



9-1-1 REALITY TRAINING STATION

CUSTOMIZING GUIDE



HOW TO CUSTOMIZE YOUR 9-1-1 SIMULATION SOFTWARE ADDRESSING

The simulator can be customized before delivery or after. We can assist with Join.Me training or by following this guide.

In order to create the most realistic setting for your learning simulation you will want to create ALI addressing for residential and business that matches your vicinity or your own locale.

Our company will add up to 50 addresses from the town of your choice prior to delivery.

You can easily modify any of the addresses we provide using SIMULATION DATABASE MANAGER. However there are certain RULES you must follow. You can detect problems with the ALI database when the address chosen by the instructor is not the address received by the student. This may be the ALI No is off or fields were left blank. Also phone numbers must be unique.

Longitude and Latitude are mandatory for PLUS and not needed for BASIC model. RESD and BUSN are the only class - BUSN does not populate the caller info and RESD does. CELL acts as BUSN but isn't necessary. You will be working in Microsoft ACCESS.

No	PhoneNo	Name	Address	Town	ZipCode	Class	Latitude	Longitude	PremiseHX	Flags
0	No Records	No Record	No Record	No Record	00000	CELL	Unknown	Unknown		
1	No Record	No Record	No Record	No Record	00000	UNK	0	0		
2	(328) 555-1856	City Hall	25 W Main St	Anytown		BUSN	47.3074973	-122.23058		
3	(328) 555-9588	Childrens Theatre	122 W Mail St	Anytown		BUSN	47.3071611	-122.23156	PayPhone Lby	
4	(328) 555-2856	Hardware Store	308 W Main St	Anytown		BUSN	47.3074339	-122.23342		
5	(328) 555-0466	Walmart	762 Supermall Way	Anytown		BUSN	47.3015846	-122.24085		
6	(328) 555-1286	Hi School	711 E Mail St	Anytown		BUSN	47.3098491	-122.21960	PayPhone Hall	
7	(328) 555-4486	Red Lotus Bar	714 Auburn Way N	Anytown		BUSN	47.3137118	-122.22446		
8	(328) 555-8841	Ampac Chemical Co	701 A St NE	Anytown		BUSN	47.3136827	-122.22835		Haz Chem
9	(328) 555-3664	Veteran Park	405 E Street NE	Anytown		BUSN	47.313496	-122.22279		
10	(328) 555-7720	U Line Shipping Supplies	1005 C St NW	Anytown		BUSN	47.3166650	-122.2362		
11	(328) 555-3521	Airport	506 23rd St NE	Anytown		BUSN	47.3281560	-122.22659		
12	(328) 555-9957	Sports Page Bar	2802 Auburn Way N	Anytown		BUSN	47.3321990	-122.22075	Watch Burgs	
13	(328) 555-4405	Outlet Mall Security	1101 Outlet Collection Dr SW	Anytown		BUSN	47.3009345	-122.24463		
14	(328) 555-3544	The River Emergency Phone	Riverside	Anytown		BUSN	47.3397436	-122.21424		
15	(328) 555-1188	Athens Pizza and Pub	959 E Main St	Anytown		BUSN	47.3081855	-122.21647		
16	(328) 555-3400	Pete & Sandy Meyers	2606 Spring	Anytown		RESD	47.3095240	-122.21572		
17	(328) 555-5688	Szavior Persma	404 M St SE	Anytown		RESD	47.3097392	-122.21415	DV Prior	OfcThreats
18	(328) 555-9589	Race Track	2300 Emerald Downs Dr	Anytown		BUSN	47.329859	-122.23861		
19	(328) 555-4488	Lowe's	1232 A St NE	Anytown		BUSN	47.319561	-122.22784		
20	(328) 555-1886	Doxon Car Dealership	3405 Auburn Way N	Anytown		BUSN	47.3380035	-122.22278		
21	(328) 555-3665	Childrens Home Society	4338 Auburn Way N	Anytown		BUSN	47.346029	-122.22106		
22	(328) 555-3443	Sound Mental Health	4238 Auburn Way N	Anytown		BUSN	47.345477	-122.2216		
23	(328) 555-7112	Fed Ex	3702 C St NE	Anytown		BUSN	47.341377	-122.2250		
24	(328) 555-1789	Brodrick Leplace	3001 K St NE	Anytown		RESD	47.333977	-122.2165	Vac Watch	
25	(328) 555-0093	Jim & Julia Bohansen	3005 I St NE	Anytown		RESD	47.334472	-122.2191	Deaf	
26	(328) 555-0234	J. Jerison	5010 S 288th St	Anytown		RESD	47.342976	-122.2713	Spanish	
27	(328) 555-2489	Berret Chemical, Plant 1	6870 S 277th St	Anytown		BUSN	47.350013	-122.2493		

