

Healthy Advice Networks[©]

WAITING ROOM NETWORK

Service and Configuration Instructions

SARCOM

10300 ALLIANCE ROAD
SUITE 300
CINCINNATI, OH 45242

Table of Contents

Contacts list	Page 3
Netkey Service and Configuration	Page 4
System Troubleshooting	Page 7
Software Configuration	Page 8
Configuring the Netkey Player	Page 10
Final Site Review	Page 14
Multiple Monitor Installation	Page 15
Checklist	Page 16
IBM Computer Diagnostic Procedures	Page 17

Contacts

If problems occur, while onsite and during SARCOM Help Desk hours (8am-7pm EST), contact one of the following:

Help Desk 866-665-0364

Doug Cooper	513-842-3511	doug.cooper@sarcom.com
Chad Isbel	513-842-3504	chad.isbel@sarcom.com
Rick Houck	513-842-3543	rick.houck@sarcom.com

Scheduling

Amanda Isaacs (Mandi)	513-842-3528	amanda.isaacs@sarcom.com
--------------------------	--------------	--------------------------

Hardware Administration & Returns

Emily Ball	513-842-3507	emily.ball@sarcom.com
------------	--------------	-----------------------

Confirmations & Hardware Administration

Susan Weitzel	513-842-3581	susan.weitzel@sarcom.com
---------------	--------------	--------------------------

Dispatch

Eric Miller	513-842-3569	eric.miller@sarcom.com
-------------	--------------	------------------------

Senior Technical Engineer

Charles Patterson	513-842-3530	charles.patterson@sarcom.com
-------------------	--------------	------------------------------

Billing and Hardware Coordinator

Tina Dodd	513-842-3533	tina.dodd@sarcom.com
-----------	--------------	----------------------

Technical Lead

Dallas Combs	513-842-3527 513-515-8029 (cell)	dallas.combs@sarcom.com
--------------	-------------------------------------	-------------------------

Operations Lead

Jason Cartzendafner	513-842-3519 513-403-4536 (cell)	jason.cartzendafner@sarcom.com
---------------------	-------------------------------------	--------------------------------

Program Manager

Kim Hubbard	513-842-3522	kim.hubbard@sarcom.com
-------------	--------------	------------------------

Toll Free Help Desk	866-665-0364
Main Office Number	513-842-3500
Fax	513-842-3574
Fax (Alternate)	513-842-3558

Healthy Advice Networks[©]

NETKEY SERVICE AND CONFIGURATION INSTRUCTIONS

Please read each step carefully:

These instructions have been created to assist the service provider with the service of the Healthy Advice Networks[©] Waiting Room Network.

Prior to arrival on-site:

It is highly recommended that the engineer read this document in its entirety prior to the scheduled date of the install/service call.

Plan your trip to arrive at the site at the appointed time. You must call the Help Desk if you are running ahead or behind schedule.

Upon arrival on-site:

Notify the site Point of Contact (POC) /Office Manager and Healthy Advice Networks[©] Support Desk when you first arrive on site.

Introduce yourself as a representative of Healthy Advice Networks.

Recommended tools you will need for Healthy Advice Networks[©] Installations:

Required Tools:

- **THESE INSTRUCTIONS!!**
- Healthy Advice Networks Image CD's (Contact our Tech Support Desk @ 1-866-665-0364 if you do not have these CD's beforehand)
- Keyboard and Mouse
- Phillips Screwdriver, #2, 8 inch blade
- Flat Blade Screwdriver
- Level
- Modular plug crimper and plugs – crimp ends on new modem line at fax and PC ends
- Scissors or Wire cutters
- Nut driver, deep well 3/8" or deep well 3/8" socket with 8" extension
- 3/32" allen wrench
- Torx wrenches – some screws to cover panel require a Torx wrench – sizes T-15 & T-20, newer models of the cover panel are held in place with Phillips-style head screws.
- Ladder (six – eight foot recommended)
- Electric or cordless Drill w/ assorted bits – capable of penetrating masonry walls
- Packing Tape
- Stud finder, wood or metal, to avoid mounting system/display to a stud.
- Analog Phone - test new modem line and Line Sharing device

