

LOST CONNECTION

The simulator has a problem, it was fine now the instructor station signs on correctly but when you go to sign on the student station...

- *when you click on "instructor" it doesn't let us sign in and the phones are blank.*
- *When you click on "instructor" it just flashes off.*

Understood - The student is seeing (meaning connected) to the instructor but cannot connect software to software - this is due to something blocking the connection – on either the student or the instructor.

There for several reasons. Check all of these.

1. Someone turned on Wi-Fi on one (or both) of the machines – go into Networks and make sure Wi-Fi is OFF.
2. Someone turned on the FIREWALL – go to search and CHECK FIREWALL STATUS. They should both be OFF.
3. Someone updated Windows (prohibited) which messes with all the settings. This will have to be reversed. We turn updates off.
4. Finally the router or the cords are malfunctioning.
 - To find out if it's a router – bypass the router and plug the white CAT7 from one Lenovo to the other Lenovo and REBOOT. Now try to see if the student SEES the instructor and can sign in. If they cannot sign in they are still blocked because of settings.
 - If you bypass the router and all is A OK, it's the router and get another.
 - If they cannot connect try a new Cat7 cord.

SOUND PROBLEMS - distant, underwater, no sound, error

- o You must keep the headsets plugged in or you will get an audio error. The program expects to see a headset. Plug in reboot.
- o Plugs may be backward in the ports - check on both stations.
- o Mute or low sound on the headset cord check the cord.
- o Try another headset - or switch headsets
- o Make sure Wi-Fi is off, this can interfere with sound
- o If you have a screen with audio the settings may be asking the sound to come out of the screen and not the headset. Check the sound settings.
- o Check the volume on the lower right hand of the screen, should be 76.
- o Check sliders for sound on the CAD screen.

TROUBLESHOOTING

9-1-1 REALITY SIMULATOR

IF THIS HAPPENS	IT COULD BE THIS DO THIS
Tried all things, nothing works	If you station is in warranty 1 year call us. If it is out of warranty you can order a troubleshooting tech for a fee.
View Screen/Map on student doesn't show or location is wrong.	Check DP connections to the screen. Long/Lat is wrong. Numbering on ALI is off.
Student cannot sign on	This is a 'connection' issue. See previous page. Generally it's the Firewall is on.
Volume is too low	Go to Speaker icon on the bottom menu, open mixer and check volume levels. Check your headset volume.
Volume is too low on radio	Check the volume bars below the radio - adjust headset.
Audio Error upon startup	Plug in the headset before starting. Keep headsets connected at all times before startup.
Can't hear anything	Headsets plugged in backwards. Check volume on headsets for mute. Change headsets.
Wrong ALI Showed up	You must ensure the ALI is properly selected or the last ALI will reappear.
Narrative won't enter	Must hit the clock button for the timestamp.
Selected Student 1, Student 2 rang instead	On the first call you must manually select the connected Student you want or it will default.
The program isn't working as it should when all checks out.	May need reinstall build. This can be done on site by calling us for the latest build.
The .rec call wouldn't open or play.	The only way to play an .rec call is the Replay. Open Recorder on desktop & in the program.
Simulation software seems frozen or is doing things different, not working as before.	Like with any software that seems to be stuck - reboot. If that doesn't work call 1.253.435.0911 and talk to us or email support@911trainer.com

9-1-1 REALITY TRAINING STATION CALL 253.435.0911 FOR ASSISTANCE

Attention IT Department!

9-1-1 Reality BASIC Simulators are intended to function as a stand-alone system not to be integrated into any existing networks. These stations require no changes/additions to the delivered settings and software - PLUG and TEACH.

Do NOT attach Printers. Anything printed should be saved to a flash drive to be printed from a different computer. Do NOT add a password. Do NOT load any software. Do NOT rename the computers.

This system is intended to function exactly as tested, verified and delivered. The warranty depends on all settings and requirements remaining just as they are provided. A Troubleshooting Guide is included.

The following have intentionally been turned off:

Windows Updates* *Restore Points* *Firewalls* *Wireless Connections

Changes may result in failure to connect the stations. We will attempt to phone troubleshoot any problems. Warranty violations can result in shipping, diagnosis and/or repair fees. Stations out of warranty may utilize our fee based online diagnosis and repair quote process.

9-1-1 Reality BASIC stations do NOT use the internet. Wifi must be off. Stations are connected computer to computer with firewalls off. Multiple students to one instructor use a pre-programmed router – do not change any of the settings on this router. All equipment have a one year warranty. A Troubleshooting Guide is included in your hardcopy binder and in video on the simulator desktop.

We recommend and offer online training for IT and users - using Join.Me

Questions? Please contact support@911Trainer.com or call 253.435.0911