When you have the C://Program Files/ARTTComms folder open, simply replace the existing ALI.mdb with your NEW ALI.mdb – your new file must be named exactly **ALI.mdb** to be recognized by 911 Reality Software. Save your ACCESS file only as mdb and name it only ALI.mdb.

COMMON ERRORS:

1. Missing number 1- 99 - must be consecutive or addressing will be different on student.
2. Phone number not unique - will stop progress of the ALI information to student.
3. Field Name changed or added - a TEMPLATE is never to be altered.
4. Long/Lat too long or too short (Plus only) OK to shorten it.

IMPORTANT Your custom ALI must be saved for reinstall - keep this ALI.mdb in a folder in Docs.



USING THE 'SIMULATOR DATABASE MANAGER'

This exe program was designed for 911 Reality to allow the administrator to easily change addressing or call type or units. This exe program is found in a folder on your desktop called customization and in your programs menu under 911Trainer.

- 1) Import new ALI Database using Excel Template.
- 2) Edit Current ALI Database - will open current ALI.mdb
- 3) Edit Types & Unit Names (call types and unit names changed in minutes) and/or upload xls new database from template.



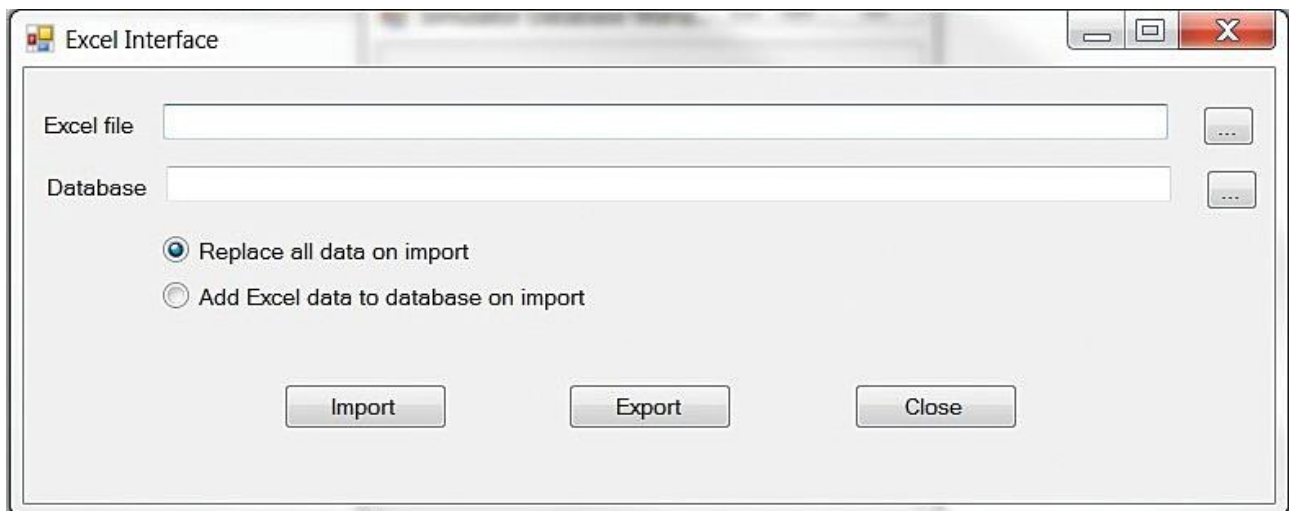
PROGRAM LOCATION

Simulator Database Manager is located on desktop Simulation

HOW TO / CUSTOMIZING FOLDER

1) IMPORT NEW ALI DATABASE

When you receive your program you will have ANYTOWN addressing (unless you provided the ALI to us to load for you). You can import from EXCEL up to 99 addresses using this exe program or add to the existing program. It is mandatory to use the template.



