

# HOW TO PUT A NEW BUILD ON YOUR 911 REALITY SIMULATOR OLDER THAN 1.5.7

**Why should I update?** When we have updates to the simulator stations it is to add features, not because the older versions are faulty. If you have an older version the simulator software, the software should be working perfectly - UNLESS the 'settings' were changed in the computer.

**My software isn't working, do I need an update?** No. The older versions work perfectly fine. To determine what was changed we need to go through all the 'settings' that need to be correct in order for the stations to connect and have great sound. If a mistake was made and Windows was updated it is at times hard to determine what settings 'WINDOWS' changed. Updates change settings. Often owners turn on wifi, or put virus or other software on the stations. These may compete with the simulation software.

**Where do I find the version number?** On the top of the instructor screen. If you cannot get into your instructor screen another way to know is the that older versions had blue and green screen colors and the newer have gray and orange colors. If you have gray and orange colors you have a later build.

**I have the older version and want to update - what is my first step?** The very first step is to find your KEY. This software is connected to that computer. Each computer has a KEY or long string of numbers. Here is how to find that KEY. You may not need the key after install but better safe than sorry. Store this key for any future needs as well.

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## Process 1

1. Before installing new software, browse to C:\Users\<name>\AppData\Local\VirtualStore\Program Files\ARTTComms, and copy the file that has a long string of numbers to a separate location. Do this for the Instructor and the Student stations.
2. Install the exe file we have sent from Box.com.
3. Copy the file you copied into C:\Program Files\ARTTComms

If the above does not work, copy and paste the key to a different folder.

## Process 2

Copy the file you copied into C:\Users\<name>\AppData\Local\VirtualStore\Program Files\ARTTComms

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The 1.5.7.4 version only works with Windows 10. If you cannot put Windows 10 on your older station you can reinstall an older version that does work with older Windows. Contact [support@911trainer.com](mailto:support@911trainer.com) to download the exe file you will need to reinstall. Windows 10 often adjusts the font size to be small 10 and not bold. We download WINEARO TWEAKER and change the icon font to 12 bold.



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**STEP 1** If you have custom addressing or call types you must have those templates available to you or save the current ALI on the desktop to transfer. The new build will always install the default ANYTOWN.

If you current ALI is YOUR addressing not Anytown - copy and paste **ALI.MDB** from C:/Program Files / ARTComms and PASTE IT to your desktop before installing the new build.

Your custom Call Types and Units must be TYPES AND UNITS TEMPLATE.XLS You will use Simulation Database Manager to replace the Defaults that will be there after installing the new version.

**STEP 2** Download the exe files from Box.com and put on a flash drive. Take the flash drive to your instructor and student to copy the install file exe to documents. You will also have a REPLAY.EXE.

If you have an older version you will need to download Tight VNC install. Tight VNC allows the Instructor Screen to view the Student Screen. Student is the server, Instructor the viewer

**STEP 3** Use the 911Trainer.exe install for instructor and student - appropriately pull down the menu to say Instructor or Student on the correct station. Do another icon. Finish. Eliminate the old icon. You have another installer for the Replay recorder. Click on the install. This will allow you to listen to the recordings from the desktop. The install will create an icon. Eliminate any old icons on your desktop.

**STEP 4** If customized - drag your ALI to replace the default in Programs/ARTTComms. Call Types and Units must be replaced on the instructor and student using the Simulation Database Manager.

**STEP 6** Reboot and connect to test. NOTE: At this point you may be asked for the KEY. Enter the long string of numbers you saved from page one.

STEP 7 The jpg files Student and Instructor, shown on page 1, can be loaded on your station desktop to achieve a new 'look' to match the program. Download to pictures, right click and select Set As Desktop Background. Right click on ico below as well if you want Start Simulation new look. Right click on the icon Properties /change or customize.

NEED HELP - SUPPORT@911TRAINER.COM 253.435.0911. We are in the office M-Th PST 0800-1430.

