iSYMED
Ges. für innovative Systeme
in der Medizintechnik mbH

Hotline: +49 (0) 6033 9617 - 31
eMail: support@isymed.com

We are pleased to welcome you to iSYMED's Online Training. In this compact guide we will show you how you can register for an Online Training course in three easy steps. On the third page we have prepared a collection of further general information about Online Training for you.

We wish you both fun and success with your Online Training!
Your iSYMED Support Team

Step 1 – What you need

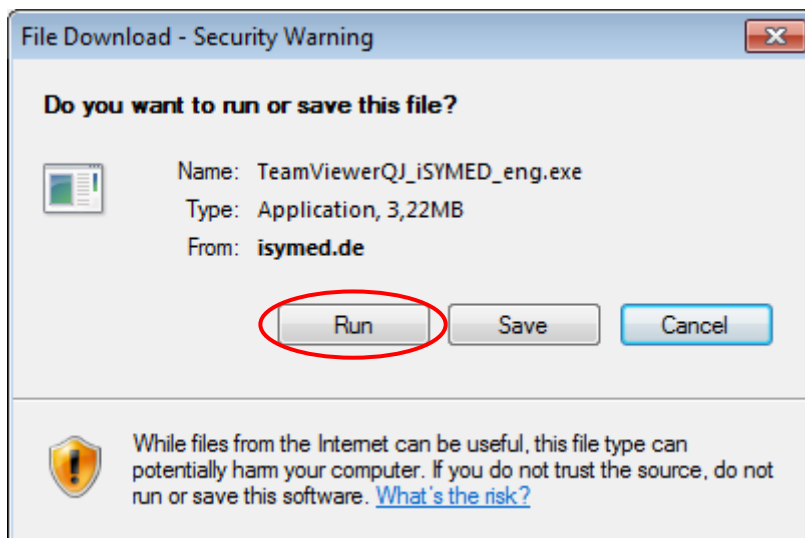Before registering please check your system prerequisites:

Windows PC with sound card
Browser: Preferably MS Internet Explorer (please allow cookies and ActiveX)
The firewall must allow the access to take place
Port 80 (http) must be free
Internet access (preferably at least DSL, ISDN possible)
Teamviewer „Customer module"– free of charge – see following **Step 2**

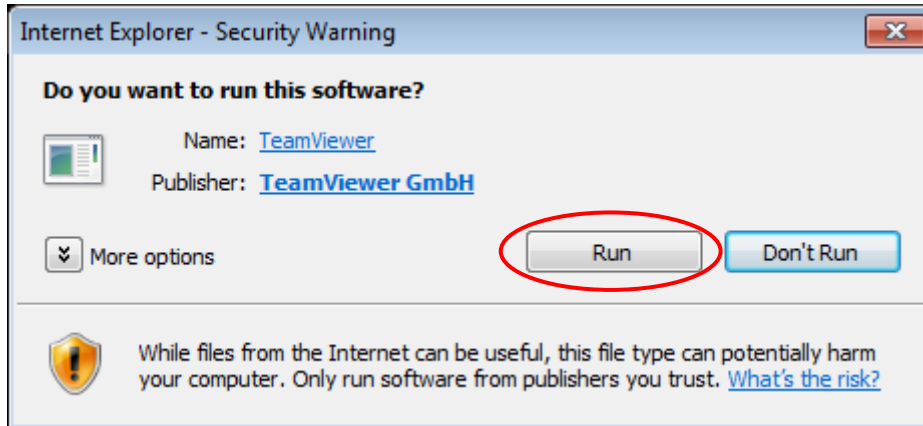## Step 2 - Installation of the software for clients

Please click on the link below:

