

# Jabber Guest Patient Instructions – Android Device

**Introduction:** This guide provides step by step instructions on how the process of having a virtual consultation using an Android device.

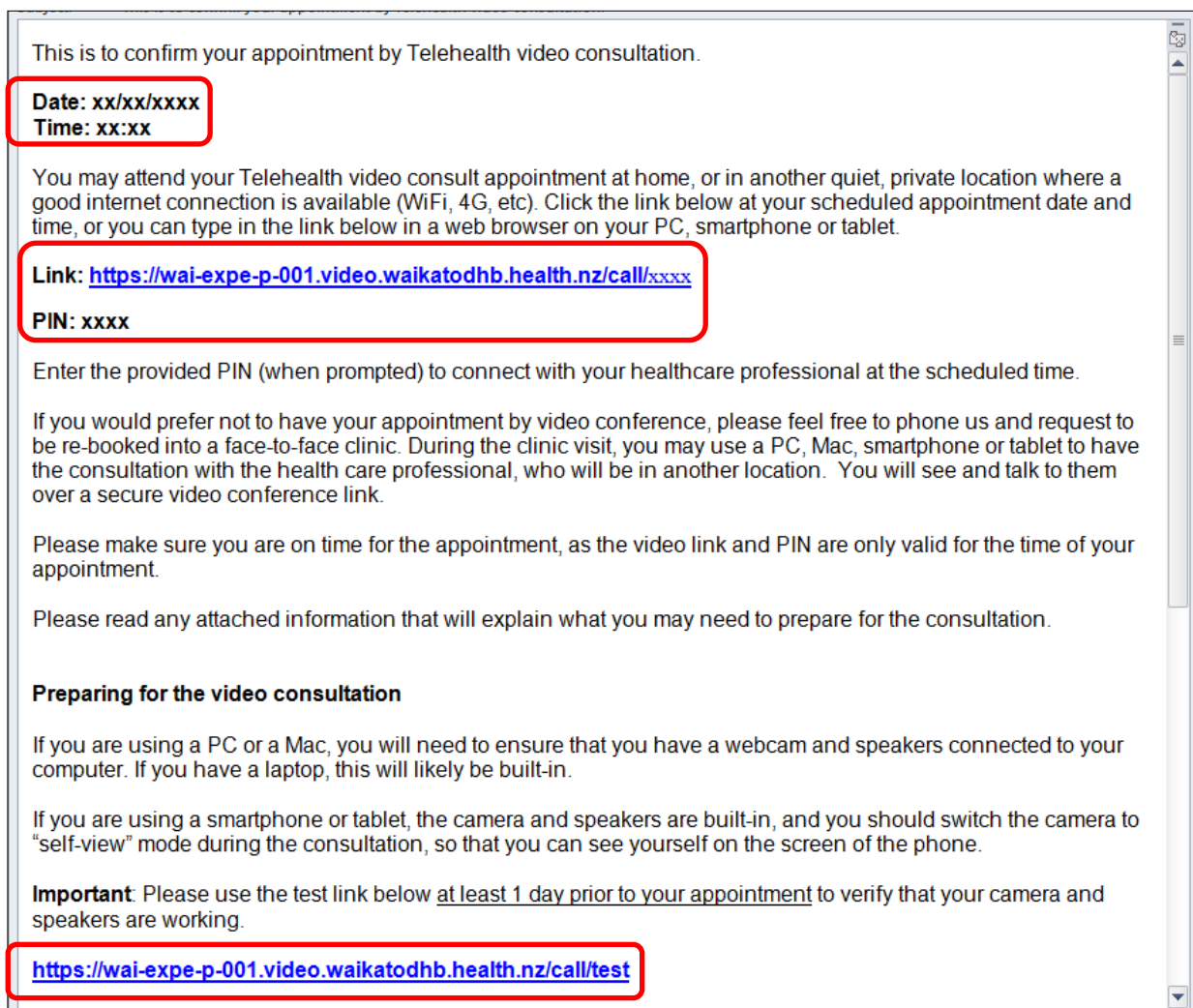
The process involves:

- Installing the Cisco Jabber Guest App.
- Beginning the Virtual Consultation.

