Department of Justice

Jabber Guest from your Personal Computer

User Guide

Using CISCO Jabber Guest

Multimedia Operations

02 8759 1010 , international (+61)

multimedia@justice.nsw.gov.au

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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 **personal computer (PC)**.

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.

Before you connect to the court with Jabber Guest, you must:

- ☐ Confirm that you fulfil the technical requirements (see the table below).
- ☐ 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 high speed internet service
- ☐ Check your internet bandwidth Minimum Download = 2Mbps / Minimum Upload = 1Mbps
- ☐ Download the Jabber Guest plug in by using the test link you will receive in an email.
- ☐ Test the Jabber Guest connection (including audio and visual).
- ☐ Check your room set-up, lighting and your personal appearances is appropriate for court.

The following pages will outline these steps.

Technical Requirements	
Internet connectivity	High-speed internet service provided by a cable or Wi Fi connection.
Hardware	In-built or standalone camera and microphone (ensure these work)
Operating system	Microsoft Windows 7 or later OR Apple Mac OS X 10.7 (Lion) or later
Browser	Apple Safari 7 or later, Mozilla Firefox 10 or later, Microsoft Internet Explorer 8 or later, Google Chrome 18 or later
Security settings	If you see the Windows Firewall security warnings, you will need to allow access for the Cisco Jabber software.

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).

Step 1: Download Jabber Guest

This user guide will cover instructions on how to download Jabber Guest for the following more common type of web browsers:

- Chrome
- Internet Explorer
- Safari

NOTE: Each web browser installs the Jabber Guest plug-in slightly differently. The Jabber Guest plug-in or add-on extension only needs to be installed one time for each browser type.

Chrome - Google Chrome is a common web browser for Windows PC's. Follow the steps below to install Jabber Guest using Chrome.

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
NOTE	If clicking on the link does not work, open the Chrome web browser, copy the link and paste it into the URL bar and then hit the *Return* or *Enter* key on your keyboard.
2	The screen message displays '*additional software is required for voice and video calls*'. Click **Download** to download the *Cisco Jabber Guest Extension (for Chrome)*.
3	The Chrome web store page opens at the Cisco Jabber Guest software. Click the button **+ ADD TO CHROME**.

Step	Action
4	The following pop-up message displays asking to “Add Cisco Jabber Guest?” Click **Add extension**.
5	The screen displays a message ‘*additional software is required for voice and video calls*’. Click **Download** to download the *Cisco Jabber Guest Add-on*.
6	The Add-on now needs to be opened to install on your computer. In the bottom left-hand corner of your screen, click on the **^** and then click on **Open**.
7	The software will begin to install. A few pop-up messages will flash by, wait until the installation completes.

Step	Action
8	The following may display, if not continue to the next step. Double click on the **Jabber Guest Icon** to start the installation process.
9	The following pop-up message may display asking if you are sure you want to open the application. If not, continue to the next step. Click **Open**.
10	A few screens may flash by, ignore these.
11	The following pop-up message may display asking for access to your microphone and camera. If not, continue to the next step. Click **Always Allow**.

Step	Action
1	Once the page reloads, you should see an image of yourself on the computer screen. You are now ready to test the connection. Click the green **Call** button.
2	The first test link does not require anyone at the other end to answer. Once connected you will see **a Department of Justice video** with sound. Your image displays in PIP (picture in picture) mode. To end the call, click the red **End Call** button.
NOTE	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. Follow the steps in this guide to *Test Jabber Guest (Multimedia Operations Team)*.

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Internet Explorer

Internet Explorer is a common web browser for Windows PC's. Follow the steps below to install Jabber Guest using Internet Explorer.

