## Skype for Business Quick Reference Guide – Voice & Video via DREAMS

## Set Up

To ensure optimum voice and video quality, you will need to complete the following steps to download Citrix software to your **personal** PC or MAC:

□ Click on the <u>HDX download</u> link or copy and paste the following URL into your web browser:

 HDX RealTime Media Engine 2.9.400 for Microsoft Skype® for Business - Citrix Australia
 □ Click on the appropriate Download File link for your PC or Mac:

nd Downloads Select a product	<ul> <li>HDX Real lime Media Engine 2.9 for</li> <li>Microsoft Skype® for Business</li> </ul>
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	The HDX RealTime Media Engre definition and/or video calls, parks participier in audo-video calls, parks native Skipped for Buintiers and Linco. conference mon systems. The MCM RealTime Media Engre is available for Windows, Mac and Linux
	For Windows devices, The latest version is also available through see Receiver and - update feature. HOX RealTime Media Signize 2: support Microsoft Stopparts Business Server 2019, Microsoft Skyped for Business Server 2015, Microsoft Lyncö Serve 2013 and Office 365°° (SkypedF for Business Orine)
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## Set Up Cont'd

Follow the prompts to download the software and select FINISH once the installation has been completed.

□ Log into DREAMS via your PC or Mac. If you receive the following message, select **Allow access**:



You will now have clear video and audio quality when working remotely via DREAMS.

This is a **one time** installation for **each device** you use to access DREAMS.

N<sub>1</sub>te:

Please refer to manufacturer support material for additional support.

## Confirmation

Confirm that your HDX installation has been successful by checking if the HDX "bowtie icon" is completely blue.

□ Click on the <sup>1</sup>arrow icon to reveal hidden icons.

□ Verify the <sup>2</sup> bowtie icon is completely blue.





**Note:** If one half of the bowtie is still white and the other side blue, HDX has **not** been optimised. You will need to 'disconnect' from your session and log back in again.