

How to install Jabber Guest on your PC/Windows computer

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

Please install and test this software prior to your appointment using the directions below. 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.

Internet requirements

You must have high-speed internet service provided by a cable or DSL connection. A dial-up modem will not work.

Computer requirements

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

- Must have been built within the last **four** years.
- Must have Windows 7 or Windows 8 operating system with the most recent video player software.
- Have either Firefox or Chrome available to use with Jabber Guest. Please note: **Internet Explorer is not designed to work with Jabber.**

Step-by-Step Installation Instructions to download and test the software and your connection

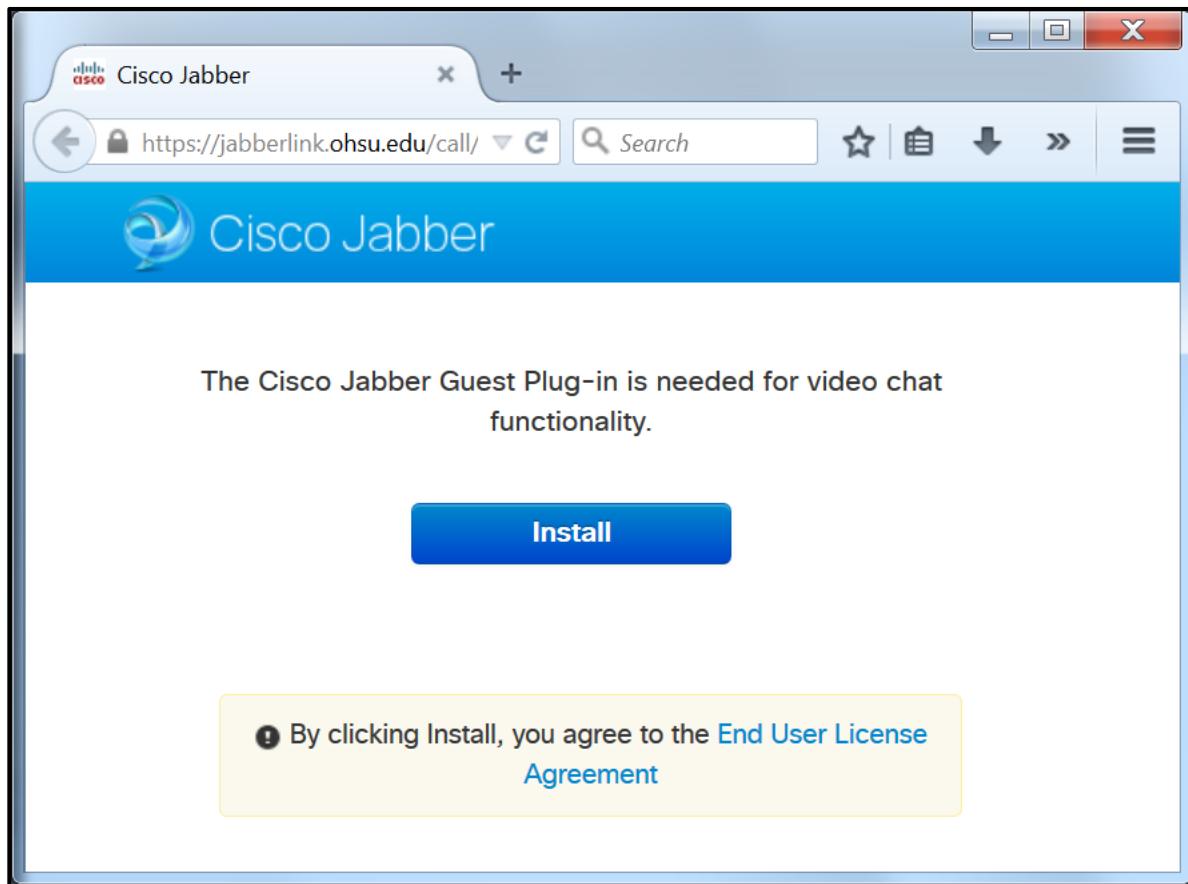
Prior to your appointment:

Step 1:

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

Step 2:

When the page loads, click the blue “Install” button.

