

# 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.