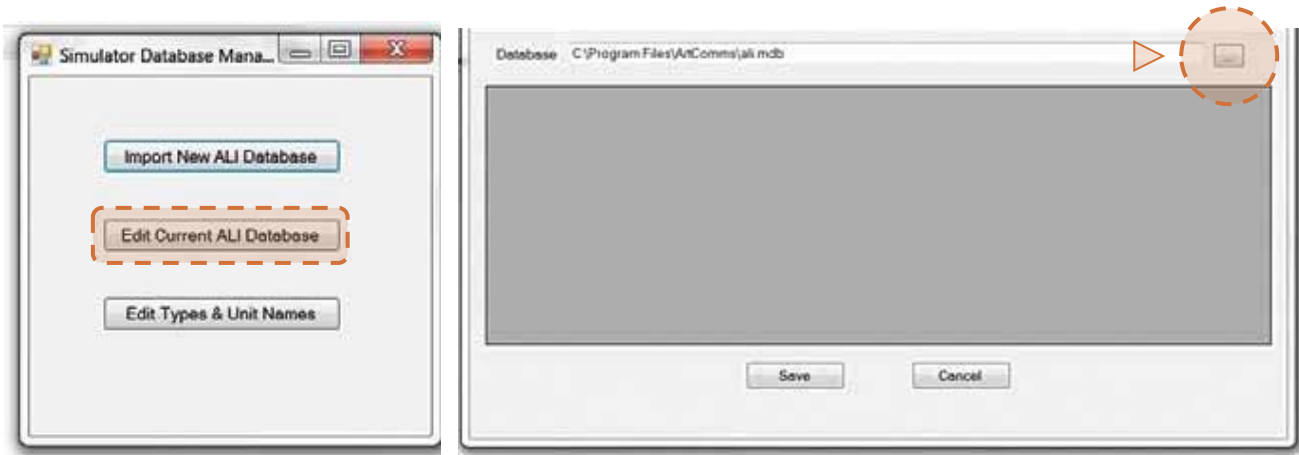
Replace? To put a full NEW database from EXCEL you select the Replace button as shown then use **search** to find the 1) EXCEL file program you have (possibly on your flash drive) and the 2) Database is the current database (in ARTTCOMM folder named ALI.mdb). Import!

Add? To put more data to the existing file use this second button and go through the same procedure to find and add with Import.

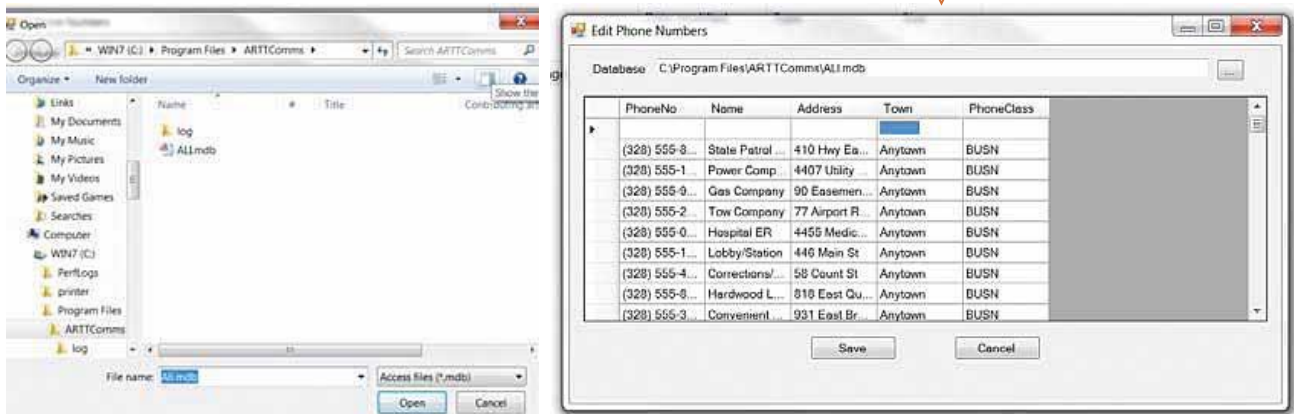
USING THE 'SIMULATOR DATABASE MANAGER'

2) EDIT CURRENT?

