The Jabber Client is a desktop and mobile application that allows users to connect to our 2 Way Network, over a variety of operating systems and wireless devices. This guide will explain the setup instructions for a Windows PC.

1. Go to the download site [http://dl.odu.edu/video/cisco-jabber](http://dl.odu.edu/video/cisco-jabber)
2. Select and click the link to the Windows client. An UNZIP program such as WinZip, 7Zip or WinRar must be used to extract the Windows installer files. Apps for iPhone and iPad can be downloaded from the App Store.
3. Unzip and click run on the file named: **JabberVideoSetup4.4.exe**
4. When the application opens, click the Setup icon, Diagram 1, to enter the SERVERS information.
5. **Uncheck** the first two boxes: (Start Jabber\Sign in automatically )
6. Enter the Internal\External and SIP Domain addresses as seen in Diagram 2.

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**Diagram 1**

**Diagram 2**
6. Once the servers have been added, Click OK. Then click SIGN IN.

7. To receive your video at a higher Bandwidth, Diagram 3, for better resolution, Click the Settings icon.

8. Slide the bar to the right. Click OK.

9. Now it is time for a test call. Dial bigblue, as seen in Diagram 4.
Congratulations, you have now setup the software and made your first video conference call.

12. To hang up, Press the Red END icon.
If you experience any technical difficulties, ODU Staff will help you through the troubleshooting process.

**Final Thoughts:**

1. Please note: the quality of your experience depends heavily on the quality of your Internet Service Provider. Unfortunately, ODU cannot control the quality of the conference, once the audio and video packets are out in the Internet.

2. Please be available to connect to your class 30 minutes before the start of class to test your audio and video connection before each class, and to give ODU time to resolve any technical difficulties.

3. Please be sure to position your camera so that your instructor and other students can see you.

4. For Best Lighting, place the light source behind, not in front, of the camera. Close Blinds and avoid sitting in front of windows.

5. Don’t forget to Mute the Microphone before joining the class.

6. It is recommended that you LOG OUT of Jabber after each class by right clicking the Jabber button at the bottom right of your desktop, and clicking EXIT.

* To help ensure that you have the best experience possible, please contact our technical staff anytime you experience a problem, local: 757-683-5318 or 1-800-462-0959. Monday to Friday 8am-9:30pm EST/EDT and Saturday 8am to 5pm EST/EDT.

Thank You!