



Connected Justice

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Chapter Overview

This chapter explains how to setup and configure Connected Justice for Cisco Remote Expert Manager (REM).

Topics in this chapter include:

- [“Connected Justice Overview”](#)
- [“Extension Mobility Setup”](#)
- [“Connected Justice Configuration”](#)

Connected Justice Overview

Connected Justice (CJ) is an extension of Remote Expert Manager (REM). It includes two primary features, namely Click to Connect (CTC) and Next Available Interpreter (NAI). CJ utilizes the Cisco Extension Mobility to provide extra functionality for REM. Cisco Extension Mobility allows users to temporarily access their Cisco IP Phone configuration such as line appearances, services, and speed dials from other Cisco IP Phones.

Extension Mobility Setup

Click To Connect (CTC)

The CTC feature provides an easy-to-use user interface to communicate between the court rooms and the remote interpreters using the Remote Expert (RE) solution.

In CTC, the hierarchy starts at the top with the Segment (e.g. The 9th Circuit), and then the Group (e.g. Orange County), followed by the Room (e.g. Court Room 1).

CTC works in the following manner: Once interpreters select a desired court house and court room on the CTC web page, the CTC initiates a RE call between the court room and the interpreter. The RE call connects the interpreter to the court room via TelePresence endpoints, such as the EX90. At the same

time, the CTC loads the phone dialing extensions of that court room into the desk phone of the interpreter via the Extension Mobility API provided by the Cisco Unified Communications Manager (CUCM). This allows the interpreter to call the court room directly and speak to the judge or other court personnel if the interpreter has a question about what he or she is being asked to translate.

Next Available Interpreter (NAI)

The NAI feature is a RE solution with a specially designed user interface for the judicial authority. Court officials, such as judges, are able to use a Remote Expert Interactive Console (REIC) in the courtroom to initiate an interpretation session with the next available language interpreter. The REIC will display up to six languages queues with each language having its own button.

When an interpreter has a CTC session, she/he is moved to the “Not Ready” state in CAD; this prevents the interpreter from being selected if a court official initiates a NAI request. When the REM detects a call established between the court room and the interpreter, the NAI loads the phone dialing extensions of that court room into the desk phone of the interpreter via the Extension Mobility API.

Hardware Required

- Interpreter Side:
 - PC / laptop with CAD installed
 - Cisco IP phone (7975 or 9971 is preferred)
 - EX90 TelePresence Endpoint
- Court Room Side:
 - C40 TelePresence Endpoint
 - Cisco Interactive Experience Client (IEC)
 - Touchscreen

Cisco Extension Mobility Setup on CUCM

Each court room requires a device profile created in the CUCM. Follow these steps to setup Extension Mobility for each court room.

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- Step 1** Activate the Cisco Extension Mobility service. Log into your CUCM and choose **Cisco Unified Serviceability** from the drop-down menu in the upper right corner.
 - Step 2** Choose **Tools > Service Activation**. Check the **Cisco Extension Mobility** check box. Click the **Save** button at the upper left corner.
 - Step 3** Choose **Cisco Unified CM Administration** from the drop-down menu in the upper right corner to complete the rest of configuration.
 - Step 4** Create the user device profile for a court room by choosing **Device > Device Settings > Device Profile**. Click the **Add New** button.
 - Step 5** From the Device Profile Type drop-down menu, select the phone type (e.g. Cisco 7975 or Cisco 9971). Click **Next** to go to the next page.
 - Step 6** Select **SIP** for the Device Protocol. Click **Next** to go to the next page.

- Step 7** Enter the required information for User Device Profile Information using the values in the table below. Then click **Save**.

Table 5-1 *User Device Profile Information*

Field Name	Value
Device Profile Name	A name of your choice for the device profile
Description	A description to easily identify the device profile
User Locale	The locale associated with the phone user interface
Phone Button Template	An appropriate phone button template (e.g. using Standard 7975 SIP for Cisco 7975 IP phone)
Privacy	Default
Always Use Prime Line	Default
Do Not Disturb	(Optional) Select this check box
DND Option	(Optional) Ringer Off



Note

Each court room should have its own device profile.

