

JABBER GUEST FOR PC'S

Connecting to Justice Virtual Meeting Rooms (VMR's) – Quick Reference Guide v1.0

Jabber Guest is a browser based plug-in that allows users on compatible Windows or MacOS computers to participate in Video Conference sessions hosted by the Ministry in Virtual Meeting Rooms (VMRs). Jabber Guest can be used by both internal and external (to the Ministry) users.

Supported Platforms

To connect to and participate in a video conference hosted in a Ministry VMR you must have:

1. A supported computer
 - a. Windows 7, 8 or 10
 - b. MacOS X 10.7 (Lion) or later
 - c. A connected camera, microphone and speaker
2. A supported web browser
 - a. Firefox 10 or later
 - b. Chrome 18 or later
 - c. Internet explorer 8 or later (not Edge)
 - d. Safari 5 or later
3. A good network (internet if external) connection
 - a. The better your connection, the better your experience will be. For external users, a basic full speed ADSL broadband service is the minimum recommended connection type (capable of sustaining around 1Mbps up/down)

Connecting

The meeting organiser will supply you with the connection details. This will include:

1. The connection / VMR URL e.g.
 - a. <https://guest.rcvideo.net/call/demo>
2. The PIN number used to enter/join the VMR e.g.
 - a. 12345 #

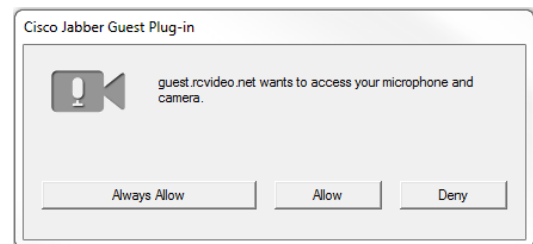
The very first time you connect to a VMR from your browser you will be prompted to install the Jabber Guest browser plug-in. Follow the on-screen instructions if prompted to do so. Once the plug-in is installed, it is best to restart your browser to ensure its correct operation.

To join the VMR from your computer:

1. Enter the provided connection / VMR URL into your browsers address bar



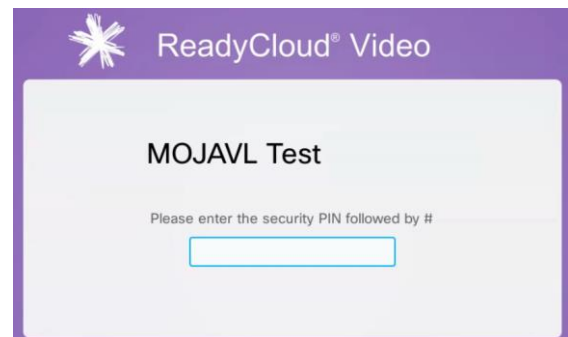
2. If prompted, allow the Jabber Guest plug-in to access your microphone and camera



3. Within your browser a video window showing the picture from your local camera will appear. The control bar at the bottom of this window displays a "Call" button. Click the "Call" button to connect to the VMR.



4. Once connected, you will be asked to enter the PIN number required for entry to the VMR.



The PIN number must be entered via the on-screen keypad, not the keys on your computers keyboard.

Activate the on-screen keypad by moving your mouse pointer to the area immediately above the control bar at the bottom of the video window. This will expose the in-call control bar. Using your mouse, click on the keypad icon to make visible the on-screen keypad.








Keypad Icon



Enter the PIN number by clicking on the keypad numbers. Remember to follow the PIN number by a hash tag (#). Once complete and you are admitted to the VMR, hide the keypad by clicking on the keypad icon again.

In-Call controls

The in-call control bar is activated by moving your mouse pointer to the area directly above the control bar at the bottom of the video window. The following in-call controls are available.

	Keypad - click to toggle the on-screen keypad used for entering VMR PIN numbers
	Full screen mode - click to toggle
	Microphone mute - click to toggle (when muted your audio is not sent to the VMR)
	Video mute - click to toggle (when muted your video is not sent to the VMR)
	Selected capture device - click to cycle through your available video devices
	Self-view - click to toggle self-view on/off (see what your camera is seeing/sending)
	Content sharing - click to toggle content sharing on/off from your local PC

Content Sharing

The content sharing button on the in-call control bar allows you to share content from your local PC into the VMR.

When you click on the sharing button, a red outline appears around the edge of your screen to indicate that everything within the outline is being shared into the VMR.

Notes for content sharing:

1. When you have multiple monitors connected to your computer, the screen shared is the one on which your VMR browser window is currently open on
2. Video from your camera continues to be sent even when you are sharing content, or have minimised your VMR browser window. The only time the video from your camera is not sent is when you mute it using the video mute button on the in-call control bar

Disconnecting the call

To disconnect the call, click on the “End Call” button on the control bar of the video window.



Troubleshooting

Problem: My browser reports the Jabber Guest plugin is in use.

Possible cause/solution: Check no other browser windows or tabs are open with Jabber Guest running. Close all browser windows and then reopen. Try another browser type/version.

Problem: The Jabber Guest plugin wont install, or looks to have installed but then doesn't work.

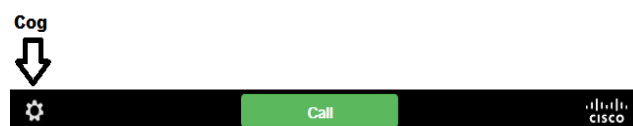
Possible cause/solution: Try using a different browser listed on the supported browser list.

Problem: Checking connection fails when browsing to the VMR URL, or connection checking succeeds but a TURN error is reported when clicking on the “Call” button.

Possible cause/solution: A firewall may be blocking the connection. Ask your administrator to check that outbound connections are allowed to TCP 80, 443 and UDP 3478

Problem: The wrong camera, microphone or speaker is being used by Jabber Guest on my computer.

Possible cause/solution: Jabber Guest will use the default camera, microphone and speaker devices set on your computer. If you have multiple devices, you can tell Jabber Guest which ones to use by clicking on the Cog on the control bar of the video window and selecting the devices you wish to use.



If you have any questions, please contact AVS.Communications@justice.govt.nz and someone will be in touch to assist.