Who can dial into a meeting space?

Legal practitioners, prosecutors, Corrective Services and Youth Justice that have been approved by the Court may connect to the meeting space.

Other court participants can only use the meeting space technology if the head of the jurisdiction for the relevant court has approved its use for that purpose.

For example:

District Court

It is the discretion of the presiding Judge on a case by case basis as to the appearances of a party. Judges are aware of the issues associated with a high number of participants in a virtual court space. Certain specific arrangements have been made for particular matters such as the CSOEP pre-recorded hearings and Children's Court appeal matters.

Children's Court

Prosecutors and legal practitioners can be approved but parties will not be approved to dial into the court room meeting space unless special arrangements have been made and approved for a particular case. This is to ensure that closed court arrangements can be maintained.

What is the process for the requesting and appearance of participants?

Due to the different preferences to listing matters from court to court, it is currently up to each court Registry to liaise with their judicial officers and court users about the most efficient way to schedule and run the court meeting spaces.

Please liaise with the court registry you wish to appear at to confirm their requesting and listing procedures.

It is important that you do not provide any connection details provided to you to any other person without the consent of the court.

How many people can connect to a meeting space at once?

There is no limit to the amount of people that can potentially connect to a court meeting space at any time. The first nine participants to the meeting space will be displayed around the edge of the screen while any additional participants will be connected but not visible.

While there is no limit to the amount of people that can connect to a meeting space, large amounts of participants connecting at once will affect the performance of connections at that court as well as across the state-wide meeting space network.

What is the preferred method of connection?

Jabber or Webex Teams is the preferred method of dialling in as these methods are shown to have an improved connection quality however the court may direct one connection method to another.

Parties dialling in from outside the Justice network (e.g. Private Practitioners) must dial the 100xxxxx with the suffix @justice.nsw.gov.au e.g. 100xxxxx@justice.nsw.gov.au

What do I need to check before connecting to a Court?

Participants should check their microphone and speaker level locally prior to appearing in court to ensure the volume is adequate.

Participants should also conduct a test call prior to appearing in court to ensure that their microphone and video camera is working.

Can my client in Corrective Services or Youth Justice custody appear with me at the same time?

Yes, persons in Corrective Services and Youth Justice custody will appear alongside any other participant in the meeting space.

Can I test my connection prior to court?

Parties can test their connection by connecting with the following details:

Jabber/Webex Teams:
10091500@justice.nsw.gov.au

Weblink:
https://avl.justice.nsw.gov.au/invited.sf?id=10091500&secret=Tla.N04VLX3odSANhwXrSA

If the court wishes you to conduct a test by dialling into their meeting space, the court should liaise with you to organise an appropriate time to test the connection.

Please do not connect to a court meeting space other than the test details above unless you are scheduled to appear at that time or otherwise make arrangements with the court to connect.

What details to I enter when connecting by Weblink.

When Connecting by Weblink you will be prompted to type the name of the person connecting.

For the information of the Court and those who monitor and transcribe proceedings please include your name and the name of the matter you are appearing in.

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.

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.

If using this method use a landline or mobile phone with unlimited call usage. Some phones have WIFI calling available and this will decrease your phone call charges by using your home internet data. It is not recommended to use a mobile phone on a limited call plan.

Note Call Charges can be charged by the carrier.

Information packs refer to third party video conferencing providers, is this still an option.

To avoid the spread of Covid-19 infection it is now advised that participants avoid using third party video conferencing providers for their Virtual Court appearances and instead rely on their home or office to connect to court meeting spaces.

Third party video conferencing providers also may charge a fee for the booking and use of their facilities.

Who do I contact if there is an issue with connecting to the court meeting space?

If you are having difficulty connecting to the virtual courtroom please contact the registry office immediately to ensure the court is aware of your issue.

Questions and requests for assistance regarding the use of Webex Teams or other methods of connecting to the virtual courtroom should be directed to JUST Connect Service Support

For any support please contact the JUST Connect Service Support Team

Email: justconnect@justice.nsw.gov.au

Phone: (02) 8759 0010

Courtroom Meeting Space

List of Compatible Browsers

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

Browser	Devices	Comments/Limitations
Apple Safari on iOS	– iPad Air 2 and iPad Pro 12.9 inch (2nd gen) with iOS 12.1 – iPad (6th gen) with iOS 12.1 – iPhone X on iOS 12.1 – iPhone 6 – iPhone 7 on 12.1 – iPhone 8 plus on12.1	• From 2.4.7 and newer versions, iOS 13 is supported. • From 2.4.5 version, iPhones are fully supported. • In version 2.5.1–2.4.4 - iPhones are supported as a beta feature. • You cannot share content from Safari on iOS. **Note:** WebRTC app users using Safari on iOS 13 and macOS 10.15 need to comply with requirements stated here: https://support.apple.com/en-us/HT210176. User will not be able to open the app on Safari if these requirements are not met.

Google Chrome	Windows 7 or 10	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.
	macOS version 10.11.x and later	
	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: - Samsung S9 (SM-G960F) running Chrome 66 on Android 8.0.0. - OnePlus 5 (A5000) running Chrome 67 on Android 8.0.0. **Note:** Google Chrome browser on iOS is not supported.	You cannot share content from Chrome on Android. **Note:** Meeting App is not supported while using Chrome on Android in the 'desktop mode'.
Mozilla Firefox	Windows 7 or 10	