

Use Scopia to Attend Your Hearing, or Meeting, Remotely

Child Support Services will provide you information on how to join the hearing or meeting by phone or video. This page provides instructions to join using the Scopia desktop, and mobile device video software.

You can use your telephone to join a meeting without video. Call the phone number given to you and put in the meeting ID and password. Then, you will be connected to the hearing or meeting.

If you choose to use Scopia video, when you select the link under “**Desktop/Mobile Link**” in the emailed invitation, the required software will be installed on your device. The best thing to do is plan ahead. Decide how you want to join the meeting: with a laptop, a tablet, or a smartphone.

Use your smartphone or tablet

To use a smartphone or tablet, go to Apple App store or Google Play store. Search for:

“Avaya Scopia Mobile – by Radvision”



Install the app, but do not open it. Instead, click on the link provided in the emailed invitation to your video meeting, under “Desktop/Mobile Link”.

Use your laptop or desktop computer

To manually install the required software, download this file:

<http://downloads.ucanytime.com/latest/ClientInst.exe>

If you use a MAC, download and install this file:

<http://downloads.ucanytime.com/latest/ClientComponents.dmg>

Joining a Scopia Video Meeting with your laptop or desktop computer

This is a description of the typical steps to install the software on a PC laptop, and join a hearing or meeting. These steps may vary, or look different, depending on the device you install the software on.

Step 1: select the link from the email invitation

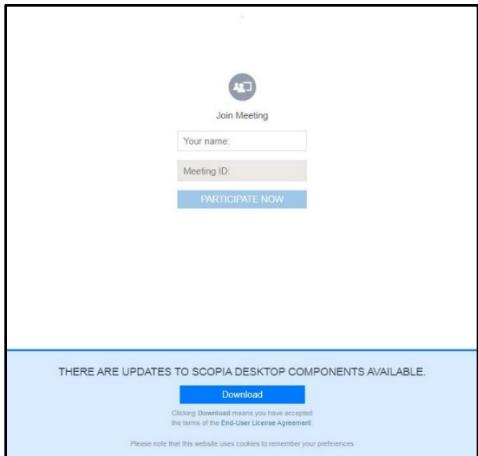
There are a lot of links and numbers in the second part of the emailed Video Meeting invitation. From the device you want to use for the meeting, choose the link under “**Desktop / Mobile Link:**”

Step 2: agree to install the software

If this is the first time to join a video meeting from your device, a window will pop up that reads “**Before you can join the meeting you need to install the client.**” Choose “**OK**”.

Step 3: download the software

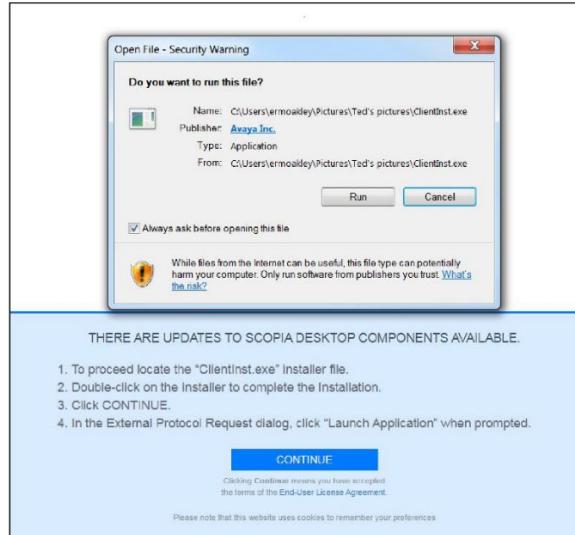
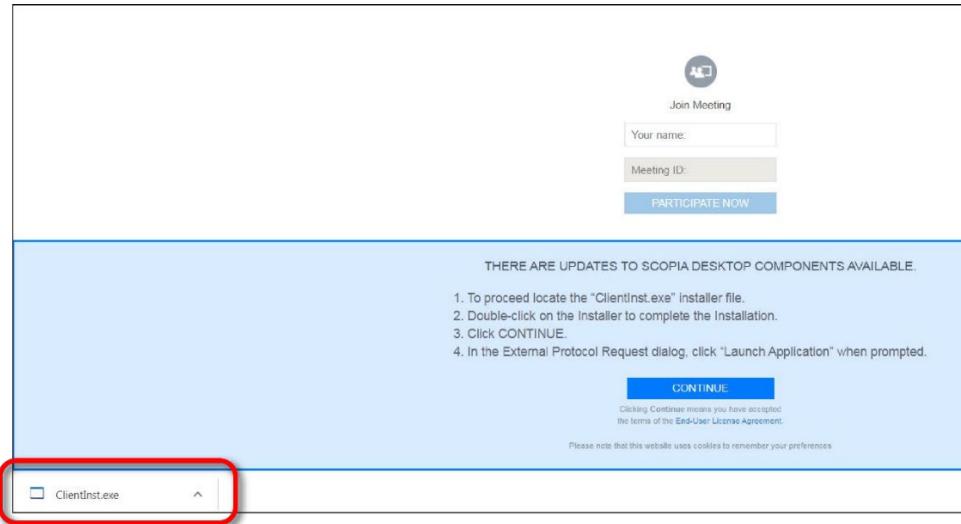
On the Scopia Video Meeting web page, choose the dark blue box at the bottom that says “**Download**”.



Choose a place on your device to save the install package. The name of the package is “**ClientInst**”.

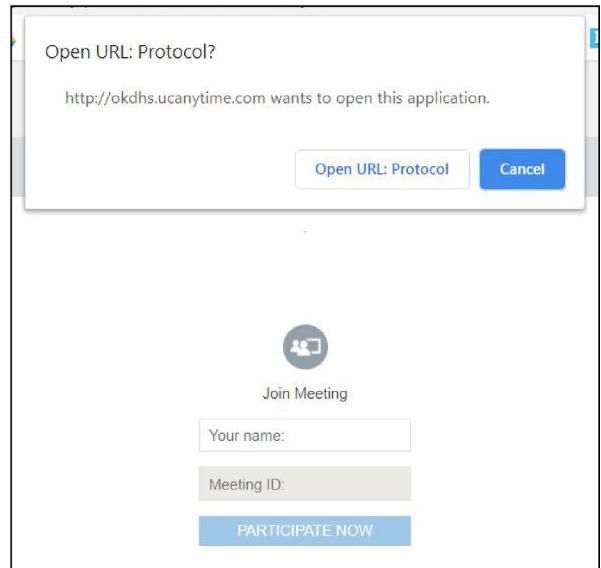
Step 4: open and run the “ClientInst.exe” package

In the lower left of the Scopia page, choose “ClientInst.exe”, then choose “**Open**”. Then, in the pop-up window, choose “**Run**”.



Step 5: complete the installation

After the install is complete, choose the dark blue box labeled “**continue**” to check for updates.



When it is time to join the video meeting, you might see this window labeled “**Open URL: Protocol?**” Choose “Open URL: Protocol”.

Step 6: join the video hearing, or meeting

This is an example of what the Scopia video meeting might look like when you join.

