




Justice

**Department of Communities and Justice**

# Jabber Guest - Personal Computer User Guide

For Family and Friends

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Version: 1.2

Last Saved Date: 8 April 2020

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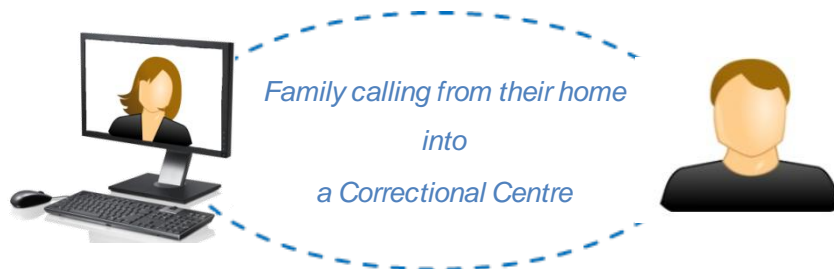
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## Introduction and pre-checklist


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Jabber Guest is a video conferencing software application developed by Cisco that will allow you to interact remotely with another person via an **Apple** or **Android** device, or a **Personal Computer** (PC) with a web camera.

Corrective Services NSW is trialling the use of Jabber Guest to be used by families or friends who have been granted permission to have a video conferencing visit with an Offender in custody, rather than visiting in person.



### Before you connect to the visit with Jabber Guest, you must:

- Confirm that you fulfil the technical requirements (see PC Requirements and Supported Mobile Devices).
- Check your data limit with your Internet Service Provider (ISP). You must have enough data to complete the call. A video call uses approximately 800MB per hour.
- Test your internet bandwidth prior to using Cisco Jabber Guest. Use an internet speed test (e.g. Speedtest by Ookla  <http://www.speedtest.net/>)  
Minimum Download = 2Mbps, and Minimum Upload = 1Mbps
- Download the Jabber Guest plug in or App by using the link you will receive in an email.
- You must also ensure that the lighting and your surrounding environment are appropriate, prior to connecting.
- Ensure that you are aware of the rules for making a call with an Offender to avoid having your video visit terminated.

## Set up your Personal Computer

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### Step 1: Check that you fulfil the PC Technical Requirements

	PC Requirement	Mac Requirement
<b>Operating system</b>	Microsoft Windows 7 or later	Mac OS X 10.10 or later
<b>Hardware</b>	GPU capable of OpenGL 1.2 or later Minimum CPU supporting SSE2 (Pentium IV or newer) Encoding at 720p 30 fps requires Intel Core2Duo @ 1.2 GHz or better Encoding at VGA 30 fps can be done on as low-end CPUs as the Intel Atom @ 1.6 GHz	Intel x86 processor Encoding at 720p 30 fps requires Intel Core2Duo @ 1.2 GHz or better. For optimal experience, Core2Duo @ 2 GHz with 2 MB L2 cache per core is recommended.
<b>Browsers</b>	Mozilla Firefox 10 or later Google Chrome 18 or later  Microsoft Internet Explorer 8 or later (32-bit, or 64-bit running 32-bit tabs only. 64-bit browsers running 64-bit tabs are not supported.)  <b>Note</b> On Windows 8 or later, only the desktop version is supported. The Metro version won't work.  Microsoft Internet Explorer 8 exhibits some minor layout differences because of certain browser limitations.  You may encounter video frame layout issues in Windows 7 and Windows 8, if the screen display scaling is not set at 100%. This is due to an OS limitation and does not occur in Windows 8.1 or later.	Safari 7 or later Mozilla Firefox 10 or later2 Google Chrome 18 or later  <b>Note</b> Safari requires you to manually restart the browser in order for the Jabber Guest plugin to take effect.

## Step 2: Download Jabber Guest for PC

The most common browser types are Safari, Internet Explorer, and Chrome.

