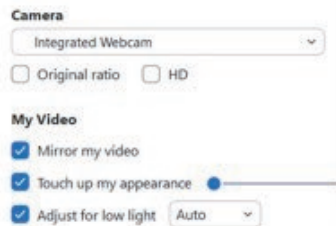


# VIDEO CALLING ETIQUETTE

Here are our top tips for using video conferencing software options.

## GENERAL TIPS

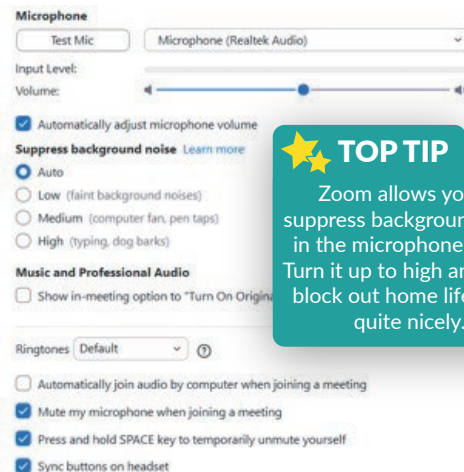
Zoom allows you to mirror the video so things are on the same side as you see them, and you can use the 'touch up my appearance' function to give a softer focus effect when using the camera:



Zoom offers a variety of short cuts (the highlighted ones are probably most useful):

Description	Shortcut	Enable Global Shortcut
Start/Stop Video	Alt+V	<input type="checkbox"/>
Mute/Unmute My Audio	Alt+A	<input type="checkbox"/>
Mute/Unmute Audio for Everyone Except Host (Host Only)	Alt+M	<input type="checkbox"/>
Start/Stop Screen Sharing	Alt+S	<input type="checkbox"/>
Show/Hide Windows and Applications Available to Share	Alt+Shift+S	<input type="checkbox"/>

Check your microphone settings:



## 1. Tips for meetings:

- If your video is buffering, close down browser tabs you don't need open. If you don't need your camera on, turning it off can help too.
- If you are in a large meeting, keep yourself on mute until you need to speak. Just don't forget to unmute when you do speak (Shortcut to unmute quickly - Alt+M).
- Unless you need to switch between multiple documents, remember to only share the relevant program window rather than your whole screen. This will prevent any unwelcome notifications from popping up and lets you easily refer to other documents while keeping the main screen up.
- Control large meetings by encouraging participants to use meeting conversation functions to ask questions, many online platforms have a 'raise your hand' function too.
- If you are hosting a meeting you can reduce disruption by muting participants until after you've presented, you can then open up the meeting for discussion. You can set the meeting up to mute participants on entry.
- You can swap hosts to give someone else control of the meeting.
- Long meetings can be recorded in many platforms. This can help if you need to produce meeting notes to circulate after. The app will inform everyone they are being recorded but it would be polite let them know too.

## 2. Tips for training:

- Leave plenty of time to set yourself up before you begin, check what you can see in the camera before you start. You can blur (Teams) or change (Zoom) your background if you want to keep your home private or disguise some messiness.
- Spend a little time before the session noting down the key points you need to deliver on post-it notes and stick these as close to eye level as possible (e.g. around the screen), this way you won't have to refer to hard copy notes and you'll maintain eye contact during delivery.
- Live captions functions translate what you are saying into text. If you speak clearly, captions mean people can read what you are saying.
- Think about ways to keep online training interesting, breakout rooms can be used to split participants into groups for different tasks or brainstorming sessions, and whiteboard sessions can be used by participants to draw answers on during a quiz.
- Make sure you include rest breaks as you would for face-to-face training to let participants stretch, refresh and maintain concentration.

## 3. From our research facilitators:

- If you're meeting someone for the first time, put your camera on at the start of the call to introduce yourself. You can always turn it off later.
- During research, make participants aware when there are observers on the call and try to make them feel at ease by explaining what they are observing and why.