

## **How to install Jabber Guest on your PC/Windows computer**

Here we will walk you through installing the Jabber Guest plugin for your browser. Jabber Guest is a secure two-way video conferencing that can be used for video conferencing with your provider. This will require an installation Cisco Jabber Guest on your home computer.

We ask that you please install this software well in advance to your appointment. Below are the instructions on how you can install this software. Please try to do this **at least a few hours ahead of your appointment** so you can test that the installation was successful. If for whatever reason it was not successful, please call your Therapist to arrange a face-to-face appointment. In the event you are unable to reach your therapist, please call our Access Center at (352) 374-5600 or Toll Free (800)330-5615 and take Option 1.

### **Internet requirements**

Telehealth services do require that you have a high-speed internet connection. This can be either DSL or a cable internet connection. A dial-up connection is not supported and will not work.

### **Minimum Computer requirements**

Most computers built in the last four years will meet these requirements. The requirements are as follows.

- Windows 7, Windows 8, Windows 8.1, Windows 10
- Have Firefox (Cannot be 64 bit, must be 32 bit), Internet Explorer, or Chrome installed. Jabber Guest does not work with Edge (the default browser in Windows 10)

### **Download and install Jabber Guest plugin**

**Please perform these steps at least a few hours before your appointment!**

## Step 1:

Once you click on this link → <https://MBHEXPEJAG.mbhci.org/call/Test> . Your browser will open to the Jabber Guest installation page.

## Step 2:

Once on the Jabber Guest landing page click the blue download button to install the Jabber Guest extension and or add on.

For Chrome you will be prompted to install the extension once you click the first blue button. Another tab will open. Just click on the “Add to Chrome” button. Once that is installed go back to the main page to continue.

**Cisco Jabber Guest**  
offered by cisco.chromestore

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Compatible with your device

**Enable use of the Cisco Jabber Guest add-on for public-to-business voice and video calls.**

Enable use of the Cisco Jabber Guest add-on for Chrome from Web applications using Cisco Jabber Guest for public-to-business voice and video calls.

Install this extension to enable Cisco Jabber Guest voice and video from within the Cisco Jabber Guest web application or other web applications integrated with Cisco Jabber Guest by business customers and partners of Cisco.

[Report Abuse](#)

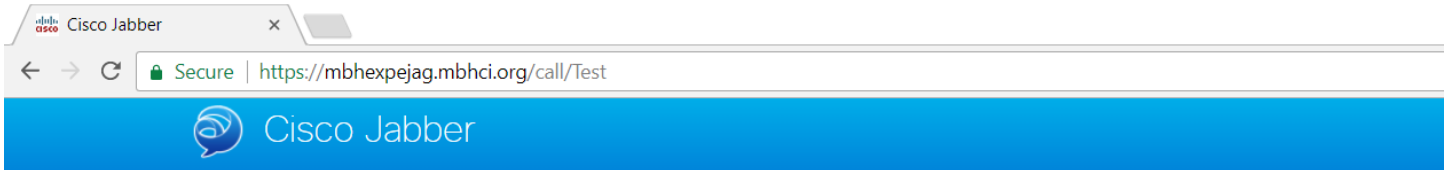
**Additional Information**

Version: 11.0.2.7  
Updated: August 7, 2017  
Size: 36.92KiB  
Languages: [See all 23](#)

**An Example Application**

Topic	Attendee(s)	Date	Time	
130 Beachfront View	Mr. Carey	Oct. 23rd	13:00-14:00	Join
Topic	Attendee(s)	Date	Time	
Beachfront Contract	Mr. Carey	Oct. 23rd	16:00-17:00	Join

From here you will need to click on the download button for the Cisco Jabber Guest Add-on.



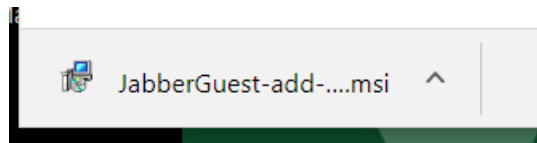
Additional software is required for voice and video calls:

✓ Cisco Jabber Guest Extension (for Chrome)

[Download](#) Cisco Jabber Guest Add-on

By clicking Download, you agree to the [End User License Agreement](#)