This user guide will cover instructions on how to download and use Jabber Guest for:

Families using a Personal computer using any of the following web browsers:


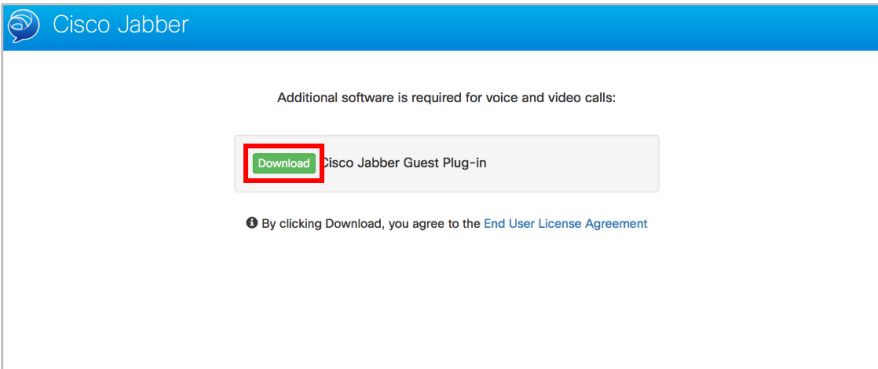
- [Safari](#)
- [Internet Explorer](#)
- [Chrome](#)

NOTE: Each web browser installs the Jabber Guest plug-in slightly differently. The Jabber Guest plug-in or add-on extension only needs to be installed one time for each browser type.

### Safari

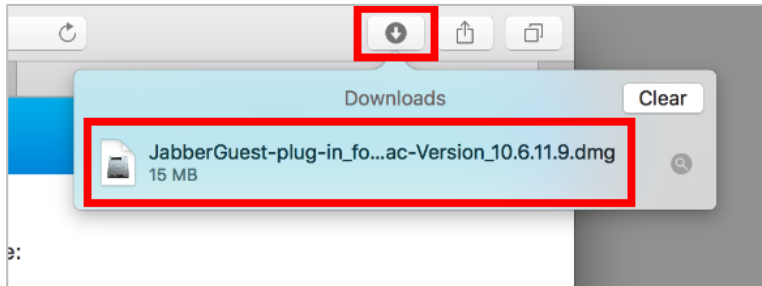


Safari is the default web browser for Mac computers. Follow the steps below to install Jabber Guest using Safari.

Step	Action
1	Open your email, and click on the <b>link</b> provided. The link will look similar to this: <a href="https://avlguest.justice.nsw.gov.au/call/">https://avlguest.justice.nsw.gov.au/call/</a>
 NOTE	If clicking on the link does not work, open the Safari web browser, copy the link and paste it into the URL bar and then hit the <i>Return</i> or <i>Enter</i> key on your keyboard.
2	The following screen displays, with a message to say that ' <i>Additional software is required for voice and video calls</i> '. Click <b>Download</b> to download the <i>Cisco Jabber Guest Plug-in</i> . 

**Step Action**

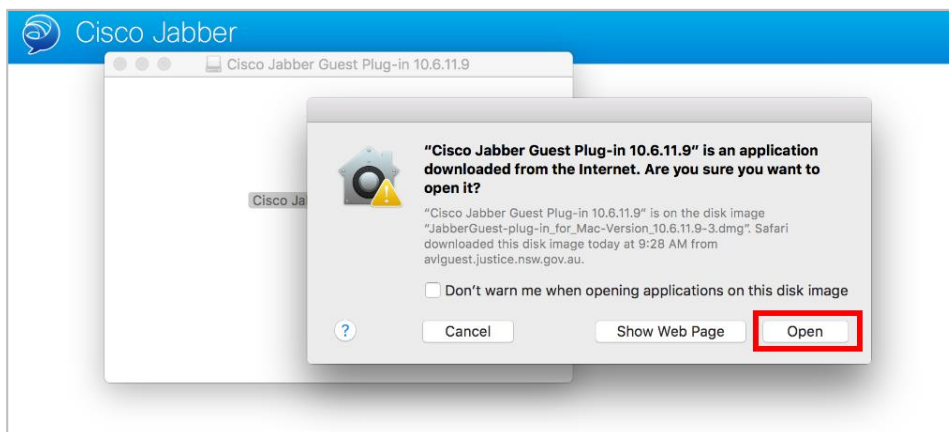
- 3** You will see the download in the upper-right corner of the screen.  
Click on the **download icon**.  
Double click on the **Jabber Guest plug-in**.


