

Virtual Hearings: Self-Represented Litigant 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 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](#)

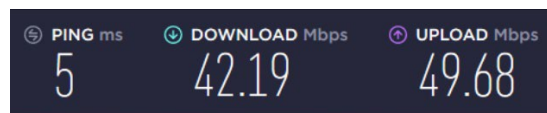
[Click here for Webex – Using the Desktop App – Training Video](#)

[Click here for Webex Help Centre](#)

Technology Requirements

1. **Ensure your Internet bandwidth meets the Webex minimum requirement -**
 - a) For the best video experience, Cisco recommends each screen must have at least 2.0 Mbps bandwidth (bi-directional, i.e. sending and receiving). For example, 2.0 Mbps equals one video. Therefore, if there are 3 participants, your bandwidth should be 6.0 Mbps. Sharing documents will require higher Mbps.
 - b) **You can check your bandwidth using these useful links:**
 - i) **Bandwidth test:** <https://www.speedtest.net/>
 - ii) **Webex Network Test:** <https://mediatest.Webex.com/>
 - iii) **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 –**
 - a) Complete a speed test with the link provided above (Bandwidth test). Check the download and upload speed. It needs to be at least **15 Mbps for download** and **10 Mbps for upload**. If your internet speed does not meet these requirements, try connecting to a 4G dongle or hotspot and repeat the test. Please see the example below.

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



5. Webex Invitations:

- a) All Webex invitations will have the details shown below. The dial-in details are **different for each hearing.**

-- 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)

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)

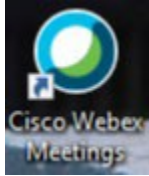
[Can't join the meeting?](#)

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

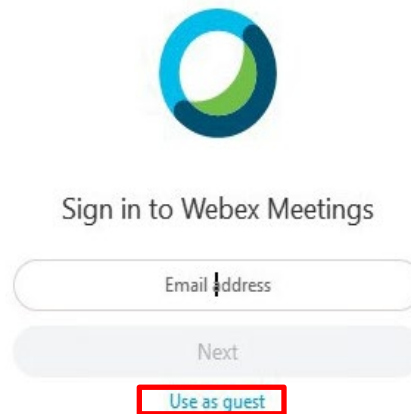
How to join Webex – Using the desktop Application

1. Download the Cisco Webex Meetings Application using the following link:
<https://www.webex.com/downloads.html/>

2. Launch the Cisco Webex app on your computer.



3. When launching for the **first time**, Click **'use as guest'**.



4. Enter your name and email address (this information will be saved for subsequent Webex Meetings). Click **'Continue as guest'**.

