Videoconferencing best practices

Please...

- join the meeting **in good time** → at least 5-10 minutes before the meeting starts, so that technical problems can be solved, there are no annoying dial-up noises and the meeting can start on time

- use a **good-quality headset** (e.g. USB headset for laptop)

- when joining by phone: dial in via **landline** if possible

- with Internet dial-up: If possible, **use a LAN/ethernet cable** rather than wifi

- **switch off** your smartphone and all (acoustic) notifications on your laptop → Outlook notifications, calls, chat messages, etc.

- **disable acoustic login signals** for the video conference (check settings)

- as a rule, **always** mute yourself - except when you want to ask a question. Mute again after question.

- ensure a **quiet working environment** → Ensure confidentiality, avoid external noises (close windows and doors, "banish" children and pets)

- when you speak, **state your name** - not all systems display the speaker's ID

- during a poll or when your vote is called for, briefly unmute, vote, then switch back to mute

- consider **sending questions via chat to the host** (or inform them that you have a question) and ask them one after the other. Alternative: use **Slido** (clear advantage: everyone incl. interpreters can see the questions and answers on their screens or devices)

- if possible, **activate camera transmission** and look directly into the camera lens when speaking. This helps other participants to feel more involved in the meeting

- **adjust camera to eye level** if you can; if necessary, lift your laptop by placing it on some books or similar

Presented by Monika Ott and Anja Grewe
Konferenzdolmetscher Hamburg
Conference interpreting | Event consulting | Recruitment
info@konferenzdolmetscher-hamburg.de
Fon: 49 40 60059672

- please remember there may be **delays** in the transmission of audio/video (due to technical setup, physical distance in different countries, latency, interpretation) → if in doubt, wait a few seconds and if necessary, repeat your statement clearly

- if the connection is interrupted, **dial in again** and immediately **switch to mute**

- **close all unnecessary programs and browser windows**

- if connection problems occur, **switch off video** to increase audio capacity

- **position your laptop/computer in front of a light source**; a light source behind the participant (e.g. a window) will obliterate your face

- select a **quiet, neutral background** (if you can, consider using a "virtual" background)

Please don't...

- use the **microphone integrated in your laptop or smartphone** - the sound quality is not sufficient for you to be heard (and interpreted) well

- **knock on the microphone** to test its functionality - most systems/platforms have a "sound test" function for this

- log into both the main conference and the interpretation stream **and listen to both streams at the same time**; also, only one mic should be live at any one time

- **discuss technical problems** with the whole group → please solve any issues via chat or contact tech support

- enter an ongoing meeting with an audible "**hello, everyone**"

- **type** on your laptop while your microphone is active