

Netkey Player / Modem connection FAQs

Does the brochure rack have to be mounted?

YES! FDA regulations mandate that we **must** install the brochure rack if they are going to have the system installed.

What's the proper Screen Resolution?

All the slides and downloaded content is designed for 800 X 600 pixel resolution. Under no circumstances should the resolution of the computer be changed otherwise.

The 'Verify ISP Settings' is executed and a successful connection message pops up but the computer will not download files off the NetKey server:

1. Verify the phone line was not busy or being used by another device when the computer attempted to dial out and download the Netkey software.
2. Verify that Netkey was not Configured for Production under Start/Configure Netkey by confirming that the "Connect Hour (hh): & Disconnect Hour (hh):" fields have not been populated. If it was, reset the "Connect Hour (hh): & Disconnect Hour (hh):" fields to "00" (zero, zero), execute the "Apply ISP Settings" button and contact the "Healthy Advice Network" Helpdesk (866-665-0364) to verify whether there needs to be an administrative change to the "Netkey Manager" web.
3. Verify that the ISP username and password are correct under Start/Configure Netkey.
4. Make sure 'Apply ISP Settings' is executed after a successful verification of ISP information if a change has been made to the ISP Information AFTER a previous 'Verify ISP Settings' test was executed. In short, if you've tested the ISP data previously you will need to apply your changes.

Received a 'failed to connect' error when verifying ISP settings:

1. Verify the ISP phone number is entered correctly. e.g., does a '9' have to be dialed to get an outside line? Do you have to dial 10 digits for the number that you are dialing?
2. Try using the 2nd ISP phone number given on the Healthy Advice Network Configuration Sheet.
3. Verify that the ISP username and password are correct.
4. Verify that the ISP phone numbers are valid including the "--(hyphens); verify that they've not been omitted from the ISP number. Call the Healthy Advice Network Helpdesk for confirmation of valid ISP numbers.
5. Turn the modem speaker on to verify the modem is operating correctly. (Follow the steps provided)
 - a. Go to Start Menu/Control Panel/Phone and Modem Options.
 - b. Click on the Modems Tab.
 - c. Highlight the installed Modem in the Window.
 - d. Click on the 'properties' button.
 - e. Click on the 'Advanced' Tab.
 - f. In the 'Extra Initializations Command line' remove the "M0".
6. Turn the modem speaker off. ----- *This step must be followed if "Step (5)" was executed*
 - a. Go to Start Menu/Control Panel/Phone and Modem Options.
 - b. Click on the Modems Tab.
 - c. Highlight the installed Modem in the Window.
 - d. Click on the 'properties' button.
 - e. Click on the 'Advanced' Tab.
 - f. In the 'Extra Initializations Command line' type "M0".

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After downloading the NetKey software, system reboots to a black screen.:

1. Verify whether or not there are flashing lights on the modem, indicating that software is still being downloaded. The “Black screen” is the default ‘OffHoursBlackScreen’ Interface and will continue to be the primary interface until the “Sample” Netkey Interface player downloads successfully.
2. Verify that the date and time are correct.
3. Verify that you haven’t set the Netkey Player for “Production”. If you have set the Netkey player for production the player will not download the “Netkey” Software. Although the CPU *will* reboot it will not attempt to dial out and download the Netkey software until 10:00 P.M

What goes inside the metal enclosure?

The CPU, Modem, UPS / Surge suppressor, all Cables & Central Video Splitter (for 2 Monitor installs)

Enabling “RAS” for the modem:

1. Go to Start Menu/Programs/Accessories/Communications/Network and Dialup Connections
2. Right Click on ‘Incoming Connections’ and select ‘Properties’
3. Select the check box next to the installed modem to allow the modem to ‘accept incoming calls’, choose “Next” throughout the rest of the configuration and allow the CPU to name the connect “Incoming Connection”.
4. You can confirm by the bright red 56K light and TR light on the modem. When RAS is disabled the TR light will not be on, ONLY the 56K light.

How to get Windows to detect the modem on the correct COM port:

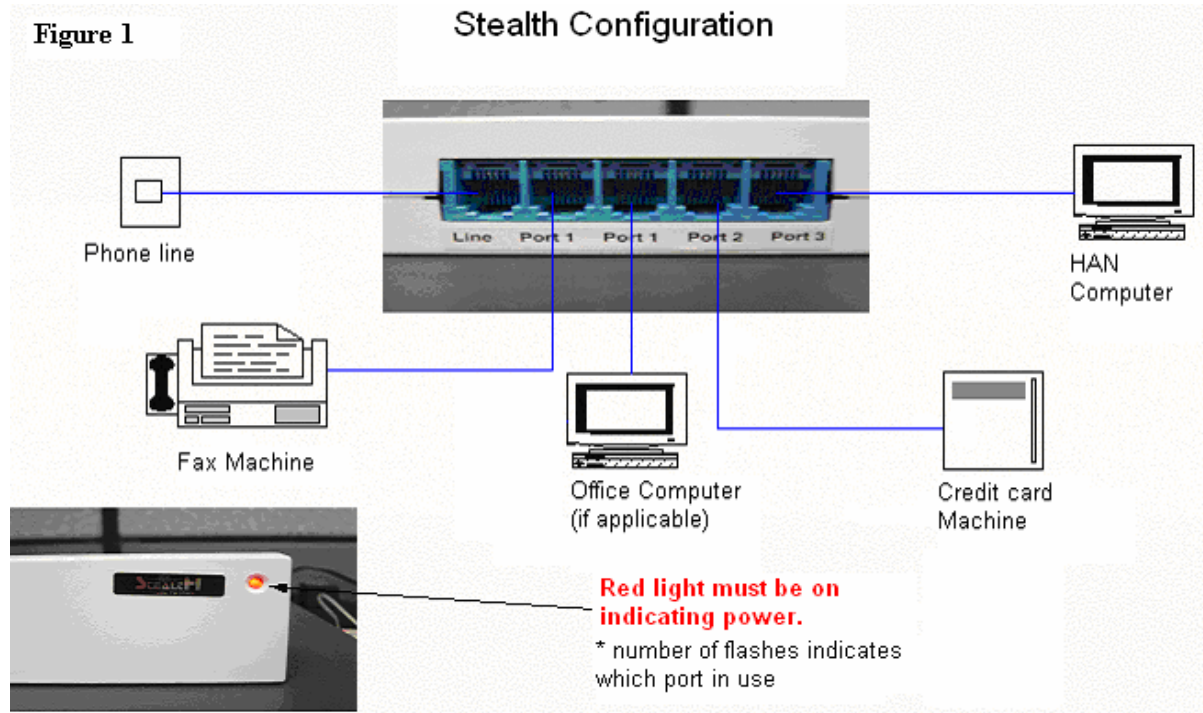
1. Go to Start Menu/Control Panel/Phone and Modem Options
2. Click on the Modems Tab
3. Highlight the installed Modem in the Window
4. Click on the ‘Remove’ Button
5. Close all open windows.
6. Go to Start Menu/Configure/System
7. Click on the ‘Hardware’ tab
8. Click on the ‘device manager’ button.
9. Expand the ‘Ports’ section
10. Remove all installed COM ports by right clicking on each one and selecting ‘Uninstall’.
11. Reboot the CPU and Windows 2000 will find the hardware once again and re-install the software.

The office fax can send faxes but not receive faxes:

The Call Processor Box (Stealth) is designed so ports (1) are completely “pass through”. There are no special dialing sequences needed to receive a call on either port (1). On the other hand if a call is needed to go through to Port (3) the following dialing sequence would need to be dialed: 555-5050,,*3, this would route the call to port (3)*

1. Confirm the Call Processor is configured as illustrated on the previous page; (See Figure 1, Page 3)
2. Check to see how many rings the fax machine is set to pick up on. If it is set for automatic pickup or a low number like 1 or 2 try increasing the ring number to the highest setting.

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The fax line has more than a fax machine and the HAN player utilizing it, how do I plug everything in?

(See Figure 1) It is ***absolutely mandatory*** that any device that uses the fax line needs to be plugged into or located “behind” the Call Processor Box (Stealth). If any device is configured to share the Fax Line in line or in between the “Wall Jack” and Port (1) of the Call Processor Box it will be impossible to dial into the HAN computer system.

The fax machine can't send or receive faxes:

1. Is the fax machine set for automatic pick up, or is the number of rings set to 1 or 2? If the fax is set for automatic pick-up proceed to step 2.
2. Turn the number of rings up to a higher number.
3. Is the fax line plugged into port (1)?
4. Follow the “Call Processor Box Connectivity troubleshooting procedures” listed below on page (4).

When does a checklist need to be filled out and faxed in?

ALWAYS. Anytime there is ***billable*** or ***non-billable*** work performed on-site.

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Call Processor Box Connectivity troubleshooting procedures:

1. Verify all cables are properly connected to the Call Processor Box. LINE 1 goes to the wall jack. PORT 1 goes to fax machine. PORT 3 goes to modem. Document any other connections to the Call Processor Box.
2. Can the practice send and/or receive faxes? If yes, then confirm the CPU is properly configured and able to communicate and download. If no, locate the Call Processor's LED (see figure 1) and note how many times the LED flashes. One flash indicates LINE 1/PORT 1 is in use. Two flashes indicate PORT 2 is in use. Three flashes indicate the Modem on the CPU or PORT 3 is in use.
3. If you determine the number of flashes points to Line 1 or PORT 2, see if the fax machine is receiving or sending a fax. If the number of flashes is a result of PORT 2/PORT 3 continue to step 7.
4. If the fax machine is not sending or receiving, disconnect PORT 2. Does the LED stop flashing? If the answer is NO, continue to step 6.
5. If yes, connect the fax machine's phone line directly into the wall jack and test the fax machine. If the fax machine now works reconnect to PORT 2. If the fax machine does not work after connecting to the Call Processor Box then the problem is most likely the Call Processor Box.
6. If you answered NO to step 4 disconnect LINE 1. If the Call Processor's LED continues to flash go to step 7, but if the light goes off then there seems to be an issue with the phone line (wall jack).
7. Remove PORT 3 then try to send or receive a fax. If PORT 3 continues to flash the problem is the Call Processor Box. Repeat this step for PORT 2 issues. If removing PORT 3 works then the problem must be with the modem or CPU.
8. Reconnect PORT 3 and the LED should begin to flash. DO NOT REBOOT THE MODEM and COMPUTER.
9. Begin by disconnecting the Modem's phone line. Does the LED stop flashing? Note that the phone line might be routed through the UPS. If the LED light stops flashing after disconnecting the phone line from the Modem; continue with the modem and CPU as the most likely cause of the problem. If the LED continues to flash after removing from modem; remove the phone line from the UPS. If the LED stops flashing then the UPS is causing the line to go active. Bypass the UPS phone line and verify that the LED stays solid.