



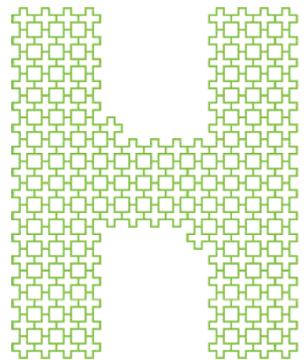
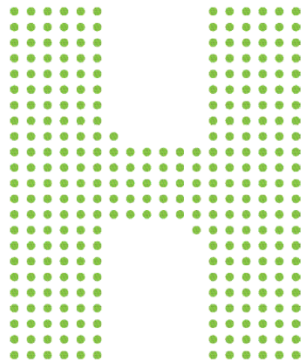
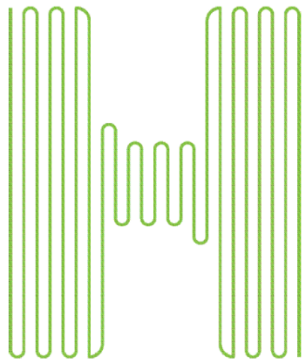
Humana.

ZOOM VDI Plugin:

Improving the Meeting Experience

ITLS

February 2022



Humana®

VDI Experience in Zoom Meetings Improvements

When access Humana through **Launchpad.Humana.com – Desktop** (VDI), your Zoom meeting experience may be improved if you install a plugin on your non-Humana machine. While this is a suggested step to take, Humana cannot support technical issues on non-Humana machines.

Improvements include:

- Using computer audio (VOIP)
- Camera usage
- Using Virtual backgrounds and filters

Action for Users

- [Install the plugin](#) “Zoom Plugin for Citrix Receiver”
- [Confirm the Installation](#)
- [Available Features](#)
- [Self-Troubleshooting](#) Installation Errors

Install Plugin, continued:

As of Q1 2022, you will need to install Citrix v5.8.4 of the Zoom VDI Plugin that matches your non-Humana machine ([Windows](#), [Mac](#) or [iGEL](#)) from [here](#)

VDI Release Version 5.8.4

Last Updated: November 16, 2021

VDI Plugins for release version 5.8.4

[Click here to download VDI Client 5.8.4](#)

Compatible plugins for this VDI release are listed below. Click a plugin link to download.

Compatible plugins

*Plugins are only optimized for Zoom Meetings unless the (Phone and Meetings) text appears next to them. In this case, the plugin is optimized for both Zoom Phone and Zoom Meetings.

	Citrix
	Windows x86 or x64 (Phone and Meetings): 5.8.4.21112
	Mac Universal Installer & Uninstaller (Phone and Meetings): 5.8.4.21112 (Requires MacOS 10.15+)
	IGEL x64: 5.8.4.21112
	eLux RP6 x64 (Phone and Meetings): 5.8.4.21112
	HP Thin Client OS x64: 5.8.4.21112