- Step 8** From the Association Information section, click the **Add a new DN** button. You will be directed to the Directory Number Configuration page where you need to specify a DN for the device profile created in previous step. Make sure that you assign a new DN that is not used by other devices. Once it is done, click the **Save** button.
- Step 9** Create end users for CJ to utilize Extension Mobility in CUCM. To do so, go to User Management and choose **End User**.
- Step 10** Click **Add New** and enter the user information in the table below. Click **Save**.

Table 5-2 *End User Information*

Field Name	Value
User ID	A unique login ID to be used in device profile and the REM
Password	A password to secure the account
Confirm Password	Re-enter the above password to verify that it was entered correctly
Last Name	A name that easily identifies the user

- Step 11** Go to the Extension Mobility section. In the Available Profiles box, choose a device profile that you created in previous steps and click the down arrow. The service that you chose now appears in the Controlled Profiles box.
- Step 12** Associate a user device profile to a user (i.e. a court room in the CJ setup). Go to **Device > Device Settings > Device Profile** and select the device profile that you need. Under the Logged Out (Default) Profile Information section, choose the end user created in the previous step from the drop-down list. Click **Save**.

- Step 13** Enable Extension Mobility for a physical IP phone. Go to **Device > Phone**, and choose the IP phone used by an interpreter. Under the Extension Information section, check the **Enable Extension Mobility** check box.
- Step 14** Click **Save**, then click **Apply Config**, and finally **Reset** to complete configuration.
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Connected Justice Configuration

The configuration procedure for CJ includes three parts to set up CJ in REM server:

1. Installation of REM with the CJ feature enabled
2. Installation of CJ skin
3. Configuration of CJ-related properties

The following steps detail the information:

- Step 1** Create a VM in vCenter and deploy the REM ISO. Refer to Chapter 1 for instructions.



Note CJ currently supports Cisco C series endpoints for kiosks and EX 90 endpoints for agents. For Extension Mobility, Cisco IP phone 7975 or 9971 is recommended.

- Step 2** Remote Expert has a default Connected Justice skin that will appear on the court room's touchscreen. Install the CJ skin package and CJ-related components:

- a. In the Main Menu, type **d** to choose the REM Server Administration menu.
- b. In the REM Server Administration menu, type **f** to choose the Install REM Skin menu.
- c. Choose the REM skin that contains the sequence “rem-skin-cj”.



Note The REM skin with the sequence “rem-skin-regs” is for Cisco Remote Expert Government Services. The REM skin with the sequence “rem-skin” is for the default REM skin, known as the Francisco skin.

- d. When asked if you want to continue with the skin that you selected, type **C**.
- e. The Connected Justice skin will install. Once, you see a “Complete!” message, press any key to return to the menu.

- Step 3** Now you will enable the CJ feature in REM:

- a. In the Main Menu, type **d** to choose the REM Server Administration menu.
- b. In the REM Server Administration menu, type **b** to choose Edit REM Properties.
- c. In the VI editor, enter the necessary information in the rem.properties file.
- d. Enable extension mobility. Within the REIC/Kiosk Properties section, change the IS_CJ property to **true**.



Note The IS_CJ property by default is set to **false**, which disables CJ. You must change this property to **true** to enable CJ.

- e. Save and exit the VI.

Step 4 Provide CUCM information to the CJ component:

- a. In the Main Menu, choose **d) REM Server Administration**.
- b. In the REM Server Administration menu, choose **g) Connected Justice**.
- c. In the Connected Justice menu, choose **b) Configure Connected Justice**.
- d. In the Configure Connected Justice menu, choose **a) Connected Justice Properties**.
- e. A VI window will open. Update the CUCM IP address ([cucm_host]) and https port ([cucm_port]). Ensure that the port number is 8443. Since CUCM uses port 8443 by default, normally you do not need to update CUCM port information. If you have a CUCM cluster setup, use the IP address of the publisher in the “cucm_host” property.
- f. Save and exit the VI.

