

# Teleconference Tips & Etiquette

Using an automated teleconference centre can be a productive way to conduct meetings. We hope your experience using **Vesta Networks** is a pleasant one.



## PREPARING FOR YOUR CALL

- Store your teleconference number and pin code and/or put your conference card in a convenient place.
- Please take your call where you won't be interrupted.
- Be prompt – dial the assigned teleconference number at the scheduled time.
- If the call is underway, say nothing until there is a break, or until the call moderator welcomes you (everyone in the call hears a little beep so they know someone has arrived).
- If something goes wrong and you can't get into the call, double-check the time, time zone, number dialled and your pass-code.



## WHEN YOU ARE ON YOUR CALL

- It's best to use a landline. Mobile telephones can give off static and, if travelling, the background noise can be disruptive to a call. Mobile users can mute their telephones by pressing \*6. Press \*6 again, to return to normal.
- **DO NOT PLACE THE CALL ON HOLD!** Many offices have music on hold and the call is "interrupted" by the music playing to everyone else on the call. If you have to leave the call, hang up and call back as soon as you can rejoin the call.
- Speaker-phones (other than conference room telephones) and portable telephones can be disruptive. If you are having trouble hearing someone, you should politely mention it to the other caller and suggest they use a direct line or mute their line.
- Avoid using 3-way calling. Each person should be in the call separately to maintain the high quality of the teleconference line.
- Avoid breathing into the mouthpiece, eating food, or placing your hand over the mouthpiece during the call. Turn off all ringers from pagers, mobile phones, beepers, etc., before entering the call.