



Getting started with Interactio

Experience seamless multilingual communication and collaboration



Audio & Network recommendations

Follow the recommendations to improve the meeting experience for both participants and interpreters.



Quality Headphones

Use noise-canceling headphones for the best audio.



Audio & Video Setup

Review device settings for optimal audio before joining events.



Quiet Environment

Minimize background noise.



Clear speech

Speak individually, pause regularly to aid interpreters.



Camera

Turn on the camera to facilitate better interpretation of your speech.



Computer

Join from a computer for a better meeting experience.



VPN or Firewall

If you're having difficulty joining or participating in the meeting, particularly on a work computer with VPN or Firewall restrictions, consider these steps: First, try disabling the VPN or Firewall. If that doesn't work, switch to a different internet source, such as a mobile hotspot, or attempt to join from another device. Ensure to get these actions approved by your IT department beforehand.



Troubleshooter

Use the [Interactio Troubleshooter](#) to check your internet connectivity and computer audio/video devices before joining the meeting.



Access the meeting

There are three ways to access Interactio meeting

1. Using a link

Open the meeting link you have received or open the Interactio [Login page](#), click **"Join with a meeting code or link"**, and paste the meeting link.

2. Using a meeting code

Open the Interactio [Login page](#), click **"Join with a meeting code or link"**, and enter the meeting code.

3. Logging in to your account

Open the Interactio [Login page](#), enter your details and click **"Log in"**.

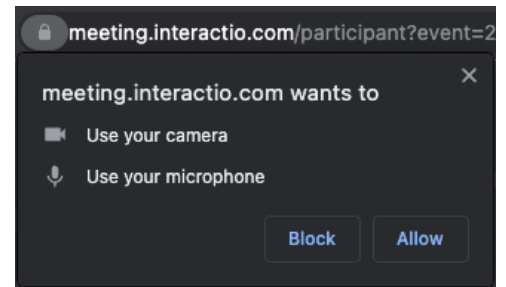
Don't have an Interactio account yet?

Please follow the instructions in the meeting invitation email you received.
The sender of this email is Interactio (noreply@interactio.io).



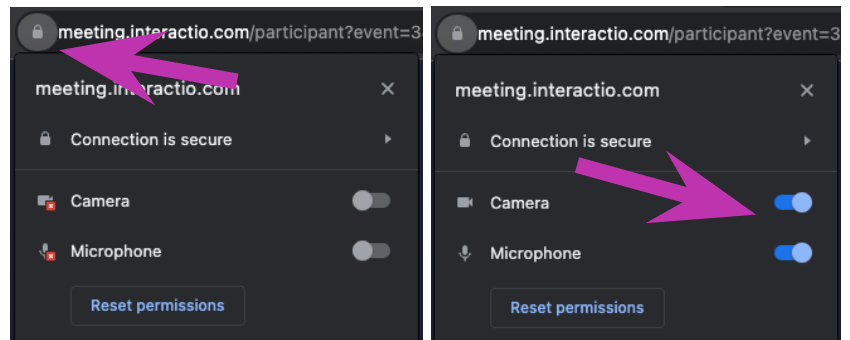
Allow Interactio to access your devices

On your first Interactio meeting, a browser will ask to access your camera and microphone. Click **"Allow"** to make sure you can be seen and heard during the meeting.



Did you accidentally hit **"Block,"** or can't seem to unmute during the meeting?

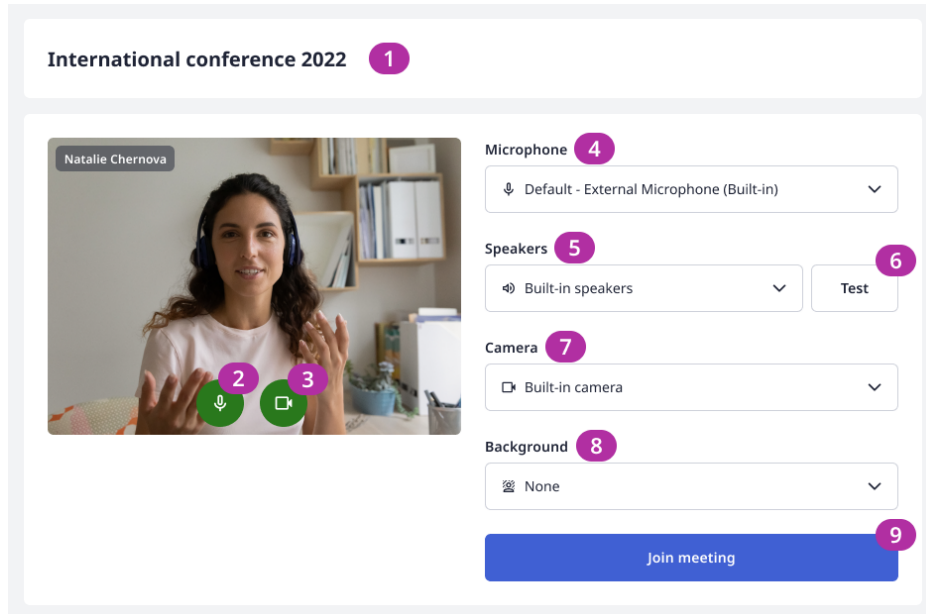
Click on the padlock icon beside the URL in your Chrome browser. Switch on access and reload the page.