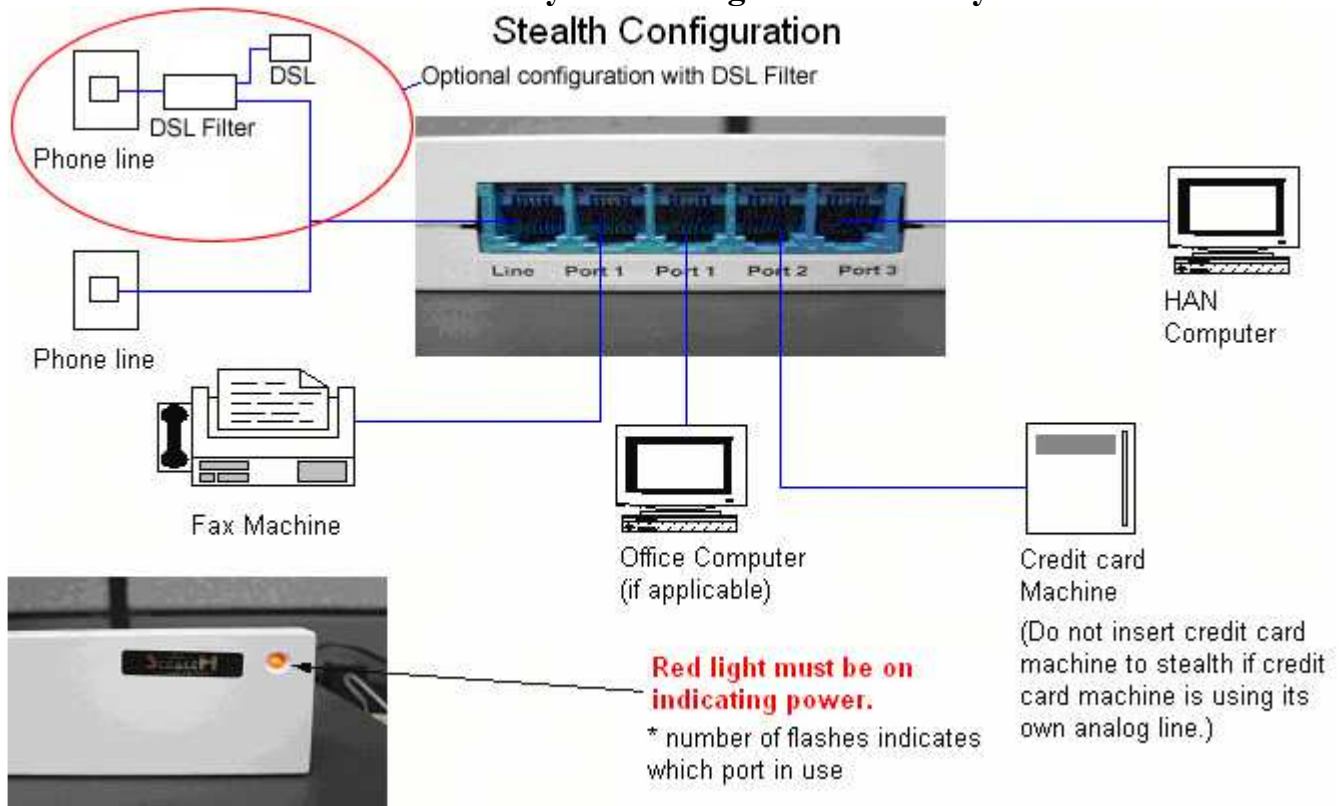
Optional Tools / Equipment:

- Battery Operated Screwdriver or Drill – drill pilot holes for wall fasteners and turn screws
- Drill Bits – drill pilot holes for wall fasteners
- Cable Stapler & staples – staple fax/modem cable to baseboard or doorway
- Analog line (modem saver) tester

Note:

- A cordless screwdriver/drill is not required, but is highly recommended. Manual turning of fasteners and screws will take a toll on wrists.
- A laptop, an analog phone, or a modem saver can be used to test all the phone lines installed.

