

## **Best Practices for AD HOC Videoconferences**

To ensure the quality of an ad hoc videoconference especially one involving a large number of sites, the following procedures are recommended.

- 1) Coordinator of the conference acquires a contact name and telephone number for each participating site. This is the person who will be called to troubleshoot problems during the conference whether the problem is technical or management of the site, i.e., noise, appropriate camera views.
- 2) Before the conference date, the coordinator sends the site contact instructions on how the multi-site conference will be conducted. Instructions might include the following information.
  - a) Distribution of any conference materials.
  - b) Handling of participants' questions for presenter(s).
    - Questions held until the Presenter requests questions or comments by calling on each site, Or
    - Participants may ask questions or give comments any time during the conference by giving their name and/or site location.
  - c) Microphone etiquette
    - Muting all microphones in the videoconference room as soon as the site enters the conference.
    - Keep microphones muted during conference unless asking or answering questions, or presenting material to avoid distracting background noise in the conference.
    - Remind participants that idle conversation is heard across the network when microphones are not muted.
- 3) At the beginning of the conference, either as you go to each site for a microphone check and/or before the presentation begins, the conference leader/organizer repeats the instructions for managing the conference. You may have participants who are experiencing a videoconference for the first time.