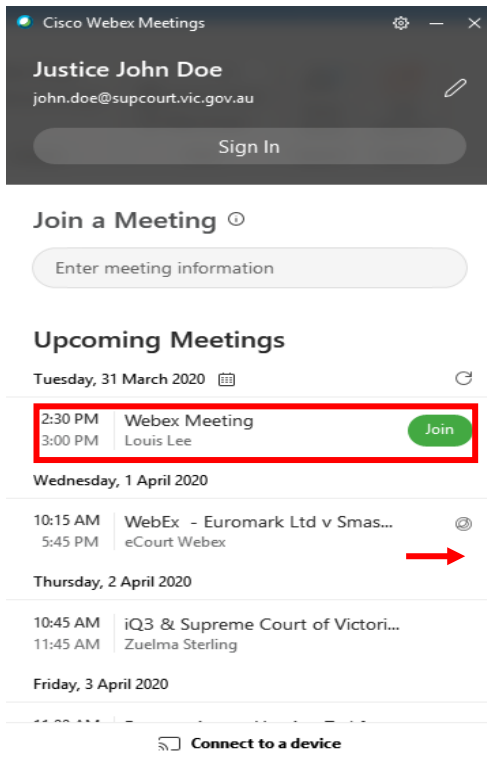
Justice John Doe

john.doe@supcourt.vic.gov.au

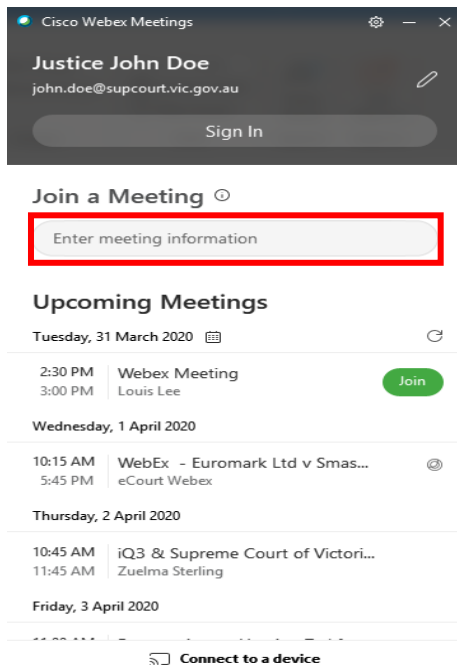
Continue as guest

The image shows a form with two input fields. The first field contains the text 'Justice John Doe'. The second field contains the email address 'john.doe@supcourt.vic.gov.au'. Below the fields is a blue button with the text 'Continue as guest', which is highlighted with a red rectangular border.

- You will then see a screen with your scheduled Webex meetings. Join a Webex meeting, by clicking the green **'Join'** button next to the meeting.



- If the Webex meeting is not in your list of upcoming meetings, click **'Enter meeting information'**. Enter the meeting number and password contained in your email invitation (below 'Join Webex meeting').



[Join Webex meeting](#)

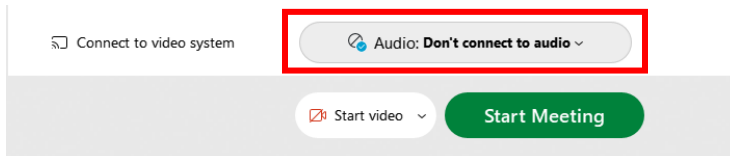
Meeting number (access code): 165 272 3212
 Meeting password: GDrhPhfQ632 (43747437 from phones)

7. If the Court has not started the meeting, you will see the below.

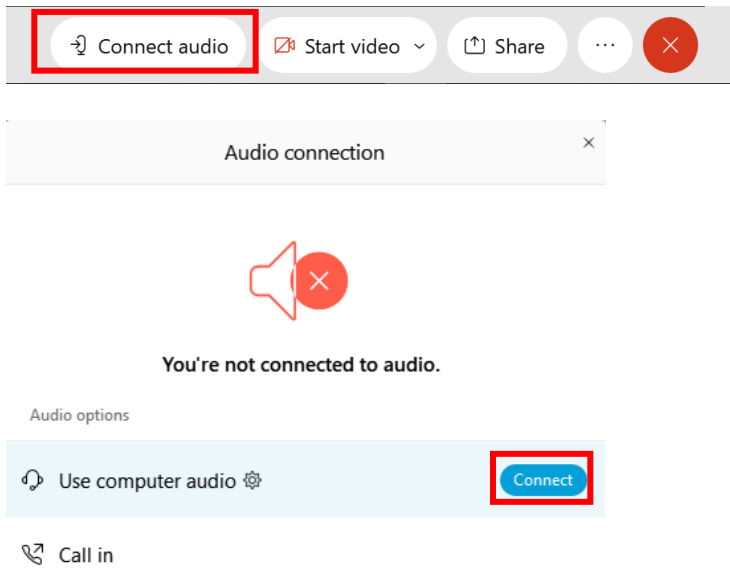
Host: eCourt Webex

Thank you for waiting. We'll start the meeting when the host joins.

