

Cisco Jabber – Tips for Success

Tip One: Be prepared!

If you're expected to attend or host using Jabber, before the event starts:

- **Restart** the computer with Jabber installed, log on, and log into your Jabber account
- **Test to ensure:** The webcam and noise cancelling [headset](#) or approved external mic such as the [Jabra Speak 410](#) are working (built-in microphone/speakers are inadequate)


Tip Two: Take control!

- **Before your first session:** log on, call: **604-297-8777 press 1** to test the webcam and mic
- **Close other programs:** connection is best if only Jabber running
- Ticking **Remember Me** on the sign in page is OK. **Do not** tick Sign in Automatically
- **Before the event starts:** Log-on, adjust your camera, practice muting and un-muting your mic (3rd icon from the left)





(appears with mouse hover)

	Self-view show / hide		Microphone mute and unmute
	Toggle camera off or on		Adjust Volume
	Share Presentation		Disconnect from session

- **The far end camera control:** Mouse hover in the upper right corner and click the 4-way arrow icon , a navigation pane appears in the center of the screen

Tip Three: Look your best!

- Before your event starts make sure your image is centered. Click the  **Open Video** icon – use **Quick Setup** (in  menu) to get the white frame as a guide.
- Make sure there's adequate lighting, you're well centered, and nothing distracting is in your background. Position the camera at eye level to improve eye contact.



Tip Four: Mute your mic during Multi-site Events

Mute your mic during larger events as the camera focuses when someone speaks or:

- Coughs, sneezes, types, a phone ringing, there's an overhead page, and so on

First time users: Call support to ensure your audio and video are working

604-297-8777 press 1