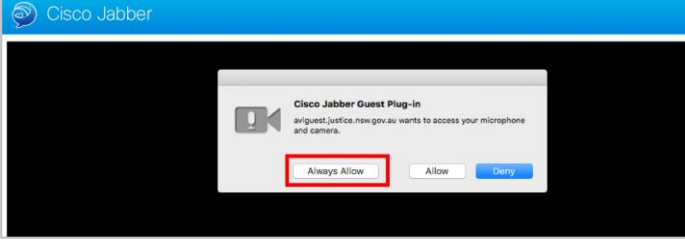
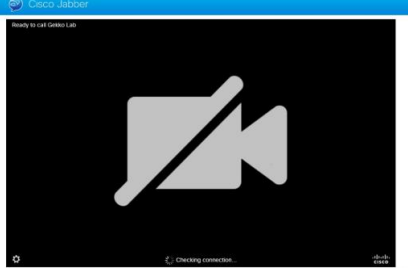



- 4** The following screen displays.  
Double click on the **Jabber Guest Icon** to start the installation process.



- 5** The following page displays with a message asking if you are sure you want to open the application.  
Click **Open**.


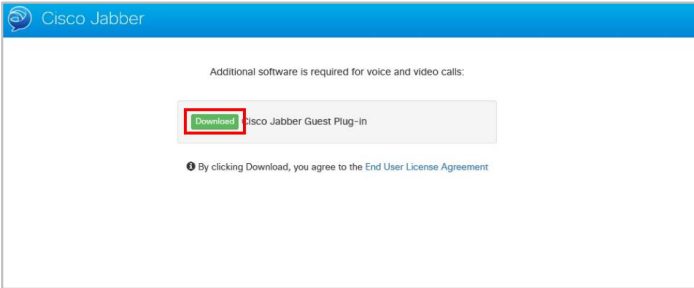
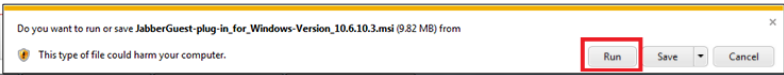



Step	Action
6	<p>The Cisco Jabber page loads, with a message asking <i>Do you want to trust the website "avlguest.justice.nsw.gov.au" to use the "Cisco Jabber Guest Plug-in"?</i></p> <p>Click <b>Trust</b>.</p>
	
7	<p>The following pop-up message displays, asking to access your microphone and camera.</p> <p>Click the <b>Always Allow</b> button.</p>
	
8	<p>A screen showing '<i>checking connection</i>' may display for a short time, ignore this screen.</p>
	
9	<p>Once the page reloads, you should see an image of yourself on the computer screen.</p>
	<p><b>DO NOT call in before your allocated time.</b>  <a href="#">Refer to the steps here.</a> to make the call</p>

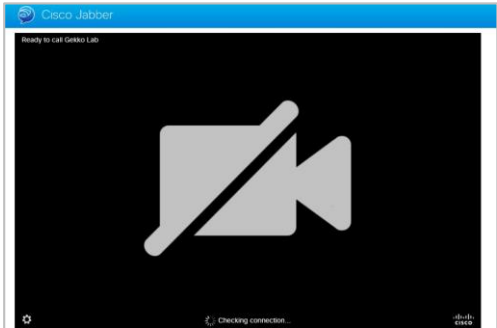

## Internet Explorer



Internet Explorer is a common web browser for Windows PC's. Follow the steps below to install Jabber Guest using Internet Explorer.

Step	Action
1	Open your email, and click on the <b>link</b> provided. The link will look similar to this: <a href="https://avlquest.justice.nsw.gov.au/call/">https://avlquest.justice.nsw.gov.au/call/</a>
	If clicking on the link does not work, open the Internet Explorer web browser, copy the link and paste it into the URL bar and then hit the <i>Return</i> or <i>Enter</i> key on your keyboard.
2	The following screen displays, with a message to say that ' <i>additional software is required for voice and video calls</i> '. Click <b>Download</b> to download the <i>Cisco Jabber Guest Plug-in</i> . 
3	The following pop-up message displays. Click <b>Run</b> to start the installation process. 
4	Allow your computer to install the plug-in. This may take a few moments.
5	The following pop-up message displays, asking to access your microphone and camera. Click the <b>Always Allow</b> button. 


