



# DLA Information Operations J6 “How to” Guide

OPR: J6

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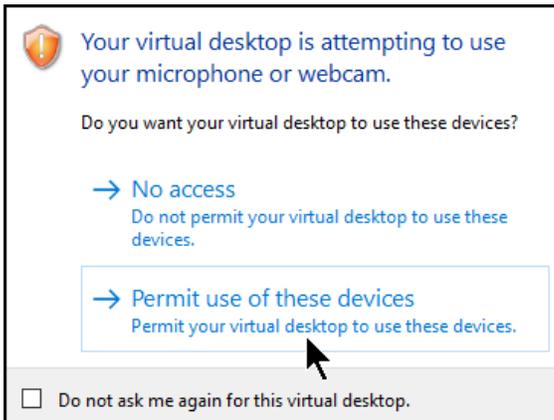
## How do you allow access to your microphone and webcam in the Virtual Desktop Infrastructure ?

Note: If the appropriate device driver is installed, users should be able to open Teams or Skype and make video calls. Most of the UMC devices are not able make video calls in VDI due to not having the proper driver installed on the device and it not being configured in Citrix Receiver.

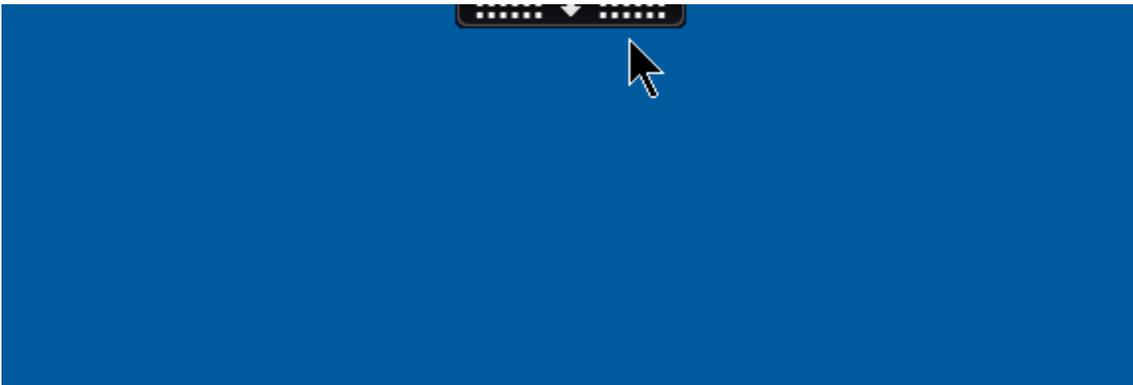
UMC device information needed to run MS Teams audio and video:

- BIOS Version – HP N90 Ver. 01.14, 3/26/2018
- Windows Version – Windows 10 Version 2004 (OS Build 19041.508)
- Citrix Workspace Version – 20.8.0.46
- Webcam Driver Version – HP HD Camera 10.0.17763.20070
- Audio Driver Version – ATIHDWT6.SYS – 10.0.1.0

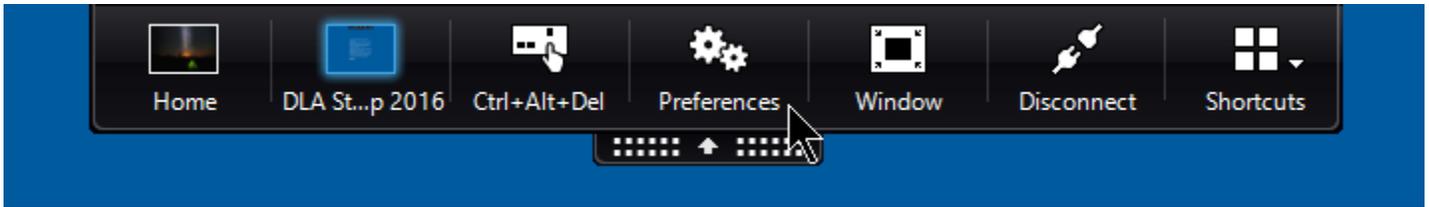
1. During your initial log in to VDI, you'll be prompted to allow or disallow the use of your microphone or webcam. Click, Permit use of these devices.



