



# SETUP GUIDE PLUS



**INSTRUCTOR**



**STUDENT**

# SETUP INSTRUCTIONS REALITY PLUS

Your simulators will be shipped in (5) separate boxes with product labels; (4) monitor boxes and (1) main box. The main box includes (2) computers , (1 ) router, (2) white Cat7 cords, (2) DP/HDMI display port cords, (2) main headsets, (2) monitor headsets, Reality Simulator User Manual and a 9-1-1 Emergency Communications Manual.



- a. DP Cables connect the computers to the monitor. Each monitor has 1 DP cord.
- b. The white Cat7 cables connect the computers to the router - use LAN1 LAN 2.



Connect your agency internet connection into the back of the ROUTER in the YELLOW port. Network adapter settings are delivered as wifi off, ethernet on - leave these settings.

## SETUP INSTRUCTIONS REALITY PLUS



**INSTRUCTOR**



**STUDENT**

In this photo you can see the simulator set up in our demo room. You will want to set up the instructor and the student far enough apart not to see or hear one another. If they must be in the same room put them on opposite sides not facing one another.

Unpack all computers, monitors, router and cords. The router can sit by either the instructor or student.

Connect all cords.

DP cords from the back of the computer to the monitors. White Cat 7 from the back of the computers to the router.

Computer power cords and monitor power cords to power surge protector. Keyboard and mouse into the back of the computer.

Headset jacks into the front of the computer (mic and headset).

Internet cord to the back of the router. Power up router.

Power up instructor, then student. Turn on monitors.

Do not change any settings, your previously configured and extensively tested simulator is now ready to use for call taking, radio dispatch and text to 9-1-1.

Test according to the TEST PAGE (pg 4).

Your first time using the 'simulation' software – test sound levels and adjust accordingly

**Step One:** MUST ensure ethernet connect – attach headsets & monitors.

**Step Two:** Now turn on computers- Instructor computer first.

**Step Three:** Headsets must be connected or you will get an 'audio error'.

**Step Four:** Click on Start Simulation Icon on instructor first, sign in. Student should 'see' Instructor - select and sign in.

**Step Five:** Instructor select VIEW STUDENT, the student screen image will appear over your Instructor screen, drag over to 2nd screen.

**Step Six:** Instructor selects ALI and calls on 9-1-1 line 1 - WHILE ON LINE 1 select an ALI and call on line 2.

**Step Seven:** Test both RADIO channels, hold down cursor on radio icon.

**Step Eight:** Test all lines; 9-1-1, business, ring down and sound effects. Test the recorder according to directions. Initiate a full call in CAD and use Instructor Notes. Test Text Lines and Mapping.

**Shutting Down:** All phone lines & Recorder *must be* disconnected. All phone lines & recorder must be disconnected. Upper right X corner of Instructor shuts down both the instructor and the student. Check the Instructor Notes folder, Recordings folders and Student folders that appeared on the desktop. Delete tests.

## SPECIAL INSTRUCTIONS - VERY IMPORTANT!

**Failure To Comply May Invalidate Warranty**

Keep all boxes - return policy is 5 days from delivery with 15% restock fee.

Do not integrate into existing networks - this system is intended to operate as a stand-alone system.

Do not turn on Wi-Fi - it will interfere with connection & sound.

Firewalls must remain off - or the stations cannot see one another.

Windows updates must remain off - updates will change settings.

Restore points must remain off - for future installs.

No 3rd party anti virus programs or passwords on the stations - these can block connections.

No printer - printer drivers interfere (files can be transferred by flash drive).

Headsets must always be plugged in - or you will get an audio error.

Security concerns? Contact your IT about segmenting the simulators from your primary network IP.

**9-1-1 REALITY TRAINING STATION**

## 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 <b>only</b> 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 <a href="mailto:support@911trainer.com">support@911trainer.com</a>

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