General system configuration and layout Stealth Configuration



NOTE: *Stealth is typically located in the general vicinity of the office fax system.* If DSL is used by the site, install the DSL filter in the line port of the Stealth and plug line from the wall jack into DSL filter phone port (see optional configuration with DSL filter and DSL device in Diagram 1).

Diagram 1



Illustration 1 – CPU Mounting Orientation

CPU Mounting Orientation (facing the unit mounted on the wall).

Correct mounting of unit is critical to proper thermal operation.

System Troubleshooting

To begin:

A typical service call will involve either the replacement of defective equipment or the troubleshooting of the system to restore it to connectivity. Unless replacing the PC (CPU), every system will be re-imaged during each service call.

Troubleshooting is done in three (3) steps:

- Troubleshoot hardware configuration

- Re-image the CPU

- Troubleshoot hardware needed to resolve connectivity issues

Step 1: Troubleshooting hardware configuration

- Verify that the surge protector is plugged into an outlet with power.

- Verify that the outlet is not switched

- Verify that the CPU, monitor, external modem (if used) and central A/V splitter (multiple monitor installations only) are plugged into surge protector.

- Verify the phone line is connected to the CPU

- Verify the phone line from the wall is plugged into the line port of the Stealth

- Verify the phone line from the fax machine is plugged into Port 1 of the Stealth

- Verify the phone line from the CPU is plugged into Port 3 of the Stealth

- If all units are connected to a working power outlet, is the monitor turned on? Power indicator LED should be green or yellow.

- Is the CPU turned on? Power indicator LED should be green.

- Verify that the Stealth (line sharing device) is plugged into an outlet and the outlet has power. Power indicator LED should be red.

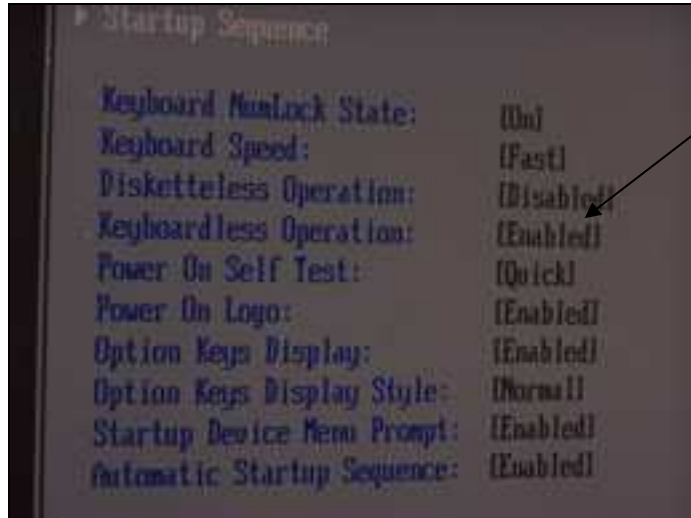
- If all the answer to all the above questions is yes, go to Step 2.

Step 2: Re-image the CPU and configure software (go to page 8)

Step 3: Troubleshoot hardware and phone system.

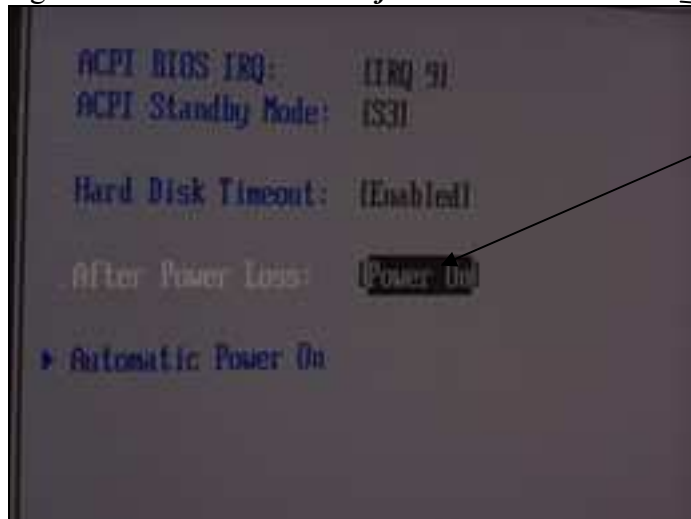
SOFTWARE CONFIGURATION

1. Power up the PC and go into the system's BIOS by pressing **F1** upon boot-up. Confirm that the internal clock displays the correct date and time (pay attention to AM & PM settings).
2. Confirm that the computer is set to boot without a keyboard. "**Keyboardless Operation**" is "**Enabled**" on startup menu.



