

CUSTOMIZATION GUIDE

9-1-1 Reality Training Station

Buyer configuration + administrator setup overview

Configure the system around your agency - before delivery.

Use the companion RFQ Customization Form to define addresses, call types, unit names, utility lines, audio, and multi-student training preferences.

1. What Can Be Customized?

A buyer-friendly view of the options already supported by the simulator

The supplied guide shows that the 9-1-1 Reality environment can be localized to match an agency, CAD workflow, jurisdiction, and training objective. The highest-value choices are summarized below.

Residential and business addresses can be customized to match your locale. The guide states that up to 50 addresses may be added prior to delivery, and the database can later be edited by the administrator.

ALI / Addressing

Use agency-specific call types, codes, and descriptors so scenarios feel familiar to learners. The guide also supports changing call types for police, fire, or EMD-focused training.

Call Types / Codes

Configure unit names or response labels such as patrol, fire response, ALS, or BLS. Units can be changed for different squads, shifts, or training roles.

Unit Names / Responses

Labels for utility and ring-down lines can be changed in the simulator configuration. The legacy guide edits these in 911Trainer.ini.

Utility / Ring-Down Lines

Additional .wav sound effects or short call recordings can be added to the sound-effects folder and appear after restart.

Sound Effects / Call Audio

Stations can be configured for call taker, fire dispatcher, police dispatcher, or other role-based practice with one instructor and multiple trainees.

Multi-Student Roles

SEE THE COMPANION FORM FOR CUSTOMIZATION

2. Addressing / ALI Database

Build realistic local records before delivery, then maintain them with the Database Manager

For the most realistic training environment, use residential and business records that match the buyer's city, county, or service area. The supplied guide requires unique phone numbers and consistent record numbering, and notes that latitude/longitude are mandatory for PLUS PROCOM models.

Field	Buyer should provide	Source guidance
Record number	Consecutive sequence	Missing numbers can cause the wrong address to appear on the trainee station.
Phone number	Unique for every record	Duplicate numbers can prevent ALI information from progressing to the trainee.
Name / Premise	Residence or business name	Use CELL or residential; BUSN for business.
Address / Town / ZIP	Local jurisdiction data	Keep required template fields intact.
Latitude / Longitude	Required for PROCOMM PLUS	Not required for BASIC in the supplied guide.

Administrator note

There is an app on each station that makes it easy to change any address, add any address and same for call types units.

3. Call Types, Unit Names & Training Roles

Match the language learners already use on the job

Call types, codes, descriptors, and unit names should mirror the buyer's actual operating environment. The supplied guide explicitly recommends agency-specific terminology and notes that these values can be changed for different police, fire, or EMD training sessions.

Examples to capture in the RFQ: priority levels, police/fire/EMS categories, local code abbreviations, alarm types, EMD labels, and any mandatory descriptor wording. The call types or units can be uploaded any particular day for training only EMD, or only FIRE. This is done with the APP created for this purpose.

CALL TYPES

Examples to capture: Patrol 1, Battalion 1, Medic 4, Engine 2, ALS, BLS, Full Fire Response, or role-based names used for training. Remember there is no unit assignments on map and at this training you can use 'responses' not particular units based on shift numbering.

UNIT / RESPONSE NAMES

Multi-student design

The guide supports one instructor with multiple trainees and suggests assigning different response roles to each station. One option is for one student/dispatcher to be the call taker, the next student the radio dispatcher. For multiple students all can hear the call and enter into their CAD, every station can dispatch privately to the Trainer/Role Player for radio dispatch evaluation. The system uses a green bar red bar configuration.

Trainer/Role Player

Creates / controls the call

Call Taker

Receives the 9-1-1 call and enters CAD

Dispatcher

Dispatches by radio

Additional Trainee

Observes, enters CAD, requested to dispatch

ADMIN STATION an admin capability can be added to the last number dispatcher station. This Admin is used by the trainer or teacher who then allows a student / adjunct to make the calls. This allows the trainer teacher to listen and evaluate the call without being the caller or responder. An eval form is put on that station or another can be uploaded to SUPPORT DOCS.

4. Utility Lines & Audio

Small changes that make scenarios feel local

Utility/ring-down line labels and sound effects are simple but high-impact customization choices. Capture these in the RFQ so the buyer receives a system that looks and sounds familiar on day one.

Customization	Examples	Implementation note from supplied guide
Ring-down / utility labels	State Patrol, Power, Gas, Tow, Hospital, Water	Legacy process edits labels in 911Trainer.ini and requires saving/restarting.
Sound effects	Sirens, alarms, background noise, brief call recordings	Legacy guide accepts .wav files in the sound-effects folder and requires restart.
Recorded 9-1-1 audio	Short, edited .wav clips	Keep clips brief; distorted or dragging audio should be shortened or removed.

Recommended RFQ wording

“List the utility/ring-down labels you want displayed, and identify any approved .wav sound effects or short call recordings you want loaded before delivery. Do not include protected or sensitive audio unless your organization is authorized to use it for training.”

5. Buyer-to-Build Workflow

Turn customization into a clean RFQ handoff

1

Buyer completes form

Agency details, system model, delivery preferences, and customization categories.

2

Professional Pride reviews

Identify missing fields, incompatible entries, or items that require clarification.

3

Buyer provides data files

ALI spreadsheet, call-type list, unit list, approved audio, and any supporting references.

4

Build team configures

Load approved values and prepare the simulator before shipment.

5

Acceptance check

Confirm naming, addressing, roles, and audio match the final RFQ before delivery.

6. Pre-Delivery Customization Checklist

What the buyer should confirm before the order is released to production

- ☐ Agency / organization name and primary configuration contact are correct.
- ☐ Simulator model and number of instructor / trainee stations are confirmed.
- ☐ ALI/address list is supplied in the requested template; phone numbers are unique.
- ☐ PLUS PROCOM orders include latitude and longitude for each required address record.
- ☐ Call types / codes / descriptors reflect the buyer's agency or training objective.
- ☐ Unit names or response labels are listed exactly as they should appear.
- ☐ Utility / ring-down line labels are finalized.
- ☐ Any approved .wav audio files are named and supplied.
- ☐ Multi-student station roles and terminology are defined.
- ☐ Any current-build technical questions are resolved before customer instructions are published.

Use with: 9-1-1 Reality RFQ Customization Form

The companion form is designed to collect these decisions before configuration begins.