

N3 Video Conferencing

Hints and tips

Good video conferencing etiquette is really just common courtesy, just as you would in a face-to-face 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 video conference 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 importantly, make sure that late-comers 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.

Need to talk privately?

Remember to use the mute button.

Need help?

If you need assistance during your call, please call the N3 on 0800 389 2272 option 4.

Ending the call

Please leave the video equipment on and leave the room tidy.

For more information please contact the
N3 Video Conferencing helpdesk:

0800 085 0503 option 4

www.n3.nhs.uk/videoconferencing

