Chorus Call Instructions – External user

Dialling into the conference as a Guest

The Department of Justice and Attorney-General utilises a service provided by Chorus Call Australia to facilitate telephone conference calls with external parties. This fact sheet outlines the steps required to join a Courts conference call as an external guest.

Chorus Call uses multiple telecommunication carriers to ensure as little disruption to our conferencing as possible. The two numbers below will access the same Chorus Call but there is an alternative should one of the carriers have an outage.

Australia Wide Toll-Free
Main Number: **1800 173 224**
Alternative: **1800 556 264**

The Registry managing the matter will advise you of a guest passcode to allow you to access the relevant conference call. If you do not have this passcode you will not be able to take part in the call.

Joining the Chorus Call as an external user (known as a Guest)

1. External users should dial into the service using the number above.

2. Once connected, you will be welcomed by a recorded voice announcement and then prompted to enter a passcode number.

3. Enter the Guest passcode number provided to you followed by the # key

4. You will then will be advised that the passcode number has been confirmed

5. If you have entered a valid passcode you will then be joined into the conference

6. There may be multiple other users connected at the same time so please wait, on mute, until your matter is mentioned before unmuting and speaking.

Tips

- Please dial from a landline phone – the audio quality and reliability are higher than mobile phones.

- Immediately on joining the call, ensure your phone is muted, and remains muted at all times when not speaking. Background noise is easily picked up and makes it impossible for others to be heard.

- Avoid using a speaker phone, as this will potentially add an echo or reduce call quality. Use a headset if you have one available.

Conference Function Keys

Keys	Feature	Description
*0	Operator Assistance	Press *0 to notify an operator that you need assistance. If there is static on the line or you simply have a question, press *0 any time
4#	Participant Mute	Participants can press 4# to mute their own line
5#	Deactivate Participant Mute	Participants can press 5# to unmute their own line

I need help, who do I call?
For assistance, contact the Registry managing your matter.

Queensland Government