GUIDELINES FOR MEETINGS WITH Interactio
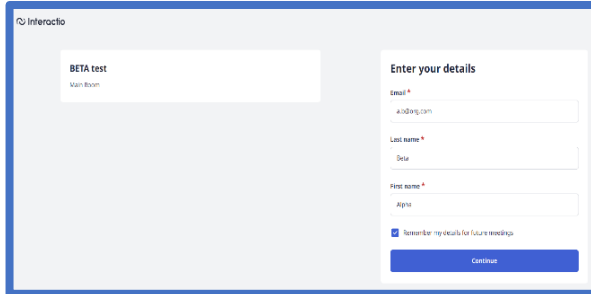
RECOMMENDATIONS FOR REMOTE PARTICIPANTS

🎤	**Use an external unidirectional microphone**. Avoid smartphone earplugs, your laptop's integrated microphones or a shared microphone.
📷	Turn your **camera on** when speaking; this is an **essential requirement for interpretation.**
📍	**Connect from an office-like, quiet environment**.
🎤̸	Turn your **microphone off** when not speaking.
⚙️	**Connect** your **peripherals (microphone and camera) before launching Interactio** and make sure they are correctly selected in Interactio.
📶	Make sure you have a **stable internet connection:** Ethernet cable (recommended) or strong Wi-Fi.
✔️	**Windows**: USE the latest version of Google Chrome or Edge. **MacOS**: USE Chrome or Safari.
✔️	RUN the Interactio **troubleshooter** well in advance of the meeting to ensure that you can connect to Interactio: https://meeting.interactio.com/troubleshooter If you get a "media error", try to connect from a different network/VPN or contact the organiser for further guidance.
❌	DO NOT USE Firefox as a browser.
❌	DO NOT CONNECT from a meeting room with touch-panel SIP protocol (CISCO-style) videoconference system. If you are obliged to use a room with this setup, please contact your organiser to get extra guidance.

*Read DG Interpretation's *Code of Conduct*.*
*For complete information on interruption of service, please read the interpretation *disclaimer**

HOW TO CONNECT
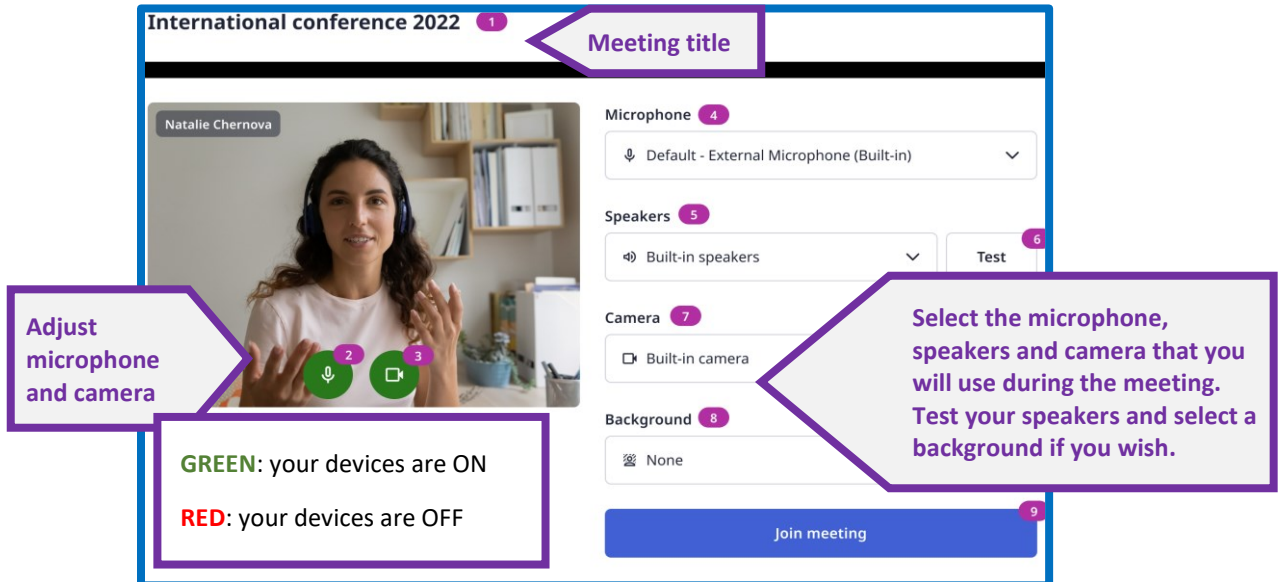
1. Click on the link sent by the organiser (e.g., https://ec.interactio.io/join/xxxxxx)

During the meeting, you will be identified by the information you enter here.
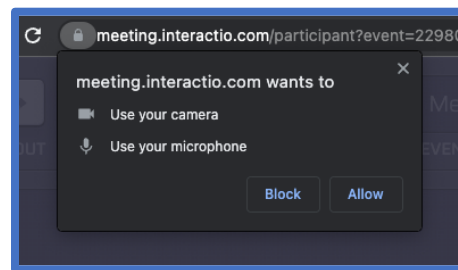
2. Allow Interactio to access your devices.

