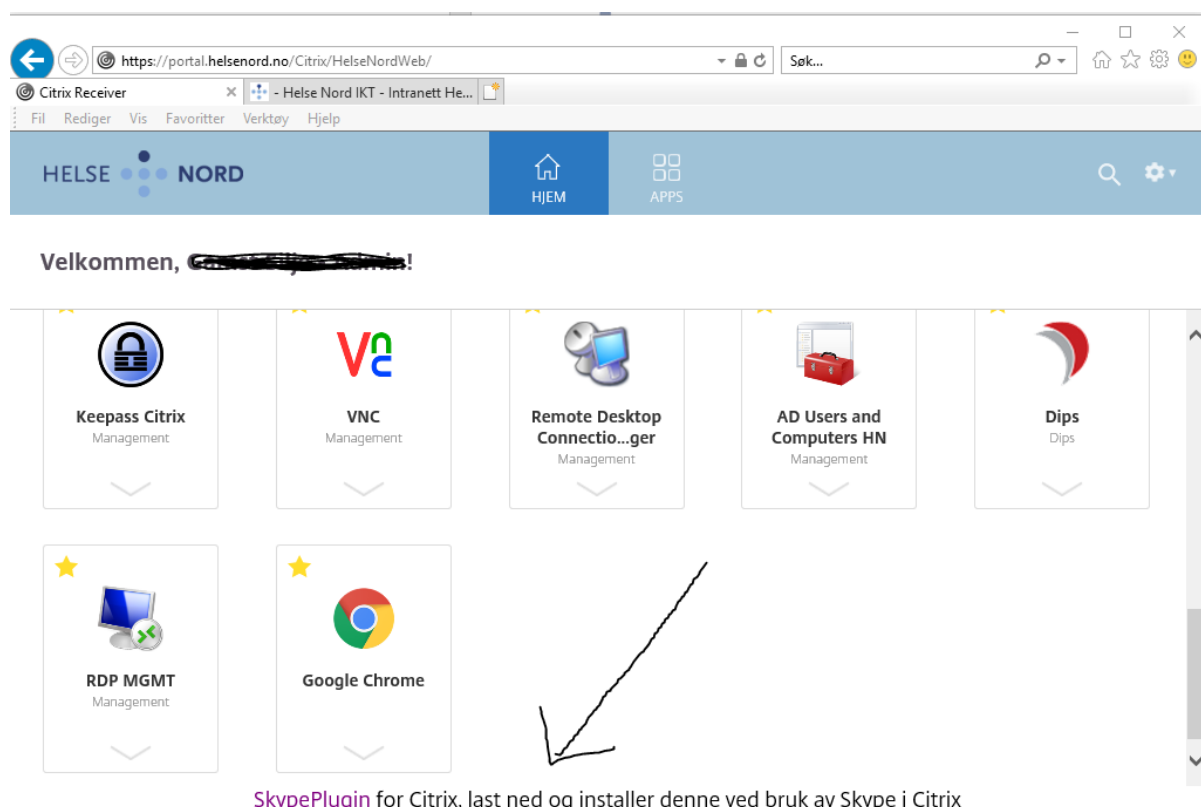


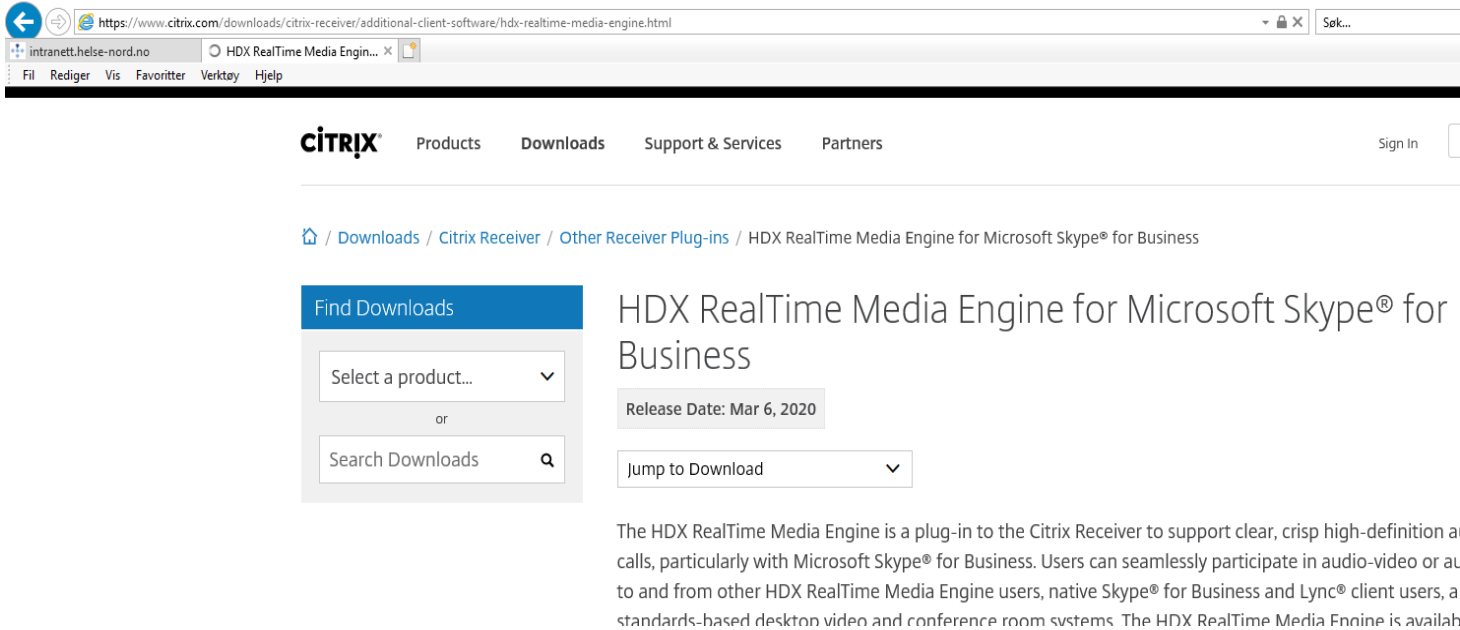
## Citrix og Skype bruk

For at Skype for Business skal fungere optimalt gjennom Citrixløsningen, så må Citrix Workspace App og HDX Realtime Media Engine være installert

- Citrix Workspace App må først installeres (egen oppskrift)
  - Gå til denne Web-siden for å laste ned HDX Realtime Media Engine: <https://www.citrix.com/downloads/citrix-receiver/additional-client-software/hdx-realtime-media-engine.html>
- Link til Web-siden der man finner HDX Media engine finnes også nederst i Citrix portalen når man logger på!



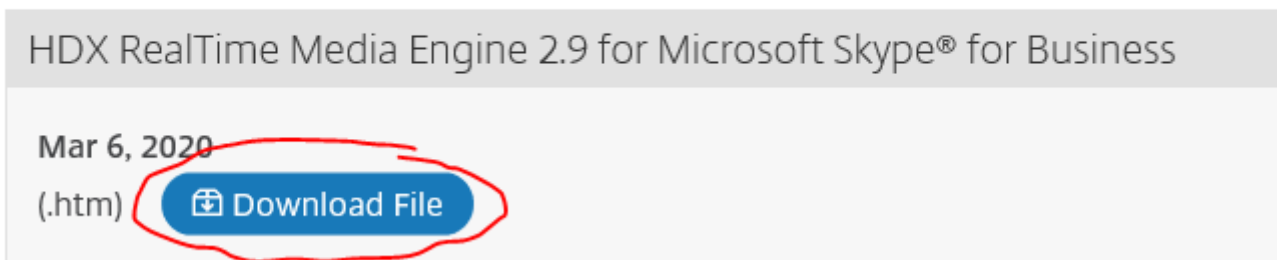
- Installasjonsveiledning:



The screenshot shows a web browser window with the URL <https://www.citrix.com/downloads/citrix-receiver/additional-client-software/hdx-realtime-media-engine.html>. The browser's address bar also shows an intranet URL: [intranett.helse-nord.no](http://intranett.helse-nord.no). The Citrix website header includes the Citrix logo and navigation links: Products, Downloads, Support & Services, and Partners. A breadcrumb trail reads: / Downloads / Citrix Receiver / Other Receiver Plug-ins / HDX RealTime Media Engine for Microsoft Skype® for Business. On the left, a 'Find Downloads' sidebar contains a 'Select a product...' dropdown, an 'or' separator, and a 'Search Downloads' search bar. The main content area features the title 'HDX RealTime Media Engine for Microsoft Skype® for Business', the 'Release Date: Mar 6, 2020', and a 'Jump to Download' dropdown. Below this, a paragraph describes the engine as a plug-in to the Citrix Receiver for high-definition audio-video calls with Microsoft Skype® for Business.

