19 September 2023

WEBEX USER GUIDE

A guide for connecting to WebEx hearings

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Introduction

The WebEx User Guide ("the Guide") outlines the steps and requirements to successfully join your WebEx hearing arranged by the Supreme Court of Victoria ("SCV") or the Court of Appeal ("CoA").

Prior to the hearing, if there is a deemed need, the Digital Litigation team may conduct a WebEx test with you to ensure any technological issues are addressed in advance. This will ultimately help the hearing run smoothly. You will be provided with instructions before the hearing regarding WebEx testing.

We recommend that you download the WebEx app and familiarise yourself with WebEx prior to the hearing. Below are useful links for your use and reference:

- download WebEx meetings
- WebEx video tutorials
- WebEx Help Centre

Technology Prerequisites

1. Ensure your internet bandwidth meets the WebEx minimum requirement

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.

Use the following links to conduct the necessary tests:

- Bandwidth test
- WebEx Network Test
- WebEx Bandwidth Reference

2. Ensure your computer meets the following requirements

- **Personal Computers:** PCs must meet the following minimum requirements:
  - **CPU:** Quad-core processor (three or more meeting participants)
  - **RAM:** 8 GB RAM
- **Camera:** a high-definition video supported USB-based or embedded web camera. Click this link for further info available for video participants.
- **Browser Requirement:** click this link to find out the compatible web browsers with WebEx.

3. Computer audio requirements

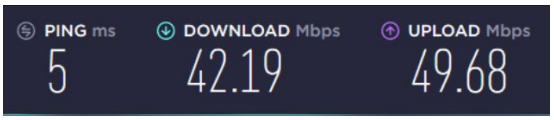
- Laptop/PC with speaker and microphone.
- Most headphones and earphones will work with WebEx.

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 provided links 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.
- Below is an example of a result of a speed test:



Joining WebEx hearing via PC (first preference)

1. Download WebEx on your PC

Download the WebEx app via this link. There is no need to sign up or create an account as you will be asked to join as a guest (unless you already have an existing WebEx account).

2. Open the calendar invite from SCV/CoA with the WebEx details

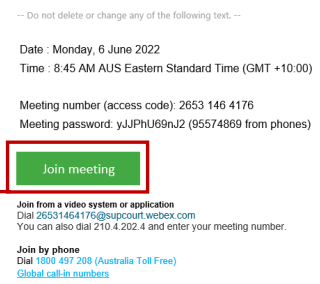
The days prior to the hearing, SCV/CoA will send participants a calendar invite or an e-mail containing the WebEx details ("WebEx invite or WebEx email"). On the day of the hearing, please open the WebEx invite or email to access the details about the hearing and WebEx links.

The WebEx details are different for each hearing.

3. Launch WebEx on your PC

There are two ways to launch the WebEx:

a) Clicking the link on the WebEx invite/email. Please scroll down and click the green **Join Meeting** box to be directed to WebEx. This option will automatically direct you to your specific WebEx hearing.

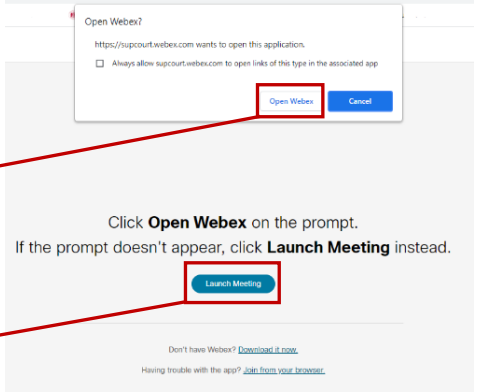


b) Launching the WebEx app directly on your PC: locate and click the WebEx icon. This option will require you to manually input the Meeting Number and Meeting Password of your WebEx hearing.