PREVIEW AND JOIN THE MEETING

Meeting title

Adjust microphone and camera

GREEN: your devices are ON

RED: your devices are OFF

Select the microphone, speakers and camera that you will use during the meeting. Test your speakers and select a background if you wish.

Important note: Meetings are moderated. After connecting to the meeting your microphone will be disabled; the meeting manager will open it according to the agenda or upon request.

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DURING THE MEETING: PARTICIPANT'S CONSOLE

Leave meeting

Video layouts

Attendees list, chat, add-ons

Interpretation and captions (if available)

Raise hand, micro, camera, share screen, settings
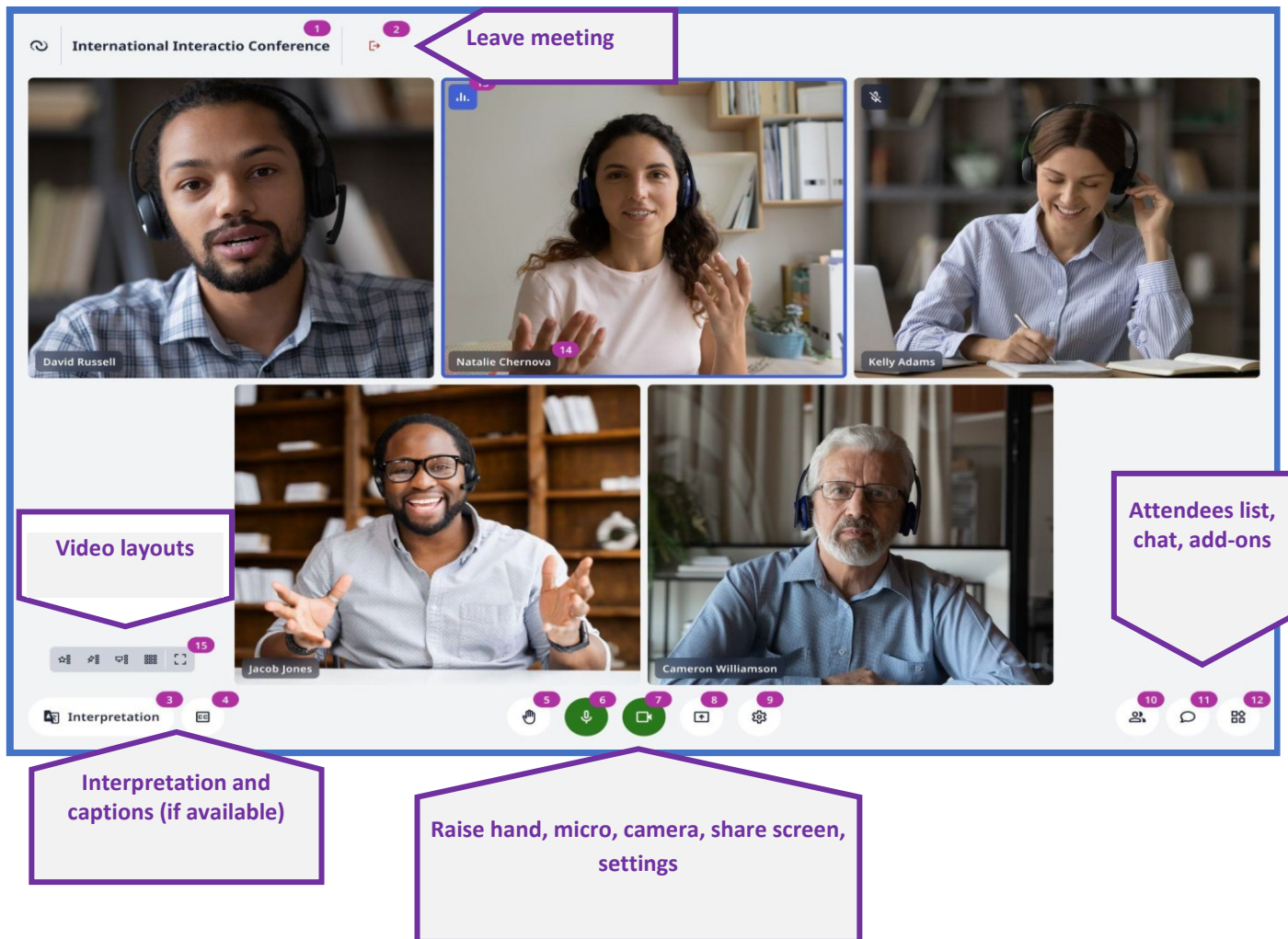
Note: buttons may vary according to the meeting setup

