

Reference: Not-INC-2025-0035

18 July 2025

Dear Sir/Madam,

Reference is made to the [notification dated 11 July 2025, regarding the informal online meeting of Heads of Delegation \(HoD\) to the INC](#), scheduled to take place today, 18 July 2025, from 13:00 – 15:00 (EAT).

Participants are kindly requested to join the online meeting 30 minutes before the start of the meeting to allow for audio visual checks.

A separate e-mail with the link to join the meeting was sent directly from Interactio to the e-mail address provided by the registered delegates. Kindly also check your spam folder for the email from Interactio should you not have received it yet in your inbox.

If you are experiencing difficulties joining the meeting, particularly from an office computer with VPN or Firewall restrictions, kindly 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. Please find attached the [Interactio Ports and Domains](#) for more information.

For additional details on how to use the Interactio platform, please refer to the [Interactio Participant Guidelines](#).

The INC Secretariat remains at your disposal for any information as needed at unep-incplastic.secretariat@un.org.

Yours sincerely,

Signed

The INC Secretariat

Interactio Ports and Domains

Component	Domain	IP	Port (Protocol)
Website	interactio.io interactio.eu interactio.com	Dynamic	443 (TCP)
API	.interactio.com/api * * - Including needed subdomains	Dynamic	443 (TCP)
Meeting (Broadcaster)	meeting.interactio.com .interactio.com * .interactio.eu * * - Including needed subdomains	Dynamic	443 (TCP)
Troubleshooter	troubleshooter.interactio.io	Dynamic	443 (TCP)
Troubleshooter media server	51-79-85-64-mediatest.mediatee.live	3.75.37.144 51.79.85.64	1. 443 (TCP) + 10000-20000 (UDP) * 2. 443 (TCP) + 10000-20000 (TCP) * * - Multiple options, based on network firewall rules
Troubleshooter speed test server	164-92-175-155-speedtest.mediatee.live	164.92.175.155	443 (TCP)
Android app	play.google.com	Dynamic	443 (TCP)
iOS app	itunes.apple.com	Dynamic	443 (TCP)
Media servers	.media.live.interactio.io * .media.vip.interactio.io * * - Including needed subdomains	Dynamic	1. 443 (TCP) + 10000-20000 (UDP) * 2. 443 (TCP) + 10000-20000 (TCP) * 3. 443 (TCP) + TURN (see below) * * - Multiple options, based on network firewall rules
Media servers DNS	ns1.media.live.interactio.io ns2.media.live.interactio.io ns3.media.live.interactio.io _____ ns1.media.vip.interactio.io ns2.media.vip.interactio.io ns3.media.vip.interactio.io	3.72.155.30 54.81.218.208 13.213.226.175 _____ 3.72.205.131 3.225.48.63 13.215.181.169	53 (UDP or TCP)

Component	Environment	IP				Port (Protocol)
TURN	LIVE	EU: 18.157.202.212 18.158.90.227 18.193.226.144 18.193.231.52 3.122.36.182 3.126.16.62 3.68.155.49 3.71.251.66 3.72.230.145 3.72.240.14	US: 18.204.178.71 23.20.14.243 3.226.89.239 44.194.45.188 52.2.56.8 52.202.2.35 52.21.124.105 52.4.37.41 54.146.188.158 54.161.53.215	AP: 13.213.127.224 13.213.233.21 13.229.185.22 18.139.61.111 18.142.18.35 52.220.55.26 52.221.90.118 52.74.236.245 52.77.170.238 54.255.230.146	CA: 15.157.55.86 3.96.113.161 3.96.39.163 3.97.236.99 3.98.13.70 3.99.8.72 35.182.170.154 52.60.224.74 52.60.53.166 99.79.145.218	443 (UDP or TCP)
	VIP	EU: 18.158.180.206 18.194.35.44 18.196.220.172 18.198.109.20 3.120.88.49 3.65.157.71 3.68.52.50 3.73.248.157 3.74.179.53 3.74.82.20	US: 18.208.46.2 23.23.103.150 3.226.82.29 3.93.221.151 44.194.254.135 44.207.179.59 44.207.193.74 44.207.20.162 52.87.89.78 54.204.145.89	AP: 122.248.245.51 13.215.195.123 13.215.66.153 13.228.142.130 13.229.165.86 18.142.101.152 18.142.34.162 18.143.17.101 54.179.237.100 54.254.64.152	CA: 15.156.158.97 15.156.159.187 15.157.151.103 3.96.231.92 3.96.246.84 3.97.179.200 3.98.182.73 3.98.223.228 35.183.58.192 52.60.154.136	443 (UDP or TCP)

Allow these if the listed components are used:

Component	Environment	Domain	IP				Port (Protocol)
SAML		.interactio.com/api/saml/metadata * .interactio.com/api/saml/acs * .interactio.com/api/saml/lookup * * - Including needed subdomains	Dynamic				443 (TCP)
SIP	LIVE	sip.live.interactio.io	EU: 18.157.122.119 3.125.223.224 3.126.37.3 3.70.143.236 3.72.207.18 3.73.104.135 3.73.113.26 3.73.139.12 3.73.70.77 35.156.193.52	US: 18.208.11.1 18.213.204.157 34.198.246.109 34.231.146.143 34.236.49.4 52.20.135.25 52.201.26.250 52.4.86.28 54.156.138.72 54.162.114.119	AP: 13.214.89.98 13.215.114.123 13.215.119.100 13.215.204.218 13.250.226.41 18.139.171.55 3.0.127.220 3.1.52.198 52.77.195.38 54.179.90.19	CA: 15.157.156.217 15.157.88.209 15.222.206.96 3.97.69.135 3.98.117.143 35.182.152.239 35.182.174.1173 5.183.176.13 52.60.190.3 99.79.130.141	5060 (TCP/UDP) 5061 (TCP/UDP) 16384 - 32768 (UDP)
	VIP	sip.vip.interactio.io	EU: 18.193.188.26 3.120.42.3 3.64.186.124 3.66.81.36 3.73.187.85 3.73.205.98 3.74.116.34 3.74.26.138 3.74.65.79 35.157.121.164	US: 3.226.57.249 3.232.235.101 34.236.8.231 35.173.19.147 44.206.89.129 44.207.73.4 44.208.3.163 52.55.61.70 54.157.55.235 54.161.18.9	AP: 13.214.47.140 13.215.230.200 13.215.38.47 13.228.94.93 18.136.228.49 18.143.16.51 3.0.32.206 52.221.17.6 52.76.41.149 52.76.65.200	CA: 15.156.166.5 15.156.175.147 15.156.230.79 15.157.133.157 15.157.199.65 15.222.138.163 3.97.126.74 3.98.217.227 35.183.173.50 52.60.143.27	5060 (TCP/UDP) 5061 (TCP/UDP) 16384 - 32768 (UDP)

Participant Guidelines

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"**.

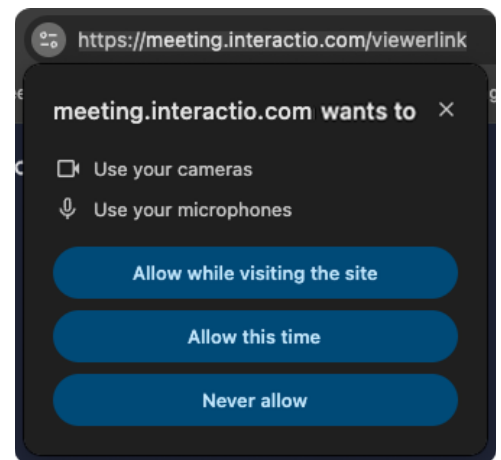
Don't have an Interactio account yet?

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



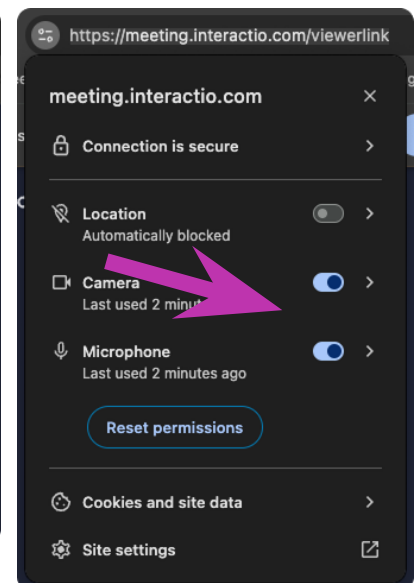
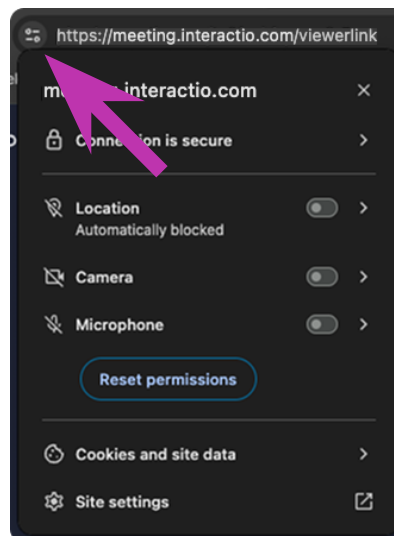
Allow Interactio to access your devices

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



Did you accidentally hit **"Never allow,"** 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.

The screenshot shows the 'Join the meeting' interface. At the top, the meeting title 'International conference 2025' is labeled with a purple circle containing the number 1. Below the title is a video feed of a woman named 'Natalie Chernova'. To the right of the video feed are several settings: 'Microphone' (labeled 2) with a dropdown menu showing 'Default - External Microphone (Built-in)'; 'Speakers' (labeled 3) with a dropdown menu showing 'Built-in speakers' and a 'Test' button (labeled 4); 'Camera' (labeled 5) with a dropdown menu showing 'Built-in camera'; 'Background' (labeled 6) with a dropdown menu showing 'None'; 'Interpretation language (can be changed later)' (labeled 7) with a dropdown menu showing 'Original audio'; and 'Data Saver Mode' (labeled 8) with a toggle switch. At the bottom right is a large blue 'Join meeting' button (labeled 9). A notification box at the bottom left of the video feed states: 'Using virtual background may impact device performance and meeting quality.'

1. **Meeting Title**
2. **Microphone:** Select your microphone device
3. **Speakers:** Select your incoming audio device
Note: Please avoid using default devices; select better-suited audio devices.
4. **Test:** Test your selected speakers
5. **Camera:** Select your camera device
6. **Background:** Select your background
7. **Interpretation language:** Select the language you would like to listen to in the meeting
Note: You can still change the language during the meeting.
8. **Data Saver Mode:** Turn on this option if you have poor network connectivity
9. **Join meeting:** Click to join 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.