

WIND RIVER

EDUCATION SERVICES

Live Remote Class – Lectures/Labs

Wind River is pleased to offer our customers the latest in education delivery methods, Live Remote Class. With this method, Wind River continues to provide the same high value class offerings our customers expect, but without their need to spend time and money on travel, and without the risk of course cancellation.

Course Participation

Students participate in the Live Remote Class using their computer and internet browser to observe lecture materials, a phone connection to listen to the instructor and to ask questions, and they connect to a remote laboratory to perform hands-on laboratory exercises. The remote laboratory allows the Instructor to interact directly with students during the laboratory exercises and also to assist them when they encounter issues.

Students may not make unauthorized recordings, copies or transmissions of Live Remote Class content.

Registration and Course Times

All students must register online. Companies having multiple individuals who want to attend a Live Remote Class are required to register each individual.

- North America schedule: All classes are scheduled for 10 am to 6 pm Eastern Time. If you have any questions, please contact us at training@windriver.com or tel. +1.510-748-4100.
- EMEA schedule: All classes are scheduled for 9 am to 6 pm CET. If you have any questions, please contact us at emea-training@windriver.com or tel.: +49 89 962445-0.

Registration Cutoff

Register at least 5 business days before the start of the class. In order to provide adequate time for all registered students to receive the course books and carry out required activities before the course starts, registration for public Live Remote Class deliveries will be stopped at 5:00 pm ET, five business days before the course start date.

Student Responsibility

Five business days before the course starts, an e-mail will be sent to each registered student identifying the required activities to be carried out before the class commences. If you haven't received or have lost your Live Remote Class login information 5 business days before the course start date, please contact us at training@windriver.com.

You may do part of the pre-course checks, as follows:

- ✓ **Check Remote Lab Access**
Follow the instructions at this link:
http://education.windriver.com/content/public/resources/LiveRemoteLab_Instructions_PreClass.pdf
Having trouble? Email get-support@readytech.com or call +1-510-289-8992.
- ✓ **Check Webex Connection**
During this test all required software or plug-ins are installed to successfully join a meeting if not already present. The link to the meeting test is: <http://www.webex.com/lp/jointest/>
- ✓ **Weekly Pre-Class System Test Meeting**
Join us online any Wednesday prior to your Live Remote Class. Please review FAQs below for login and dial-in information.

Failing to pretest your system and order books prior to the course start date will adversely affect your learning experience. If you cannot order your books and complete the system checks prior to the course start date you should consider signing up for a later offering.

System Requirements

- **Operating System:** We recommend Windows.
- **Processor/RAM for remote lab exercises:** There are no specific requirements since the processing occurs on the remote system. The local PC just needs to "paint the screen".
- **Browser:** Most popular browsers are supported including Internet Explorer 6+, Firefox 1.5+, Safari, and Opera
- **Software Requirements:** A browser that supports Java Applets (Sun JRE 1.5). ActiveX is not supported on the lab exercises.

Frequently Asked Questions (FAQs)

What is Wind River's Live Remote Class – Lectures/Labs?

Live Remote Class – Lectures/Labs is Wind River's live instructor-led classes hosted in an online environment with remote labs. The 8-hour classes are held on consecutive days.

Students and the instructor communicate via a conference bridge and view the presentation materials and whiteboard sessions via a high-speed internet connection. Students use their own PCs or laptops to connect to lab software installed in a remote data center. Students have full desktop access to the remote system as if the software was installed locally. Students perform lab exercises through the remote lab while the instructor remotely oversees the student's lab exercises.

The Live Remote Class is available globally. Students should check the system requirements and join one of the weekly Live Remote Class Student System Checks (see below).

What times are classes scheduled?

All classes are scheduled for the following times:

- North America schedule: 10 am to 6 pm Eastern Time.
- EMEA schedule: 9 am to 6 pm CET

How do I perform a system check for the remote labs?

Follow the instructions at this link:

http://education.windriver.com/content/public/resources/LiveRemoteLab_Instructions_PreClass.pdf

Having trouble? Email get-support@readytech.com or call +1-510-289-8992.

How do I perform a system check for Webex?