Whatever ALI addressing is currently showing up on your Instructor station can be edited easily. Open the Edit feature and use the search button.



This search will lead you to the file you need to open called ALI.mdb. When you select the ALI.mdb file it will dump the current ALI into the program as seen here.



Now you can go into this file and change any mistakes or add new addressing up to 999 and simply hit SAVE as this will load onto your Instructor Station. The simulation screen must be off for the changes to take place.

NOTE: ALI only needs to change on the Instructor / Administrator station – not the student station.



USING THE 'SIMULATOR DATABASE MANAGER'

3. EDIT TYPES AND UNIT NAMES

Your training experience must be as realistic as possible for your learners, therefore 911 Reality expects that you will use Call Types / Codes / Descriptors that are unique to your agency, CAD or jurisdiction.

We also recognize that you may want to change the Call Types depending on what you are training that day; police, fire or EMD. Unit names can be RESPONSES instead of individual units. For example One Patrol, Two Patrol, Full Fire Response, ALS, BLS.



NOTE: Changes to the Unit & Call Types must also be changed on the STUDENT station. Call Types change must begin on the INSTRUCTOR station. Go to each trainee station to the Documents/ Simulation Database Manager and change as you did on the instructor station.

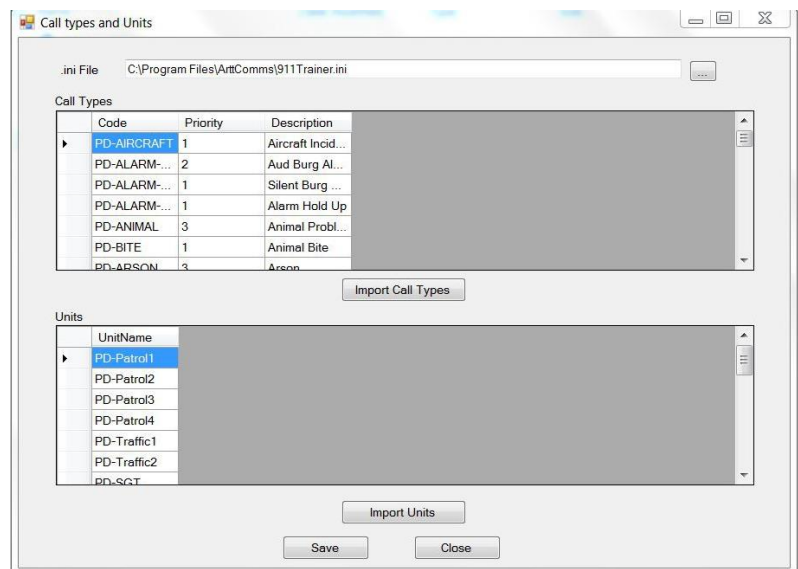
MULTIPLE UNITS GREAT TRAINING IDEA — If you have one Instructor and multiple students you are able to easily set up each station as a different responder type by entering their own Unit Names. For example One Instructor giving the call to 4 students, one of which is the call taker, one the fire dispatcher, one the police dispatcher, and one the call taker. All can hear the call, all can enter and dispatch according to their duty.

The Simulation Database Manager is placed on all student stations however is only used to change UNIT NAMES and CALL TYPES not ALI.