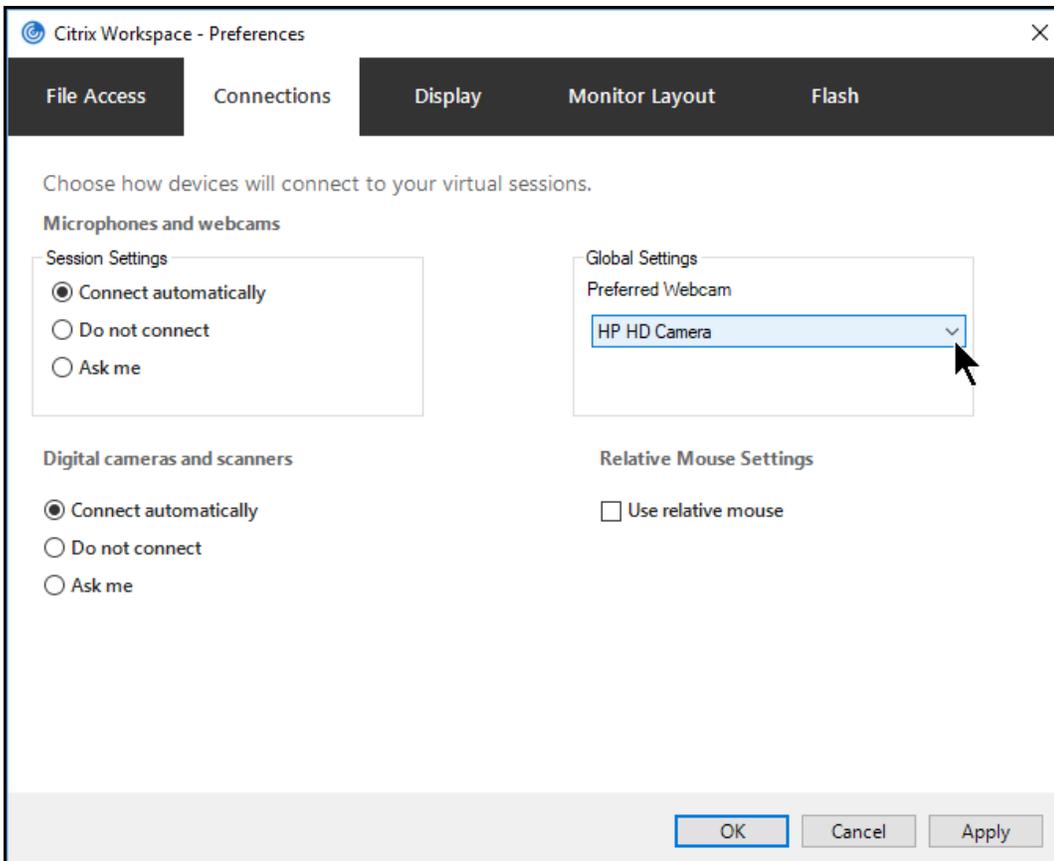
2. If you are not prompted for access or are having device issues, click the black drop down tab at the top of your screen.



3. Select Preferences in the Citrix viewer.

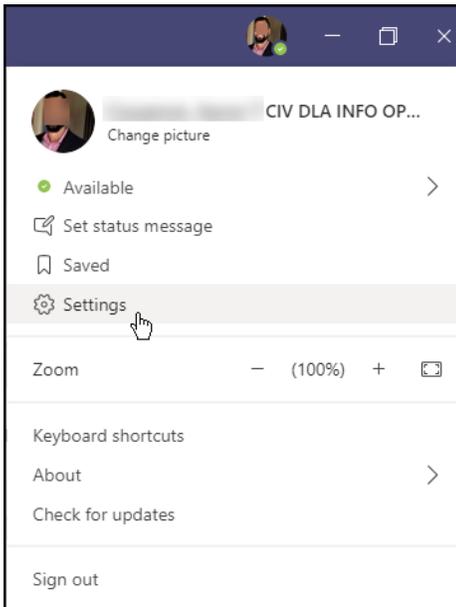


4. Click the Connections tab. Under Global Settings click the drop down for Preferred Webcam and select the webcam that is connected to the computer - either HP HD Camera or Integrated Webcam. Select Apply. Select OK.

