



9 1 1 StarZ II



There are two main components; the STUDENT CONSOLE and the TRAINER CONSOLE. These are to be located in two separate rooms up to 125' away. You have 25' feet of cord (unless you ordered more).

Here is the information on how to begin your program of reality-based training

Student Console With Student



↖
**Connector to Trainer's Console
Goes into the other room**

The Trainer's Console is red and connects to this unit by a cable that carries power from the student unit to the trainer unit in another room. The student unit has a power supply that plugs into any wall socket. The Trainer's unit does NOT plug into the wall - it takes power from the student unit (thereby saving you the trouble of trying to set the unit up near a plug). Once the unit is plugged into a power source and the two units are connected, press the power on/off switch. The light will indicate that the power is ON. There will also be an ALI display on the Student Console ALI screen if the power is on.

Caution: The power cord that goes between units must be plugged in with CARE. Those little pins you see in there are very sensitive to damage and sensitive to not connecting if the cord is not square and tight. If the pins are damaged by harsh use, or the pins are not touching, some features may not work and it's hard telling which one – it depends upon which pin was not touching or bent. SO, if things are not working right, try re-plugging the cord or try another cord.

Student Console



The 3 Box Theory

The MOST effective method for teaching a student how to use this device is to use the 3-box theory – explaining each box in depth.

Box 1 RADIO

This box handles volumes, PTT (same as foot pedal for radio) and the tone outs for police, fire and EMS.

Box 2 Phones

The white buttons are hold and call back. The red buttons from left to right are: TTY (Answer) Line 1 (Answer), Line 2 (Answer), Line 3 (Call)

Box 3 Headset Volume

Student and Monitor headset volumes are individually adjustable.

Student Console Features

LED SCREEN: This unit must be turned on with the Power switch – an ALI will show up that reads Professional Pride. Whatever number the trainer dials will determine ALI/ANI when the unit is in use.

HOLD: All phone lines can be placed on hold – indicated by a fast blink.

VOLUME: The headset volume in box 3 controls volume for headsets.

CALL BACK: For a line that has been disconnected by the caller (trainer) but has not been disconnected by the student. Depress the Call Back button and the phone will ring into the caller.

KEYPAD: Used for the student to call **out**. Select any 7 digits and line 3 will ring at the trainer's console. This line can also be used to transfer a person on line one or two to a simulated remote location.

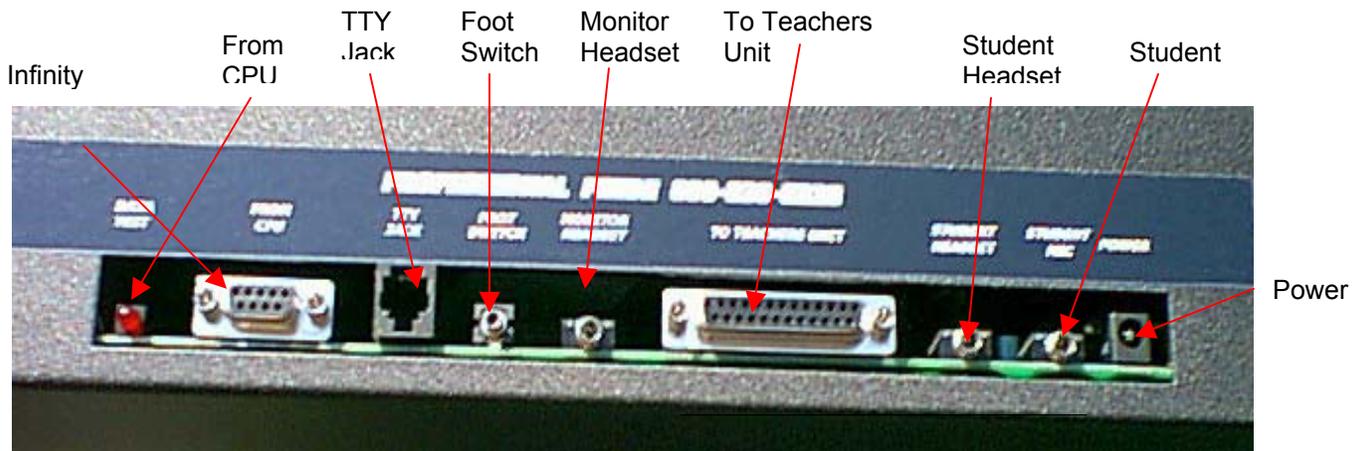
PTT: Radio transmit button - functions the same as the foot pedal – use either at any time.

SPEAKER: The radio speaker is audible when the student is using the phone – or when any phone line is open. When the student is off the phone lines, the radio comes into the headset.

ALI DISPLAY: The trainer chooses the ALI. The address comes along the phone line and shows up on the LED display. ALI addresses will stay after the call is hung up until another line is answered. The student should not know what ALI is coming in and should not have a copy of the ALI addresses. Use the ALI as a learning tool; you can design in many different scenarios. With Infinity, unique addressing can be created at will. Use your No Record Found ALI when simulating cell calls.

TTY: This button is pushed when the student expects a TTY call.

Student Console Back



Definitions

Data Test – Used for Infinity Computer connection.

TTY Jack – Plug in any TTY to train – matching TTY at the Trainer Unit.

Foot Switch – Foot pedal for radio.

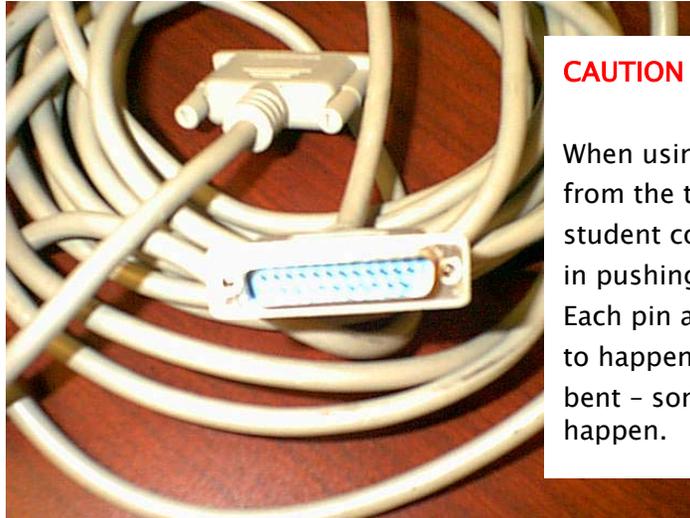
Monitor Headset – To allow student or another trainer to hear activates.