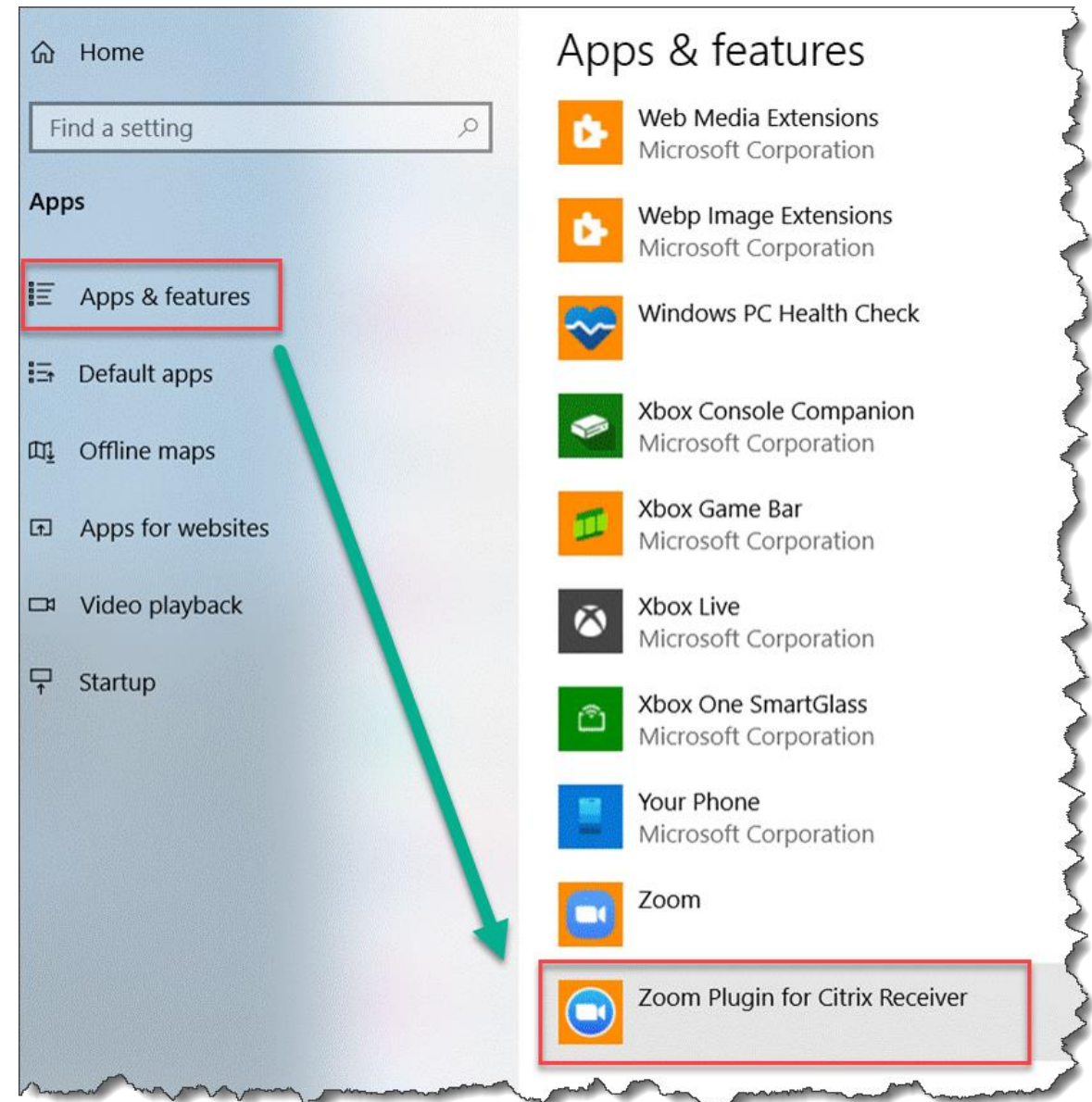
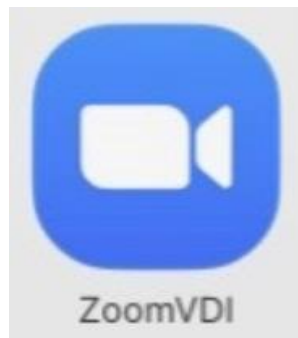
Confirm Plugin Installed:

For a Windows machine:

- search for 'Add or remove programs'.
- scroll to find 'Zoom Plugin for Citrix Receiver' (see screen shot).

For iMac/Macbook:

- Upon successful installation you will see the ZoomVDI in the Applications folder



Confirm Plugin Installed, continued:

Plugin in System Tray

After successful plugin installation, ① go to your System tray and ② confirm you have a round Zoom displayed.

