

## Using Chorus Call - video transcript

Meet Jack. Jack works in the courts and provides a range of support during court proceedings, this includes setting up the teleconferencing system, Chorus Call.

Today's court appearances will be conducted via teleconference. It's time for Jack to get ready for the day. Firstly, Jack sets up the courtroom as per normal. He then logs onto his computer including the conductor web dashboard and lastly dials the teleconference call number, including the host passcode, followed by the hash key.

Before court commences, Jack checks the line and hears a static sound. This static sound will cause problems for proceedings and, if not fixed quickly, might cause delays to proceedings. Jack needs to stay calm and think of how he can solve this problem using the resources available to him.

Is the problem caused by not following teleconference etiquette? Can he solve the problem by using the troubleshooting guide or does he need to contact the operator? Correct, Jack can solve this problem by troubleshooting. The troubleshooting guide provides advice to fix static on the line. Jack disconnects the line and redials the number once the line reconnects the static has disappeared and there is a clean line. Problem solved, court commences and matters begin to be heard via teleconference. Jack hears the participant clearly then another sound and another. It appears that multiple people have their mic switched on. Having multiple people speaking at once is confusing and distracting for court proceedings. Jack needs to problem solve again. Is this problem due to not following teleconferencing etiquette troubleshooting or does he need to call the operator? That's correct, people are not following teleconferencing etiquette. Jack professionally and politely reminds people to mute their mics when they are not speaking.

It is important to remember that when using technology, it can be unpredictable sometimes, it will work perfectly but sometimes there will be problems. If you encounter problems, there are resources to support you:

1. check the troubleshooting guide
2. become familiar with the DJAG Chorus Call SharePoint site that includes more How-to guides
3. sometimes you may need to dial the operator for technical support.

If you feel you require further training or need additional resources, please speak with your manager or contact the Training and Development Unit.