CHANGING CALL TYPES

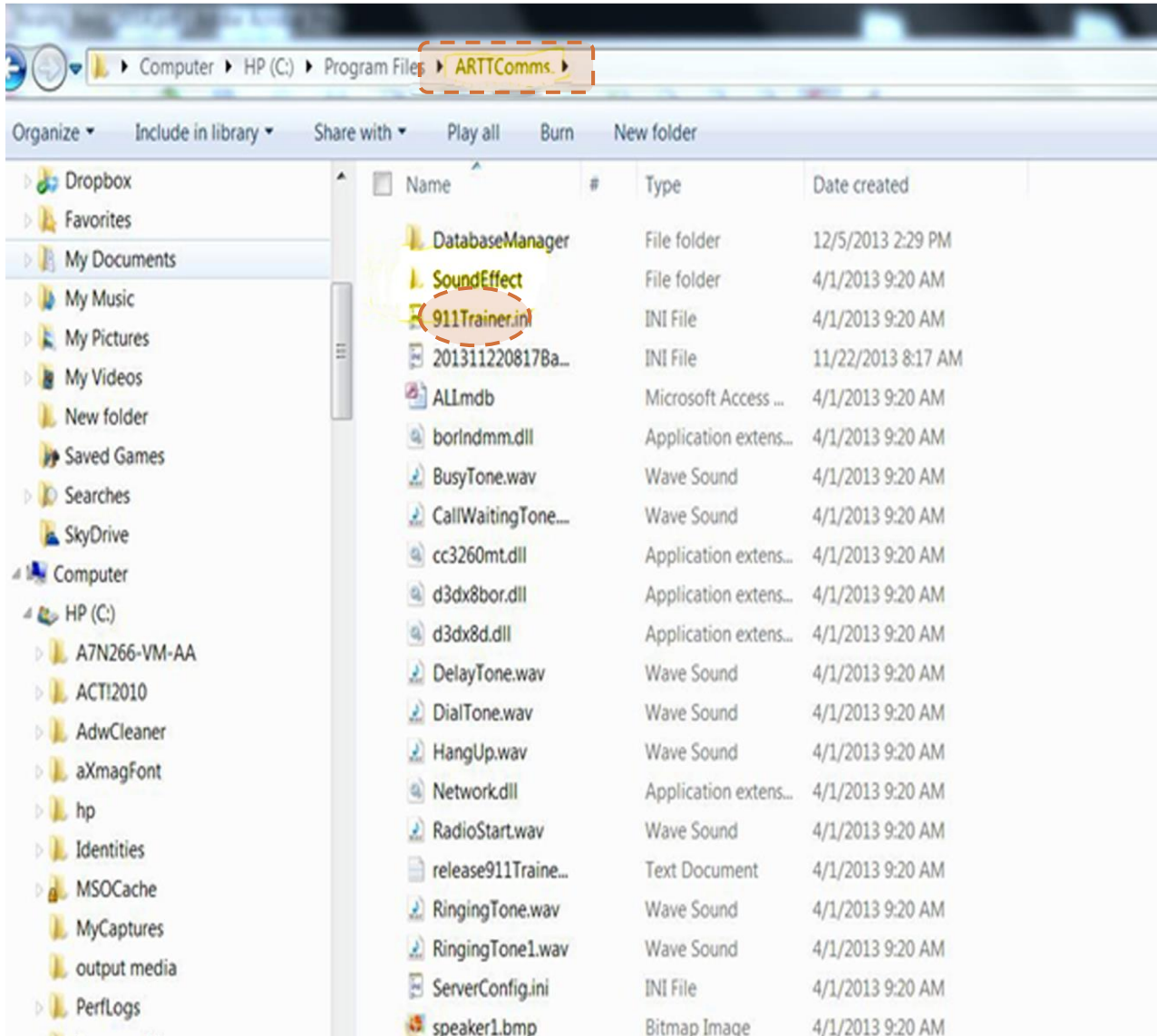
From the Instructor station use the Import Call Types feature or edit the current. You can import a file from EXCEL Template in the Customizing folder. Use this feature if you have a great quantity. Or you can type the Call Types individually in from the edit feature in the Simulation Database Manager.

Unit names can be typed in and changed daily or whenever you wish to simulate a different squad, shift or type of responder... and can be changed for all from the instructor station or individually by going to each student station to change UNITS only.



USING THE 'SIMULATOR DATABASE MANAGER'

In the ARTTComms folder in Program Files C: You will find a folder with all the sound effects. This is the same folder as the ALI.mdb. Other than that please do not change anything in this folder or your program will not work.



Simply open the folder and copy and paste or drag and drop your new wav sounds. When saved they will show up on your Instructor station after rebooting. You can load 911 calls if they are wav and edited to be brief.

If a sound effect drags in sound or is distorted delete it or shorten it.



CHANGING THE LABELS ON THE UTILITY PHONE LINES

The 911Trainer.ini file is where you will go to change the Ring Down Lines. This is located on the Desktop Simulation How to / CUSTOMIZE /Change ring down lines - on the Instructor Station and holds all the information on the system. Use caution when entering these files. There is a backup.ini in the event you do cause harm.

