



USER MANUAL PLUS



INSTRUCTOR



STUDENT

9-1-1 REALITY SIMULATOR TERMS

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

ALI – Automatic Location Indicator - ALI is address ANI is phone number. ALI addresses you will use to give your calls to the learner. Like caller ID. 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. Each address has longitude and latitude that allows the simulator to go out to Open Maps and locate the address. An address can be a BUSN business or RESD residence. Some addresses have Premise History or Flags - important to understand in training.

CAD – Computer Aided Dispatch. This is the card that the Call Taker types the information when a 911 call is received. In a 911 center CAD is a complex computer card that takes the data and uses that data to determine responses and track all entries. CAD Incident cards keep track of all the 'calls' or events (incidents) that happen during that training session.

Every training session will open up a new CAD Incident Card and start at 0. Each 'session will be saved on the Students desktop in a Student LOG folder. If a card is created – even if abandoned - it will be in that folder for Student documentation.

Your ALI above *populates* into the CAD when the Instructor calls the Student after selecting a particular address to use for the simulated call.

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. This is a feature that is customizable to your needs.

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 fire response or 1 engine. This is also customizable. Default is response not specialty named Units such as Boy1.

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. Listen to your video tutorial on how to use this program.

RING DOWN – Direct lines to commonly called numbers from 911 located on the second 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 build NUMBER. There may be times we send you a new BUILD. You will uninstall the old and put in the new with an install or setup program. This is never mandatory unless the current build is found to have issues. There are complete video tutorials or online support from our staff to install new builds.

NECC National Emergency Communications Certification – All 'certifications' follow a particular curriculum. NECC was created to certify those who learned from the 911 Emergency Communications manual and the 911 Academy training. Watch the video tutorial for this certification exam for instructors and students.

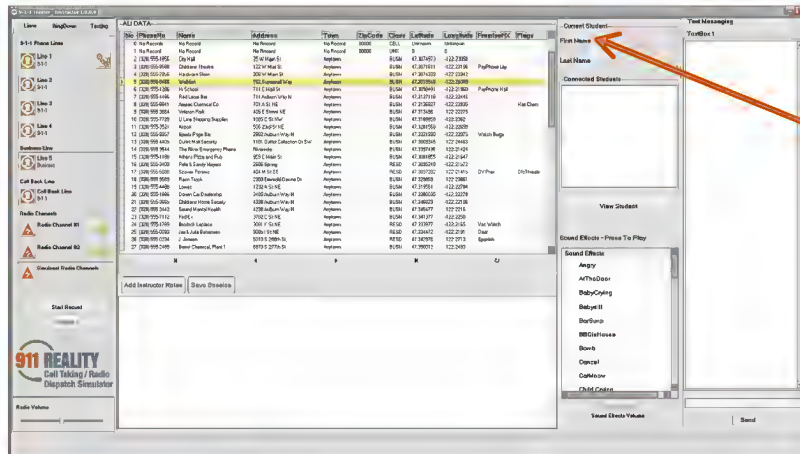
STARTING UP YOUR SIMULATION SOFTWARE - WATCH ALL VIDEO TUTORIALS IN THE SIMULATION FOLDER

You have setup your stations according to the Setup Guides provided upon delivery. This guide is also stored on each station in your simulation folder on the desktop.

You have a START SIMULATION icon on the left side of your desktops. Click on the Instructor Station and open the software before the Student Station.



When the START SIMULATION icon is selected the Instructor screen will start up.



The Instructor will sign in for documentation purposes. The Instructor/Role Player will then wait for the Student unit to sign in. Once the Student signs in, the student's sign-in name will appear in the upper right hand corner.

If the Student does not see the Instructor or there is not Student sign on or the phone lines are blank - you are not connected to the network.



When the START SIMULATION icon is selected Student sign on pops up

Select Instructor and use the sign on full name so that all documentation will be correctly labeled as the person working in this lab session.

With multiple lab - the Student will need to select the Instructor they wish to work with out of the list of numbered Instructor stations that show up.

Once the Student name appears on the Instructor station you will begin simulation testing.