4. Join the WebEx meeting

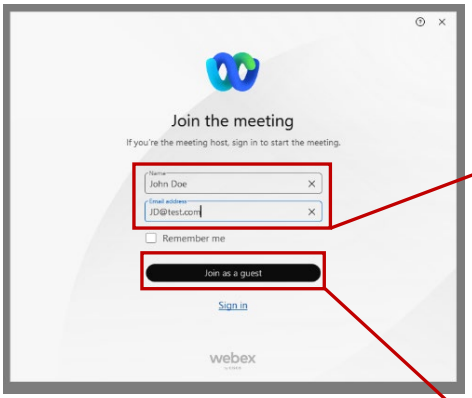
Open WebEx and input the necessary details as prompted:

a) Via WebEx invite/email: after clicking the *green box*, the following will appear:



1. Click **Open WebEx**

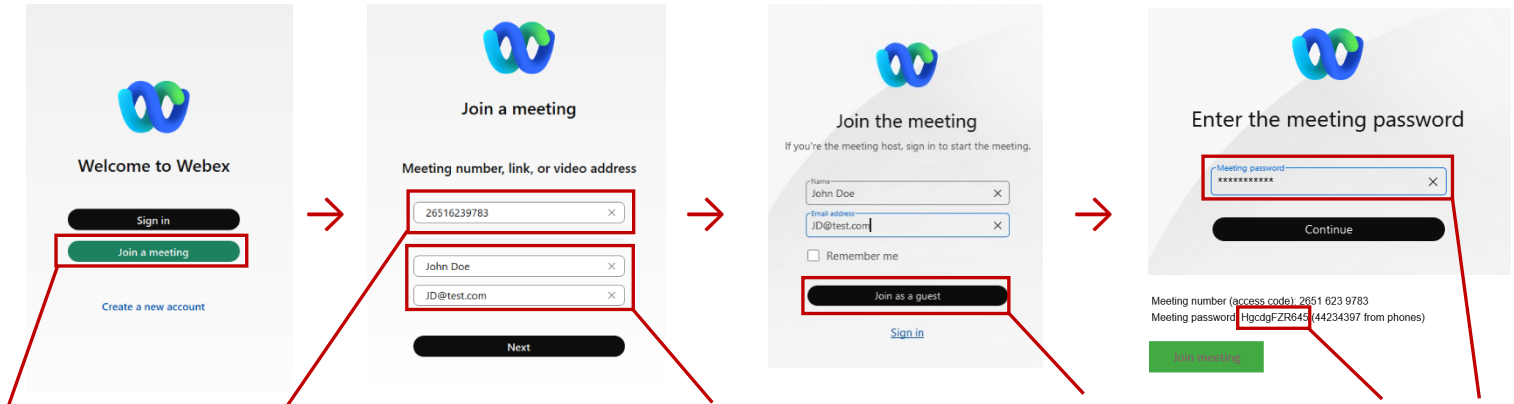
2. Click **Launch Meeting** if the above prompt does not appear.



3. Input the name you want to appear on WebEx (NOTE: this will be the name visible to all WebEx participants), and your invite/email address (NOTE: this will not be visible to other WebEx participants, except for the Host).

4. Once the above details have been provided, click **Join as a guest**.

b) Via directly the WebEx app: once you open the WebEx app, the following will appear:



1. Click **Join a meeting**

2. Input the Meeting Number, provided in the WebEx invite/email.

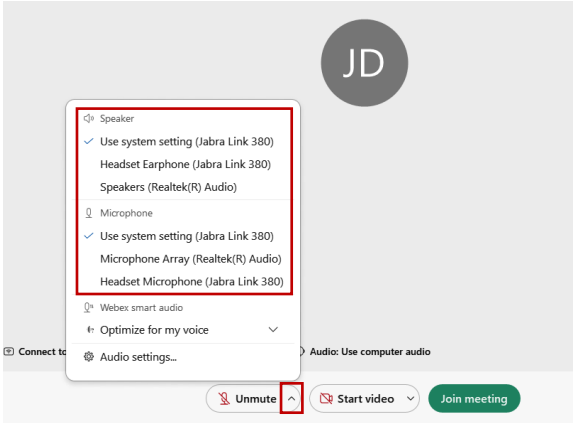
3. Input the name you want to appear on WebEx (NOTE: this will be the name visible to all WebEx participants), and your email address (NOTE: this will not be visible to other WebEx participants, except for the Host).

4. Click **Join as a guest**

5. Input the Meeting Password as prompted from the Webex invite/e-mail and press **Continue**

5. Set up your Audio

Once you successfully input the password, you will be directed to this page.