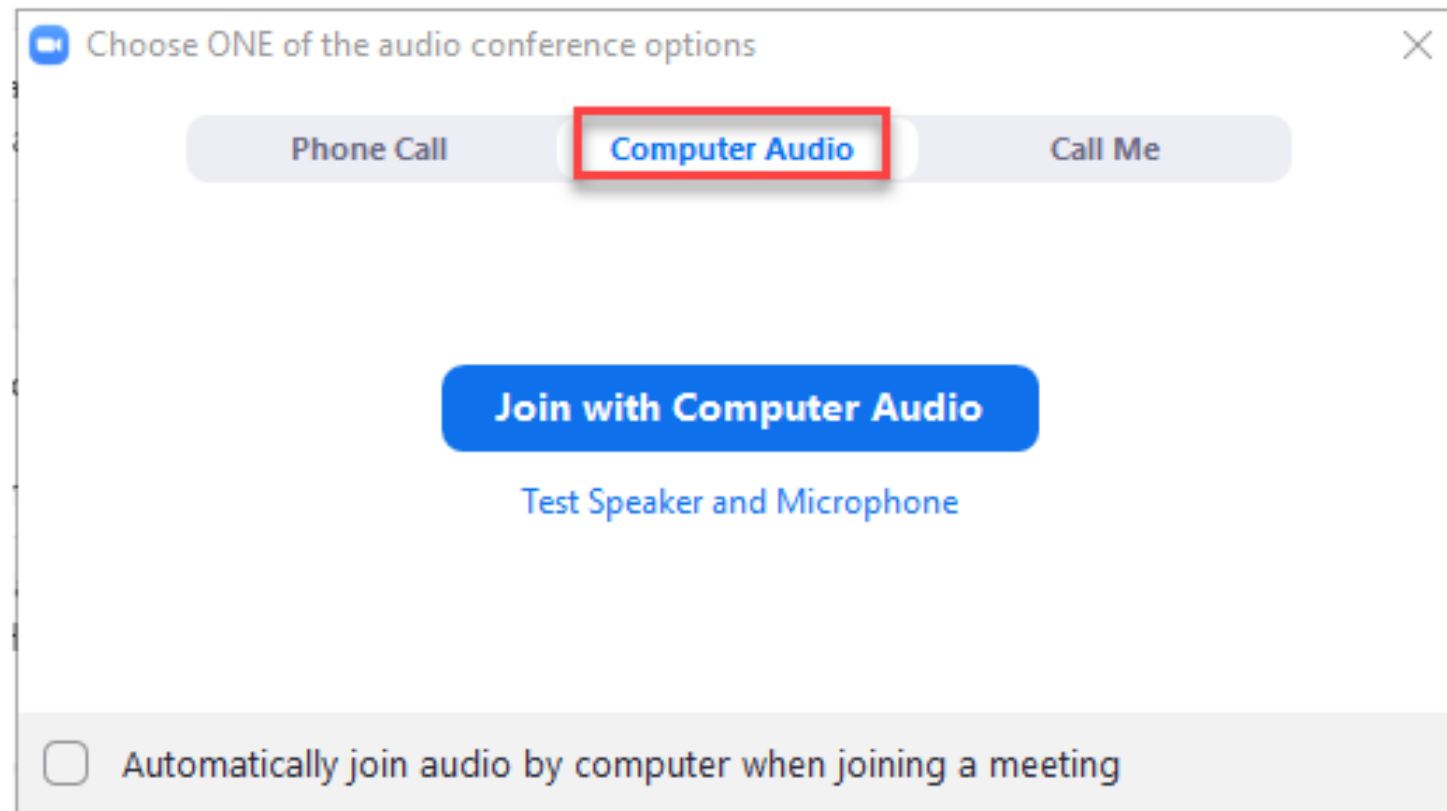
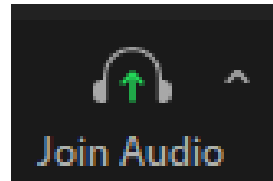
When you hover on the icon, 'Zoom is not connected' will be displayed. This is normal until you join a Zoom meeting.

The new features will be available when you sign in to your VDI (i.e., past grid pin) and join a Zoom meeting.



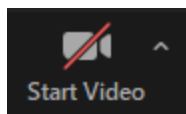
Improved Features

Select 'Computer Audio' (VOIP), or 'Phone Call' or 'Call Me'