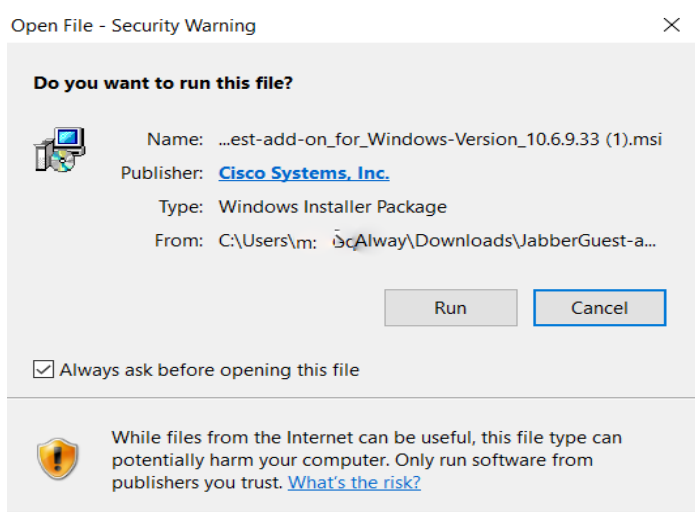
This will download the add-on. The download might show at the bottom of your screen or in your downloads folder. Click on the downloaded add-in and you should be prompted to run.



If you get prompted with a Firewall Security warning, you will need to click 'Allow Access'.

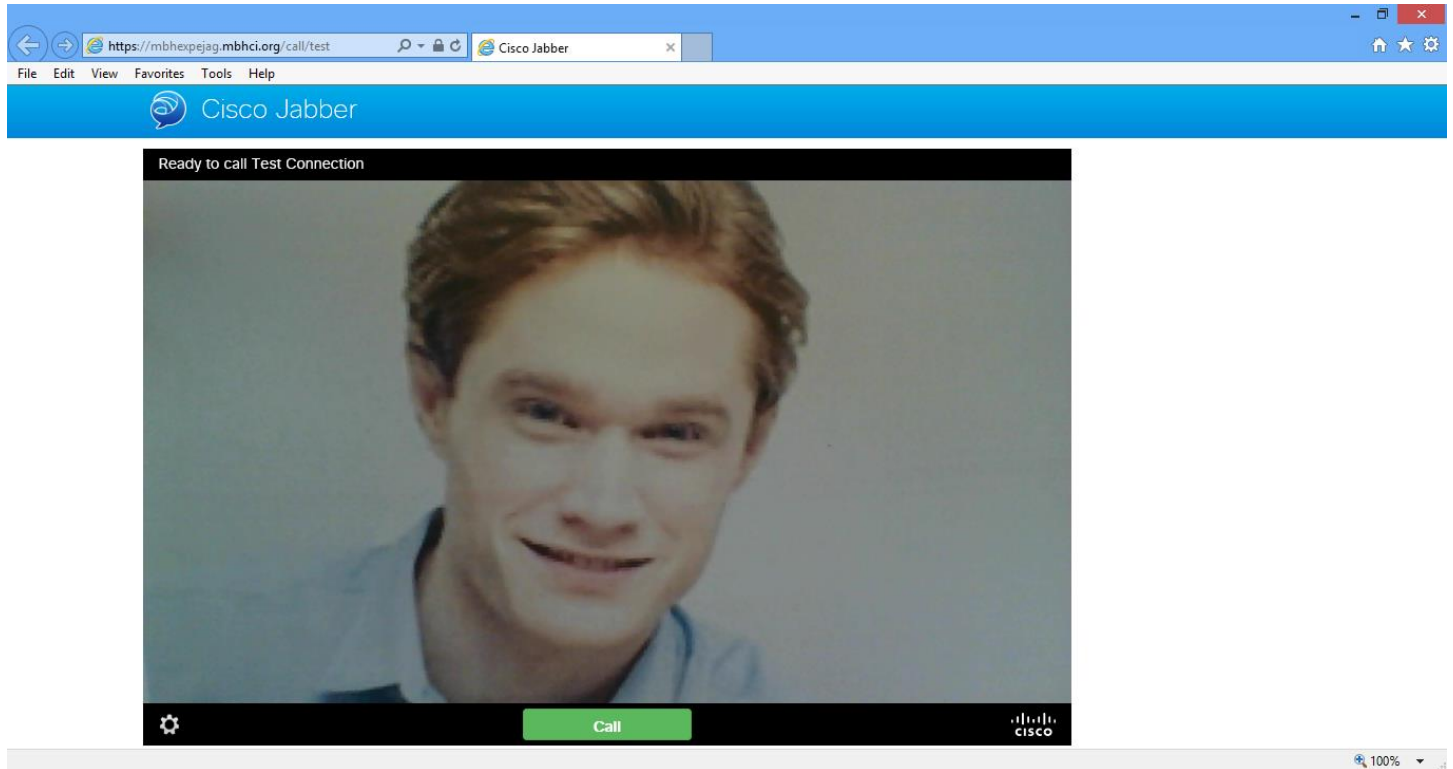
### Step 3:

Click on Run to start the install.