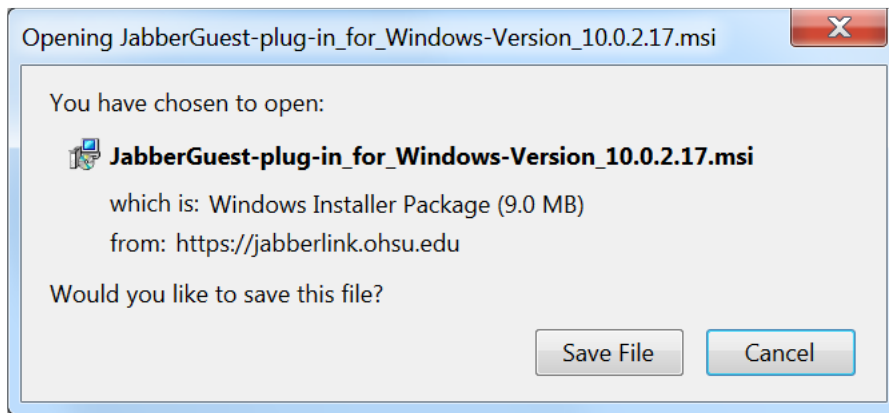


This will begin the download of the Jabber Guest plug-in for PCs.

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

Step 3

