CourtCall®
Remote Appearances. Simplified.

Key Benefits

- No cost, no contracts and no risk

- Reduces the cost of litigation

- Less crowded courtrooms and increased security

- More efficient case flow

- Increases public access

- Connects all relevant parties regardless of location

- "Privacy" and "Open Court" services available

- More efficient courtroom logistics; allows courtroom staff to concentrate on other important matters

CourtCall's Remote Appearance Platform is designed to meet the specific needs of Courts, making many appearances more cost effective, efficient and simple for Judges, Court Staff, attorneys and other participants. The Platform utilizes the latest communication technologies to consistently provide the ideal experience for all participants.

Since 1995, CourtCall has served thousands of Judges in legal communities of all sizes with its revolutionary, turn-key Remote Appearance Program. CourtCall's proprietary, browser-based video platform allows interested parties to enhance their experience without the use of cumbersome hardware-based systems or expensive equipment. Any participant can connect using only a phone, computer with sufficient bandwidth and a webcam. The platform works on PC and Mac Operating Systems and accross all current web browsers.

So as not to become a disruption, CourtCall integrates into existing courtroom procedures. Participants contact CourtCall, not the Court, to schedule. A confirmation with all connection information is then sent to the participant and the Court receives notice of all scheduled remote appearances.

On the bench, Judges conduct business as usual. A participant using CourtCall waits, as they do in the courtroom, until their case is called to make their appearance. If an operator is requested (required for video appearances), the Judge may also control a participant's audio or video or send multiple parties into a subconference to confer privately. Whether some participants are in person and others are remotely participating, CourtCall's feature rich platform allows a Judge to replicate any scenario that might arise with an in person appearance.

Features and Highlights

STATE-OF-THE-ART TECHNOLOGY WITH CROSS PLATFORM ACCESS

CourtCall's Remote Appearance Platform utilizes a full-duplex speakerphone and dedicated phone line to ensure optimal audio quality. The proprietary, browser-based video platform requires no special equipment and can be accessed on any computer with web browsing capabilities.

OPERATOR CONTROLLED

Certain audio appearances and all video appearances can be controlled by a highly trained CourtCall operator who can carry out any request made by the Judge.

IMPROVED CASE FLOW

Judges call cases as they already do and the operator will bring all audio and/or video remote particpants assigned to that case live with just one click to join the Judge and any in court participants.

FULL AUDIO AND VIDEO CONTROL

Judges can request the operator mute or un-mute audio or turn a participant's video feed on or off at any time, for any reason.

TOTAL FLEXIBILITY

Bring any particpant live at any time, regardless of what case they are assigned to.

VIRTUAL GALLERY

Just like in the courtroom, participants wait for their cases to be called from the gallery. They can see and hear, but their own video and audio feeds are disabled until the Judge calls their case. Our waiting room feature can be used, when complete privacy is required.

DIAL IN. DIAL OUT.

Court staff may dial in ahead of the scheduled start time or request that a CourtCall operator dials out to the Court at a designated time. CourtCall operators can also dial out to a new participant in the middle of a live proceeding, if needed.

MULTI-PARTY OR POINT-TO-POINT

Up to 16 remote participants may simultaneously share video per case, with a virtually unlimited number of additional audio participants.

Alternatively, CourtCall can be used to facilitate point-to-point video connections with remote court locations or for remote testimony.

VIDEO SUBCONFERENCING

Replicate attorney hallway conferences by placing specific participants into separate rooms where they can see and hear each other until they are needed back in the main virtual courtroom.

This also allows focused caucusing in specific settlement settings.

CHAT FEATURE AND ALERT SYSTEM

By default, Judges can chat with the operator. Participants can also chat directly with the operator. With the permission of the Judge, the operator can set up private chats between or with any of the connected participants.

Operators can send out alerts to all participants or direct the message to participants on only one case.

CUSTOMIZED VIEW

Judges can customize their virtual courtroom background and any participant can adjust video size and placement to meet their needs, without impacting others. Easily make one participant full-screen with the click of a button.

DOCUMENT SHARING

Upload critical documents so that other participants may open or save them on their own computer. Once you are done, simply delete the file. CourtCall does not retain any documents.

SECURE

CourtCall Video is protected by best in class SSL authentication and encryption. Only participants with scheduled appearances or credentials can access a virtual courtroom on any given day.

Remote Appearances. Simplified.™

1. Logistics and Set Up

- At no cost, all participating Courts are provided with the necessary equipment to access the CourtCall Remote Appearance Platform.
- Courts receive brief training and are ready to go.

2. Scheduling

- Lawyers (participants) contact CourtCall or visit the website to schedule their CourtCall Appearance for their existing Court date. Once completed, a confirmation with detailed connection information is automatically sent.

3. Making the Appearance

- Courts are notified of CourtCall Appearances in advance and connect to their audio or video session.
- Remote participants connect as instructed and wait for their case to be called.
- When the Judge takes the bench, it's business as usual and those making a CourtCall Appearance are brought live when their case is called.

SYSTEM REQUIREMENTS FOR VIDEO

Operating System

- Windows 7 or greater
- Windows Vista
- Linux
- Mac OS 10.4 or greater
- Google Chrome OS

Web Browser

- Google Chrome
- Internet Explorer Version 7+
- Mozilla Firefox Version 3+
- Apple Safari

Hardware

- Computer or Laptop
- RAM: 2GB (4 GB recommended)
- 250MB free disk space (for file sharing)
- Dual or quad core processor recommended
- USB Webcam (720p suggested)
- Full Duplex Phone

Software

- Flash Player 10.2.0 or greater
- Anti-virus program suggested to scan uploading/downloading files if document sharing is used

PRODUCT SPECIFICATIONS

Internet Connection

- 1.5 mbps or better recommended
- 768 kbps minimum required for smooth transmission (anything slower may cause latency)

Minimum Screen Resolution

- 1024x768

Supported Video Qualities

- HD 720x480 @ 15 FPS
- High 480 x320 @ 16 FPS
- Medium (default) 320x240 @ 10 FPS
- Low 160x120 @ 10 FPS

Video Streaming

- RTMPS, RTMP or HTTPS depending on end user connection

Security

- Web traffic, video streams and audio over HTTPS Protocol, with TLS (Transport Layer Security) protection
- Authenticated access to meeting rooms using 32 character GUID (globally unique ID) per appearance

For more information or to schedule a demonstration, please call CourtCall at 888-882-6878. Or, visit us online at CourtCall.com.

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