Call Studio Training Classes: Pre-Class Configuration and Testing
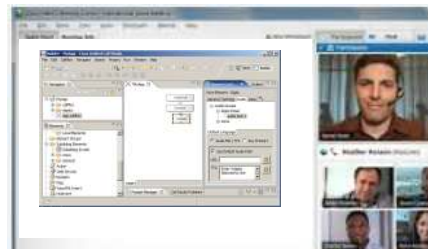
1. For your Call Studio Training class, you will need the following:
   a. A headset or earbuds
   b. Wired connection (works much better than wireless in class). Purchase 2 LAN cables and plug your PCs into your wireless router.
   c. **2 monitors, 2 PCs, or 2 devices situated side-by-side. Or one very large monitor.**
   .

**Vmware – Student Pod**   **Webex - Instructor Screen**

   d. One PC will run **VMWare Horizon View** for hands-on programming (Student Pod).
   e. The other PC (monitor) will connect to **Webex** to view instructor screen.
   f. If you have a web-cam, please enable it during introductions so we can see you.

2. **Perform the following configuration and testing on the PC you'll use in class.**
   a. Point a web browser to **https://lab.trainingtheexperts.com**   (not case sensitive)
   b. Select the **left icon** for **VMware Horizon View Client**.
   c. Select the **Client** for **your** operating system and download
   a. Install, accepting all the defaults. Configure the default server as

   # lab.trainingtheexperts.com

   b. **Reboot**
   c. Once installed, start the **Horizon View Client** (there may be a desktop icon)
   d. Use this login during testing. You'll receive a different login for the training class:

   ## User: testcvp
   ## Password: testcvp2014!!

   e. Start the **XLite** softphone (desktop icon)
   f. Dial **1234** on the DTMF-keypad
   g. If you hear any audio from the XLITE phone you're done! Close the XLite phone and log off.
   h. **If not, go to the next page of trouble shooting.**

   **TroubleShooting (Next Page)**

3. Troubleshooting

    A. If you connect and see only a **black screen**, or **can't hear audio**, or receive the error message "**Could not establish a tunnel connection**" – then your firewall/proxy server/VPN/or corporate security rules are not allowing connection.

        1) Try adding port forwarding of ports **4172 and 443** (udp and tcp) to your router/firewall.

        2) **Disable** your **VPN** and re-establish the connection.

        3) Work with your IT team to allow connecting.

    B. If you receive this error message,
       Then follow these steps:
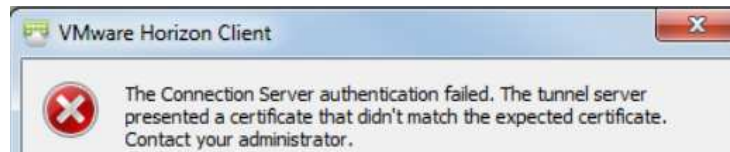
        1) Quit and restart Horizon View Client.

        2) Pull down the menu in the upper right corner.

        3) Select **Configure SSL**
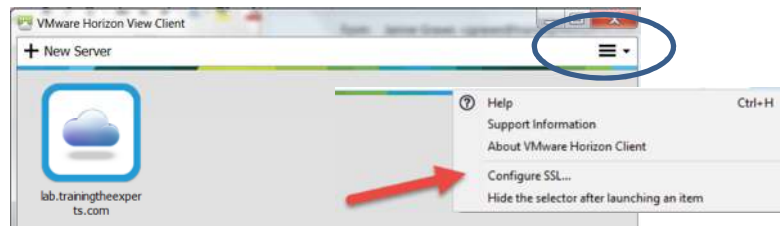
        4) Select **Do not verify server identity**
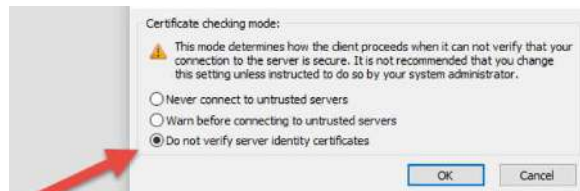
Please let me know the results

       Be sure to use the same PC for class and to test the VMWare Horizon Client the Friday before class begins.

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