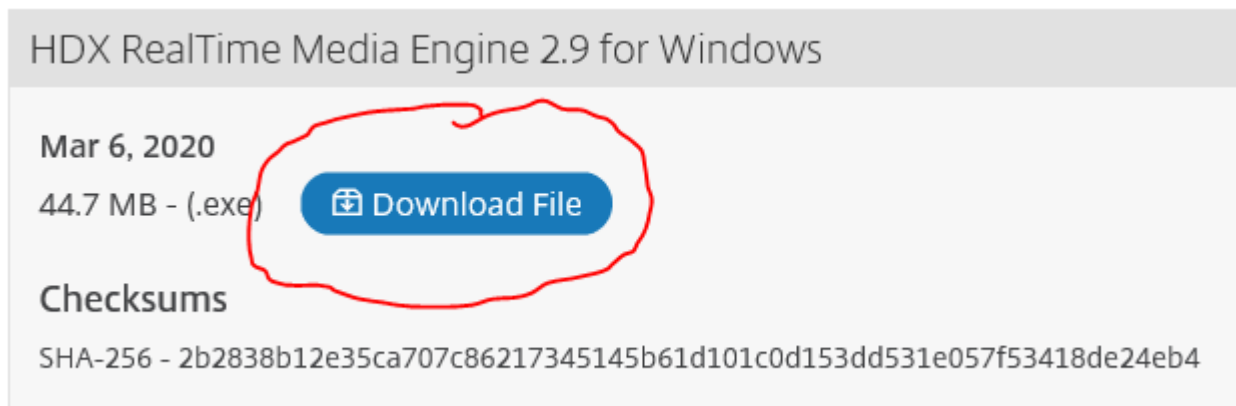
- Last ned HDX Realtime Media Engine for Microsoft Skype for Business (Da denne dokumentasjonen ble skrevet var det v2.9)

## Version 2.9

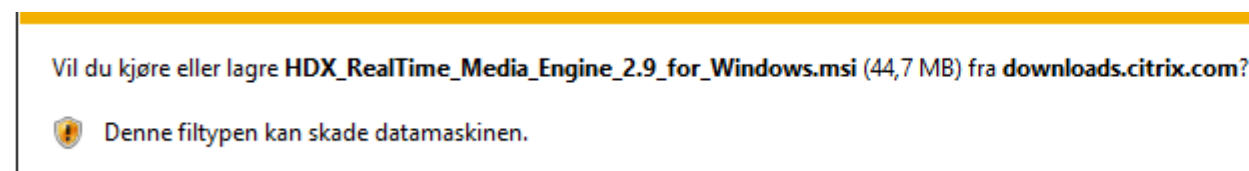


The screenshot shows a section of the download page titled 'HDX RealTime Media Engine 2.9 for Microsoft Skype® for Business'. Below the title, the release date 'Mar 6, 2020' is displayed. To the left of the download button is the file extension '(.htm)'. A blue button with a download icon and the text 'Download File' is highlighted with a red hand-drawn oval.