## Email Confirmation

When a virtual appointment is booked, you will receive an email confirming the date and time scheduled. This email will contain a hyperlink and pin number used to access the virtual consultation.

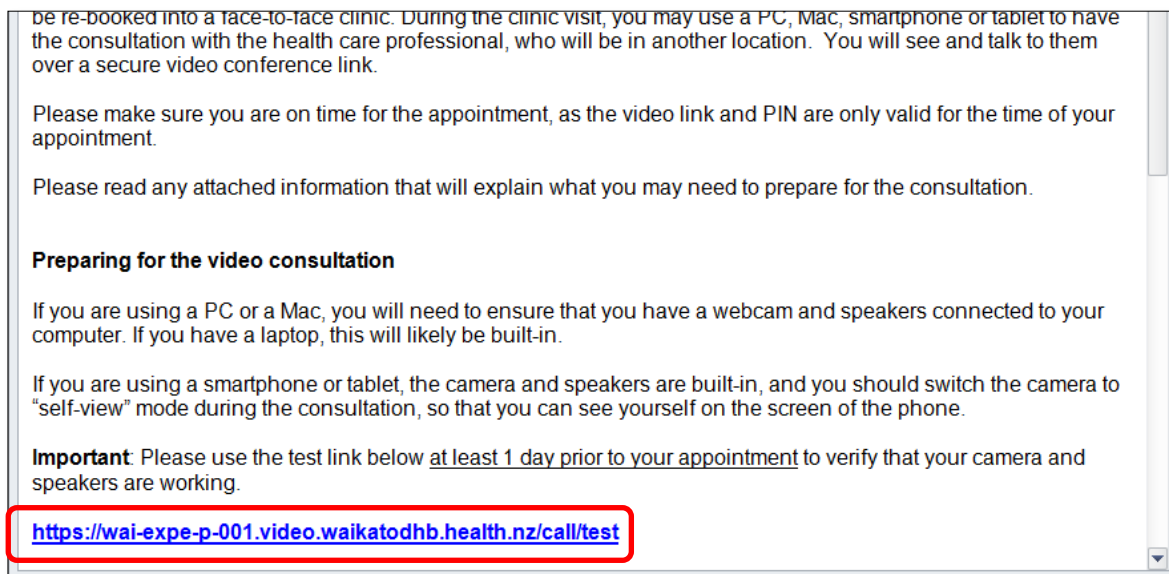
The email will also contain a link to test their equipment prior to the day of the virtual consultation.



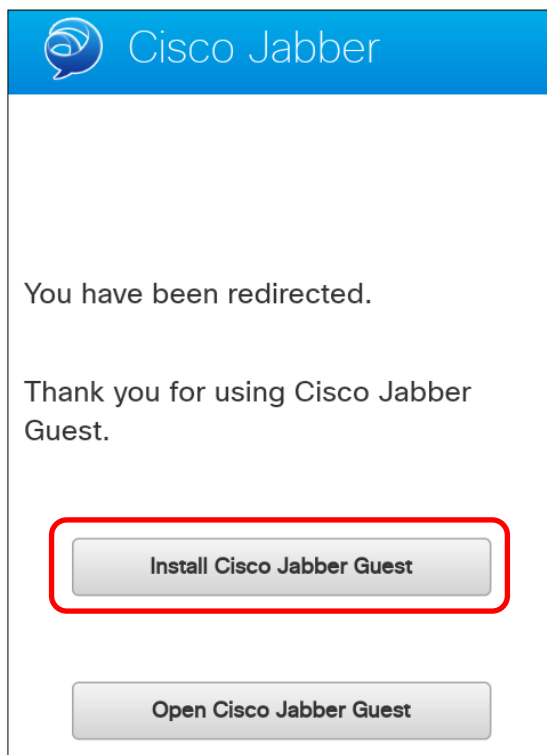
## Install the Cisco Jabber Guest App

Before an Android device can be used for a virtual consultation the Cisco Jabber Guest app must be installed. This is a one-time process.

