

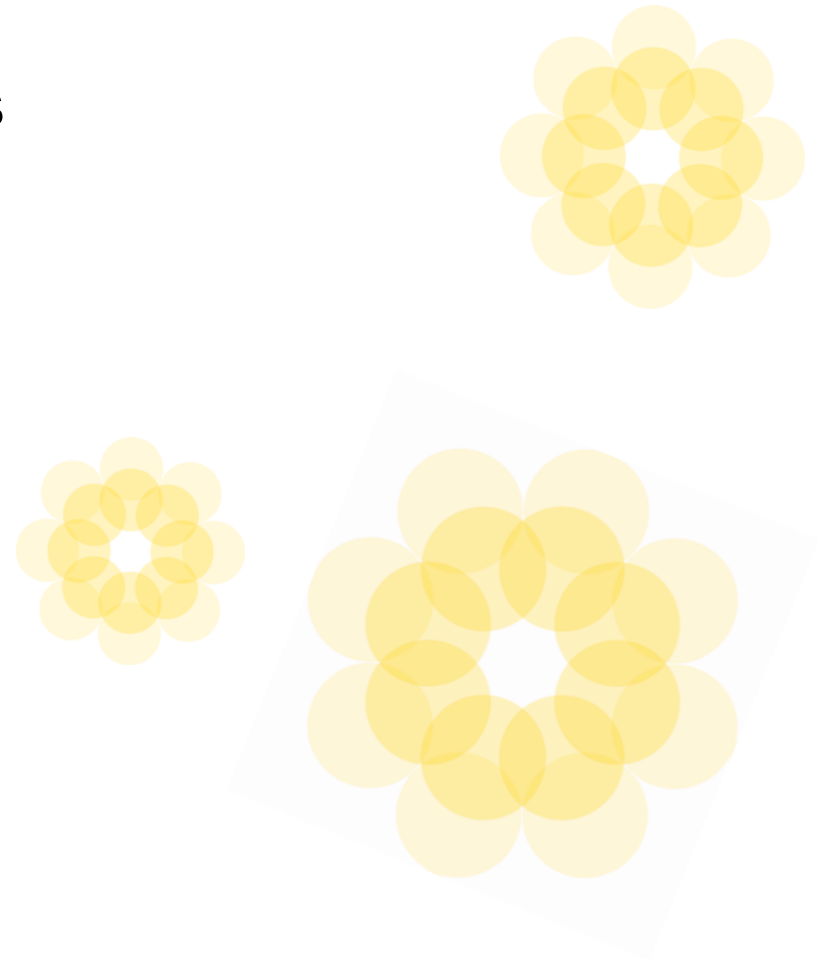


Ministry
of Justice

How To Guide – JVS Systems

Interview Booths – Prisons and Courts

May 2013



Alternative format versions of this report are available on request from **nishi.singh@hmcts.gsi.gov.uk** or phone 0203 334 6290.

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This guide is intended to act as a quick reference guide to Justice Video Service (JVS) video conferencing systems used in witness rooms in court buildings and for courtrooms within prison establishments.

All control for the system is carried out using the remote. Any equipment in racks should not be used manually. If you have any issues with your video equipment, please contact the relevant helpdesk.

1. Switching the system on

1. Press the POWER button on the front of the Polycom Codec



2. Press the POWER button on the side of the monitor.



There are system status lights on the Polycom Codec and Monitor. When the system is on and ready to make a call then there will be blue lights displayed on both the Codec and Monitor.

3. The system will power up and displays the 'Polycom' startup page after two minutes.

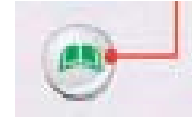
4. To power the system off, repeat the process above

2. Making a Call Using the Directory

1. You can enter the directory by pressing the address book key on the keypad

You can find entries in the directory by any of the following method:

- Select the directory labelled 'GDS' or Favourites'
- Spell the name using the buttons on the keypad
- Scroll through the list of names using the UP and DOWN arrow buttons
- Page through the list of names using the ZOOM buttons



2. Press the green Call button to place a call.



3. Making a Call via Manual Dialling

The department responsible for the far end system can supply you with the E164 number for the system you wish to connect to. This is in the form of a telephone number.

