

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

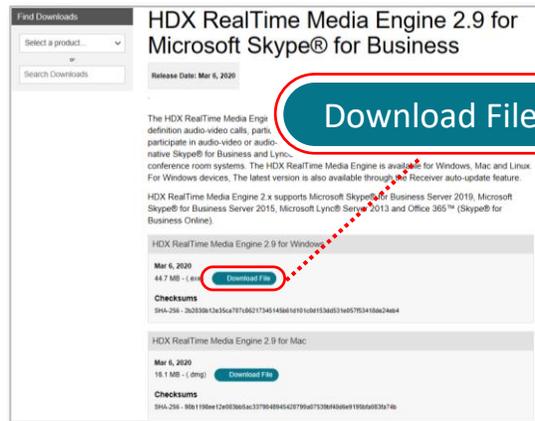
Set Up

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 [HDX download](#) 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](#)

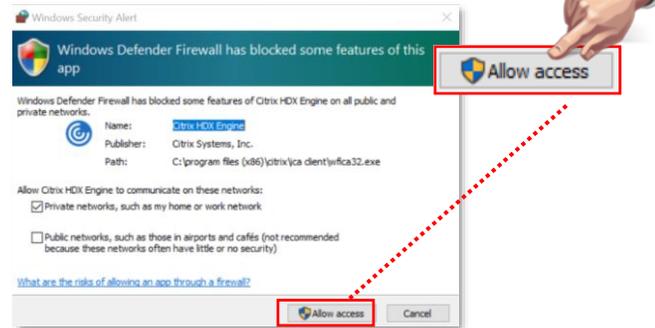
- ❑ Click on the appropriate **Download File** link for your PC or Mac:



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.

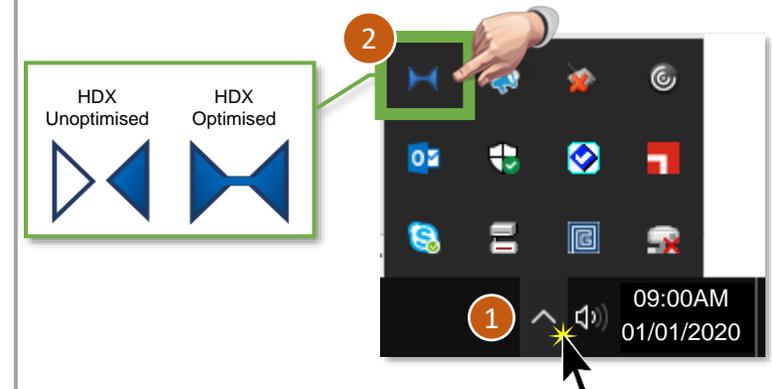


Please refer to manufacturer support material for additional support.

Confirmation

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

- ❑ Click on the ¹arrow icon to reveal hidden icons.
- ❑ Verify the ²bowtie 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.