ONE MORE STEP. The Instructor will need to hit **VIEW Student** above the sound effects to open the Student screen and drag to the second screen before simulation begins. The Instructor can interact on this screen for the Student if needed - can type and make choices if needed.

Why do i need to know what the trainee is doing?

For the Instructor this is a necessary feature so that evaluation of the Trainee's work can be done. For documentation you will keep notes on the students work in the white space for Instructor Notes. just below the training. Save and name your notes (i.e. Jessie ask time delay). **Now begin testing slowly checking all components.**

1. Instructor select an ALI - as above the line must be colored in or it will not take.
2. Student answers the line calling. Notice the ALI dumped into the card. Walk through one CAD card.
3. While Student is on the line - check the radio volume by calling the Student on the radio channel.
4. Student answers the radio and adjusts volume levels.
5. Instructor select a sound effect to test the volume. Click again on the sound effect to end.
6. Test the same with Ring Down Lines and Text to 911 Lines one at a time.
7. Instructor can test multi tasking by calling on line 2 when Student is on line 1 - keeping line 1 open.

Instructor STATION (ROLE PLAYER STATION)

The screenshot shows the main interface of the 911 REALITY software. On the left is a 'Phone Panel' with various line types. The center is a large table of 'ALL DATA' with columns for No, PhoneNo, Name, Address, Town, ZipCode, Class, Latitude, Longitude, PremiseFX, and Flags. On the right are panels for 'Current Student', 'Text Messaging', and 'Sound Effects - Press To Play'. At the bottom left are 'Start Record' and 'Replay' buttons. Orange circles with numbers 1 through 7 highlight specific features: 1 (Start Record), 2 (Phone Panel), 3 (Replay), 4 (Table), 5 (Add Instructor Notes), 6 (View Student), and 7 (Sound Effects).

No	PhoneNo	Name	Address	Town	ZipCode	Class	Latitude	Longitude	PremiseFX	Flags
0	No Record	No Record	No Record	No Record	00000	CELL	Unknown	0		
1	No Record	No Record	No Record	No Record	00000	UNK	0			
2	(328) 955-1956	City Hall	25 W Main St	Angstrom		BUSN	47.3074973	-122.23059		
3	(328) 955-9588	Childrens Theatre	122 W Main St	Angstrom		BUSN	47.3076111	-122.23156	PayPhone Lby	
4	(328) 955-2936	Hardware Store	308 W Main St	Angstrom		BUSN	47.3074239	-122.23242		
5	(328) 955-9466	Vladimir	765 Supernat Way	Angstrom		BUSN	47.3076346	-122.24065		
6	(328) 955-1286	Hi School	711 E Mal St	Angstrom		BUSN	47.3098491	-122.21960	PayPhone Hall	
7	(328) 955-4486	Red Lotus Bar	714 Auburn Way N	Angstrom		BUSN	47.3137118	-122.22446		
8	(328) 955-6841	Aspac Chemical Co	701 A St NE	Angstrom		BUSN	47.3138627	-122.22635		Has Chem
9	(328) 955-3684	Vietnam Park	402 E Street NE	Angstrom		BUSN	47.3134386	-122.22279		
10	(328) 955-7720	U Line Shipping Supplies	1005 C St NW	Angstrom		BUSN	47.3166650	-122.2262		
11	(328) 955-3521	Airport	506 23rd St NE	Angstrom		BUSN	47.3281560	-122.22859		
12	(328) 955-9567	Sports Page Bar	2802 Auburn Way N	Angstrom		BUSN	47.3219390	-122.22075	Watch Burgs	
13	(328) 955-4426	Dutet Mall Security	1101 Dulac Collection	Angstrom		BUSN	47.3039345	-122.24463		
14	(328) 955-5544	The River Emergency Phone	Riveride	Angstrom		BUSN	47.3397436	-122.21424		
15	(328) 955-1188	Alhams Pizza and Pub	959 E Main St	Angstrom		BUSN	47.3081695	-122.21647		
16	(328) 955-9400	Pats & Sandy Meyers	2606 Spring	Angstrom		RESO	47.3095340	-122.21572		
17	(328) 955-9398	Stavris Plasma	404 M St SE	Angstrom		RESO	47.3097932	-122.21415	DIV Plicr	DiCTheatr
18	(328) 955-9393	Back Track	2300 Emerald Downs Dr	Angstrom		BUSN	47.3286639	-122.22861		
19	(328) 955-4488	Loves	1232 A St NE	Angstrom		BUSN	47.319561	-122.22784		
20	(328) 955-1986	Dowen Car Dealership	3409 Auburn Way N	Angstrom		BUSN	47.3300035	-122.22278		
21	(328) 955-9655	Childrens Home Society	4328 Auburn Way N	Angstrom		BUSN	47.3400289	-122.22106		
22	(328) 955-3443	Sound Mental Health	4238 Auburn Way N	Angstrom		BUSN	47.3454577	-122.22216		
23	(328) 955-7112	Fed Ex	3702 C St NE	Angstrom		BUSN	47.3413277	-122.22590		
24	(328) 955-7079	Badack Leplace	3001 K St NE	Angstrom		RESO	47.3339777	-122.21605	Vas Watch	
25	(328) 955-6903	Jim & Julia Bohansen	3005 G St NE	Angstrom		RESO	47.3444272	-122.21591	Dial	
26	(328) 955-0234	J.Jenson	5010 S 28th St	Angstrom		RESO	47.3425576	-122.23713	Spanish	
27	(328) 955-2489	Bestel Chemical Plant 1	6870 S 27th St	Angstrom		BUSN	47.350013	-122.24893		

