

9-1-1 REALITY PRO-COMM SPECS

9-1-1 REALITY TRAINING STATION

Higher-realism simulator for call taking and radio dispatch, with a dedicated third screen for Radio Ear and traffic distraction.

HARDWARE - ONE COMPLETE TRAINING STATION

Instructor Station	Student Station
Lenovo mini computer	Lenovo mini computer
(2) 27-inch monitors	(3) 27-inch monitors
Keyboard/mouse	Keyboard/mouse
Main headset with microphone	Main headset with microphone
Pre-programmed router	Foot pedal
Required cords	Required cords/adapters

SYSTEM & SUPPORT

- **Connectivity:** Ethernet-connected station with online features/resources as configured.
- **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

- Foot pedal for simulated radio transmissions
- Third screen dedicated to Radio Ear / traffic distraction
- Programmable call types/codes, ALI/ANI mapping coordinates and local agency terminology
- Text-to-911, TTY calls, multiple phone/radio channels, ring-down and callback/business lines
- Traffic Stop / On-View, Flags/Premise History and NCIC practice
- Recording Studio, on-screen capture and video tutorials
- Full lab-session documentation and trainee portfolio records

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 ALI/address database
- Call types

- Area beats
- Unit identifiers
- Response types
- Text pull-down responses
- Ring-down / utility line labels
- WAV sound effects
- Agency radio traffic for background Radio Ear practice, or supplied training audio

SCENARIOS & DOCUMENTATION

- Police, fire and EMS scenarios with interactive Guide Cards
- Agency radio audio may be used as background traffic; supplied training audio may also be used.
- Student portfolio documentation includes logs, audio recordings and DOR/instructor notes.

MODEL-SPECIFIC TRAINING VALUE

- Created to add realism to radio-dispatch training while preserving a controlled simulation environment.
- During multi-student radio training, trainees cannot hear one another; the instructor communicates with each trainee individually.

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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