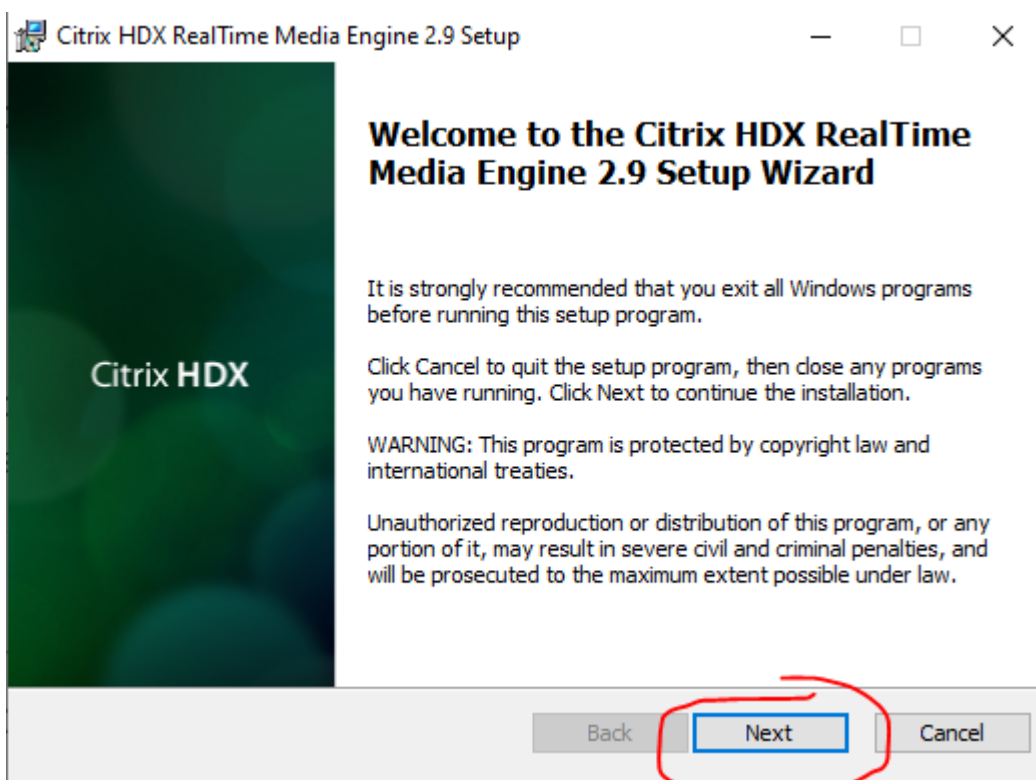
- Velg HDX Realtime Media Engine for Windows



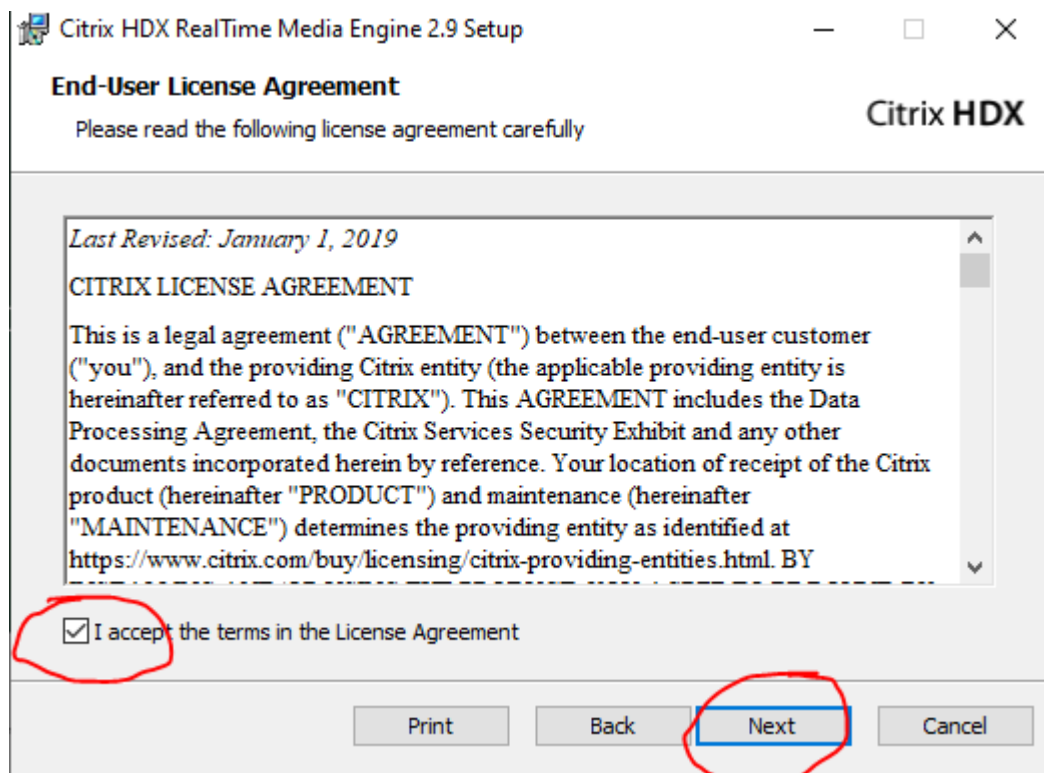
- Velg "Kjør" for å laste ned og installere programmet