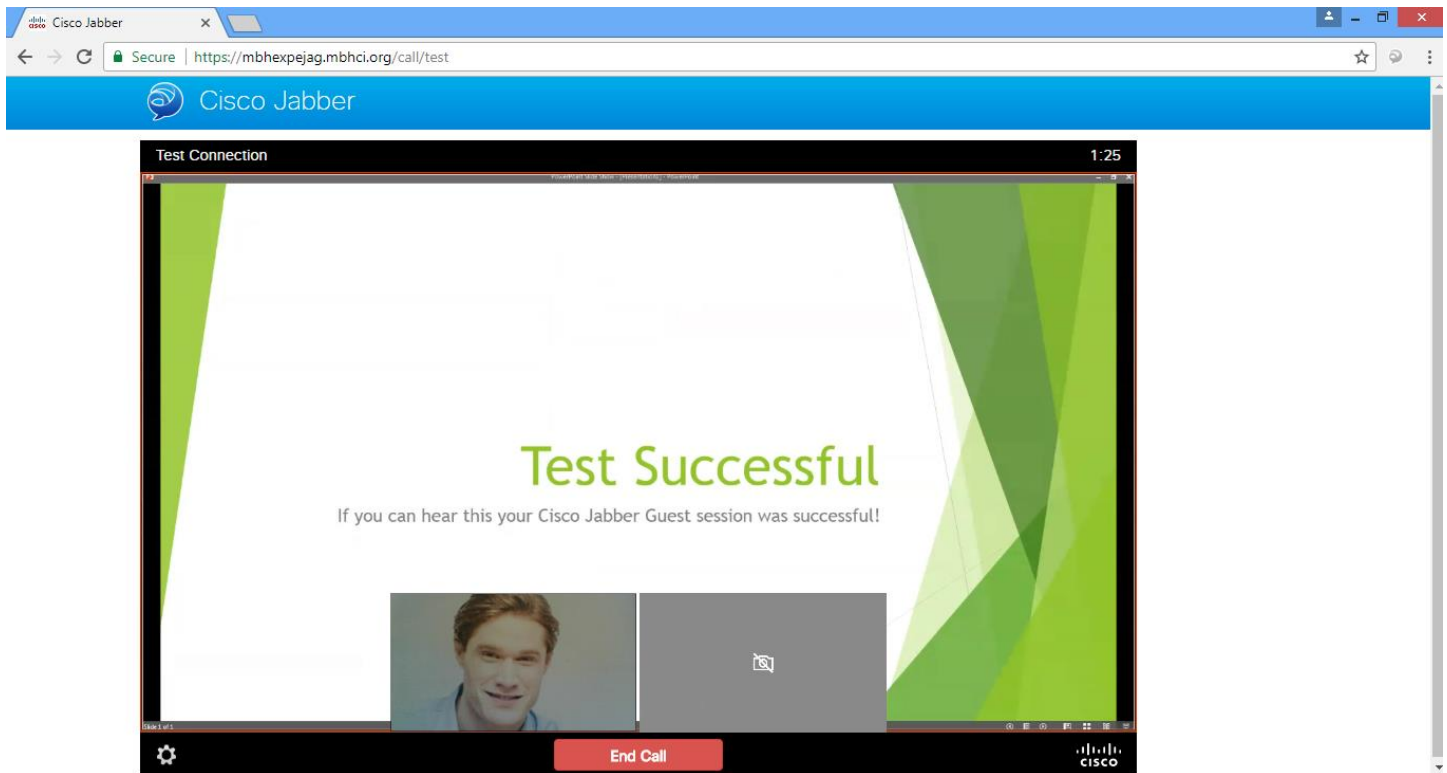
## Step 4:

Now that all plugins and add-ons are installed the page should reload and you will get a message stating that the “testing connection”. Once Cisco Jabber Guest connects you will see yourself and a green call button at the bottom of the screen.



