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Circular to CCL Network Members - Webex Video Conference Support

I refer to previous correspondence and support information that has been circulated relating to the introduction of the Webex Meetings Video Conferencing (VC) service which is now available on the CCL Network.

This service is now being widely used, some important information and advice to assist with holding a successful VC is below:

- Ensure that you are attending the VC using up to date equipment and have a reliable internet connection, the quality of VC's will deteriorate if you are using old, out of date equipment and are trying to hold a VC with a poor internet connection. For example, avoid trying to attend a VC by tethering your laptop to your mobile phone as most of the time this will cause issues, also to improve sound and microphone quality try using a headset;
- Test your internet connection in advance of the VC by using this link:
<https://mediatest.ciscopark.com/#/main>
- Test your connection to the Cisco Webex servers by using this link, this way you will know if advance if you are likely to encounter problems and if the test is unsuccessful you can contact CCL Support in advance of your VC: <https://www.webex.com/test-meeting.html>

Installation instructions for this service can be found in the "Webex" section of <https://www.ccl.com.au/services#network-documents>. CCL Network staff are available to assist with issues relating to this service, if you require assistance please either log your request through the online tenant portal or email support@ccl.com.au

CCL is aware that some floors are considering purchasing room based VC systems for their conference rooms. CCL recommend that floors consider the Cisco Webex devices (https://www.cisco.com/c/en_au/products/collaboration-endpoints/webex-room-series/index.html) CCL can arrange for a quote for these devices from our Cisco partner – Allcom Networks. Other video systems can also be used, but please note that they must adhere to the CCL Network Terms and Conditions, including the requirement to be "on-boarded" to the network. CCL will not be able to provide any support for the connection or operation of third-party video systems.

Kind Regards,

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