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.

From here you will need to click on the download button for the Cisco Jabber Guest Add-on.
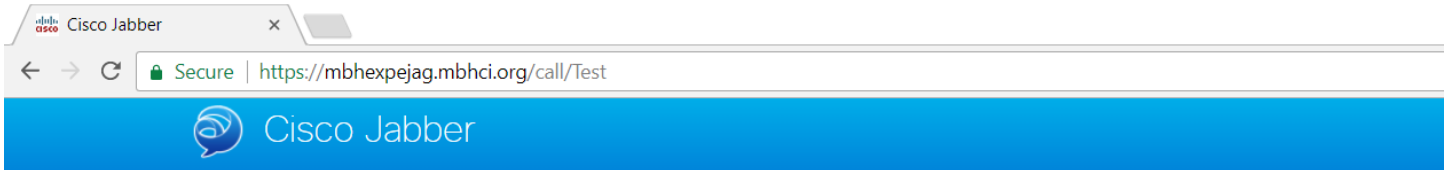
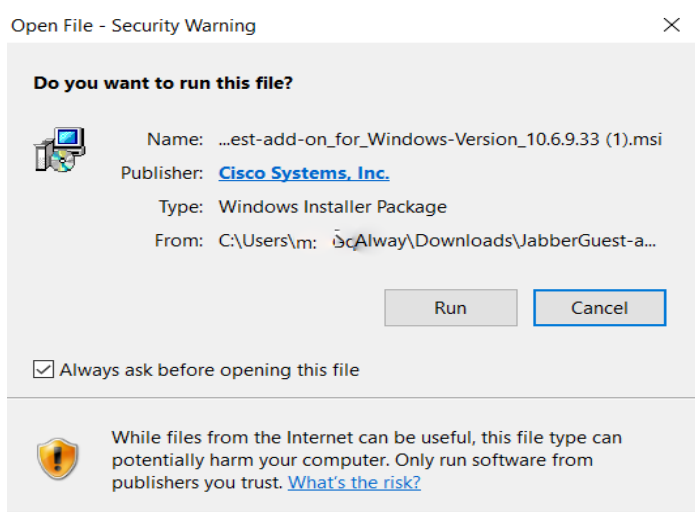This will download the add-on. The download might show