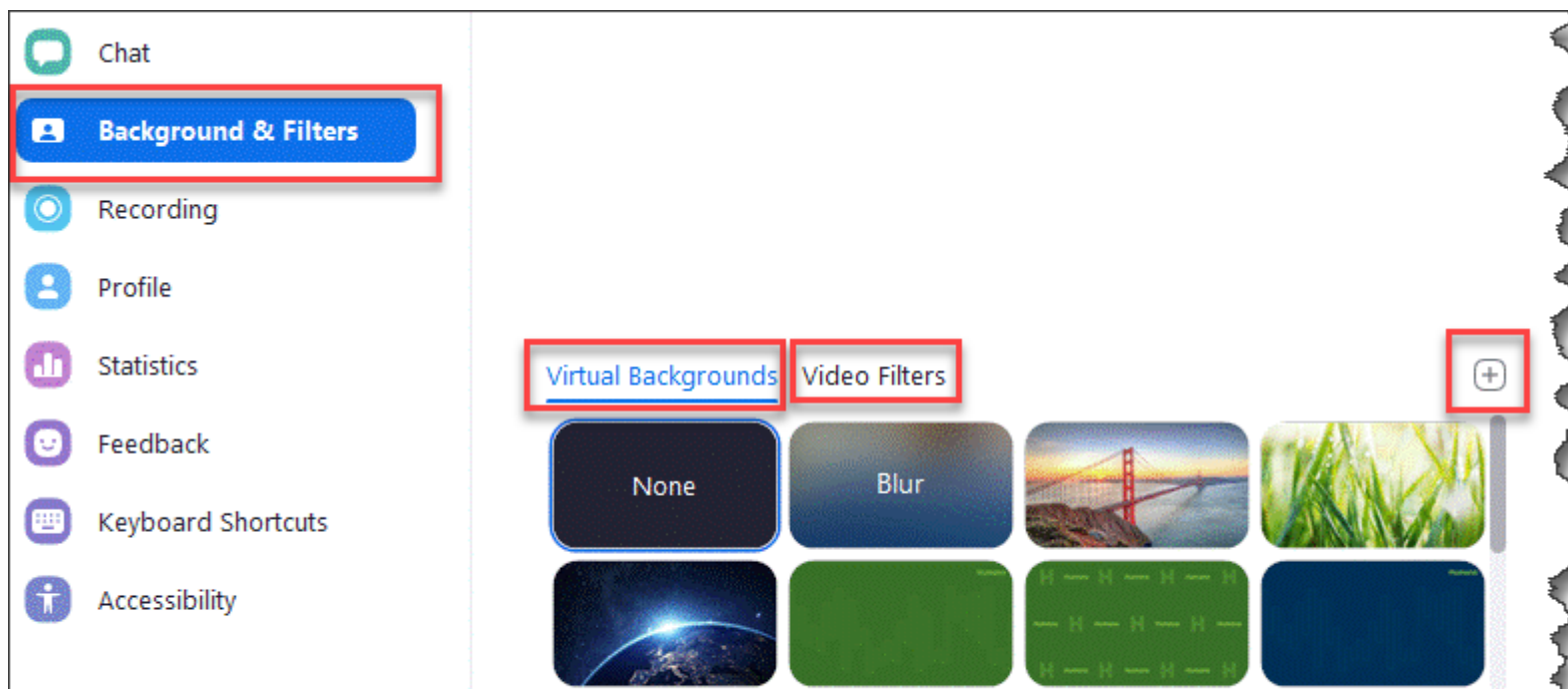
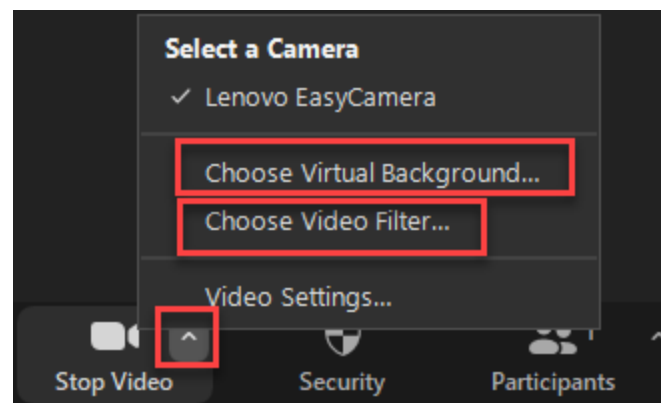


Improved Features, continued

'Start Video' is now available!



When your camera is on, you can
'Choose Virtual Background...' or
'Choose Video Filter...'



Even add your
own photo!

