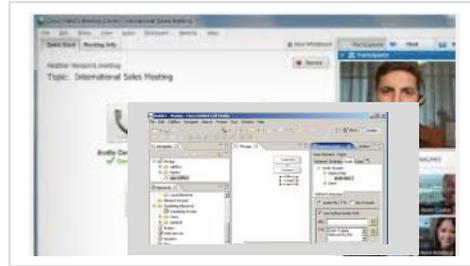


Call Studio Training Classes: Pre-Class Configuration and Testing

1. For your Call Studio Training class, you will need the following:
 - A. A headset or earbuds
 - B. Wired connection (better than wireless in class).
 - C. **2 monitors, 2 PCs, or 2 devices situated side-by-side. Or one very large monitor.**

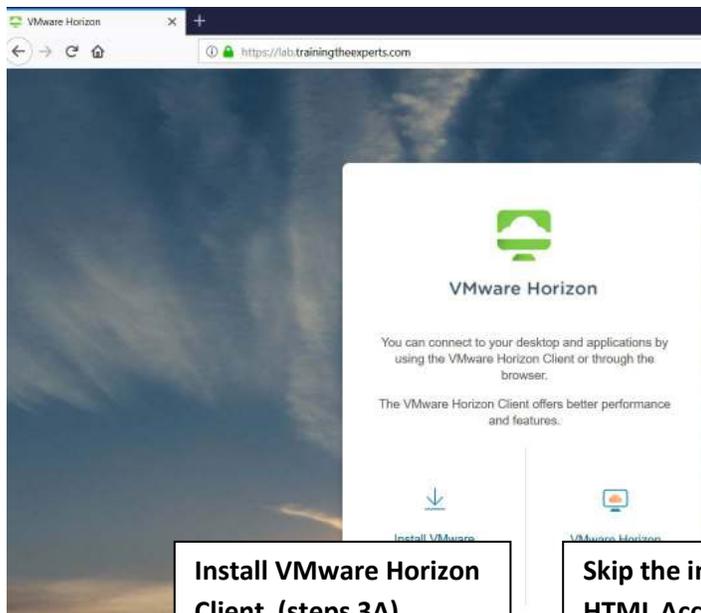


Monitor1: Your Student Pod



Monitor2: Video-conf: Instructor Screen

- D. One PC (or monitor) runs **VMware Horizon View** for hands-on programming.
 - E. The other PC (monitor) connects to the video-conference (Zoom or 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 installation and testing on the PC you'll use in class.**
 - A. Point a web browser to <https://lab.trainingtheexperts.com> (you **MUST** key in the prefix **https** manually!)
 - B. Select either **Install VMware Horizon View Client** (usually better performance). **See steps 3A below.** Or
Skip the install: select **VMware HTML Access**. **See page 5 for testing.**

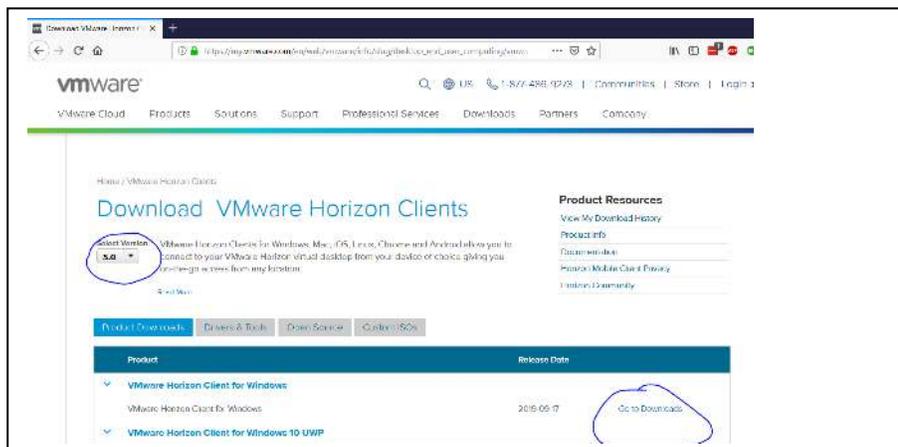


Install VMware Horizon Client (steps 3A)

