Introduction
Making a remote video connection to a CSR Video Assisted Meeting (VAM) using Cisco Jabber Guest requires some advanced setup and this is described below. A Quick Guide for managing the interface is also included.

Hardware Requirements
- **Computer/Laptop**: Both Windows-based and Mac-based (OS X) platforms will work with VAM. Older computers may not have the hardware capacity to handle the video bandwidth and will need to be tested first.
- **Video Camera (Webcam)**: Any webcam that is hardware compatible with your computer will work. Most newer computers and laptops come with a built-in webcam, but connecting an external webcam is also possible. If you do not have a working webcam, CSR may ship you one. The webcam should be positioned to capture your face, with appropriate face lighting and a simple background (not a sun-filled window).
- **Microphone**: This can be the one built into the computer/laptop or a stand-alone/ headset model. Bluetooth microphones are sometimes problematic and should be avoided. If you are using a built-in laptop microphone, please make sure the microphone is not blocked by the clamshell cover. Using a noise-cancelling microphone positioned close to your mouth improves the quality of your voice against the background (paper shuffling, keyboard typing). Please mute your microphone when not speaking.
- **Speakers**: The specifications are not particularly important and stereo is not required. Please be cognizant of confidentiality when adjusting the volume. Headsets are ideal for eliminating this issue.
- **Monitor Size**: You need sufficient screen real estate to see both the video stream and other programs that you may need during the review (NIH eCommons IAR, MS Word, etc.). A larger monitor, or even a second monitor, is helpful. A laptop will technically work, but you will need to be good at switching between programs on the smaller screen.

Network/Firewall Requirements
- **Internet Connection**: While a wireless connection to the Internet can often handle low-resolution (standard definition) video traffic, it is not recommended for VAM. Bi-directional video streaming is bandwidth-intensive and requires a consistent, robust connection. Please seek to tether your computer to an Ethernet jack with sufficient bandwidth to handle the load. The recommended bandwidth is 768 kbps upstream and downstream (1.2 Mbps upstream and downstream if you are using a 720p HD camera). DSL over the telephone line does not have sufficient bandwidth and should be avoided. An easy way to test your connection speed is to go to [http://speedtest.net](http://speedtest.net).
- **Firewall**: The bi-directional video signals that travel between your computer and the CSR video servers use some non-traditional network ports and many organizations block these ports because of security concerns. These ports can only be opened/unblocked by your own IT department and CSR will work with your IT staff as needed. Should it not be possible to remove these firewall restrictions, then the only options are to connect off-site (perhaps using your home Internet connection) or to connect to the meeting through a traditional telephone connection (audio only). You will be supplied with a toll-free conference number and access PIN should this be necessary.
Web Browser Plug-In

A Cisco Jabber Guest web browser plug-in/add-on is required before connecting to VAM. There are plug-ins available for most modern browsers and the process for installing is straightforward.

1. Click on the Cisco Jabber Guest URL that was sent to you in a separate email. This URL contains all the coding to identify you and connect you to the virtual meeting room. It is unique to you and must not be shared or distributed.

2. If your web browser plug-in/add-on is missing or out-of-date, it will prompt you to act. The steps for installing/updating are browser dependent, but generally proceed as follows:
   a. You are presented with a dialog screen asking you to install or update the plug-in/add-on. Please proceed.
   b. The plug-in/add-on is downloaded and saved to your local machine (typically in the downloads folder). It will have a “MSI” extension on a Windows machine or a “DMG” extension on a OSX machine.
   c. If your web browser does not present you with another dialog screen to install the downloaded plug-in/add-on, navigate to the downloads folder and double click on the plug-in/add-on to start the installation. You may need to click additional dialog boxes and/or click “Run” to complete the installation.
   d. Along the way, you may be asked whether you trust the downloaded file and/or wish to allow a file downloaded from the Internet to be opened. Because the file comes from our trusted CSR Jabber Guest servers, you should agree/proceed.

3. If the installation of the plug-in was successful, the web browser will refresh, your camera will turn on, and you will see yourself on screen. See the Quick Guide for additional information.

Pre-Meeting Testing

Someone from CSR will reach out to you individually to help ensure that everything is set up properly, to debug any connection issues, and to ensure that you are able to use the program effectively. It is important that we schedule a short video test with you using the equipment and network environment that you expect to use during the meeting. On the day of the meeting, we ask that you call into your meeting 30-45 minutes before the meeting so that we can ensure that everything is working before the scientific discussions start.
Quick Guide for Using Jabber Guest

Connecting to a VAM Meeting
With the Cisco Jabber Guest plug-in/add-on successfully installed, click on the Cisco Jabber Guest URL that was sent to you in a separate email. Keep it handy in case you get disconnected. You should see the screen below, with a full-screen video of you, a green Call button along the bottom, and a gear icon in the lower left corner.

Press the Call button to connect to the VAM meeting. If other participants are also in the meeting room, you will be able to interact with them. If you are the only one in the room, you will only see yourself. If you hover over the screen with your mouse, icons to adjust your environment will appear. Do not press the End Call button unless instructed to do so. If you are in conflict with an application, we will automatically block your access to the meeting without disconnecting you. If you do get disconnected, simply click on your Cisco Jabber Guest URL again.

Configuring Audio/Video Devices
For most computer configurations, Cisco Jabber Guest automatically connects to your webcam, microphone, and speakers properly. If there is a problem (can’t see or hear others, others can’t see or hear you), first click on the small gear icon located in the lower left-hand corner and ensure that the appropriate hardware has been selected.

If these settings seem correct, the problem may be a hardware issue and/or a firewall issue and we will work through them with you during pre-meeting testing.