

Best practices in videoconferences:

- If required, install in advance the videoconference program to be used. This will help familiarize, prevent and resolve in time any type of problem at software or device level.
- Prior to the video conference it is recommended to check the connection, sound, and video settings. Join the video conference at least 10 minutes before it starts.
- Speakers are encouraged to always wear headsets (handsfree). PC microphones tend to pick up and reproduce background noise that will affect not only that participant's sound but everyone's.
- An illuminated, quiet and, if possible, exclusive setting for the video conference is advised.
- It is exhorted to mute the microphone by default and only activate it when you take the floor. Avoid background or distracting noises with the microphone active (breathing noises, playing audios, shuffling papers, or making other distracting noises, etc.) It is recommended to mute phones and other devices that may interfere with the video conference.
- It is recommended to look at the camera or monitor when you take the floor, avoid unwanted close-ups, leave air (space) on the sides and at the top of your image, avoid rapid, sudden movements or those that generate distractions. In the case of screen sharing, the presentation should occupy most of the image and video a small portion. Note that these factors affect the video quality.
- If possible, use a wired internet connection, if using Wi-Fi or mobile networks make sure that the signal levels and stability are optimal.
- Turn off the camera in case of instability or network problems. Video conferencing tools depend on the available network bandwidth. In case the image is distorted or "frozen", it is best to turn off the camera and continue with the meeting.
- It is of paramount importance to enunciate with a correct volume, tone and diction; express yourself in an intelligible, didactic way, observe an adequate pace, and beware of vocal inflections (up to 150 words per minute (wpm) and no more than 120 wpm if there is simultaneous interpretation). Research indicates that people interpret vocal cues more accurately than facial expressions or body language. If you must read a presentation, avoid pacing up or making unsuitable jumps in the presentation to prevent the other participants from getting lost. In interactive sessions make pauses to listen to each other's participation. Experienced communication observers report that conference participants are heard more clearly if they slow down their delivery a bit.
- Avoid speaking during slide transitions. This will help manage bandwidth usage and minimize network congestion.
- Avoid side conversations, and above all, do not do it with the microphone open.
- If there is an interpretation service, it is highly encouraged to share the presentation well in advance with the interpreters so that they can prepare themselves. It is recommended to have a previous meeting with the interpreters to clarify doubts and fine-tune the work dynamics. It is a common practice to sign Non-Disclosure or Confidentiality Agreements between the parties. For the success of the communication, it is imperative that the interpreters get the best possible incoming sound and have the best specific preparation for the event.

Other useful recommendations for video conferences:

- The host may schedule the video conference by e-mail. Including the data to connect (links, password, user profiles, etc.) as well as sharing an agenda of the meeting with the topics to be discussed (Outlook, Google Calendar, etc.) so that it remains in the agenda of all participants and thus avoid forgetting it. This will serve as a guide for the participants and will allow them to be more efficient in the use of time. If appropriate, attach or link available material.
- Communicate instructions on how to re-join or reconnect to the video conference in case of disconnection. The reasons for a disconnection can be many, so it is important to be clear what to do in these cases. It is recommended to include it in the invitation email.
- Indicate the means and protocols stipulated to take the floor and participate in the video conference (floor request tools, voting, polls, use of chat, etc.). In case there is an interpretation service, explain how it works.
- Indicate if the video conference will be recorded and its subsequent access.
- Designate a moderator (and technician if necessary). In large meetings, it is advisable to establish who will moderate interventions. Avoid monologues. Make pauses and ask questions to integrate participants, make the meeting more dynamic, and make sure each participant is following the conversation.
- The moderator must be able to shut microphones, content, or video signals that generate distraction or distortion.
- Configure the session so that a visual or sound indicator notifies when a user joins or leaves the meeting.
- Consider the video conference as an insecure communication channel, do not share sensitive data such as passwords.
- Download only apps and plugins from official sites (Google Play, Apple Store, Microsoft Store) or from the provider's website.
- For Q&A in large sessions, participants should ask their questions or comments in writing via chat or any other enabled channel for the moderator to manage them.
- Consider the cultural diversity in virtuality. Cultural differences and interaction between users may limit the contributions of the participants.
- Be conscious about the time allocated and prepare your presentation accordingly. Visual aids such as graphics and infographics should not contain too much text.
- Get water, coffee, tea, or any other beverage, go to the restroom before starting the videoconference.
- It is advisable to adjourn the video conference summarizing and reviewing the subjects covered, the resulting actions, and the agreements reached.
- It is recommended to share with the interpreters a script of the event, introductions to speakers and their CVs, guidelines to be followed by the moderator and all participants who take the floor following a speech or presentation.

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