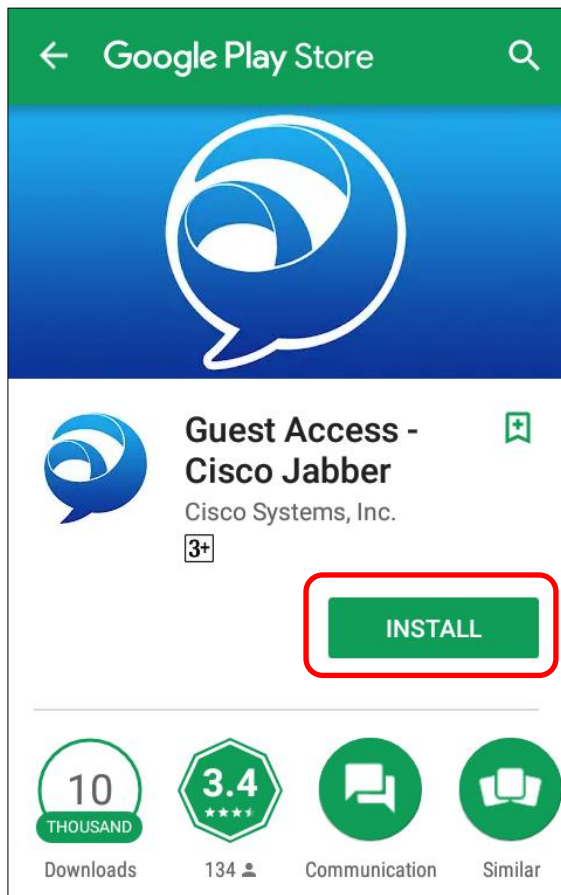
1. Prior to the virtual consultation, tap on the [test link](#) in the confirmation email.



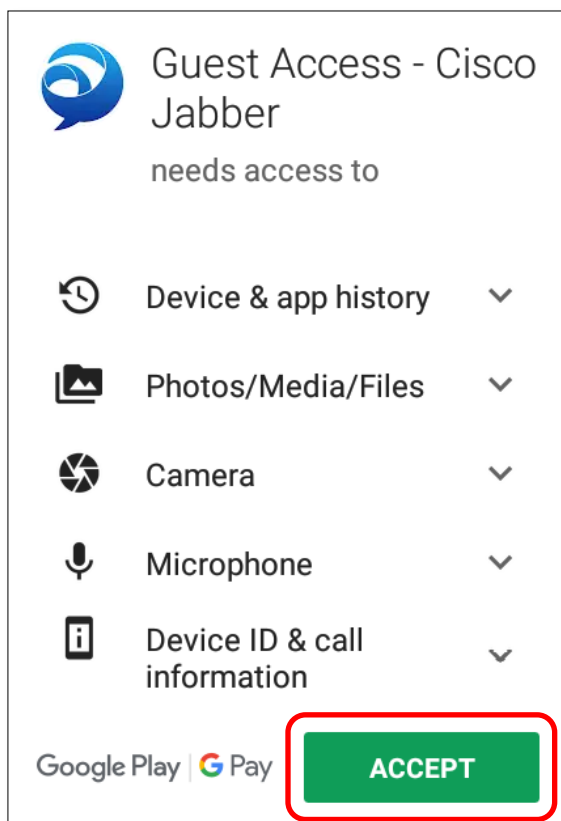
2. A message notification will appear, tap **Install Cisco Jabber Guest**.



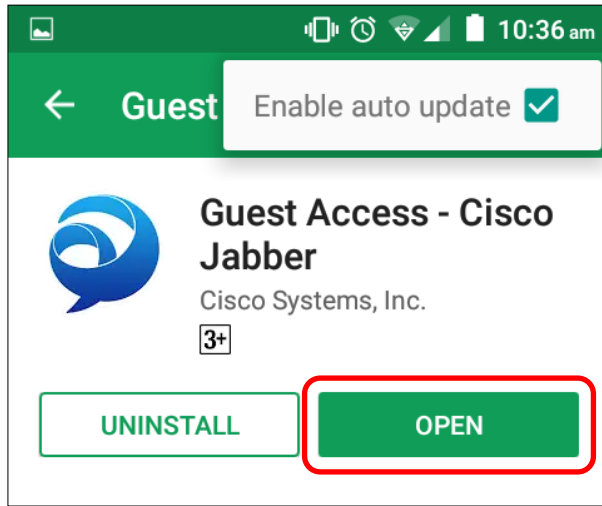
3. Tap **Install**.