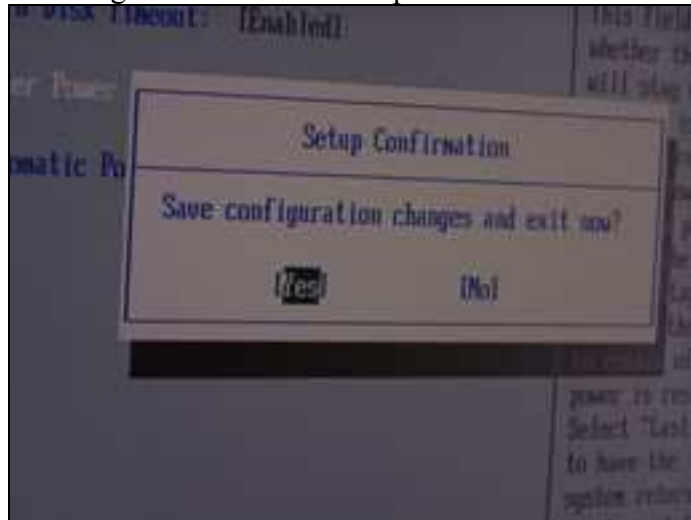
Photograph 1 – Keyboardless Operation set to [Enabled]

3. Confirm that the computer is set to automatically power on if A/C is disrupted by selecting the "**Power**" settings and verifying that the BIOS is set to "**After Power Loss**" – "**Power On**".



Photograph 2 After Power Loss set to [Power On]

4. Press **F10** to save all settings and reboot the computer.



Photograph 3 – Save configuration changes and exit

- 5) When the operating system is started for the first time, the computer will open the “**Healthy Advice Networks® Primary Care – admin area**”. Minimize the screen.
- 6) If the system asks for a driver upon the first boot-up, browse to [C:\IBM Drivers](#) for all drivers; click **OK** (if you have difficulty finding the correct driver contact the Help Desk). If prompted to reboot select “No”.
- 7) Verify RAS settings for incoming calls is configured properly.
 - a. Go to **Start, Settings, Network & Dialup Connections**.
 - b. Right Click on “**Incoming Connections**” and select “**Properties**”.
 - c. Verify that there is a ‘Check’ inside the box directly to the left of the modem installed. If there is not a “checkmark” next to the modem add a “check” by clicking into the appropriate box.
8. Verify that the NKDialer is using the same modem that is located in the Device Manager.
 - d. Go to **Start, Settings, Network & Dialup Connections**, and right-click **NKDialer** and choose “**Properties**”. Leaving this open, go to **Start, Settings, Control Panel**, select “**System**”.
 - e. With the system properties window open, select the Hardware tab and choose “**Device Manager**”.
 - f. Compare modem models. They should be the same.
9. Verify that the Screen resolution is set for “**800 by 600 pixels**” with the steps provided below.
 - g. If the Screen resolution is set for “**800 by 600 pixels**” continue to step 28).
 - h. “Right-Click” on an empty space on the desktop and choose “**Properties**”.
 - i. Go to the “**Settings**” tab and verify that the “Screen Area” is set for “**800 by 600 pixels**” and make the appropriate change if it is not. If you do have to change the “Screen Area” choose “**Apply**” and then “**OK**” to exit the “Display Properties” window.
 - j. Check to make sure the refresh frequency is at **60 Hz**.
 - k. Check that the power button is locked out
 - i. For 19” models:
 1. Press 1 () and down arrow (▼) buttons simultaneously for 10 seconds
 - ii. For 27” models:
 1. Press MENU and up arrow (▲) buttons simultaneously for 10 seconds

Configuring the Netkey Player ----- Total software installation and configuration time – approximately 30 minutes (may vary due to connection speed).