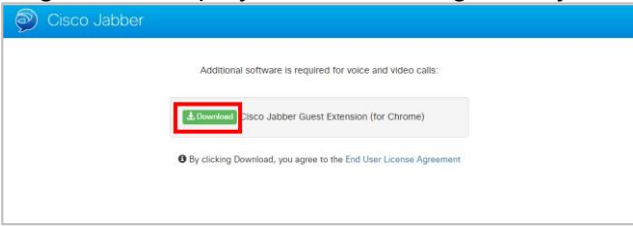
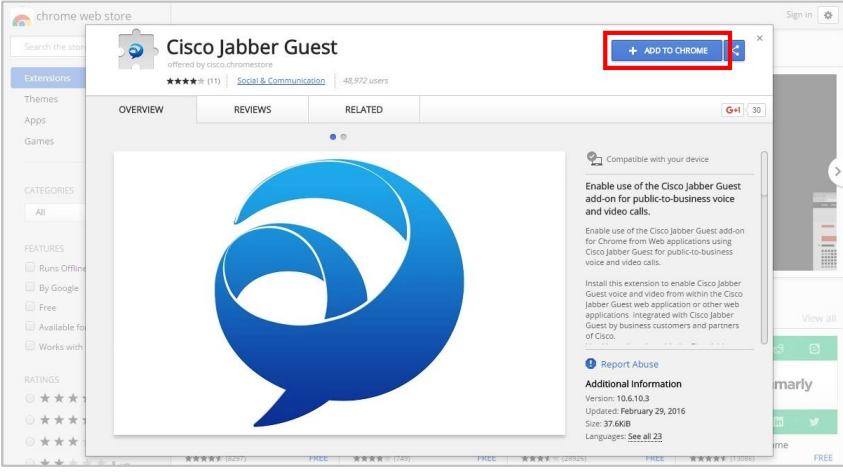


Step	Action
	A screen may display, showing 'checking connection'.
	
7	Once the page reloads, you should see an image of yourself on the computer screen.
	<b>DO NOT call in before your allocated time.</b> <a href="#">Refer to the steps here.</a> to make the call

## Chrome



Google Chrome is a common web browser for Windows PC's. Follow the steps below to install Jabber Guest using Chrome.

Step	Action
1	Open your email, and click on the <b>link</b> provided. The link will look similar to this: <a href="https://avlquest.justice.nsw.gov.au/call">https://avlquest.justice.nsw.gov.au/call</a>
 NOTE	If clicking on the link does not work, open the Chrome web browser, copy the link and paste it into the URL bar and then hit the <i>Return</i> or <i>Enter</i> key on your keyboard.
2	The following screen displays, with a message to say that ' <i>additional software is required for voice and video calls</i> '.  <i>for voice and video calls</i> . Click <b>Download</b> to download the <i>Cisco Jabber Guest Extension (for Chrome)</i> .
3	The Chrome web store page opens at the Cisco Jabber Guest software. Click the button <b>+ ADD TO CHROME</b> . 

**Step Action**

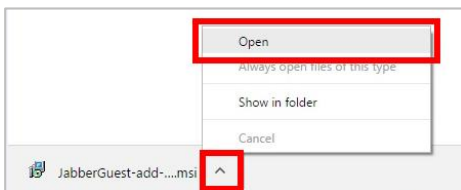
**4** The following pop-up message displays asking to “Add Cisco Jabber Guest?”  
Click **Add extension**.



**5** The following screen displays, with a message to say that ‘additional software is required for voice and video calls’.  
Click **Download** to download the *Cisco Jabber Guest Add-on*.

