



SETUP GUIDE BASIC



INSTRUCTOR



STUDENT

SET UP FOR BASIC SIMULATOR

When receiving your shipment the boxes contain (2) Computers are labeled Instructor and Student. (3) boxes are marked View Screens. Inside the Instructor computer box are white Cat7cords. (2) DP cords (2) main headsets (2) monitor headsets with cord.



a. Cables connect the Instructor computer to the view screen. This screen is needed for the Instructor to watch the Student answering calls and entering into CAD.

b. Setup the Cat 7 cables between the two computers. Network settings should have wifi off and Ethernet on (setup prior to delivery). Windows Updates OFF. Firewalls OFF.

Stations are not connected to the internet. Headsets **MUST** be plugged in prior to turning on.

Sound & **network configurations must** remain as delivered. Do not rename the computers. Do not turn on Windows updates, restore points or firewall.



Questions / confusion call us! 1.253.435.0911 PST email info@911Trainer.com.

If you would like **an online training screen share** give us a call and we will set this up.

9-1-1 REALITY TRAINING STATION

Your first time using the 'simulation' software – test sound levels - adjust accordingly

Step One: Connect all cords accordingly attach headsets & viewscreen.

Step Two: Now turn on computers

Step Three: Headsets must be connected or you will get an 'audio error'.

Step Four: Click on Start Simulation Icon on Instructor first, sign in. Student should 'see' Instructor - select and sign in.

Step Five: Select Instructor VIEW STUDENT, drag Student screen over - the Student screens shows up 'behind' the Instructor screen.

Step Six: Instructor selects 9-1-1 line 1 - address must be highlighted blue. Instructor can select and call another line.

Step Seven: Test Radio holding cursor down on radio icon and transmitting.

Step Eight: Test all lines; 911, business, ring down and sound effects. Test the recorder according to directions. Initiate a full call in CAD and use Instructor Notes.

Shutting Down: All phone lines & Recorder *must be* disconnected... Upper right X corner of Instructor shuts down both the Instructor and the Student.

Check the Instructor Notes folder, recordings folders and Student folders that appeared on the desktop so you can delete or store the results.

SPECIAL INSTRUCTIONS

Video Tutorials explain in detail how each function works for both the simulator and for the 911 Academy and Trainer Tools. Please take the time to watch all the video tutorials. If you have any questions or concerns please call us PST 253.435.0911 or email support@911Trainer.com.

The time on the CAD card matches the computer. If you wish to simulate a grave shift and you are training during the day, switch the time on the computer.

Do not change the name of the computer or the connection will not work properly. Do not change network settings, it's plug and play. The internet is not needed for BASIC 911 Reality.

Headsets use an under the desk headset stand. Ensure headsets are not on MUTE or the volume is turned down. In the event there is NO sound try another headset. Any other sound problems reboot and check on the Ethernet connection or cord replacement.

IMPORTANT INFORMATION

WEB IMPORTANT INFORMATION

This simulator does not utilize the internet, it is a stand alone system that connects directly computer to computer with a Cat7 cord provided. It is essential that wifi is disabled and ethernet enabled at all times.

PROGRAMS ADDED ON

This station has been loaded with programs to view the media, swf and pdf files. A flash drive can be used for transfer of documents or documentation of any errors or problems you may encounter.

TROUBLESHOOTING

If you experience challenges on your system please call us at 253.434.0911 or email info@911trainer.com.

RETURN POLICY

In the event you wish to return 9-1-1 Reality, each station must be returned within five days of delivery in the original shipping boxes and in the delivered condition. You must contact 1.800.830.8228 to obtain a return authorization. All authorized returns will result in a 15% restock fee.

WARRANTY

Equipment warranty on the stand-alone computer systems is one year parts and service. Warranty on the software is lifetime. Supplier warrants, at the time of acceptance of the Products in whole or in part, and for a period of twelve (12) months from such acceptance, the software will be free from defects in materials or workmanship and will function in accordance with the system description. Extended warranty available.

USER CONFIGURABLE FILES

ALI DATABASE addressing can be user defined — 99

CALL TYPES can be user defined — Maximum Call Types: 99

AREA BEATS can be user defined — Maximum Beat index: 99

UNIT IDENTIFIERS can be user defined — Maximum Units number: 99

RING DOWN LINES can be user defined and changed.

9-1-1 REALITY SIMULATOR TERMS

Here are some of the terms you may need with 911 Reality Simulation.

ALI – Automatic Location Indicator - The addresses you will use to give your calls to the learner. Like caller ID. In a 911 center you know where the caller is calling from and that may be from GPS or from a landline. You will not always know where in the building and often GPS does not read the location well. The addresses are listed on the Instructor station. The addresses can be customized to fit your area. If you do not change the DEFAULT ALI you will use an area called Anytown which is actually a small town named Auburn WA. If you did not customize your town addressing you can do this after delivery. Watch the how to videos in the folders or call us and we will assist 253.435.0911.

CAD – Computer Aided Dispatch - This is the card that the Call Taker types the information when a 911 call is received and also involves radio dispatch and tracks all the units and calls as well as documentation. There are over 80 CAD company versions used so a 'generic CAD was created for entry level learning. This generic CAD will assist the learner when employed at a Comm Center.