1 **RECORDER** Begin before calling, end with all lines closed. The *.rec file will be in a folder on the desktop labeled RECORDINGS RADIO RECORDING has it's own folder.

The 'Group Replay' popup window contains a 'Recorded Data File' field with a 'Load File' button. Below it is a 'Replay Control' section with a progress bar and playback buttons (play, pause, stop, previous, next).

Listen? Click Replay, this popup will appear. Load file (it's on the desktop in a folder as above). OR you can listen to the calls from your computer desktop.

The 'Phone Panel' shows a list of line types: 9-1-1 Phone Lines (Line 1, 2, 3, 4), Business Line (Line 5), and Call Back Line (Call Back Line).

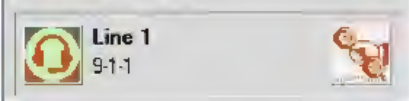
Phone Panel

2 The panel shows four types of lines : (4) 9-1-1 lines, (1) Business Line and (9) Utility Ring Down Lines (1) Call Back line and (2) Text to 911

9-1-1 lines are *outgoing only* when called from the Instructor. Trainees cannot call out on these lines. When the Student answers this line it will create an incident card for 'every' call initiated on 911 lines. The Business and Ring down lines are 2 way and do not initiate a card. Text lines are 911 lines, create calls and have no sound. Info from TEXT lines can be copy and pasted into the NARRATIVE BOX. Call Back is for Student only to call back the 'caller' that hung up. "Hi this is 911 you disconnected."

9-1-1 REALITY TRAINING STATION

9-1-1 Phone Lines



When the Call is Connected?

When an ALI is selected and the phone icon is selected that line will flash and ring for the Student.

When the call is answered the hand holding phone icon will appear.

To place the call on HOLD click this hand icon. The icon will turn red. To take the call off hold click the red hand icon again. Clicking the phone icon disconnects.

The Instructor/Role Player can initiate calls to multiple lines while currently on a line (i.e. can call in on Line2 OR TEXT while speaking to the Student on Line1. Instructors need not put lines on hold at all.

With Many lines on Hold – How Can i tell What line Has Which Call?

7	58 Count St.	911	B002	1	p#2 9-1-1 line #3
8	818 East Quarry Rd.	911	A002	1	p#2 9-1-1 line #4
10	Hazeline National Drive	TS	A001	1	

The line the call came in on is listed on **Current Incidents** box. (Note : Call 10 on Hazetine did not come in on a 9-1-1 line, the card was created as in incident from a traffic stop TS).

What is the Business line For? What is the Call Back Line?

Communications on non 9-1-1 lines to and from either party. **Business Line** does not create an incident card. The business line label cannot be changed. Call back when a 'caller' hangs up.