To Teachers Unit – Power cord that takes power to the Teacher Unit.

Student Headset and Student Mic – Both are used from the headset; little icons on the plug in tell you which to use by pictures.

Power – Plugs into the wall socket.

Cable Power Connector



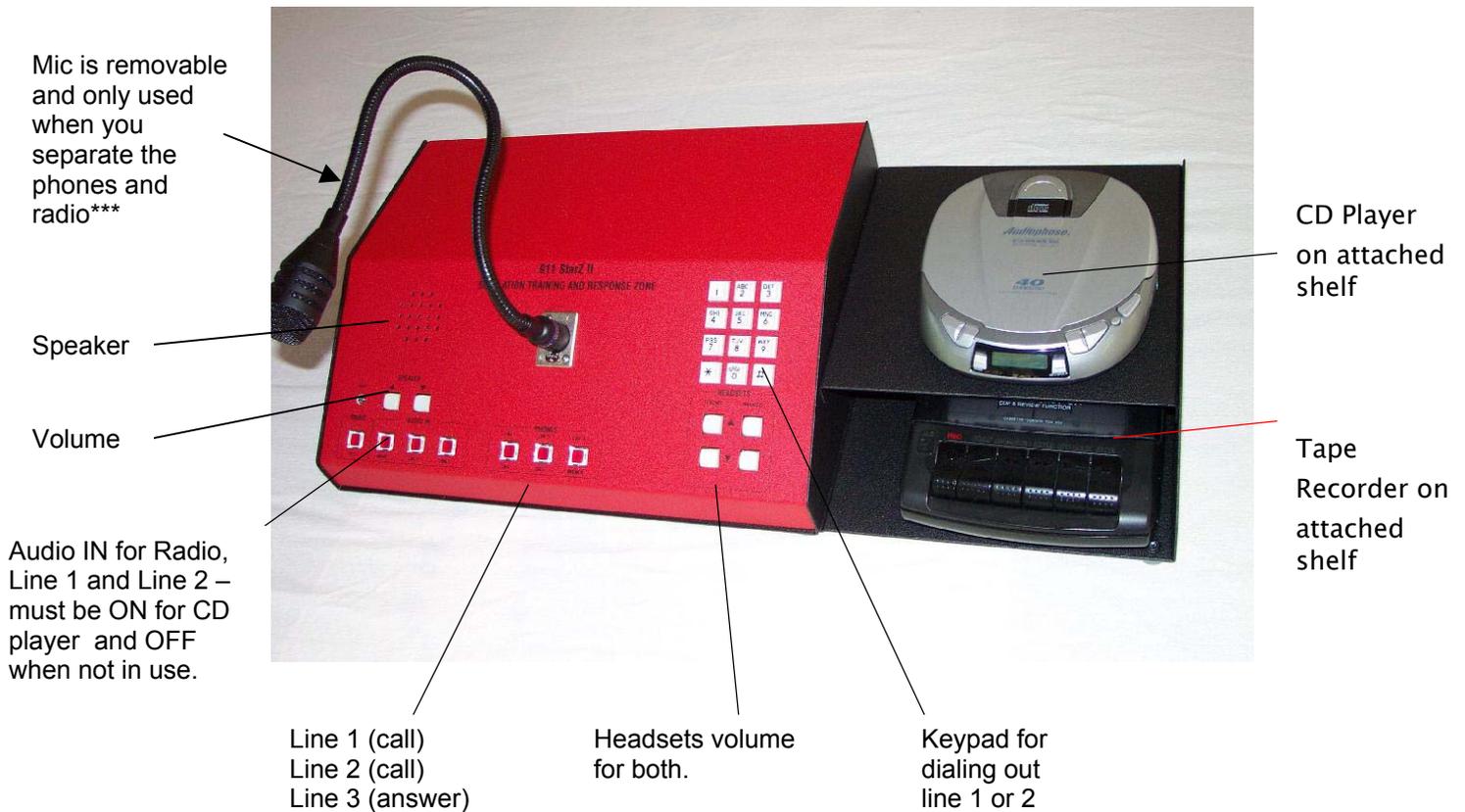
CAUTION

When using the connector from the trainer to the student console, be gentle in pushing the cord in. Each pin allows something to happen - if the pin is bent - something WON'T happen.

Connector – Carries power to the Trainer's Unit.

Each cable comes in 25' sections that can be combined for distance. These additional cables can be ordered through Professional Pride. Use **CAUTION** with the cable pins as each has a function, if the pin is bent, the function is lost.

Trainer Console



Speaker – For radio output.

Volume – For radio speaker when audible.

Audio – Bring audio into the phone or radio when up-line 1.

MIC – Note mic is now moved to the rear of the unit ***

Radio Transmit/Receive Indicator Lights – When on the radio or receiving traffic.

PTT Push to talk – Instead of using the foot pedal.

Please note: Some models have the mic hookup in the back of the unit and the mic is a desktop stand. The feature operates the same however.

Trainer Unit Back



Ports from left to right are labeled as:

Audio Out - This connects to the tape recorder for recording the session. See Audio help file.

CD IN – The CD provides sound effects into line 1 or 2 or the radio. This jack would also work for a tape in, such as an actual 911 call on tape. You would insert the cable from the tape recorder here.

TTY Jack – Connect your TTY here and one at the student console and you can communicate with the TTY so the student can understand the silent call and check for TTY (as mandated).

Foot Switch – Foot pedal for using the radio hands free.