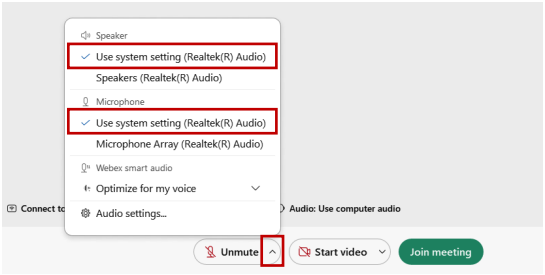


Bluetooth earphones or headphones (preferred)

a) Ensure your earphones or headphones are first paired to your PC through your Bluetooth settings.
b) Click on the arrow next to Unmute.
c) If successfully paired, the Bluetooth earphones or headphones should appear in the list under speaker and microphone.
d) Select the correct speaker and microphone.

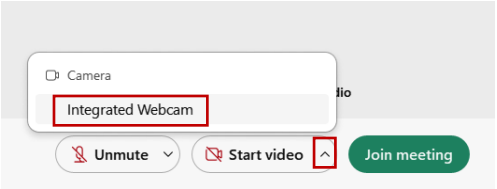
PC in-built speaker and microphone

a) Click on the arrow next to **Unmute**.
b) The default speaking and microphone **(Use System Setting)** should already be selected .



6. Choose your camera

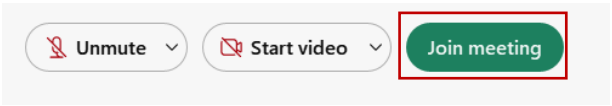
If you are using an in-built camera (integrated Webcam), this should automatically be selected when click the arrow next to **Start video**.



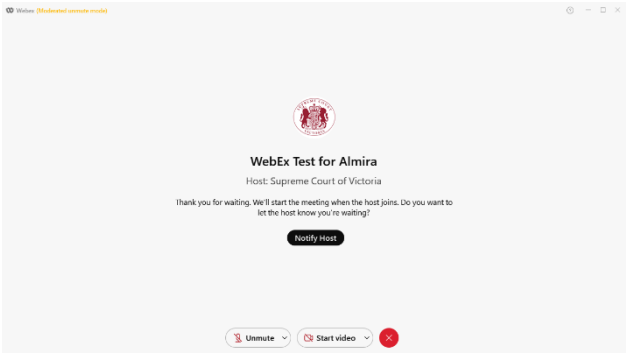
Similarly, if an external camera is being used and successfully connected to your PC (via Bluetooth or through a USB cord), it should also be automatically selected.

7. Join the meeting

Once everything is set up, click **Join meeting**.



If the Court has not started the meeting, the following page will appear. Please do not disconnect while you are there.



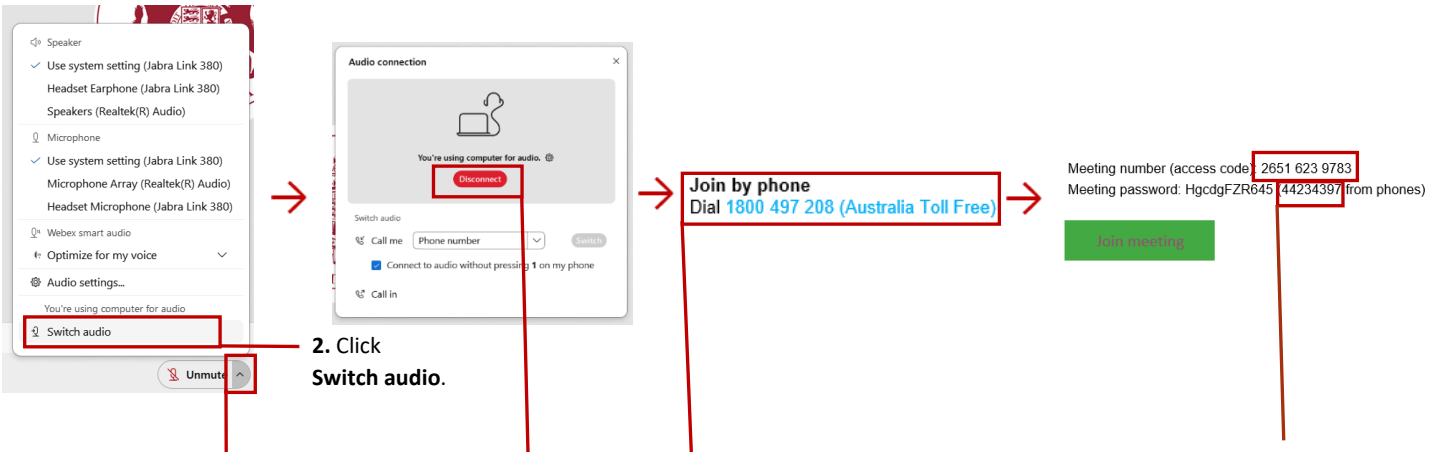
If the Court has put you in the lobby, the following pages will appear. Please do not disconnect while you are there.

