

# Plantronics VDI Configuration Tips

User Guide

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# Plantronics VDI Configuration Tips

## Install Cisco Jabber on XenDesktop

- 1 Install Cisco VXME Client on your local machine (thin client or PC)
- 2 Install and run the Plantronics Hub for Windows client on your thin client or PC: [plantronics.com/software](http://plantronics.com/software).
- 3 Connect a Plantronics device to your local machine and verify that it is recognized by Plantronics Hub.
- 4 Open a browser and go to the Citrix StoreWeb URL for your location.
- 5 Login using your credentials.
- 6 Once logged in, click on "Desktops" and choose the desired VM configuration.
- 7 Install the Cisco VXME Agent inside the selected XenDesktop VM.
- 8 Install Cisco Jabber inside the VM.
- 9 Sign-in to Jabber with your account.
- 10 A small "Device selector" icon should be visible in the Windows taskbar in the VM that lists your connected devices. That is the Cisco VXME Agent.
- 11 On the local host machine in the task manager, you should see "vxc.exe" and "LogMeUp.exe" running. These are the VXME client processes.

## Install Skype for Business on XenDesktop

- 1 Install Citrix Realtime Optimization Pack (RTOP) on the local machine (PC or thin client). This consists of Citrix Receiver and Citrix RTME (HDX Realtime Media Engine). The RTME is responsible for HID piping from host to the VM. You can also install them using separate installers.
- 2 Install and run the Plantronics Hub for Windows client on your thin client or PC: [plantronics.com/software](http://plantronics.com/software).
- 3 Connect a Plantronics device to your local machine and verify that it is recognized by the Plantronics Hub client.
- 4 Open a browser and go to the Citrix StoreWeb URL for your location.
- 5 Login using your credentials.
- 6 Once logged in, click on "Desktops" and choose the desired VM configuration.
- 7 Install Skype for Business 2016 inside the VM.
- 8 Install Citrix HDX Realtime Connector inside the VM. Make sure that Skype for Business is not running while you install the connector.
- 9 Login to your Skype for Business account in the VM.
- 10 At this point you should see that there is a bowtie-shaped icon at the VM OS System taskbar. When this is fully 'blue' it indicates that the Realtime Connector has successfully connected to the RTME on the host (PC or thin client).
- 11 On the local host machine in the task manager, you should see "wfcrun32.exe", "concentr.exe", "redirector.exe" and "wfica32.exe" running. These are the Citrix HDX client processes.

## Install Cisco Jabber XenApp

- 1 Install Cisco VXME Client on your local machine (thin client or PC)
- 2 Install and run the Plantronics Hub for Windows client on your thin client or PC: [plantronics.com/software](http://plantronics.com/software).
- 3 Connect a Plantronics device to your local machine and verify that it is recognized by Plantronics Hub.

- 4 Open a browser and go to the Citrix StoreWeb URL for your location.
- 5 Login using your credentials.
- 6 Once logged in, click on "Apps" and choose the desired Cisco Jabber XenApp configuration.
- 7 XenApp for Jabber will open and appear as an application window on the local system rather than as with a VM Windows system like XenDesktop. It is pre-configured on the server so no installations or other configurations are necessary.
- 8 On the local host machine in the task manager, you should see "vxc.exe" and "LogMeUp.exe" running. These are the VXME client processes.

### Install Skype for Business XenApp

- 1 Install Citrix Realtime Optimization Pack (RTOP) on the local machine (PC or thin client). This consists of Citrix Receiver and Citrix RTME (HDX Realtime Media Engine). The RTME is responsible for HID piping from host to the VM. You can also install them using separate installers.
- 2 Install and run the Plantronics Hub for Windows client on your thin client or PC: [plantronics.com/software](http://plantronics.com/software).
- 3 Connect a Plantronics device to your local machine and verify that it is recognized by the Plantronics Hub client.
- 4 Open a browser and go to the Citrix StoreWeb URL for your location.
- 5 Login using your credentials.
- 6 Once logged in, click on "Apps" and choose the desired Skype for Business XenApp configuration.
- 7 XenApp for Skype for Business will open and appear as an application window on the local system rather than as with a VM Windows system like XenDesktop, and is pre-configured on the server so no installations or other configurations are necessary.
- 8 On the local host machine in the task manager, you should see "wfcrun32.exe", "concentr.exe", "redirector.exe" and "wfica32.exe" running. These are the Citrix HDX client processes.

### Notes

- Both softphone clients will have call control if opened at the same time in the VM when running Plantronics Hub on the local host. We do NOT support running both Jabber and Skype for Business at the same time.
- The thin client or PC OS does not need to sync with the OS selected for the VM. (e.g. Win7-32 on the local host and Win 10-64 on the VM is OK).
- Only one person can be logged into a Citrix account at a time. You must log yourself out when not using a VM. If you do not the account will be unusable for others.
- **IMPORTANT** *Keep your Jabber or Skype for Business softphone support component versions at the same level. Older versions for the components will not work with newer versions or visa -versa. The thin client or PC component versions need to be at the same level as the component versions installed on the VM. (e.g. Citrix RTME v2.3 (local host) must be used with Citrix Receiver v2.3 (VM)).*

# Support

## NEED MORE HELP?

[plantronics.com/support](https://plantronics.com/support)

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