

# Top tips for Successful Videoconferencing



Good video conferencing etiquette is really just common courtesy and respect for the people in your meeting. Read through these tips for successful conferencing.

## Forward planning

Prior to booking, telephone all participants to ensure they are available. Appoint a Chairperson and distribute an agenda. Keep a note of your booking reference. Make sure you have the telephone numbers of the other sites to hand.

## Be prepared

Arrive 15 minutes before the start of your videoconference to ensure a smooth connection is made and that you are familiar with all the equipment. Arrange the room and check there is enough seating. Place the microphone and keypad in the centre of the table. Mute the microphone until you are ready to start the call.

## Can you be seen?

Check self-view or picture-in-picture (PIP) to make sure you and any other participants can be seen. Lighting should be on your face – not coming from behind (close any curtains or blinds).

## Beginning the Call

In a face-to-face meeting, preliminary introductions and interactions occur as participants enter the room and begin taking their seats. In a video conference, the formal introduction part is even more important, because the benefit of informal introduction is unavailable to all participants, make sure everyone is introduced at the start. Most important, make sure that latecomers are properly introduced as they join. A non-introduced and unknown 'face' is like an eavesdropper, making other participants feel uncomfortable and awkward.

## During the call

Speak clearly and act naturally, there is no need to shout. Don't tap the table or rustle papers unnecessarily. Address participants clearly by name. Look directly into the camera when making key points.

## Need to talk privately?

Don't forget to use the mute button. And it's up to participants to make sure that they aren't unintentionally discourteous during muted periods

## Audio-only participants?

For optimum sound quality, ensure that the speakerphone for the participants is placed in a central position on the table.

## Do you require assistance?

Call the Conference Centre on the numbers detailed in the bookings section. If you need to extend your meeting time call at least 10 minutes before the scheduled end of your videoconference to arrange an extension (subject to room availability).

## Ending the call

Please do not switch off the video equipment. Make sure the room is tidy when you leave it.

## Forward planning

All video conferences for the 'advisory forum' are booked centrally by European Food Safety Authority (EFSA). However if you would like to use BT's conferencing services outside of this forum then please call +44(0)207 298 4006 and select **option 3**, e-mail us at: [btc.advanced.services@bt.com](mailto:btc.advanced.services@bt.com) or go to [www.conferencing.bt.com](http://www.conferencing.bt.com) for more information.

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