
Using your Personal Computer (BYOD) to access SVD and DVD with Skype for Business

This guide walks you through installing the required software on your personal computer so that you can use Skype for Business from SVD or DVD. Below you will find instructions for both Windows and Macs.

Windows Computers:

Install Software:

On your personal device you will need to install:

- **Citrix Receiver:**
Versions 4.7, 4.8 or 4.9 are all supported.
- **HDX RealTime Media Engine:**
2.2.100 for Windows (Please do not install 2.3, it is not supported at this time.)



1. Go to Citrix's website using this link: [Windows software for Citrix](#)
2. If you need to install both Receiver and Media Engine:
Scroll down to and Install: "Citrix Receiver 4.7 and HDX RealTime Media Engine 2.2.100 for Windows"
3. If you already have Citrix Receiver installed, scroll down to and install "HDX RealTime Media Engine 2.2.100 for Windows."

NOTE: Citrix Receiver must be installed first and HDX RealTime Media Engine second.

If you have to update Citrix Receiver for any reason you must first uninstall the HDX Media Engine and uninstall Citrix Receiver before installing the newer versions.

Verify that the software is installed correctly

1. Click on your start menu and go to **Control Panel**
2. Go to **'Programs and Features'**
3. Verify the following 2 items

 Citrix HDX RealTime Media Engine 2.2.100	2.2.100.949
 Citrix Receiver	14.7.0.13011

NOTE: In Add/Remove programs the version number looks different (14.7 versus 4.7) and this is expected.

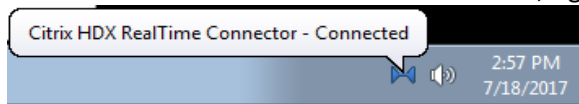
Important details when using Skype from SVD or DVD

- You must launch your SVD or DVD session from either **IE11 or Citrix Receiver**. (HTML5 browsers are not supported)

- To configure Citrix Receiver so that you do not have to use a browser:
 - Right click Citrix Receiver icon in the bottom right hand corner in the taskbar and click Open.
 - In the Add account dialog box, please type in https://my.allstate.com and click Add.
 - It will prompt you to enter username, password and security token credentials.
 - You will have a choice of Desktop Store or ERD store, select Desktop Store
 - You will see your published Desktop, select it.
- When you log into Skype for Business on SVD or DVD you will see the following pop-up. Select 'Permit use of these devices.' If you do not select this you will not have audio or video in your session.



- **VERY IMPORTANT:** There will be a blue 'Bow Tie' indicating that the HDXRealTime Connector is connected. Look in the bottom, right corner of your screen for this:



- a. If one side of the bow tie is blue and one is white, HDX is not connected and you will have a bad user experience and audio will likely not work. If this happens verify that you have the correct software installed. If you do, call ATSC.

Mac Computers

Install Software

1. Verify that you have you have **Citrix Receiver for Mac 12.6** or above on the device. See this link if you need to update. [Citrix Receiver Software](#)
2. Go to Citrix's website using this link: [MAC software for Citrix](#)
Scroll down to "**HDX RealTime Media Engine 2.2.100 for Mac**" and install it.

NOTE: Citrix Receiver must be installed first and HDX RealTime Media Engine second.

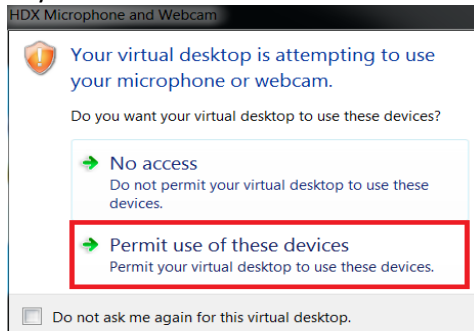
If you have to update Citrix Receiver for any reason you must first uninstall the HDX Media Engine and uninstall Citrix Receiver before installing the newer version.

Verify that the software is installed correctly:

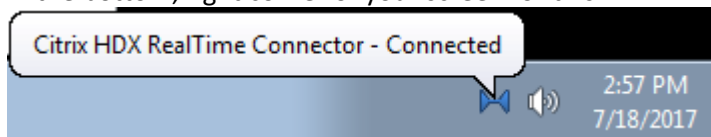
- Open Finder, go to Applications and verify that you have Citrix Receiver for Mac 12.6 or later.
- In the Mac System Preferences under Other, click Citrix HDX RealTime Media Engine and verify version 2.2.100

Important details when using Skype from SVD or DVD

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2. There will be a blue 'Bow Tie' indicating that the HDXRrealTime Connector is connected. Look in the bottom, right corner of your screen for this:



If one side of the bow tie is blue and one is white, HDX is not connected and you will have a bad user experience and audio will likely not work. If this happens, verify that you have the correct software installed.

Other Information

What platforms is this supported on?

- Windows 7
- Windows 10
- Mac (High Sierra iOS is not supported at this time, but is coming soon.)

What if I have an iPad or Chromebook?

HDX is not available on these devices which means that Skype Audio and Video will not work. However, you can still join meetings. When you join the meeting you will get a pop up asking how you want to join audio. Be sure to choose the option for 'Call me at.'

Join Meeting Audio

Use Skype for Business (full audio and video experience)

Call me at:

Don't join audio

Things to Know about Skype on SVD that are different from a managed device:

- There is no Gallery View, where you see a tile for all of the participants in the meeting.
 - Speaker View and Content View are available
- Active Speaker switching: When the active speaker changes, that user's video is displayed – there is a delay in showing who is speaking. You may simply see a delay or you may see their picture and then the video.
- The recording feature does not work.
Workaround: Ask another meeting participant to record the meeting for you. Anyone who is a presenter and on a managed device can record.
- Sometimes if you turn your video on, it might degrade audio. If this happens, turn your video off.