



Audio Conferencing Etiquette

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Moderators Should Be on Time

A moderator should arrive a few minutes early to greet each of the participants, and let them know when everyone is present and ready to start the call.

Always Introduce Yourself When Speaking for the First Time

It is important to introduce yourself when first speaking as other participants may not recognize your voice.

Create an Agenda and Keep to Your Schedule

Remain consistent with the timeline and agenda as prescribed in order to respect the time of the other participants.

Minimize Background Noise and Interruptions

Turn off the ringer on any other phone line in your vicinity. As a participant, mute your telephone when not speaking. This is also helpful if you will be taking notes via a computer keyboard that could be heard by others. If you must leave a conference call momentarily, **do not place the call on hold**. Other people in the call might be subject to your phone system's hold music. It is best to just leave your phone on mute and return as quickly as possible. Lastly, if you have call waiting, disable it before calling. With most phone systems, you can do this by dialing *70.



Prevent Sound Quality Problems

If possible, avoid speakerphones as they will introduce background noise into the call. Also try to avoid mobile or cordless phones as they tend to pick up static. In the event that a cell phone call is required, we recommend a stationary location where the signal strength is high.

Confirm That all Participants Have Hung Up

Sometimes at the end of a call, colleagues will continue to talk with one another, not knowing that some participants may have not completely signed off. This could lead to potentially embarrassing situations. Also be aware that conferencing systems will continue to charge for people that stay on the line long after the host has signed off, leaving the host surprised when hefty, unexpected call fees show up on their bill.

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