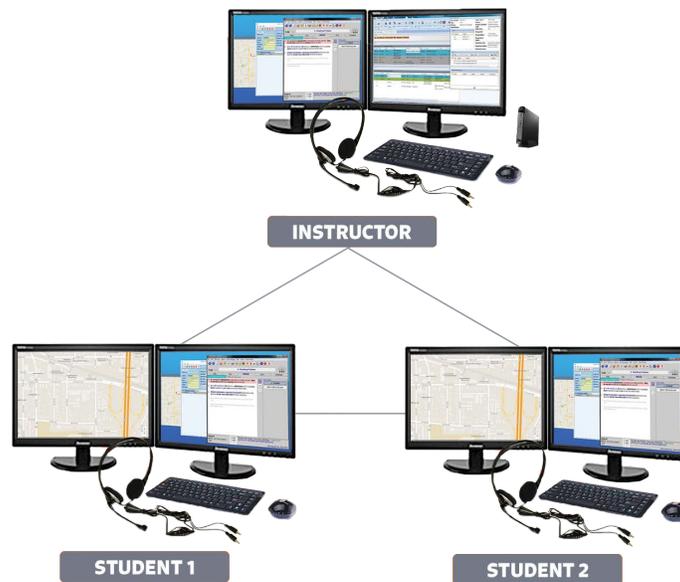




# SETUP GUIDE PLUS 2 STUDENTS



# SIMPLE SETUP INSTRUCTIONS REALITY PLUS 1 - 2

When receiving your shipment the boxes have packing slips, please confirm all details. All stations were tested prior to shipping. Be sure to adhere to the settings listed on the sticker on the stations.



## INSTRUCTOR

a. DP & HDMI



LENOVO THINK CENTRE

\*\*ROUTER



b. CAT7



STUDENT 1

a. DP/HDMI



STUDENT 2

a. DP/HDMI



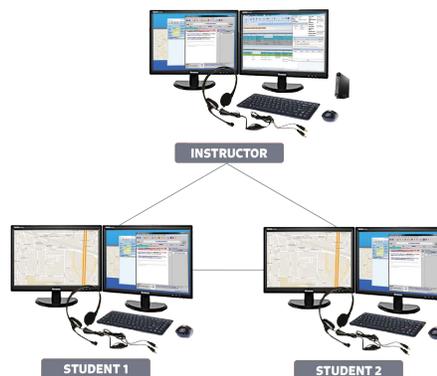
a. DP Cables are in the monitor box. HDMI are included, each connects screens to computer

b. The white Cat7 cables connect the 3 computers to the router - use LAN 1 LAN 2 LAN 3.



\*\*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. Each computer connects into LAN 1,2,3. Do not connect to any network! No windows updates.

## SIMPLE SETUP INSTRUCTIONS REALITY PLUS 1 - 2



In this image you can see the simulator set up. You will want to set up the Instructor and the students all 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. For testing they can be adjacent but for lab they must be distant.

Unpack all computers, screens, router and cords. The router can sit by either the Instructor or Student.

Connect all cords. Each station is an individual setup and then all connect through the router.

DP and or HDMI cords from the back of the computer to the screens. White Cat 7 from the back of the computers to the router. Computer power cords and screen 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). Optional monitor headsets share ears. 2 people can sit at each station, one monitoring one working if you use the monitor headsets.

Internet cord to the yellow port back of the pre programmed router - do not connect to any network and do not turn on wifi or update Windows. Power up router. Internet is only used for Open Maps.

**Power up Instructor, then Students.** Log in. Use VIEW STUDENT on the Instructor for each connected Student and drag to the view screen. Minimize the Student that is monitoring until called. You will want to watch the green bar Student - however both green and red bar are entering the information into CAD. Red bar mic is muted for phone not for radio. Both can dispatch.

Do not change any settings. Stations were previously configured and extensively tested. The simulator is now ready to use for call taking, radio dispatch and text to 911. Plug and teach!

Test according to the TEST PAGE in the User Manual (hardcopy and pdf in a desktop folder).

Any questions please call 253.435.0911 M - Thur PST 0900-1400. Also schedule your Join.Me training for all persons using the stations for teaching.



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

**Step One:** setup stations – attach headsets & viewscreens. Connect Internet.

**Step Two:** Now turn on router then computers.

**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. Students should 'see' Instructor -select and sign in. Remember Student being called is a **green bar**, observing Student **red bar**.

**Step Five:** Instructor selects VIEW STUDENTS both students, the Student screen image will appear over your Instructor screen, drag over to 2nd screen. Reduce the one not being called.

**Step Six:** Instructor selects ALL and calls on 9-1-1 line 1 - to Student 1 WHILE ON LINE 1 select an ALL and call on line 2. Repeat for Student 2.

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

**Step Eight:** Test all lines; 911, 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. Upper right X corner of Instructor shuts down both the Instructor and the Student (takes 30 seconds for students to shut down).

Check the Instructor Notes folder, recordings folders and Student folders that appeared on the desktop. Delete these folders. Actual training folders can be moved to Docs renamed by student.

## SPECIAL INSTRUCTIONS

**Video Tutorials** explain in detail how each function works, for both the simulator and for the 911 Academy and Trainer Tools. Please take the time to watch all the video tutorials. If you have any questions or concerns please call us PST 253.435.0911 or email [support@911Trainer.com](mailto:support@911Trainer.com).

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

**Do not change** the name of the computer or the connection will not work properly. Do not change network settings. The internet is needed for mapping only. Do not load any other software.

**FIREWALLS OFF, RESTORE POINTS OFF, NO WINDOWS UPDATES, WIFI OFF!**

**SOUND ISSUES?** Ensure headsets are not on MUTE or the volume is turned down. In the event there is NO sound try, another headset. Any other sound problems reboot and check on the Ethernet connection or cord or Cat7 cord replacement. Headsets may be plugged in backwards.

Often people turn on WiFi - WiFi must be OFF, ethernet ON.



# TROUBLESHOOTING

For help or training or re training we can use JoinMe screen share

IF THIS HAPPENS	IT COULD BE THIS
Sounds are underwater	Check NETWORK SETTINGS. Turn off WiFi. Reboot
View Screen doesn't show	Ensure it's on. Check connection cords. Check VNC settings - reinstall Tight VNC (VNC connects second screen).
Student cannot sign on	The network isn't properly set up. Check cords. It doesn't see the Instructor if there is no network connection via router.
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 When Starting	Headsets must be plugged in prior to start.
Can't hear anything	Headset plugged in backward. Headset muted, sound muted, CAT7 cord needs replaced.
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 record feature didn't record the call.	Turn on the recorder prior to making a call, and turn the recorder off after hanging up.
The .rec call wouldn't open or play.	The only way to play an .rec call is to open it in the Replay. The call will play when the software is open.
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> .

