



## AV Equipment Guide

### Connecting from an external system to a JCU videoconference system

Please note it is not possible to dial an IP address (for example 137.219.44.55) of a JCU videoconference system. Also not in all instances, if your system is located behind a firewall, and your organisation is not using an H.460.18/19 firewall traversal device such as a VCS-E, Border controller or VBP, then permissions must be set on your firewall to allow H.323 traffic between your GateKeeper or End-Point(s) and IP address 202.6.115.29. This IP is the address of our VCS-E and not an IP address you can connect to.

#### Supported dialling formats

E.164 Alias addressing

A. Connecting by neighbouring

1. Neighbour your VCS/BC/GK with our VCS-E, IP address 202.6.115.29,
2. Issue a prefix which will point to our VCS-E
3. Dial the E.164 Alias of the JCU unit you wish to connect to, i.e.47535190.

Note the prefix used must be stripped

B. Connecting without neighbouring

**Method 1:** Using a H.460.18/19 compliant end-point i.e. Tandberg MXP systems with software version F4.1 or L4.0 or later and Polycom VSX and V500 systems with software version 8.5 or later:

H.323 or SIP: Dial E.164Alias@jcu.edu.au i.e. 47535190@jcu.edu.au or 47535190@202.6.115.29

**Method 2:** Using a non-compliant end-point:

URI dialling, if supported by your end-point, will also work from end-points which are not compliant with H.460.18/19 if it is registered with a GK.

Calling from a Polycom or Lifesize end-point which only supports proprietary "URI dialling", call 202.6.115.29##E.164Alias – i.e. to call our Townsville office you would dial 202.6.115.29##47535190 – if this does not work then we will have to initiate the connection and connect to you using your public IP Address.

C. If you do not allow incoming calls, contact us for a temporary work around.