8. Relevant icons

Audio – Muted	Unmute
Audio – Unmuted	Mute
Camera – Off	Start video
Camera – On	Stop video
Content share	Share
Leave meeting	

9. If the initial Audio connection failed, connect your Audio through your mobile phone

This approach would effectively make your mobile phone the speaker and mic, but your camera remains on your PC.



1. Click the arrow next to the **Unmute** button to open the options.

2. Click **Switch audio**.

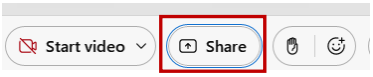
3. Click **Disconnect** if the initial failed audio is still connected.

4. On your mobile phone, dial **1800 497 205.**

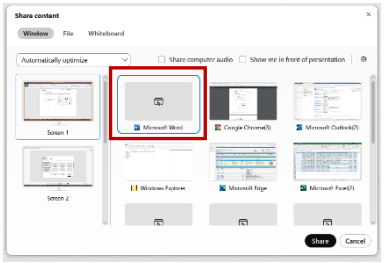
5. Follow the prompts. You will be required to enter the **Meeting number** and **Meeting password** followed by the **#.** These can be found on the WebEx invite.

10. Content sharing

If you are required to content share from your PC, please follow the below steps:

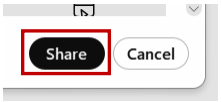


1. Click **Share**.



2. Select and click the screen or window you would like to share.

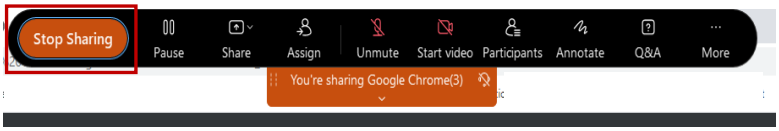
NOTE: *We recommend selecting a specific window, instead of your whole screen, to avoid sharing any emails, messages or other confidential information that may appear on your screen.*



3. Click **Share**.

Once you are done content sharing:

4. Hover your cursor over this box on the top of your screen for more options to appear.



5. Click **Stop Sharing**.

Joining WebEx hearing via phone App (second preference)

1. Download WebEx on your mobile phone

Download the WebEx Meet app via App Store (for iPhones and iPads) and Play Store for (for Android devices). Please ensure the app is titled **Webex Meet**. There is no need to sign up or create an account as you will be asked to join as a guest (unless you already have an existing WebEx account).

2. Open the invite/email from SCV/CoA with the WebEx details

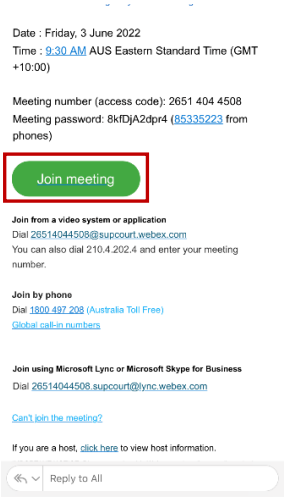
The day prior to the hearing, SCV/CoA would send parties a calendar invite or an email containing the WebEx details ("WebEx invite" or "WebEx email"). On the day of the hearing, open the WebEx invite/email to access the details about the hearing and WebEx links.

The WebEx details are different for each hearing.