RING DOWN lines are frequently called numbers and can be labeled by the user. When a RD line is called from the Instructor/Role Player, the Tab button will *flash yellow* to let the Student know where the call is coming from. These lines can be put on hold. Same for Text to 911 lines however the information must be copy and pasted to the narrative before being placed on hold.



3

RADIO CHANNELS

(2) Radio channels are available. A red ARROW icon indicates a live channel – WHITE ARROW indicates **muted**. Pressing the ORANGE triangle activates the radio. Radio can be used when on the phone and will be heard in the headset right ear.

The simulcast radio channels will activates both radio channels. This is used for sending a message for example to police and fire at the same time when one big incident is on Tac (2nd channel). Some agencies use TAC for running names to keep main channel clear.

NOTE:

When both parties activate the radio at the same time, a dinging sound will be heard. Volume is for the radio volume only.

The sound effects go over the phone and/or radio if on the phone and have a sound effect and press radio the sound effect will go over the radio.

No	PhoneNo	Name	Address	Town	ZipCode	Class	Latitude	Longitude	PremiseHX	Flags
0	No Record	No Record	No Record	No Record	00000	CELL	Unknown	Unknown		
1	No Record	No Record	No Record	No Record	00000	UNK	0	0		
2	(323) 595-1956	City Hall	25 W Main St	Anytown		BUSN	47.3074373	-122.23058		
3	(323) 595-9588	Childrens Theatre	122 W Main St	Anytown		BUSN	47.3071611	-122.22716	PayPhone Lib	
4	(323) 595-2956	Hardware Store	328 W Main St	Anytown		BUSN	47.3074239	-122.22342		
5	(323) 595-0468	Wal-Mart	782 Superior Way	Anytown		BUSN	47.3015846	-122.24085		
6	(323) 595-1286	Hi School	711 E Mat St	Anytown		BUSN	47.308491	-122.21960	PayPhone Hal	
7	(323) 595-4486	Red Lotus Bar	714 Auburn Way N	Anytown		BUSN	47.3137118	-122.22446		
8	(323) 595-8841	Ampac Chemical Co	701 A St NE	Anytown		BUSN	47.3138227	-122.22835		Haz Chem
9	(323) 595-3654	Vietnam Park	405E Street NE	Anytown		BUSN	47.313436	-122.22279		
10	(323) 595-7720	U Line Shipping Supplies	1005 C St NW	Anytown		BUSN	47.3166560	-122.2282		
11	(323) 595-3521	Airport	506 23rd St NE	Anytown		BUSN	47.3281560	-122.22859		
12	(323) 595-9597	Sports Page Bar	2802 Auburn Way N	Anytown		BUSN	47.3321980	-122.22075	Watch Burgs	
13	(323) 595-4405	Duette Mall Security	1101 Duette Collection Dr SW	Anytown		BUSN	47.3089345	-122.24463		
14	(323) 595-5544	The River Emergency Phone	Riverside	Anytown		BUSN	47.3397436	-122.21424		
15	(323) 595-1188	Athens Pizza and Pub	959 E Main St	Anytown		BUSN	47.3381895	-122.21647		
16	(323) 595-3400	Pete & Sandy Meyers	2606 Spring	Anytown		RESO	47.3095240	-122.21572		
17	(323) 595-5688	Savior Piano	404 M St SE	Anytown		RESO	47.3097392	-122.21415	DV Prior	DisTreats
18	(323) 595-9589	Race Track	2300 Emerald Downs Dr	Anytown		BUSN	47.329895	-122.23861		
19	(323) 595-4488	Lowes	1232 A St NE	Anytown		BUSN	47.319561	-122.22704		
20	(323) 595-1086	Down Car Dealership	3405 Auburn Way N	Anytown		BUSN	47.3300035	-122.22719		
21	(323) 595-3655	Childrens Home Society	4338 Auburn Way N	Anytown		BUSN	47.346023	-122.22106		
22	(323) 595-3443	Sound Mental Health	4238 Auburn Way N	Anytown		BUSN	47.345477	-122.22216		
23	(323) 595-7112	Fed Ex	3702 C St NE	Anytown		BUSN	47.341377	-122.2250		
24	(323) 595-1789	Biodick Leglace	3001 K St NE	Anytown		RESO	47.333977	-122.2185	Vac Watch	
25	(323) 595-0953	Jim & Julia Bohansen	3085 St NE	Anytown		RESO	47.334472	-122.2191	Deal	
26	(323) 595-0234	J. Jason	5010 S 28th St	Anytown		RESO	47.342976	-122.2213	Spanish	
27	(323) 595-2489	Benet Chemical Plant 1	6870 S 27th St	Anytown		BUSN	47.350013	-122.2483		