10. NOTE: While configuring the Netkey Player software remember; PLEASE be patient throughout this process. Some of the steps involved are time consuming.
11. Restore the “admin area” screen (minimized in step 23).
12. Change computer name:
 - a. ****Please refer to the “Computer Name” in the dispatch order form sent to you.**** If you are unsure; please contact our Help Desk @ 1-866-665-0364.
 - b. Enter the computer name and click on “Change Computer Name” button. A confirmation box will appear prompting to re-enter the computer name. A successful confirmation will result in a reboot and a failed attempt will prompt you back to the above screenshot.
 - c. After the reboot, you will return to the same “admin area” screen.
 - d. The Verify ISP settings, Apply ISP settings, and Configure for Production buttons are now active.
 - e. Please verify that the name of the system, which is displayed underneath the “Computer Name” label, reflects the new computer name value you entered.
 - f. **If you enter the wrong computer name and download the install loop, you will be instructed to re-download the loop with the correct computer name.** This is a classic example of when an ounce of prevention is worth a pound of cure.



1. Computer Settings

Computer Name: **CHANGEME**
Software Image: **Version 2.3.0**

Change Computer Name

The computer name must be changed before proceeding with the installation!

Your version number may be different. Check with the Help Desk to verify that you have the latest software version.

Figure 1: Change Computer Name

13. Enter And Verify ISP Settings:

2. ISP Settings

User Name :

Password :

Phone Number : Alternate Phone Number:

Connect Hour(hh): Connect Minute(mm):

Disconnect Hour(hh): Disconnect Minute(mm):

Timeout:

Figure 2: ISP Settings

This information supplied on the dispatch and/or work order form you received.

14. Please enter:

- User Name;
- Password;
- Phone Number;
- Alternate Phone Number (If no Alternate Phone Number is available this field may be left blank).
- Click on “Apply ISP Settings” button
- Click on “Verify ISP Settings” button; If the information provided is correct, the system displays the “Connected Successfully!” message: (see the next page) *This step may take 3 or more minutes*

2. ISP Settings

User Name :

Password :

Phone Number : Alternate Phone Number:

Connect Hour(hh): Connect Minute(mm):

Disconnect Hour(hh): Disconnect Minute(mm):

Timeout:

Connected successfully!

Figure 3: Connected Successfully

- If unsuccessful the system will attempt to connect 10 times and will display “**Failed to connect!**” if unsuccessful. **Please verify the ISP username, password, and phone number.** that you previously entered.
- Exit out of the Admin area screen and reenter the Admin area to clear the error message and try using a different format for the phone number (e.g. – 9,???-???? or 9,??-??-????). Contact Help Desk if you have difficulty determining correct format.

2. ISP Settings

User Name :

Password :

Phone Number : Alternate Phone Number:

Connect Hour(hh) : Connect Minute(mm):

Disconnect Hour(hh): Disconnect Minute(mm):

Timeout:

Failed to connect! Please verify ISP user name, password and phone number.

Figure 4: Connect Failed

17. Install Netkey Software:

18. Once you are able to successfully connect to the Internet during the previous step, click on “Install Netkey Software” button: (see next page) ***PLEASE be patient as the remaining steps can take up to 20 minutes to complete.***

3. Install Netkey Software

Manager Server:

Netkey Creator License:

NkShell:

Figure 5: Install Netkey Software

19. The system will reboot and the Netkey Creator will start.
20. The “OffHoursBlackScreen” interface will run.
21. Netkey Creator connects to the “hannetkey.com” Netkey Manager server (a white box will appear on the screen).
22. The Netkey Manager server will install Manager Client software on the player.
23. The system will reboot and the “AKMSched.exe” program will start. After a few seconds, the Kiosk Install Monitor will start.
24. When the download reaches 100%, the system will self-configure the production, time zone, time and volume settings. The system will reboot.

