

## Jabber Guest

Jabber Guest offers users inside or outside the University the ability to connect to software or hardware video conference sessions or video calls via a web browser. A link will be provided to the external party and they will need to click on the link to launch Jabber Guest in their web browser. This will allow Flinders Staff to invite anyone to a video conference session as long as they have internet access and a web camera and microphone.

External parties will be able to connect to video conference room systems including multiparty bridge calls, video phones and software clients using Jabber Guest.

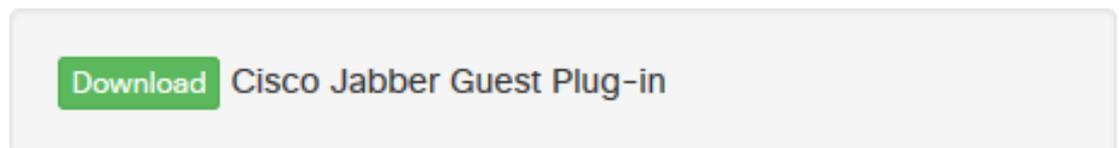
**Recommended Browser- Chrome** for PC and Mac (Safari and edge are unsupported) when using iPad chrome is recommended.

### How to Connect using your PC or Mac

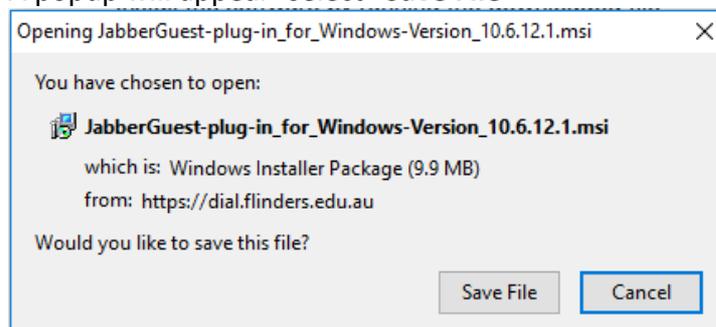
1. Make sure you have a web camera and microphone connected to your computer.
2. Click on the **Jabber Guest link** you were provided eg.  
<https://dial.flinders.edu.au/call/12345>
3. If this is the first time using Jabber Guest on your computer you will be prompted to install the “**Cisco Jabber Guest plug-in**”. Follow the on-screen prompts to complete the installation.

#### On PC

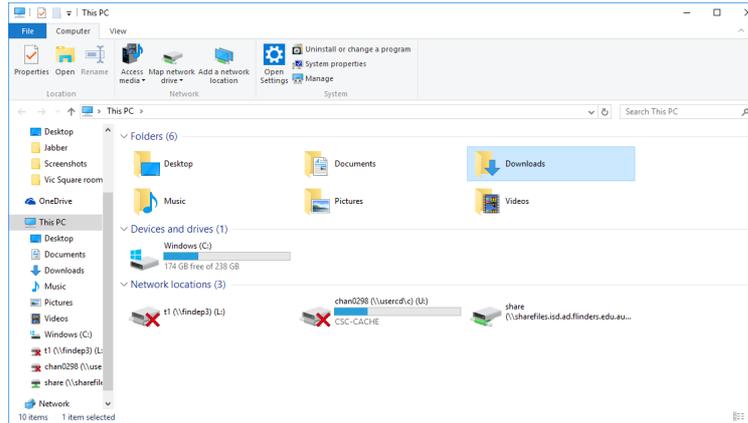
- a. Click “**Download**”



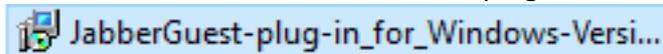
- b. A popup will appear- select “**Save File**”



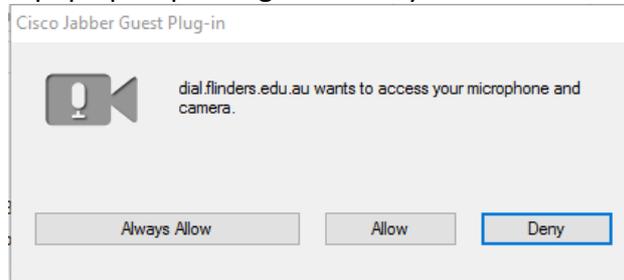
c. Navigate to the downloads folder on your PC



d. Double-click on the file to install the plug in.



e. A pop up requesting to access your camera and microphone will appear

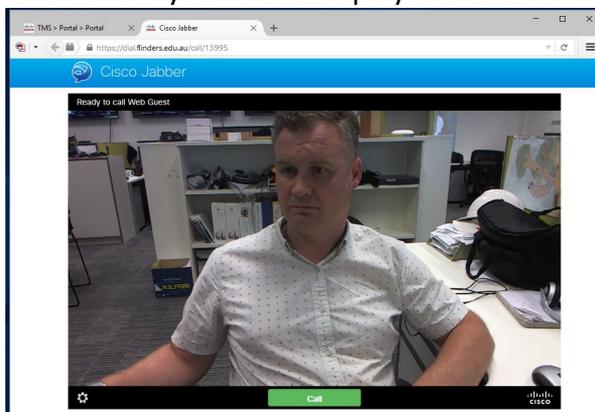


1. Select **“Allow”** if you only want to allow for this single session
2. Select **“Always Allow”** if you always want to allow access to your camera and microphone in all Jabber Guest calls (Preferred)

**Note:** If you select **“Deny”** you will not be able to join the Jabber Guest session. If you accidentally select **“Deny”** refresh your browser and you can select again.

