

Videoconferencing Etiquette

**** The most important rule of video conferencing: Keep your system on mute when you are not speaking.**

Leaders

- Begin on time.
- Make sure all conferencing sites understand the issues of open vs. muted microphones. Microphones are sensitive and pick up even quiet speech. If your goal is spontaneity, muting microphones may not be an appropriate decision for a continuous presence quad-window conference. As a courtesy to participants, however, please inform them that private conversations during the session may be picked up by the microphones.
- Open by introducing participants.
- Review objectives and time allotted for the meeting.
- Encourage participation.
- Ask questions by name and site, if possible. (Use name tents with big lettering.)
- Repeat questions for the other sites.
- Keep the meeting focused. Direct non-agenda items to future meetings.
- Conclude on time, allowing a few minutes for wrap-up and good-byes.

Participants

- Be on time.
- Turn off cell phones. Cell phone signals may affect the conference audio.
- Speak naturally in the direction of the microphone.
- Avoid coughing into microphones, drumming fingers or carrying on side conversations. Remember that microphones are very sensitive and may pick up even quiet conversation or comments.
- Identify yourself when speaking for the first time.
- Pause occasionally so others may make comments.

General Considerations:

- Assume you are always on camera, even when you are not speaking.
- Avoid wearing white or black, plaids, stripes or prints.
- Be aware of what is being transmitted to the remote locations. Use the local window (PIP) as a guide to what is being transmitted to the far end.
- Be aware there is a delay when using video over network connections. Give each person plenty of time to answer your questions or to make a comment. Allow at least two seconds for a speaker to finish.
- Make eye contact with remote sites by looking at the camera/monitor.