

OFC - Oralyzer/OralFitness – how to setup and troubleshooting

1. Ensure that the triangular ethernet icon at the top of the home screen is white
 - a. If it's red, follow [OFC – Oralyzer/OralFitness - Ethernet icon is red / IP address issues](#)
2. Go to **System > Status > Info** and ensure that the **ISW version** is set to **1.6.0.XXX**
 - a. If it's something strange instead with letters (for example ESCA21-SF-0002), they read you the **ISW ID**. Please have them read the **ISW Version**, which is right below the **ISW ID**.
 - b. If it follows the usual format but is simply not up-to-date (for example 1.1.0.XXX), follow [OFC – Oralyzer/OralFitness - ISW \(software\) version isn't updated \(1.6.0.XXX\) – How to update](#)
3. If you went to **System > Status > Info** and the **ISW version** is 1.6.0.XXX, do the following
 - a. Go to **System > Settings > Admin > Communication > Connect**
 - b. Ensure that the server hostname is **AWSMMP01P01.PDSI.CORP**
 - i. If it's anything different, have them change it.
 - c. On the **Connect** screen, have them click on **Test** at the bottom left
 - i. If the test is unsuccessful, do the [OFC – Oralyzer/OralFitness - Gateway trick](#)
 - ii. Go to **System > Status > Info**
 - iii. The IP address should look like **10.X.X.X /25**
 1. If there's no /25 or /26, /27, or anything else, there's an issue in the network room
 - a. If you're comfortable, guide them through finding the oralyzer ethernet cable in the network room and have them plug it into ports 9 through 11 on the switch closest to the wall.
 - b. If you're not comfortable, send the ticket to field.
 - iv. Go back to **System > Settings > Admin > Communication > Connect** and click on **Test**
 - d. On the **Connect** screen, go to **Advanced** which is a button located at the bottom of the screen
 - e. Ensure that the screen says something along the lines of "Receive orders from Epic", that the **Client ID** is the **office number**, and that the **location ID**

says either **1XXXX** or **1XXXX01** where XXXX is a four digit version of the office number (for example 0593, 1125, 0011, and so on)

- i. If any of these criteria aren't right, they haven't scanned the QR code
 - ii. Follow [OFC – Oralyzer/OralFitness - How to print and read the QR code](#)
- f. If the **location ID** says **1XXXX** where XXXX is a four digit version of the office number (for example 0593, 1125, 0011, and so on)
- i. Have them change it to **1XXXX01**

OFC – Oralyzer/OralFitness - Ethernet icon is red / IP address issues

2. Ensure the link lights on the ethernet port of the oralyzer are lighting up
 - a. If they aren't, follow [OFC – Oralyzer/OralFitness - No green link light on ethernet port](#)
3. Run **System > Status > Info**
4. Note the IP address and the ISW version
5. Ensure that the **IP address** doesn't show as **Disconnected**
 - a. If it does, this means that there's an issue in the network room
 1. If you're comfortable, guide them through finding the oralyzer ethernet cable in the network room and have them plug it into ports 9 through 11 on the switch closest to the wall.
 2. If you're not comfortable, send the ticket to field.
6. Ensure that the **IP address** isn't **192.168.3.11**
 - a. If it is, follow [OFC – Oralyzer/OralFitness - IP address shows as 192.168.3.11](#)
7. If the **IP address** populates (AKA is not **Disconnected**) and if the IP is something besides **192.168.3.11**, do the following
 - a. Do the [OFC – Oralyzer/OralFitness - Gateway trick](#)
 - b. Assuming the ethernet icon is now white, go back to [OFC - Oralyzer/OralFitness – how to setup and troubleshooting](#)

