# Sunset Learning Institute

VOICE Lab Pre-Class Configuration and Testing

1. To have a good experience with labs for your Cisco Contact Center or Collaboration class, you will need the following:
    a. A headset with microphone – USB is recommended
    b. Wired network connection (works much better than Wi-Fi/wireless)
    c. **2 PCs (or 2 monitors situated side-by-side) is strongly recommended**
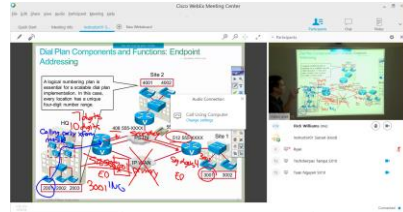
    d. One screen will be used to remote control a PC in lab, the other screen will be used for WebEx or the student Lab Guide
    e. The PC and screen used for WebEx should have a web-cam so the instructor can see you
2. Open a Web Browser (Firefox recommended) to http://links.sunsetlearning.com
    a. Download the Cisco AnyConnect VPN and the VMware Horizon clients for **your** operating system
    b. Installation of AnyConnect and Horizon clients **requires administrative privileges** on the computer you will be using to access labs
    c. Install the AnyConnect and Horizon clients accepting all the defaults. The Horizon client install typically requires a reboot.
    d. Enter **middle9.sunsetlearning.com** and click Connect
    e. When prompted, enter the following case-sensitive login

    User: **labtest**

    Password: **Sunset2284**

    f. Open the VMware Horizon client and click the **+** in the upper left to add a New Server

    g. Enter **10.1.5.7** in the box and click Connect. Click Continue on the certificate warning pop-up.

    h. When prompted, enter the following case-sensitive login

    User: **student**

    Password: **cisco**

    i. After the PC opens, double-click the **Test Phone** icon
    j. Use your keyboard or the DTMF-keypad on the phone to dial **2222** and click the Dial button
    k. If you hear audio from the phone your test is successful! Click the EndCall button on the phone and use the Logoff icon on the desktop to end the session and close the Horizon client
    l. On **your** PC, look in the system tray for the AnyConnect globe icon, right-click and **Disconnect** or **Quit** to end the VPN connection

Troubleshooting

AnyConnect VPN requires access to internet and valid DNS configuration. For best results, both TCP port 443 and UDP port 443 need to be allowed.

When using the Horizon client from a PC with multiple monitors, it may be necessary to use the toolbar to take Horizon out of full-screen. The resulting window can be resized as needed.