1. Type the E164 number using the number /letter buttons on the keypad

2. Press the green Call button to place a call.



4. Ending a Video Call

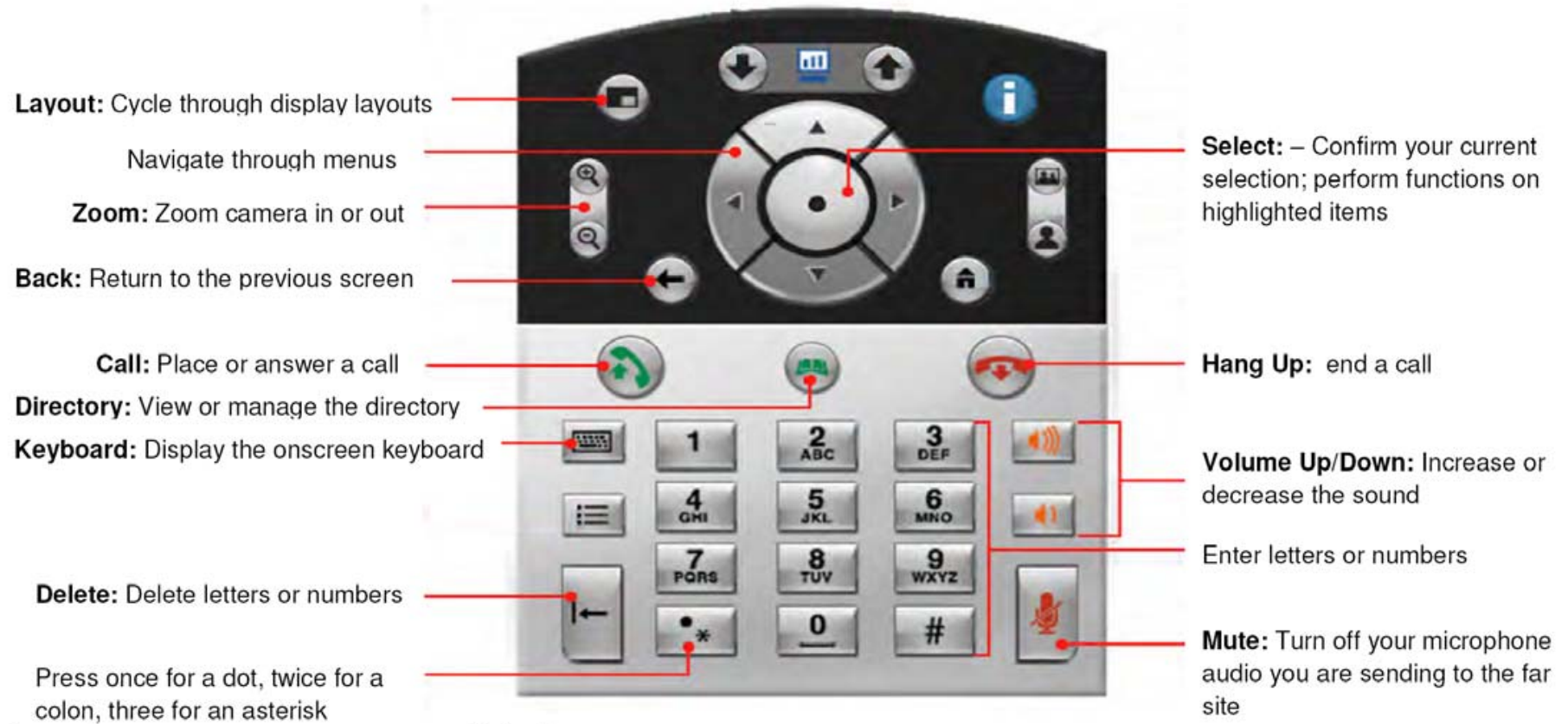
1. Press the End Call button to disconnect the Call



5. Receiving a Video Call

1. This system is set to automatically receive calls when the unit is powered up.

6. Keypad Overview



7. Adjusting the Volume

To increase the volume, press the Volume Up button on the Keypad

To decrease the volume, press the Volume Down button on the Keypad



8. Using the Microphone

The microphone is built in to the unit.

By pressing the microphone button you can turn your microphone on or off so that the far end can or cannot hear you.

When the microphone is illuminated red, it is off. If it illuminated Green, this shows that the microphone is on.

N.B. Please note that by increasing the audio too high, the far end will hear their own audio in a state known as loopback. It is also recommended that the audio level of the LG monitor is not increased as this will create the same issue.



9. Support

Support for this JVS system can be obtained by using one of the

following methods:

- Dial 0800 046 9640 from any landline
- Dial 118 from your video unit
- Call 'Support 1' or 'Support 2' from the directory