

Data Innovations Technical Requirements and Connectivity Pre-Check for Virtual Training Program

Listed below are some of the technical specifications you should have ready in order to successfully participate in the virtual training programs.

- **Dual extended monitor** set up required with at least 1 large monitor (i.e. 22 inch)
- Input devices: Keyboard, Mouse or compatible pointing device
- Sound: Computer with microphone, and speaker or headset
- Internet Browser: **Google Chrome** or **Mozilla Firefox**, updated to current versions

Note: The virtual trainee platform will not work properly if accessed via Internet Explorer or Microsoft Edge. **Do not connect via a VPN**, this will cause latency, bandwidth or other connectivity issues.

Important Note Regarding Video Monitors: A dual extended monitor system is necessary for sufficient viewing of the presentation platform, instructor demos and navigation within your Instrument Manager virtual lab. At times trainees may wish to view up to three windows. Do not attempt to participate in the sessions using a laptop computer, or other device with a similarly small display screen. Additionally, projecting the demonstration/presentation viewer on a large screen is not recommended.

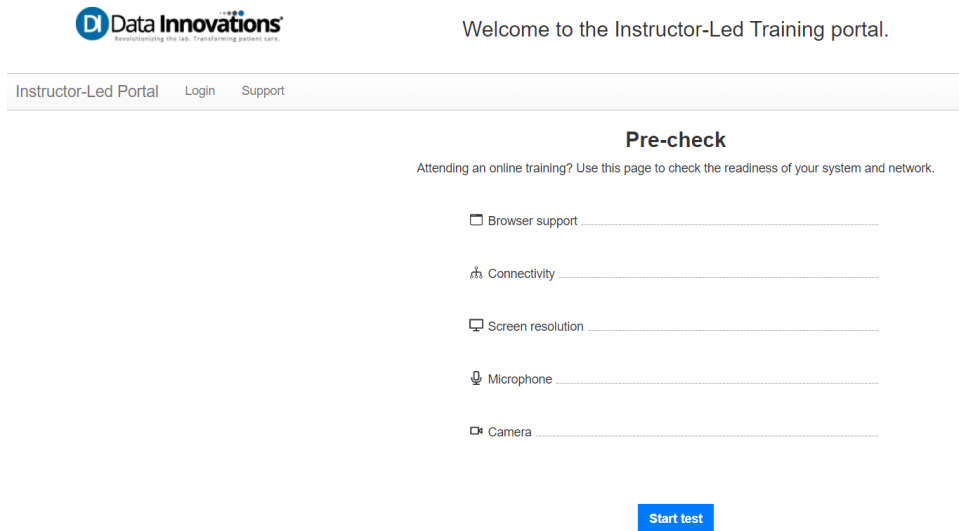
Performing the Connectivity Pre-Check

Follow these steps to perform the pre-check for your upcoming virtual classroom session:

1. Go to <https://datainnovations.instructorled.training/system-precheck>

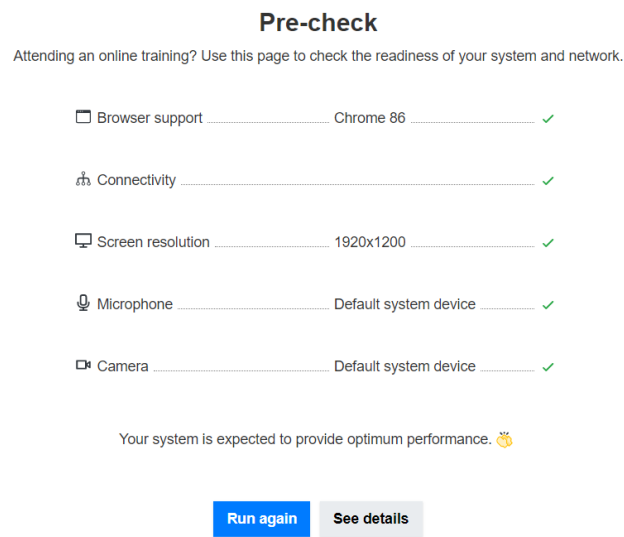
NOTE: Use **Google Chrome** or **Mozilla Firefox** to access the training portal.

2. On the Pre-check page, select **Start test**.



The screenshot shows the Data Innovations logo at the top left with the tagline "Revolutionizing the lab. Transforming patient care." To the right, it says "Welcome to the Instructor-Led Training portal." Below this is a navigation bar with "Instructor-Led Portal", "Login", and "Support". The main heading is "Pre-check" with the subtext "Attending an online training? Use this page to check the readiness of your system and network." There are five checklist items: "Browser support", "Connectivity", "Screen resolution", "Microphone", and "Camera", each with a dotted line for details. A blue "Start test" button is centered at the bottom.

3. Once test is complete, verify that green checkmarks display for the Browser Support, Connectivity, Screen resolution and Microphone performance indicators. If the Camera indicator does not pass, it is not a problem.
4. **Your system is expected to provide optimum performance** statement displays if all performance checks pass.



