# VDI – QUICK START USER GUIDE

## Prerequisites

### Install VMware Horizon Client

**For users with Sunrise devices,** the client is already installed on your Sunrise Laptop or Desktop.
**For users with UPC devices** the client needs to be ordered from the AppStore: http://appstore.liberty.biz/ESD/Home
**For partner access** visit https://pag-vdi.sunrise.net. Click on "Download the Horizon Client". You'll be redirected to VMware's download page. Chose the right client for your end device, download it, and install it.
**For other external devices** visit https://iag-vdi.sunrise.net. Click on "Download the Horizon Client". You'll be redirected to VMware's download page. Chose the right client for your end device, download it, and install it.

**Tablet or Phone:** Install the VMware Horizon Client from your App Store (Play Store or Apple App Store)

### Port requirements

For the Port requirements please review the following VMware Article https://techzone.vmware.com/resource/network-ports-vmware-horizon or Contact dispatchvirtualization@sunrise.net

## Step 1 – Order a Virtual Desktop (VDI)

Please order your VDI from MyEasy ➔ "Order: New VDI" If you don't have access to the Sunrise Network yourself, your Line Manager / Line Assistant can order a VDI and if needed an RSA Token ➔ "Order: On-Demand Token"

### Available VDI Pools:

- Pool S: Network VDI (restricted for HUAWEI)
- Pool T: Development VDI (restricted for Development and TechM)
- Pool U: Contractor VDI (for contractors, service providers)
- Pool V: Internal VDI (restricted for Sunrise employees)
- Pool W: Network GNOC VDI (restricted for GNOC)

## Step 2 – Access VDI

### From Sunrise internal network

- Start the VMware Horizon Client
- Click on "vdi.swi.srse.net"
- Enter your SWI credentials
- Click on the Icon with the Title "Win10 XY VDI" to launch the VDI

### From Partners / ex UPC network (via MPLS)

- Start the VMware Horizon Client
- Click on "Add Server" (first-time use only)
- Enter "pag-vdi.sunrise.net" (ex. UPC "pag-vdi.swi.srse.net")
- Enter your SWI credentials
- Click on the Icon with the Title "Win10 XY VDI" to launch the VDI

### From the internet (RSA Token required)

- Start the VMware Horizon Client
- Click on "Add Server" (first-time use only)
- Enter "iag-vdi.sunrise.net"
- Enter your SWI Username and your RSA Passcode or PIN (if OnDemand enter Token received via Mail/SMS in the next step) RSA
- Enter your SWI credentials
- Click on the Icon with the Title "Win10 XY VDI" to launch the VDI

### with the VMware Web client (limited functionality)

If you don't have the option to install the VMware Horizon Client, there is a Web Client as an alternative. Access the following URLs for your case:
- vdi.swi.srse.net ➔ Sunrise internal Network
- pag-vdi.sunrise.net ➔ partner network
- pag-vdi.swi.srse.net ➔ ex. UPC network
- iag-vdi.sunrise.net ➔ external network

Now click on "VMware Horizon HTML Access" and follow the Login process (see above)

## Tips & tricks

### Changing the Screen that is used for the VDI

The Screen used for the VDI can be changed from the Horizon toolbar by clicking the green V arrow next to "Fullscreen"



you can then choose to use all, or a specific monitor attached to your computer in full screen, or a windowed session

To change this setting in older versions of the VMware Horizon Client or to save the changes for a future session, right-click the Horizon Icon in your taskbar and click "Settings"
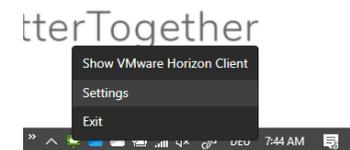


Select your VDI at the bottom of the list and change the monitor mapping by clicking on the monitors to select/unselect it and click "Apply" to save your changes.
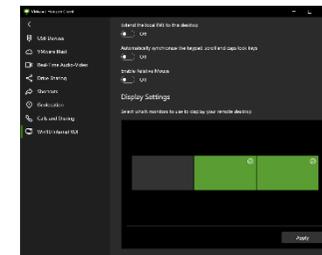


### Additional Info's

Permissions to use Copy/Paste between your device and the VDI or to transfer files from your Device to the VDI need to be requested separately from MyEasy ➔ "Order: Virtual Desktop Sharing Feature"

If you encounter any kind of issue with your VDI, please don't hesitate to open a Ticket in MyEasy ➔ "Report a Problem: Virtual Desktop"