



Cloud Video Platform Joining Instructions

Smartphone & Tablet connections via App

This guide will set out the steps required to connect a to a Cloud Video Platform (CVP) room from a smartphone or tablet running the free Pexip Infinity Connect app to enable video hearings to take place.

When joining a hearing using CVP, you should be in a private, quiet area so that your conversations are not overheard and excess noise isn't picked up by your microphone.

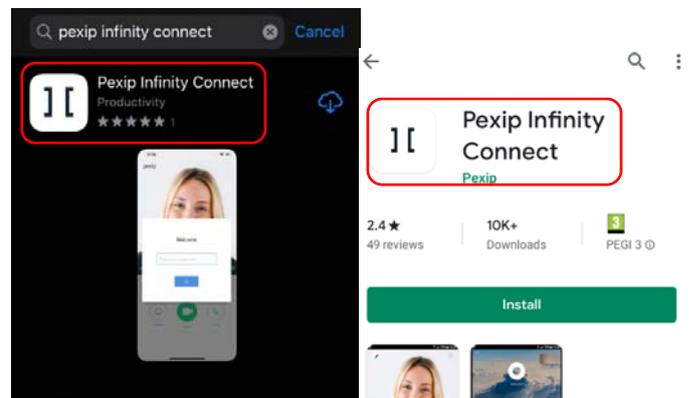
It is a criminal offence to record a court hearing. No attempt should be made to record video or audio, or take screenshots of your hearing.

A frequently asked questions and troubleshooting document has been included with this guidance which can be used if you have problems using CVP. Please consult this, and if your problems persist contact the court dealing with your hearing using the details supplied with your joining instructions.

Connecting to a CVP room from a smartphone or tablet via app.

1. Open the app store on your device and search for 'Pexip Infinity Connect'. Once found, install it onto your device.

Note: Please ensure that the app shown opposite is used. Pexip Infinity Connect Mobile will not work correctly with the CVP system.



(App Store)

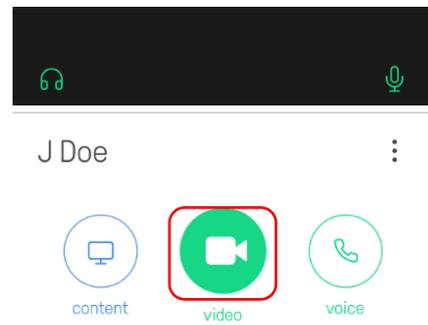
(Play Store)

2. Once installed on your device, open the app and if prompted allow it to access your camera and microphone.
3. In the window that opens, type in your full name. This will be visible to all other parties. Once complete, click 'OK'.

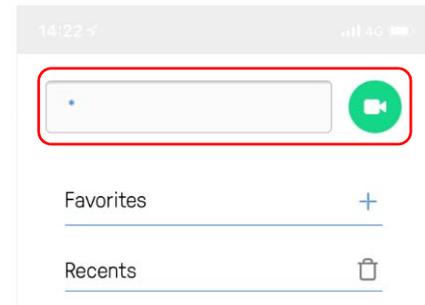
Note: For cases where party names are not to be shared, please use the alias given to you by the court i.e. 'Witness A'.



4. Click on the green 'video' button in the centre of the screen.

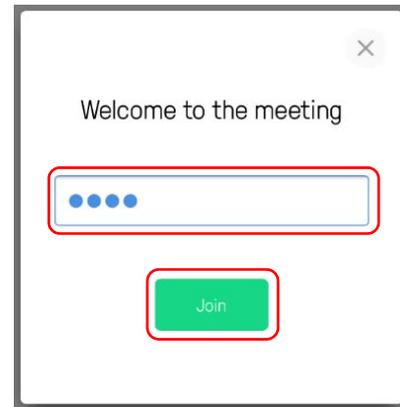


5. In the window that opens, enter the CVP room name from the email sent to you arranging the hearing and then press the green button.



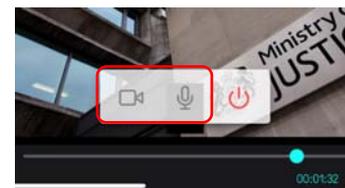
6. Enter the guest PIN from the email sent to you arranging the hearing and press 'Join'.

Note: It is advised that you have your device in landscape if possible (with the screen on its side) as this will maximise the viewing area.



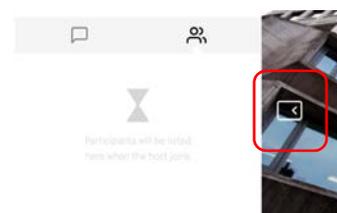
7. You will be placed into a waiting room until the court opens the conference by entering their Host PIN.

You can mute your microphone or turn off your camera using the controls at the bottom of the screen.

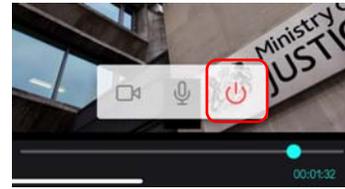


Note: Please keep your microphone muted when you are not speaking, as the CVP room will focus on the device making the most noise.

8. To maximise the video screen, press the arrow on the left-hand side to minimise the chat window. Chat functions should not be used for CVP hearings so no messages should be posted using this facility.



9. Once your hearing has finished, the judge will release you. You should then exit the CVP room by pressing the 'hang up' button at the bottom of the screen.



Problems.

If you experience any issues connecting to the CVP room, please check the CVP Troubleshooting document attached to your booking email. If this does not help, the booking email also contains contact details for the court dealing with this hearing.