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. No sign on or no phone lines?

- *when we select "STUDENT START" we see instructor, no sign in and phone lines are blank.*

- *When we see "instructor" and try to connect, the students stations just flash off.*

Understood - The student is seeing (meaning connected) to the instructor but cannot connect software to software - this is due to something blocking the software connection – on either the student or the instructor. The sim software is solid, it's settings or hardware.

There for several reasons. Check all of these.

1. The ROUTER and the SWITCH should be turned of every time you shut down as the IP address may have changed - they do that without you knowing & you lose connection.

2. Someone turned on the FIREWALL – go to search and CHECK FIREWALL STATUS. They should all be OFF. You might have received a 'notification' to turn firewalls on - ignore.

3. Someone updated Windows (prohibited) which messes with all the settings. This will have to be reversed and can be done, contact IT.

4. The switch, router or the cords are malfunctioning.

   - To find out if it's a switch/router – bypass them, plug the CAT7 from one computer to the other computer and REBOOT. Now try to see if the student can sign in.

   - If you bypass the router and all is A OK, it's the switch/router - replace.

   - If they cannot connect test a new Cat7 cord.

SOUND PROBLEMS - distant, underwater, no sound, error

- You must keep the main headsets plugged in or you will get an audio error. The program expects to see a headset. Plug in reboot. Check mute button on both headsets.

- Plugs may be backward in the ports - check on both stations.

- Mute may be on the sound settings for the computer - check.

- Try another headset - or switch headsets.

- Make sure Wi-Fi is off, this can interfere with sound.

- 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 to use headset instead of screen.

- Check sliders for sound on the CAD screen.

- Sound card may be malfunctioning. This will show in settings, reinstall the sound card driver.

TROUBLESHOOTING — 9-1-1 REALITY SIMULATOR

IF THIS HAPPENS	IT COULD BE THIS DO THIS
Tried all things, nothing works	In 1 yr warranty call us. If out of warranty we will attempt to help, if we cannot help, order a troubleshooting tech for a fee.
Map on student doesn't show or location is wrong.	Open Maps may be down. Long/ Lat is wrong. Numbering on ALI is off. Your Internet is down.
Student cannot sign on. Student signs on but no phone lines.	This is a 'connection' issue. *See previous page.* Generally it's the Firewall is on. IP changed.
Volume is too low on phones/radio	Go to Speaker icon on the bottom menu, open mixer and check volume levels. Check your headset volume. Check radio volume bar or mute.
Wrong call type on student	NEW call types have to be installed on both the instructor <u>and the student.</u>
Audio Error upon startup	Plug in the headset before starting. Keep headsets connected at all times before startup.
Can't hear each other	Headsets plugged in backwards. Mute on. Faulty headset. Can you hear a video, but not each other?
Wrong ALI Showed up on the student.	You must ensure the ALI is properly selected or the last ALI will reappear. ALI numbering is off in data.
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 Student 1, after that any selection is fine.
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