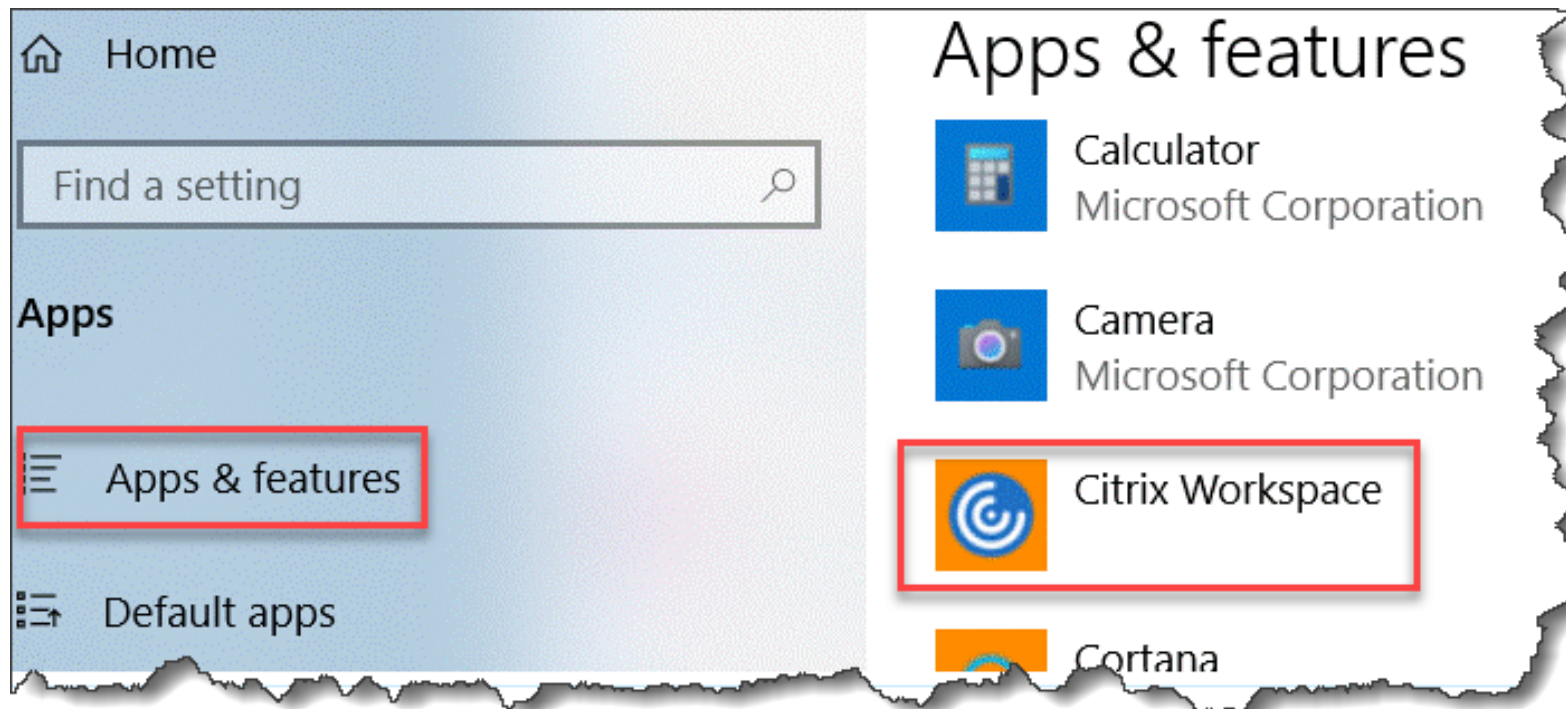
Self-Troubleshooting

If you received errors when installing the plugin on your non-Humana machine, it could be related to your Citrix receiver version. Refer to the Launchpad Self-Help section for guidance on 'Client Minimum Recommendations'.



Self-Troubleshooting, continued

- 1) On your physical PC (not VDI) go to 'Add or remove programs' – 'Apps & features' and look for 'Citrix Workspace'.



Self-Troubleshooting, continued

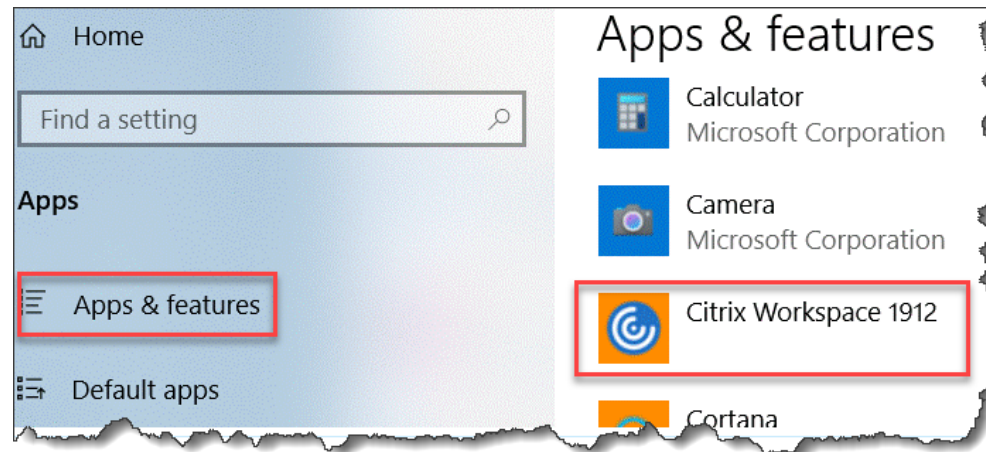
- 2) If you see 'Citrix Workspace' with NO version number after it, please upgrade to a non "Microsoft Store" version. You will find a link provided in the 'Launchpad Self-Help' page (accessed from the bottom of the grid-pin page prior to entering your grid-pin code).
- 3) Select 'Citrix Workspace Links' on the left and then click the Windows 'LTSR' link to the right (as of Q1 2022, '1912 LTSR' is the current version).



Self-Troubleshooting, continued

4) Click 'Download Citrix Workspace app for Windows' and follow installation instructions.

5) To confirm you have the correct version on your physical PC, return to the 'Add or remove Programs' – 'Apps & features' list and find 'Citrix Workspace' again. If you have 2 listed (one of them being the version you just installed), select the 'Citrix Workspace' with NO version number after it and click 'Uninstall' to end up with just one entry.



6) Return to the 'Launchpad Self-Help' page and attempt the installation of the plugin again.