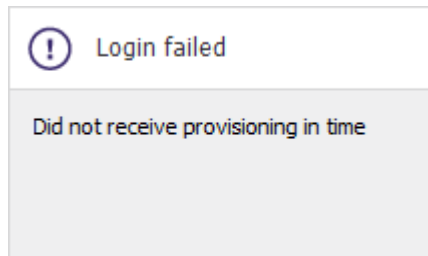





Jabber Video: Provisioning error

If you see the following message when you try to sign into Jabber Video for TelePresence you could be running a later version of Jabber Video and will need to update the client. You should do the following to check your version of Jabber Video and update as necessary.



1. When prompted to “Sign in”, click on the setting menu icon (), and select **About Jabber Video**.
2. Check the version you are running (ie: 4.6), and go to <http://med.fsu.edu/?page=oit.av> to see what the current version of Jabber Video FSUCOM is using in the **Download Jabber Video** section.
 - o Note: If you are running Jabber Video version 4.7 or later, the version number will be located in the top left of the application.
3. If you are not running the most recent version, update Jabber Video and try to sign in again. If you still see the error message (or any other error message after updating or simply can't sign in), contact the FSUCOM Help Desk.