Jabber Video User Guide

Collaborate Now
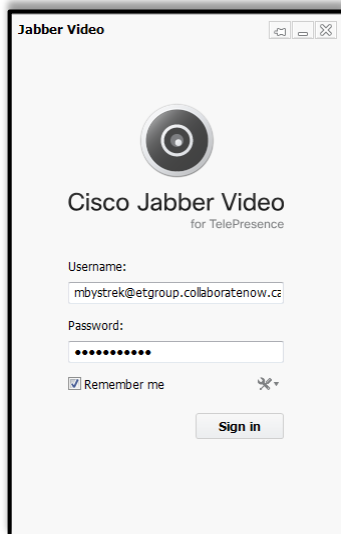
AT A GLANCE

This User Guide will provide step by step instructions on using the Jabber video conferencing solution. As part of the guide, there will be a series of helpful hints to help make using Jabber easier.

LOGGING IN

1. Enter the username and password in the sign-in field.
2. Click **Sign in**.
3. If wanting your Username and Password to be remembered, click on the Remember Me checkbox.

⚠️**Note:** An email from Canadian Video Collaboration Network will provide the user their Username and Password. **Save this email as it has the link to reset your password.**

GETTING STARTED

Prior to placing a call, it is recommended that the volume and the microphones are checked and that the video window is also checked to ensure the proper camera angle.

VOLUME CONTROL

The Windows volume settings will override all other volume controls. To adjust the volume, click on the loudspeaker icon in toolbar to adjust the volume accordingly.

Jabber Video does have its own volume setting. It is located in the Pop-up toolbar when in a call.

🎤	Microphone	Turn your microphone off/on.	🔇
🔊	Speaker volume	Click to mute, or drag slider to adjust.	🔇
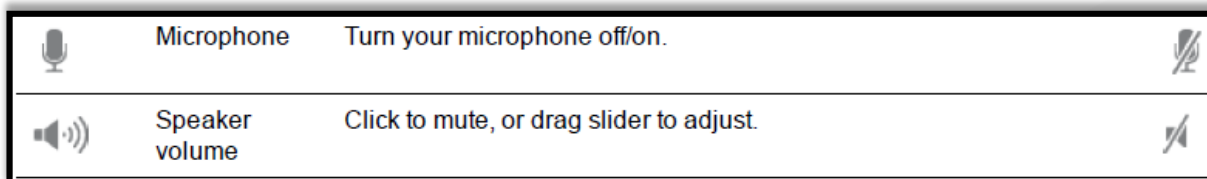
⚠️**Note:**

If the user is experiencing sound distortion, very low sound, or the sound echoes:

1. Check whether the microphone boost, echo cancellation, gains control, noise reduction, digital effects or similar features has been enabled.
2. Ensure that all audio device features are turned off for Jabber Video to work optimally.

MICROPHONES

All microphones work well with Jabber Video. Some cameras do have built-in microphones.

SHOW VIDEO WINDOW

To open the video window and check the camera angle, click the **Open Video Window** on the upper right corner of your Jabber Video control window.

Helpful Hints:

- During a call, clicking the **Show video** button will bring the video window to the front.

- There is the option to change the audio and video preferences. See *Advance Options* to edit either preference.

MAKING A CALL
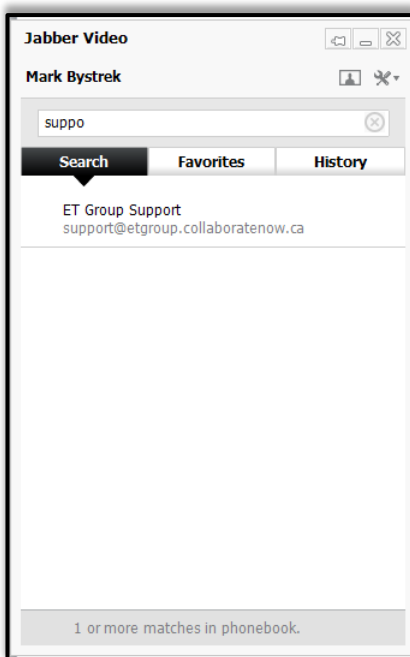
1. In the **Blank** field, enter the video address of the person or end point that is to be called.
2. A suggest address(s) will appear below.
3. If it is not within the network, continue to type in the complete address.
4. Select the desired address.
5. Click **START**.
6. The video window will now appear on screen.
7. Click **END** to end the call.

Helpful Hints:
There are two other ways to initiate a new call:
1. Click **Favorites** and select a name from the list.
2. Click **History** and select a name from that list.
3. Complete **Steps 5 – 7.**

RECEIVING A CALL

When someone calls on Jabber Video this dialog will appear in the lower right hand screen:

To accept, press **Answer.**
To reject, press **Reject.**

Helpful Hints:
Use the **X** to ignore the call without being visible to the caller.