4 ALI LIST (Automatic Location Identifier)

The addressing can be customized to fit your local town or city. This is preferable for more realism. If this choice is not made Anytown Default is delivered (a small town in WA). To put custom addressing in you will need the Longitude and Latitude for each address. Contact us 253.435.0911 if you received Anytown and want YOUR addressing after delivery.

All telephone calls answered on 9-1-1 lines will create an INCIDENT CARD with no recognition of any duplicate ALI. **NOTE:** If the long/lat coordinates are correct and the Internet is connected - the map will display on the Student map screen of callers location. See Customizing ALI in this document for instructions.

5 Instructor NOTES

This notepad is intended for use during a student training session. Instructor/Role Players have the ability to real time view the student's work with the MONITOR SCREEN. Instructors will have comments to write during the calls regarding the student's, voice, manner, service and questions or dispatching skills. Click on Instructor Notes for each entry. The address will appear only for the ALI that is selected. Therefore, to create notes on a certain call, select that call and enter your comments. The notes will be saved in the Instructor NOTES folder on the desktop and can be printed or stored in student files or another specific grading file.

The screenshot shows the 'Add Instructor Notes' and 'Save Session' buttons at the top. Below is a list of call entries with columns for 'Call No', 'Call Time', and 'Call Type'. A detailed report for a specific call is shown on the right, including 'Report Date: 2011/04/15', 'Report Time: 16:46:16', and 'Trainee Name: Donna Ferris'. The report contains a 'Call History' section with details about the call, including the address, call type, and duration.

Instructor VIEWSCREEN

Each Instructor Station includes an additional computer monitor that acts as a real time viewing screen for the student. This viewing can be initiated by pressing the VIEW STUDENT button above the sound effects. The additional feature for this Instructor tool allows the Instructor interact on the screen with the Student. The Instructor could (for example) correct a narrative or change the Call Type choice by moving the mouse to the VIEW screen and typing on the student screen.

In the event the Instructor is working with several students, select the student you wish to view. Instructor can have several view screens on the second monitor and minimize and bring up whichever one is to be viewed.

Note with multiple students the green bar interacts, the red bar is muted and listens and adds their own info into the CAD Card. Each can talk on the radio. Each can be viewed.

² ALI can be modified or created new. You can use multiple ALI for training multiple jurisdictions.

6

CURRENT STUDENTS - CONNECTED STUDENTS

In the event 9-1-1 Reality is **one station to one station**, this area will display the 'computer' name Students must enter first and last name. This students real name will appear under CURRENT Student when the Student is selected. On multiples select Student 3 and that name will appear so you know who it is you are working with.



In the event your configuration involves *multiple students* — CONNECTED STUDENTS will tell the Instructor/Role Player which stations are signed in.

NOTE: The Instructor Station can only act as an Instructor/Administrator position.

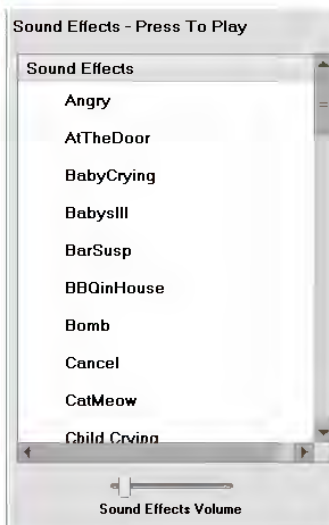
So when working with many students do i work with only one at a time?

Yes, you will select which Student to call on the phone, others will monitor.

One Student will recognize they are selected and should answer the call when a GREEN BAR appears on the bottom of their screen. All non-selected monitoring students will notice a RED BAR at the bottom of their screen. Monitoring students will be automatically muted on the phone. Monitoring students will be able to fill out

CAD Cards on the call. Monitoring students will be able to save their CAD entry into logs.