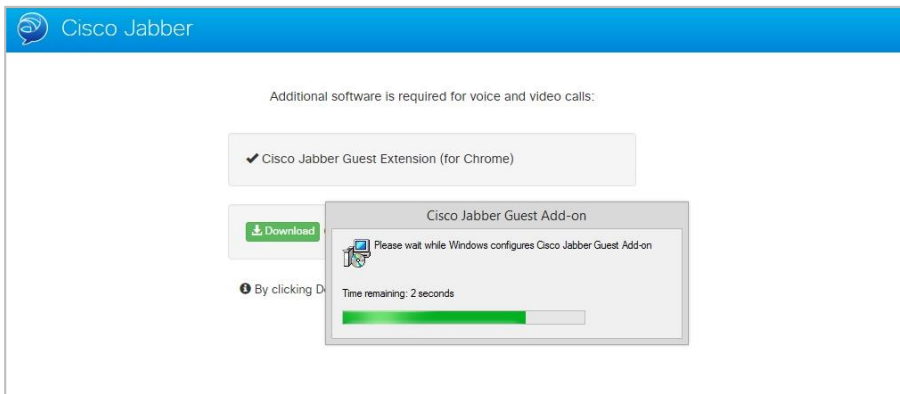


**6** The Add-on now needs to be opened to install on your computer.  
In the bottom left-hand corner of your screen, click on the ^ and then click on **Open**.

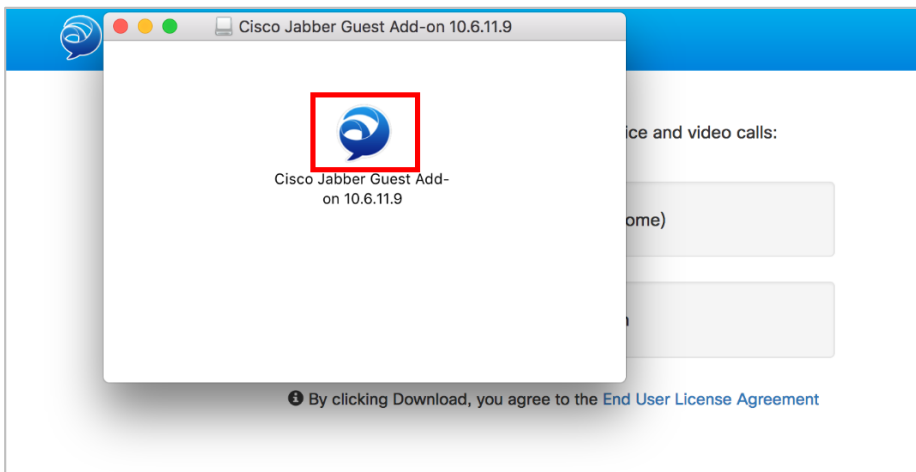


**Step Action**

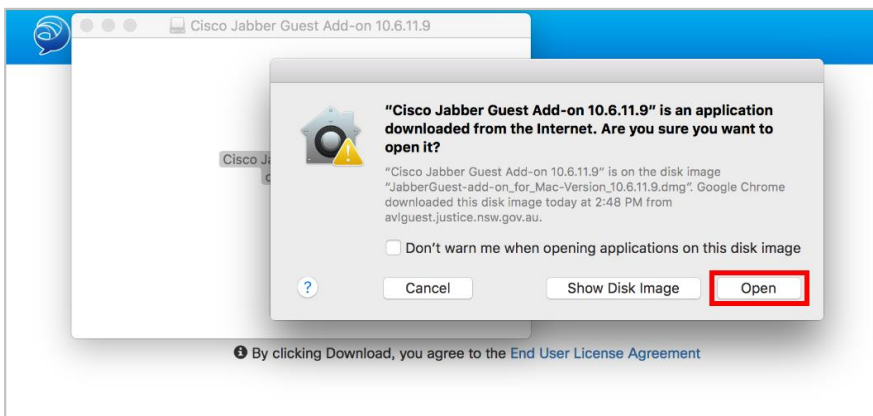
- 7** The software will begin to install.  
A few pop-up messages will flash by, wait until the installation completes.



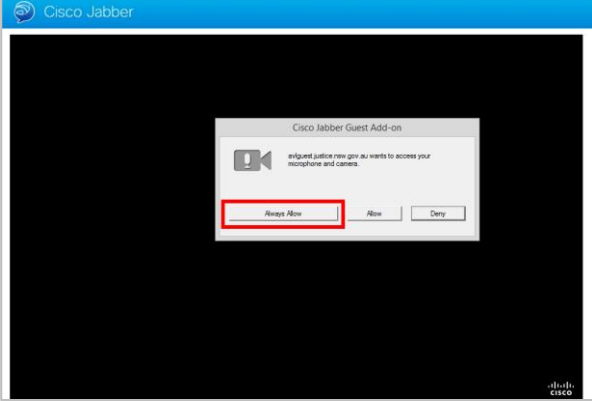

- 8** The following may display, if not continue to the next step.  
Double click on the **Jabber Guest Icon** to start the installation process.