4. Tap **Accept**.



5. The app will install. When complete, tap **Open**.



6. Once the App has finished installing it will launch.

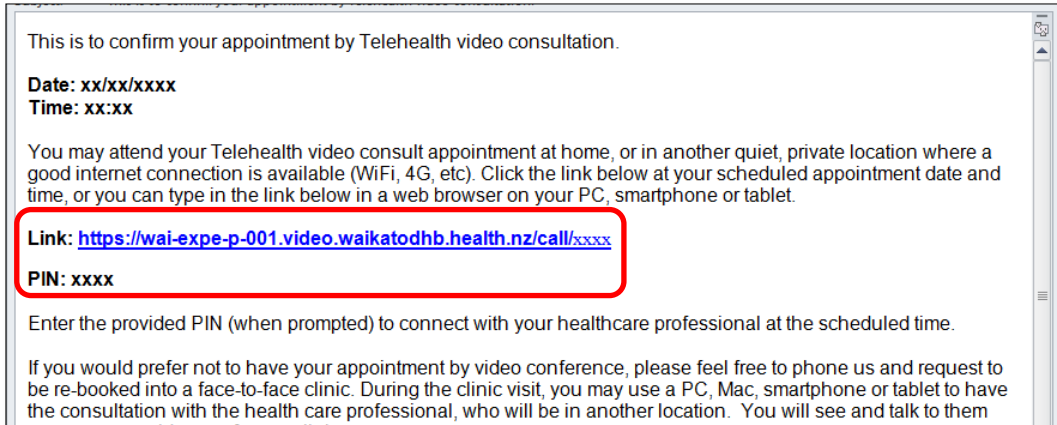
**Note:** The app will launch with a blue **Cisco Jabber Guest** screen (shown below).

Close the app and continue on step 7.

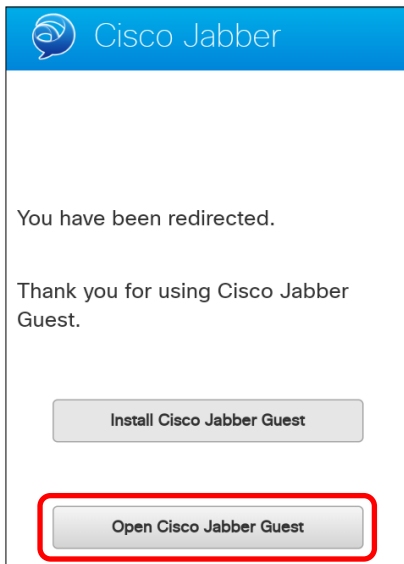


# Begin the Virtual Consultation

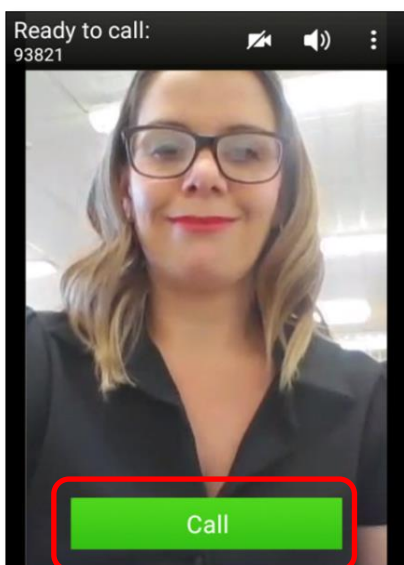
1. To begin the virtual consultation, tap the link in the email.