Monitoring students are able to answer the radio on all calls without being selected. Instructors can switch from Student to Student at will but must hang up on the phone with each Student before selecting another Student. Every Student can 'dispatch' the call given, radio is not blocked.



7

BACKGROUND SOUND EFFECTS

The system allows an Instructor/Role Player to manually start or stop playback of a background audio file from a palette of many possible choices to be mixed with an active phone call or radio transmission.

Once the Instructor/Role Player has started a background audio file playback, the system will play the audio file in a continuous loop until the Instructor/Role Player stops the playback by selecting it again.

These sounds can be changed by the System Administrator in the C:/ARTTComms / SOUND folder drag and drop or copy and paste. Sounds must be wav files. Actual 911 calls can be used if they are not huge. If sounds are too big they will 'drag'.

Student STATION

The Instructor Station must be logged on first. Student will choose which Instructor to work with. Then login name will appear on all documentation.

Student Name

- 1 **PHONES RADIO / VOLUME** – Same as Instructor/Role Player unit
- 2 **CAD INCIDENT CARD** – Working CAD Card and Units to be filled in during call
- 3 **CALLS** – Current and Closed Incidents List
- 4 **UNITS** – Active Units
- 5 **FUNCTION BARS** – Various functions to select (OPTIONAL ProQA may not be present)
- 6 **STATUS BAR** – Multi-student configuration notify – green go – red monitor and type CAD **END**
- 7 **STUDENT BOX** – Ends the session for Student It is mandatory to end all phone calls prior to ending the session. This would only be used with multiple students. It's a green head.

1 PHONES RADIO / VOLUME

Same as the Instructor Station. 9-1-1 Lines are incoming only for students. Business line is incoming and outgoing. Call Back Line is initiated by the Student. Volume adjusts radio sound – be sure the computer volume is adjusted. Ring Down lines do not create incident cards & can be labeled as any desired name. Ring Down initiated by either. The two text lines have no audio.

2 CAD CARD

The image shows a screenshot of a CAD card form with several fields and callouts:

- Student Name:** Lauri Meeks. Callout: NAME UPON SIGN IN.
- Date Rec'd:** Empty. Callout: POPULATED BY SYSTEM.
- Time Rec'd:** Empty. Callout: POPULATED BY SYSTEM.
- Address/Location:** Empty. Callout: POPULATED BY SYSTEM.
- Zip Code:** Empty.
- Town / City:** Empty. Callout: POPULATED BY ALL CHOICE.
- Latitude:** Empty.
- Longitude:** Empty.
- Business Name:** Empty. Callout: POPULATED BY ALL CHOICE.
- Beat/Area/Zone:** Empty.
- PremiseHX:** Empty. Callout: If added will show.
- Flags:** Empty.
- Call Code:** Empty. Callout: PULL DOWN CHOICE.
- Call Type:** Empty. Callout: PULL DOWN CHOICE.
- Caller:** Empty. Callout: POPULATED BY ALL.
- Contact At:** Empty.
- Narrative:** Empty. Callout: ENTERED BY LEARNER – MUST HIT TIME STAMP.
- Response/Unit:** Empty. Callout: PULL DOWN CHOICE.
- Dispatched:** Empty. Callout: END THIS CALL.
- Arrived:** Empty. Callout: END THIS CALL.
- Call Ended:** Empty. Callout: END THIS CALL.
- Disposition:** Empty.

Dispatch/Clear Units

To select a response to an incident, select from 'Response/Unit' pull down and click the 'dispatched' timestamp. The selected unit will be shown in 'Active Units List' and on that incident on the screen in 'Current Incidents'. Primary unit will appear connected to the incident and Back Up units will only appear in the Active Units box referencing the call. Click the 'arrived' timestamp when units are arriving. **The primary unit will not clear until the call is ENDED.** Back up units will clear whenever clicked.

3 CALLS / CURRENT AND CLOSED

Current incidents – Non interactive box displaying all open calls, the primary response/unit, the call type and the phone line the call came in on, and number of units responding. Selecting a call in this box will bring the Incident Card up. You can adjust the field size by dragging the boxes.

