



The Golden Rules of Teleconferencing

1. Dial the correct number

This does sound obvious but you would be surprised by how many people don't call the right number! Be sure you are using either the toll free number or local access number for the country you are based in. If you are the host, make sure all of your guests have the correct dial-in number too so that your conference can start on time and without confusion.

2. Check your time zones

[Check your time zones here.](#)

For international conferencing, particularly where you have participants dialling in from multiple locations, plan your conference for a time that suits the majority of callers. Be sure to include the local time for each participant on their agenda so that there is no confusion about when the conference starts.

3. Don't be late to your conference

If you are the host you should dial in a few minutes early so that you are ready to greet your guests as they call in. Guests should also try to be on time as guest arrivals are announced with a tone, which can be disruptive if arriving late. If you would like guests to enter on mute this tone can be turned off, but you will not know who has joined the conference.

4. Take a roll call and remember to announce yourself

As a courtesy, make sure everybody knows who else is on the call. Encourage guests to announce their name before speaking as participants may not recognise each other's voices.

5. Never put a conference call on hold

If your phone plays music on hold and you put the conference on hold, your music will disrupt the whole conference! Get in the habit of using the mute button.

6. Use your mute button

Use the mute button for minimum disruption during your teleconference. If you have a presentation to make and want to deliver it uninterrupted, it's a good idea to put all of your guests on mute at the beginning of the conference. Let them know they will have plenty of time to ask questions at the end.

7. Speak slowly and clearly

It sounds simple, but so many people forget. In a conference call, it is vital to remember that you are talking to more than one person and that because there are no visual clues in the conversation, you need to articulate really well so everyone can understand you.