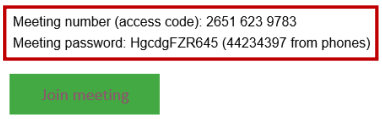
3. Launch WebEx on your mobile phone

There are two ways to launch the WebEx:

a) Clicking the link on the WebEx invite/email from your phone: scroll down and click the green **Join Meeting** box to be directed to WebEx. This option will automatically direct you to your specific WebEx hearing.



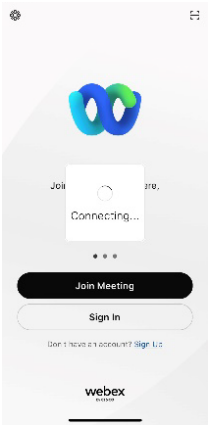
b) Launching the WebEx app directly from your phone: locate and enter the WebEx Meet app. This option will require you to manually input the Meeting Number and Meeting Password of your WebEx hearing. The Meeting Number and Meeting password can be located in the Webex invite from SCV/CoA.

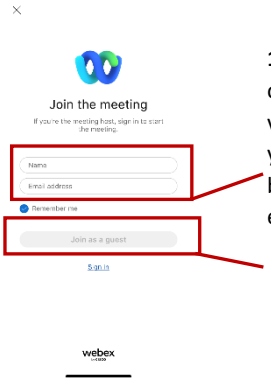


4. Join the WebEx meeting

Open WebEx and input the necessary details as prompted:

a) Via WebEx invite/email from your phone: after clicking the green **Join Meeting** box, the following will appear:

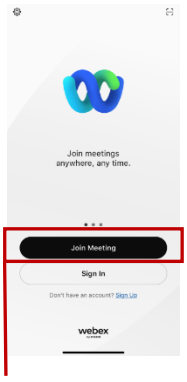




1. Input the name you want to appear on WebEx (NOTE: this will be the name visible to all WebEx participants), and your email address (NOTE: this will not be visible to other WebEx participants, except for the Host).

2. Once the above details have been provided, click **Join as a guest**.

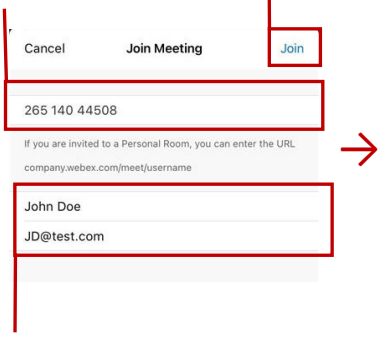
b) Via directly the WebEx app from your phone: once you open the WebEx app, the following will appear:



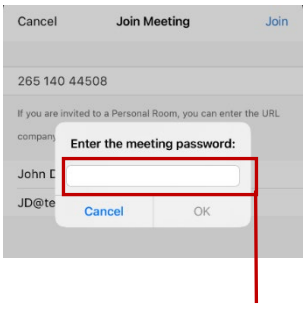
1. Click **Join Meeting**.

2. Input the Meeting Number, provided in the WebEx invite/email.

4. Click **Join**

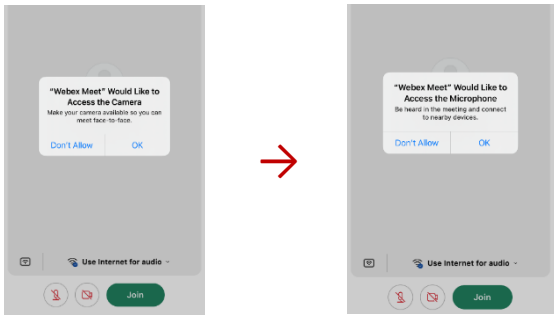


3. Input the name you want to appear on WebEx (NOTE: this will be the name visible to all WebEx participants), and your email address (NOTE: this will not be visible to other WebEx participants, except for the Host).



5. From the WebEx invite, input the password (Eg. 6ukSkNnhX26)

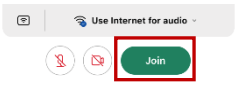
After the above steps, press "OK" as the following prompts appear:



NOTE: we recommend using headphones or earphones. If using Bluetooth headphones or earphones, ensure they are first paired to your mobile phone through your Bluetooth settings.

5. Join the meeting

Once everything is set up, click **Join meeting**.