Open the **911Trainer.ini** - use Wordpad. Use Search / Find and type in GAS or State Patrol- this will find the correct location. Change the desired labels to what you want. Use caution to follow exactly the way it is - with no space between the = and the name you wish to enter. SAVE and reboot to see changes.

```
Page01Contact06Name=Wireless Line
Page01Contact06Title=Wireless Line
Page01Contact06Label=9-1-1

##----- Contact Page # 2 -----

Page02Contact01Name=p#2 9-1-1 line #1
Page02Contact01Title=State Patrol
Page02Contact01Label=

Page02Contact02Name=p#2 9-1-1 line #2
Page02Contact02Title=Power
Page02Contact02Label=

Page02Contact03Name=p#2 9-1-1 line #3
Page02Contact03Title=Gas
Page02Contact03Label=

Page02Contact04Name=p#2 9-1-1 line #4
Page02Contact04Title=Tow
Page02Contact04Label=

Page02Contact05Name=p#2 9-1-1 line #5
Page02Contact05Title=Hospital
Page02Contact05Label=

Page02Contact06Name=p#2 9-1-1 line #6
Page02Contact06Title=Water
Page02Contact06Label=

Page02Contact07Name=p#2 9-1-1 line #7
```

WORKING WITH MULTIPLE STUDENTS

Work with one Trainee at a time giving 5 or more calls. Initially Trainers can use the '50 Scripts' to create scenarios



PHONE - I Instructor will select a certain student to take 9-1-1 calls. 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. After a number of calls move to the next student for a number of calls.

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. Both students will enter the call into their CAD screen. Both students can DISPATCH the call over the radio.

Only the 'green bar' student can speak to the instructor on the phone, the others are muted.



CAD - All students 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). All 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 red bar CAD entries.

The instructor can view any student on their 'connected view screen'. The instructor must bring up each student using VIEW STUDENT. All students can be brought up at once and minimized on the bottom task bar for later viewing - or stacked and moved around.

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 can 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 both dispatch out to the instructor when promoted to

This type of learning will allow instructors to compare skill levels 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 TRAINEE SCREENS - Use VIEW STUDENT on the Instructor Screen above the sound effects. The student screens popup (behind the CAD screen) and must be drug over to the connected screen. Pile or reduce and then select which student to view. You can open all students and just reduce them to the bottom menu bar until needed to be seen.



SIGNING OUT - Individual students can sign out by clicking on the green man in the lower right. Another student can sign into the session.

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

IMPORTANT TO KNOW ABOUT THE RADIO WITH MULTIPLE STUDENTS



RADIO - Any student can use the radio to dispatch the call ... both red and green. The students can NOT 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. "Student 2 (Jamie) dispatch the call." Only after all have dispatched should the next call come in.

Why are the other students blocked from hearing the other dispatches? The reason is so students do not copy one another.

Why have the red bar students dispatch at all? Listening isn't the best learning so this process intends to allow all students to hear the call, enter the call in CAD, and ALL dispatch out to the instructor when promoted to. Radio is a skill and Instructors should use Instructor Notes to evaluate each student and how they sound on the radio, if all info was sent out. The recordings can be played in class to compare and contrast radio voice and content from one to another.

Can one student act as a CALL TAKER and the other student act as the RADIO DISPATCHER? Yes that is a good replication of some agencies, other small agencies the call taker is the dispatcher too. Remember though if Student 2 is the call taker and Student 3 the dispatcher, Student 2 cannot hear Student 3 dispatch the call.



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, phone 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).

How do I keep the recording organized for the portfolio for multiple students. Instructors should start the Replay Recorder and ASK each student by name to dispatch the call. Enter Instructor Notes using names.



TROUBLESHOOTING 9-1-1 REALITY SIMULATOR

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. No sign on or no phone lines?

- ▶ when we select “STUDENT START” we see instructor, no sign in and phone lines are blank.
- ▶ when we see “instructor” and try to connect, the students stations just flash off.

Understood - The student is seeing (meaning connected) to the instructor but cannot connect software to software - this is due to something blocking the software connection – on either the student or the instructor. The sim software is solid, it's settings or hardware.

There for several reasons. Check all of these.