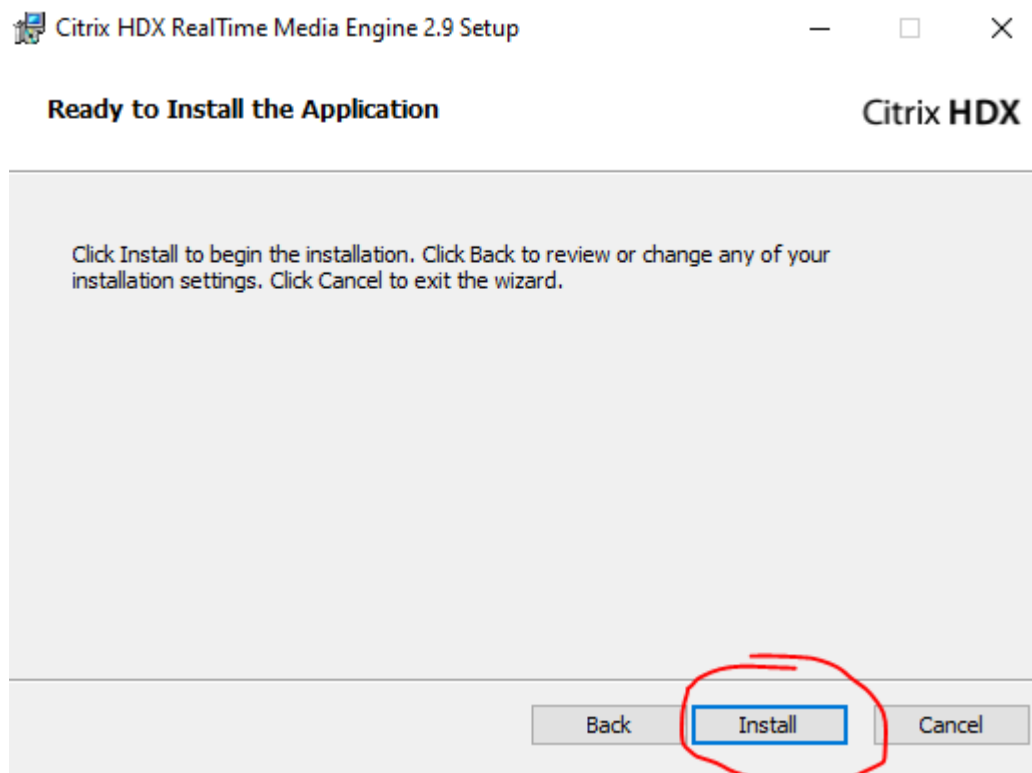
- Velg "Next"



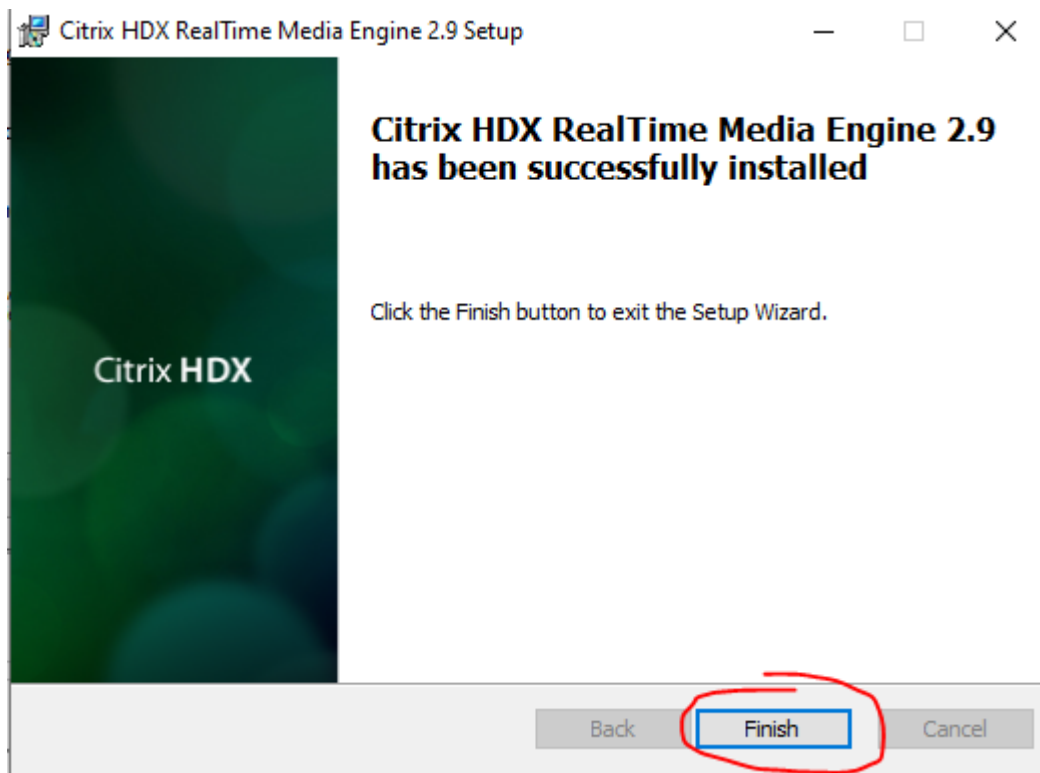
- Hak av "I accept the terms in the License Agreement" og trykk "Next"