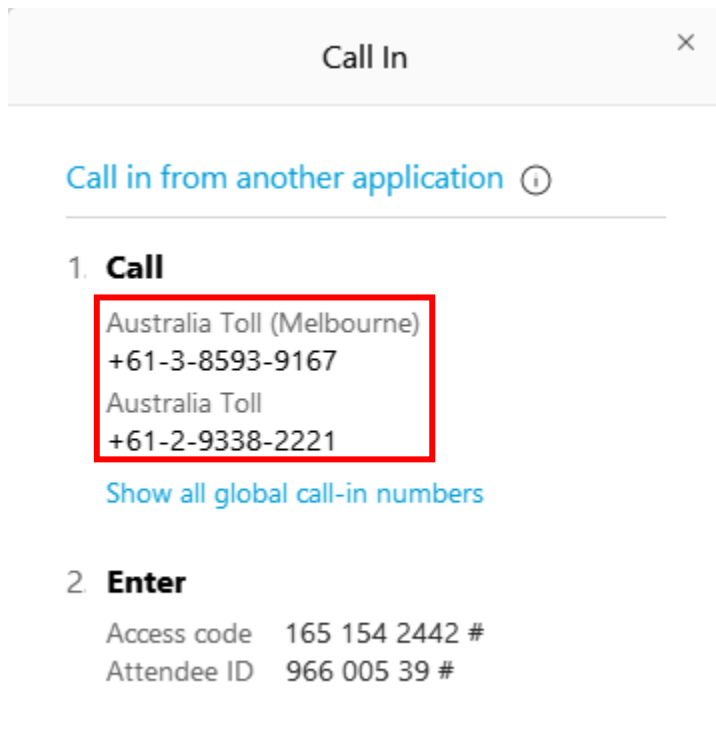
8. Once connected, you will be prompted to choose your Audio connection.



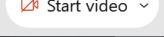
9. Choose 'Use computer audio' to use your *computer speaker and microphone*.

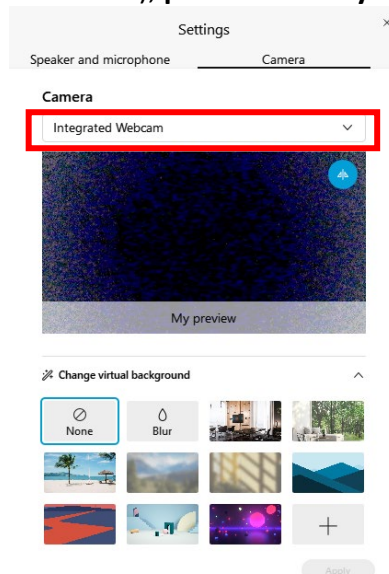


10. If you want to use your mobile phone as the source of audio and microphone, choose **'Call In'**.



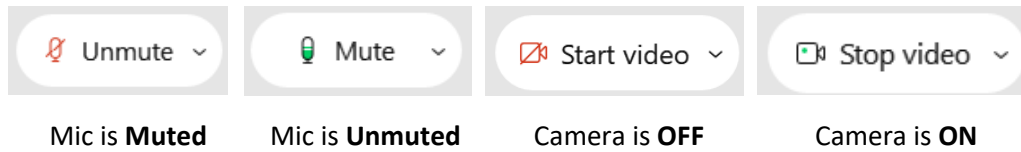
Call one of the Australia Toll numbers on your mobile phone. Enter your access code and Attendee ID when prompted (above).

