How to install & use Jabber Guest on your PC/Windows computer

Welcome to the OHSU Telemedicine Network. We look forward to connecting you with your provider using our secure, computer-based two-way video system. In order for you to use this system, you need to install software called **Jabber Guest** on your home computer (desktop or laptop).

Using the following instructions, please install and test this software prior to your appointment. At a minimum, *it is important that you install Jabber Guest at least a few hours before your appointment* so that you have time to test the software and make adjustments if necessary.

Computer & Internet Requirements

Before you begin installation, make sure your computer meets the minimum requirements for using Jabber Guest. This means your computer:

- Must have high-speed internet service provided by a cable or DSL connection. A dial-up modem will not work.
- Should have been built within the last **four** years. (If your computer is older, please let us know so that we can assess whether Jabber Guest will still work.)
- Has a webcam and microphone (headphones optional).
- Must have Windows 7 or Windows 8 operating system with up-to-date video driver.
- Has either the Firefox or Internet Explorer browser installed. Please note: **Jabber is not designed to work with Google Chrome.** If you do not have either of these internet browsers, you can download and install Firefox by going to the following website and clicking on the button that says Free Download: www.mozilla.org/en-US/firefox/new/

Visit Etiquette

For the best results, please limit distractions during the visit. Visits should be conducted in a quiet area. Please keep dogs and cats in another room, and turn off devices that may interfere with the connection, such as TVs, radios, and dishwashers. Also please be aware that only people who have signed consent forms for this study may be present during the visit.

Step-by-step Installation Instructions

Please follow each step carefully to help you download and test the software for your telemedicine visit. If you need assistance, please call **503-494-3556** or **503-475-8330.**

Prior to your appointment:

Step 1:

If your camera and microphone are not built into your computer, connect your camera and microphone to your computer.
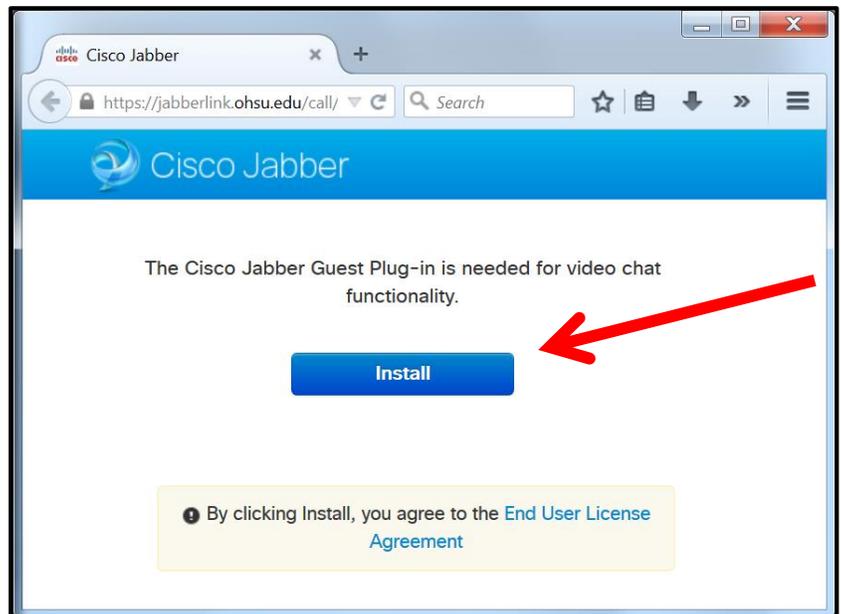
Step 2:

Click on this link -- https://jabberlink.ohsu.edu/call/ohsujabbertest. You will be taken to the install page.

Step 3:

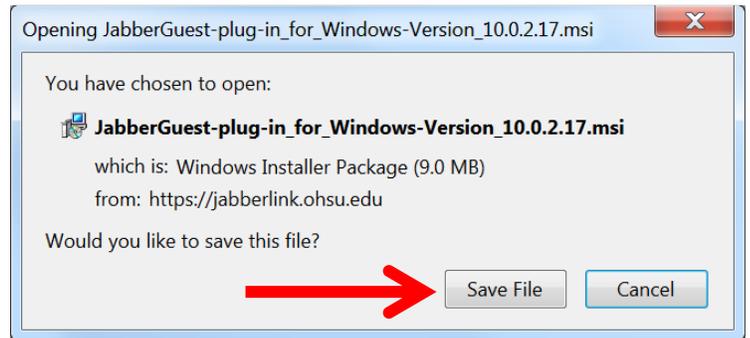When the page loads, click the blue "Install" button.