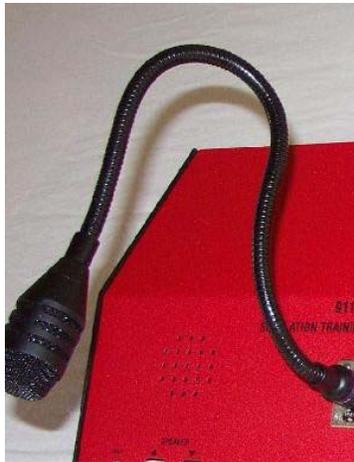
Monitor Headset – For hearing the radio not audible.

To Student Unit – This is the power cable that brings the power from the Student Unit – no need for any other plug into the wall.

Student Headset – This is actually the Trainer's headset and Student Mic – Trainer's mic that are clearly marked with icons that tell you where to plug them.

The Optional Mic

This feature is for those wishing to separate the phone from the radio. Why would you want to do this? In order to make a recording with two persons voices or to allow students or trainers to provide a voice for phone and another for radio. You may want to provide the multi-tasking atmosphere whereby the radio is transmitted at the same time the phone caller is talking.



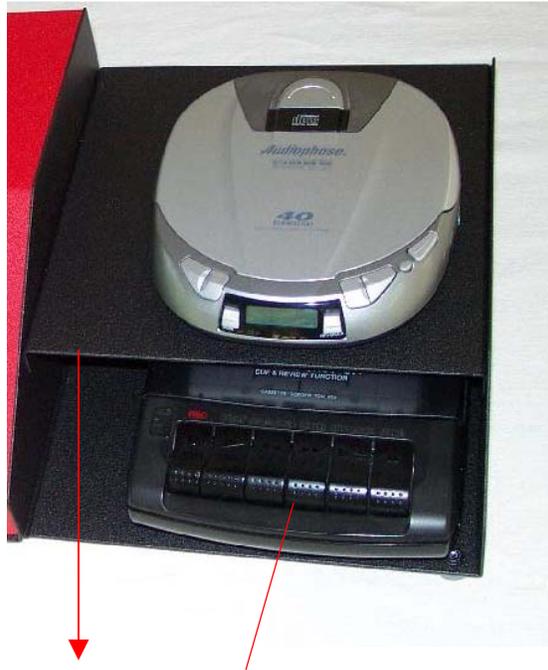
Use of the Mic

This external mic is not needed in normal operations with one trainer. The mic is provided in the event the trainer wishes to place one person working the phones and one person working the radio. The person working the radio will wear the headset and use the foot pedal. The person using the phones will use the phone switches and the headset with the built in mic for the phone.



The mic isn't necessary if you are working one on one. Simply unplug the mic and allow StarZ to work without the mic attached – no harm, no difference.

The Shelf Add On



This is the Trainer's Unit add on - a handy organizer shelf. This shelf can be removed with a few screws. We place the recorder on the bottom and the CD on top. You can also place the TDD on the top shelf if you wish. The back is open for the cords to fit through.

Notice under the shelf here are is a tape recorder, this is for recording the practice sessions. If you want to put one of your own 911 tapes out over the phones or radio – simply switch the CD player wires into the back with the tape recorder wires and bring this back over the lines.

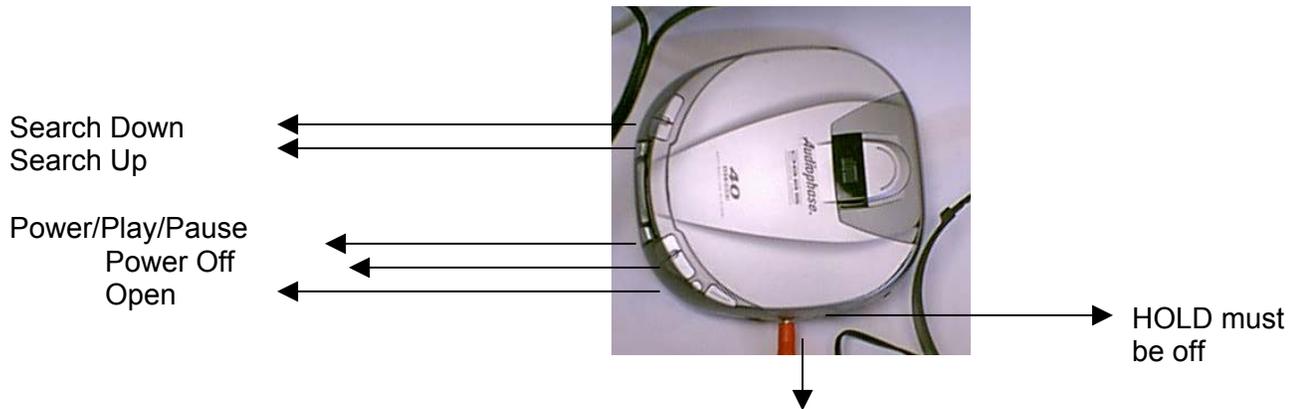
Tape Player – For recording the sessions.

CD Player – For bringing IN audio to the phones or over the radio. Use the switch on the front of the Trainer's Unit to activate this.

CD Player Hook Up

- 1 – This plugs into the Trainers unit in the back
- 2 – This plugs into the CD player in the Mic

Make sure the CD is not on HOLD. Make sure it is on a flat surface. You need power or AA Batteries – if you use batteries you will not need to burden the unit with another cord. If you cannot hear the sound effects – it's probably how the unit is hooked up, or that you don't have the switches pushed.



CD How to use – When you want to bring audio into your call or radio traffic - or play a domestic or one of the other calls on the CD – simply push up the RED switch on the Trainer Console, dial the phone on LINE ONE only and push the play on the CD. The noise will come out over line one. It helps to have the CD player queued up before you call.

Audio Radio: Push up the red switch on the Trainer's Console. Que up your siren on the CD, push play and key the mic. "King One, I'm In Pursuit" next the siren should go out. The sound will stop when you stop transmitting.

If you want to use your own *tapes* and they aren't on CD: Move the CD player and put a tape recorder in it's place. Just plug the male end into the EAR on the Tape recorder and play your tape with the switch up and calling in on LINE ONE or hitting PTT on the radio. Your taped call will come out over Starz to the student. You can easily change your call tapes to CD by recording them to CDs on the computer.

