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Cisco Jabber Video User Guide

Formerly known as Tandberg Movio

Version 2.0

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.



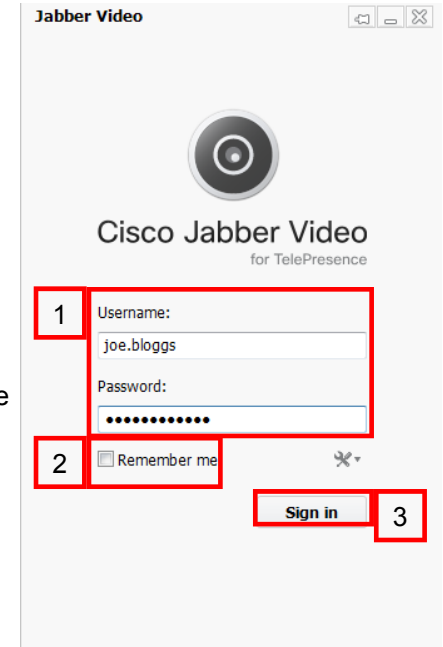
Alternatively, if Jabber has started automatically, click on the Jabber icon on the toolbar.



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



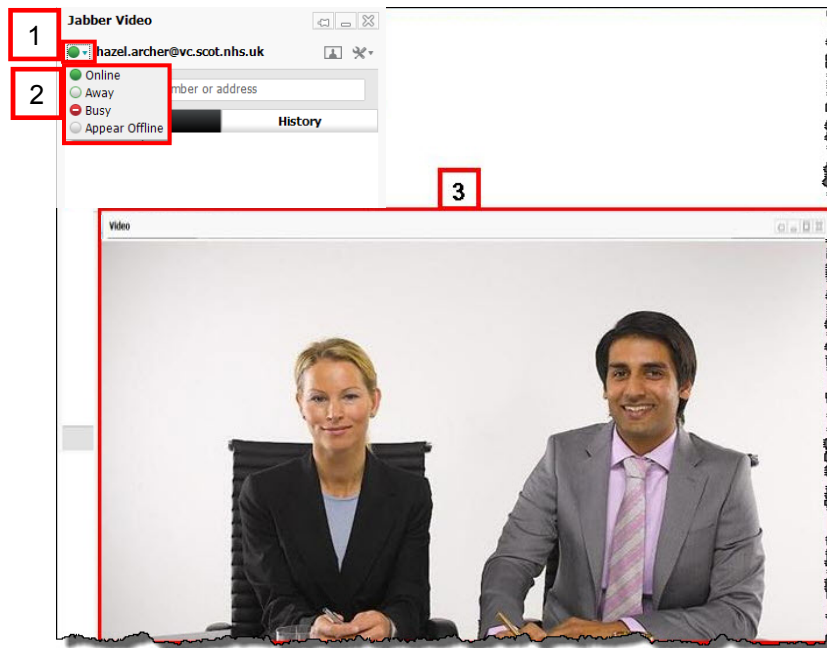
Your Details

When your Jabber account was set up, you should have received an e-mail detailing your username and password. Your username should be of the form joe.bloggs. If you don't have account details, please contact your local administrator.


If you want to let someone know your Jabber address so they can dial into you, this is normally of the form joe.bloggs@vc.scot.nhs.uk. However it should be noted that some health boards may be slightly different. Your Jabber address is displayed at the top of the **Jabber Control 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

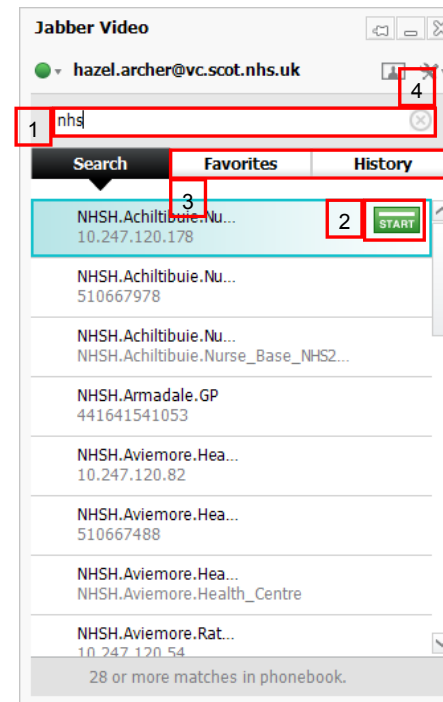
Click  to **close** Jabber

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


Making a Call

There are three different methods you can use to make an outgoing call:-



1 Search the **Phonebook** by typing the name of the system you are looking for in the input box. As you type, matches will appear in the box below. Please note that only room based systems are shown in the directory.