SWITCHING AND JOINING CALLS

During a call, there is an option to put four calls on hold and switch between them.

PLACING A CALL ON HOLD:

While making a new call while talking, the current call will be put on hold. A panel to the left shows the calls on hold. The same happens if accepting an incoming call while already talking to someone.

SWITCHING BETWEEN CALLS ON HOLD:

1. Move the mouse over the **Calls** on hold indicator on the left hand side of the video window.
2. The **Calls** on hold panel opens.
3. Select the desire caller.
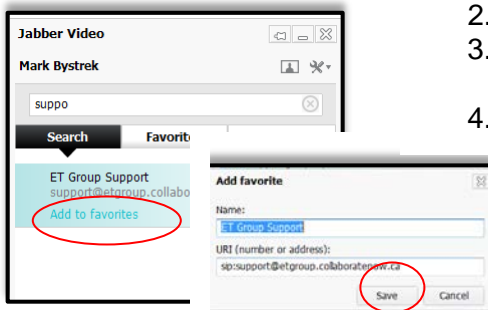4. The new caller will be active and the other caller will be automatically put on hold.

ENDING A CALL ON HOLD:

1. Make the call active by clicking on it.
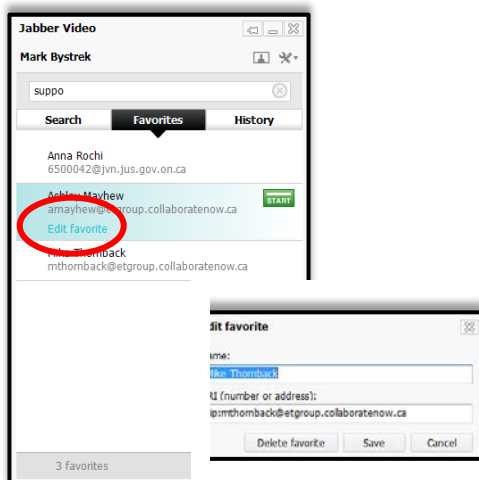2. Click ![END] **END**.

FAVOURITES

The **Favourites** list contains people and endpoints that have been stored for quick retrieval and reuse.

ADDING A FAVOURITE:

1. Select the person or endpoint.
2. Click the **Add to favorites** link.
3. Enter or modify the favorite name as needed.
4. Click **Save**.

EDITING OR DELETING A FAVOURITE

EDITING A FAVOURITE:

1. Click **Favorites**.
2. Select the entry that is to be edited.
3. Click **Ed**it **favorite**.
4. Make the necessary edits.
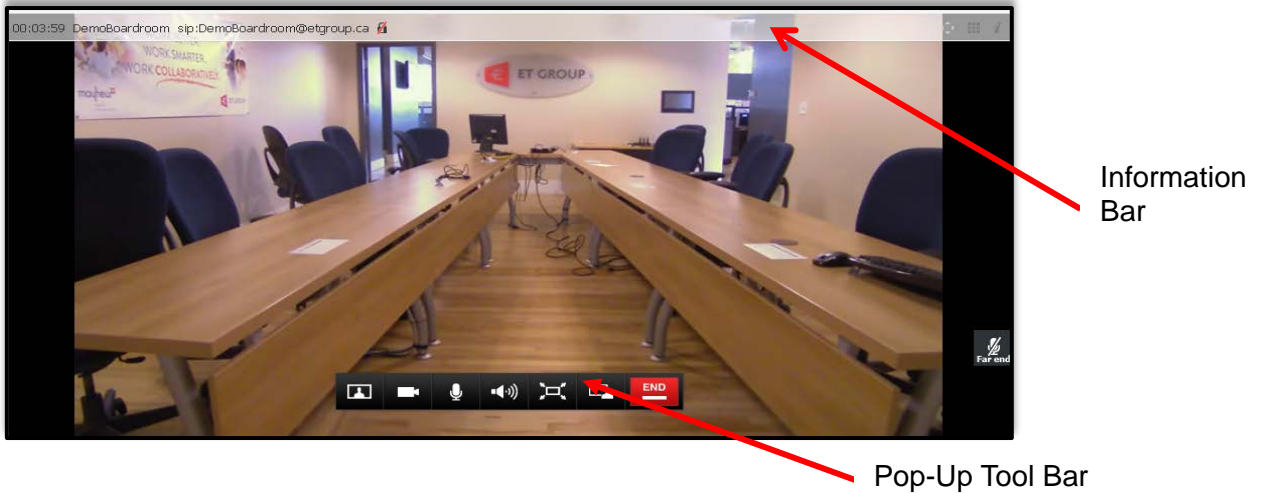5. Click **Save**.

