

**HiDef** Corporate®

**HiDef Corporate**  
Outlook Plug-in User Guide

**Citrix Online**

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## Overview

You can use Outlook® to schedule your HiDef Corporate™ sessions! Just download the plug-in and enter your HiDef log in information when prompted to easily start conferences right from Outlook®.

## System Requirements

- Required: Windows® 2000, XP, Vista or Newer
- Required: Microsoft Outlook version 2003 or newer
- Recommended Minimum Hardware: Intel® Core™2 Duo class processor or better with 2GB of RAM
- Recommended: Dedicated Broadband Internet access with HTTPS/SSL firewall access for outbound connections

## Desktop Configurations Supported

- Microsoft Office 2003 (Use HiDef Outlook® 2003 Plug-in)
  - Single User Desktop support (Requires Admin Privileges for Installation)
- Microsoft Office 2007 (Use HiDef Outlook® 2007 Plug-in)
  - Single and Multi-user Desktop support (Requires Admin Privileges for Installation)
- Microsoft Office 2010 (Use HiDef Outlook® 2010 Plug-in)
  - Single User Desktop support (Requires Admin Privileges for Installation)
  - Supports only 32 bit version only

## Download from the HiDefCorporate website


- Outlook Plug-in is available for download on HiDefCorporate website.
- You must uninstall previously installed version of HiDef Outlook® Plug-in before proceeding with the installation of the new plug-in.

Go to [www.hidefcorporate.com](http://www.hidefcorporate.com)

1. Click on the **Features** link on the left navigation pane.
2. Click on the **Outlook® Plug-in** link below Features.
3. Select the link according to the version of outlook you have installed.
4. Select **Run** when prompted

### Outlook Plug-in


Now you can use Outlook® to schedule your HiDef Corporate™ sessions! Just download the plug-in and enter your HiDef log in information when prompted to easily start conferences right from Outlook®.



**Download the Plug-in Here:**

- [Outlook® 2003 Plug-in \(37MB\)](#)
  - Single User Desktop (Installation Requires Admin rights)
- [Outlook® 2007 Plug-in \(39MB\)](#)
  - Single and Multi-user Desktop (Installation Requires Admin rights)
- [Outlook® 2010 Plug-in \(39MB\)](#)
  - Single User Desktop (Installation Requires Admin rights)

Example Screenshot of HiDef Corporate Outlook® Plug-in:

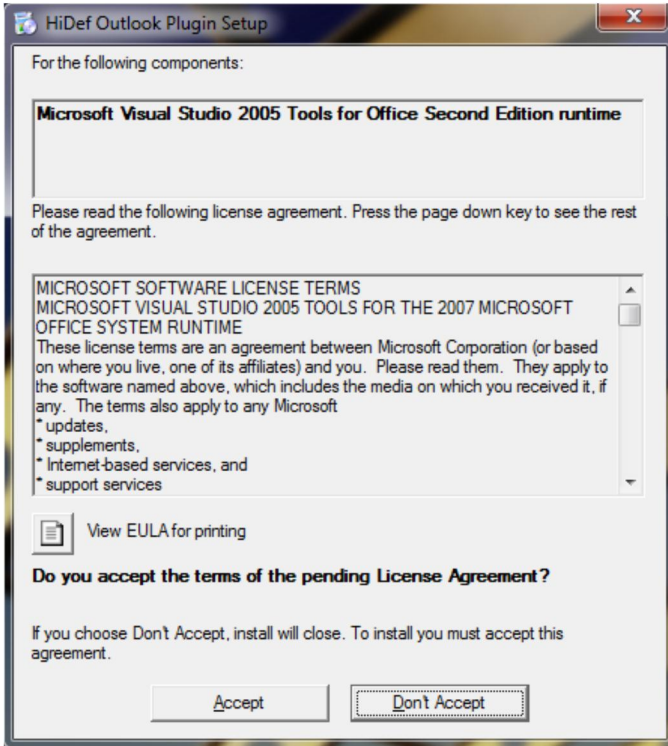


*Note: If you are not sure which version of Outlook® you have installed open Microsoft Outlook®, click on Help, then select About Microsoft Office Outlook.*