During this test all required software or plug-ins are installed to successfully join a meeting if not already present.

The link to the meeting test is: <http://www.webex.com/lp/jointest/>

You can check the system requirements for Webex at:

<http://support.webex.com/support/system-requirements.html? nfpb=true& pageLabel=SystemRequirementsHome;>

How do I attend a Live Remote Pre-Class System Test Meeting?

15-minute meetings are held every Wednesday:

- North America: 9:00 am, 11:00 am and 4:00 pm Eastern Time (New York, NY)
- EMEA: 3:00 pm, 5:00 pm and 10:00 pm Central Time (Berlin)

To Join the Teleconference

- Worldwide Call-in number: +1-914-495-8462 or Local Numbers
http://education.windriver.com/content/public/resources/International_Phone_Numbers.pdf
- Conference Code: 200 535 9254

To Join the Online Meeting

- Go to <https://windriver.webex.com>
- Your instructor will provide the meeting number
- Click "Join" and follow the instructions

Can remote labs be used at any location?

Yes. Remote labs can be used at any location provided each student has a local PC with a browser and Internet connection.

What software has to be installed on my PC?

There is a small software program (VNC Viewer) that is responsible for creating the connection between the student PC and the remote system with Microsoft Windows. You will need to download this program from the Remote Lab web site. If you are using any other host, installation of a compatible VNC Viewer may be required.

What are the requirements for my PC?

The requirements for your PC are minimal:

- **Operating System:** We recommend Windows.
- **Processor/RAM for remote lab exercises:** There are no specific requirements since the processing occurs on the remote system. The local PC just needs to “paint the screen”.
- **Browser:** Most popular browsers are supported including Internet Explorer 6+, Firefox 1.5+, Safari, and Opera
- **Software Requirements:** A browser that supports Java Applets (Sun JRE 1.5). ActiveX is not supported on the lab exercises.

Are there other equipment requirements?

No, but we highly recommend a headset with microphone.

How do I obtain the course materials?

You will receive a notification with instructions for ordering your course materials. It is the student's responsibility to place the order at least 5 days prior to the course start date to receive the materials before the class starts. The course material fee is included in the tuition for the course. You may order one book.

What about Proxy Servers or Firewalls?

The connection software is designed to handle proxy servers and firewalls. In most cases the connection is made with no configuration needed by the user. You can pre-test connectivity by going to <http://windriver.hostedtraining.com>. Make sure to check Webex functionality as well by performing the system checks mentioned above.

If I am having technical difficulty during the course what should I do?

Let your instructor know that you are experiencing difficulty. If the instructor cannot solve the problem, he/she will have a support technician help you. We recommend that you confirm your system's connection in advance of the class start date. If you experience difficulties connecting into the system, you may contact get-support@readytech.com or call support +1.510.289.8992 for immediate assistance.

What if I don't have internet access from my company?

Many companies have ports to the outside world. Check with your IT department to see if one is available. The minimum requirements are a 85KBS/sec connection; your high speed internet connection from home can also work.

What is the cancellation policy?

You may cancel up to 14 days prior to the course start date and receive a full refund. The tuition for courses cancelled within 14 days of the course start date may be applied to another class. There is no refund or exchange for cancellations made the day of, or after, the course start date. There are no refunds for missed days.

May I record the class sessions?

You may not record the class sessions. The course material is Wind River copyrighted intellectual property and recording, copying and distributing the class sessions and course materials is prohibited by law.

I didn't receive my course login information. How do I obtain it?

It is the student's responsibility to verify s/he has received the login information at least 5 business days prior to the course start date. This is necessary to order and receive the course materials before the class starts. If you did not receive your course login information, please contact us at least 5 business days prior to the course start date at training@windriver.com.

I lost my course login information. How do I obtain it again?

We recommend you bookmark your course login information. You may search “Wind River Customer Education” to find the email providing the information. If you still cannot locate the course login information, please contact us for classes on the North America schedule at training@windriver.com or for EMEA scheduled classes at emea-training@windriver.com.

More questions?

If you are a customer based in the Americas, APAC, and Japan, please contact us at training@windriver.com.

If you are a customer based in EMEA, please contact us at emea-training@windriver.com.