



National Video Tele-Conferencing  
Service (NVTCS)

# NVTCS Interaction with External Parties

**Version 1.4**



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## Video Teleconference External Access - Incoming

The National Video Tele-Conferencing Service supports interaction between Judiciary and non-Judiciary participants. To provide secure incoming access, two conference system bridges are used. There are multiple methods for connecting to each bridge, depending on the type of system the external user is employing.

You can determine the correct bridge information to provide by viewing the conference ID for the conference. Conferences using the East bridge will start with a **2**, conferences using the West bridge will start with a **3**.

- **Example:** 3000123 is a conference hosted on the West bridge.

### Preparation Steps:

1. Identify External User Type/Contact method
2. Provide Conference System bridge number
3. Provide Conference Code/Password

### External User Type/Contact Method:

User Type	Contact Method	Bridge (Conference Center)	
		East	West
VTC Systems that are on the DCN but not NVTCS	DCN IP address	10.179.140.18	10.179.144.18
VTC Systems that are not a part of the Judiciary	Public IP address	199.107.16.88	63.241.40.88
ISDN only VTC Systems/Telephone	ISDN number	703-724-3100	858-812-0972
Non-Judiciary SIP/H.323	SIP/H.323 address	2000000@uc.uscourts.gov	3000000@uc.uscourts.gov

### Call Steps:

1. Dial identified bridge
2. Enter conference code
3. Enter password



## **Video Teleconference External Access - Outgoing**

The National Video Tele-Conferencing Service also supports outgoing interaction between judiciary and non-judiciary participants. Initiating a connection to an external user can be accomplished through two separate methods.

### **Adding External Users to a Scheduled Conference:**

External users can be called for a conference by being added to a scheduled conference. NVTCS can contact the external users by public IP, SIP, H.323, or ISDN.

For ISDN external users, the prefix **81** must be added to the number to enable video, and the prefix **91** must be added to the number for audio only connections.

### **Calling External Users Directly (Point-to-Point):**

External users can also be contacted directly if they are using a SIP/H.323 system. The court user would simply need to dial the appropriate SIP/H.323 address from the endpoint.



## Video Teleconference Software for External Users

### VTC Guest Services

VTC Guest Services uses Cisco® Jabber Guest™ to allow external users to connect to either the East or West Bridge for a conference call. By sending the participant the appropriate link, conference ID, and password, they can connect to a VTC conference from a web browser, or mobile device.

When the participant clicks on the provided link, they will be prompted to download the necessary plugin or install the appropriate app to participate in the call.

- The Cisco® Jabber Guest™ solution includes a browser plug-in that is downloaded and installed by the caller on the local machine.
  - Google Chrome, the web page prompts the user to install the Cisco® Jabber Guest™ Add-on and Cisco® Jabber Guest™ Extension.
  - All other browsers, the Cisco® Jabber Guest™ web page prompts the caller to download and install the plug-in the first time the service is used.
- Cisco® Jabber Guest™ for Android is supported on Android 4.1.2 or later.
- Cisco® Jabber Guest™ for iOS is supported on iOS 7.0 or later.

### VTC Guest Services Servers:

VTC Guest Services Servers provide the secure access to external users. There are 4 servers for each Bridge. Auto Attendant 2 and backup servers can be used if issues arise with the primary server.

#### East Coast

Auto Attendant 1	<a href="https://aomobile-east.uc.uscourts.gov/call/2000000">https://aomobile-east.uc.uscourts.gov/call/2000000</a>
Auto Attendant 1 Backup	<a href="https://aomobile-west.uc.uscourts.gov/call/2000000">https://aomobile-west.uc.uscourts.gov/call/2000000</a>
Auto Attendant 2	<a href="https://aomobile-east.uc.uscourts.gov/call/4000000">https://aomobile-east.uc.uscourts.gov/call/4000000</a>
Auto Attendant 2 Backup	<a href="https://aomobile-west.uc.uscourts.gov/call/4000000">https://aomobile-west.uc.uscourts.gov/call/4000000</a>

#### West Coast

Auto Attendant 1	<a href="https://aomobile-west.uc.uscourts.gov/call/3000000">https://aomobile-west.uc.uscourts.gov/call/3000000</a>
Auto Attendant 1 Backup	<a href="https://aomobile-east.uc.uscourts.gov/call/3000000">https://aomobile-east.uc.uscourts.gov/call/3000000</a>
Auto Attendant 2	<a href="https://aomobile-west.uc.uscourts.gov/call/5000000">https://aomobile-west.uc.uscourts.gov/call/5000000</a>
Auto Attendant 2 Backup	<a href="https://aomobile-east.uc.uscourts.gov/call/5000000">https://aomobile-east.uc.uscourts.gov/call/5000000</a>

### Other Video Teleconferencing Software

Other teleconferencing software and mobile apps are available, and can be used to access the U.S. Courts video teleconferencing service using the contact instructions above. Any SIP/H.323 compatible video teleconference software should be able to connect to an NVTCS conference bridge.

## Instructions for Incoming External Users for East Bridge Conference:

To connect to the conference: call the conferencing center then enter the conference ID and password.

**DCN VTC System IP:** 10.179.140.18

**Non-DCN VTC System IP:** 199.107.16.88

**ISDN VTC System (or telephone):** 703-724-3100

**External VTC Software:** 2000000@uc.uscourts.gov

**Court Jabber:** Conference ID

**Conference ID:**

**Password:**

**Note:** You may be asked to dial the conference ID, and password using the Far End Camera Controls. This will vary depending on your equipment. Most equipment needs to access a dial pad to enter the conference ID or password.

- In Jabber, the dial pad is the  icon in the top right corner of the screen.

## Instructions for VTC Guest Services:

1. Click on the link: <https://aomobile-east.uc.uscourts.gov/call/2000000>
2. Install Plug-in, or follow instructions to install mobile app
3. Click Call to connect
4. Enter Conference ID#
5. Enter Password#

## Installation Reference:

### Chrome

Cisco® Jabber Guest™  
Add-on

Cisco® Jabber Guest™  
Extension.

### Other Browser

Cisco® Jabber Guest™  
Plug-In

### IOS



### Android



## Instructions for Incoming External Users for West Bridge Conference:

To connect to the conference: call the conferencing center then enter the conference ID and password.

**DCN VTC System IP:** 10.179.144.18

**Non-DCN VTC System IP:** 63.241.40.88

**ISDN VTC System (or telephone):** 858-812-0972

**External VTC Software:** 3000000@uc.uscourts.gov

**Court Jabber:** Conference ID

**Conference ID:**

**Password:**

**Note:** You may be asked to dial the conference ID, and password using the Far End Camera Controls. This will vary depending on your equipment. Most equipment needs to access a dial pad to enter the conference ID or password.

In Jabber, the dial pad is the  icon in the top right corner of the screen.

## Instructions for VTC Guest Services:

1. Click on the link: <https://aomobile-west.uc.uscourts.gov/call/3000000>
2. Install Plug-in, or follow instructions to install mobile app
3. Click Call to connect
4. Enter Conference ID#
5. Enter Password#

## Installation Reference:

### Chrome

Cisco® Jabber Guest™  
Add-on

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Extension.

### Other Browser

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