2 When you see the system you want to dial click the start button next to the name. 

3 Click on **Favourites** or **History**, find the contact you want to call and click the start button. 

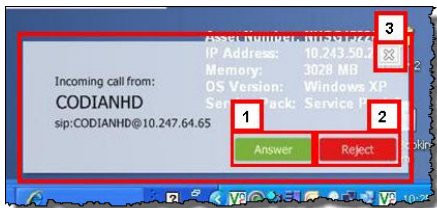
4 You can manually type an address into the contact box then press the return key, or the start button below, to make the call.




Hint Addresses can be in two formats. They can be a 9 digit number e.g. 524123456, generally for room based systems, or can look like an e-mail address e.g. joe.bloggs@vc.scot.nhs.uk. Both types of addresses can be used in Jabber.

Hint It is not possible to use Jabber to make calls to ISDN based video systems. So if you have been given a phone number to dial, it will not work. If you need to make a call to an ISDN system, check to see if they have a 9 digit number or else book the session using one of the bridging services available. (Contact your support service for further details.)

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  to accept the call and the conference will begin
- 2 Click on  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



-  The **Self View** button will allow you to see your own image as Picture in Picture (PIP). You can move the PIP around the screen by dragging it with your mouse.



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.



The buttons on the right of the bar give you access to:



Far end camera control.




Touch tone keypad, useful for entering meeting passwords and extension numbers.



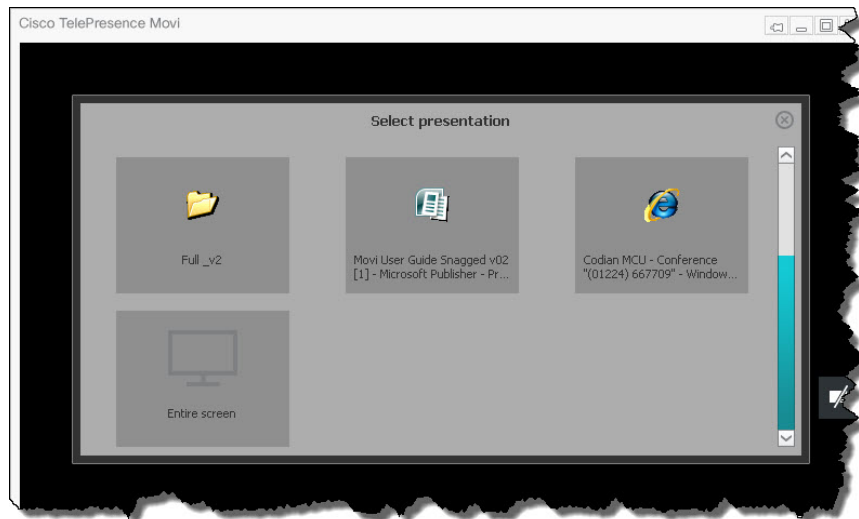
Displaying the call status.


Presentation Sharing

During an active call you can share information from your PC with the other participants of the conference. This will allow you to share for example PowerPoint, documents and images. You can select to share your entire screen or just an individual window.

To begin sharing a presentation in an active call click on the  button on the PopUp Toolbar

You will then see a new window which shows all your currently open windows. Click on one of these to share this window with the conference or click on **Entire Screen** to share your entire desktop. Your shared window will now show as a PIP (Picture in Picture).



To end sharing click on  in the Pop Up Toolbar and then click on

Stop sharing presentation

Hint If bandwidth or system resources are limited, turning off your camera during a presentation will improve presentation quality.

Hint If sharing your entire screen, minimise the Jabber window to stop the other participants seeing your side of the call.

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.

Cannot connect to the other site

- Make sure you are dialling a 9 digit vc number or a Jabber address. Jabber does not support ISDN dialling.
- Try dialling the test number 511667991. If this works, ask the other participants to check their connection.

Further Help

A full copy of the Cisco User guide can be found here:

http://www.cisco.com/en/US/docs/telepresence/endpoint/movi/user_guide/Jabber_Video_Win_User_Guide_4-3.pdf