



Jabber Guest – Windows and Mac Computers

Jabber Guest allows people without a Jabber IM client, including people outside of UW-Whitewater, to contact UWW employees using a web browser from any Windows or Mac computer. Audio and video (not required) go through your active internet connection, saving you money on phone calls.

NOTE: Each web browser installs the Jabber Guest plug-in slightly different. Chrome web browsers ask you to install the Chrome Jabber Guest plug-in first, then have you download and install the Jabber Guest MSI file.

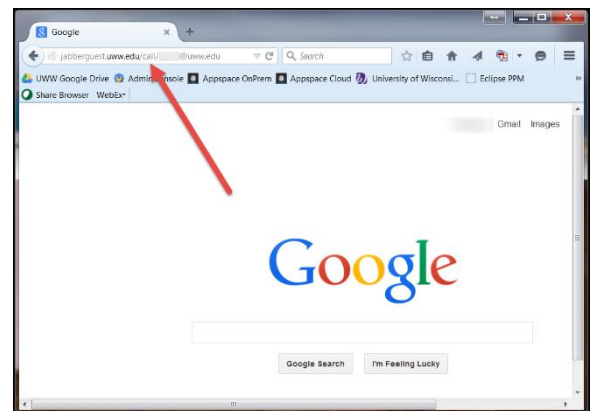
NOTE: Please make sure that, at a minimum, audio is working on your computer before placing a call. Please test video on your computer if you would also like to chat with video.

Installing the Jabber Guest Browser Plug-in

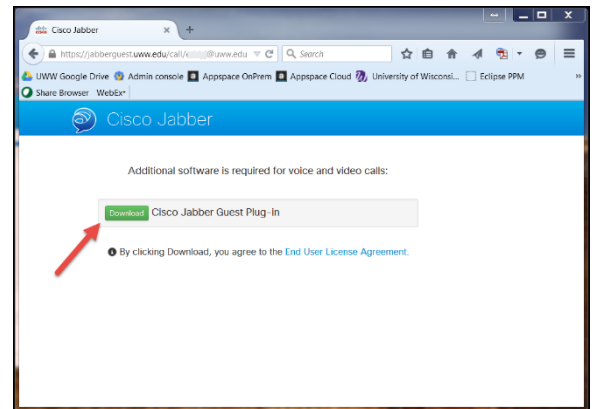
NOTE: The Jabber Guest plug-in only needs to be installed one time for each browser type.

Step 1. Using a web browser, enter the following into the URL bar. Hit the **Enter** key on your keyboard to go to the UWW Jabber Guest site.

- **Call by email address:**
<http://jabberguest.uww.edu/call/xxx@uww.edu>.
Enter the full employee email address at the end of the url to replace the xxx@uww.edu.
- **Call by phone number:**
<http://jabberguest.uww.edu/call/1262472XXXX>
Enter the last 4 digits of the employee's phone number to call that employee.



Step 2. Click the **Download** button to install the Cisco Jabber Guest Plug-in.

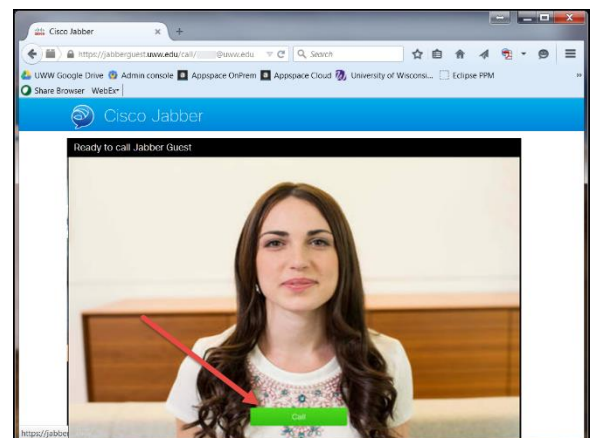
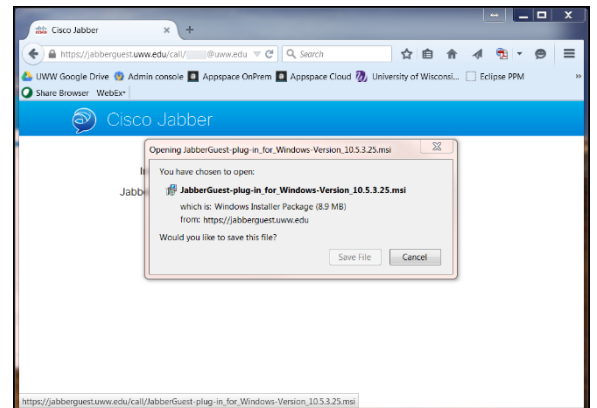


Step 3. If prompted, download and run the Jabber Guest installer file.

NOTE: The installer file may save to your computer. Locate, then double-click on the file to launch the installer.

NOTE: Once installed, you may need to close out of your browser, then reopen the above Jabber Guest link. You will see a video screen once Cisco Jabber is successfully installed.

Step 4. Click the **Call** button to initiate the call to the UWW employee.

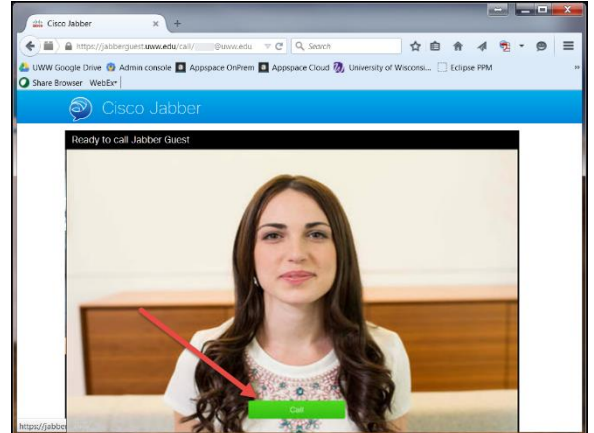
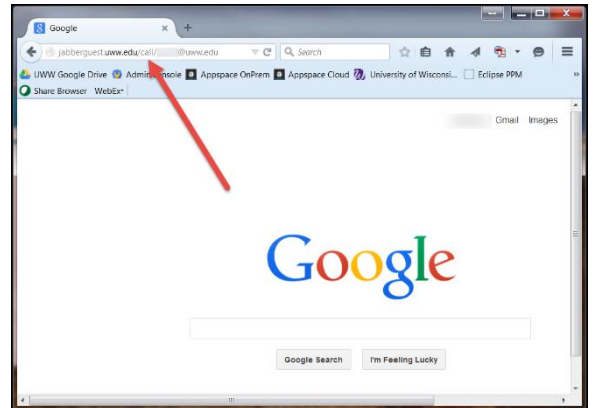


Placing a Call

Step 1. Using a web browser that has had the Jabber Guest previously installed, enter the following into the URL bar. Hit the **Enter** key on your keyboard to go to the UWW Jabber Guest site.

- **Call by email address:**
<http://jabberguest.uww.edu/call/xxx@uww.edu>.
Enter the full employee email address at the end of the url to replace the [xxx@uww.edu](http://jabberguest.uww.edu/call/xxx@uww.edu).
- **Call by phone number:**
<http://jabberguest.uww.edu/call/1262472XXXX>
Enter the last 4 digits of the employee's phone number to call that employee.

Step 2. Click the **Call** button to initiate the call to the UWW employee.



Need Additional Help?

Email helpdesk@uww.edu