OFC – Oralyzer/OralFitness - IP address shows as 192.168.3.11

1. Go to **System > Settings > Admin > Communication > Network**
2. Look at **DHCP** in the top right and verify that it's set to **Off**
 - a. If it is set to **On**, this means that there's an issue in the network room
 - i. If you're comfortable, guide them through finding the oralyzer ethernet cable in the network room and have them plug it into ports 9 through 11 on the switch closest to the wall.
 - ii. If you're not comfortable, send the ticket to field.
3. Set **DHCP** to **On**
4. Hit **Save**
5. Go back to the home screen, check on the ethernet icon, and wait a minute or two for it to change to white if it isn't already white
 - a. If it still doesn't turn white, go back to **System > Status > Info** and note down the new IP address
 - b. If the IP is **10.X.X.X**, go back to [OFC – Oralyzer/OralFitness - Ethernet icon is red / IP address issues](#) and start from **step 6**
 - c. If it says **192.168.3.11** or **DISCONNECTED** this means that there's an issue in the network room
 - i. If you're comfortable, guide them through finding the oralyzer ethernet cable in the network room and have them plug it into ports 9 through 11 on the switch closest to the wall.
 - ii. If you're not comfortable, send the ticket to field.
6. If it's now white, go back to [OFC - Oralyzer/OralFitness – how to setup and troubleshooting](#)

OFC – Oralyzer/OralFitness - No green link light on ethernet port

1. Ensure the ethernet cable is plugged directly from the oralyzer to the wall
 - a. If this isn't the case, have them make it so that the cable runs straight from the wall to the oralyzer and have them check the lights again
 - b. If lights are appearing, check on the ethernet icon again.
 - i. If it's white, continue with the [OFC - Oralyzer/OralFitness – how to setup and troubleshooting](#)
 - ii. If it's red, continue with [OFC – Oralyzer/OralFitness - Ethernet icon is red / IP address issues](#) at **step 2**
2. No wall ethernet port?
 - a. Send to maintenance to have them run a network drop.
3. If there's still no lights on the ethernet port, there's a problem in the server room.
 - a. If you're comfortable, guide them through finding the oralyzer ethernet cable in the network room and have them plug it into ports 9 through 11 on the switch closest to the wall.
 - b. If you're not comfortable, send the ticket to field.

OFC – Oralyzer/OralFitness - ISW (software) version isn't updated (1.6.0.XXX) – How to update

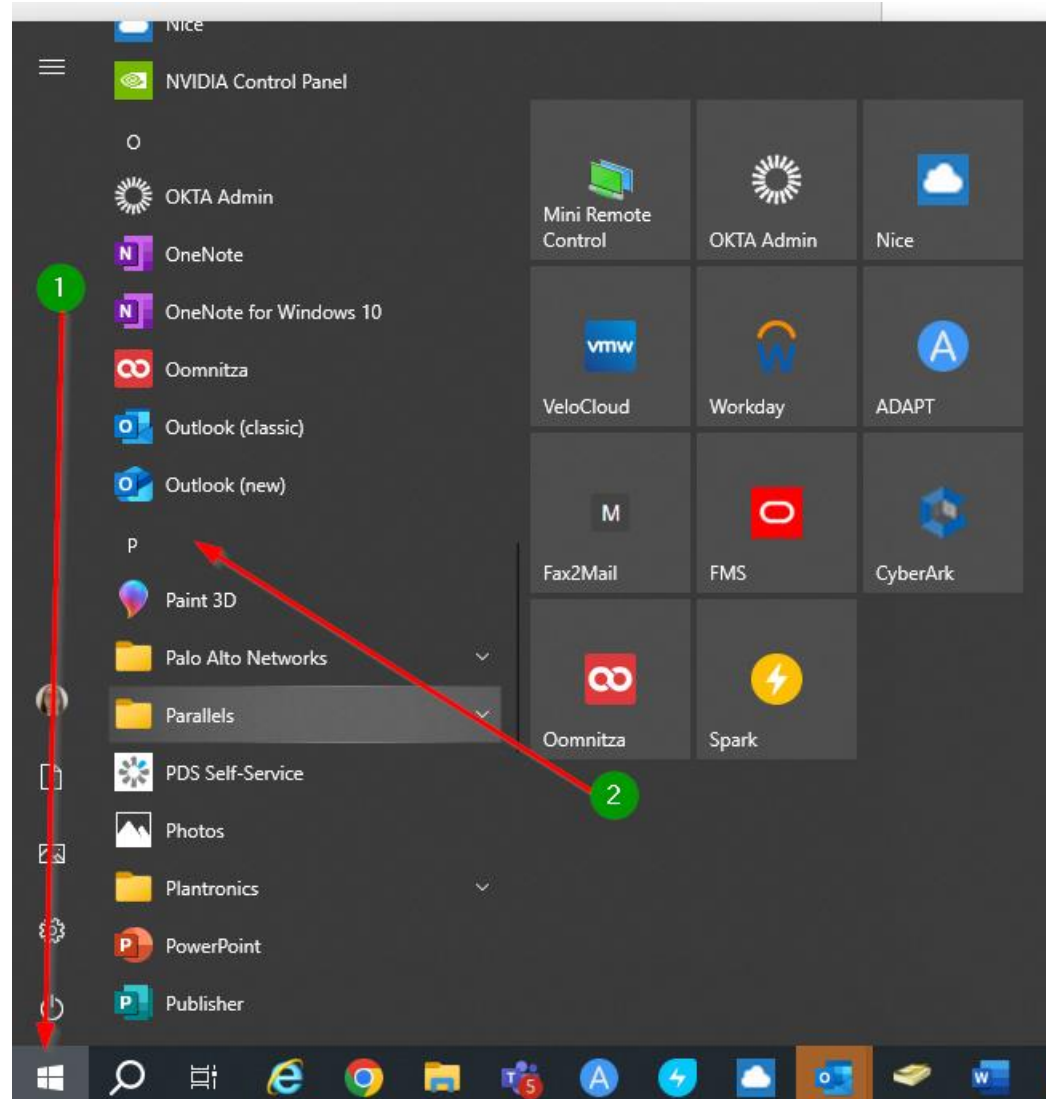
1. Go to **System > Settings > Admin > Communication > Connect**
2. Ensure that the server hostname is **AWSMMP01P02.PDSI.CORP**
 - a. If it's anything different, have them change it.
3. Have them click on **Test** at the bottom left
 - a. If the test is unsuccessful, do the [OFC – Oralyzer/OralFitness - Gateway trick](#)
 - b. Go back to **System > Settings > Admin > Communication > Connect** and click on **Test**
4. If the test is successful, go to **System > Settings > Admin**
5. Press **Update Software**
6. Although the screen says **Insert USB memory stick**, there should be a button at the top right for them to press
 - a. If no button appears at the top right, have them ensure that there is no USB flash drive plugged into the oralyzer (most likely at the back)
7. Have them press on that button at the top right
 - a. If they receive a failure message, have them go back and press on the button at the top right again. It might take up to 9 times for the update to go through.
8. If the update is successful, continue with the [OFC - Oralyzer/OralFitness – how to setup and troubleshooting](#)