25. The system will load Windows; Netkey Creator will begin playing the full-screen, temporary sample loop.



Photograph 4 – Sample loop

Final Site Review(s):

26. Verify that the monitor volume works (Volume is at MAX).
27. Verify office systems operation
 - a. Verify fax machine test results with the POC.
 - i. If necessary, create a test fax with Site ID, the word “TEST”, return fax to (site fax number)
 - ii. Send the test fax to the Healthy Advice Network[®] Help Desk at 513-842-3574.
 - b. Confirm that all other devices sharing the fax lines are working as well.

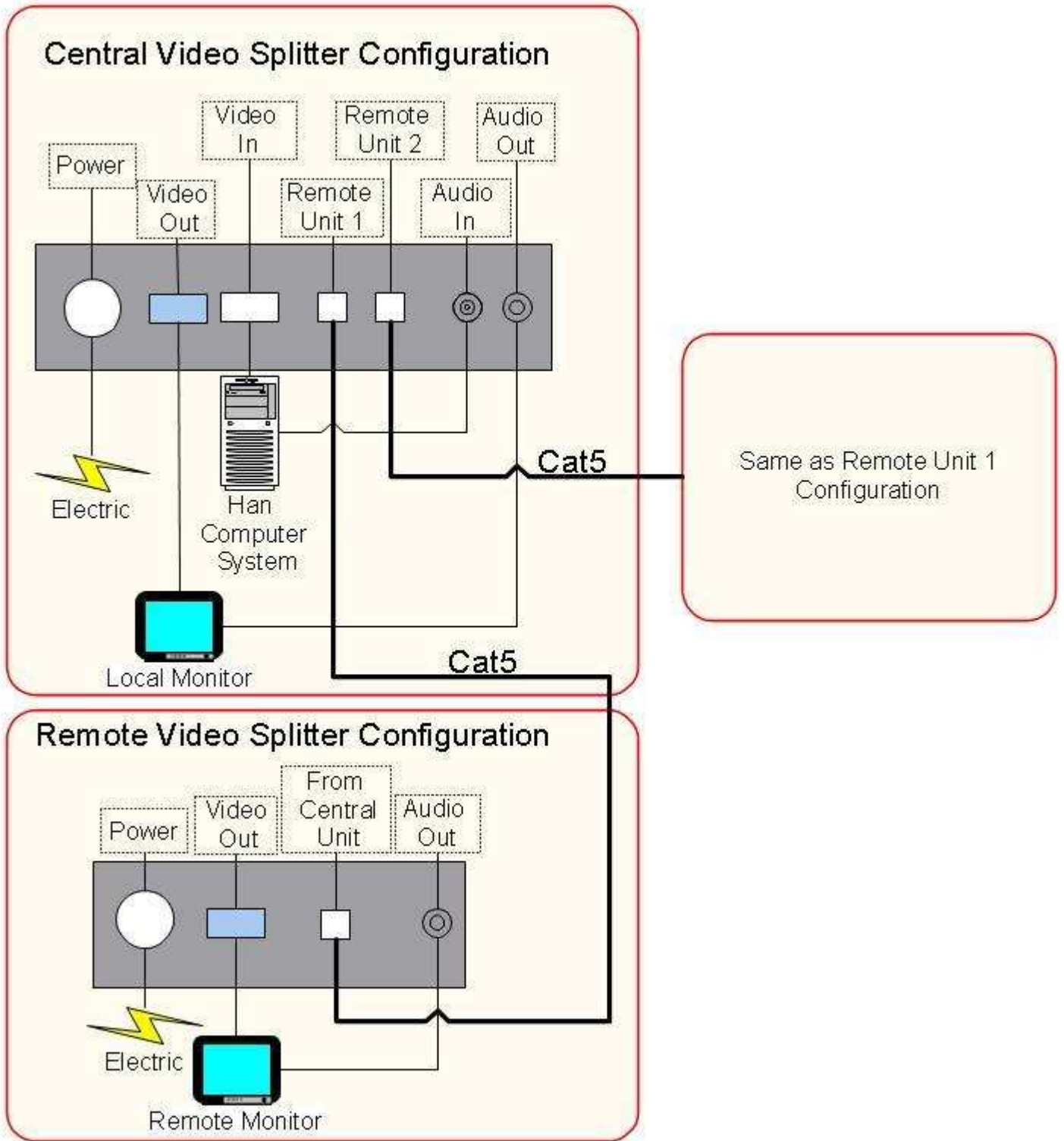
It is critical that you do not leave until you have confirmed this!!! Payment of services may be interrupted if the devices fail to work properly.