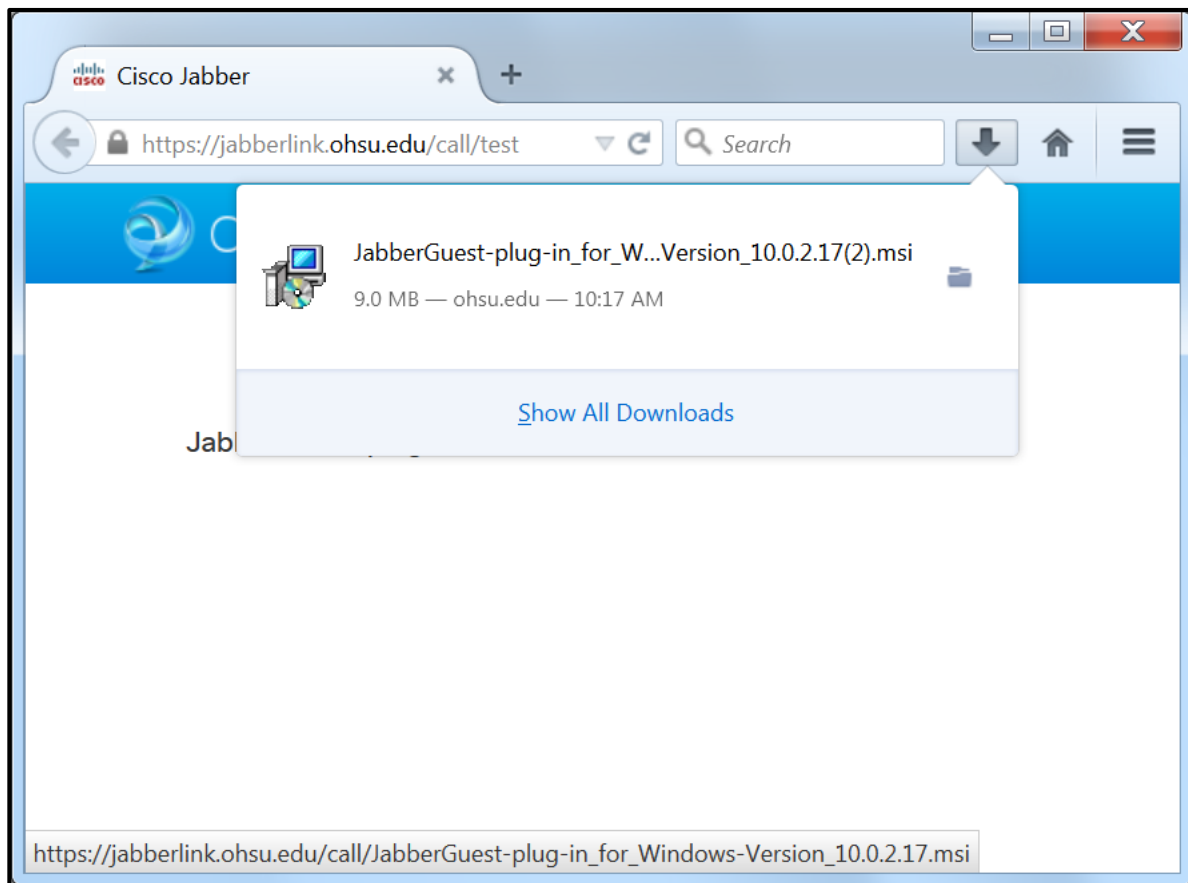
Click “Save” File



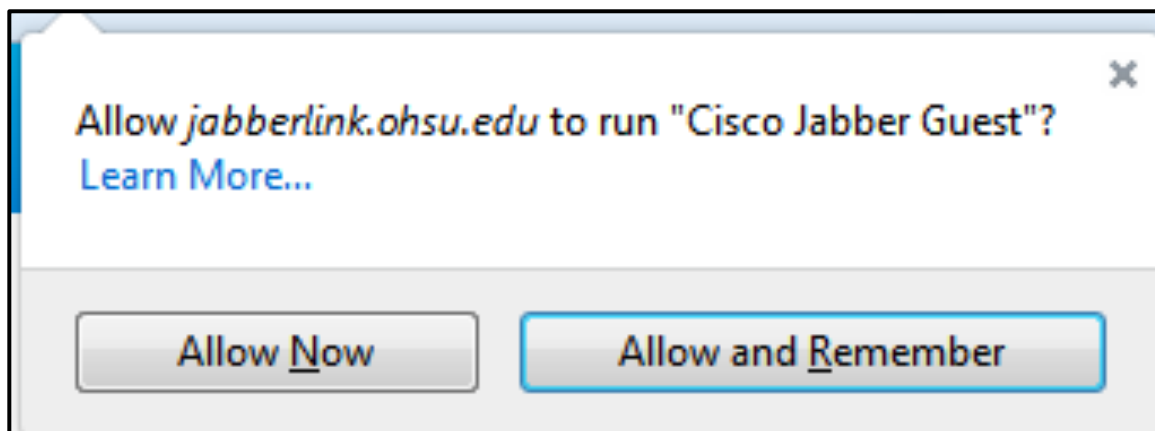
Step 4

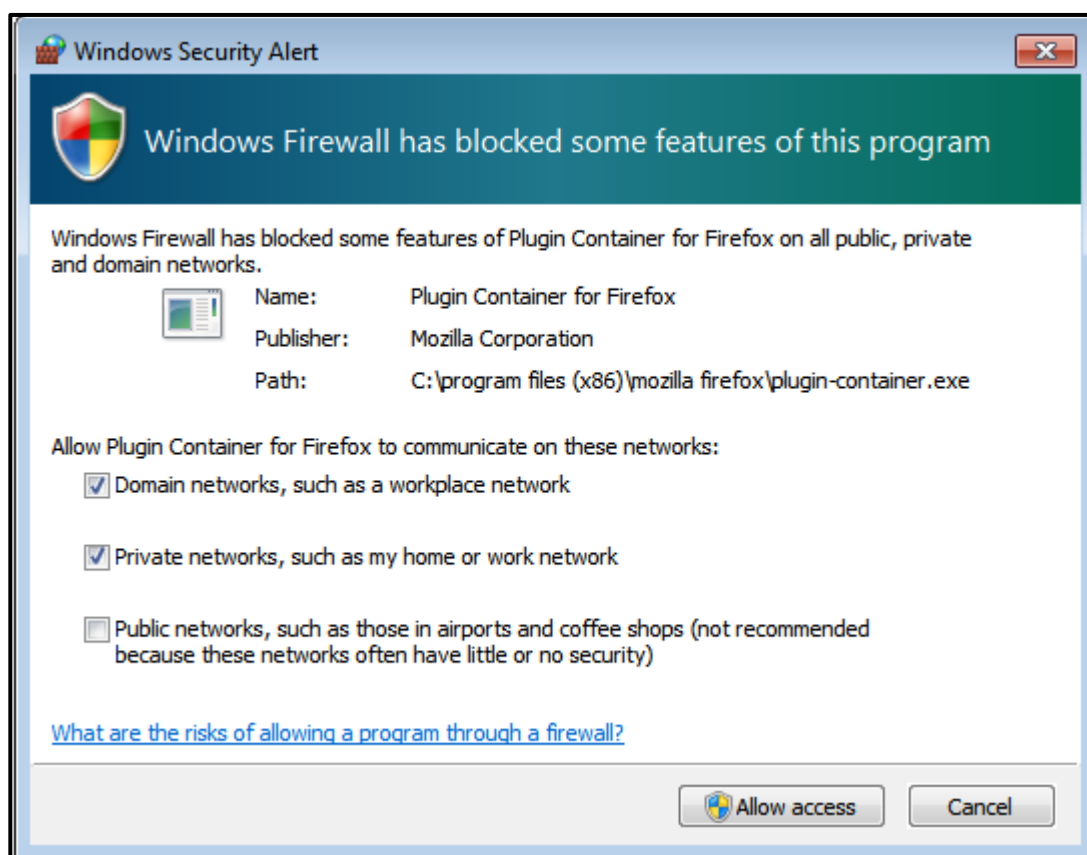
Click "Run" when prompted.

