

### What is etiquette?

Etiquette refers to a set of behaviours or community standards that a group of people have agreed to abide by. The following information outlines these behaviours in a video phone conferencing environment at the university.

### Considerations

1. Self View – (to check the image that your camera transmits to others)

Be sure to check your appearance before you place a video conference call including the best distance between you and the screen and positioning your camera effectively. Self View Video allows you to see the view from your camera when you are not in a video call. For instructions on setting up and positioning your camera prior to a video conference call, refer to [Getting Started With Your Phone](#) and go to the Self-View Video heading.

2. Lighting and background

Remember the better lighting you have, the better the image that you will transmit. There's nothing worse than video-calling someone who looks like they are in a dark cave. It is important that lighting comes from behind the videophone camera, and shines directly on the subject (you!). During the day, you need to take into consideration windows and sliding glass doors for video calls. If the videophone camera is pointed towards this brightly lit area, it will be like looking into the sun for your caller.

3. Brightness

You can control how bright the image is on your phone by altering the phones brightness settings. This means that if you are seeing a dark image of someone's face you may be able to make it lighter. To change settings click the Applications button > Click **Preferences** > Click **Brightness** > increase/decrease brightness as desired.

4. Eating

Chomping on a slice of pizza is not the most attractive way to present your self during any business meeting. Please avoid eating during phone video conference calls.

5. Making a video phone conference call with others in the room

Be mindful of other people in your area who are not taking part in the video conference call. If you are using the speaker phone and confidential information will be discussed it may be a good idea to use earphones or consider taking the call in a private room. If you are using a headset remember you may talk louder than normal which can be disruptive to others in your office. You may consider muting your audio and turning off your video if you would like to continue working during the video conference call.

#### 6. Learn to be still and speak clearly

Don't fidget or rock back and forth. Remember to speak clearly and distinctly. If there is more than one person with you, don't talk at the same time. Give the person you are calling a chance to speak.

#### 7. Placing a call on hold

During the video conference call you can place the call on hold. If you do so, be mindful that the video transmission is muted (blocked) until you resume the call.

#### 8. Video Phone placement

Consider the best position to place your video phone on your desk for ease of use eg. the video phone should be placed so you can easily turn to look directly at the screen without twisting, allowing enough under desk space for legs/knees, refer to the university's [Manual Tasks and Office Ergonomics](#) and go to Workstation Self Assessment Check List for more information on video phone placement.

### Prior to the video phone conference

1. Conduct a self-preview, check lighting and background and screen brightness

### During the video phone conference

2. Be kind and supportive when you are video calling people for the first time
3. It is important to greet people over the videophone properly. Good manners demand for videophone callers on both sides to introduce everyone who is in the room
4. Always assume you are on camera and connected when meeting in a phone video conference meeting
5. When speaking for the first time, introduce yourself – speak clearly, there is no need to shout
6. Small noises can be very distracting so please avoid shuffling paper, drumming fingers, or carrying on side conversations – keep body movements to a minimum
7. When speaking always ask or give time for others to ask questions
8. Move and gesture slowly and naturally
9. Taking turns talking – if you wish to speak, wait for a suitable pause or make a silent visual signal to indicate you would like to talk.

# Video Phone Conference Etiquette

## Cheat Sheet

Video Phone Conferencing	Hosting site	Remote sites
<b>Before the video conference call</b>		
Conduct a self-preview, check lighting and background and screen brightness	✓	✓
<b>Just prior to the video conference call</b>		
Reduce environmental noise	✓	✓
Adjust the lighting if necessary	✓	✓
Mute the microphone	✓	✓
<b>Beginning the video conference call</b>		
Use introductions		
<b>During the video conference call</b>		
Always assume you are on camera and connected during a video phone meeting		
Use your normal voice – strong and clear	✓	✓
Use a brief pause between speakers	✓	✓
Allow time for others to answer or to make comments	✓	✓
Two people cannot speak at the same time – avoid interrupting	✓	✓
Keep body movements to a minimum	✓	✓

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