

## OE Synchro Pro Remote Training Pre-Delivery Technical Call

Remote delivery of Synchro Pro requires a pre-delivery Technical Call, this will occur one week prior to the start of the **remote** delivery of Synchro Pro Training.

N.B. The maximum number of students attending a remotely delivered Synchro Pro Training class is 8.

All Students must attend the pre-delivery Technical Call, a second pre-delivery Technical Call can be arranged if required.

**Prior** to the pre-delivery Technical Call all students are required to have/have done:

- **Hardware.**
  - Computer (Laptop) meets or exceeds minimum requirements as per chart in 'SYNCHRO Pro Minimum PC Requirements' Document
  - Mouse (not trackpad).
  - 2 Monitors are required
    - If no 2nd monitor is available, then High Def TV with HDMI cable can be used.
  - Live test required.
  - Headset/Speaker/Microphone/Camera working.
    - Practical feedback and clarity test.
- **Working Internet Access.**
  - Wireless Okay.
  - Wired Better.
- **Software** – The latest version of software must be installed prior to the pre-delivery Technical Call.
  - Once Synchro Pro is installed it then needs to be tested it is working by performing a live test.

**During** the pre-delivery Technical Call:

- All the above will be checked per student.
  - **Hardware**
    - All as described above.
    - Headset/Speaker/Microphone/Camera working
    - Practical feedback and clarity test
  - **Working Internet Access**
  - **Connect Account**
  - **Software**
- Remote testing of meeting functionalities.

- Test joining of pre-training meeting on Teams (some meetings may be set-up in WebEx).
- Video Streaming.
- Screen sharing test both directions.
- Sound Quality test.