Preparation

1. Test the equipment; take time to experiment and practice with the videoconferencing system.

   - **Before using your conferencing equipment, be sure it is in working order.**
   - After initial setup, have IT department test.
   - **Power cords/Ethernet connections** – be sure all are connected to working jacks.
   - **Locate the power switch on the TV monitor and on the Camera**
   - **Remote control** –placing calls, muting, volume, layout and disconnect calls.
   - **Microphone** – place in a central location for clear reception. Some systems may not have an external microphone. Note the volume button for the TV, adjust as needed.

2. Know where to get technical assistance when needed.

3. Acquire backup contact information for all remote sites ahead of time, such as a direct phone or mobile phone number in case of technical difficulties.

4. Participants should check equipment again at least 15 minutes before connecting to video conference.

5. If multi-site meeting is planned, arrange in advance for bridge connection.
   * Make a test call 1 week prior to be sure everything is in working order, if it's a new site.

Dress and Presentation

1. Wear solid, neutral colors, Avoid fluorescent colors, bright reds and whites, and detailed patterns.

2. Jewelry such as earrings should be relatively small and non-distracting.

3. Keep the site clean and free of visual and auditory clutter. During a connection, turn off potential noise distractions such as cellular phones, pagers and PA systems if possible. Close the door if the video room is near a high traffic area. Check lighting in the room. Close all blinds to prevent glare.

Initiating a call:

1. Push **Phone** button on remote and dial number given to connect to the conference, microphone should be set for mute when the call is connected.

2. Always introduce yourself and what facility you are with once connected.

3. Always use the **Mute** key if you are not speaking.

4. Keep interruptions to a minimal, always introduce new arrivals.

Disconnecting

1. Be sure everyone is finished talking and the meeting is complete.

2. Thank the sites for their participation and announce you are disconnecting.

3. Disconnect by pushing the **Phone** button twice on the remote.

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Gestures and Actions

1. Maintain eye contact with remote sites by looking directly into the camera while speaking.

2. Speak slowly and clearly to avoid audio distortion at the remote site.

3. When using alternate cameras (e.g. document cameras, PCs), be sure to toggle back and forth frequently to the main camera to maintain program continuity and participant engagement. Long periods of a document camera image may make the remote sites feel "forgotten".

4. When connecting to multiple sites, avoid confusion by directing questions or comments to a specific name or site location.

5. Act as if the camera is on you at all times. Little things like doodling, yawning and chewing gum are distractions that can be magnified over video.

6. Curtail private conversations.

7. Have materials prepared ahead of time. Make sure hard copies of documents, notes, charts, etc. are forwarded to remote sites ahead of time.

8. Use presets whenever possible to avoid delays of manual camera manipulations.

9. Find a polite way to stress that the person hosting the program will control the equipment and bridge (if applicable). This will eliminate struggles over the controls and potential program interference.

REMEMBER

1. Do a test call before conference date.

2. Always use the mute key when not speaking.

3. Speak in a normal voice.

4. Pause between comments due to a slight delay with audio.

5. Always act as if you are on camera.