



Federale Overheidsdienst
Justitie

Instruction manual

Visitors

Video calls

Belgian Prison Service

Dear visitor,

You have just received an e-mail with an invitation for a video call with your partner/friend/... who is currently staying in a Belgian prison. In this invitation you find when – date and hour – the video call is scheduled and will take place.

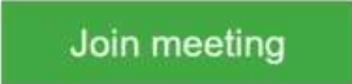
The application Cisco Webex Meetings is used to make the video calls.

You can participate in a video call in different ways. You can join a video call:

- from a desktop computer or laptop
- from a smartphone or tablet

1 Video call via **desktop computer or laptop**

- In order to participate in a video call, your desktop computer or laptop must have a microphone and a webcam.
- Click on **“Join meeting” in the e-mail invitation** when your video call is scheduled to start. The date and time of the video call is included in the e-mail.



Join meeting

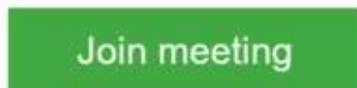
- If you want, you can install the Webex Desktop App on your computer/laptop by clicking on the link **“Download it now”** at the bottom of the screen. If you do not want to do this, proceed to the next step.

Don't have the desktop app? [Download it now.](#)

- You can also participate in a Webex video call without installing the program on your computer. In order to do so, click on **“Join from your browser”** at the bottom of the screen. Also click on this link if you’re having trouble downloading the application or if you can’t open the application after downloading it.

Having trouble opening the desktop app? [Join from your browser.](#)

- Click on **“Join meeting”** to participate in the video call.



If the prison has not yet started the video call, you will see a message informing you that the meeting has not yet started and you will have to try again later. You can only join and participate in the video call at the date and hour mentioned in the e-mail invitation and when the prison has started the video call.

2 Video call via **smartphone / tablet**

- Download and install the app **“Cisco Webex Meetings”** from the store if you want to participate in a video call from your smartphone or tablet.



- After downloading and installing the app, click on “**Join meeting**” in the e-mail invitation when your video call is scheduled to start. The date and time of the video call is included in the e-mail.



Join meeting

- The app will open automatically. Fill in your **name** and your **email address**.
- Authorise the use of the microphone and camera on your smartphone/tablet and click on “**Join / Participate**”
- Click on the icon of the **microphone** and the icon of the **camera** to **activate** them.



If the prison has not yet started the video call, you will see a message informing you that the meeting has not yet started and you will have to try again later. You can only join and participate in the video call at the date and hour stated in the e-mail invitation and when the prison has started the video call.