Tape Player



TAPE PLAYER

This is easy. Put the male jack from the male/male cord into the MIC or place you would if you were recording. The other end goes into the Trainer Console in the RECORD AUDIO.

When do you use the tape player? When you want to record the session for documentation or for testing! When you wish to record a practice or test session, simply push the record and play as you would with any tape recorder. Watch volumes. This works great – all phones and radios will be on the tape.

Remember the mic is hot - everything records.

Test Your Unit

To Begin Testing: Turn on POWER

Take the following steps to turn the unit on:

1. Run the 25' (or more) of gray cord from the student console to the teacher console and connect – be gentle plugging it in.
2. Plug the student power adapter into the wall.
3. Hook up all headsets, foot pedals, CD and Recorder.

Voice Test the unit – step by step to-do list:

Position one person at the student console and one at the trainer console.

The person at the student console should put on their headset and position the foot pedal for use. A third person could read the following while the other two perform the tests. Ready, begin:

1. At the teachers console pick up Line 1, dial star (*) 11 - the phone should ring inside the headset.
2. At student console Line 1 light should light up and ring.
3. At the student console answer Line 1 by pushing the Line 1 button to answer.
4. Speak to each other to verify volumes and the ALI display.
5. At the teacher console DO NOT hang up Line 1; simply depress Line 2, dial another number while keeping Line 1 open – the student will not hear anything but the other line ringing.
6. At the student console put Line 1 on hold and answer Line 2.
7. Speak to each other to verify volumes and ALI.
8. At the student console put Line 2 on HOLD and pick up Line 1 by pushing the lever down to answer.
9. Speak to each other on Line 1 and disconnect Line 1 by both parties hanging up.

10. At the teacher console hang up Line 2 (which is on hold on the student console) to test the Call Back feature.
11. To test the CALL BACK button, the student will push the button from HOLD to ANSWER.
12. Line 2 will be blank (teacher hung up) so the student pushes the CALL BACK button.
13. Pushing CALL BACK will cause Line 2 to ring (the last Line hung up) CALL BACK will not work if the student has hung up ever.
14. At the teacher console answer the ringing Line 2, verify and both hang up. (For example a citizen hung up and 911 calls back)
15. At the student console test Line 3 OUTGOING LINE by calling out.
16. Dial any 7 digits on the keypad.
17. At the teacher console, answer Line 3 to verify sound.
18. At the student console put Line 3 on hold, take it off hold, verify connection and both HANG UP
19. At the student console test the radio by using both the foot pedal and PTT (Push To Talk)
20. At the teacher console answer the radio by depressing the RADIO PTT and foot pedal to respond.
21. Adjust volumes on both by talking back and forth.
22. At the student console test the tones by using each one and verifying with the teachers console.
23. MARKER tone is depressed one time to activate (one tone each 5 seconds). Press again one time to de-activate. Police generally use this to tell units the air is closed or restricted. It can only be heard in the headset.
24. EMS FIRE tone is pushed one time to activate.
25. POLICE tone is pushed one time to activate and a three beep alert tone will sound.
26. To test each of the ALI/ANI addresses - call from the teacher console each number pushing *01- *100.
27. Each time the call comes into the student console, verify with each other the ALI & hang up.

28. Call, verify and hang up on each number. Make any adjustments necessary on your phone list.

This will complete your test of the StarZ system; any other test will be for the audio input/output features or trainer's ears.

CAUTIONS

Don't run with scissors.

Setting up and moving - It is important that you make sure all the right wires and connections are placed correctly. There are some plugs that are obvious and cannot go anywhere else. And there are plugs that may get reversed and create problems. If your machine does not work, first check out your connections. Are they in the right places? This is true for the STUDENT HEADSET and the CD, which typically get mixed up.

Dropping the machine - the first machine was taken cross-country in a rolling suitcase. It was thrown into planes and out of planes, it was rolled around, packed and unpacked - nothing broke. We believe this machine is pretty tough, like a VCR, however dropping may cause some internal or external damage not covered in the warranty. Shipping has at times caused some rattling lose of internal components and this may require a return to its birthplace for adjustments – usually takes one week. If you just can't get everything working as it should – CALL. We will do phone troubleshooting.

Warranty - There is a one-year warranty on this machine. Any problems, call Professional Pride. If the machine is damaged and is not covered by the warranty, call us and we will have the machine sent in for a quote on repairs. **Inquire about an extended warranty at time of purchase.**

WARNING In the event the machine case is opened to expose the innards, the warranty is void. In the event any other technician attempts to repair the machine, the warranty is void. We will repair with minimal costs.

Spills Avoid any liquids around the machine, especially soft drinks that contain sugar. The same as spilling any drink on a keyboard, it may not work properly afterwards. And again, anything can be repaired.

Connections Avoid putting pressure on the connections by pushing the machine back against the wall, or pulling out cords harshly. If the little pins in the connector cord are damaged many terrible things can happen. Each pin has a function - if the pin is bent, something (who knows what) won't work right – be very careful of this cord in particular.

PHONES TROUBLESHOOTING

If this happens....	. It could be this... Do this
Trainer dials, student does not answer -and- student hears a clicking noise but no ring.	a) Trainer did not push the star * number. b) Trainer did not dial zero -0- 1 digit #	ALWAYS push * before the number of the ALI.
Line 1 is dead	Not hung up or TTY is connected and on	Check these
Phone Line 3 does not call out from the trainer console.	It's not supposed to.	Line 3 allows the student to call the trainer unit.
ALI/ANI does not show up correctly or does not show up at all.	Whatever you dial, the pre-programmed info comes with that number. a) Could be cold b) Could be stuck	Make sure you are dialing the number from the list. Try again. a) Show it love b) Hang up try again
You answer the line on hold and no one is there!	They hung up	Hit Call Back
You tried to use CALL BACK and it didn't work!	You cannot use Call Back if you hang the line up.	When you return to a line and they are gone, hit CALL BACK.
Your TTY doesn't work right.	Generally there are problems when you don't turn the TTY off or on properly.	Read your TTY Manual. It's usually human error.