You should get a **“Ready to Call”** page appear, you will be able to preview your camera before you call.

Once the Jabber Guest plug-in has been installed for your browser using the above instructions you will be displayed the Call window.



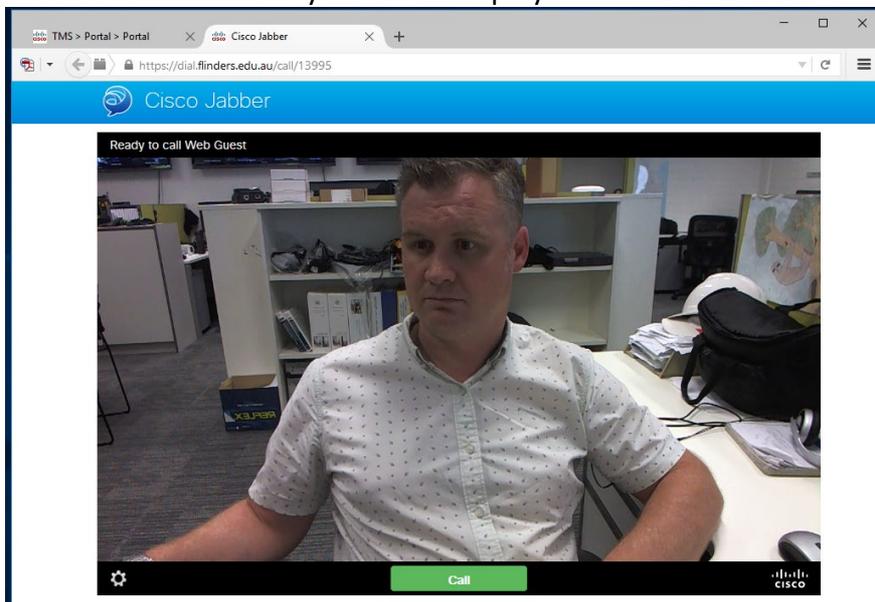
To connect to your video call press the green **“Call”** button at the bottom of the window this will connect you to your video call.

## On Mac

- a. Click **“Download”**
- b. Navigate to your **downloads folder**
- c. Double click on **“JabberGuest-plug-in\_forMac.dmg”**, and then double click on **Cisco Jabber Guest plug-in** to install.
1. A pop up requesting to access your camera and microphone will appear
  - a. Select **“Allow”** if you only want to allow for this single session
  - b. Select **“Always Allow”** if you always want to allow access to your camera and microphone in all Jabber Guest calls (Preferred)

**Note:** If you select **“Deny”** you will not be able to join the Jabber Guest session. If you accidentally select **“Deny”** refresh your browser and you can select again.

2. You should get a **“Ready to Call”** page appear, you will be able to preview your camera before you call.
3. Once the Jabber Guest plug-in has been installed for your browser using the above instructions you will be displayed the Call window.



4. To connect to your video call press the green **“Call”** button at the bottom of the window this will connect you to your video call

## Jabber Guest on iPhone and Android mobile phones

1. Download the **Jabber Guest app** from the **app store** or **play store**
2. Install the Jabber Guest app by following the prompts on screen
3. Click on the Jabber Guest link provided and the Jabber Guest app will launch on your phone
4. Your phone will display the call screen and preview your video it will also show call status **“Ready to Call”** and the number
5. Click the green **Call** button to join the session via Jabber Guest on your phone

## FAQs

### **How do I include an external person in a video conference using Jabber Guest?**

An external person with a computer, web camera and microphone and Internet can connect to a video conference using a standard browser once they have installed the Jabber Guest plug-in. On first use of a Jabber Guest link they will be prompted to install the required plug-in automatically.

### **Can I use Jabber Guest on Flinders corporate network?**

Yes Jabber Guest will work on Flinders corporate network or any external network.

### **Who can join a meeting using Jabber Guest?**

Any person on Flinders or an external network to Flinders with a computer, web camera and microphone and standard browser can join a session using Jabber Guest.

### **Does Jabber Guest work on my mobile device?**

Yes the Jabber Guest app is available for download on IOS and Android mobile devices.

### **How do I install and use Jabber Guest on my mobile device?**

Download the Jabber Guest app from the app or play store on your device and then click the supplied link to connect using the Jabber Guest app.

### **Can I dial out to a person using Jabber Guest?**

No you can only connect to a session by clicking on the supplied link.

### **Can I use Jabber Guest off campus?**

Yes Jabber Guest allows anyone to connect from external networks.

### **I don't have a web camera or microphone can I use Jabber Guest?**

No you must have a web camera and microphone to use Jabber Guest.

### **How does an external person get connection details?**

The person at Flinders who has created the conference will need to supply a link to external parties allowing them to join the session

### **Can I share my screen using Jabber Guest?**

No you cannot share your screen from Jabber Guest.

### **What do I need to attend a meeting using Jabber Guest?**

A computer with Internet access and web camera and microphone attached and any standard browser with the Jabber Guest plug-in installed.