Step 5 Map the interpreter’s Cisco IP phone to enable Extension Mobility for that phone:

- a. In the Main Menu, choose **d) REM Server Administration**.
- b. In the REM Server Administration menu, choose **g) Connected Justice**.
- c. In the Connected Justice menu, choose **b) Configure Connected Justice**.
- d. In the Configure Connected Justice menu, choose **b) Interpreter Properties**.
- e. A VI window will open. Update the interpreter’s video endpoint DN (for regular RE agent) and the device name of her / his Cisco IP phone (for Extension Mobility). The device name can be found in CUCM. For example, the EX 90 endpoint used by interpreter has DN 1000, and the device name of interpreter’s Cisco IP phone is SEPAA11BB22CC33 (listed in CUCM). You should put the mapping syntax as “1000: SEPAA11BB22CC33”.
- f. Save and exit the VI.

Step 6 Execute IAS.

- a. In the Main Menu, choose **d) REM Server Administration**.
- b. In the REM Server Administration menu, type **d** to choose the Run Configuration Tool.
- c. In the Run Configuration Tool, press any key to begin.
- d. When prompted to update JTAPI username and password, type **y**.
- e. Type the JTAPI username and password.
- f. When prompted to update the CUCM Weblogin username and password, type **y**.
- g. Type the root username and password for the CUCM. You cannot use a regular account username and password.
- h. When prompted to update the IEM account name, type **y**.
- i. Type the account name.
- j. When prompted to update the IEM username and password, type **y**.
- k. Type the username and password for the IEM.
- l. When prompted to update the primary and secondary media servers’ username and password, type **y**.
- m. Type their usernames and passwords.

- n. When prompted to update the backup and restore username and password, type **y**.
- o. Type the remote server's username and password.
- p. The process is complete when you see the "Press any key to return to the menu" message. Press any key.

Step 7 Access REAC using the URL **https://<REM_IP>:8443/reac/**. Add licenses, kiosks, documents, videos, and experts.



Tip The default credentials for REAC are **admin/admin**.

Step 8 Create a "Connected Justice" policy in the IEM and configure the properties listed below. Refer to the "Create and Apply a Policy for REM in the IEM" section of Chapter 1 for more information.

- a. In the application.data property, enter the SIP information. Refer to the "RE on I-Services" appendix of this guide.
- b. In the browser property, enable web cache (browser > cache > web > enabled = **true**) and set the web cache mode to "Prefer cache" (browser > cache > web > mode = **Prefer cache**).
- c. In the browser property, enable network failover (browser > network > failover > enabled = **true**), disable network timeout (browser > network > timeout > enabled = **false**), and disable watchdog (browser > watchdog > enabled = **false**).
- d. In the browser property, configure the startup URL as: **https://<REM_IP>:8443/reic**

Step 9 Now you will configure the segment xml file in REAC:

- a. Login to REAC using the URL **https://<rem_ip>:8443/reac**.
- b. Click the **CJ Configuration** tab.
- c. There will be two default segment xmls on the page. Choose a Segment XML file (e.g. segment_1.xml) and click the **Modify** button.

An editing window will open with the segment code.

The entry for a room is constructed in the following format:

```
<room type="<Label-1>" title="<Label-2>" emLogin="<UserID>" passwd="<Password>"
dProfile="<Device Profile>" dNum="<Endpoint DN>" endPoint="<Endpoint Type>" /
```

Each entry represents a separate room.

- d. Use the table below to update the properties for each court room. Make sure that each court room has a unique DN in CJ.

Table 5-3 Room Details Parameters

Tag Name	Corresponding Value
Label-1	Type of room (e.g. Courthouse or Jailhouse)
Label-2	The room name you want to show on the CTC interface.
UserID	The end user ID created in CUCM for Extension Mobility.
Password	A password to lock the account.
Device Profile	The device profile created in CUCM for Extension Mobility.

Tag Name	Corresponding Value
Endpoint DN	The directory number used by the kiosk in the court room. Each court room must have a unique DN in CJ.
Endpoint Type	The type of video endpoint used by kiosk in the court room. Currently, only Cisco C series is supported



Note Information needed here is created in CUCM, which is detailed in the “Extension Mobility Setup” section of this chapter.

- e. Click **Save** to save the changes.
 - f. You will see a message that the file was saved successfully. In the Message dialog box, click OK.
- Step 10** Apply the “Connected Justice” policy (created in Step 8) to the IEC in the IEM and reboot the IEC from the REAC.
- Step 11** To access NAI, use the regular startup URL **https://<REM_IP>:8443/reic**.
- Step 12** To access CTC, open a browser and go to **https://<REM_IP>:8443/ctc**.
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