

# National Scottish Brachial Plexus Injury Service

## Telemedicine Pilot – Jabber Video User Guide

### Getting Started

Jabber is an application that runs on your computer to provide you with desktop video conferencing. The application will run on either a PC or a Mac. This guide is intended for PC users, however most of the features are the same.

In order to use Jabber, your PC will need to have a camera, microphone and either a headset or speakers. In some cases the microphone will be built into the camera.

**Hint** Using a headset is the best option as it helps prevent sound problems.

To start Jabber select it from your programme list or double click on the Jabber desktop icon.



Alternatively, if Jabber has started automatically, click on the Jabber icon on the toolbar.



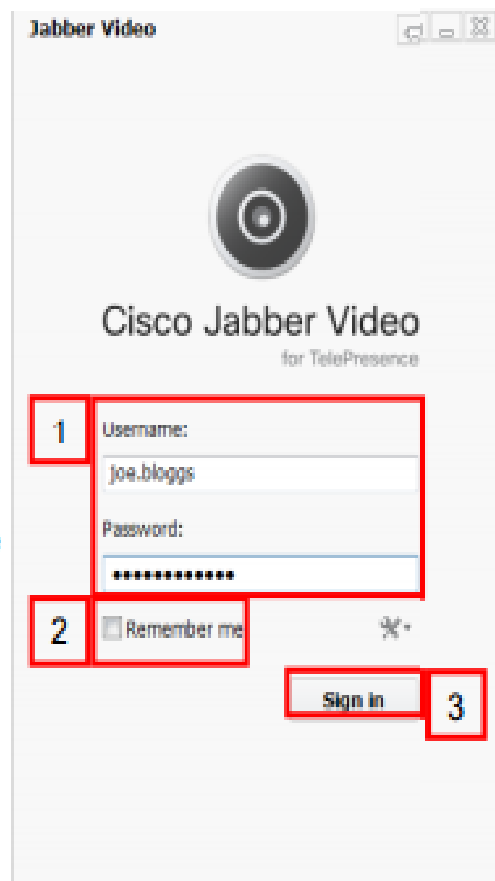
## Signing In

In most installations, Jabber will sign you in automatically. If not:

**1** Enter your **Username** and **Password**

**2** You can get Jabber to **Remember my Username** by checking the appropriate box. This will log you in automatically next time you use Jabber, however don't use these features if you use a shared computer.

**3** Click on the **Sign in** button to finalise the signing in process



The screenshot shows the Cisco Jabber Video login window. The window title is "Jabber Video". The main content area features the Cisco logo and the text "Cisco Jabber Video for TelePresence". Below this, there are three input fields: "Username:" with the value "joe.bloggs", "Password:" with masked characters "\*\*\*\*\*", and a "Remember me" checkbox. A "Sign in" button is located at the bottom right. Red boxes with numbers 1, 2, and 3 highlight the Username and Password fields, the Remember me checkbox, and the Sign in button, respectively.

1 Username:  
joe.bloggs

Password:  
\*\*\*\*\*

2  Remember me

3 Sign in

## Receiving a Call

When Jabber receives an incoming call, a dialogue box with caller details appears on your screen. You can take 3 actions:-



- 1 Click on **Answer** to accept the call and the conference will begin
- 2 Click on **Reject** to reject the call and you will not be joined to the conference
- 3 Click on  to ignore the call and the incoming caller will not be notified of the rejection

## During a Call

When you move the mouse over the video window during an active call the Pop Up Toolbar and Info Bar will appear on screen, giving you access to a range of features.

### Pop Up Toolbar



You can choose whether to show your camera during the conference or not by pressing the **Camera** button. When you press it during an active call the image transmitted will be a still frame of the last view. The Camera button will have a line through  it when the camera is switched off.



The **Mute microphone** button will switch off your microphone and stop any audio being sent from your side. The microphone button will have a line through it when the microphone is muted. It is good practice to mute your microphone when you are not the active participant during a conference.



