



STUDENT GUIDE

HOW TO USE STARZ EQUIPMENT

ABOUT SIMULATION

StarZ is an electronic tool for teaching you how to take and dispatch calls for public safety. It is actually like a shrunken console that eventually you will be working on. An actual console is much more complex of course but the basics are **PHONE SYSTEM, RADIO SYSTEM, COMPUTER for recording and sound effects**. StarZ was not designed to teach you how to use equipment, it was designed to teach you how to 'think' and react and make the right choices as you do your call taking and dispatching of public safety units. Your time on the StarZ simulator will be your opportunity to experience the work, to practice and to ask questions and find out what you know and can do and what you don't know and need to practice. You may have EZ CAD or your agency CAD to enter calls.

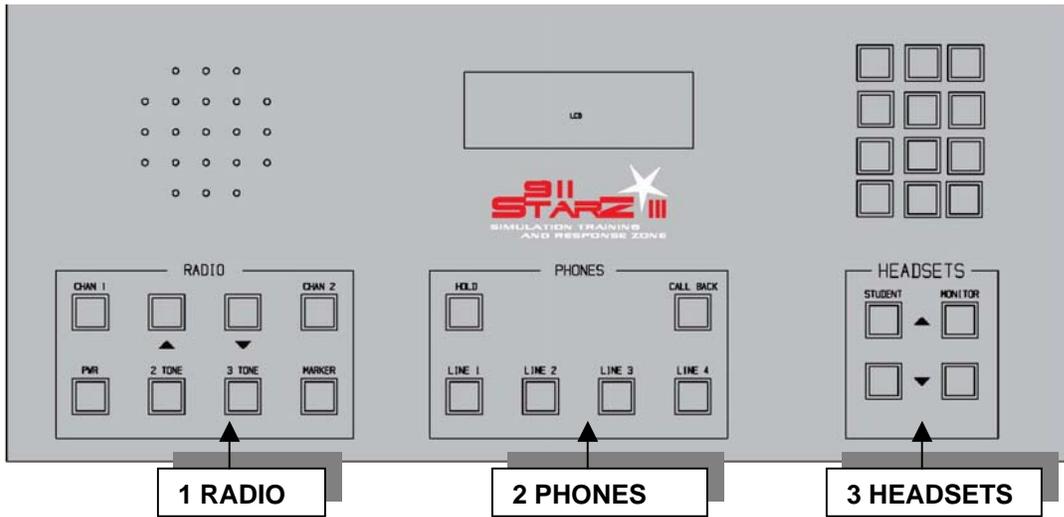
HOW TO?

As you sit in front of the **GRAY StarZ Student** unit you will have (1) headset and (1) foot pedal and there may be a (1) monitor headset that your trainer or another student will wear if they choose to sit behind you. The monitor headset has no mic so it can only allow someone to listen and can be replaced with speakers - it's an audio out. The student headset differs from the monitor headset in that the student headset has a mic – so that it is audio in and out. When you speak into the mic your voice will be recorded if the trainer turns on the tape recorder. It is not intended that the observer will speak – only listen. All these items should be properly connected to the back of the unit.

Headset – You will put your headset over your head and bend the mic to be about 1” from your mouth – just below your mouth. The headset will allow you to hear the phones and the radio – but the radio will only come into your ear when you are **OFF** the phone. If you are **ON** the phone, the radio will come out of the speaker located on the console (small holes – adjusted by the volume knob).

Monitor Headset – may or may not be worn by a trainer or trainee to listen to you working the console. This can be substituted by the speakers.

Footpedal – Place the pedal on the floor near whichever foot you would feel most comfortable using. You can use either the footpedal or the **CHAN** (push to talk) to speak on the radio. The foot pedal is only for the radio, we want you to use the footpedal as much as possible instead of the CHAN. The CHAN button is located in the first box marked RADIO.



You can clearly see there are three **BOXES** on the front face of StarZ:

(1) Radio (2) Phones and (3) Headsets.

Box 1 - RADIO

Anything you do on **Box 1** over here has to do with the radio.