- 9** The following pop-up message may display asking if you are sure you want to open the application. If not, continue to the next step.  
Click **Open**.



- 10** A few screens may flash by, ignore these.

Step	Action
11	<p>The following pop-up message may display asking for access to your microphone and camera. If not, continue to the next step.</p> <p>Click <b>Always Allow</b>.</p>
	
8	<p>Once the page reloads, you should see an image of yourself on the computer screen.</p>
	<p><b>DO NOT call in before your allocated time.</b> <a href="#">Refer to the steps here.</a> to make the call</p>

## Set up your Android Device

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### Step 1: Check that you own a supported Apple mobile device

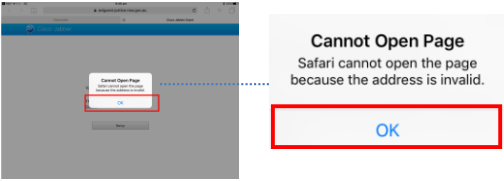
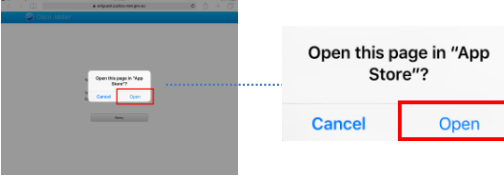
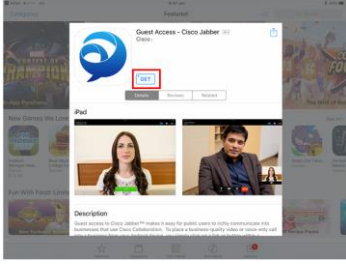
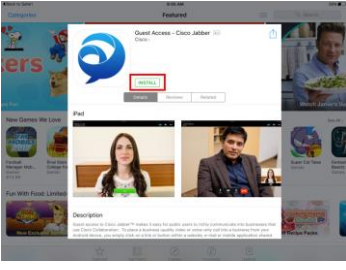

Cisco Jabber Guest is supported on iOS 8.0 or later.






The following table lists the iOS mobile devices that Cisco Jabber Guest supports:

iPad	iPhone
iPad 2	iPhone 4s
iPad 3	iPhone 5
iPad 4	iPhone 5c
iPad Air	iPhone 5s
iPad Air 2	iPhone 6
iPad mini	iPhone 6 Plus
iPad mini 2	iPhone 6s
iPad mini 3	iPhone 6s Plus
iPad mini 4	iPhone 7
iPad Pro	iPhone 7 Plus
iPad	iPhone SE
	iPhone 8
	iPhone 8 Plus
	iPhone X

### Step 2: Download Jabber Guest App for Apple

Step	Action
1	Open your email, and click on the <b>link</b> provided. The link will look similar to this: <a href="https://avlguest.justice.nsw.gov.au/call/">https://avlguest.justice.nsw.gov.au/call/</a>
2	If clicking on the link does not work go to the App Store – see step 5

Step	Action
3	<p>The following screen will display with a message saying ‘<i>Cannot Open Page</i>’. Tap <b>OK</b>.</p>
 <p>The image shows a mobile device screen with a dialog box titled "Cannot Open Page". The text inside the dialog box reads: "Safari cannot open the page because the address is invalid." Below the text is a single button labeled "OK", which is highlighted with a red rectangular box. A dashed blue line points from the dialog box to the "OK" button in the adjacent text block.</p>	
4	<p>The screen refreshes and displays pop-up message saying ‘<i>Open this page in the ‘App Store’</i>’. Tap <b>Open</b>.</p>
 <p>The image shows a mobile device screen with a dialog box titled "Open this page in 'App Store'?". The text inside the dialog box reads: "Open this page in 'App Store'?". Below the text are two buttons: "Cancel" and "Open". The "Open" button is highlighted with a red rectangular box. A dashed blue line points from the dialog box to the "Open" button in the adjacent text block.</p>	
5	<p>The App Store opens directly to the <b>Guest Access- Cisco Jabber</b> application that you need to download. Tap <b>+Get</b>.</p>
 <p>The image shows the App Store page for the application "Guest Access - Cisco Jabber". The page includes the app's icon, a "Get" button (highlighted with a red box), a "Share" button, and a "Watch" button. Below the app information, there are sections for "iPad" and "Description".</p>	
6	<p>Tap <b>Install</b>.</p>
 <p>The image shows the App Store page for the application "Guest Access - Cisco Jabber". The page includes the app's icon, an "Install" button (highlighted with a red box), a "Share" button, and a "Watch" button. Below the app information, there are sections for "iPad" and "Description".</p>	
7	<p>Wait for the application to install, you will see a blue ring that shows the progress of the installation.</p>
 <p>The image shows a blue square icon with a white square inside, which is the application's progress ring.</p>	

