

# CHORUS CALL INSTRUCTIONS – EXTERNAL USER

## Chorus Call Instructions – External user

The Land Court utilises a service provided by Chorus Call Australia to facilitate telephone conference calls with external parties. This fact sheet outlines the Chorus Call process.

1. You will be contacted by the Registry or Associate to inform you that Chorus Call will be used to conduct your court event.
2. Please provide your best contact number (**preferably a landline**), and if possible, a back-up number.
3. Stand-by your phone a few minutes before the scheduled start time of your call.
4. **Chorus Call will call you** and connect you through to the conference.

### TIPS

- Please ensure you use a landline phone – the audio quality and reliability are higher than mobile phones.
- 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.

### FEATURES

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