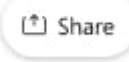
11. Click on the camera icon  to select your camera. If you have two cameras on your device (e.g. front and back), **please ensure you choose the correct camera.**



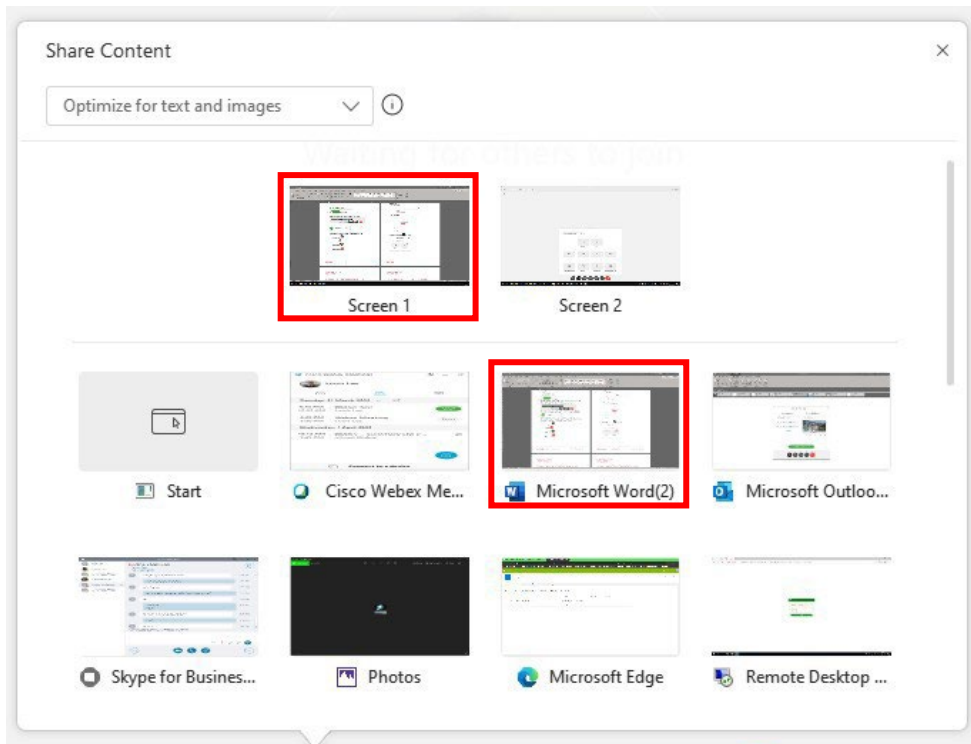
12. Click **'Start My Video'**.

13. Once the audio and camera are connected, you will be able to mute and unmute your microphone, and turn your camera on and off. See the examples below.

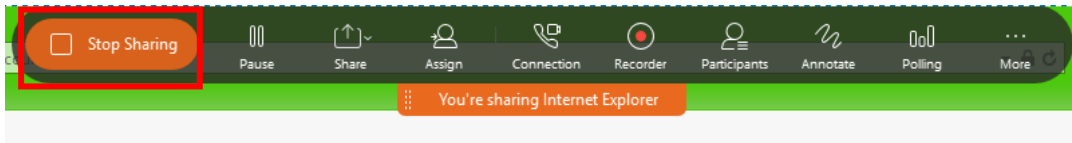


14. To **share content**, click on  then choose from the following options:

- a. Selecting “**Screen**” will share your entire screen
- b. Selecting an **application** (e.g. Word) will share only that window