Step	Action
	<p>You may be asked to 'Sign In to iTunes Store', enter your password and Tap <b>OK</b>.</p>
8	<p>Tap on <b>Open</b>, you will see the Cisco Jabber <i>About</i> screen. You cannot do anything with this application through this screen.</p>
	
9	<p>Once downloaded, a new icon will appear on your home screen:</p>
	
	<p><b>DO NOT call in before your allocated time.</b>  <a href="#">Refer to the steps here.</a> to make the call</p>



## Set up your Android Device

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You will be sent an email with information on your AVL (Audio Visual Link) session. The first time you use the test link it will take you directly to the App Store where you will download the *Guest Access – Cisco Jabber* application.

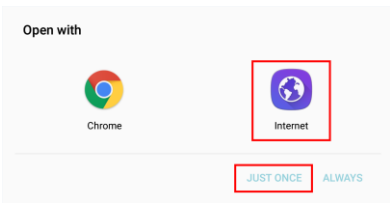


### Step 1: Check that you own a supported Android mobile device

Make	Model	Android OS Required
<b>Google</b>	Nexus 5	4.4.x, 5.0, 5.1
	Nexus 6	5.0, 5.1
	Nexus 7 2013 version or later	4.4.x, 5.0, 5.1
	Nexus 10	4.4.x, 5.0, 5.1
<b>HTC</b>	One (M7)	4.4.x
	One Max	4.4.x
	One (M8)	4.4.x
<b>LG</b>	G2	4.2.2–5.0.x, 5.1
	G3	4.2.2–5.0.x, 5.1
<b>Motorola</b>	Moto G	4.4.x
<b>Samsung</b>	Galaxy Note II	4.2–4.4.x
	Galaxy Note 3	4.3–4.4.x
	Galaxy Note 4	4.4.x
	Galaxy Note Pro 12.2	4.4.x
	Galaxy Rugby Pro	4.2.2–4.4.x
	Galaxy S II	4.1.2–4.4.x
	Galaxy S III	4.1.2–4.4.x
	Galaxy S4	4.2.2–4.4.x
	Galaxy S4 mini	4.2.2–4.4.x
	Galaxy S5	4.4.x
	Galaxy S5 mini	4.4.x
	Galaxy Tab 3 8.0	4.4.x
	Galaxy Tab 4 7.0, 8.0, and 10.1	4.4.x
	Galaxy Tab Pro 8.4 and 10.1	4.4.x
	Galaxy Tab S 8.4 and 10.5	4.4.x
<b>Sony</b>	Xperia M2	4.3
	Xperia Z1	4.2–4.4.x

Make	Model	Android OS Required
	Xperia ZR/A	4.1.2–4.4.x
	Xperia Z2	4.4.x
	Xperia Z2 tablet	4.4.x
	Xperia Z3	4.4.x

## Step 2: Download Jabber Guest App for Android

You will be sent an email with information on your AVL (Audio Visual Link) session. The first time you use this link it will take you directly to the Play Store where you will download the *Guest Access – Cisco Jabber* application.

