Software as a Service – FAQ

The Hearing Health Screening Software will in this document be known as 'The Software'

1) **What happens if my device prompts me for a device ID?**

   Make sure your device is connected to the internet. Then enter the 36-character key, device ID which was provided to you. If you do not have this device ID, please contact Ultimate Kiosk Support at info@ultimatekiosk.com or 905-357-8378

2) **What should I do if a "Software is expired", message is displayed?**

   The Software has a built in expiry date that is set to accommodate customer's contractual agreements. If your software expires prior to that date, please contact Ultimate Kiosk Support; 905-357-8378

3) **What should I do if a "Software is not registered", message is displayed?**

   There is an indication in the Ultimate Kiosk database that the software was not properly configured. This may happen for several reasons, please contact Ultimate Kiosk Support; 905-357-8378

4) **What should I do if my screen is white and grey, after I input the device ID?**

   This may occur during extraction when you do not press the unblock button in the properties of the zip file. Such an error occurs infrequently and is dependent on your computer setup. You will need to go to your installation directory and run the factory reset file in the install directory. Please contact Ultimate Kiosk Support at 905-357-8378 so we can reset your device ID.

5) **There's static in the headphones, what to do?**

   Please insure your headphones are firmly plugged in to your SYBA USB audio adaptor via it's audio port (green port, with the headphone symbol). Then insure your SYBA USB audio adapter is firmly plugged in to your designated USB port. If further problems arise please contact Ultimate Kiosk Support at 905-357-8378

6) While taking the test, the progression freezes, what should I do?

Press the restart test button, located at the top right corner of the screen. This can be caused by someone rapidly pressing the" I hear the tone" button.

7) What should I do when there is a duplication of the audio gram, which is displayed at the completion of the test?

Simply press the restart button at the top right corner of the screen and run the test again.

8) I don't see my test results in the portal, what should I do?

Please make sure that your device has a strong internet connection. Then complete a full hearing test, once at the end of the test, press the restart button which is located on the top right corner of the screen. This will initiate a data dumb and upload any tests that were completed while the kiosk was not connected to the internet.

9) My software screen looks "zoomed in", what do I do

Zoom out, please check your device settings and adjust your magnification to a comfortable and convenient level.

10) The software is asking me for a configuration package, what does this mean?

Please close any open dialogue boxes. Exit out of the software. Please make sure your device has a strong internet connect, then try again.