15. To stop content sharing, click 'Stop Sharing' located in the toolbar on the top of your screen.

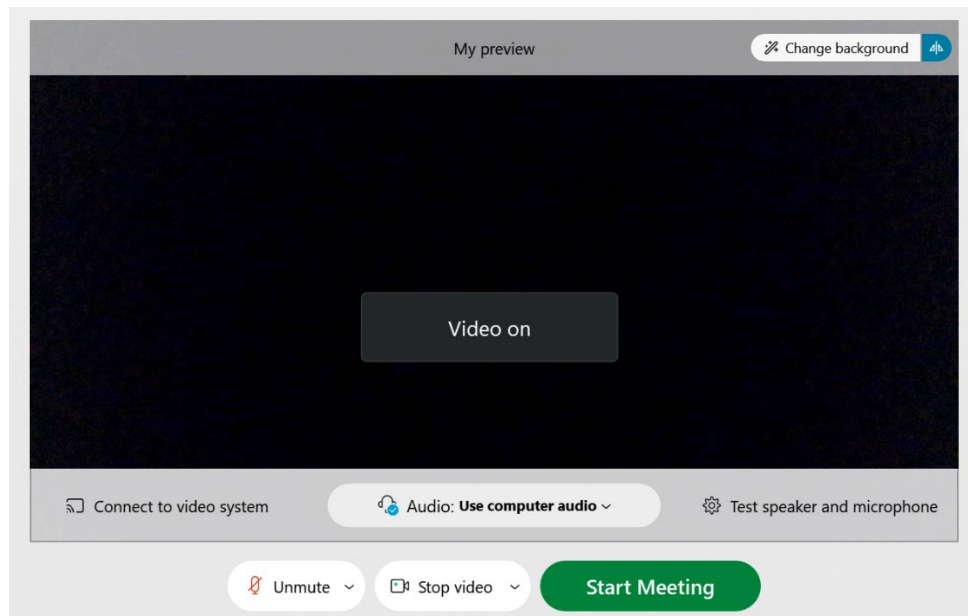


16. At the end of the hearing, to leave the call, click on the "X" button.



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

Click  and  if there is no change.



How to join Webex – Using your internet browser

1. Open your meeting email invitation and click on [Join Webex meeting](#)
2. The link will open in your default browser.
3. We recommend using **Google Chrome**. Right click on the [Join Webex meeting](#) link and copy hyperlink. Paste hyperlink into the address bar in Google Chrome.
4. Enter your name and email address (see 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

5. Click on the arrow and choose **'Always join from web app'** from the drop-down menu (see 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

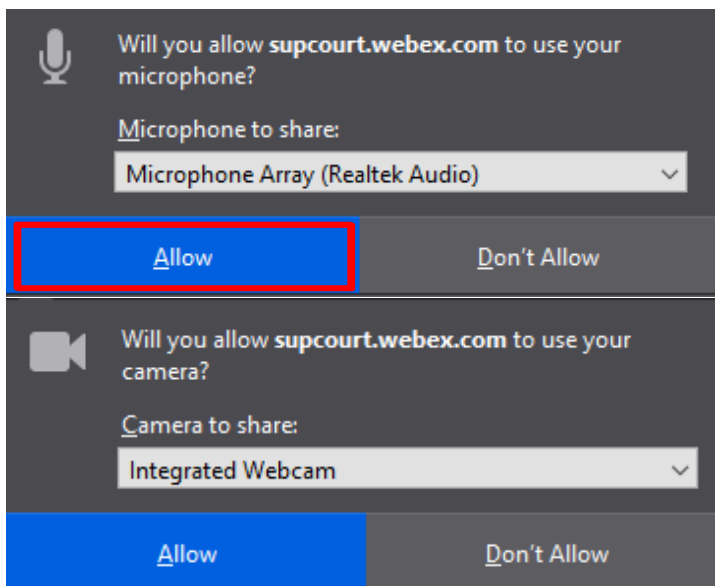
Always choose best option for me

Always join from desktop app

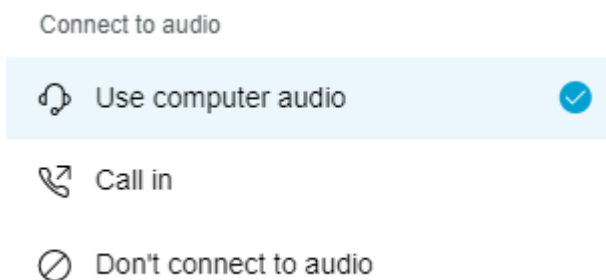
Always join from web app ✓

6. Click the green **'Join Meeting'** button.

7. 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>
8. When prompted to select your audio connection, choose **'Using computer for audio'**.

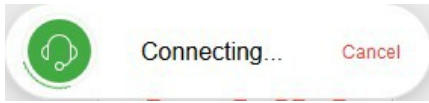


9. Click on **'Join meeting'**.
10. If the Court has not started the meeting, you will see the below. Please wait for the meeting to be opened.