Current Incidents							
In...	Call Type	Address	T...	Unit	N.	IsPending	PhoneLine

In=Incident # T=Line N=number of units IsPending=Pending

Closed incidents – Non interactive box displaying the list of incidents that have ended

4 RESPONSE

Active – A list of Units that have been put on calls or traffic and their location.

Unassigned – Units available to dispatch.

5 FUNCTIONS

Disposition User defined non data drive field.

Save the incident Card information



Every card must *be saved* after the data is entered or the data will be lost.

Pending a Call if no units are available to dispatch



In the event no unit is available to dispatch, the call can be put in Current Incidents and indicated as pending by hitting CALL PENDING. When a unit is dispatched on that call the Pending Status is replaced by the unit dispatched to the call.

Create an incident without a 9-1-1 call



“Create Incident” will display a blank CAD Card for calls that do not come in on the 9-1-1 lines. Not used for *traffic stop turned incident*, there is another button below for that.

On View OR traffic Stop – for police traffic or other police patrol work fire or medical units movement that needs recording. Start the Popup



Click blue car button to bring up the traffic stop/on view window.

Fill Information in on View Traffic Stop Window

Select a unit from the pull down menu, input a location and plate and select the TRAFFIC button. This will close the popup and put the traffic stop into the Active Units box only with the designation TS with the unit name and location. To reopen double click in the Active Units box pop up, this will return the prior box so the name or disposition can be entered.



Create a Traffic Incident Card

In the event the On View Traffic stop results in an *arrest* or needs an Incident Card, click the leftmost *open file* icon to create a traffic Incident Card in CAD. This will open a card and dump current information in the popup into the CAD Card. You can also use this for Fire Units mutual aid out of the city.

Erase the Traffic Stop Window

Click the rightmost button with trash can image so that no traffic incident is created and no unit status will be affected.

Texting and mapping...

Text phone lines are on the tabs and can be called when the Student is on any other line. Two lines can be on text and they will create a tab at the top if both are used.



Fill Information in On the text box - such as HELP

Select an ALI address the person is texting from and put in a note in the box above the send so the Student will see it upon answering the line.

Students should then respond with *911 what is your address* or other greeting per your Instructor.

Text back and forth to obtain information. Note most actual CAD stations have pull down menus with auto responses but this is a learning environment where students must think and type.

Once you end the call the information cannot be recalled so all information must be copied and pasted into the narrative box by the Student. If you end the call without copy and paste into the narrative the call will be lost. All CAD cards are saved in the Student Logs on the desktop.



6

911 TRAINEE STATUS BAR

Status bar turns green when there is a call for the Student. Status bar turns red means there is a call for another Student connected to the same session. Instructor and the red Student may *monitor* the call and enter their own information into CAD and save in their own Student files.



7

LITTLE GREEN MAN

This icon closes the Student Session for the Student, the name will remain on the Instructor screen until the Instructor session is closed. If returning, the Student name will appear again.

Student Log File

All 9-1-1 calls taken and/or dispatched and all on view traffic stops are saved in a STUDENT LOG folder on the desktop. The file can be printed and submitted for lab work or saved on a flash drive or Student folder. The file is not available until the session is ended. No action is needed for this to happen as the folder magically appears and files dump into the desktop folder during the session yet only available after the session is ended.

You should see a file
"NAME_{month}_{day}_{year}_{hours}_{min}_{sec}.html"

Text files are included along with other calls.



HOW TO PUT A NEW BUILD ON YOUR 911 REALITY SIMULATOR

STEP 1 If you have custom addressing or call types you must have those templates available to you or save the current ALI on the desktop to transfer. The new build will always install the default ANYTOWN.

If you current ALI is YOUR addressing not Anytown - copy and paste it from C:/Program Files / ARTComms to your desktop before new install.

Your custom Call Types and Units must be on an xls file somewhere, you will use Simulation Database Manager to reinstall it on the Instructor and Student after install of the new build.

STEP 2 Download the exe files from Box.com and put on a flash drive. Take the flash drive to your Instructor and Student to copy the install file to documents and run it.