This will begin the download of the Jabber Guest plug-in for PCs.

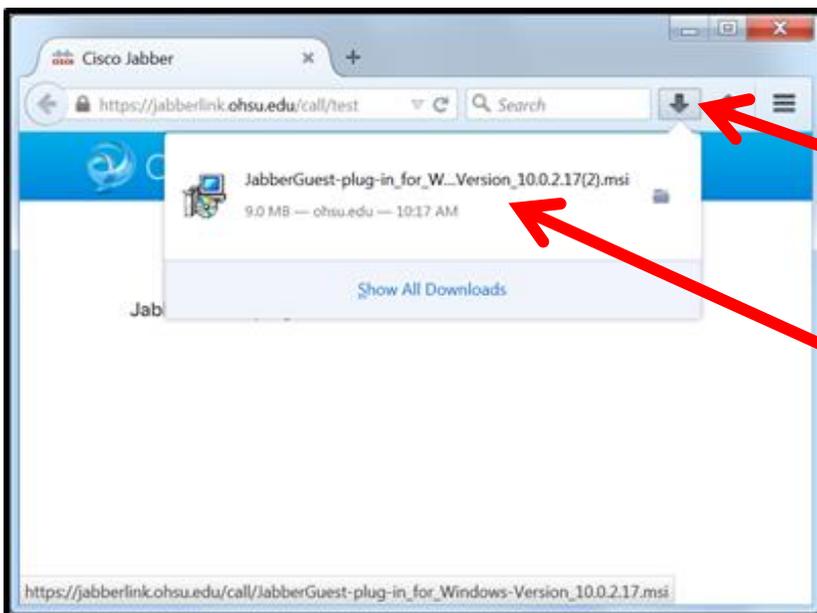If you see the Windows Firewall security warnings, click "Allow Access" at the bottom.

Opening JabberGuest-plug-in_for_Windows-Version_10.0.2.17.msi

You have chosen to open:

JabberGuest-plug-in_for_Windows-Version_10.0.2.17.msi

which is: Windows Installer Package (9.0 MB)
from: https://jabberlink.ohsu.edu

Would you like to save this file?

Save File   Cancel

Step 4:

Click "Save" File.

Step 5:

Click "Run" when prompted. This message may appear at the TOP of the window instead of the bottom.

Please note: Firefox does not notify you when the download is completed. Click on "Jabber Guest Plug-In" to start the installation process.

Cisco Jabber

https://jabberlink.ohsu.edu/call/test   Search

JabberGuest-plug-in_for_W...Version_10.0.2.17(2).msi
9.0 MB — ohsu.edu — 10:17 AM

Show All Downloads

Jab

https://jabberlink.ohsu.edu/call/JabberGuest-plug-in_for_Windows-Version_10.0.2.17.msi

Click the arrow in the top right corner to make sure the download is completed.

Then click on "Jabber Guest Plug-In" to start the installation process.