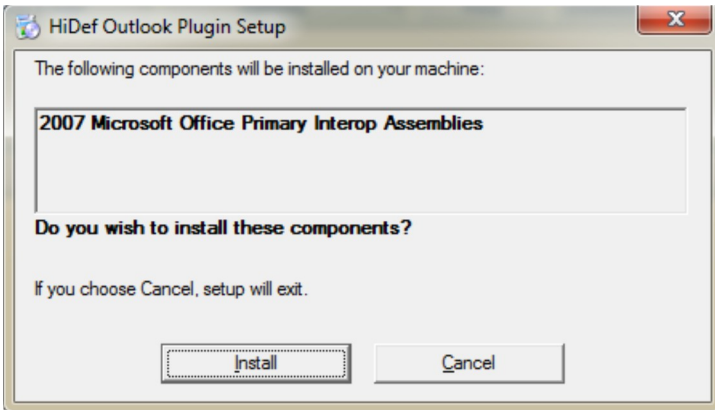
## Install & Setup

To install the Outlook® Plug-in onto your computer

1. When the HiDef Outlook Plugin Setup window appears, select **A**cept for the license agreement.



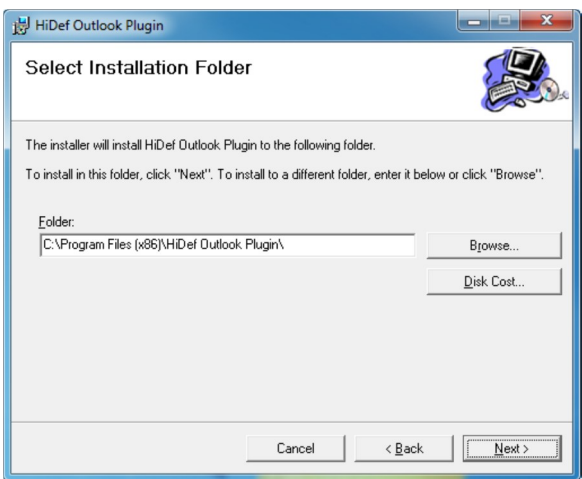
2. The HiDef Outlook Plugin Setup window will open. Click **I**nstall.



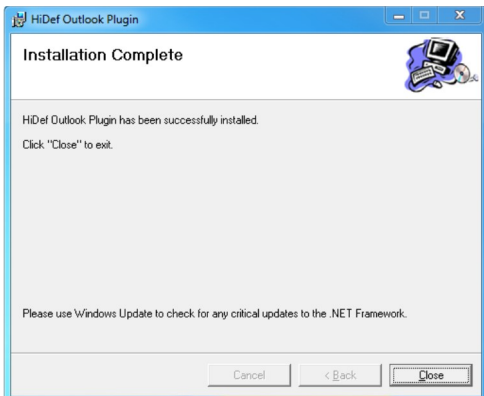
3. This will launch the HiDef Corporate Outlook® Plug-in setup wizard.



4. Select the folder where you would like to install the HiDef Corporate Plug-in and click Next. (The default location for HiDef Corporate Plug-in is "C:\Program Files\HiDef Outlook Plug-in")



5. Click **C**lose when the *Installation Complete* window appears



## How to Uninstall the HiDef Corporate Outlook® Plug-in

You must close Outlook® and all MS Office application before uninstalling HiDef outlook plug-in.

### To uninstall the Outlook® Plug-in from your computer

1. Click on the Windows Key or Start Button and select Settings then select Control Panel
2. This will open up control panel window.
3. Double click on Add or Remove Programs (if you have Windows Vista or newer select Programs and Features)
4. This will open a window with list of installed programs.
5. Look for HiDef Corporate Outlook Plug-in.
6. Once you find the program, right click on the name and select Uninstall
7. This will uninstall HiDef Outlook Plug-in. and the program will be removed the list.