RADIO TROUBLESHOOTING

If this happens...	It could be this... Do this
Volume low in headset on student console, or in trainer's ears.	The volume is set too low.	Turn it up. Still low? Send it to us
The foot pedal is not working, when you depress it - the mic is not keyed.	a) The foot pedal connector is not pushed in. b) The foot pedal is worn out or defective.	a) Check the connector b) Replace
The Student cannot hear the Trainer on the radio.	The Trainer is speaking too far away or too softly. The headset is not connected right. The headset is bad.	Increase voice or lean into the mic. Test with another person. Return the headset for another.
There is an intermittent beeping noise on the radio from somewhere.	You have the Police marker on.	Depress the police marker tone to disengage.

AUDIO TROUBLESHOOTING

Most problems with the audio record have to do with the connections. The record feature simply uses an adapter that must be used properly. Make sure your cords are coming from the proper location. This takes some brainpower. If you understand the concept of the whole thing, the connectors will be easier. The cords must be plugged in right or the sound will be quiet. Ear is to hear mic is sound out.

Audio Input? CD Player

This is used for bringing sound into the simulation using the CD that has sound effects on it. You can use your own CD if you wish.

Now, if you want to put your own calls over the radio or phones and they are on AUDIO tapes, you MUST put a tape player in the same position and connections as the CD player. In that case you would plug in the location that would allow the recorder to put sound OUT the same one you would use if you wanted to wear a headset and listen to the music. In that case, you would not be able to hear the sounds audible.

Record Audio? Tape Player

This is used for recording the session. Use the MIC - Jack on the tape recorder for RECORDING. The cable must go from the MIC jack on the tape recorder to RECORD AUDIO on the Trainer Unit. This takes the sound from the UNIT to the tape. Therefore to record the calls and radio you must hit RECORD and PLAY when you want this feature to work. The student's mic is hot so if you have the recorder recording, it will record (whew) everything that is happening with the student. The audio on this device is very favorable so if the sound is light, the jacks are not plugged in properly.

Using The System - Phones

There are three phones lines. Lines 1 and 2 are incoming for student, and Line 3 is the line out from the student to the trainer.

CALLING THE STUDENT

The trainer decides what type of incident to call into the student. Warning - If you do not dial a Star (*) on the phone before the two-digit number, the phone at the student console will “click” but it will not ring. AND if you dial *2 instead of *02, the phone will not ring. You’ll wonder why the trainee does not pick up the phone and the student will wonder what the strange “clicking” is. You must be prepared and know what the ALI says so the best way to do this is to.....be prepared.

STUDENT CALLING TRAINER

The OUTGOING LINE on the student console calls into Line 3. This line is for the student to call for a tow, another agency and so on. (Or when they reach hysteria). To get this outgoing line to work, the student should dial seven digits and the trainer’s Line 3 will ring.

TRANSFERING CALLS

Line 3 is also the line to be used for “transfer” calls. Simply keep Line 1, or Line 2 open, push up the outgoing Line 3 to call, dial 7 digits – the trainer answers. Advise the student to tell the agency called “I have a transfer”- all three lines can be conference. Note: The trainer is on two lines at once - a little tricky but - hey - kind of like a Friday night.

CAN YOU HEAR THE PHONES?

These phones are like any other phones - if you cannot hear, move closer to the phone mic to be louder, and further away to be quieter. If the student cannot hear the phones either the phone or headset is not working or the headset is not plugged in right. The volume generally is very loud when at its peak.

TTY USE

The TTY is connected to both locations. The trainer can call the student; the student cannot call the trainer. The system works very well but you must have both units on. The trainer calls the student with the dial pad – using the * again and begin typing. The student will recognize the TTY call coming in and hit the TTY button on the console. They should type in 911 What Are You Reporting. This is an entire TTY training session that fulfills federal mandates for TTY training. Make use of your TTY training manual – it is quite useable if you take the time and patience to follow the simple directions.

Using the System ALI/ANI Feature

Call Back – Let Line 1 or Line 2 call in and hang up immediately - the student pushes the Call Back line, it should ring back in. If it does not, the student hung up the line previously or the ringer is off position.

911 StarZ allows the student to see an ALI and ANI, which stand for Automatic Location Identifier and Automatic Number Identifier. Automatic means it happens without doing anything special but dialing the phone. In the real world of E911, the caller dials 911, the call receiver sees the address name or business and phone number of the caller. Whatever line is open or recently hung up will be the ALI/ANI on the LED display on StarZ.

In your 911 StarZ you have 99 pre-programmed addresses. For each machine these addresses can be changed by purchasing a microchip from Professional Pride and having it installed by a tech or sending the student unit back to the manufacturer. Call us for the cost of changing your ANI ALI.

If the trainer wishes no ALI to accompany the call, they simply can push *100 and no record found would appear on the LCD screen. This allows for much flexibility in call types. It is important to test your machine by dialing each of the ALI numbers and comparing what the sheet says.

This chip can be changed. If after using your system in training you find you wish to reconfigure the ALI/ANI – please contact us for information. We want your training to be the best it can be.

Infinity Add Ons

Infinity is a computer add-on to StarZ that allows you UNLIMITED addressing of your choice. The ALI from Infinity dumps into the Infinity CAD.

Using the System Accessories

The Headset

The headset is marked so it would be difficult to plug it in backwards but, if this is done the student will not be heard or hear anyone else. The volume can be adjusted. The student should be shown how to align the mouthpiece properly so that they don't sound like Sylvester the cat or a heavy breather. The headset is equipment and it could be defective – if all else fails and you are sure everything else is correct, call us, we will walk you through testing and if it is the headset, we can send you another. You can also purchase them in your area – please call for the model number and location.

Additional Headsets?

The headset used must be the one that comes with 911 StarZ, another ordered from Professional Pride or one that is the EXACT same type. When we were testing headsets, we found some headsets do not work with the machine. If you need another headset, it is suggested you find some techy to make sure you are purchasing the right one - or purchase it from Professional Pride.

It is a good idea to give the students a short class on the care and feeding of a headset. It is assumed they will be married to some headset for the rest of their career and must learn to treat the equipment gently. This headset should stay with the machine. If you are concerned about sanitation, you may want to clean the ear and mouthpiece with alcohol.