Please note: you **may** be prompted by one of the following "Allow Access" messages throughout the installation process. Please be sure to **allow access** each time you are asked.
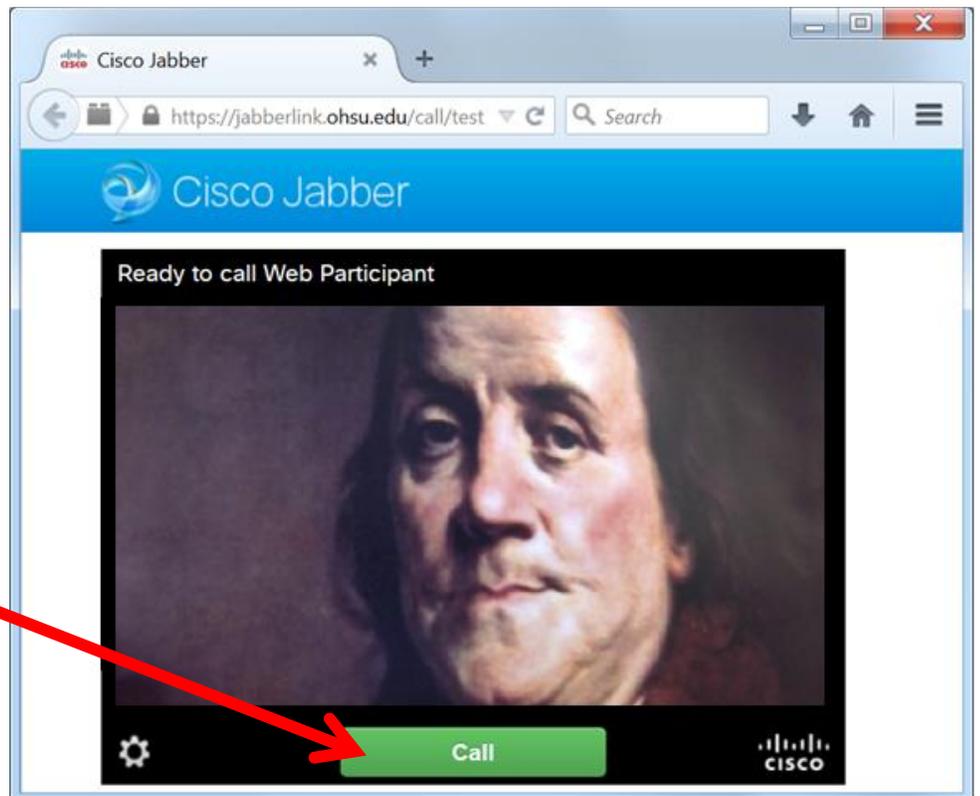
Examples of "Allow Access" messages:
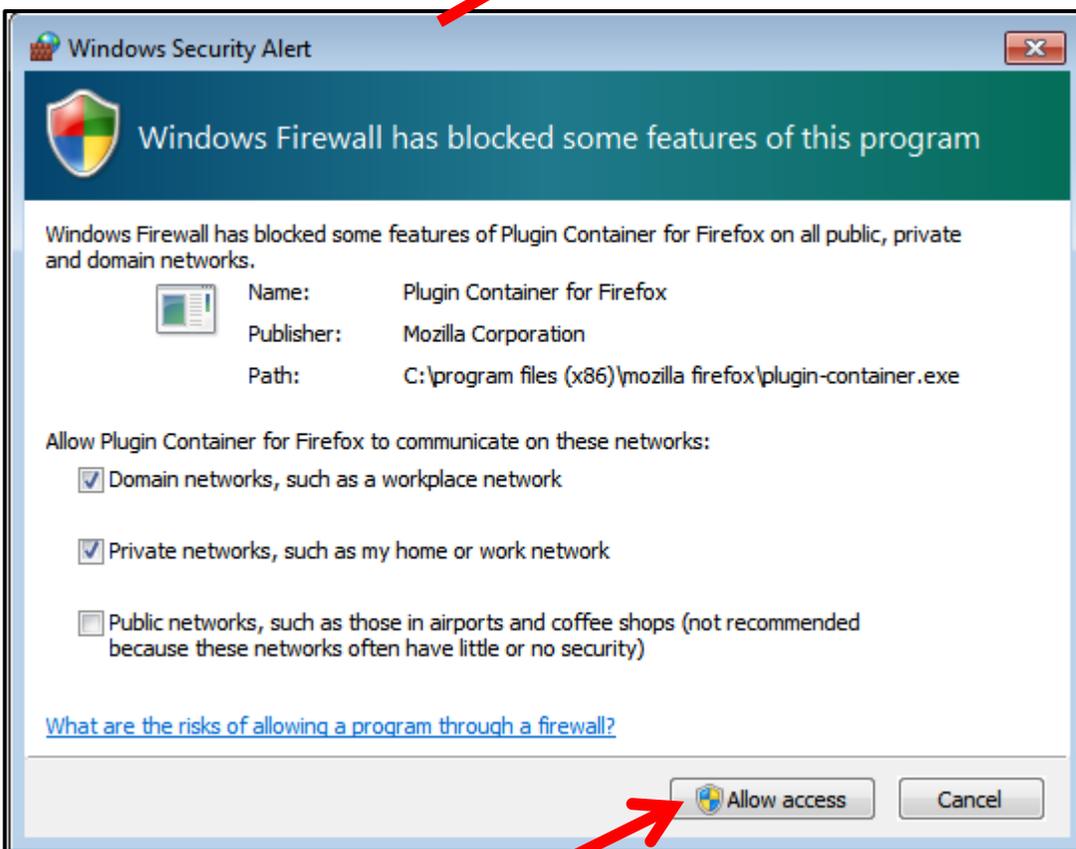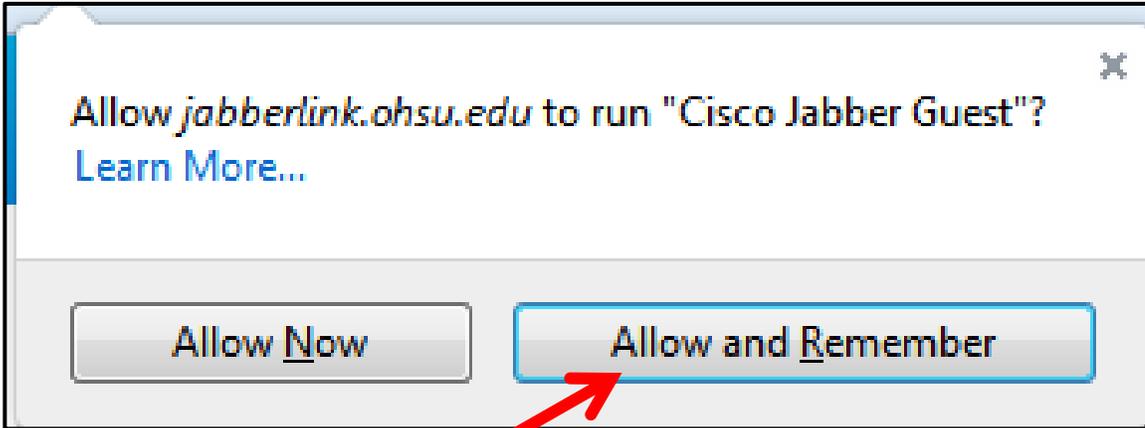
Step 6:

Once the page reloads, you should see an image of yourself on the computer screen.

Click the green "Call" button to connect.

Step 7:

A test video will appear on the screen. This video helps make sure that your computer will be able to show you the provider's image during the telemedicine visit. The video will have both motion and sound. You will also see yourself on the same screen, to test the webcam connected to your computer.

- **Adjust the sound volume on your computer** to a comfortable level.

- **Adjust your webcam** according to the image you see of yourself, so that you are facing the camera, well lit and clearly visible.

If you do **not** see yourself on the screen or hear any sound from the test video, click on the settings icon found in the bottom left corner of the screen: ⚙

The icon will take you to the Settings page. Make sure that the correct camera, microphone, and speakers are selected for use. You can change these options by clicking on the little black arrow next to each device.
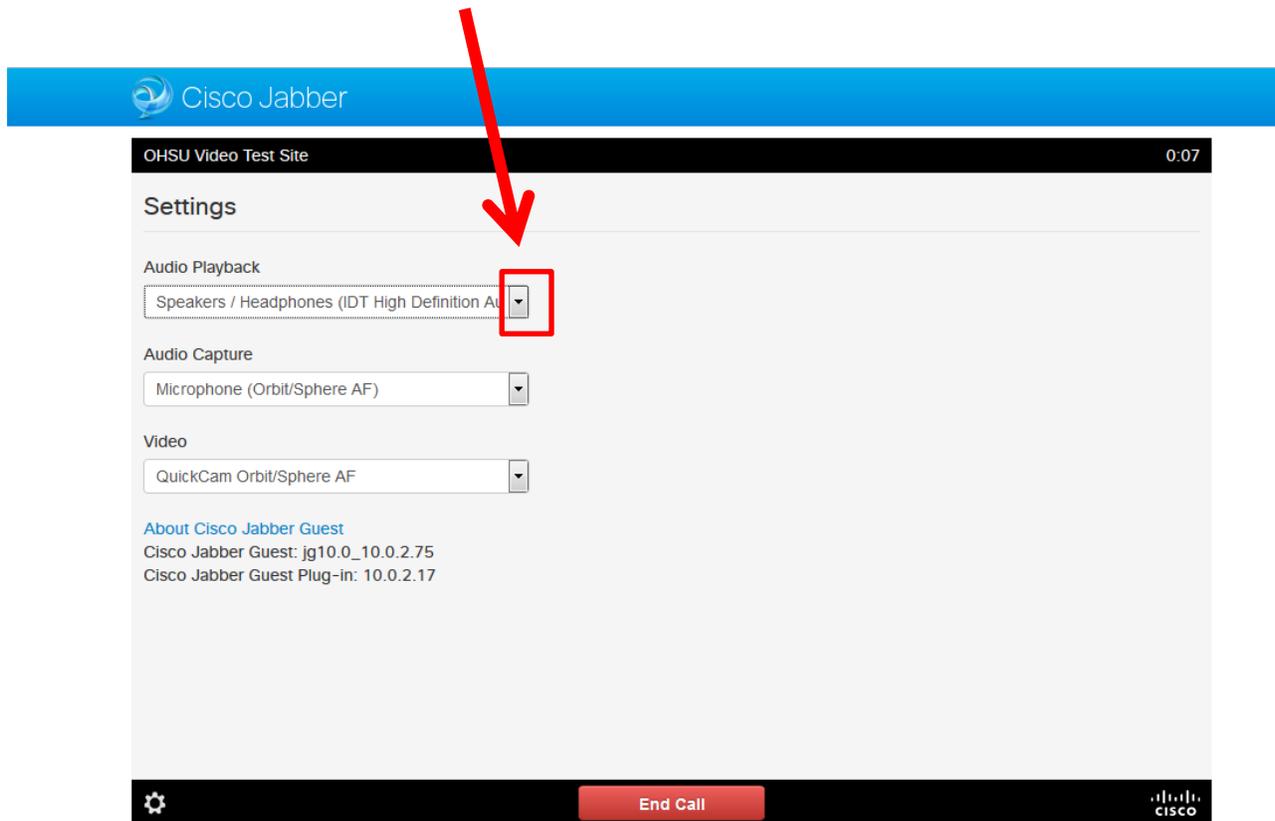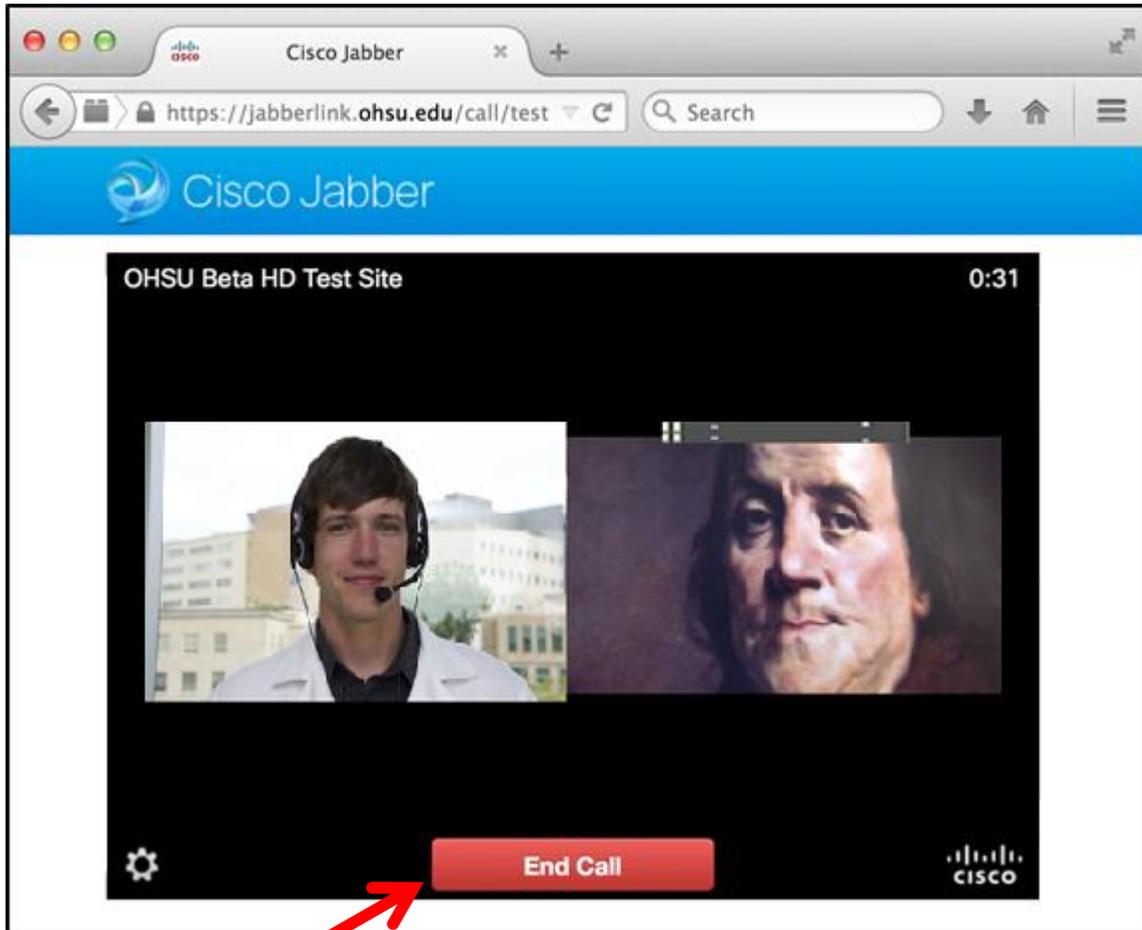