## Outlook Plug-in features

Once the Outlook® Plug-in is installed, you can manage and schedule your HiDef Corporate conferences from Outlook®.

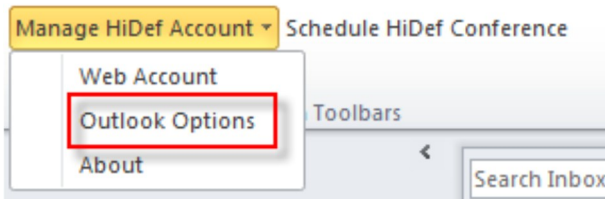
### To schedule a conference using the HiDef Outlook® Plug-in.

1. From Outlook® click the **Schedule HiDef Conference** button.
2. This will open an Outlook®appointment, which includes the HiDefCorporate dial-in information.
3. Select the Date, Time, and subject of your meeting.
4. Enter the email address of the person/people you would like to schedule a conference with in the **To:** field.

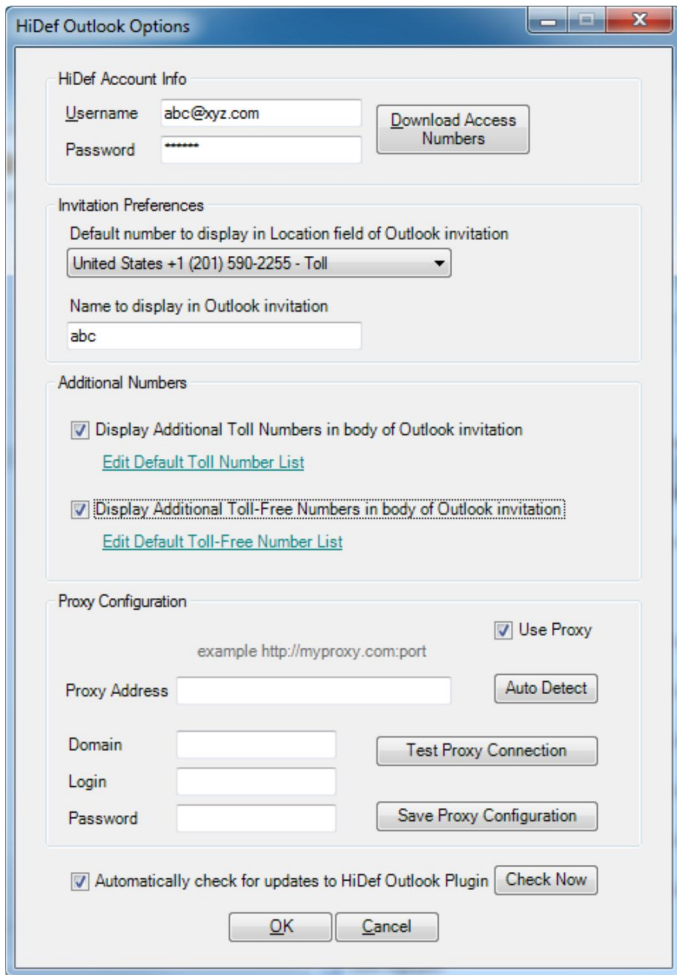


**To manage your Outlook® Options using the HiDef Corporate Outlook® Plug-in.**

1. From Outlook®, click the Manage HiDef Account button.
2. Select Outlook Options



3. Change your desired options.

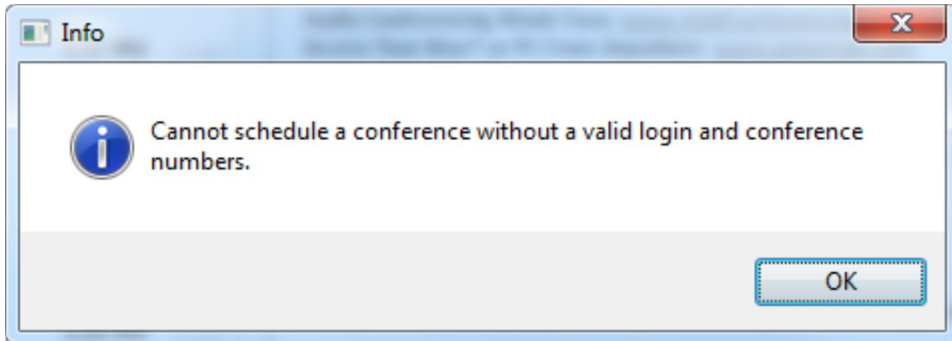


4. Click **OK** to save changes

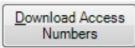
## Troubleshooting

### 1. Issue/Error 1

If you have not filled in your credentials in the HiDef Outlook Options window under Manage HiDef Account then you will see following error once you click “Schedule HiDef Conference” button.

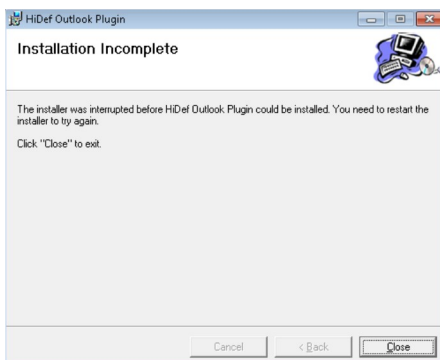
