SIEMENS

Performance Tips for Virtual Machine Rental

Minimum system requirements for students:

- Safari >= V6 is supported but Chrome >= V15 or Firefox >= V16 are preferred
- Decent Internet Connection (if you can stream YouTube videos without buffering, bandwidth and system are adequate)
- Second monitor
- The SITRAIN Digital Industries Learning technical producer will forward unique IDs to access the virtual platform prior to the first day.

Performance Tips for Virtual Learning

Here are a few tips to improve your computer's technical performance and enhance your user experience during a Siemens' virtual machine learning session.

1. No later than one hour before your session is scheduled to begin, test your computer and internet readiness using the ReadyTech performance precheck: https://siemens.instructorled.training/precheck
2. Dual monitors/screens are highly recommended; one for your ReadyTech virtual lab and one to display and follow along with the participant study guide.
3. If you are experiencing system slowness or screen lag, these suggestions may help:
   a. Close unnecessary software, apps, and browser windows before class time.
   b. Close any unnecessary VPN tools and connections.
   c. Try rebooting your personal computer at a class break. If that helps, you may want to reboot your machine before the start of class each day.
   d. If you suspect your internet connectivity is the issue and you are working from home, we recommend unplugging your modem for 20-30 seconds each morning to give your internet signal a fresh reset.
   e. Use a wired internet connect to your network/modem
4. If your ReadyTech virtual machine freezes or won't perform a task, you can perform a soft reboot of your system using the following instructions:
   a. While logged into your virtual lab instance, click on the Desktop dropdown at the top of your ReadyTech window.
   b. Mouse over Actions and click on the arrow.
   c. Scroll over to Soft Reboot and select it, then click OK in the notification box
   d. The reboot will take about 2-3 minutes. You will have to click on the "Connect to the Lab" image to log back into your virtual lab instance.
5. If you continue to have ReadyTech system issues, please let your instructor know. If the problems persist, contact ReadyTech Support:
   a. Email: get-support@readytech.com
   b. Call: +1 510-834-3344 (recommended)