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 <u>https://lab.trainingtheexperts.com</u> (you **MUST** key in the prefix https manually!)
 - B. Select either <u>Install</u> VMware Horizon View Client (usually better performance). See steps 3A below. Or

Skip the install: select VMware HTML Access. See page 5 for testing.



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.

VMware Cloud Products Solutions Support Professional Services Download:	Partners Company
Home / Wilvere Herizon Client for Windows	Product Resources
Windows	View My Download History Product Info
VVIIID@WS	Documentation
	Horizon Mobile Client Privacy
Select Version 5.2.0 *	Horizon Community
Detwiption VMware Horizon Cherit for Windows for x86-based & 64-bit devices	
Documentation Refease Notes	
Release Date 2019-09-17	
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Description of Description	

- 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**

State Content		
New Server		
	Double-click	
	Double-click	

CVPD Student Pod Connection Instructions

- J. Use this login for testing only:
 - User name: testcvp
 - Password: testcvp2014!!
 - Press: Login

📮 Login		\times
Server:	https://lab.trainingtheexperts.com	
User name:	testcvp	
Password:	•••••	
Domain:	*DefaultDomain*	\sim
	Cancel Login	I.

- K. Right-click on the **Connection Test** icon.
 - Select **Display > Full Screen**
 - Select PCoIP (Default)
 - Do <u>NOT</u> select auto-connect to this desktop or favorites
 - Press Launch to connect

-	Right-clie	ck
	Lauch Logoff PCoIP (default) VMware Blast Microsoft RDP	
1	Display	All Monitors
	Settings	V Julisceen
	Create Shortcut to Desktop Add to Start Menu	Window - Large Window - Small Custom
	Mark as favorite	

- 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
- 0. 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 trouble shooting.

Troubleshooting

- 1. NOTE: If none of these trouble-shooting tips work, you can try connecting using the <u>Web</u> <u>Browser Access</u> 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 <u>4172 and 443 (udp and tcp)</u> 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 **<u>4172 and 443 (udp and tcp)</u>** 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 **<u>4172 and 443 (udp and tcp)</u>** 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: <u>Web Browser HTML Access</u>

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://lab.trainingtheexperts.com
 - B. Select the **right** icon for **VMware Horizon View** <u>HTML ACCESS</u>:

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			VMware	P Horizon
		You ca usin	in connect to your ig the VMware Hor bro	desktop and applications by izon Client or through the weer.
		The VM	The VMware Horizon Client offers better performance and features.	
		-	$\underline{\downarrow}$	<u>_</u>
		Insta Hor	all VMware izon Client	VMware Horizon 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.

