

Installing the Citrix HDX RealTime Media Engine

March 2020

What is the Citrix HDX RealTime Media Engine?

Why do I need to install it?

What is Citrix HDX RealTime Media Engine?

The **Citrix HDX RealTime Media Engine** is a free of charge plug-in (an extra piece of software) to Citrix Workspace (which you use to access your BCBC desktop). The software supports clear, crisp high-definition audio-video calls, particularly with Microsoft Skype for Business, which you may be using to hold meetings when working remotely.

Why do I need to install it?

Using Skype for Business in Citrix on its own does not work for all users. Sometimes video or audio calls will cease to work correctly. Installing the Citrix HDX RealTime Media Engine ensures that your audio or video calls are the best possible quality at all times and allows your Skype meetings to take place with minimal disruption. This only needs to be installed on your personal device as your work PC already has this software.

Is it safe to install on my personal device?

Yes. BCBC IT Services follows strict guidelines when recommending the installation of new software. It is important to note that this does not give BCBC IT access to remotely control your PC or phone, to look at what is on your PC or to in any way 'spy' on what you are doing. We can only see your PC if you accept a remote session link from us.

How to install.....?

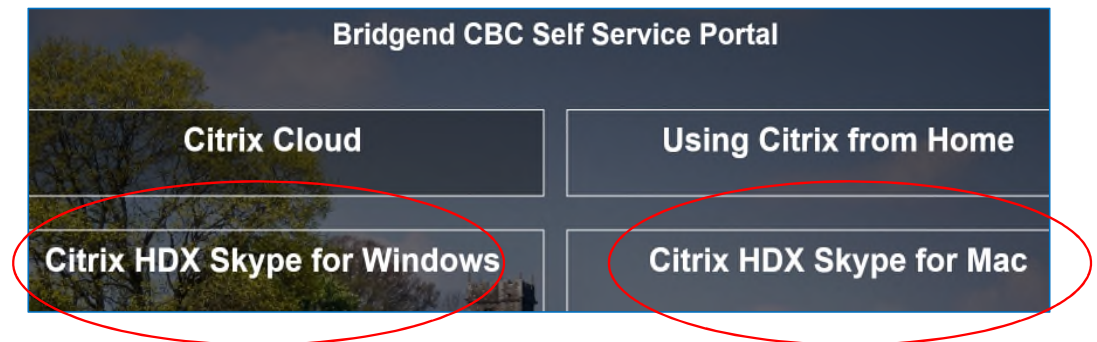
Please read these instructions through carefully and in full before proceeding.

How to install Citrix HDX RealTime Media Engine (1/6)

Open your web browser (Edge/Chrome/Safari) and type <https://selfservice.bridgend.gov.uk/> into the address bar to access the BCBC Self Service Portal.

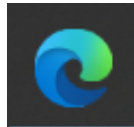
Click on the appropriate icon to download the HDX RealTime Media Engine software; either **Citrix HDX Skype for Windows (PC)** or **Citrix HDX Skype for Mac**.

Continue through this instruction guide, **following the instructions for the internet browser you are using** (Edge/Chrome/Internet Explorer). If you do not know what internet browser you are using, the images on each page of this guide should help you to continue with the installation.



How to install Citrix HDX RealTime Media Engine (2/6)

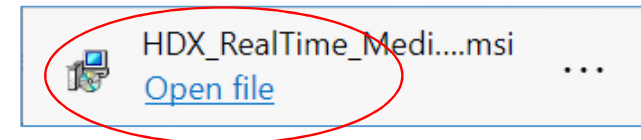
If you are using Microsoft Edge:



A box like this will appear at the bottom of your screen.

Allow it to download and then click **Open File**.

Continue to page 9 of this instruction guide.

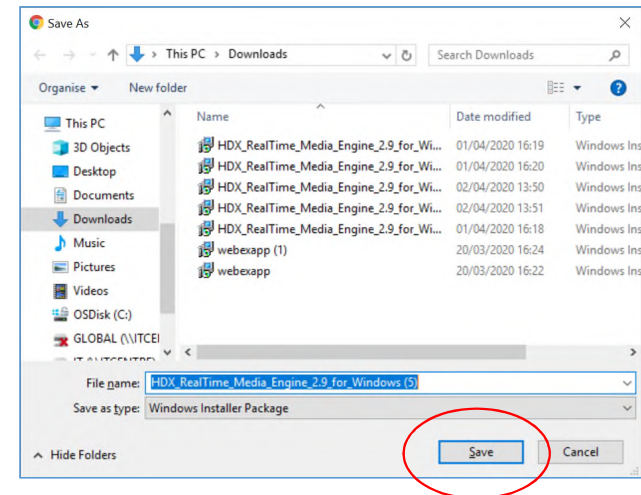


How to install Citrix HDX RealTime Media Engine (3/6)

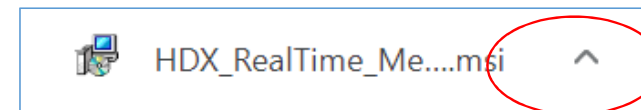
If you are using Microsoft Chrome:



A box like this will pop up. Press **Save**.



A box like this will then appear at the bottom of your screen.



