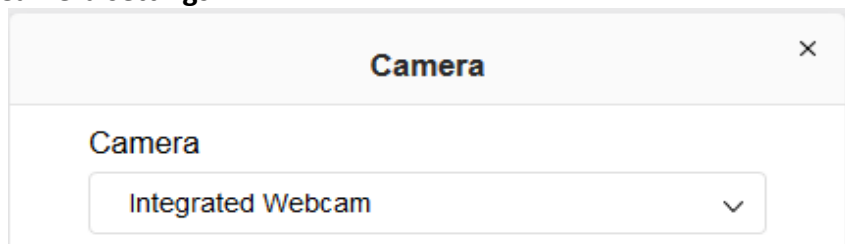


11. Once the audio and camera is connected, you will be able to mute and unmute your microphone, start and stop your camera. Please see the examples below:

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

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

a. **Camera settings:**




b. **Audio settings:**




You're using computer for audio

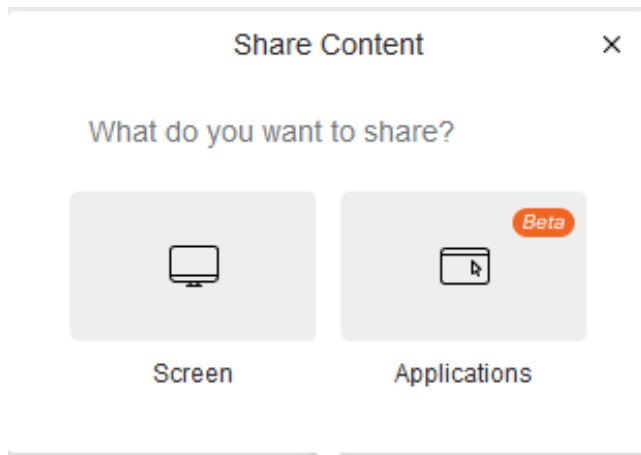
Disconnect

Switch Audio

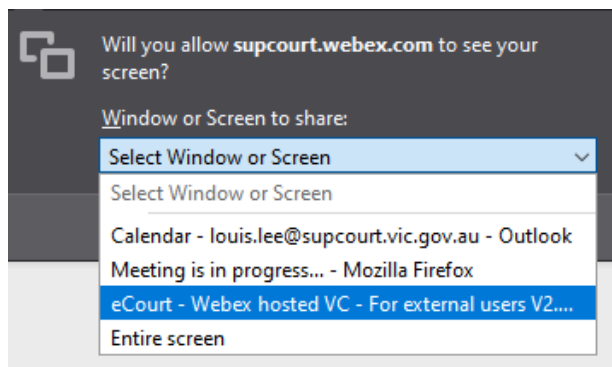
 Call me

 Call in

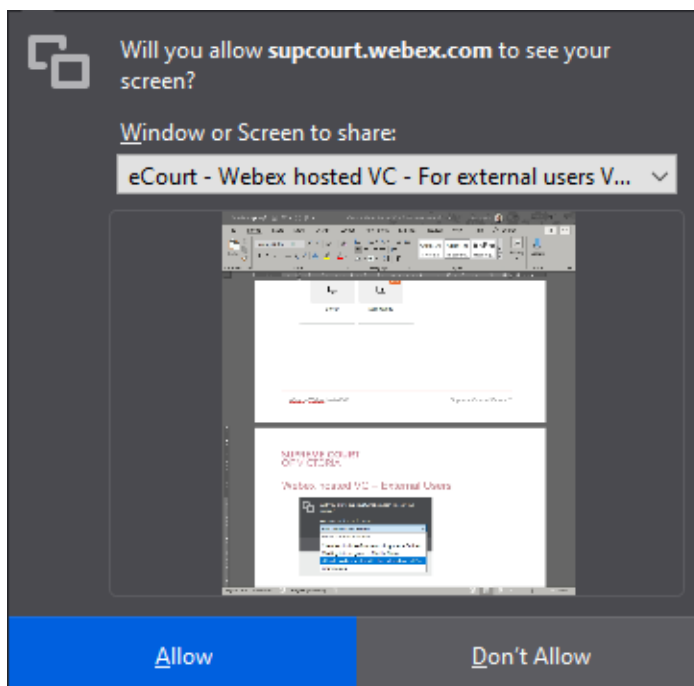
13. To share content, click on  then choose:



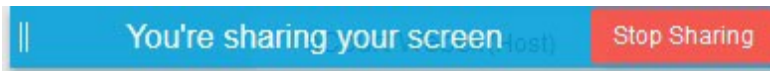
a. Choose the window you want to share. Example below –



b. Click "Allow". Example below –



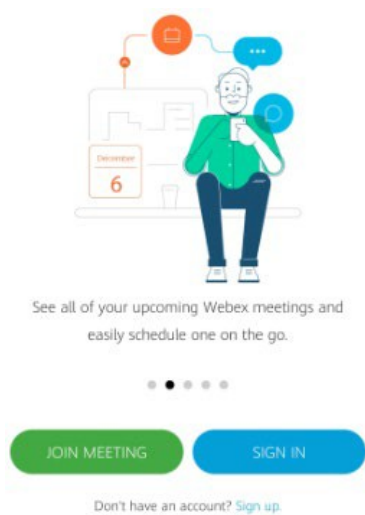
14. To stop sharing, click "Stop Sharing" located in the toolbar on the top of your screen.



15. To leave the meeting, click  then

How to join Webex using a 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.

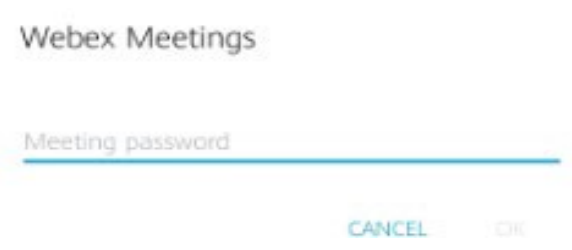
company.webex.com/meet/username

John Doe

jd@gmail.com ×

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)



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



How to join Webex from a phone - audio connection only

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

Join by phone

Dial [1800 497 208 \(Toll Free\)](#)

[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.

[Join Webex meeting](#)

Meeting number (access code): 165 272 3212

Meeting password: GDrhPhfQ632 (43747437 from phones)