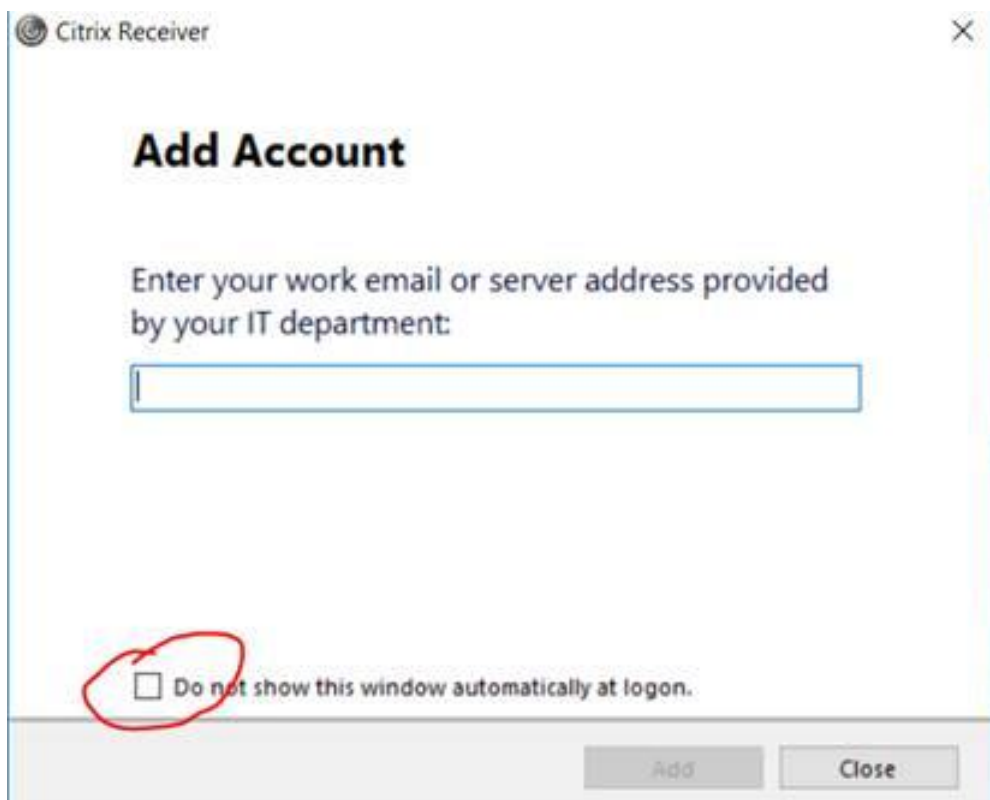
- Trykk "install"



- Trykk "Ja" på Brukerkontrollen som dukker opp for å godkjenne installasjon av programmet
- Trykk "Finish"

