

## Annex A: Technical guidance for a Polycom equipment video link at a tribunal hearing

This document provides guidance about our requirements when setting up a video link using Polycom equipment and answers frequently asked questions.

This document assumes that the party seeking to use a video link has or will successfully obtain permission from either a Case Manager or a tribunal, as applicable.

### Who to contact

The MPTS Office Admin team are responsible for booking and setting up video links at MPTS hearings. They can be contacted by email at [MPTSOOfficeAdmin@mpts-uk.org](mailto:MPTSOOfficeAdmin@mpts-uk.org) or by telephone on 0161 240 7160.

It is the responsibility of parties to ensure that the MPTS Office Admin team is informed as soon as the potential need for a video link is known. If you have told other MPTS staff (such as MPTS Case Management before a hearing, or MPTS Tribunal Assistants during a hearing) about a potential video link, they will inform MPTS Office Admin. However, **you must liaise directly with MPTS Office Admin team** in order that appropriate arrangements can be put in place for the video link.

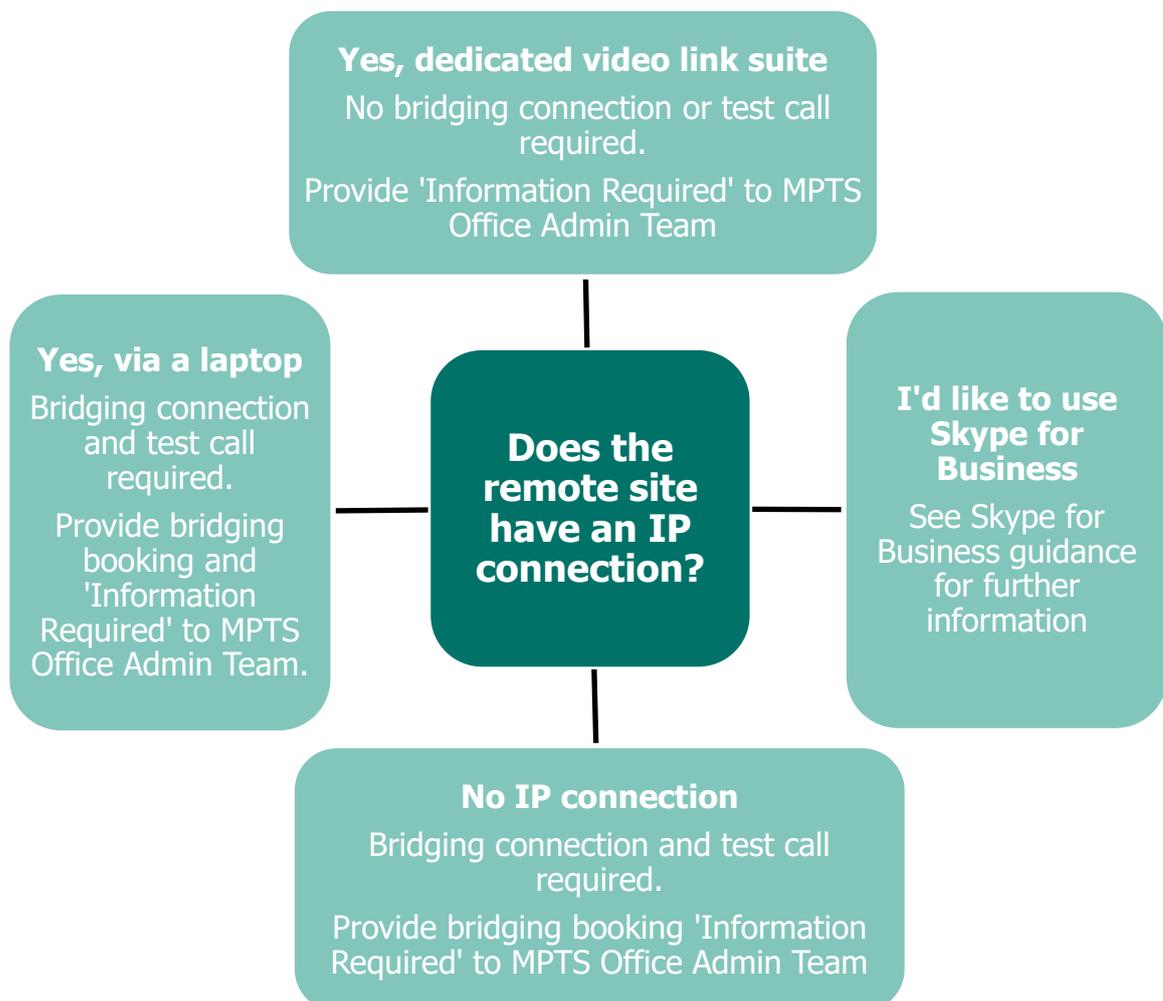
If there are any changes to your requirements, including a video link facility being needed for longer than originally expected or no longer needed at all, please ensure that you inform the MPTS Office Admin Team as soon as possible.

## Our technical requirements

A Polycom equipment video link is a digital facility which allows a witness attending a **remote site** (i.e. any location other than the hearing room) to be connected visually to a hearing so they can give evidence without attending the MPTS hearing centre in person. The connection is made using IP lines.

IP (or Internet Protocol) is a digital system for connecting a clear and secure video link. There are other connecting systems, such as ISDN, but IP is the system MPTS uses because it is more reliable, secure and robust. It is essential that you know the type of connection your proposed remote site will use.

Where the remote site you wish to use does not have an IP connection, a **bridge** or **bridging connection** is required. This is where a bridging company is used to securely connect the video call between the remote site and the MPTS. It is the responsibility of the party wishing to use the video link to book a bridge where required. The bridging company used by MPTS is Eyenetwork, who can be contacted on 0333 900 1221 or by email at [info@eyenetwork.com](mailto:info@eyenetwork.com).



## Information required

It is the responsibility of the party wishing to use video link to provide the following information to the MPTS Office Admin Team:

- ▶ Contact name, telephone number and email address of the remote site
- ▶ Where an IP connection is available, the IP number for the remote site unit
- ▶ Name and contact number of the witness giving evidence, if appropriate
- ▶ Name of the hearing that the video link is being requested for
- ▶ Dates and times that the video link will be required.

If a bridging company is used, further technical information may be requested by them.

## Paying for video link facilities

The party whose witness is to give evidence by video link is responsible for:

- ▶ Identifying and paying for a suitable remote site location which the witness will attend. For example, this might be based in a hospital, solicitor's office, hotel or commercial premises.
- ▶ The cost of the use or hire of video link equipment at the remote site location (if applicable) and any bridging facility required to ensure that the connection is secure.

The MPTS will dial out to the remote site and will pay for the cost of the video link connection.