What is Cisco Jabber Video?
Cisco Jabber Video for TelePresence is a videoconferencing tool that allows individuals at multiple locations to interact or share applications via simultaneous video and audio transmissions. This brings enhanced benefits to collaboration between you and others at Tufts, as well as with others outside the Tufts community.
You must request a Cisco Jabber Video account from the TTS Service Desk at it@tufts.edu or 617-627-3376. Contact your local support organization to install the application.

When to Use Cisco Jabber Video
Use Cisco TelePresence Jabber to
- Enjoy the benefits of face-to-face interaction.
- Share applications, documents, plans, or presentations.
- Conduct a video conference with another individual.
- Run ad-hoc or scheduled video conferences for three or more individuals.

Versions / Availability
To ensure that you are running the latest version of Jabber, v4.7:
1. From Applications, open Cisco Jabber Video.
3. Check to see if you are running version 4.7.
If you are running an earlier version, request an upgrade to version 4.7 from your local support organization.

Ensuring Configuration Settings
Before using Jabber, ensure that its connection settings are appropriately set. To do so, complete the following steps:
1. Launch Cisco Jabber Video from Applications. The Cisco Jabber Video Sign In dialog will open.
2. Before entering signing in, click the Tools Icon.
   a. Internal Server – this should be set to uit-vcse.uittufts.edu.
   b. External Server – this should be set to uit-vcse.uittufts.edu.
   c. SIP Domain – this should be set to tufts.edu.
3. Having verified those settings, close the Preferences window and sign with your TUFTS USERNAME and TUFTS PASSWORD.

- Important Note: With this version of Jabber for Mac, it is not possible to share a PowerPoint presentation in full screen view.

The Jabber Interface
The dropdown box on the top left of the Jabber interface next to your name can be used to set your status or sign out of the Jabber application.

On the top right - you can open a window to see how you appear to others or you can use the tool icon to open the settings.
- Application settings allow you to determine how and when you want the application to start.
- Video settings are used to set the video resolution of your camera.
- Network settings are used to adjust the bandwidth allowances for your video experience.
- Notifications settings determine how you are notified of a call.
- Device settings are used to determine which camera, microphone and speakers will be used.
- About settings identify the version of Jabber you are running, if any tech support issues arise.

Calling Another Tufts Jabber User
Search for other registered Jabber users by typing their first or last name in the search field. As you locate contacts, selecting any contact will activate a link Add to my contacts, which is used to build your Contacts List. If you are unable to locate someone, they may not have a Jabber account yet, which they can request from the TTS Service Desk at it@tufts.edu or 617-627-3376.

Names in the contact list will have green dots beside them if the individuals are online and ready to receive a call. Red dots indicate that they are busy. No dot at all indicates the individual is not logged in.

Roll your cursor over any contact name and press the call button to initiate a call.

The Video window and disappearing toolbar will appear.

The toolbar buttons allow you to toggle features on and off:
- See / Adjust your appearance
- Turn your camera off/on
- Turn your microphone off/on
- Mute your microphone or adjust volume
- Switch to use the entire screen
Cisco Jabber Video for the Mac

Share an application window

End the call

Move your cursor over the video to redisplay the toolbar.

Notes on Sharing an Application

- Be sure to have any applications you wish to share running before placing a call.
- To stop sharing, click the share application button again, selecting the option to stop sharing.
- Double-click a shared application window to focus it.
- Turn off your video camera to improve the presentation quality of a shared application.

When you are in a call, an info bar will display above the video, displaying metadata for the call and buttons, which allow you to:

- Adjust positioning of the far-end camera.
- Use a numeric keypad (called Dual-tone multi-frequency keypad, or DTMF) to create and enter pass codes or interact with voice systems.
- Do not mute your microphone when using DTMF. During a multi-part conference the following keys provide these functions:
  - Press 2 or 8 to change the layout.
  - Press 4 or 6 to change the subject of the largest pane.
  - Press 1 or 7 to enable far end controls.
  - 1 & 7 will zoom in or out in far end controls.
  - 2, 4, 6 & 8 with act like arrow keys.
- Open your conference information box.

Calls with Multiple Participants

Creating a call with multiple participants

1. Enter “0” (zero) as search criteria in the search field in Jabber and press <Enter>. This launches the Tufts MCU (Multipoint Control Unit), which interconnects calls from several sources.
2. From the info bar, launch the DTMF keypad to dial *
3. Use the DTMF keypad to enter a 5 digit conference ID # of your choosing.
4. Use the DTMF keypad to enter a passcode of your choosing.
5. Toggle to your e-mail and e-mail the conference ID and passcode to the other participants.

Joining a call that someone else created

1. Note the conference ID and passcode sent to you in an e-mail by the individual who created the call.
2. Launch Cisco Jabber Video from Applications.
3. Enter the conference ID in Jabber in the search field.
4. Use the DTMF keypad to enter the passcode.

Calling Outside Tufts Jabber Community

If you need to conduct a Cisco Jabber Video conference with individuals outside of Tufts, contact the TTS Customer Support Center for assistance. The Center must verify the email address type and IP address of individuals outside of Tufts and must conduct a test call before you will be able to call those individuals using Cisco Jabber Video.

Support

For critical problems that have an immediate impact on important University business, contact the TTS Service Desk at it@tufts.edu. For all other issues, please use the table below to contact your local support organization.

<table>
<thead>
<tr>
<th>Location</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston</td>
<td><a href="mailto:emc@tufts.edu">emc@tufts.edu</a></td>
<td>617-636-0931</td>
</tr>
<tr>
<td>Grafton</td>
<td><a href="mailto:itshelpdesk@tufts.edu">itshelpdesk@tufts.edu</a></td>
<td>508-839-8777</td>
</tr>
<tr>
<td>Medford</td>
<td><a href="mailto:it@tufts.edu">it@tufts.edu</a></td>
<td>617-627-3376</td>
</tr>
</tbody>
</table>

Optimizing Your Effectiveness

Jabber’s technology, along with your verbal and non-verbal communication, determines the effectiveness of your video conferences. Use the following tips to improve your videoconference communication skills.

Getting Ready

- Plan for video conferences just as you do for live meetings.
- Know what actions you should take for technical issues.
- Use simple fonts at least 14 point in height for materials.
- E-mail hard-to-read material to others before the meeting.
- Try to wear solid, pastel colored clothing. Avoid white, red, or patterns such as plaids or stripes.
- Remove jingling jewelry prior to your video conference.

Starting Your Session

- Shut down any unnecessary programs during your session.
- Turn off cell phones and other PDAs.
- Strive for a clean, distraction-free background where people can’t walk behind you.
- Position the microphone near the camera.
- Strive to have few people sharing microphones.

Running Your Session

- Open the session 5-10 min. early (use a Welcome slide).
- Establish ground rules for participation.
- Use introductions to test everyone’s video and audio.
- Adjust microphone settings to avoid raising your voice.
- Have one person control the settings for shared devices.
- Mute microphones to minimize unnecessary noise.
- Wait for the others to finish before replying.
- Talk slowly and look directly into the camera.
- Pause after comments to allow people to unmute themselves.
- Couch questions to draw the fewest responses.
- In large meetings, have everyone say their name when speaking... "John here..."
- Nod your head to indicate agreement instead of speaking.
- Everyone should announce actions such as leaving the room, or when someone is in a room but off camera.
- Use network settings to resolve technical issues due to limited internet bandwidth by selecting lower resolution.