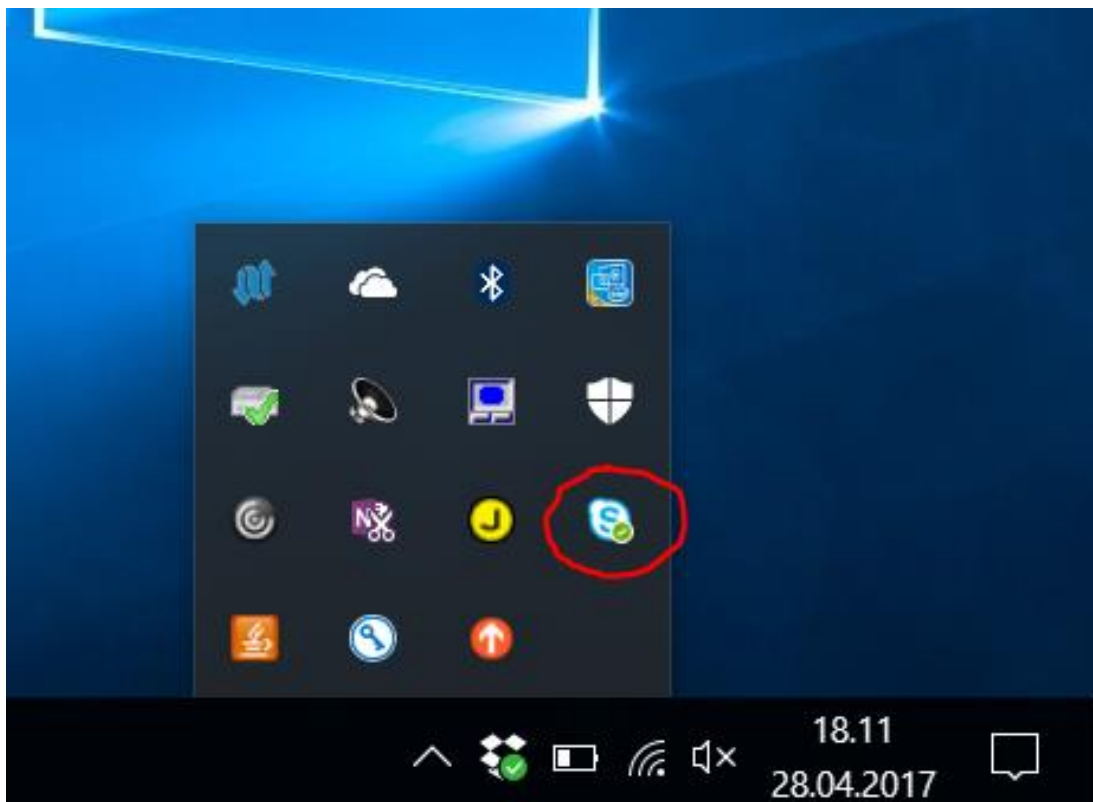


**NB:** Hvis denne dukker opp, så hak av i feltet under og trykk "Close":



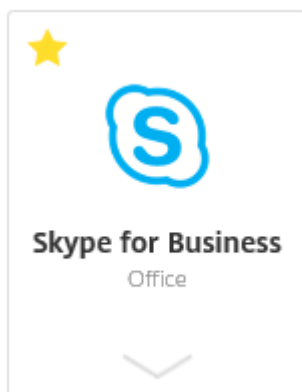
## Start Skype møter fra Citrix Portalen:

- **NB:** Hvis man har Skype installert på lokal PC, så må man avslutte denne **FØR** man starter Skype via Citrix Portalen!



Høyreklikk på ikonet og velg «Avslutt»

- Start først Skype fra HN Citrix Portalen




- Start deretter Outlook 2013




- Start Skype møte fra Outlook eller direkte i Skype (Eksempel under)


**i** Skjer hver onsdag fra og med 09.01.2019 til og med 23.06.2019 fra 08:30 til 10:00  
Godtatt 17.12.2018 09:30

Arrangør  Strandvold Siv

Emne

Plassering

Starttidspunkt     ☐ Hele dagen

Sluttidspunkt  

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Heil!

Møterom booka: Kirkenes, Bodø og Tromsø.

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→ [Bli med i Skype-møte](#)

Har du problemer med å bli med? [Prøv Skype Web App](#)

Bli med over telefon  
[77 75 77 00](#) (Norge)      Norsk, bokmål (Norge)  
[Finn et lokalt nummer](#)

Konferanse-ID: 2954538  
[Glemmt innringings-PIN-koden?](#) [Hjelp](#)

**NB:** Hvis lyden og bildet ikke hakker, så fungerer dette optimalt!