If the Court has not started the meeting, the following page will appear. Please do not disconnect while you are there.

If the Court has put you in the lobby, the following pages will appear. Please do not disconnect while you are there.

NOTE: Once you are in the meeting, please do not open other apps or programs as this may turn off your camera.

6. Relevant icons

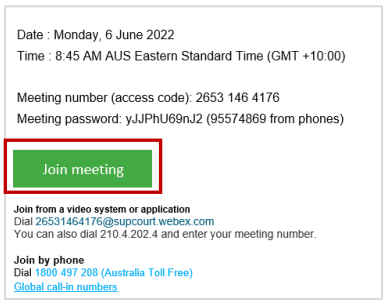
Audio – Muted	
Audio – Unmuted	
Camera – Off	
Camera – On	
Leave meeting	

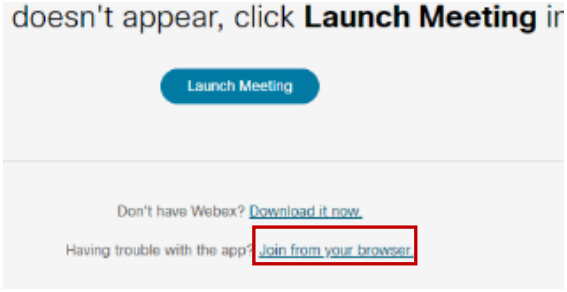
Joining WebEx hearing via web browser (last resort)

1. Open the invite/email from SCV/CoA with the WebEx details

The day prior to the hearing, SCV/CoA would send parties a calendar invite or an email containing the WebEx details ("WebEx invite" or "WebEx email"). On the day of the hearing, open the WebEx invite/email to access the details about the hearing and WebEx links.

2. Launch WebEx on your PC





1. Scroll down the WebEx invite/email and click the green box to be directed to WebEx. This option will automatically direct you to your specific WebEx hearing.

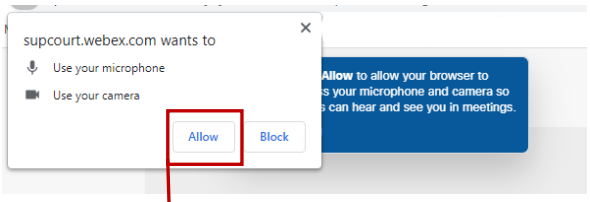
2. As this screen appears, click **Join from your browser**.

3. Join the WebEx Meeting

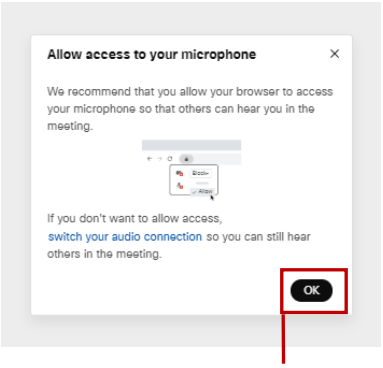
1. Input the name you want to appear on WebEx (NOTE: this will be the name visible to all WebEx participants), and your email address (NOTE: this will not be visible to other WebEx participants, except for the Host).

2. Once the above details have been provided, click "Join as a guest".

4. Set up your audio and camera



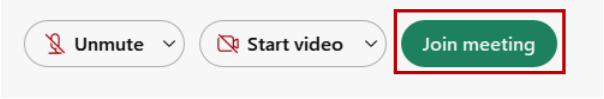
1. Click **Allow**.



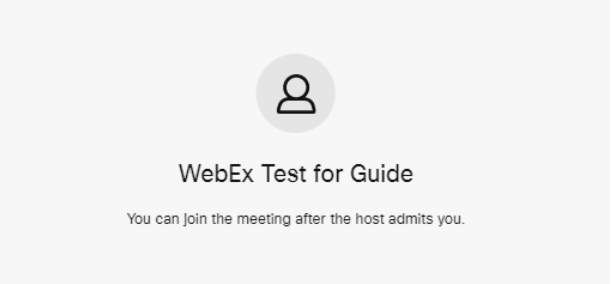
2. Click **OK.**

5. Join the meeting

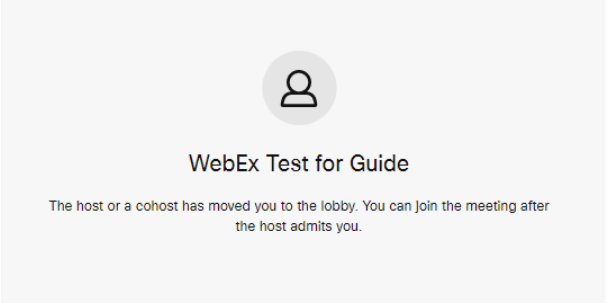
Once everything is set up, click **Join meeting**.