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IMPORTANT TIPS

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1	When you connect to the meeting, you will see a self-preview window, and you will also see that your microphone is disabled (*grey*) and the camera is ON (*green*). You will not be visible to other participants until you start speaking. When the meeting manager gives you the floor, your microphone will turn ***red***. Click on it (it will turn ***green***) and start speaking. The other meeting participants can now see you and hear you. **Keep your camera on while speaking, keep your microphone off when it is not your turn!** **Devices colour codes** ○ **Grey**: Disabled (can be enabled by the meeting manager) ○ **Red**: Off ○ **Green**: On
2	Use the **Settings** button to **set/check your preferences** for audio and video. Please use one of the **recommended devices** to connect! (see **Code of Conduct**)
3	Select the **interpretation language** and mute your microphone to hear it.
4	Use the **chat** to send a message to all participants. Select an individual participant from the attendee list to start a private conversation.
5	You need to have been given the floor by the meeting manager before you can share the screen. The button **SHARE SCREEN** offers 3 options: **BROWSER TAB** (present a tab), **WINDOW** (present a file, like a presentation), and **ENTIRE SCREEN** (present the whole screen). **To present a file:** 1) open it (do NOT minimise it), 2) go back to Interactio 3) click on SHARE SCREEN and then from the WINDOW option, select the file and click on SHARE You can then open it in full screen mode if it is a Power Point presentation. **To play a video:** Use the **add-on** button and select "multimedia". You can only play a video when you are given the floor.
6	You can highlight the current speaker in a **blue frame**, by activating this option in the **Settings** button in the **GENERAL>Speaker indicator** tab.
7	If you would like to have a different layout on your screen, then check the options available in the **Video layout** section. The options will only affect your own screen.

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RECURRENT ISSUES

1	**My camera/microphone/speaker is not working.** • Check the URL-bar of your browser: if it contains a padlock icon, open the padlock, and enable access to camera and micro. Then reload the page. • Check the Interactio **settings** and make sure that you have selected the correct audio and video devices. • Make sure that you are not connected to other virtual meetings or calls on your laptop. • Disconnect from the Interactio meeting and reconnect. Restarting your laptop may also help. • Use the troubleshooter (https://meeting.interactio.com/troubleshooter) for error messages. • Contact your meeting manager or the technical support.
2	**I cannot hear the interpretation.** • Make sure that you have clicked on **interpretation** and have selected the desired language. Your microphone must be muted.
3	**The sound from my microphone does not allow interpreters to hear me properly.** Even if you have the best equipment, you may still encounter sound issues. In this case: • check the cable connection. • check your **settings**/audio and make sure that you are using one of the recommended microphones (see **Code of Conduct**) • try another microphone. • check your network connection.
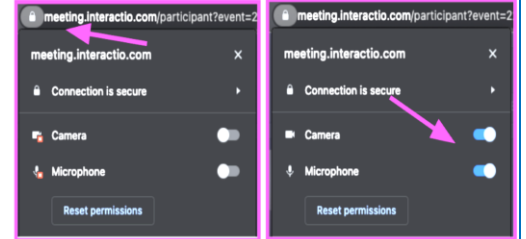
ABOUT INTERPRETATION

Simultaneous interpretation is intended to facilitate multilingual communication. However, interpreters need good sound in order to deliver a complete and accurate message. Background noises and interference make it very difficult for interpreters to concentrate and understand the speaker. Moreover, distorted sound is harmful to everybody's auditory health --even those who are not interpreting – and even if the harm is not immediately perceptible.

For these reasons, the interpreters would like to politely remind participants and organisers that they will have to stop interpreting if the sound quality becomes too poor to allow reliable interpreting to continue.

Given potential problems that may arise from IT connections, the European Commission/DG Interpretation cannot be held responsible for the accuracy of the interpretation services provided, interruption of service, pixellation, freezing or loss of visual input, partial or complete loss of audio and other technical problems.

See Interpretation Disclaimer.

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