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## 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 complaint 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.