- 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 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.**



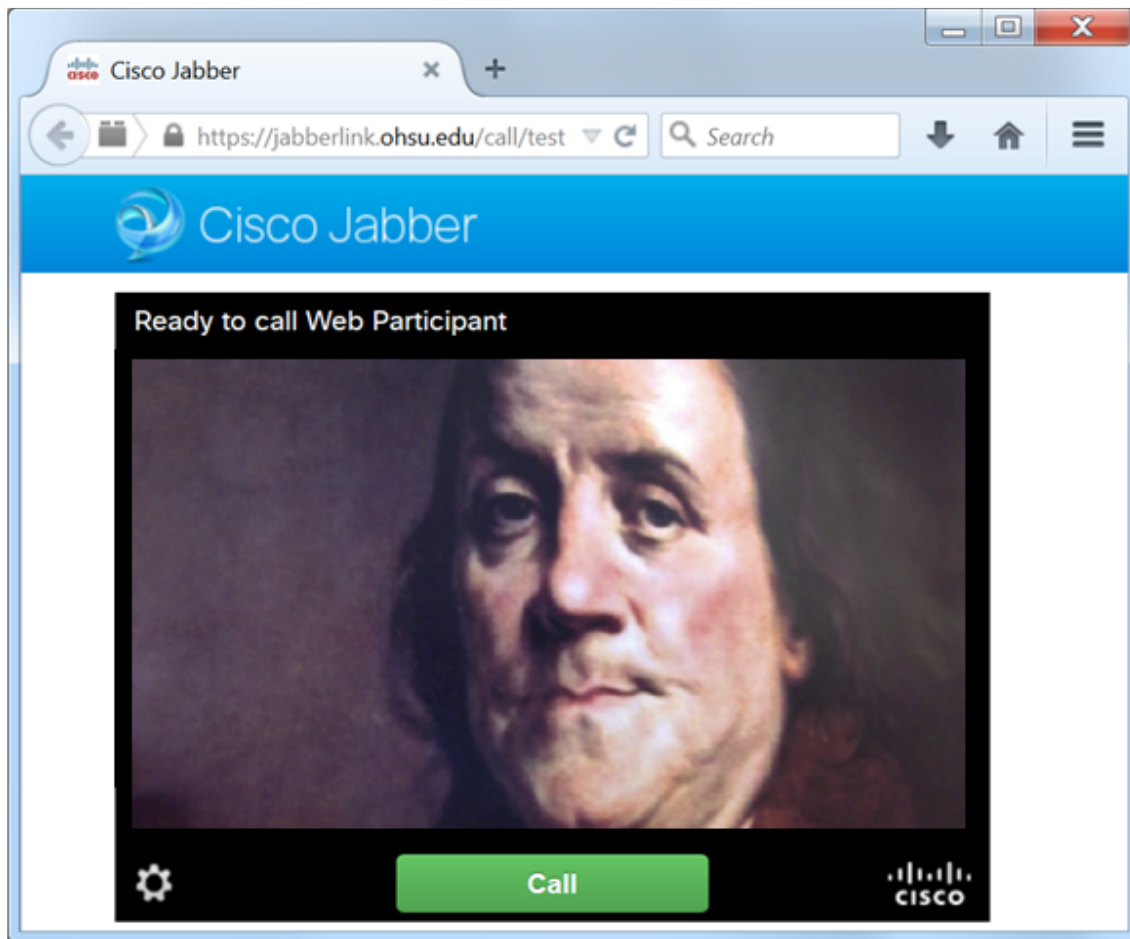
You may be prompted by one of the following “Allow Access” messages throughout the installation process. Please be sure to allow access each time you are asked.





