Jv Jive Interactive Intranet

9.x User Guide

Hangouts Connector

Aurea
Unlimited Possibility

Notices

For details, see the following topics:

- Notices
- Third-party acknowledgments

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Table of Contents

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- Search the articles on the Aurea Knowledge Base for solutions to your issues.

- Search the product documentation and other product-related information that are also available on Support Central.

If you still cannot find a solution, open a ticket on Aurea Support Central. Information about the support organization is available on Support Portal as well.

You can also find the setup files on Support Portal.

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our website.

1

Google Hangouts

The Jive Connector for Hangouts add-on allows access to phone calls and video chats directly from your Jive community using Google Hangouts as the client.

For details, see the following topics:

- Requirements for Hangouts
- Using Jive Connector for Hangouts

Requirements for Hangouts

To enable the Jive Connector for Hangouts, you need to meet the following requirements:

Jive side
- Community users should have an email address, or phone number in their profile, or both.

Google Hangouts side
- Community users should have a Google account.
- Community users should use Google Chrome as their browser or, if using Firefox, Safari, or Internet Explorer, they should install the current version of the Google Hangouts browser plugin.

   Note: Users who are not using Hangouts already will be prompted to install the plugin when they first access the Jive Connector for Hangouts.

Using Jive Connector for Hangouts

Jive Connector for Hangouts enables you to make phone calls and video chats with community users directly from Jive.

If your community manager has enabled Jive Connector for Hangouts in your community and you meet the Requirements for Hangouts on page 6, you can launch it from the following locations within Jive:

- Using the **Jive Connector for Hangouts** icon on the hover card of a user. The user is automatically added as a participant. You can also directly initiate a

call or a video chat with the user using the Hangouts phone 📞 and Hangouts video chat 💬 icons on the hover card.

- Using the **Start Hangouts** option from the **Action** drop-down within any place, user profile, group, or content. The followers of the place, group, or content are automatically added as participants in the conversation. Additionally, in the case of content, the participants also include users who performed any activity in it. For example, users who liked or added comments on the content or who took any action on the content from the Action list.

- From the **Create** and **Apps** menus. Here you are required to add participants manually.

Follow these instructions to start using the Hangouts connector:

1. Make sure you have an email address and a phone number configured in your user profile. If you don't have these details configured, other users won't be able to contact you through Hangouts connector. The email address is required for the chat, and the phone number is required for calling. Click **Edit Profile** under your name or avatar and provide these details.

2. Launch Hangouts connector from any location as specified above. If this is the first time you are using Google Hangouts, you may be prompted to install the Google Hangouts browser plugin. **Jive Connector for Hangouts** starts automatically as soon as the plugin is installed.

3. Click **Start a Hangout**. You may be prompted to sign into your Google account.

Note: In case of any trouble, please contact your community manager.