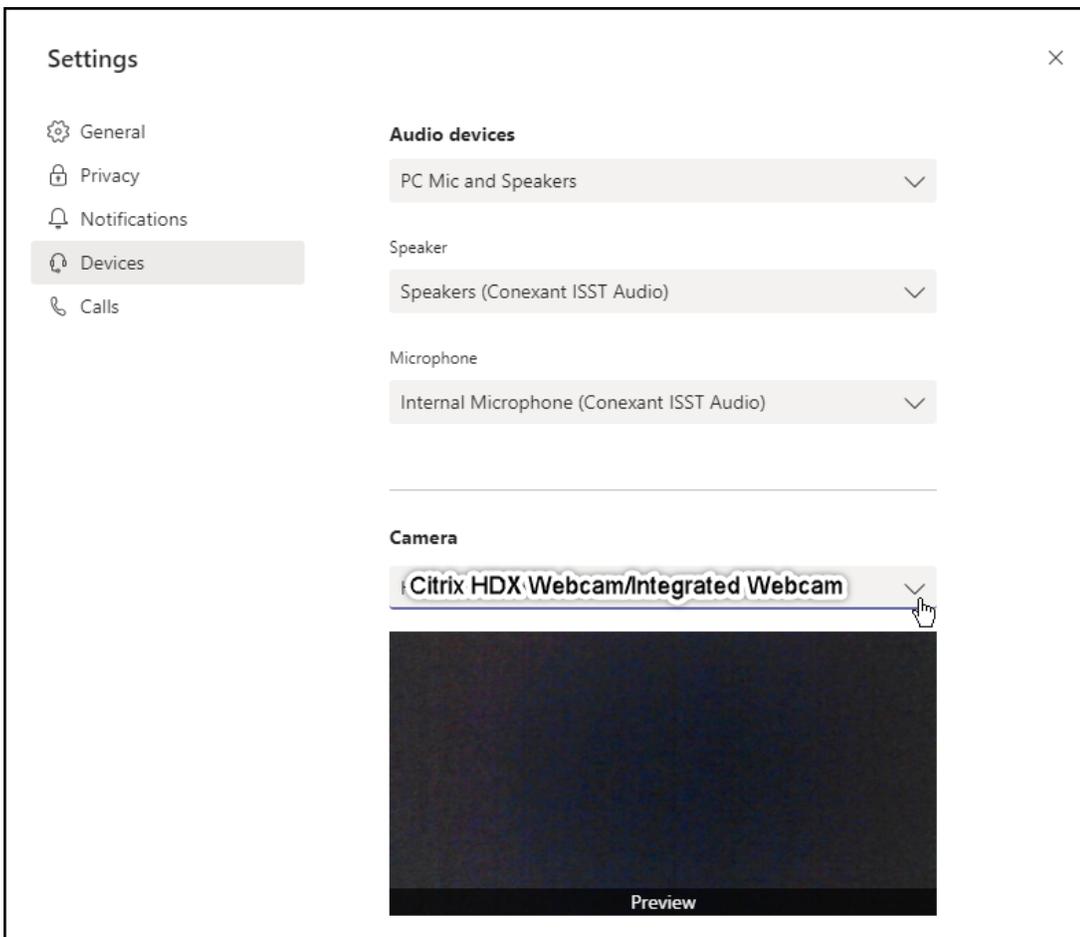


## Microsoft Teams

1. Click your Teams icon in the upper right hand corner of the screen. Select Settings.



2. Select Devices. Under Camera select Citrix HDX/Integrated Webcam.



For additional assistance:

Chat with [Amelia](#)

Call Amelia DSN: XX\* (312) 850-9990 (\*DSN prefix if needed)

Call Amelia Toll Free: (855) 352-0001 (CONUS)

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