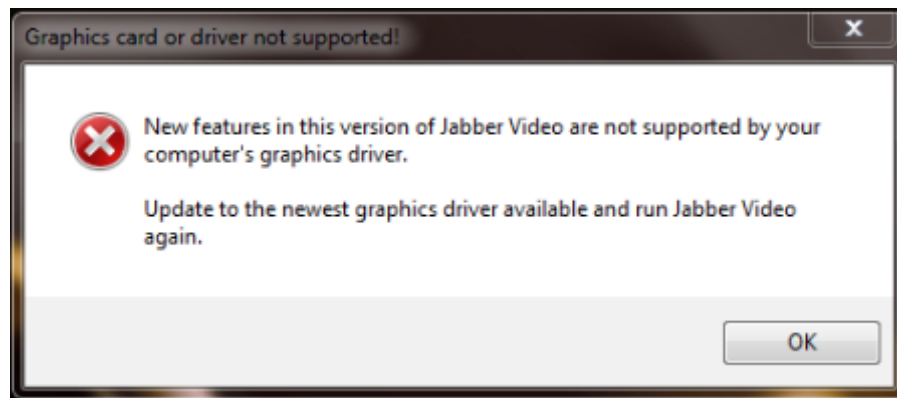




Jabber Video: Graphics card/driver not supported
(Windows ONLY)

If you see the following message when you try to run Cisco Jabber Video for TelePresence on a Windows computer, do the following steps in order. Try to run Jabber Video after completing each step; you can stop if Jabber Video runs successfully.



1. On your computer, run Windows Update. Make sure that you have optional drivers selected, as your system may not view the graphics driver as a required update.
2. If running Windows Update does not solve the problem, this means that the graphics card/driver manufacturer didn't post the latest update to the Microsoft website. Go to the manufacturer's website for your computer to see if a custom version of the driver is available for your computer. If so, download and install the driver directly from the computer manufacturer's website.
3. If you do not find a custom driver on your computer manufacturer's website, go to the website for the manufacturer of your computer's graphics card/driver, and download and install the current version directly from the that website. Common graphics card manufacturers include ATI, NVIDIA, and Intel.
4. If you still see the error message, please contact the FSUCOM Help Desk. Be sure to include details about both your computer (make, model, operating system, etc.) and graphics card (make, model, etc.).