Foot Pedal

The foot pedal plugs in the back and is placed on the floor. The foot is so that the student to talk on the RADIO and have hands free. There is a PTT switch on the console that does the same as the foot pedal - talks on the RADIO. It's a good thing to encourage the student to use the foot pedal and not rely on the PTT switch on the console instead. Foot pedal timing is an art; many of us have pushed the foot pedal and tried to talk over the phone. Hello, Pizza Hut?

Monitor Headset

The purpose of the Monitor Headset (Ears 2) is to allow either a student or a trainer (or whomever) to sit behind the student and listen. There is no mic, they cannot talk, only listen. It's great for raw recruits who have to be guided step by step. "Answer Line 1. Line 2 is ringing, put Line 1 on hold." Another great use is to let two students handle one call: one asks questions while the other enters into CAD. This is excellent with recruits!

Using the Radio System

Student Console Radio

The student console has a "radio section" that has a PTT (push to talk) button for when you are not using the foot pedal. There is a volume knob that controls AUDIBLE or coming out of the speaker - not the headset. You are only audible when you are ON THE PHONE. Turning the volume knob will do nothing to increase the volume in the headset.

If you are OFF the phone line, the radio will come into the headset. When you are on the phone, the radio will come out the speaker on the student console (those little holes). The volume in the headset is pre-adjusted; to increase the sound in the headset, adjust the headset on the ear. If the volume is too low to be used, contact us.

Trainer Console Radio

The trainer console is like a desk mic greatly enhanced to allow a phone system and recording studio over the headset! This little console is the brain of the system. In addition to being a remote mic for responders, the trainer's unit 1) allows for recording 2) allows for audio input 3) allows 3 phone lines 4) can answer Line 3 from the student calling.

The trainer console gains power from the student console, which allows you to be much, more flexible in where to place this unit. IT DOES NOT NEED A POWER SOURCE. There is a volume knob on the trainer's console to adjust the noise coming from the student on the radio.

Using the System - Special Features

Call Back Button

On most Enhanced 911 systems there is the capacity to push a button and ring back into a caller that has hung up. We have included this feature in 911 StarZ. Here is how the feature works.

- CALL BACK button and the phone that hung up rings. The trainer can decide to answer - or not.
- Line 1 or Line 2 call in and are put on hold, they get weary waiting and hang up. The 911 Operator doesn't want them to hang up and pushes the CALL BACK button and rings back into the caller.

The CALL BACK button will work ONLY for the last phone hung up.

Tones

There are 3 RADIO tones to use to enhance your dispatch training.

1. Police Alert Tones - 3 beeps once you press the button. To be used for in progress priority 1 calls, life threatening.
2. Fire/EMS Encoder - a warble to be used to 'tone out' the fire or EMS units. Push once for warble, twice for two-station dispatch. To be used to dispatch fire or EMS units or as a radio pager tone.
3. Police Marker - a 30 second intermittent beep, lets police units on the air know that the air is restricted or closed. Push to activate, push again to deactivate.

Recorder Jacks

Allows for recording of all activity by attaching a cassette recorder to the Trainer console. Trainer pushes record at will to activate. Everything is recorded, phone

calls, radio traffic and everything the student says when off the phone or radio (it's a hot mic for the recorder).

Using the System Audio Features

This incredible device has three ways to use a recording device; the TRAINER controls all.

1. The OUTGOING AUDIO is used to record all activity on the radio and phones. All the trainer must do to record a session is HIT RECORD like any other recorder – of course a tape would be necessary for this. The trainer can decide when to turn the recorder on or off. The entire practice session, evaluation or hiring exam can be recorded for history. It is not necessary for the trainer to be present; anyone can practice with the student, record the session and hand in the tape. This is for documentation or evaluation.
2. PHONE INPUT AUDIO is a feature that allows the trainer to be creative in their simulation practice and testing. This is also a great feature for employment testing. The trainer has the CD Player plugged into the back of the trainer console. Select which call they want to use, calls on the phone, pushes the PLAY button, pushes audio Line 1 in button and the simulated call goes out over the phone. It could be Jingle Bells or a 911 Call.
3. RADIO INPUT AUDIO is a feature that allows the trainer to put sound out over the radio such as sirens, background, and radio traffic. To operate - insert CD, select which number you want and push play. The audio line in button allows this to happen.

Note: Often trainers ask us if there are tapes that can be used to train the student. In the real 911 work we interact with PEOPLE not tapes. You can use real tapes if you use a tape player instead of the CD. Mostly you will want to train using real people but the tapes are good for auditing calls or hiring tests.

What Else You Need

Clock

You can position a clock in the room or use time on the computer screen. You can purchase a small clock with a sticky back at any automotive store and stick it to StarZ. With Infinity you will have actual time.

CAD Clone

It is desirable to use a CAD clone. Purchase EZ CAD from us. The idea behind using EZ CAD is that there is enough to learn – like talk and type, without trying to learn CAD too. Infinity provides 2 CAD cards – call taking and dispatching.

Incident and Officer Status Cards

Even if you use a CAD trainer, it is important to use the same cards you use when and if your CAD goes down. If you cannot get a CAD trainer you can use the cards to train without a CAD, it's OK - they learn just as much from the cards.

Maps

Your simulation workspace must include maps. You can design many training scenes where the student must use the map. If you are to practice a pursuit, have the student find the location on the map and follow the unit. Use the maps for anything your call takers or dispatchers would use them for. If you were very crafty your 100 ALI matches a map. Anytown has mapping available with Infinity.

Phone List

Although the outgoing line will accept ANY seven digits - your trainee can begin now to use your commonly called numbers or a phone database.

Chair - Unless you want them to learn to dispatch standing up.

Trainer Set Up

The teacher must also have an organized plan of what calls to make. Each student could have a workbook, which the trainer progresses through- systematically, providing evaluation and a tape for each call offered. Being organized and prepared is the key to success. Trainers need maps and a clock also.