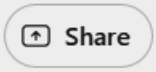
If the Court has not started the meeting, the following page will appear. Please do not disconnect while you are there.



If the Court has put you in the lobby, the following pages will appear. Please do not disconnect while you are there.



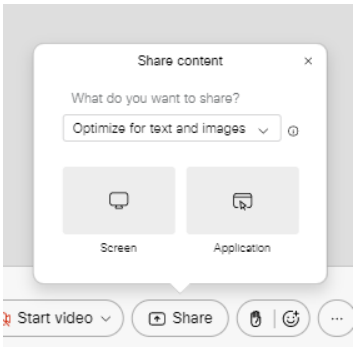
6. Relevant icons

Audio – Muted	
Audio – Unmuted	
Camera – Off	
Camera – On	
Content share	
Leave meeting	

7. Content sharing

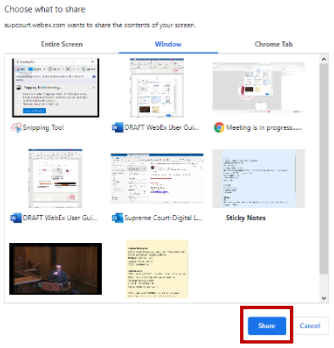
If you are required to content share from your PC, please follow the below steps:

1. Click **Share.**

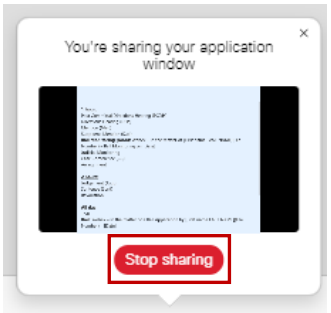


2. Select and click the screen or window you would like to share.

NOTE: We recommend selecting a specific application, instead of your whole screen, to avoid sharing any emails, messages or other confidential information that may appear on your screen.



3. Click **Share**.



4. Click **Stop sharing**.

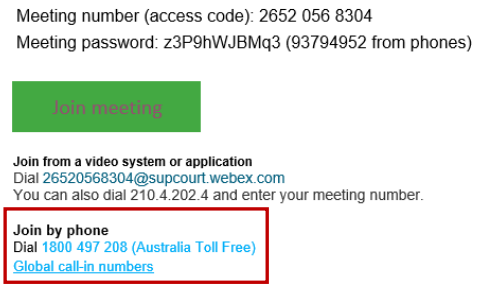
Joining WebEx from a mobile phone – audio connection only (last resort)

1. Open the invite/email from SCV/CoA with the call-in details.

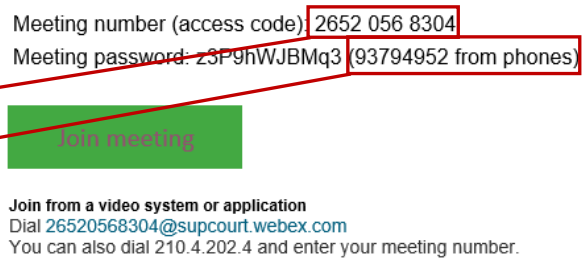
The day prior to the hearing, SCV/CoA would send parties a calendar invite or an email containing the WebEx details ("WebEx invite" or "WebEx email"). On the day of the hearing, open the WebEx invite/email to access the details about the hearing and the call-in numbers.

2. Dial the provided number on the WebEx invite/email

Dial the call-in number provided in the invite/email: **1800 497 208**



3. Follow the prompts provided during the call-in

Listen to and follow the instructions when prompted including dialling in the:

- meeting number then press #
- password for phone connection then press #