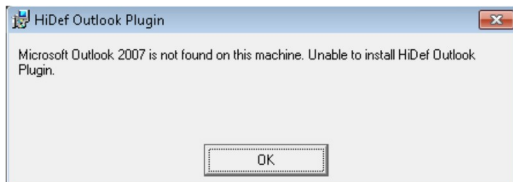


If you do get the above error, click on “OK” button and open HiDef Outlook options window under

**Manage HiDef Account.** Enter your credentials and click  button. This will verify your HiDef Login credentials. Click Ok to exit and now clicking on **Schedule HiDef Conference** will open the email invite.

### 2. Issue/Error 2 –Microsoft Outlook is not found

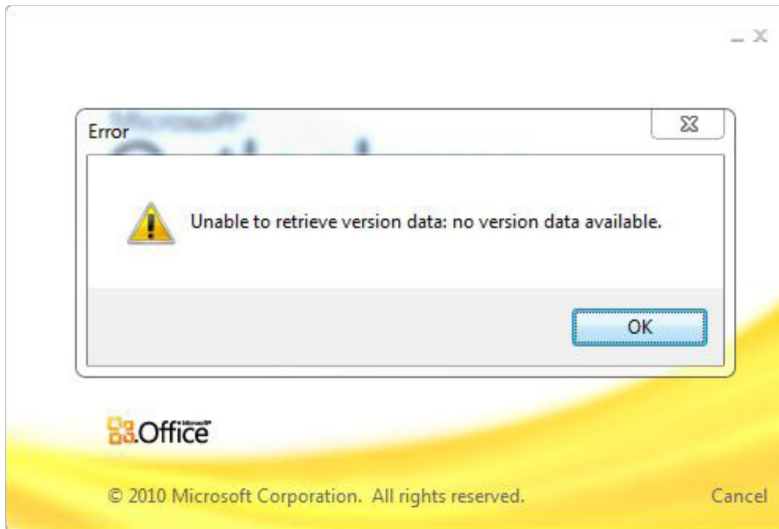
During the installation you may see a message like below.



This message appears because installer is not able to find the correct information to verify your MS Office installation. Reinstalling MS Office and/or your operating system may fix this issue.

### 3. Issue/Error 3 – HiDef Outlook® Plugin version retrieval error

This message appears because the HiDef Outlook Plugin has not been configured with the correct proxy settings.



If you see the above error click **OK** open HiDef Outlook Options and set Proxy Configurations.

### Additional Resources

For technical assistance please call us toll free at 1-866-962-6490, direct dial 805-617-7017 or email [HiDefCorporateSupport@citrixonline.com](mailto:HiDefCorporateSupport@citrixonline.com).