The screenshot shows the same "Pre-check" page as above, but now all five items have green checkmarks. The "Browser support" item shows "Chrome 86". The "Microphone" and "Camera" items show "Default system device". At the bottom, a message reads "Your system is expected to provide optimum performance." with a smiley face icon. Two buttons are at the bottom: a blue "Run again" button and a grey "See details" button.

5. Select **See details**. A box with results similar to screenshot below will appear.

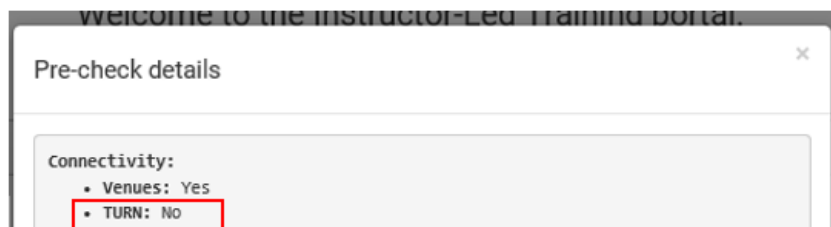
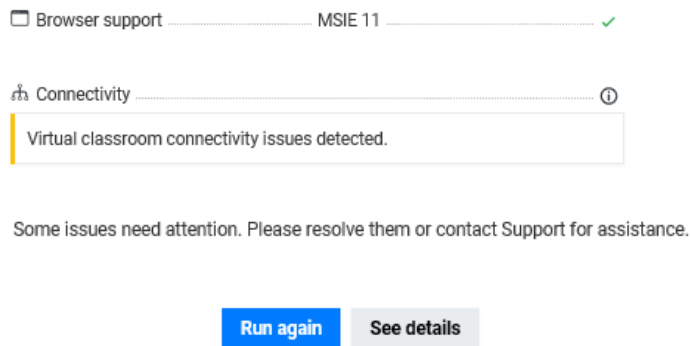


6. Please make a screenshot of your Pre-check details (similar to above) and email them to northamerica-training@datainnovations.com to confirm your computer will provide optimal performance and you will be able to participate in the virtual training.

Important: If you do not obtain results similar to screenshots in steps 4 and 5, that indicates you may have problems with the connectivity to the virtual platform.

Review scenarios a thru c and follow the instructions indicated for your pre-check results.

- a. Connectivity check fails, see results below.
These are seen if using Internet Explorer (MSIE).
Repeat test via Google Chrome or Mozilla Firefox browser.



b. If you get results like the ones below, showing connection issues detected:

Pre-check

Attending an online training? Use this page to check the readiness of your system and network.

- Browser support Chrome 87 ✓
- Connectivity ⓘ
Virtual lab connectivity issues detected. Please contact support.
- Screen resolution 1600x900 ✓
- Microphone Default system device ✓
- Camera Default system device ✓

Some issues need attention. Please resolve them or contact Support for assistance.

Pre-check details

Connectivity:

- Venues: No
- TURN: Yes

Perform a pre-check using our alternate test link:
<https://datainnovations.instructorled.training/precheck>

If pre-check results now show optimum performance, as with the results below, make screenshots of all your pre-check results (i.e. the 3 on this page) and email them to northamerica-training@datainnovations.com

This page allows you to check your connectivity and network performance in relation to the lab environment.
If you know the data center location for your lab environment, select it from the list. Otherwise, use the default location (United States).

United States (DC 2) Start test

- Browser support for HTML5 ✓
- Connectivity ✓
WebSocket
- Network latency ✓
126 ms
- Download speed ✓
12.96 Mbps
1569 KBps

Connecting with multiple students in the same location? Use the bandwidth calculator.

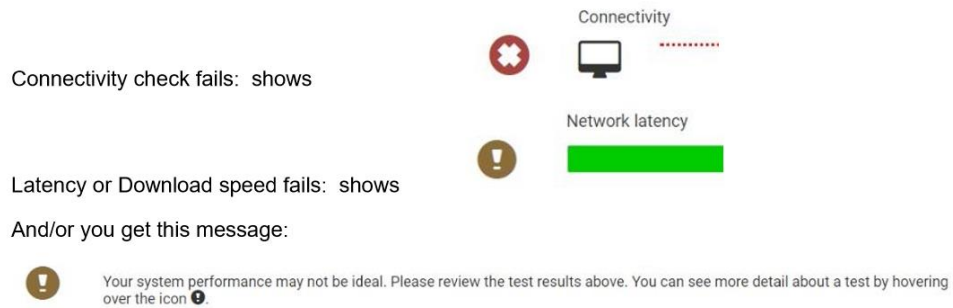
✓ Your system is expected to provide optimum performance.

See details

c. If your pre-check results via the alternate link:

<https://datainnovations.instructorled.training/precheck>

show any of the failure symbols or messages below, contact our virtual platform vendor, ReadyTech, and they will assist you in troubleshooting.



- <https://www.readytech.com/contact-support/>
- get-support@readytech.com
- +1-510-834-3344 or US toll free at +1-800-707-1009
- Chat icon for immediate assistance from bottom right of pre-check window