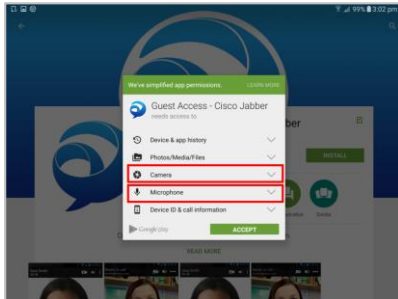
Step	Action
1	Open yo email, and click on the link provided. The link will look similar to this: <a href="https://avlguest.justice.nsw.gov.au/call/test.linkur">https://avlguest.justice.nsw.gov.au/call/test.linkur</a>
2	<p>You may see a screen asking you to open with either Google Chrome, or the Internet. Tap on the <b>Internet</b> option and then tap on the link '<b>Just Once</b>' or '<b>Always</b>'. If you do not see this, continue to the next step.</p> 
	<p> In this example, <i>Internet</i> and the <i>Just once</i> options are selected</p>
3	<p>The Guest Access – Cisco Jabber application installation page displays. Tap <b>Install</b>.</p> 

**Step Action**

**4** Jabber Guest requires access to your device's camera and microphone during the AVL session.

Select both of these options:

- Tap on **Camera**.
- Tap on **Microphone**.



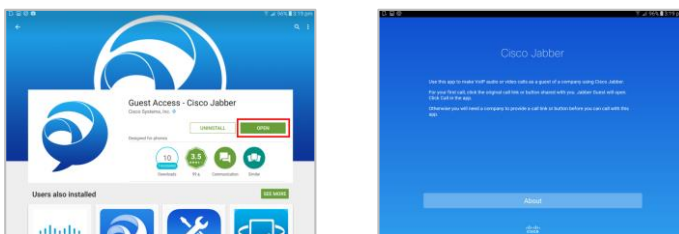
**5** Tap **Accept** for these options to be saved.



**6** Wait for the application to install, you will see a line that shows the progress of the installation.



**7** Tap on **Open**, you will see the Cisco Jabber *About* screen. You cannot do anything with this application through this screen.



**8** Once downloaded, a new icon will appear on your home screen:



**DO NOT call in before your allocated time.**

[Refer to the steps here.](#) to make the call

## Step 3: Make the video call



Please ensure these requirements are followed:

- Room set-up** (a clean room and appropriate background)
- Lighting and camera set-up** (must clearly show your face)
- Your appearance** (appropriate clothing that applies to your visit)
- Your behaviour will be monitored** (no obscene language)
- Your call WILL BE monitored** (correctives staff monitor calls)

Note: You will be able to see yourself as well as the Offender that you are talking to.

Once you have installed the Jabber Guest application and tested the connection, you will simply click the link URL that you receive in the JUST Connect email to connect with the gaol room. If this link does not automatically dial, please click the green phone icon.

You will be Identified by a Correctional Officer before your visit, so please have your identification ready.

Step	Action
1	<p>At the commencement time of your visit, click on the <b>link</b> (URL) provided in the JUST Connect email under 'Appointment Notes'.</p> <p>It will look like this:</p> <p><a href="https://avlquest.justice.nsw.gov.au/call/">https://avlquest.justice.nsw.gov.au/call/</a></p>
	<p>You will not be able to connect to the visit until the start of the visit time.</p>
2	<p>Your image will display on the screen and it will automatically dial you into the Correctional Centre studio.</p> <p>If this does not occur, click the green <b>Call</b> button.</p> 
3	<p>When the gaol studio connects into the conference with you, you will be able to see the gaol studio as well as yourself.</p>

**Step Action**



Jabber Guest allows you to mute audio.

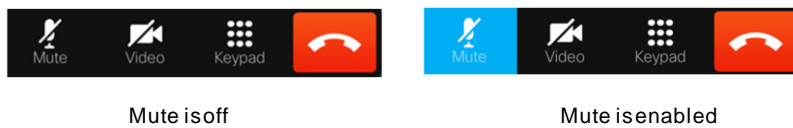
- To mute the audio, click anywhere on the screen to display the controls, then click on the **Mute audio** icon.
- To un-mute click the **Mute audio** icon again.

Remember to un-mute when you are ready to continue.

PC icons will look like this:



Apple and Android devices will look like this:



**4** Click the **End Call** button to end the call when you are advised to do so by Corrective Staff.



The video link provided is only valid on the day and time of your family visit. You cannot use it again.