TELECONFERENCE ETIQUETTE

These are suggested guidelines to help ensure a successful teleconference.

Calling In

- Do not put us on hold at any time (including breaks or lunch) during the call. Many telephone lines have music or other announcements that play during the “hold” time. This unnecessarily interrupts the teleconference.
- Use a land line to teleconference. Do not call in from a cellular phone. Speakerphones, cordless phones, cellular phones, and computer/internet calls cause static, “cross talk”, and connection problems. If you use a speakerphone, keep it on mute while listening, and pick up the handset before speaking.
- Please call within 15 minutes before the workshop start time. The operator will be taking roll, asking for your name and affiliation.
- Always identify yourself and your affiliation when commenting.

Mute Buttons

- Use your mute button. Eliminate background noise by putting the conference on “mute” when listening. Unmute only to speak to the conference.
- Alternative mute. If you do not have a mute button, you may dial *6 after connecting to the teleconference to put your line on mute, however, this will cause a beep sound on the teleconference call. To un-mute, dial *6 again and another beep will be heard by the teleconference. Please use this only as a last resort to avoid excessive beeping.

Other Calls & Other Phone Lines

- Disable your call waiting. For most local telephone companies, you disable call-waiting by picking up the phone, waiting for the dial tone, dialing *70, waiting for the dial tone again, and then dialing the teleconference number.
- Turn off all other ringers. If you have a two-line phone system or other phones in your office, turn them off before calling in to avoid background noise.

Background noise

- Call from a quiet place. Avoid calling from a place that has potential for noise from animals, co-workers, or children to eliminate background noise.
- Hold the phone away from your mouth and nose when you are not speaking. Holding the mouthpiece too close may cause “breathing” sounds that can disturb the teleconference.