http://www.isymed.de/isymedia/Downloads/Common/TeamViewerQJ_iSYMED_eng.exe

A File Download window appears. Click **"Run"** to start the Teamviewer customer module.
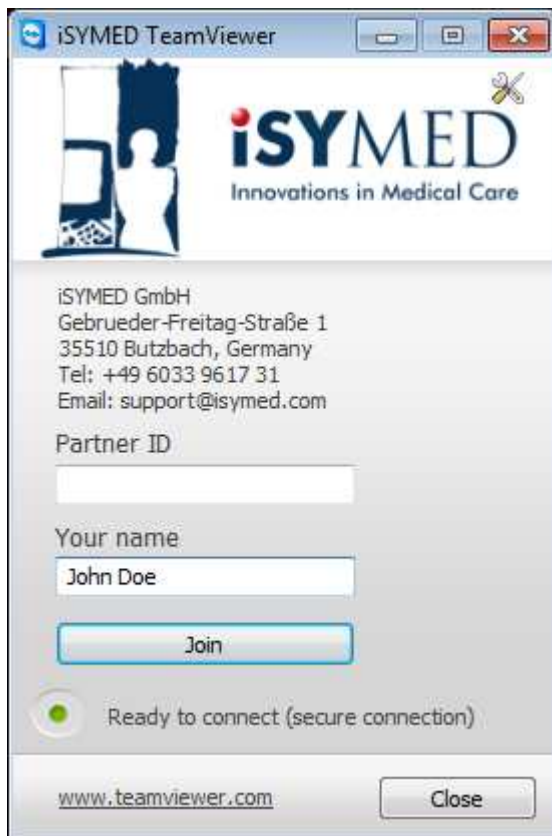
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Depending on the safety settings selected in your Internet Explorer a further window may appear. Please confirm this question with „**Run**".

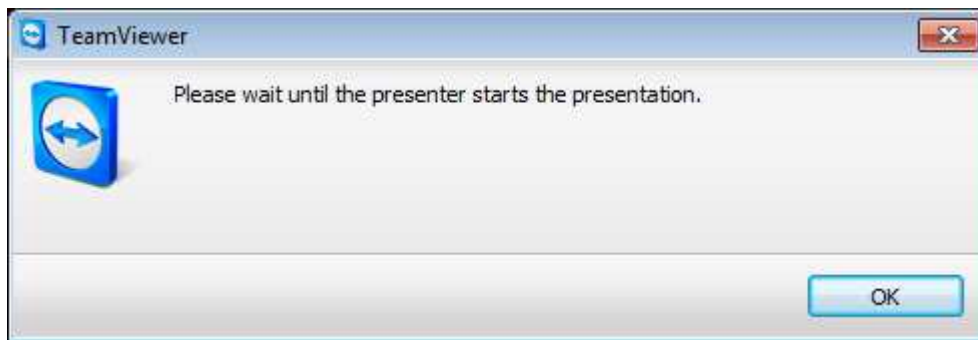## *Step 3 - Access to the sessions*

After the start up of the Teamviewer customer module, please enter your name and the Partner ID that your trainer has provided. Click "Join" to proceed.

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Please enter the password that has been provided by your trainer. Click **"Log On"** to proceed.

When all participants have signed in, the trainer will start the session. Click on **"OK"** to proceed.

If you have any questions or need assistance with the process you can reach our support line by phone +49 6033 96 17 31 or by email support@isymed.com.

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What is online training?
Online training consists of ca. 40 minute training sessions using the Internet. You receive training on your product about selected topics, new functions and tips & tricks. You can comfortably tune into the training on your monitor at your workplace. The training sessions are either live or recorded.

What do the iSYMED online training sessions cost?
The Online Training sessions from iSYMED cost 79,00 € plus value added tax. Further costs may be charged by your Internet provider.

To whom are iSYMED online training suitable for?
Online training is designed for customers who utilize the Dialysis Manager or an OEM version of it. You will learn to improve their work processes and to use the up-to-date functions of the product optimally in day-to-day work process. All training sessions are based on the product version current at the time of the training.

How do the iSYMED Online Training sessions work?
You register via the Internet for the relevant Online Training session and then receive an invitation email with access information. When you have logged on you can enter the virtual conference room and take part in the webcast seminar. You will be welcomed by our moderator and a short sound check will be carried out to be sure that each participant can unrestrictedly take part in the Online Training. Our trainers then lead you through the topic of the Online Training session.

Who carries out the iSYMED Online Training sessions?
The Online training sessions are carried out by our training specialists. Our experts have detailed knowledge of the programs and impart their knowledge clearly and in step with actual practice.

When do the iSYMED Online Training sessions take place?
Depending on the product and the topic the sessions take place several times each week. At specific times you can then register for live sessions.

How long does an online training session last?
Depending on the product and the topic an Online Training session lasts between 40 and 60 minutes. After this it is also normally possible to address individual questions to the trainer.

Which prerequisites do I need to take part in an online training session?
- PC with Windows operating system
- Internet access
- The free of charge client software