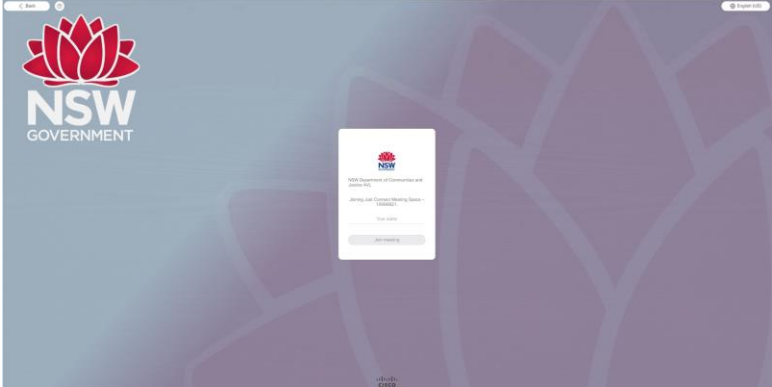
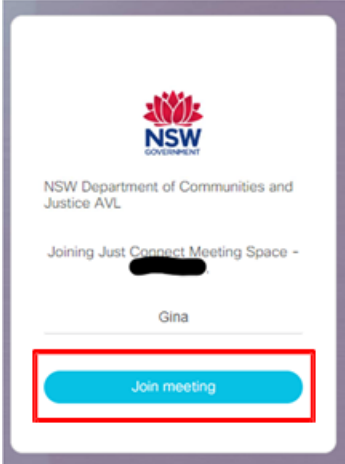
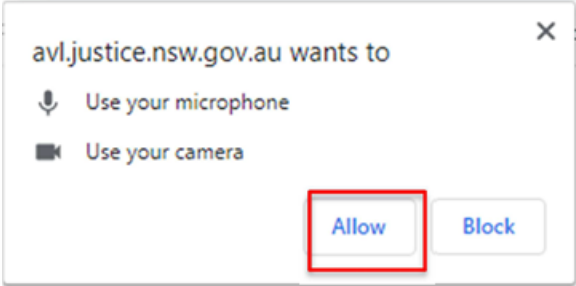
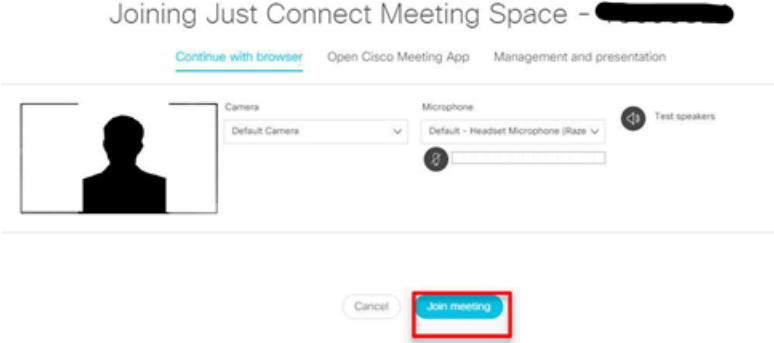



# Virtual Courtroom Instructions & FAQ's

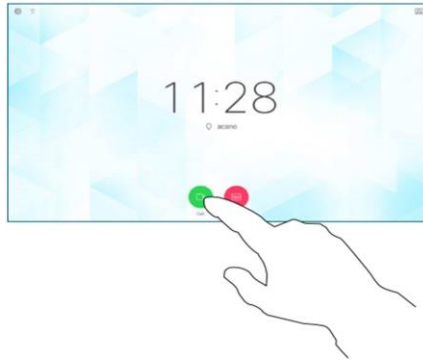
Step	Action – Dialling into Virtual Courtroom using a Weblink
1	Click the link provided to you in the email sent to you confirming your appearance.
2	Your default browser will automatically open and take you to the Sydney West Trial Court meeting space. 
3	Enter your name on the in the space provided and click <b>Join meeting</b> . 

Step	Action – Dialling into Virtual Courtroom using a Weblink
4	To enable audio and video, click <b>Allow</b> on the displayed popups. 
5	Ensure the test audio and video is functioning, then click <b>Join meeting</b> . 
6	Please ensure that you <b>mute</b> your call until your matter is mentioned. Click the <b>Disconnect</b> button to end the call. 

# Virtual Courtroom Instructions & FAQ's

## Step Action – Dialling into Virtual Courtroom – Teleconference

- 1 Tap the green **Call** button  
(If the screen is off, tap the screen to wake up the device)



- 2 Tap the **Search** or **Dial** field. This will bring up the onscreen keyboard

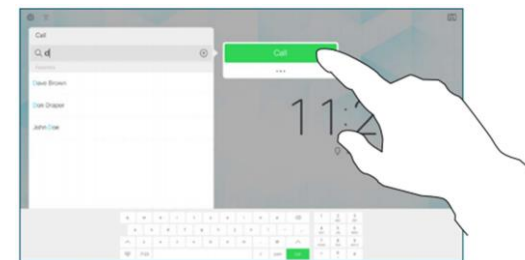


## Step Action – Dialling into Virtual Courtroom – Teleconference

- 3 Key in the number provided for the call. For court this number will consist of eight (8) digits (eg. 10091500)



- 4 After you have entered the number, tap the green **Call** button to place the call.  
After you have concluded your conference, click the red **disconnect** button to end the call.