## Step 5:

When you connect you will have a video with sound as your main part of your Jabber call as well as yourself in a smaller box. Now you can adjust any settings that you would like for example the lighting so the provider will be able to see you, or the sound so you can hear the provider.

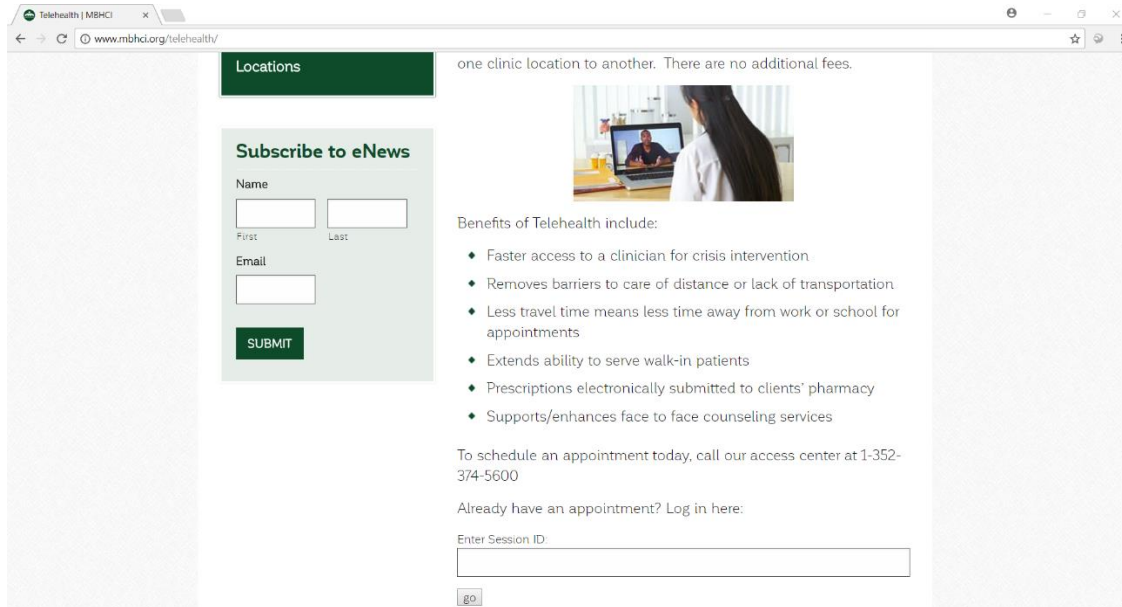


**Step 6:**

Once all your settings are adjusted, you can now end the call by hitting the red “End Call” button at the bottom of the screen.

## Step 7:

Your Therapist will provide you with the session ID for your appointment; you can enter it in the “Session ID” box on the <http://mbhci.org/telehealth> page. This will connect you to your provider and will launch the Cisco Jabber Guest plugin.



The screenshot shows a web browser window with the URL [www.mbhci.org/telehealth/](http://www.mbhci.org/telehealth/). The page has a green header with the text "Telehealth | MBHCI". Below the header, there is a "Locations" section with a green background. To the left, there is a "Subscribe to eNews" form with fields for "Name" (split into "First" and "Last"), "Email", and a "SUBMIT" button. The main content area features a paragraph: "one clinic location to another. There are no additional fees." Below this is an image of a person in a white lab coat looking at a computer screen displaying a telehealth session. To the right of the image, the text reads "Benefits of Telehealth include:" followed by a bulleted list: "Faster access to a clinician for crisis intervention", "Removes barriers to care of distance or lack of transportation", "Less travel time means less time away from work or school for appointments", "Extends ability to serve walk-in patients", "Prescriptions electronically submitted to clients' pharmacy", and "Supports/enhances face to face counseling services". Below the list, there is a paragraph: "To schedule an appointment today, call our access center at 1-352-374-5600". Underneath, it says "Already have an appointment? Log in here:" followed by a label "Enter Session ID" and a text input field. A "go" button is located below the input field.

If for any reason you experience issues, please call your Therapist to arrange a face-to-face appointment. In the event you are unable to reach your therapist, please call our Access Center at (352) 374-5600 or Toll Free (800)330-5615 and take Option 1.