

Netiquette for telephoning on the computer

Preparation

- **Test microphone and speaker or headset beforehand!**
It is very annoying if you first have to invite your interlocutor to evaluate the quality of a call during a telephone conversation. Therefore, please test beforehand whether the call quality of your system is sufficient. Many phone services offer a free Echo service for testing, which you can call. There you can, similar to an answering machine, record text and listen to it immediately afterwards.
- **Align any camera!**
If the phone service you are using supports a camera and you have a camera connected to your computer, make sure that you align the camera in a quiet moment and check in a preview if the picture is OK.
- **Set your call reception status!**
If your phone service supports setting the call reception status, use it. For example, if you do not want to receive a call at the moment, set this accordingly via this function and inform potential callers before a possible call request that you do not want to be disturbed at the moment.
- **Pay attention to the call time!**
Before you call someone, consider the caller's local time. It may be deep night there when you call. The recipient may have accidentally not terminated their client. Therefore, if the telephone service allows this, knock briefly with a chat beforehand. Keep in mind, however, that even a chat request is usually announced with an acoustic signal.

Gesprächsaufbau

- **Is the call really necessary?**
Although telephoning over the Internet is very cheap or even completely free, the working time of your conversation partner is not cheaper. Therefore, with each call, consider whether it is really necessary or appropriate or whether you should rather write an e-mail. Please also make sure that even good acquaintances cannot or do not want to talk to you on the phone during the day in the office as they do at home.
- **Announce - if possible - telephone calls briefly!**
If you want to call someone unsolicited and you have a short moment, you should announce a phone call shortly before, for example via chat functions that have many telephone services integrated. They give the other person the opportunity to prepare briefly for the telephone conversation, for example by connecting a headset. Also announce a call if you are already in chat with the other person, because he may be in a situation where he can write but cannot make a phone call (for example, in a meeting).
- **Prepare before you call!**
Before you call someone, please make sure that your headset or microphone and speakers are connected and active, turn down or turn off any music, and turn down ambient noise. It is possible that your interlocutor has turned up his speakers at full speed and could be greeted with an avalanche from Radau when a call arrives.

- **Do not hang up immediately if your interlocutor accepts the call but does not yet speak!**

In many cases, a user has not constantly connected a headset to their computer or disabled the microphone input. Therefore, be patient for a moment if your interlocutor does not speak to you immediately after the interlocutor. However, please hang up immediately if you hear voices but feel that you are not being addressed directly. It is possible that your interlocutor automatically accepts all telephone calls even though he is currently not in his seat.

Gesprächsannahme

- **Do not automatically accept calls!**

Many telephone services offer the possibility to automatically answer incoming telephone calls. Do this only in exceptional cases. Otherwise, the phone call could be accepted at a time when you might not want it and listen in on the conversations in the room with a microphone connected.

- **Before accepting a call, switch off any music!**

If you listen to music on your computer during a call, you should turn off the music before answering the call, otherwise the caller will be "greeted" by your music when answering the call, and at higher volumes it can be extremely uncomfortable.

- **Name unknown callers from conventional telephone networks!**

If you receive a call from an unknown telephone number from the traditional telephone network, you should usually call with your last name when answering calls.

- **Only switch on a camera manually!**

Set your telephone service so that if the telephone service supports a camera, you can switch on the image manually instead of automatically when a call is answered. They thus avoid sudden, unprepared transmissions from you.

Conversation

- **Be careful with hands-free calling!**

Hands-free calling is rather an exception in conventional telephony, but a frequently used form of conversation when making calls on computers, as many users find wearing a headset cumbersome. However, please make sure that other people in the room can overhear the conversation without your conversation partner possibly not being informed.

- **Pay attention to any technical problems in an ongoing conversation!**

In an existing telephone conversation, you should pay attention to any technical problems. Frequent call dropouts or pauses can indicate poor data transmission or insufficient bandwidth. Also pay attention to clues that are pointed out to you by interlocutors.

The Board of Directors

Ownersegg e.V.

January 12, 2023