# Frequently Asked Questions

## Testing your Connection

Legal Practitioners are required to test their connection at least once prior to their appearance the first time they request to appear.

Parties can test their connection by dialling the following number:

[10091500@justice.nsw.gov.au](mailto:10091500@justice.nsw.gov.au) or <https://avl.justice.nsw.gov.au/invited.sf?id=10091500&secret=Tla.N04VLX3odSANhwXrSA>

If the court wishes you to test by dialling into their virtual courtroom, the court should liaise with you to organise an appropriate time to test the connection.

## What are the minimum browser requirements?

Google Chrome (min. v.73), Mozilla Firefox (min. v.66). Please note it is NOT recommended to use either Internet Explorer (IE) or Microsoft Edge as these browsers do not support this particular software.

## I am using the weblink and connecting to a chat room, what should I do?

Participants seeing a chat room when using the weblink are likely using an unsupported or older browser (e.g. Internet Explorer).

To connect using the weblink, copy and paste the address into a newer browser such as Firefox Version 74, Google Chrome Version 80 or Apple Safari MAC OS version 12 and 13 or Apple IOS 12.4 or 13.3

## I am using the weblink and being asked for a meeting ID and passcode, what should I do?

Participants experiencing this should enter the 100xxxxx number as the meeting space ID to connect, no passcode is required.

## I am experiencing a loss of connection quality or disconnecting from the meeting space, what should I do?

Two issues are causing intermittent connection issues for participants connecting to a court meeting space.

# Frequently Asked Questions

1. The participants internet or network connection is not strong enough to support multi-party video conferencing
2. If participants are connecting via the Weblink provided, they should check their Browser version to ensure it complies with Firefox (version 74), Google Chrome (version 80) or Apple Safari Mac OS (version 12 and 13) or Apple IOS Safari version 12.4 and 13.3

To assist with connection issues registries are may stagger the listings of matters across the day to minimise the amount of connections during these peak times.

## Can participants use a telephone to connect to the Court

Yes, if the relevant jurisdiction has approved this as an option. The telephone number provided will enable the participant to connect to the courtroom using (02) 8688 2222 followed by the Meeting ID 100XXXXX.

Note Call Charges can be charged by the carrier.

Table 1: Tested versions of Meeting Server for different browsers

Versions of Cisco Meeting Server	Browsers and Version tested	
2.9.0	Google Chrome	80
	Mozilla Firefox	74
	Chromium-based Microsoft Edge	80
	Apple Safari for macOS	12 and 13
	Apple Safari for iOS	iOS versions: 12.4 and 13.3
	Yandex for Windows	20

# Frequently Asked Questions

Browser	Devices	Comments/Limitations
Apple Safari on iOS	<ul style="list-style-type: none"><li>- iPad Air 2 and iPad Pro 12.9 inch (2nd gen) with iOS 12.1</li><li>- iPad (6th gen) with iOS 12.1</li><li>- iPhone X on iOS 12.1</li><li>- iPhone 6</li><li>- iPhone 7 on 12.1</li><li>- iPhone 8 plus on 12.1</li></ul>	<ul style="list-style-type: none"><li>• From 2.4.7 and newer versions, iOS 13 is supported.</li><li>• From 2.4.5 version, iPhones are fully supported.</li><li>• In version 2.5.1-2.4.4 - iPhones are supported as a beta feature.</li><li>• You cannot share content from Safari on iOS.</li></ul> <hr/> <p><b>Note:</b> WebRTC app users using Safari on iOS 13 and macOS 10.15 need to comply with requirements stated here: <a href="https://support.apple.com/en-us/HT210176">https://support.apple.com/en-us/HT210176</a>. User will not be able to open the app on Safari if these requirements are not met.</p>

# Frequently Asked Questions

<p>Google Chrome</p>	<p>Windows 7 or 10</p>	<p>Due to the large range of Android devices, with many combinations of software and hardware specifications, it is not possible for Cisco to test all devices. We endeavor to investigate any issues but there is no guarantee that any particular device would be fully supported. The absence of a particular device in the list above does not imply a lack of support.</p> <p>You cannot share content from Chrome on Android.</p> <hr/> <p><b>Note:</b> Meeting App is not supported while using Chrome on Android in the 'desktop mode'.</p> <hr/>
	<p>macOS version 10.11.x and later</p>	
	<p>Android devices -The WebRTC app is not yet optimized for smaller screen devices such as Android phones and tablet. Layout and icons may appear out of place and parts of the user interface may be blocked. However basic audio and video calling including receiving presentation) is known to work on the following Android devices:</p> <ul style="list-style-type: none"> <li>- Samsung S9 (SM-G960F) running Chrome 66 on Android 8.0.0.</li> <li>- OnePlus 5 (A5000) running Chrome 67 on Android 8.0.0.</li> </ul> <hr/> <p><b>Note:</b> Google Chrome browser on iOS is not supported.</p> <hr/>	
<p>Mozilla Firefox</p>	<p>Windows 7 or 10</p>	