OFC – Oralyzer/OralFitness - Gateway trick

1. Go to **System > Settings > Admin > Communication > Network**
2. Look at **DHCP** in the top right
3. If it's on, set it to **Off**
4. Fields for IP address, subnet mask, and gateway will appear (or have already been there if the DHCP was set to off).
5. Leave the IP address alone.
6. Set the subnet mask to **25**.
7. Set the gateway to **X.X.X.129**, replacing the first three X's with the IP scheme of the office
8. Hit **Save**
9. Go back into **Network**
10. Turn **DHCP** back **On**
11. Hit **Save**
12. Go to **System > Status > Info**
13. Ensure that the IP address doesn't say either **DISCONNECTED** or **192.168.3.11**
 - a. If it does this means that there's an issue in the network room
 - i. If you're comfortable, guide them through finding the oralyzer ethernet cable in the network room and have them plug it into ports 9 through 11 on the switch closest to the wall.
 - ii. If you're not comfortable, send the ticket to field.
14. Check the home screen and check on the ethernet icon at the top of the screen. It should appear white in a minute or two if it isn't already white.
15. If it's white, continue with the guide that you were on previous to this

OFC – Oralyzer/OralFitness - How to print and read the QR code

1. Have them get the QR code page handy
 - a. If they don't have the page, connect to either **FO1**, **FO2**, **FO3**, or **BO1**
 - b. Go to Windows Start Menu
 - c. Go down to the **P** section of the apps



- d. Look for something that says **PDS Health**
 - e. Open up that folder, and you'll see the **QR Code**
 - f. Print it
2. Have them cut out the QR code in the size of an ID card. One small enough to fit in the oralyzer's tray.
3. Go to **System > Settings > Admin > Communication**

4. Have them press on the **Read in** button at the top right
5. Have them insert the QR Code into the oralyzer's tray and proceed with the on-screen instructions
6. Once it says the scan was successful, go back to the [OFC - Oralyzer/OralFitness – how to setup and troubleshooting](#) and continue from **step 3f**