Your address info populates into the CAD when the Instructor calls the Student after selecting a particular address to use for the simulated call. If the caller is at a business address no caller info is entered. If the call is a residence, the person listed at the residence will populate however the call taker must always confirm who is calling.

CALL TYPES – When a 911 Call Taker receives a call they must select a Call Type from a list of call types in their CAD. It is very important to choose the right Call Type as the priority or severity of a call determines the level of response.

RESPONSE/UNIT – Indicates what will be sent to that particular call. In larger cities Units are connected to beats or jurisdictions on a map. In this simulation we are teaching learners more about the response type i.e. One patrol or two? ALS or BLS. Full Response or One Engine.

SIMULATION DATABASE MANAGER – This is a unique program we have created so that you can change your ALI database, upload a new ALI from EXCEL or change or import new CALL TYPES or UNITS or correct typos or update. Listen to your video tutorial in HOW TO SIMULATION FOLDER.

RING DOWN – Direct lines to commonly called numbers from 911 located on the second PHONE tab.

BUILD – Like a version. This is what we call the latest version of your software. Software is updated, upgraded or fixed at times. Every time a programmer changes software it is given a new number. There may be times we send you a new BUILD. We send an exe file from Dropbox and full instructions. This is never mandatory unless the build is found to have issues. Generally new builds have more good features.

NECC National Emergency Communications Certification – Watch the video tutorial for this certification exam for instructors and students. This is an online final exam that requires 70% passing on a multiple choice exam and a lab assessment for three 911 calls. NECC was created and validated through PTC of NYC and a coalition of 10 911 professional educators. Passing this exam will ensure a full entry level understanding of 911.

LOST CONNECTION

The simulator has a problem, it was fine now the instructor station signs on correctly but when you go to sign on the student station...

- *when you click on "instructor" it doesn't let us sign in and the phones are blank.*
- *When you click on "instructor" it just flashes off.*

Understood - The student is seeing (meaning connected) to the instructor but cannot connect software to software - this is due to something blocking the connection – on either the student or the instructor.

There for several reasons. Check all of these.

1. Someone turned on Wi-Fi on one (or both) of the machines – go into Networks and make sure Wi-Fi is OFF.
2. Someone turned on the FIREWALL – go to search and CHECK FIREWALL STATUS. They should both be OFF.
3. Someone updated Windows (prohibited) which messes with all the settings. This will have to be reversed. We turn updates off.
4. Finally the router or the cords are malfunctioning.
 - To find out if it's a router – bypass the router and plug the white CAT7 from one Lenovo to the other Lenovo and REBOOT. Now try to see if the student SEES the instructor and can sign in. If they cannot sign in they are still blocked because of settings.
 - If you bypass the router and all is A OK, it's the router and get another.
 - If they cannot connect try a new Cat7 cord.

SOUND PROBLEMS - distant, underwater, no sound, error

- o You must keep the headsets plugged in or you will get an audio error. The program expects to see a headset. Plug in reboot.
- o Plugs may be backward in the ports - check on both stations.
- o Mute or low sound on the headset cord check the cord.
- o Try another headset - or switch headsets
- o Make sure Wi-Fi is off, this can interfere with sound
- o If you have a screen with audio the settings may be asking the sound to come out of the screen and not the headset. Check the sound settings.
- o Check the volume on the lower right hand of the screen, should be 76.
- o Check sliders for sound on the CAD screen.

TROUBLESHOOTING

9-1-1 REALITY SIMULATOR

IF THIS HAPPENS	IT COULD BE THIS DO THIS
Tried all things, nothing works	If you station is in warranty 1 year call us. If it is out of warranty you can order a troubleshooting tech for a fee.
View Screen/Map on student doesn't show or location is wrong.	Check DP connections to the screen. Long/Lat is wrong. Numbering on ALI is off.
Student cannot sign on	This is a 'connection' issue. See previous page. Generally it's the Firewall is on.
Volume is too low	Go to Speaker icon on the bottom menu, open mixer and check volume levels. Check your headset volume.
Volume is too low on radio	Check the volume bars below the radio - adjust headset.
Audio Error upon startup	Plug in the headset before starting. Keep headsets connected at all times before startup.
Can't hear anything	Headsets plugged in backwards. Check volume on headsets for mute. Change headsets.
Wrong ALI Showed up	You must ensure the ALI is properly selected or the last ALI will reappear.
Narrative won't enter	Must hit the clock button for the timestamp.
Selected Student 1, Student 2 rang instead	On the first call you must manually select the connected Student you want or it will default.
The program isn't working as it should when all checks out.	May need reinstall build. This can be done on site by calling us for the latest build.
The .rec call wouldn't open or play.	The only way to play an .rec call is the Replay. Open Recorder on desktop & in the program.
Simulation software seems frozen or is doing things different, not working as before.	Like with any software that seems to be stuck - reboot. If that doesn't work call 1.253.435.0911 and talk to us or email support@911trainer.com

9-1-1 REALITY TRAINING STATION CALL 253.435.0911 FOR ASSISTANCE