Top row of buttons

CHAN 1 button on your left – is the first and primary frequency that you will use to contact your field units. **CHAN 2** is your secondary frequency and often is used for data or large events. The two buttons in between with ▼ ▲ arrows are your volume buttons.

Bottom row of buttons

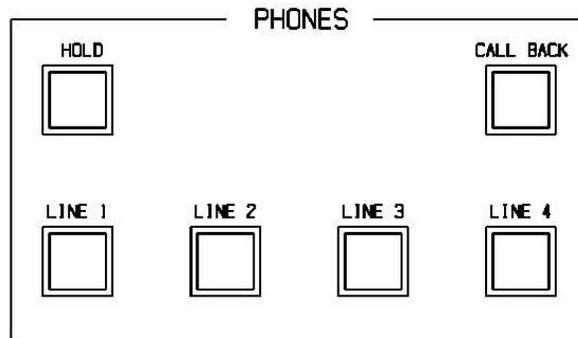
PWR - turns the unit on.

2 Tone - when alerting fire units according to your instructions.

3 Tone - when alerting police units according to your instructions.

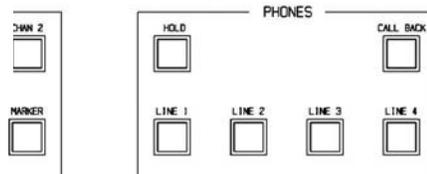
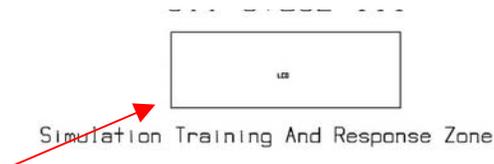
Marker - to be used for closed or restricted air, intermittent tone.

Box 2 - PHONES

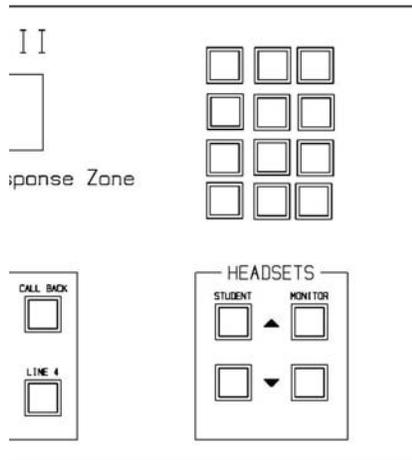


Answer or call out on any of the 4 lines. Use **HOLD** just like any phone - when a line is on hold it will fast blink. It will *fast blink* even if the caller hangs up until you disconnect. You also have a **CALL BACK** button. You use this in the event your caller hangs up and you want to call them back – press this and it rings into the caller (but only if you have not disconnected with the line).

ANI / ALI



Above Box 2 is the ALI ANI display. This is similar to the display on a 911 console and is basically an expanded caller ID. This LED tells you where the caller is calling from. The Trainer determines the ALI. The Trainer selects an ALI from the 100 on the list and pushes *11 (for example) and *Joe's Bar* will show (for example). If you get **NO RECORD FOUND** you know there is no ALI available and simply ask the caller where they are. This would be the case with a cellular phone call or possibly VOIP. If the caller hangs up and you have is **NO RECORD** you can hit the Call Back button - if you have not disconnected with the call. If the caller does not answer it is because your trainer has decided not to answer (playing the role of the caller).



Box 3 HEADSETS

The last box is the headset adjust. Above this is the keypad for phones. To dial out, any 7 digits will reach your trainer, if you dial a 1, the simulator will expect you to dial 10 digits. You will call out for many reasons: to call for anything like a tow, an ambulance or to call someone back.

Troubleshooting?

If the trainer or actor cannot call in – you probably have not hung up. The lines will not be clear unless the student hangs up.

If you hit call back and no line is ringing it is because you somehow disconnected with the caller.

Whatever call you are on, the ALI will indicate what address is on the line. The ALI display will remain on the screen until another call and ALI comes in.

The telephone comes into your headset. The radio comes out of the speaker on the console UNLESS you are off line with the phone, then the radio CHANNEL 1 will come into your headset.

If the ALI does not match what the caller says the address is, keep with the call until you find out what is wrong - never assume.