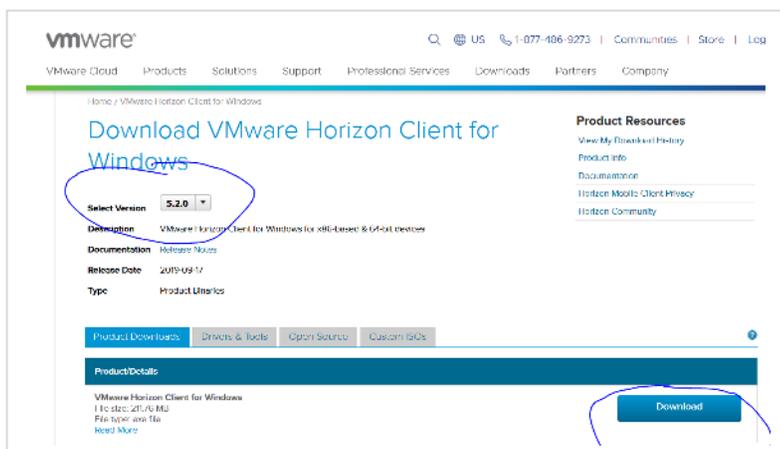
Skip the install and use HTML Access (steps 3B)

3A. If you selected the LEFT icon for the Client

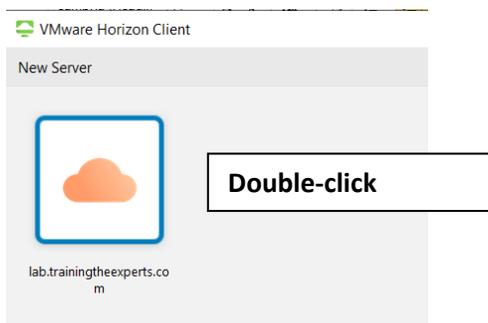
- A. On the Download VMware Horizon Clients page:
- B. Use the pull-down menu to **Select Version: 5.0**
- C. Find your operating system, and press: **Go to Downloads**



- D. On Download page, **Select Version: 5.2.** Press Download.

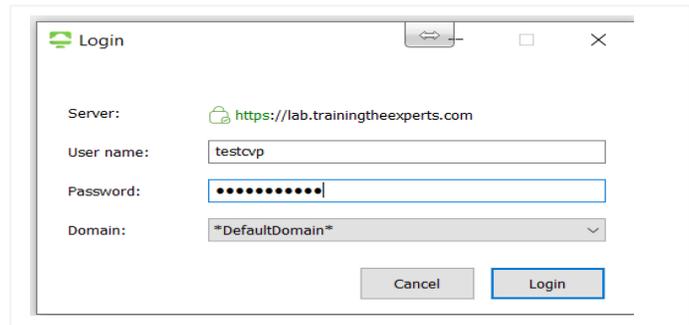


- E. Install, accept all the defaults.
- F. Set the Default Server: **lab.trainingtheexperts.com**
- G. **Reboot**
- H. Once installed, start the **VMWare Horizon View Client** (there may be a desktop icon)
- I. Double-click the server or enter **+New Server: lab.trainingtheexperts.com**



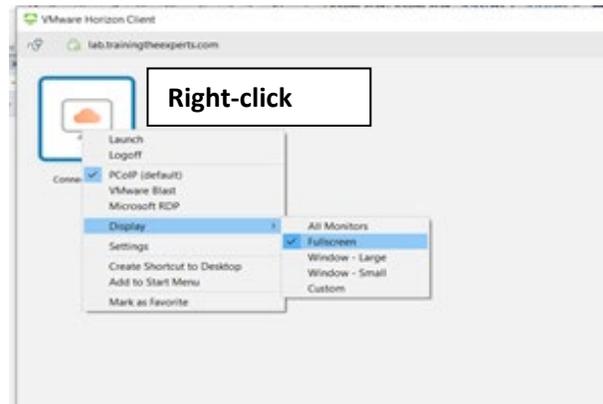
J. Use this login for testing only:

- **User name: testcvp**
- **Password: testcvp2014!!**
- **Press: Login**



K. Right-click on the **Connection Test** icon.

- Select **Display > Full Screen**
- Select **PCoIP (Default)**
- Do **NOT** select auto-connect to this desktop or favorites
- Press **Launch to connect**



L. If you see a **black screen**, or if you connect but **immediately disconnect** – then you have either downloaded the wrong version of the VMWare Horizon Client (you want 4.70) or you have a firewall issue at your end. **See Troubleshooting below.**