1. The ROUTER and the SWITCH should be turned of every time you shut down as the IP address may have changed - they do that without you knowing & you lose connection.
2. Someone turned on the FIREWALL – go to search and CHECK FIREWALL STATUS. They should all be OFF. You might have received a 'notification' to turn firewalls on - ignore.
3. Someone updated Windows (prohibited) which messes with all the settings. This will have to be reversed and can be done, contact IT.
4. The switch, router or the cords are malfunctioning.
 - ▶ To find out if it's a switch/router – bypass them, plug the CAT7 from one computer to the other computer and REBOOT. Now try to see if the student can sign in.
 - ▶ If you bypass the router and all is A OK, it's the switch/router - replace.
 - ▶ If they cannot connect test a new Cat7 cord.

SOUND PROBLEMS - distant, underwater, no sound, error

- ▶ You must keep the main headsets plugged in or you will get an audio error. The program expects to see a headset. Plug in reboot. Check mute button on both headsets.
- ▶ Plugs may be backward in the ports - check on both stations.
- ▶ Mute may be on the sound settings for the computer - check.
- ▶ Try another headset - or switch headsets.
- ▶ Make sure Wi-Fi is off, this can interfere with sound.
- ▶ 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 to use headset instead of screen.
- ▶ Check sliders for sound on the CAD screen.
- ▶ Sound card may be malfunctioning. This will show in settings, reinstall the sound card driver.



TROUBLESHOOTING 9-1-1 REALITY SIMULATOR

IF THIS HAPPENS	IT COULD BE THIS DO THIS
Tried all things, nothing works	In 1 yr warranty call us. If out of warranty we will attempt to help, if we cannot help, order a troubleshooting tech for a fee.
Map on student doesn't show or location is wrong.	Open Maps may be down. Long/ Lat is wrong. Numbering on ALI is off. Your Internet is down.
Student cannot sign on. Student signs on but no phone lines	This is a 'connection' issue. See previous page. Generally it's the Firewall is on. IP changed.
Volume is too low on phones/radio	Go to Speaker icon on the bottom menu, open mixer and check volume levels. Check your headset volume. Check radio volume bar or mute.
Wrong call type on student	NEW call types have to be installed on both the instructor and the student.
Audio Error upon startup	Plug in the headset before starting. Keep headsets connected at all times before startup.
Can't hear each other	Headsets plugged in backwards. Mute on. Faulty headset. Can you hear a video, but not each other?
Wrong ALI Showed up on the student	You must ensure the ALI is properly selected or the last ALI will reappear. ALI numbering is off in data.
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 Student 1, after that any selection is fine.
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



WARRANTY INFO 9-1-1 REALITY SIMULATOR

SOMETHING GOES WRONG	WHAT WILL HAPPEN?
<p>Call us? 253.435.0911 PST M-Th 0800-1400. Before calling go to your computer station.</p> <p>email? Support@911trainer.com. We will answer promptly M-Th.</p>	<p>For phone support you must be at your station at the time of call so our staff can work with you to determine the problem. We will attempt a fix.</p> <p>For email support provide verification you attempted TROUBLESHOOTING. State exact problem - and we will send more troubleshooting steps.</p>
<p>In one year warranty time frame?</p>	<p>If we cannot fix the station remotely with staff or IT, we will ship to and from for repair/replace ASAP - at no cost to you. We will provide specific shipping information for the stations</p>
<p>Out of one year warranty time?</p>	<p>If we cannot fix the station remotely with office staff, we will send a quote for our Remote IT Simulator Diagnostic fee. Once this fee is paid, we will arrange a date/time for IT connection.</p>
<p>If IT cannot phone diagnose or fix our out of warranty remotely?</p>	<p>IT will submit a quote for costs to repair, replace the station(s) back to their original delivery functioning. Once paid - you will receive specific shipping information.</p>
<p>How long will the repair take? Will the repair have a new warranty time period?</p>	<p>Upon receiving the stations we will confirm the timeline for repair or replacement. IT will also provide a list of what happened to create the problems and what was done to repair/replace. Repair/replacement warranty is 60 days with average use.</p>
<p>9-1-1 REALITY TRAINING STATION CALL 253.435.0911 FOR ASSISTANCE</p>	