If you have an older version than 1.5.1 also download Tight VNC install and read below what that is IF you don't have it on your station (it replaces older version of VNC). Your 'version' is listed on the top of the working CAD page.

STEP 3 Use the 911Trainer.exe install for Instructor and Student - appropriately pull down the menu to say Instructor or Student on the correct station. Do another icon. Finish. Eliminate the old icon. You have another installer for the Replay Recorder. Click on the install This will allow you to listen to the recordings from the desktop.

STEP 4 If customized return your ALI to replace the default in ARTTComms folder in Programs and Call Types and Units on the Instructor and Student using the Simulation Database Manager.

ALI.mdb drag to replace the default in ARTComms.

Call Types and Units use Simulation Database Mgr.

STEP 5 Reboot and connect to test.

PROQA USERS NOTE: You must go into Documents/ARTTComms/911Trainer.ini - scroll to the page bottom and change the zeros to 1 on purchases.

```
## =====  
## ===== PROQA INFORMATION =====  
## =====  
[ProQAConfiguration]  
## Set these up for purchased options  
  
ProQAFirePurchased=0  
ProQAMedicalPurchased=0  
ProQAPolicePurchased=0  
  
## UDP/IP port used for ProQA: Fire.  
ProQAFirePort=9024
```

REALITY PLUS - MULTIPLE STUDENTS

All students will select the Instructor to sign in.

PHONE - Instructor will select a certain Student to take a phone call. That selected Student will see a 'green' bar on the bottom of the screen, the other non selected Student(s) will see a 'red' bar on the bottom of the screen.

The selected Student will take the phone call while the observing (red bar) students listen to the interaction between the Instructor and the green bar Student.

Only the 'green bar' Student can speak to the Instructor on the phone, the others are muted.

CAD - The selected Student will enter the call into CAD.

The non selected Student(s) will receive the address selected by the Instructor (same information as the green bar Student) and will need to enter their own data into all other fields such as *Call Type and Narrative and Response* for each call. The red bars cannot see the green bar's CAD entries, nor can the green bar see the other CAD entries.

The Instructor can view any Student on their 'connected view screen'. The Instructor must bring up each Student on View Student and all students can be brought up at once (and minimized on the bottom task bar for later viewing).

CAD entries will be saved in 'Student Log' folder on each student's desktop. This way you can print or save the work to contrast the differing narratives or selections for Call Types.

RADIO - Any Student can use the radio to dispatch the call ... both red and green. The students cannot hear each other. The Instructor can hear and answer each student's radio dispatch. The Instructor should advise students to wait for a request to dispatch.

Listening isn't the best learning so this process intends to allow all students to hear the call, enter the call in CAD, and dispatch out to the Instructor (their way) when promoted to.

This type of learning will allow instructors to compare in the classroom setting.

RECORDING¹ - Recording folders on the desktop hold the rec files for phone and radio. The Instructor will choose when to record. Because the phone mic is muted on the 'red bar' students, they cannot be recorded while the red bar exists on their station. Red bar students CAN be recorded for radio as all students can dispatch any call on the radio (only the Instructor can hear each position, they cannot hear one another).

VIEWING STUDENTS SCREENS – Use Select Student on the Instructor Screen above the sound effects - select which Student to view and add them to the Instructor second screen. You can open all students and just reduce them to the bottom menu bar until needed to be seen.

¹Be sure to read the User Manual on operating the record feature and listening to the recordings.

9-1-1 Reality Simulator

IF THIS HAPPENS	IT COULD BE THIS DO THIS
Sounds are underwater / distant	Turn of WiFi in Network Settings. Ethernet on. Sound settings set to screen output - change to headset
View Screen/Map doesn't show or location is wrong.	Check DP connections to the screen. Long/Lat is wrong. ALI wasn't selected right.
Student cannot sign on	This is a 'connection' issue. Ethernet ON. Cat 7 connected. Replace Cat 7 or router on PLUS.
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.	Settings have been changed. Wifi off, firewalls off, restore pts off. May need reinstall build.
The .rec call wouldn't open or play.	The only way to play an .rec call is to open it in the Replay. Open Recorder on desktop.
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 .