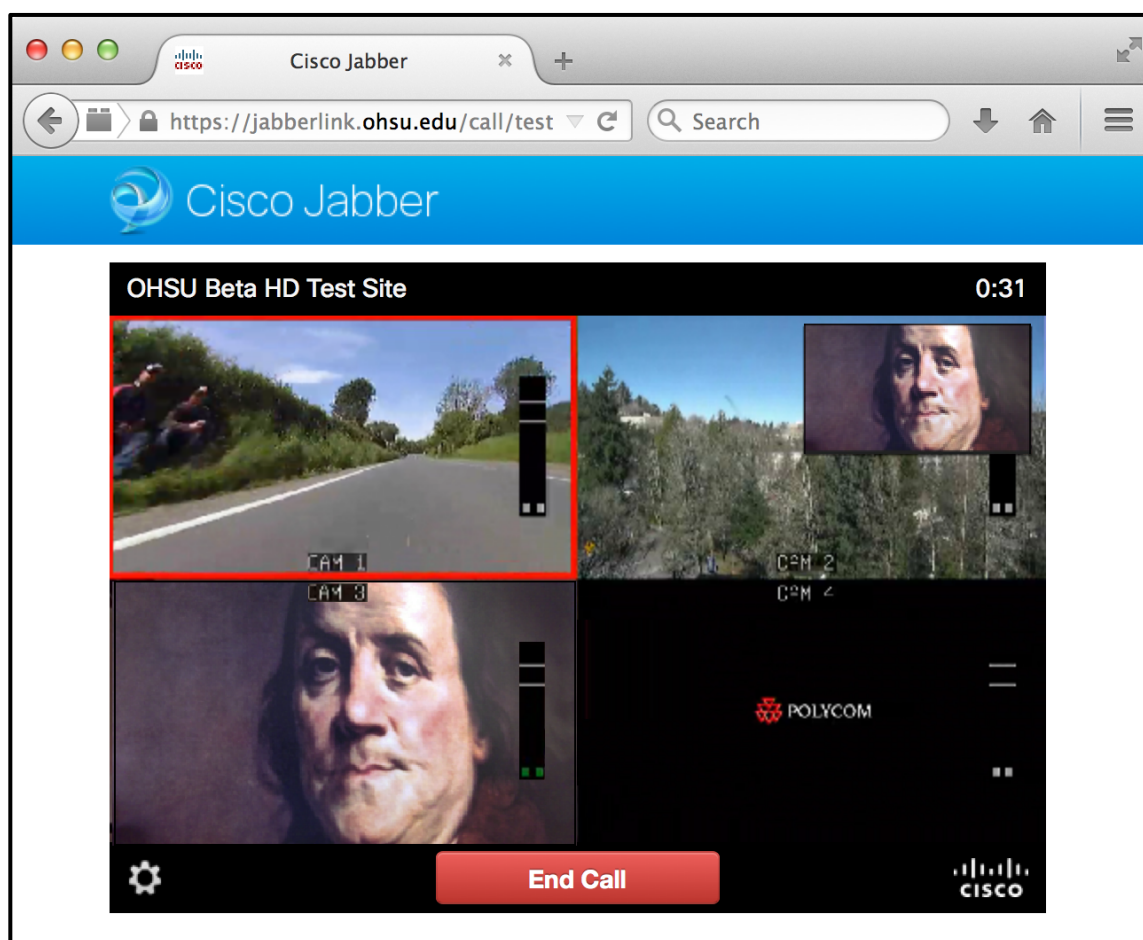
Step 5

Once the page reloads, you should see an image of yourself on the computer screen. Click the green “Call” button to connect.