Join the meeting

After you enter your details and allow Interactio to access your audio/video devices, you will be directed to select your devices.



1. Meeting Title

2.  Adjust your microphone:
- **Green:** Your microphone is on.
 - **Red:** Your microphone is muted.

3.  Set your camera's behavior:
- **Green:** Your camera is on.
 - **Red:** Your camera is off.

Note: This button is effective only when joining with an **"Open microphone"** invitation.

4. Microphone: Select your microphone device

5. Speakers: Select your incoming audio device.

Note: Please avoid using default devices; select better-suited audio devices.

6. Test: Test your selected speakers.

7. Camera: Select your camera device.

8. Background: Select your background.

9. Join meeting: Click to join the meeting.

Note: depending on the meeting set-up you might be directed to the waiting room. You will wait there until the moderator lets you in the meeting.



Participant Console

Features Overview



Note: Depending on how the organizer set up the meeting, you might be seeing fewer functions or buttons than you see here.

1. Meeting Title

2. **Leave:** Click to exit the meeting.

3. **Interpretation:** Select the language you want to listen to.

Note: Depending on your meeting set-up you might need to mute your microphone in order to hear the interpretation.

4. **Captions:** Activate captions for your selected language.

Note: In case you want to see captions of a different language, just press the language selection button at the upper right corner of the captions window.



5. Raise Hand: Click to notify you would like to speak.


6. Microphone: Control your microphone:

- **Green:** Your microphone is on.
- **Red:** Your microphone is muted.
- **Grey:** Your microphone is disabled and can only be activated by the moderator.

***Note:** if your meeting is moderated and your microphone is disabled, you will need to raise your hand to speak. Once permitted, you will see your microphone turn red. Click to activate your microphone and start speaking.*

7. Camera: Control your camera:

- **Green:** Your camera is on.
Note: you won't be visible to other participants until you start speaking.
- **Red:** Your camera is off.
- **Grey:** Your camera is disabled. By moderator or by browser settings.

***Note:** Speaking mode () Microphone and camera will turn on at the same time when you activate the button. You will be visible to others.*

8. Screen Sharing: Share your screen.

- Three sharing options are available: "Browser Tab" (some pop-ups hidden), "App Window" (app must be active and unminimized), and "Entire Screen" (shows everything).

9. Settings: Set your preferences for audio, video, and general items.

10. Attendee list: See a list of everyone participating in the meeting.

11. Chat: See all available meeting chats. You can also select an individual participant to initiate a private conversation.

12. Add-ons: Additional features selected by the meeting organizer:

- **Files:** Share, upload, and delete files.
- **Polls:** Participate in polls.
- **Multimedia:** Share and play video files with audio to the meeting participants.



Video Component:

13. Speaker indicator: Blue frame shows who is currently speaking.

14. Participant name: Name of the participant.

15. Video layouts: Choose from four video layouts:

- "Active Speaker" highlights the current talker,
- "Pinned View" enlarges a moderator-selected participant,
- "Gallery View" displays everyone in equal-sized slots,
- "Presentation Mode" activates automatically during screen sharing,
- "Full screen" activates full-screen mode.

Support and Shortcuts

Report an issue

Report the problems you have experienced using our product. In case you need immediate assistance, contact the meeting moderator.

Keyboard shortcuts:

- **Shift + H** - to raise the hand.
- **Shift + M** - to activate and deactivate the microphone.
- **Shift + C** - to activate and deactivate the camera.
- **Shift + L** - to switch between the video viewing modes.