Department of Justice

Jabber Guest from your iPad

User Guide

Using CISCO Jabber Guest

Multimedia Operations

02 8759 1010 , international (+61)

multimedia@justice.nsw.gov.au

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Table of Contents

Introduction and pre-checklist **3**

Step 1: Download Jabber Guest **4**

Installing Jabber Guest on an Apple iPad 4

Step 2: Test Jabber Guest **6**

Step 3: Make a video conference call to the court **8**

Introduction and pre-checklist

Cisco Jabber Guest is a video conferencing software application that will allow you to interact remotely with another person via an Apple or Android tablet, or a personal computer with a web camera.

This user guide outlines how to download Jabber Guest and **connect** from your **Apple iPad**.

Currently, within the NSW Justice system, Jabber Guest may be used by civilian or police witnesses, or by legal professionals, who have been granted permission from the court to give testimony, or appear, via video conferencing rather than in person.

In the Department of Justice, videoconferencing is also sometimes referred to as AVL (Audio – Visual Links).

Before you connect to the court with Jabber Guest, please ensure that you

- ☐ Check your data limit with your Internet Service Provider (ISP). You must have enough data to complete the call. A video call uses approximately 800MB per hour.
- ☐ Have access to a secure Wi-Fi network (i.e. not a café, restaurant etc.).
- ☐ Check your internet bandwidth Minimum Download = 2Mbps / Minimum Upload = 1Mbps
- ☐ Download Cisco Jabber Guest by tapping on the test link you will receive in an email.
- ☐ Test the Jabber Guest connection (including audio and visual).
- ☐ Charge the battery on your device prior to connecting to the court.
- ☐ Check your room set-up, lighting and your personal appearance is appropriate for court

The following pages will outline these steps.

Technical Support: If you are unsure, or have any technical difficulties, call the Department of Justice **Multimedia Operations Team** on 02 **8759 1010** (+61 international) (weekdays 8am to 5pm AEST).

Part 1: Download Jabber Guest

You will be sent an email with information on your AVL (Audio Visual Link) session. This email will include link(s) to test the connection. The first time you use the test link it will take you directly to the App Store where you will download the *Guest Access – Cisco Jabber* application.

Installing Jabber Guest on an Apple iPad

Step	Action
1	Open your email, and click on the first **test link** provided. The link will look similar to this: https://avlguest.justice.nsw.gov.au/call/test.link
2	The following screen will display with a pop-up message '*Cannot Open Page*'. Tap **OK**.
3	The screen refreshes with a pop-up message '*Open this page in the 'App Store*''. Tap **Open**.
4	The App Store opens directly to the **Guest Access- Cisco Jabber** application that you need to download. Tap **+Get**.

Step	Action
5	Tap **Install**.
6	Wait for the application to install, a blue ring will show the progress of the installation.
NOTE	You may be asked to 'Sign In to iTunes Store', enter your Apple iTunes password (this is the password you use to set up your iPad and obtain Apps) then Tap **OK**.
7	Tap on **Open**, you will see the Cisco Jabber *About* screen. You cannot do anything with this application through this screen.
NOTE	Once downloaded, a new icon will appear on your home screen:
8	The next step is to test Jabber Guest. Return to your iPad's home screen by pressing the home button and follow the steps in this guide to *Test Jabber Guest*.

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Part 2: Test Jabber Guest

Prior to connecting to a Courtroom, you must test the video and audio connection.

Step	Action
1	Re-open your email, and tap on the first **test link** provided. This is an automated test link and will look similar to this: https://avlguest.justice.nsw.gov.au/call/test.link
2	The application opens and displays message '*Open this page in Jabber Guest?*' Tap **Open**.
NOTE	A few screens may flash by quickly, ignore these.
3	The screen message displays '*Jabber Guest Would Like to Access the Camera*'. Tap **OK**.
NOTE	Do not connect your headphones or headset to the iPad during the test connection.
4	Your image will display on the screen. Tap the green **Call** button.
5	Once connected you will see an automated **Department of Justice video** with sound. Your image displays in PIP (picture in picture) mode. A message '*Jabber Guest Would Like to Access the Microphone*' displays. Tap **OK**.

Step	Action
6	To end the call, tap anywhere on the screen to display the controls, then tap the **red phone** icon.
7	If the automated test link video does not display the video, and activate the audio, correctly, a second test link is provided so that you can make a test call to staff at the Department of Justice's Multimedia Operations team. The Multimedia Operations team is staffed weekdays between 8am and 5pm AEST. To do this, return to your iPad's home screen, go back to your email and tap on the **second test link** that looks like this: https://avlguest.justice.nsw.gov.au/call/multimedia
8	The application opens with a pop-up message '*Open this page in Jabber Guest?*' Tap **Open**.
9	Your image will display on the screen. Tap the green **Call** button.
10	A member of the Multimedia Operations Team will answer the call You should be able to see the person on your screen, as well as yourself (in PIP mode). Speak with the person to check that the audio is working correctly and make adjustments to the volume if necessary.
11	To end the call, tap anywhere on the screen to display the controls, then tap the **red phone** icon.

Part 3: Make a video conference call to the court

Once you have installed the application and tested the connection, you will be ready to connect to the courtroom on the court day.

On the court day, you will be notified by someone in the courtroom of the time when you should connect to the courtroom.

Once advised, go to the email and tap the court link (URL) that you received in the email.

Do not tap on the Jabber icon to open the application; tapping the court link URL provided in the email will open the application automatically.

Step	Action
1	**IMPORTANT**: Position your iPad in **landscape** mode, this is required so that your image displays correctly during the AVL session. **CORRECT** **INCORRECT** Also check: ☐ **The battery on your iPad is charged** ☐ **Room set-up** (a clean room and appropriate background) ☐ **Lighting set-up** (must clearly show your face) ☐ **Your appearance** (appropriate clothing for court)
NOTE	Do not connect your headphones or headset to the iPad during the AVL session.
2	When advised to do so, tap on the **court link** (URL) provided in the email. If you are unsure, look for and tap on the underlined word that begins with: https://avlguest.justice.nsw.gov.au/call/.....
3	When you receive notification and are asked to connect to the court, tap the green **Call** button.

Step	Action
4	When the court connects into the conference with you, you will be able to see the courtroom as well as yourself (in the PIP).
NOTE	Jabber Guest allows you to **mute the audio on your iPad**. Muting the audio on your iPad will still allow you to hear the courtroom, however will ensure that the audio being received in the courtroom is muted. If you are a witness appearing to a courtroom, and need to speak to your legal representative during the proceeding, you should mute the audio and make a phone call to your legal representative. If you are a legal practitioner appearing to a courtroom, you may be asked to mute your audio until your case if called. • To mute the audio, tap anywhere on the screen to display the controls, then tap on the **Mute audio** icon. • To un-mute tap the **Mute audio** icon again. Mute is off Mute is enabled Remember to un-mute when you are ready to continue.
5	To end the call, tap anywhere on the screen to display the controls, then tap the **red phone** icon.
NOTE	For witnesses, the court link provided is only valid the on the day of the court matter and cannot be used again on another day. For legal practitioners, court links are provided and valid for each day of scheduled court sittings

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