Step 6

A test site video will appear in the upper left corner of your screen. Adjust the sound volume to a comfortable level using the buttons on the top right of your keyboard. Also adjust the camera on your laptop according to the image you see of yourself so you are well lit and clearly visible.

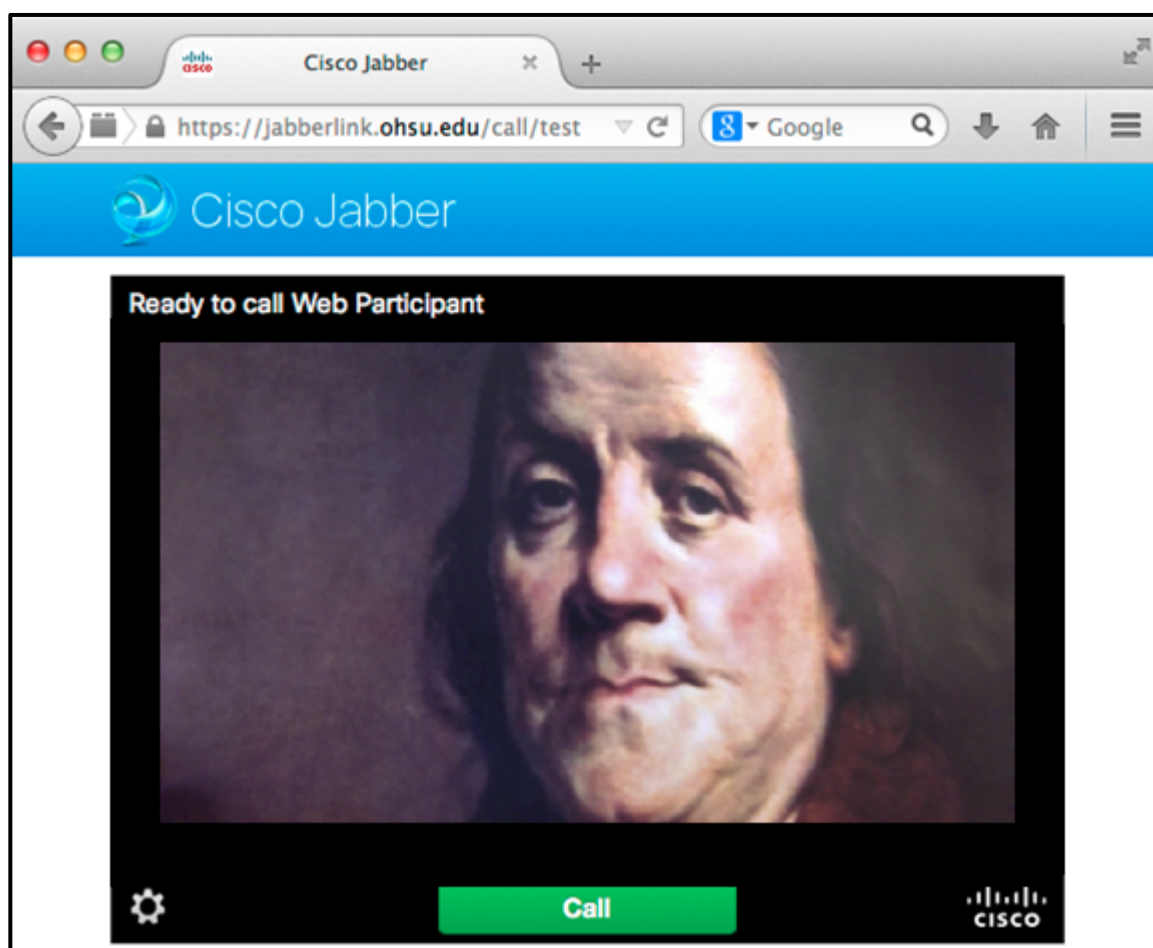


Step 7

After testing Jabber on your computer, click the red “End Call” button. Click the red “End Call” button to end the call.

Step 8

Your healthcare provider will give you a personalized link for your in-home visit. Please note: This link is only valid the on the day of your appoint. Click on the link to connect to your provider. Once you see the Jabber screen, click start to begin the call.



Step 9

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