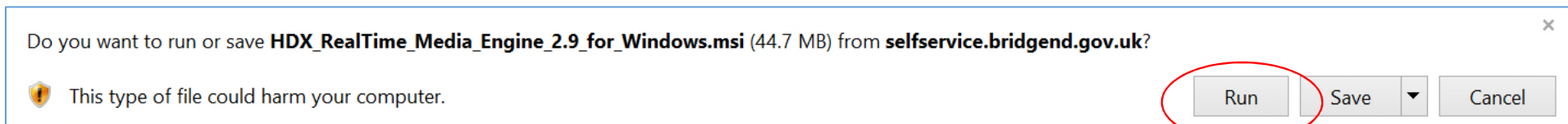
Click the **up arrow** and then click **Open**.
Continue to page 9 of this instruction guide.

How to install Citrix HDX RealTime Media Engine (4/6)

If you are using Microsoft Internet Explorer:



A box like this will pop up. Press **Run**.



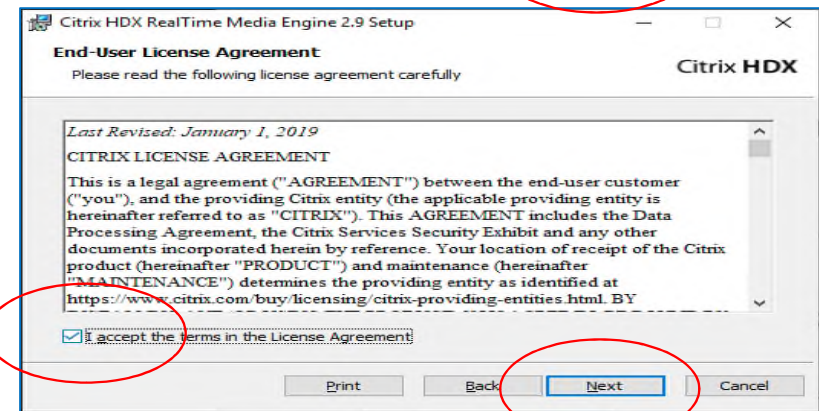
Continue to the next page of this instruction guide.

How to install Citrix HDX RealTime Media Engine (5/6)

When the Citrix HDX RealTime Media Engine 2.9 Setup Wizard window pops up, click **Next**.

The End-User Licence Agreement screen will then pop up. This is an industry-standard software agreement, which advises users that they are able to download one copy of the software onto their own device.

Tick the **I accept the terms in the licence agreement** box and click **Next**.

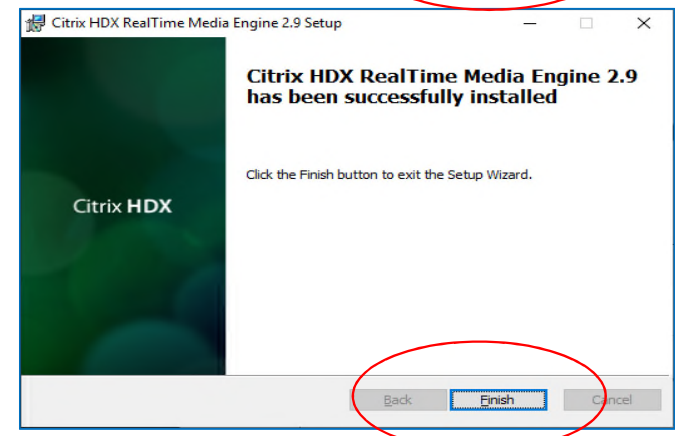
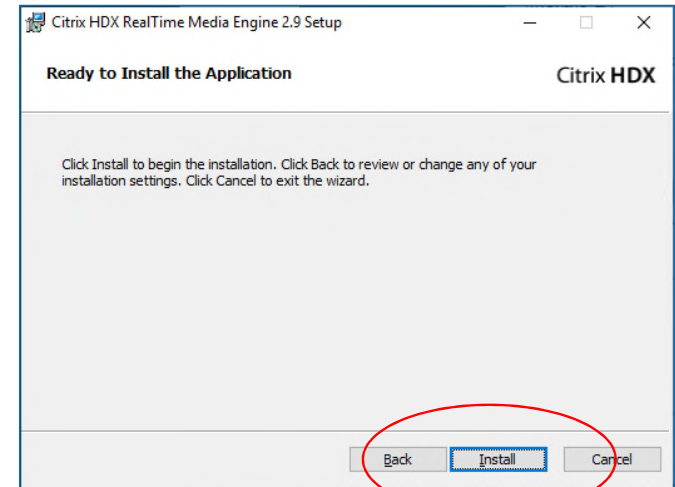


How to install Citrix HDX RealTime Media Engine (6/6)

On the Ready To Install the Application screen, click **Install**.

Once the installer completes, click **Finish**.

Please now **restart** your laptop/desktop and then log back into Citrix for the plugin (additional software) to activate itself. You can now continue to use Skype for Business and the Citrix HDX RealTime Media Engine software will work alongside Skype, without you needing to do anything else.



Any questions?



If you have any queries or feedback after reading through this documentation,

please log a call with our ICT Service Desk:

01656 642111 / servicedesk@bridgend.gov.uk