at the bottom of your screen or in your downloads folder. Click on the downloaded add-in and you should be prompted to run.
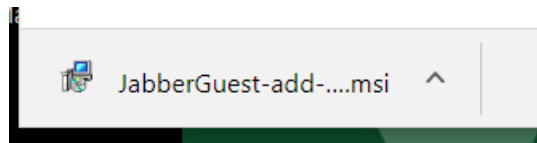
If you get prompted with a Firewall Security warning, you will need to click 'Allow Access'.
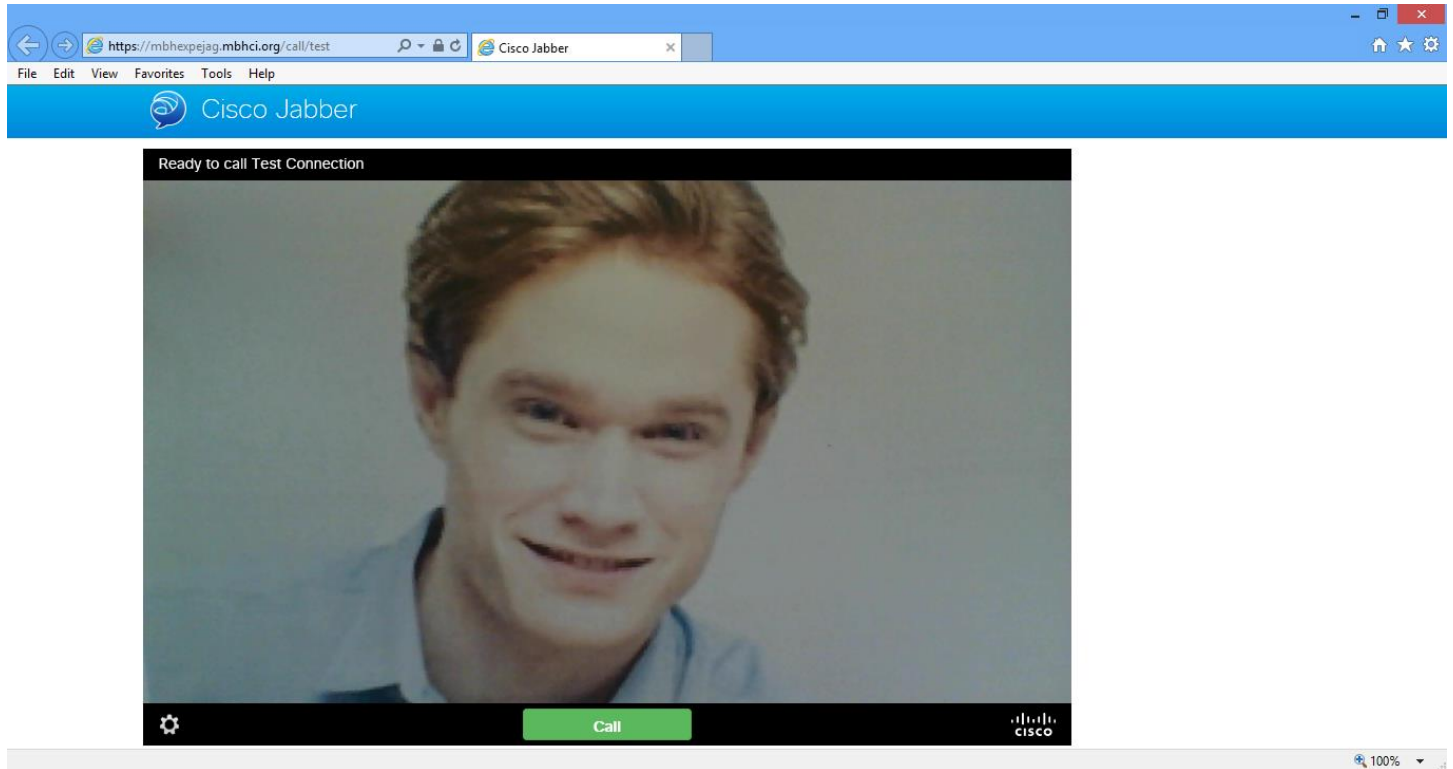
