

# VIRTUAL COURT HEARINGS

## TELECONFERENCING GUIDE

### 1. PRIOR TO THE HEARING

Prior to participating in a court hearing taking place by teleconference call you should ensure that:

- you are in a quiet location where you will not be interrupted;
- you have a strong signal if using a mobile phone;
- you have the dial in numbers and access codes to hand; and
- you have ready access to any documents you require for the hearing.

### 2. DIALLING INTO THE HEARING

SCTS' default platform for hearings conducted by teleconference in the Court of Session is Cisco Conference Now. When you are ready to dial into a scheduled teleconference hearing follow the below steps:

#### STEP 1

From your phone or call-enabled laptop dial 0131 444 3399.

#### STEP 2

You will be prompted to enter the **meeting number** followed by #. (If you are a party in the action the meeting number is likely to have been provided to you in an email from the clerk of court.)

#### STEP 3

You will be prompted to enter the **access code** followed by #. Enter the designated meeting access code provided to you by the clerk of court.

#### STEP 4

You have now joined the teleconference. If there are already other participants on the call you will hear a single tone when you join and you should announce yourself at an appropriate moment. If you join a teleconference before the host you will hear holding music. This will end when the host joins.

If you are not required to participate in the hearing and are attending to listen only you should mute yourself using \*6 on your telephone key pad to reduce noise interference.

### 3. AFTER THE HEARING

At the end of the hearing to leave the teleconference simply hang up.

#### 4. ADDITIONAL INFORMATION

- A maximum of 30 attendees (including the host) can participate in an SCTS Cisco Conference Now teleconference. If you are a party to a hearing and you believe more than 30 participants will require to attend you should raise this with the clerk of court in advance so that alternative arrangements can be made.
- If an attendee joins a teleconference before the host and the host does not join within 15 minutes, the teleconference will be terminated and attendees will require to re-join following the same process as above.
- A single tone will sound as each attendee joins the teleconference.
- A double tone will sound as each attendee leaves the teleconference.
- Once commenced the host does not need to remain in the teleconference for it to remain active. The teleconference will be active until the last attendee hangs up.
- Additional attendees can join as long as the teleconference is active and call capacity is available.