



JABBER DOWNLOAD INSTRUCTIONS

Jabber is a great tool, which allows you to receive calls from your work phone number to your computer or transfer to your cellphone (if you want). You can also video chat, and instant chat with everyone who is in the Middlebury Global Directory.

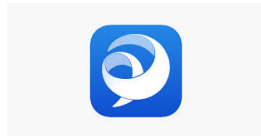
You must connect to the Middlebury VPN in order to access the SELF SERVICE downloads. You can access through this [link](#)

How do I use KACE Self Service to install software on my Windows computer myself?

ITS uses KACE's Self Service feature to make commonly-requested software installers available so they can be run when convenient for you.

1. For best results, use a wired (Ethernet) connection from **on-campus**.
2. Some installers may conflict with running programs. For best results, reboot before proceeding, and only open your web browser (Internet Explorer, etc.).
3. Visit <https://vigo.middlebury.edu> (or use <http://go/kss>).
4. Log in with your Middlebury username and password; leave the Organization field **blank**.
 - Note: Your email address will not work on this site; you must use your username.
5. Click the blue **Want Software?** button.
6. In the *Downloads* section, click the blue link for the desired installer.
7. **Important!** Scroll down and confirm that the *Device to install software on* is correct. If it is not, select the correct device from the drop-down menu.
 - **FIX:** If the correct computer name does not appear in the drop-down list, please navigate to `C:\LIS` and double-click `Update Inventory Now`, wait 5 minutes, then go back to your browser and refresh the page. You may need to exit your browser and start again.
8. Click the blue **Install** button, then be patient.
 - All installs take several minutes or more before there will be **any** sign of installation, and many installers require 15-30 minutes or more to complete.
 - If the blue **Install** button doesn't appear, follow the Fix instructions in step 6, above.
9. To check that an installer has finished, click the Windows Start orb, then click **All Programs**. You should find new application entries in the list (or new folders) for the newly-installed software.

Once the download has been completed, you will find the Jabber symbol on your desktop. Once you open it, it should automatically load when you sign onto your computer.

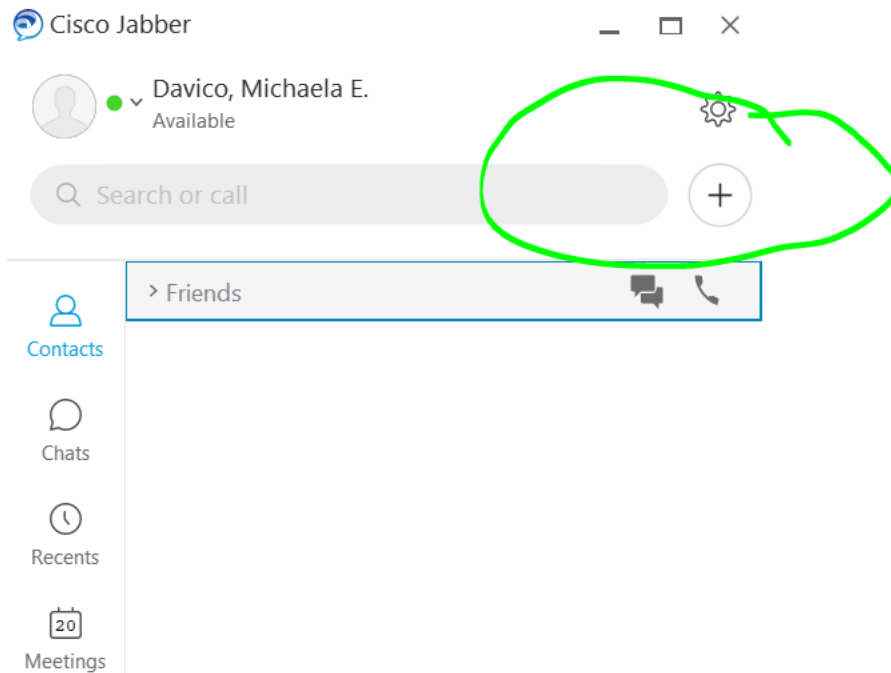


Jabber App

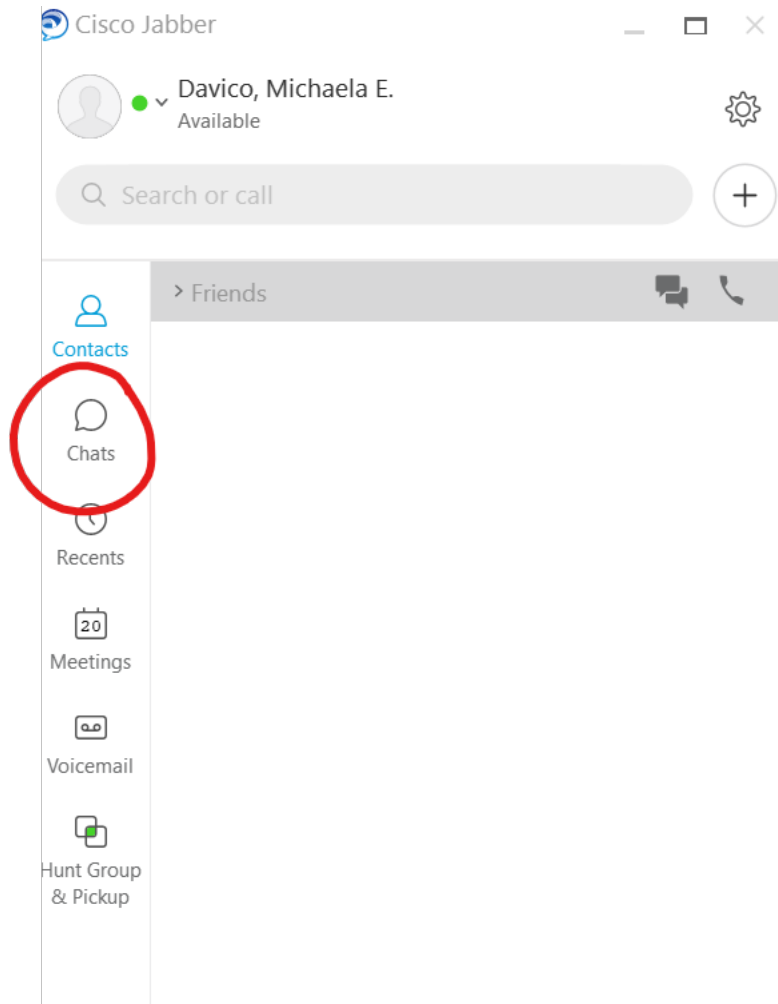
Additionally, you can also download the app, which is available as a free download for Apple and Android devices. The app will kick you out periodically, and you will need to refresh often.

Once downloaded, you can create groups and add contacts, for easy chat, call, etc. Just search your circle by name and hit the +.


Once you have added your contacts, you are ready to chat by phone, video chat.



If you just want to ask a quick question, you can use instant chat by using the CHAT button.

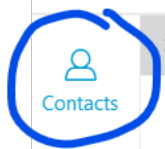


Once you have added your contacts and groups, you can easily access through the contact icon.

 Davico, Michaela E.
Available



 Search or call



> Friends  


Chats


Recents


Meetings


Voicemail


Group & Pickup