

CTK INTERCOM ETIQUETTE

- **Check 1, 2,3** – When you first arrive at your station, make sure your intercom is working properly. Make sure that you are using **channel B**, and that you can hear properly. If you need someone to verify that your on the right channel, simply say “*Position name com check please*”. Example: “Lighting com check please”.
- **Click, Click, Double Click** – The intercom system is a full duplex system. This means that is like your telephone (two can talk at the same time); not like your Motorola two way radios (where only 1 person can talk). Push to talk, or double click the TALK button on the **b channel** to lock your mic on. Your volume knob for each channel is located above the TALK button on the side of the pack.
- **On/Off & On Again** – Whenever you put your headset on, make sure to announce that your “on”. Example: “Lighting on com”, “Video Op on com”. If you take your com off, even for a second, make sure to announce your going off com. When you come back, make sure to announce your “on com”. **Video team:** Make sure that you receive a “thank you” from the director when you announce on/off messages.
- **Positions, Not Names** – Use position names instead of people’s names.
- **Initiating Communication** – When you want to initiate a communication, use this format: “*position I’m trying to reach, my position*”. Example: “Director, Camera 1”; or “Lighting, Director”. Wait for a response before starting. **Exception:** The team members in the control room do not have to use this method to initiate conversations between themselves since they are all in the same room; and can physically see each other. They must use that method to communicate with positions outside the control room.
- **Sally told Susie** – During services communications should be kept to the task at hand. No personal stories or commentaries please. If this does happen, the director may ask you to withhold. 😊
- **Public Airspace** – Remember, everyone can hear what your saying on the intercom. No private conversations should take place on the intercom. Remember that there are also several intercom stations backstage that are used by Sam, Grant, and the worship teams and they can be listening at any point in time.
- **Thank You** – Thank you is the term we use to acknowledge that a communication has been received. If someone says something to you, even if it does not need a response from you – make sure to say Thank You to let them know that you received it. It’s like saying “received” but less formal.
- **Background Noise** – If your out in the house, please do not lock your intercom microphone ON – the background noise coming from the sound system drives everyone else crazy!

This position can talk to...			
Director	Everyone		
Lighting	Director	Audio	
Video Op	Director	Graphics	
Graphics	Director	Video Op	
Camera Op	Director		
Audio	Director	Lighting	Backstage
Backstage	Director	Audio	