M. Start the **XLite** softphone (from the desktop icon)



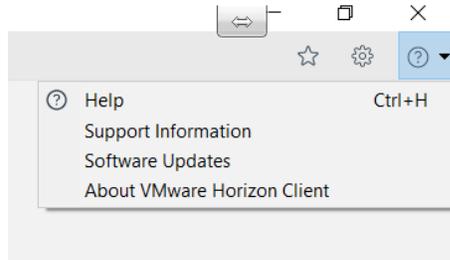
N. Dial **123** on the DTMF-keypad

O. If you hear **any** audio from the XLITE phone you're done! Close the XLite phone and log off.

P. **Troubleshooting:** If you do not hear any audio, then please go to the next page for troubleshooting.

Troubleshooting

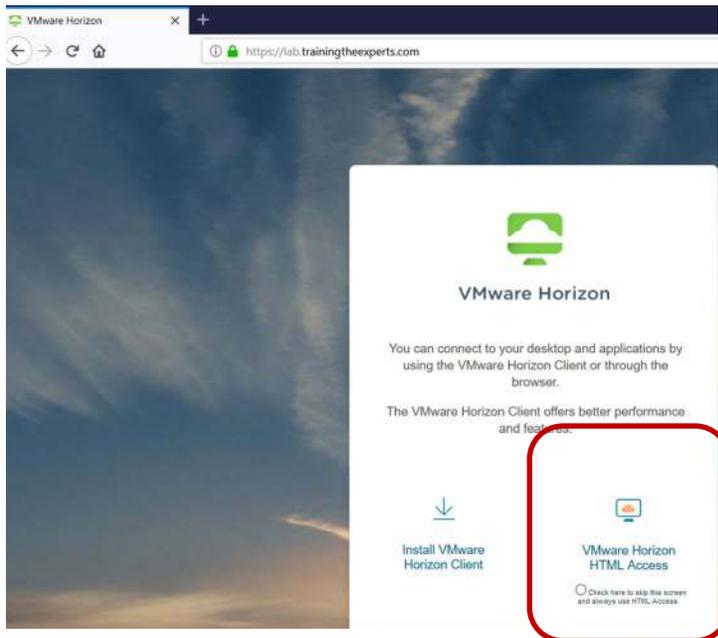
1. **NOTE: If none of these trouble-shooting tips work, you can try connecting using the Web Browser Access instead. See page 5.**
2. If you are immediately disconnected from the student pod, ensure you've installed the correct version of the VMWare Client:
 - A. Restart VMWare
 - B. Pull-down the menu in the upper right
 - C. Select **About VMWare Horizon Client** to view the version: you want version 5.2



- D. If the version is ok, then contact your IT or SysAdmin and have them perform the following:
 - Add port forwarding of ports **4172 and 443 (udp and tcp)** to your router/firewall.
 - **Disable** your VPN and re-establish the connection.
 - **These are standard VMWare Horizon View requirements.**
3. If you connect to the student pod, but can't hear audio:
 - A. It's most likely a firewall issue, but you can first try the following – quit the VMWare app
 - B. Ensure you hear audio from the host PC
 - C. Then re-start and connect to the student pod
 - D. Can you hear audio now?
 - E. If not, it is a firewall issue at your end, contact your IT or SysAdmin:
 - Add port forwarding of ports **4172 and 443 (udp and tcp)** to your router/firewall.
 - **Disable** your VPN and re-establish the connection.
 - **These are standard VMWare Horizon View requirements.**
 4. Any of the following indicate that your firewall/proxy server/VPN/or corporate security rules are not allowing connection:
 - A **black screen**,
 - The error "**The connection Timed Out**"
 - The error "**Could not establish a tunnel connection**"Contact your IT or SysAdmin and have them perform the following:
 - A. Add port forwarding of ports **4172 and 443 (udp and tcp)** to your router/firewall.
 - B. **Disable** your VPN and re-establish the connection.
 - C. **These are standard VMWare Horizon View requirements.**
 5. **If you're still having issues, see below for an alternative method of connecting to the student pod: Web Browser HTML Access**

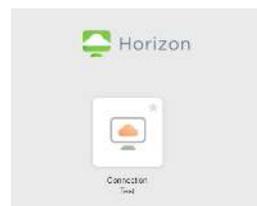
VMWare HTML Access

1. An alternative method of connecting to the student pod is to use the **Web Browser client** and see if that works for you. **Chrome web browser usually is best.** (Firefox has an issue where it doubles every typed character)
 - A. Point a web browser to <https://lab.trainingtheexperts.com> (you MUST key in the prefix **https** manually!)
 - B. Select the **right** icon for **VMware Horizon View HTML ACCESS:**



- C. This login is for testing. You'll receive a different login for the training class:
 - **User name: testcvp**
 - **Password: testcvp2014!!**

- D. Double-click the pod: **Connection Test**



- E. Start the **XLite** softphone (from the desktop icon)
- F. Dial **1234** on the DTMF-keypad
- G. If you hear **any** audio, you're done!
- H. Log off the student pod



Please let me know the results

Janine Graves 617-549-8585 (call or text)
JGraves@TrainingTheExperts.com

I don't answer for unknown phone numbers but leave a message and I'll call you back.