Step	Action
3	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
	If clicking on the link does not work, open the Internet Explorer web browser, copy the link and paste it into the URL bar and then hit the *Return* or *Enter* key on your keyboard.
4	The screen displays a message '*additional software is required for voice and video calls*'. Click **Download** to download the *Cisco Jabber Guest Plug-in*.
5	The following pop-up message displays. Click **Run** to start the installation process.
6	Allow your computer to install the plug-in. This may take a few moments.
7	The following pop-up message displays, asking to access your microphone and camera. Click the **Always Allow** button.
8	A screen may display, showing '*checking connection*'. Ignore this screen

Step	Action
9	Once the page reloads, you should see an image of yourself on the computer screen. You are now ready to test the connection. Click the green **Call** button.
10	The first test link does not require anyone at the other end to answer. Once connected you will see **a Department of Justice video** with sound. Your image displays in PIP (picture in picture) mode. To end the call, click the red **End Call** button.
NOTE	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. Follow the steps in this guide to *Test Jabber Guest (Multimedia Operations Team)*..

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).

Safari - Safari is the default web browser for Mac computers. Follow the steps below to install Jabber Guest using Safari.

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
NOTE	If clicking on the link does not work, open the Safari web browser, copy the link and paste it into the URL bar and then hit the *Return* or *Enter* key on your keyboard.
2	The screen displays a message '*Additional software is required for voice and video calls*'. Click **Download** to download the *Cisco Jabber Guest Plug-in*.
3	You will see the download in the upper-right corner of the screen. Click on the **download icon**. Double click on the **Jabber Guest plug-in**.
4	The following screen displays. Double click on the **Jabber Guest Icon** to start the installation process.

Step	Action
5	The following page displays with a message asking if you are sure you want to open the application. Click **Open**.
6	The Cisco Jabber page loads, with a message *Do you want to trust the website "avlguest.justice.nsw.gov.au" to use the "Cisco Jabber Guest Plug-in"?* Click **Trust**.
7	The following pop-up message displays, asking to access your microphone and camera. Click the **Always Allow** button.
8	A screen showing '*checking connection*' may display for a short time, ignore this screen.

Step	Action
9	Once the page reloads, you should see an image of yourself on the computer screen. You are now ready to test the connection. Click the green **Call** button.
10	The first test link does not require anyone at the other end to answer. Once connected you will see **a Department of Justice video** with sound. Your image displays in PIP (picture in picture) mode. To end the call, click the red **End Call** button.
NOTE	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. Follow the steps in this guide to *Test Jabber Guest (Multimedia Operations Team)*.

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).

Step 2: Test Jabber Guest (Multimedia Operations team)

If the first “automated” test link did not display the video and activate the audio correctly, a second test link is provided so that you can call staff at the Department of Justice’s Multimedia Operations team. The Multimedia Operations team is staffed weekdays between 8am and 5pm AEST.

Step	Action
1	Return to your email and click on the second **test link** that looks like this: https://avlguest.justice.nsw.gov.au/call/multimedia
NOTE	If clicking on the link does not work, open your web browser, copy the link and paste it into the URL bar and then hit the *Return* or *Enter* key on your keyboard.
2	Your image will display on the screen. Adjust the camera on your computer according to the image you see of yourself so you are well lit and clearly visible. Tap the green **Call** button.
3	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.
4	After testing Jabber Guest on your computer, click the red **End Call** button to end the call.

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).

Step 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.

Remember, when you connect to a courtroom, it is as if you are in a courtroom. Ensure these requirements are followed:

- ☐ **Room set-up** (a clean room and appropriate background)
- ☐ **Lighting and camera set-up** (must clearly show your face)
- ☐ **Your appearance** (appropriate clothing for court)

Note: You will be able to see yourself as well as the courtroom that is hearing the matter.

Step	Action
1	When advised to do so, click on the **court link** (URL) provided in the email. If you are unsure, look for and click on the underlined word that begins with: https://avlguest.justice.nsw.gov.au/call/.....
NOTE	If clicking on the link does not work, open your web browser, copy the link and paste it into the URL bar and then hit the *Return* or *Enter* key on your keyboard.
2	Your image will display on the screen. When you receive notification and are asked to connect to the court, click the green **Call** button.

Step	Action
3	When the court connects into the conference with you, you will be able to see the courtroom as well as yourself (in the PIP).
	Jabber Guest allows you to mute the audio on your PC. Muting the audio on your PC 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, click anywhere on the screen to display the controls, then click on the **Mute audio** icon. • To un-mute click the **Mute audio** icon again. Mute is off Mute is enabled Remember to un-mute when you are ready to continue.
4	Click the red **End Call** button to end the call.
	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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