28. Fill out the Service Checklist completely.
 - a. Answer all questions, document the equipment serial numbers and check all appropriate boxes
 - b. Model and serial numbers for the computer and monitor(s) must be listed on the Installation Checklist.
 - c. Get the initials and signature of the POC and fax the checklist to 513-842-3574 before leaving.
29. Call the Healthy Advice Network[®] Help Desk at 1-866-665-0364 to confirm:
 - a. That the service call is complete
 - b. The Netkey Manager client has successfully downloaded the appropriate files
 - c. A test fax has been sent and received.

Note: This is to reassure the POC that the Stealth device will not interfere with incoming and outgoing faxes.

30. Unplug the keyboard and mouse from the computer.
 - a. Give the mouse and keyboard supplied with the installation to the POC.
 - b. Remind the office contact that the keyboard and mouse is required for future service call.
31. Once all communication devices are verified and functioning properly, attach the front of the computer case to the unit on wall. **Note:** All equipment must go into the case (CPU, UPS or surge suppressor, all cables, and for two monitor installations, the central video splitter). Use caution not to block CPU vents with any device when closing enclosure. While attaching the case, take care not to unplug any cords or turn any devices off.
32. Clean and sweep the area. Please leave the site in better condition than you found it!!!!
33. **Verify that the area is clean and professional looking before you leave.**

Multiple Monitor Installation (Hardwired)



Waiting Room Network[®] Service Checklist

Complete checklist and fax to 513-842-3574 or 513-842-3558

Please send a copy of this to your employer also

Work orders will not be approved nor will cross charges be paid without this completed document.

Location Name	Location ID
SRO	Date

- All hardware was received. Refer to packing list on box.
- Confirmed that the office fax machine can send and receive faxes before disconnecting. Office contact initials: _____
- Mounted computer case and monitor to wall.
- Mounted panduit to the wall; at monitor and fax machine.
- Installed computer inside the computer case on wall.
- Ran phone line from computer modem to office fax machine.
- Installed Phone Line sharing device (the Stealth).
- Configured computer and operating system based on instructions.
- Confirmed Earthlink connectivity with the computer.
- Confirmed office fax machine can send and receive faxes after installation of the "call processor".

Office contact initials: _____

- Confirmed other devices sharing the fax line (credit card readers, computers, DSL lines) work correctly.

Office contact initials: _____

- Confirmed that the computer sound works as well as date, time and time zone are correct. ***This is critical!***
- Attached brochure rack with brochures to wall. ***This is critical! It is a FDA requirement.***

Office contact initials: _____

- Placed stickers on appropriate equipment (Healthy Advice name on rack rails).

Description	Make	Model	Serial Number
CPU			
Monitor			
2 nd Monitor (If applicable)			
IBM Diagnostic Test Results (If applicable)			

YOU MUST INCLUDE SYSTEM SERIAL NUMBERS WITH THIS CHECKLIST!

Service Comments

Engineer Name	Contracting Company Name
Office Contact Signature	Office Phone Number

IBM Computer Diagnostic Procedures:

Whenever a hardware component from within the IBM computer has failed, and the helpdesk asks to perform a diagnosis for confirmation, insert the dual-bootable image CDs into the HAN system's floppy drive and select option2 when prompted upon startup

Allow the diagnostic utility to load the following:

- 1) PC DOS
- 2) Unpacking diagnostics
- 3) Loading the IBM Diagnostics Utility

When the IBM Diagnostic Utility is finished loading, a Menu bar will appear with

Diagnostics Interactive Test Hardware Info Utility Quit F1=Help

In the Diagnostic sub-menu, select Run Quick Test and press Enter (this takes up to 30 minutes).

Call the helpdesk with any information the diagnostic utility provides.

Write down the error code or message in the checklist table.