

# BRIEF OVERVIEW

## Of phone and web conference basics

Information

### For successful meetings



Prepare just as well for the conference as you would for a face-to-face meeting. Have all the necessary documents and notes to hand.



### Contribute to the success

- For hosts – Before the conference starts, familiarise yourself with the conferencing system. You might like to carry out a short test conference with a couple of colleagues, for example. Doing this will enable you to concentrate fully on your guests during the conference.
- For hosts – Prepare an agenda and go over the core topics at the beginning of the conference.
- For hosts – Use the Lindenbaum invitations to invite your participants to attend the meeting you have booked. All the key information such as the date and participant link is included in the e-mail template by default.
- For hosts – Wherever possible, make your conference exciting and interactive to ensure that you always have the full attention of your participants.
- Be punctual. Even in the case of a telephone conference/web conference, it is a done thing not to leave the other participants waiting.
- Give your name as soon as you join the conference. Even if participants already know each other, it is often difficult for people to recognise one another on the basis of voice alone.

### Contribute to good voice quality

1. Try to avoid background noise (e.g. noise from the street coming in through an open window, a telephone ringing etc.). Only use hands-free equipment if absolutely necessary. Clearing one's throat, snuffling or rustling paper can also be very distracting.
  2. Hold the receiver or mobile phone in a way that enables the mouthpiece to pick up the sound clearly.
  3. Keep your mobile phone far enough away from your landline device to prevent interference on the line.
  4. Switch your line to mute unless you have something to say. You can use the mute function on your telephone as well as that of the conferencing system. If your telephone is DTMF capable, simply press \*1 on your telephone keypad during the conference. The conference host can now see from his/her conference control system that you have switched to mute. Press \*1 again to unmute your line. In the case of larger conferences, in particular (i.e. more than 10 participants), it is advisable to switch all participant lines to mute on a systematic basis.
- #1** Transmit a request to speak. The request to speak is then displayed in the conference control system of the conference host.
- #3** Cancel the request to speak.
- \*1** Switch your line to mute or unmute.

