

9-1-1 REALITY BASIC SPECS

9-1-1 REALITY TRAINING STATION

Entry-level 9-1-1 call-taking and radio-dispatch simulation in a focused multi-tasking environment.

HARDWARE - ONE COMPLETE TRAINING STATION

Instructor Station	Student Station
(1) Computer	(1) Computer
(2) 27-inch monitors	(2) 27-inch monitors
Keyboard/mouse sets	Keyboard/mouse
Main headset with microphone	Main headset with microphone
CAT cable	
DisplayPort cable	

SYSTEM & SUPPORT

- **Connectivity:** No Internet required. Stations communicate through a hard-wired CAT connection.
- **Setup:** Portable, plug-and-play training stations.
- **Warranty:** One-year equipment warranty.
- **Support:** Online support and training resources through the Owners Room.
- **Training:** Online staff/IT training and video instruction for simulator operation.

SOFTWARE & TRAINING FEATURES

- Multi-tasking call-taking and radio-dispatch practice
- Programmable call types/codes and agency terminology
- Traffic Stop / On-View and NCIC practice
- Sound effects for calls and radio
- Multiple phone lines, radio channels, ring-down lines, callback/business line
- Recording Studio, on-screen capture and video tutorials
- Trainee Outcome Session Report, phone/radio recording logs and Instructor Notes
- Downloadable recording replay and trainee portfolio documentation

CUSTOMIZATION PRIOR TO DELIVERY

The simulator keeps a consistent training workflow while allowing agency terminology and local training content to be configured. Buyers may use the standard defaults or provide agency-specific information.

- Local addressing / ALI information
- Call types / codes

- Unit and response names
- Ring-down / utility line labels
- Flags / premise history

SCENARIOS & DOCUMENTATION

- Police, fire and EMS scenario library with Guide Cards
- Documentation of trainee calls, recordings and instructor feedback

MODEL-SPECIFIC TRAINING VALUE

- Designed as a portable, pre-CAD learning environment. Default ANYTOWN data can be used when agency customization is not requested.

MULTI-STUDENT TRAINING

Multiple trainee stations may be connected to one instructor station. During radio dispatch, trainees **cannot hear one another's radio transmissions**. The instructor can hear and respond to each trainee individually, helping preserve independent trainee decision-making.

SOLE SOURCE / LICENSING

Professional Pride, Inc. is the sole source for 9-1-1 Reality simulator products described in this specification. Simulator software is licensed for the purchased station(s) and may not be copied to other computers without authorization.

RETURN POLICY

Returns require prior authorization and must be made within five days of delivery in the original shipping boxes and in the same condition as delivered. Authorized returns are subject to a 15% restocking fee.

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