When you hover over the **Speaker** button you will be able to adjust the audio levels coming from your speakers using the sliding bar. If you click on the button this will mute your speakers and the **Speaker** button will have a line through it to indicate this.



Clicking on the **Full Screen** button will make your video window resize to fill the screen. Clicking it again will minimise it back down.



**Share Presentation** will allow you to share applications with the conference i.e. PowerPoint, Excel, Word etc.



Pressing the **End** button will terminate the call

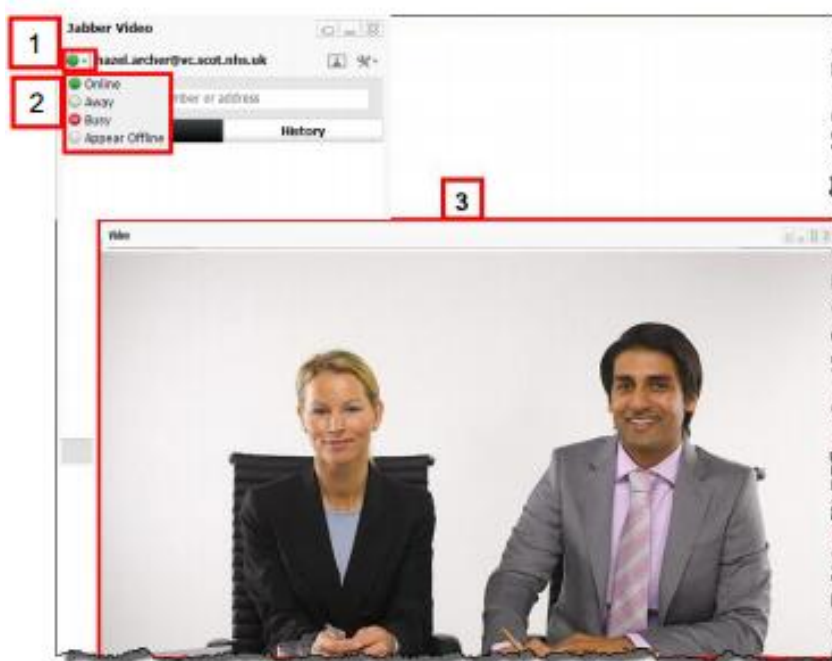
### The Info Bar





When you move the mouse during an active call the info bar will appear at the top of the window.



## Jabber Control Window

Once you have successfully signed into Jabber you will see the Control Window. This will be your main interface for using Jabber and from here you will be able to make calls, search phonebooks and adjust settings.



- 1** Click on the **drop down box** on the left of your **Username**. You can change your **Presence status** to **Away**, **Busy** or **Appear Offline**. Choose **Sign out** to disconnect from **Jabber**.
- 2** Click  to pin **Jabber** to the screen so it will always be on top of all open windows  
Click  to **minimize** the Jabber Control Window  
Click  to **close** Jabber  
Click  to see your own video image when not in an active call — this is the **Show video** button
- 3** A preview of your video image will appear in this window



## **Troubleshooting**

### **You cannot hear**

If you cannot hear the other participants, make sure your loudspeakers or headphones are connected. Then check all volume controls:

- Your headphones or loudspeakers may have their own volume buttons or switches.
- The Windows volume settings will override all other volume controls. Look for the loudspeaker icon in your systray to open and/or un-mute.
- Jabber has its own volume setting on the Pop-up toolbar.

If this does not solve the problem, it may be that audio is not being sent from the other end. Ask the other participants to perform the microphone check described below.

### **Remote site cannot hear you**

If the other call participants cannot hear you, make sure your microphone is properly connected and not muted.

### **Low or distorted sound**

If call participants are experiencing distorted sound, very low sound, or echoes:

- Check whether any of you have enabled microphone boost, echo cancellation, gain control, noise reduction, digital effects or similar features for your audio devices.
- Turn all such audio device features off for Jabber to work optimally.
- Use a headset.