Step 3:

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.
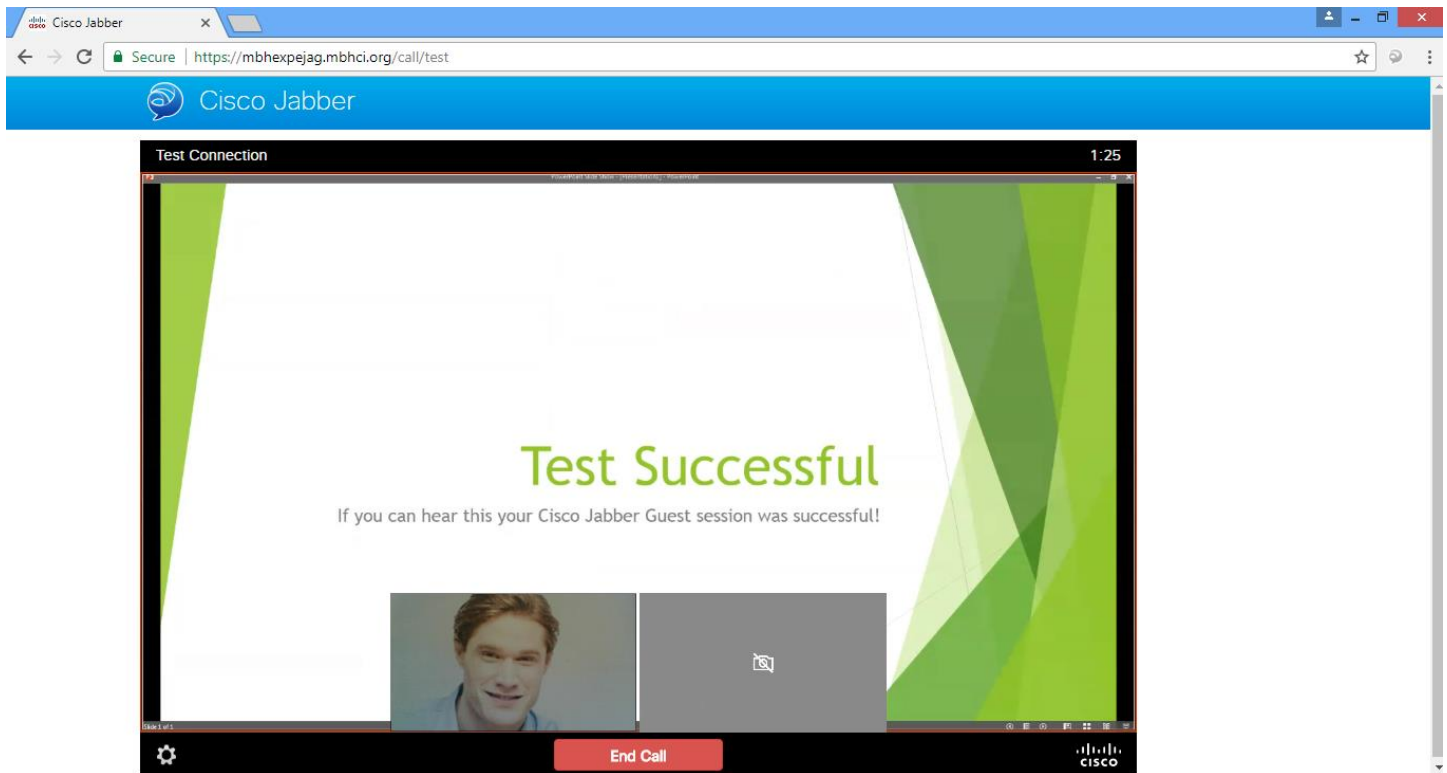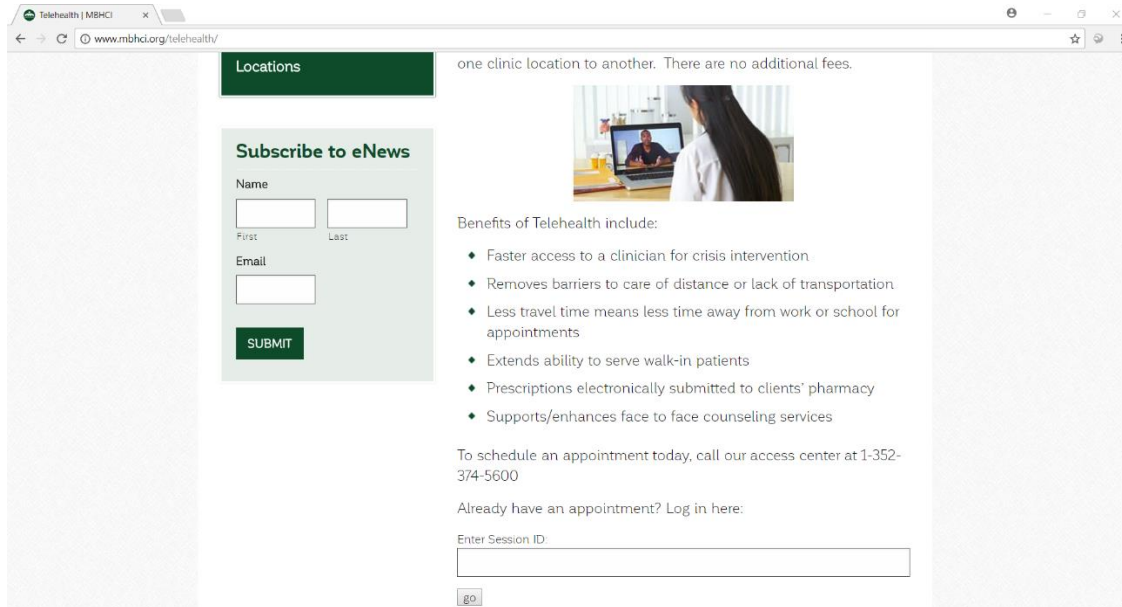
Step 6:

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.

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.