About 911 StarZ

Welcome to simulation training - a dream come true! We all know training on a simulator is the best way to turn out great decision makers. 911 StarZ is not just for training new hires. Our customers use StarZ for many purposes

- Employment testing
- Public education
- Testing laterals
- Re-creating problem calls
- Disaster scenarios
- Training field responders

We sincerely wish you every success and rewards from your 911 StarZ simulator. 911 StarZ was designed by a 911 trainer with a vision.

Once you get into simulation training you won't trust any other type of learning to produce thinkers. You will watch the students experience tremendous growth and realize your training time is less, with better results. You will also find you can be creative beyond anything you could do in the classroom or on the console. We encourage you to push your ideas to the limit.

911 StarZ Design Specifications

The 911 StarZ system was designed with the intention of allowing Telecommunicator training to be in an intense trainer-directed experiential learning situation that re-creates the console workplace environment.

This “new invention” is a portable training system that allows for the realistic simulation of the phone call taking and radio dispatching function at police, fire or EMS Emergency Communications. 911 StarZ does not “train” people; trainers train people - using this great tool.

Recognizing Realities of Communications Training

- It is recognized in one-on-one console training, learning experiences are random, waiting for opportunities for experiences as incidents actually occur, creating random or sporadic learning.
- It is recognized “live” call taking training may inhibit a safe learning environment where necessary mistakes are opportunities for learning and improvement.
- It is recognized all other members of the Public Safety team (Patrol Officers, Fire, EMS, and Emergency Management) recognize and utilize simulation training as a necessary component of basic training and continuing education.
- It is recognized that until StarZ no device existed that allowed for the realistic re-creation of the unique multi task call taking and communications environment.

Design Strategy

The 911 StarZ systems allow the training session to recreate actual conditions and situations encountered at an operator position where the student is in a role-playing scene recreated by an experienced trainer. The design of this device allows the training session to parallel the actual physical activity associated with the emergency phone and radio functions using headset, foot pedal, hold, transmit, tones and volume controls while gathering information, interacting with callers and officers, making decisions and taking action.

Training and Testing Capabilities and Uses

911 StarZ simulators provide the trainer the ability to generate a variety of training or testing opportunities. The system may present basic step-by-step novice training with student one on one coaching and monitoring. Or the system may present complex and elaborate combinations of activities to provide opportunities for advanced training to develop critical thinking. Because of the extendibility for the trainer, the calls or situations can escalate or terminate at will.

With the features of input and output audio - 911 StarZ provides the capability to test, using practical exams, to evaluate skills for new employment or employee re-training. The system allows for the flexibility to design a multitude of evaluations for any skill level.

Because 911 StarZ is portable (under 15 pounds) and recreates with exceptional reality the Communications function, StarZ is well suited for public education. The public can experience multiple phone calls with radio traffic, hear tones, and understand how a hang up and call back work.

System Description

The simulator system has both trainer and student stations remotely located and interconnected via 25-125 feet of appropriate cable utilizing one power source at the student position. The entire system is portable weighing under fifteen pounds total weight.

The system provides the ability to simulate two incoming telephone lines with hold and conferencing capability, with one outgoing phone line to simulate outbound phone calls. The system provides integrated radio simulation using operator headset, with radio audio routed to headset when off phone line and routed to speaker when phone is in use.

The system utilizes a foot-operated switch for radio dispatching at the student console. The trainer has the capability of generating 100 distinct displays to allow simulation of automatic call locators displays. The simulation system allows input audio on both radio and one phone line to permit the capability for using simulation taped exercises.

System has output audio receiving all activity for the purpose of evaluation of simulation sessions. The recording jacks are located at the trainer position for control. The system provides an intermittent marker tone for simulating closed or restricted air in radio simulation. The system provides additional alert tones for emergency police calls and a warble for fire and EMS dispatch using a one-button push switch. The student console has an additional headset jack for the purpose of monitoring activity from the student console.

An actual TTY can be connected to StarZ to allow for TTY training.

Infinity Computer enhancement allows for expanded ALI and many other training add-ons such as call cards or 911 Select Testing Evaluation.

911 StarZ Components

Use this as a checklist to acquaint you with the new system. At this time we want you to simply locate and identify each feature. If you cannot locate the feature, skip it and move on. The next step is TESTING.

A. STUDENT CONSOLE FRONT PANEL

1. ALI ANI LCD Display. Trainer dials * + 2 digit from numbers 1-99 - which then displays a pre-programmed residential or commercial address and phone number, call box location, or messages. *100 is reserved for blank screen for wireless calls, no record found or agencies without E911
2. Two Incoming Lines w/ Hold. Colored lights indicate ring, hold or clear status.
3. Outgoing Line w/Hold. Trainee calls out to the trainer on this line, can be placed on hold. Dial any 7 digits; sometimes a digit does not connect.
4. Phone Call Back Switch. In the event line one or two disconnect, trainee pushes this button to call back automatically.
5. Police Alert Tones. Three tones to be activated on Priority 1 calls.
6. Fire EMS Tones. Warble tone for fire and EMS dispatching.
7. Police Marker Tone. To be used for restricted or closed air.
8. Volume Control. For radio volume audible when the trainee is on phone lines.
9. Radio Receive & Transmit Lights / Phone Calling, Hold Flashing Lights. Identifying which line is ringing, using several colors to indicate different status.
10. Radio Transmit Button. Push to talk, can be used instead of foot pedal.

A. STUDENT CONSOLE REAR PANEL

11. Trainer Headset Jack. Allows trainer to monitor behind a trainee phones & radio traffic with ears only headset. For training and evaluation purposes.
12. Trainee Headset Jack. 2 1/8" one for earpiece, one for boom mike. Live headset for console, for phone and radio traffic hears and speaks.
13. Foot Pedal Jack - Foot operated PTT switch. For trainee to answer the radio, can be used instead of transmit button.
14. Power Cord Jack. Barrel type power connector (15 Volt DC @ 800 ma.) Plugs into standard wall socket.
15. Interface Connector to Trainer Console. Db25 type connector used to interface with Trainer console. Uses 25' –125 feet of connector cable so units can be placed apart to isolate the local sounds from one to another.