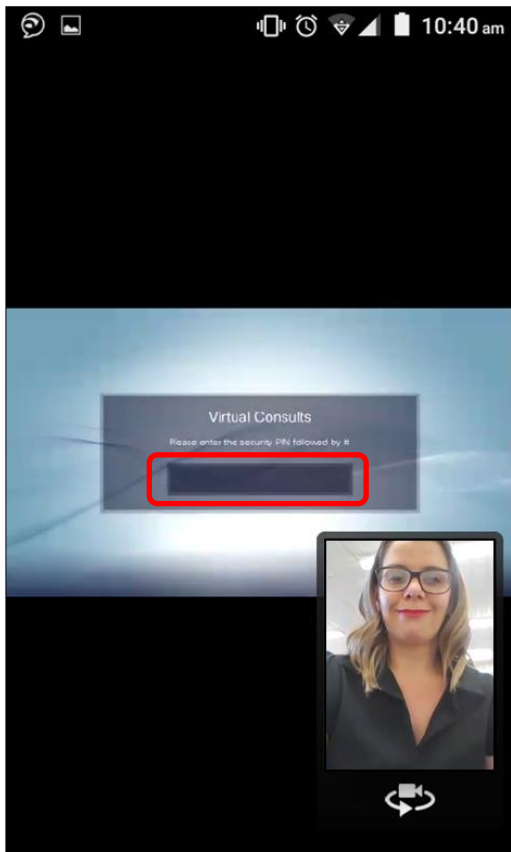
2. Tap **Open Cisco Jabber Guest**.



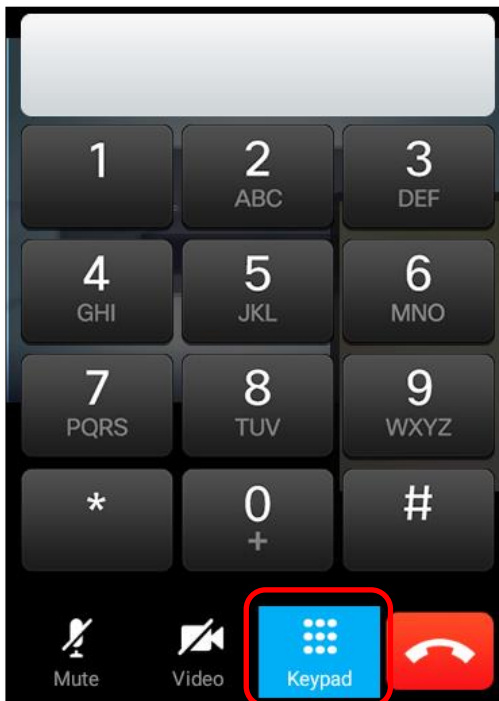
3. The video will display, tap **Call**.



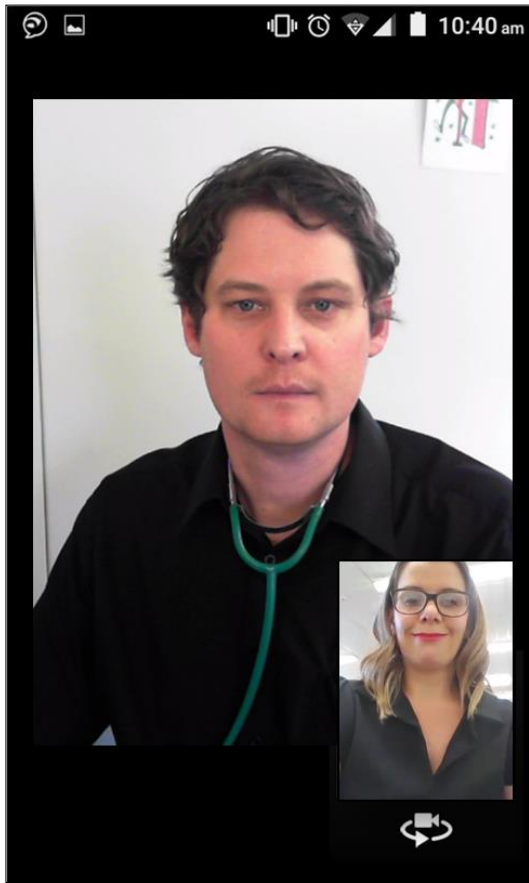
4. To join the virtual consultation, enter the pin number (sent via the confirmation email) followed by # into the field.



**Note:** To access the on-screen keypad tap the keypad icon and then tap the keypad icon again when finished typing the pin number.



5. The virtual consult will begin.



6. After the virtual consultation, tap the **End Call** button.

