



Jive Interactive Intranet

Cloud Administrator Guide

Hangouts Connector

Notices

For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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Aurea global support

If you encounter a problem while using an Aurea product or require assistance with downloading the software or upgrading a product release, please, try to:

- 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](#).

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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](#)
- [Enabling Jive Connector for Hangouts](#)

Requirements for Hangouts

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

Jive side

- The current version of Jive Cloud.
- Community Manager rights to your Jive site.
- Community users should have an email address, or phone number in their profile, or both.

You can configure your community to populate phone and email fields from a directory server, or users can enter the information themselves by editing their profiles. For more information, see [Mapping users from a directory server](#) in the Community Manager Guide.

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.

Enabling Jive Connector for Hangouts

The Jive Connector for Hangouts allows one-click access to phone calls and video chats directly within your Jive community. As a community manager, you can install Jive Connector for Hangouts from the Add-Ons page and configure its settings to get it ready for use.

Before you start installing, make sure you and your Jive community meets the [Requirements for Hangouts](#) on page 7.

Follow these steps to install and configure the **Jive Connector for Hangouts** add-on:

1. In Jive, click your avatar and select **Add-ons**.
2. In the **Available** tab, click **Install** next to the **Jive Connector for Hangouts** add-on.
3. Click **Install Now** or **Preview** as required.

The **Preview** option is available to make this add-on visible only to you for testing purposes before you make it available to your community. For more information, see [Installing add-ons](#) in the Community Manager Guide.

As the add-on gets installed, you are directed to the **Jive Connector for Hangouts Settings** page for configuration.

4. On the **Settings** page, under **Apps Security** click the gear icon to configure the user groups who can access this connector. By default, it provides access to all registered users.

Note: This option is not available in **Preview** mode.

5. Click **Configure Now...** and select the **Hangouts ID Field** and **Phone Field**. The integration uses these field values to pick phone number and email address from the user's Jive profile for making phone calls and video chats.

Note: You can confirm the field names from the **People > Global Profile Settings** page in the Admin Console. Users who do not have information in the required fields cannot use or access Hangouts. If your community is not populating these fields from a directory server, you should make these fields editable on the profile and get users to provide the information themselves by editing their profile. For more information, see [Letting users control their own settings](#) in the Community Manager Guide.

6. Click **Submit** to save the configuration.
7. Optionally, under **Advanced Settings**, specify the expiration settings for **Jive Connector for Hangouts**. If left blank, Jive uses the default expiration settings configured in the **Add-Ons** page. For more information, see [Installing add-ons](#).
8. Click **Save and Activate** to start using **Jive Connector for Hangouts**.