B. TRAINER CONSOLE FRONT DISPLAY

16. Radio Microphone. Radio transmissions are audible from the trainer console. Radio does not come into the headset.
17. Radio Transmits Push to Talk Button. To initiate remote radio traffic or respond to trainee radio traffic.
18. Volume Control Knob. To adjust incoming radio traffic volume.

B. TRAINER CONSOLE REAR PANEL

19. Three RJ-11 Type Phone Jacks. For phones lines 1, 2, and 3 are plugged into. Lines 1 and 2 are associated with the

Two incoming lines to the student console and line 3 is for the phone receiving the outgoing calls from the student console.
20. Db25 Type Connector. Used to interface with the student console, the trainer console needs no power, getting power from this connector from the trainee console.
21. Recorder Jack. 1/8" jack to record audio session for evaluation purposes.

22. Input Phone Jack. 1/8" jack used to play back audio from a pre-recorded tape. This feature allows for input into phone line of a pre-recorded scenario.
23. Input Radio Jack. 1/8" jack used to input pre-recorded CD sound effects into radio output to student. This allows student to hear simulated traffic between units in the field.
24. 25 Ft Connector Cable. Provided with the system Connects Trainer to Student Console. Up to 100' available additional at costs.
25. Headsets (3). Provided with the system, one with the mic for the student console and two monitor headsets, one for the student and one for the trainer. Note that the Trainer's headset allows the radio traffic to come into the ear instead of audible but can cause difficulty using the phones. This was created more for when two trainers are operating the unit – one on phones and one on radio (when students act as trainers for simulation practice)
26. Foot pedals (2). Provided with system, one for each unit; can also use PTT by hand.
27. Transmit and Receive Lights. To indicate radio use.
28. Boom Mic (1). Provided with the system for the TRAINER unit.
29. Data Test Port and Computer Cable Hook Up. For Infinity.

Add On Accessories Not included. Unique ANI ALI, EZ Comm Pro TTY, Amplified Speakers, Anytown Ring Ring Books, Library of Calls Volume II, Extra Cable, EZ CAD, Infinity.

Warranty

The 911 StarZ system has a full 1 year warranty excluding user abuse or damage. Repairs or changes to the ALI database are provided through Professional Pride. Additional parts may be purchased through this company.

Use of Simulation Within the Communications Industry Executive Summary and White Paper

Prepared by: Suzi Funk-Crickmore

Background Information:

The communications industry has been seeing a rapid advancement within several areas over the last ten years. Technological advancements have pushed the industry to provide a broader level of service. Regional communications centers have become a standard, offering services in a variety of disciplines. The communications industry is under close scrutiny from the public regarding the services provided.

Selection and hiring of Telecommunicators has become costly and under scrutiny from the funding sources supporting the communications center. After selection and hiring, more agencies are supporting a standardized training program for new hire Telecommunicators. The skills associated with communications have become numerous and do not support a training program that is entirely trainee sitting next to trainer, doing as the trainer does. Training programs must be consistent in content, documentation, organization and evaluation. Communication center's training programs have come to the forefront during any litigation regarding the performance of either the individual or the center.

Continuing education for tenured employees has become a mandated standard in several of the programs associated with public safety. Law enforcement officers must qualify every year at a firing range to continue to carry a firearm. This is done through simulation, the officer fires either at simulated suspects or through a computer-generated scene. Firefighters practice fire-fighting techniques through the use of simulators. All of these methods are record able and become a part of the individuals training record. These records will be submitted during any litigation the individual or agency may be involved in. Simulation has become the "standard of practice" in the disciplines of law enforcement, fire and emergency medical services.

The communications industry has used role-playing simulation as the means to provide several types of incidents to a trainee. The problems associated with this type of simulation are it is not consistent, formatted, or recorded. The role player is generally given an activity type and told to "act" like the caller for that particular incident. The individual role players can effectively change the learning experience for the trainee, depending on the approach taken. This does not lead to a consistent learning experience for all new hire trainees, which in turn, makes this portion of the training program not a consistent "standard of practice".

The use of a communications specific simulator within the training program can enhance all aspects of new hire and tenured employee training. Simulation provided with a simulator can reduce costs associated with new hire training. Training can be focused, organized, and goal oriented. Simulation can identify skills that need to be improved and allows practice in a training environment vs. a live environment. It allows for individual differences in learning and can be escalated and repeated as the individual's skills improve. Evaluation is immediate and can be recorded for future reference.

What StarZ Owners Say....

I haven't been using our new Starz simulator for about three weeks now and I felt that I just had to let you know my feelings. In a nutshell....I don't know how I ever got along without it. I had two telecommunicator trainees in their fourth week of training when the unit arrived. We had been doing some simulations, but the Starz made it so much more realistic. I would estimate that I could have trained people ready to do supervised call taking in about 25% less time than before.

One last thing..... I hope you continue to expand the "Way to go 911" library and advise when there are new videos available. The true to life experiences that the call taker deals with can't be simulated or role-played with nearly the impact of the real thing. Thanks again Sue and everybody at Professional Pride for your dedication to our cause and for creating these fine training tools.

Professional Pride,

I can't believe it! This has to be the best training device I have ever seen. It wasn't out of the box more than 20 minutes before we tried our very first scenario. It was a breeze to set up and the possibilities are endless. It was worth the wait! This should be mandatory in all 911 centers, you did an outstanding job.

Sincerely,
Greg Bowles
Weston 911, Weston CT

Dear Professional Pride

I was able to identify a specific "trouble" area with an employee using your unique StarZ system. By having the ability to use "hot" phones and radios without using actual dispatch equipment, we may have salvaged a career.

I believe one demo with StarZ will sell the hard cores. Send 'em here!!

Tom Reese Jr. Admin. Supervisor WFJCC
Warrenton VA 20186

Dear Sue,
We are looking forward to receiving our 911 StarZ training simulator. We are putting a brand new E-911 communications center into operation soon and been looking into Training aids. The simulator will be icing on the cake! Thank you for providing a means of realistic training in a non- threatening environment.

Cynthia Babb E-911 Communications
Supervisor-Floyd Co.