DELETING A FAVOURITE:

1. Click **Favorites**.
2. Select the entry that is to be deleted.
3. Click **Edit favorite**.
4. Click **Delete favorite**.
5. The contact will be deleted.

IN CALL FEATURES

POP-UP TOOL BAR

A toolbar with these buttons will appear when the mouse moves over the video window.

Information Bar

Pop-Up Tool Bar

GLOSSARY:

|	Selfview	See yourself on camera.	
	Camera	Turn your camera off/on.	
	Microphone	Turn your microphone off/on.	
	Speaker volume	Click to mute, or drag slider to adjust.	
	Fullscreen	Use entire screen for video. You can also toggle this setting by double-clicking the video window.	
	Presentation sharing	Share an application window.	
END	End call	Hang up.	

INFORMATION BAR

An info bar with information and icons will appear when you are in a call.

The information will tell the user:
- The duration of the conference.
- The address of the recipient of the call; either one person or the device hosting the conference.
- An icon indicating if the conference is encrypted or not.

The Icons will allow the user to access

	Numeric keypad	.
i	Conference info	
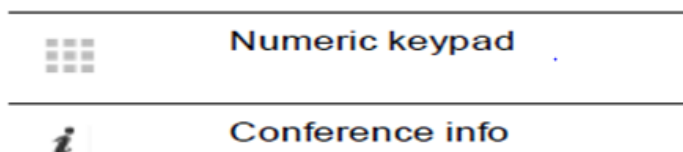
SELFVIEW

Selfview is the functionality that lets one view their camera image.

1. Click on the [icon] **Selfview** during a call.
2. **Selfview** will appear as a picture-in-picture (PiP) inside the video window.
3. Double-click a PiP to focus and enlarge it.
4. Click and drag to move a PiP around inside the window.

CONTROLLING THE CAMERA IMAGE

On the pop-up toolbar, there is the ability to switch off the camera off during a call; Jabber will continue to show the last video frame as a still image to other call participants.
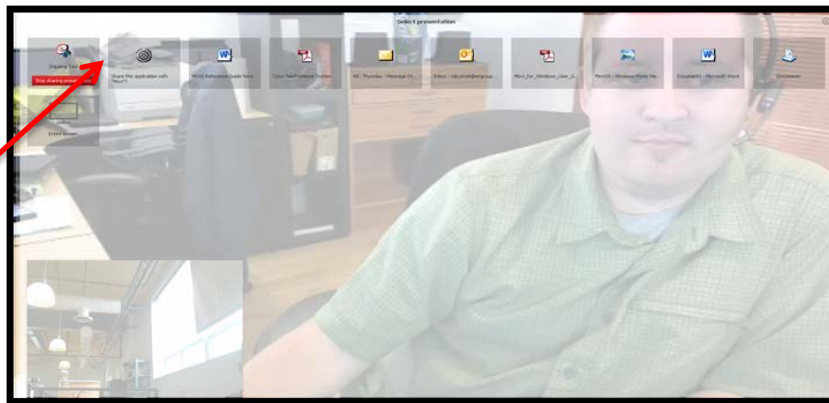
[!] **Note:** If the camera is switched off before the recipient answers the call, there will be no image available. There is the ability to turn the camera on during the call.

SHARING CONTENT

During a call, any open application windows, such as a PowerPoint presentation can share with the far end callers.

Open Applications

1. Click the [icon] **Presentation** on the pop-up toolbar to bring up a list of all open application windows.
2. Select any of them to start sharing.
3. The shared window will appear as a picture-in-picture (PiP) inside the video window.
4. Double-click a PiP to toggle between the presentation and far end image.
5. To stop, select [icon] **Presentation** again, and then click **Stop sharing presentation** by the application.

[!] **Note:** If sharing the entire screen, it is recommended to minimize the Jabber Video windows, in particular the video window, as this will otherwise be included in the shared presentation.

[book icon] **Helpful Hint:** Close all non-essentail windows and emails when sharing whole screen to protect accidentally sharing the information.

CLOSING JABBER VIDEO

CLOSING AND REOPENING THE CONTROL WINDOW:

1. Click on the **X** in the upper right corner to close the **Jabber Video** window while remaining available to receive calls.
2. **Jabber Video** is now placed in the computer's toolbar in the lower right corner of the screen.
3. To reopen the Jabber Video window, double-click the toolbar icon or right-click it and select **Open**.

SIGNING OUT:

1. Click **Setting** in the **Jabber Video** control window.
2. Select **Sign out**.
3. If the username and password are already filled in, click the **Clear sign-in** link to.

EXITING JABBER VIDEO:

1. To exit the **Jabber Video** application completely.
2. Right-click on the **Jabber Video** icon in the toolbar.
3. Select **Exit**.
4. When exiting **Jabber Video,** the user will also be signed out.