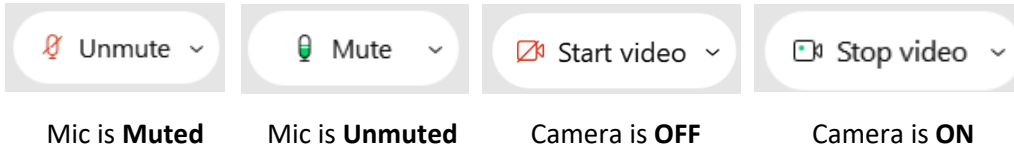
Host: eCourt Webex

Thank you for waiting. We'll start the meeting when the host joins.

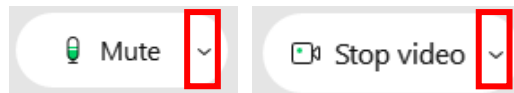
- Once the meeting has been opened, your audio will be connected automatically. See below.



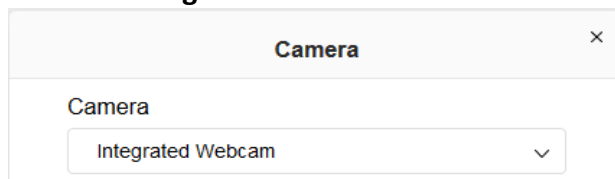
- Once your audio and camera is connected, you will be able to mute and unmute your microphone, and start and stop your camera. Please see the examples below:



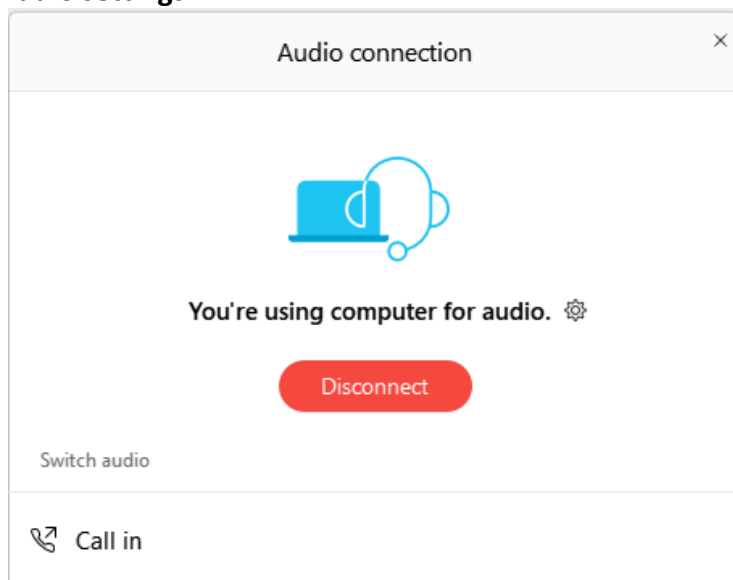
- Click the arrow next to the microphone and camera icons to change your default camera and audio settings.




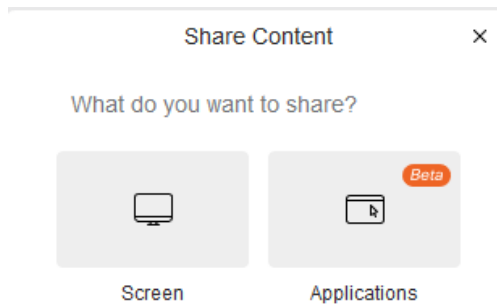
a. Camera settings:



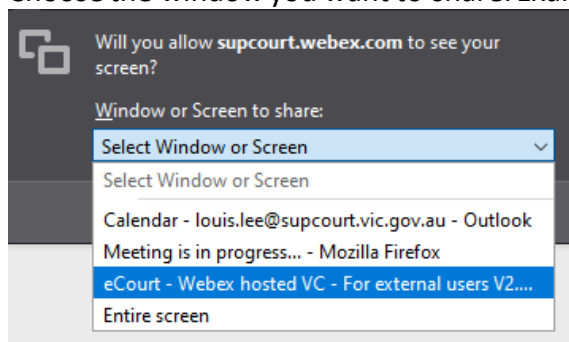
b. Audio settings:



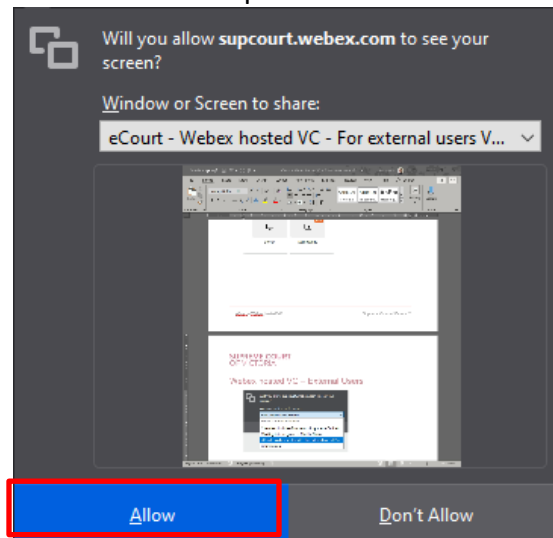
14. To share content, click on  then choose whether you want to share your screen, or a particular application (e.g. Word):



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



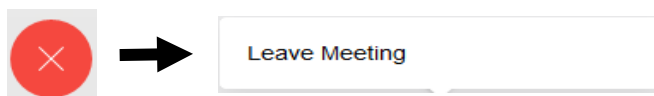
- b. Click 'Allow'. Example below –



15. To stop content sharing, click '**Stop Sharing**' in the toolbar on the top of your screen.

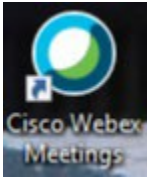


16. To leave the meeting, click the "X" and "Leave Meeting".

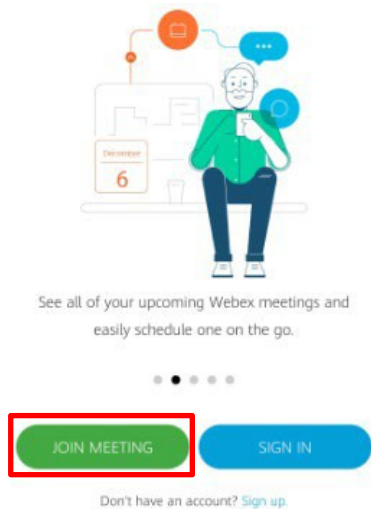


How to join Webex – Using a tablet or smart phone

1. Download the Cisco Webex Meetings Application from the App Store or Google Play.



2. Launch the Cisco Webex Meetings app on your tablet or smart phone.
3. Click '**Join Meeting**' (see below).



4. Then enter the meeting number from the email invitation (see example below). Enter your name and email address, then click '**Join**'.

Join Webex meeting

Meeting number (access code): 165 272 3212
 Meeting password: GDrhPhfQ632 (43747437 from phones)

5. Enter the meeting password from the email invitation. The meeting password is **case sensitive** - *ensure you use capital and lower case letters as required*. Example below.

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

6. After entering the meeting password, you will see the screen below. Ensure you select **'Use internet for audio'**. Then click join.



How to join Webex – Using a phone (audio connection only)

1. Dial the call-in numbers provided in the email invitation 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 instructions on the phone and enter the meeting number and password from the email invitation when prompted. The meeting password for phones will be in **digits** (not letters). Example below.

Join Webex meeting

Meeting number (access code): 165 272 3212

Meeting password: GDrhPhfQ632 (43747437 from phones)