You will see a list of options for what device to use (for example, headphones or the computer's main speakers). Click on the device you would like to use.
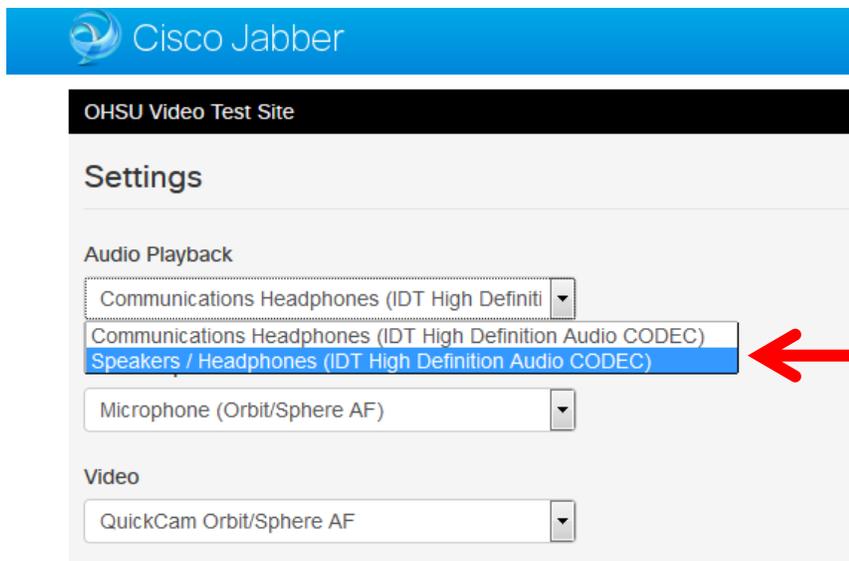
When you are done, click on the settings icon [gear icon] again to go back to the main screen.

Step 7:

Once you have adjusted the sound and camera, you are ready! Click the red "End Call" button to end the test call.
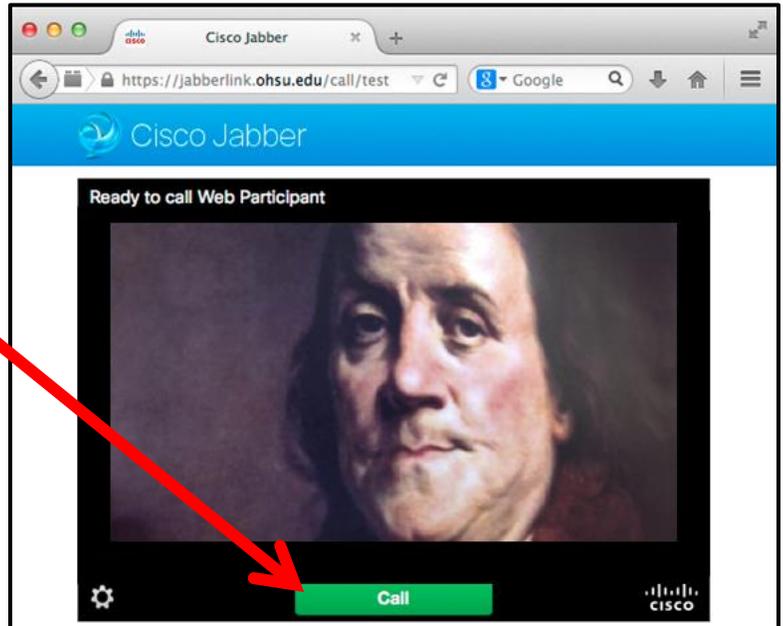
Using Jabber Guest During the Visit Appointment

Step 1:

Your healthcare provider will give you a personalized link for your in-home visit. Please note: This link is only valid on the day of your appointment. Click on the link to connect to your provider.

Once you see the Jabber screen, click the green "Call" button to begin.

Step 2:

After your appointment is completed, click the red "End Call" button. This will end your Jabber session.