

## Glossary

**Bridge:** A device in the middle of the network that processes audio and video information from multiple sources.

**Far-Site:** The other conference sites located at a distance from the conference leader or faculty member.

**Mute:** A state where the microphone is off and not transmitting audio.

**Near-Site:** The conference site where the meeting or class is originating from.

**PIP- Picture-In-Picture:** The small window the local party appears in that is located in the bottom right corner of the screen.

**Push-To-Talk Microphones:** Microphones that have an “ON/OFF” button. When ON, the participant can be heard at the remote location. When OFF, participant “noise” (whispering, rustling papers, etc.) is muted.

**Remote or Far Audio:** Audio sent from distant class/location.

**Remote or Far Video:** Video sent from distant class/location.

**Multipoint Video Conferencing:** Video conference that connects more than two video sites which requires a bridge.

## Do's and Don'ts in Video Conferencing

**Do be courteous to other participants**      **Don't make distracting sounds**

**Do speak clearly**      **Don't shout**

**Do keep body movements minimal**      **Don't make distracting movements**

**Do move and gesture slowly and naturally**      **Don't interrupt other speakers**

**Do maintain eye contact by looking into the camera**      **Don't carry on side conversations**

**Do dress appropriately**      **Don't wear “noisy” jewelry**

**Do make the session animated**      **Don't cover the microphone**

**Do be yourself and have fun!**      **Don't chew gum**

# VIDEO CONFERENCING ETIQUETTE GUIDE



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# **What is Etiquette?**

Etiquette refers to a set of behaviors or community standards that a group of people has agreed to abide by. The following information outlines these behaviors in a video conferencing environment. Your adherence will help ensure that videoconference is an enjoyable and rewarding experience for everyone.

## **Video Conferencing Etiquette**

### **Be Aware**

First of all, please remember that there are cameras and microphones in a video conferencing classroom. This means that you can be heard and seen by other people that are not in the room even if you can't see or hear them.

### **Keeping Noise to a Minimum**

Stray noises and side conversations during a video conference may distract from the primary conversation. The microphones and speakers do not differentiate between relevant and irrelevant sounds. They are very sensitive and will readily pick up any conversation, whispers, or transmit a sneeze.

If there is a noisy activity at your site planned during the videoconference, mute your audio during the activity.

### **Use your Normal Voice**

Be sure that your speech is clear, loud enough to be heard in a regular situation (adjust volume if need be), and slow enough to be easily understood.

Be aware of possible voice delays across the system and accommodate for the delays. Look at the camera and far-site audience when talking to ensure that you are interacting with your far-end audience as well as the participants in the same room. If you are wearing a microphone, be sure the volume is properly adjusted. If you are using a fixed microphone, be sure that it is in range to pick up your voice.

### **Keep Movements to a Minimum**

Excessive movements can be very distracting and can degrade video quality. Avoid rocking, pacing or dramatic gesturing.

### **Wear Video Friendly Clothing**

Avoid bright or patterned clothing and flashy jewelry. These can be distractions over televisions. Neutral or dark tones in solid patterns tend to work best in the video conferencing setting. For fashion hints that work, take note of what TV news journalists wear on the air.

### **Taking Turns Talking**

In larger meetings, once the session has commenced, if you wish to speak, wait for the leader to invite you to do so, wait for a suitable pause, or make a silent visual signal to the chair of the meeting. It is easy to

accidentally interrupt or talk over someone, because of the slight delay in audio between sites, and the comparative lack of 'body language'.

### **Mute the Microphone When Not Talking**

When your site is not the current focus, and if there is not an ongoing discussion, it is a good idea to mute the microphone. Coughs, sneezes or fidgets will otherwise be heard by all, and will cause a distraction at every site. In a multipoint conference these noises will cause your site to be the visual focus of the meeting.

### **Announce Yourself**

When you do get the opportunity to speak, identify yourself if you are not known to the other sites, and speak clearly. Try not to pause for too long, and, if necessary, indicate when you have finished.

### **Start and End on Time**

Be aware that the meeting needs to start and finish promptly, and take notice of any instructions given by the session leader. Be prepared for his/her invitations to contribute, and explain explicitly if there are no further points from your site.

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