

COVID-19 JABBER GUEST USER INSTRUCTIONS

Using Multi-Party sVMRs (Virtual Meetings Rooms) – Quick Reference Guide, 3 April 2020

This fact sheet explains how to connect to a Ministry of Justice remote participation hearing via videoconference. These hearings are hosted in Virtual Meeting Rooms (VMR), reducing possible issues of incompatibility. Participants use Jabber Guest to connect to the VMR. We are using a new type of VMR for these hearings, which looks a little different to previous VMRs you may have used.

Connecting to the VMR – PC / Laptop

You will need to use Mozilla Firefox, Chrome or Microsoft Edge to connect to the VMR from your PC or laptop. Internet Explorer is not supported with these VMRs.



You will receive an Outlook meeting invite with the connection details for the videoconference.

Guest Connection(s)

PIN / Passcode: 11916

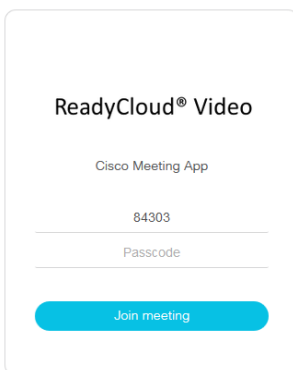
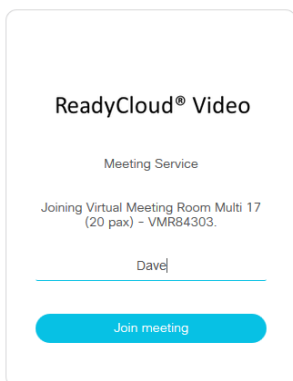
SAMPLE

Connecting From	Connection Method	Connection Detail
External VC Endpoint	SIP/H323 URI	84322@rcvideo.net
Desktop Computer or Mobile Device	Jabber Guest	https://meet.rcvideo.net/index.html?id=84322
ISDN VC Endpoint	ISDN	00 64 9 3578500,84322#
Telephone (Audio Only) / Meeting ID	PSTN	00 64 9 3578500,84322#

Copy the *Jabber Guest* Connection Method into the address bar of your web browser and push enter.

You will then be directed to the ReadyCloud® Video Page.

Enter the *Pin/Passcode* that has been provided to you either by email or in your Outlook meeting response and click *Join Meeting*.

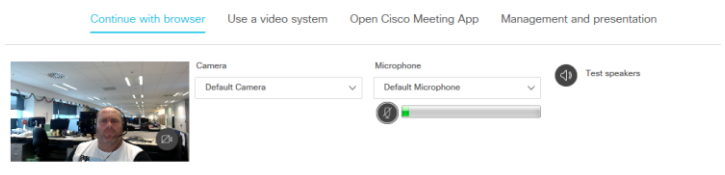
Enter your name when prompted. If you are attending court as a participant, please include your role,

eg Joe Bloggs – Probation, and click *Join Meeting*.

Select *Continue with Browser*.

Camera: You should appear on the left of the screen. If not, select a different option from the Camera dropdown list.

Joining Virtual Meeting Room Multi 17 (20 pax) – VMR84303



Microphone: Test your microphone by speaking. A fluctuating level on the bar will indicate it is working.

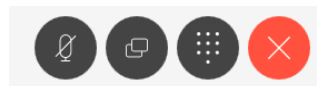
Test Speakers: Click on the 'Test speakers' icon. If you can hear sound, click on *Join Meeting*.

Notes:

- We recommend you use a headset for videoconferencing to enhance audio quality.
- The first time you use Jabber Guest, you may be prompted to install a Plug-in for your web browser.

Screen controls

The main controls for the call will appear if you hover at the bottom centre of the screen.



Click on the microphone icon to mute and unmute yourself. When muted, the microphone will be red.

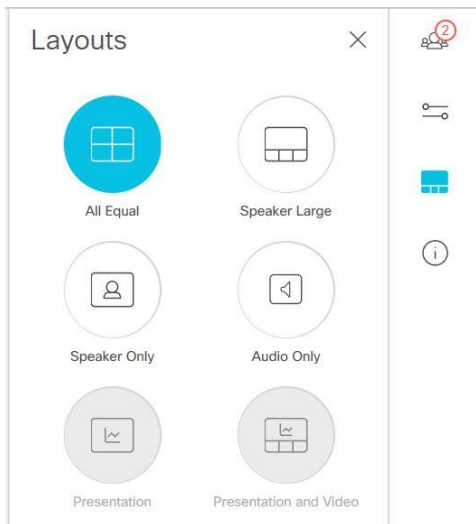


Click on the X icon to leave the videoconference.



Do not use the meeting controls on the right-hand side of the screen. These control the audio and video of everyone on the videoconference and will disrupt the hearing.

You can change the appearance of the screen by clicking on the layout icon. This is also located on the right-hand side of the screen.



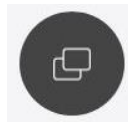
Choose the layout that best suits you. You can also choose to turn off video and participate via audio only.

Screen sharing

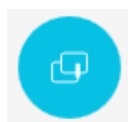
The screen sharing button on the in-screen controls allows you to share content from your local PC into the VMR.

When you click on the sharing button it will give you the option of sharing your whole screen or a specific window. The icon will turn blue while you are sharing content.

Click on the button again to stop sharing.



Screen sharing off



Screen sharing on

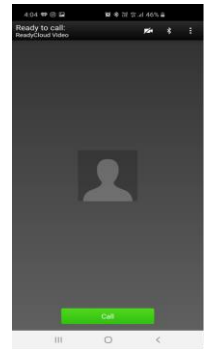
Connecting to the VMR via Tablet / Smart Phone

You will need to download the Cisco Jabber Guest Plug-in to use on your tablet or smart phone.



Search for the **Guest Access-Cisco Jabber** app in the App Store (Apple) or Play store (Android) and install it.

Select the *Jabber Guest Connection Method* link provided in the Outlook meeting invite. Your device will automatically launch the Jabber Guest app and show a connection screen.



When you push the call button you will be directed to the VMR screen where you will be required to enter the *PIN/Passcode*.

Tips and tricks

Q I don't have a device with a camera, how do I join?

A You can still connect via Jabber Guest as 'audio-only'. Alternatively, you can connect by phone using the number provided in the Outlook invite.

Q How do I get the best audio quality?

A If possible, we recommend using a headset for the videoconference. This will reduce audio issues. If you prefer not to use a headset, or one is unavailable, stay on mute unless you are addressing the court. This will improve the quality for everyone.

Q I'm using an MOJ ThinkPad and the sound isn't working.

A If your ThinkPad is docked, you need to change the following settings.

1. In Control Panel, select 'Sound' and then select the 'Recording' tab.
2. Right click on 'ThinkPad USB-C Dock' and click 'Disable'.
3. Select the 'Playback' tab.
4. Right click on 'ThinkPad USB-C Dock' and click 'Disable'.
5. Exit from Control Panel.

Q How can I test whether I am set up correctly?

A You can make a test call by copying the following URL into the address bar of your web browser.

<https://meet.rcvideo.net/index.html?id=8113366>

You do not need to enter a password or PIN for the test call.