

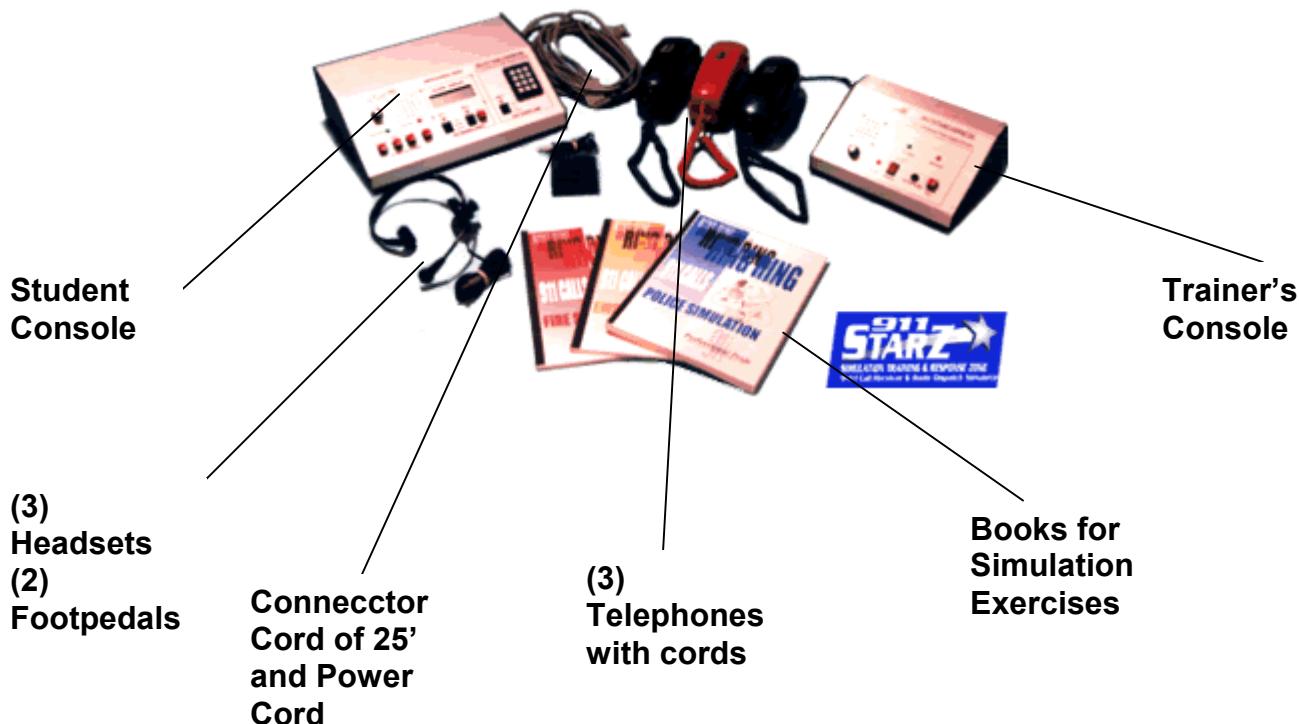
911 StarZ



Set Up Helper

Congratulations!

Simulation Training is the turning point!



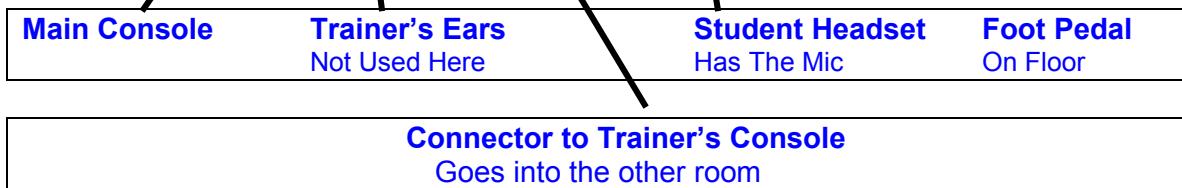
There are the two main components, the STUDENT CONSOLE and the TRAINER CONSOLE. These are to be located in two separate rooms up to 125' away. You have 25' feet of cord, unless you ordered more. We will tell you what parts of your package belong in each room and how to set up and use each component. It's easy and it's fun!

In addition to what you see above you have (1) tape recorder
(1) CD and (2) Y cords and various other cords

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

STUDENT'S CONSOLE

Student Console With Student □



Main Console can be seen on the next page. Everything plugs into the back of this unit. The unit must be connected by the Connector to the Trainer. This unit has a power supply that plugs into the wall. The Trainer's unit does NOT plug into the wall it takes power from the student unit. We did this because we know Comm Centers and realize you may need to set this up where there is a shortage of power outlets. It also must be turned on with the volume knob – see next page.

STUDENT CONSOLE FRONT



A full description of how to use this console and what each item in each box is for, please read your STUDENT HELP booklet .

FEATURES

This unit must be turned on with the Volume knob – an ALI will show up that says Professional Pride. Whatever number the trainer dials will determine ALI/ANI.

The switches for the phone have three positions – down (off) ½ (open) up (hold).

The CALL BACK only works on a line that has not been hung up.

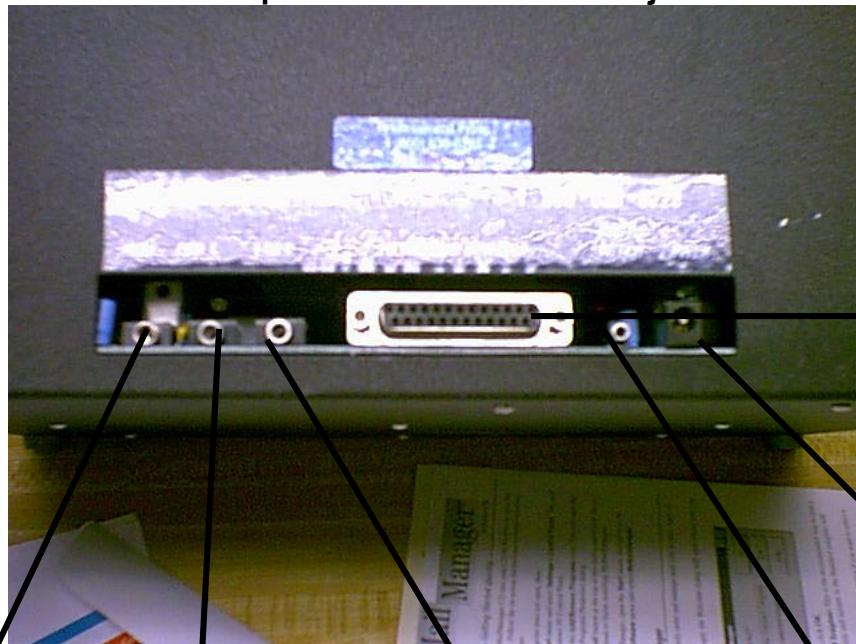
The keypad must be very deliberately pressed – 7 digits – if it doesn't go through hit another key. This is used for transfers.

PTT is the same as the foot pedal – use either at any time.

When you are on the phone, the radio is audible (just like an actual console) and when you are off the phone, the radio comes out the SPEAKER.

STUDENT CONSOLE BACK

Close Up of the Student Console jacks



MIKE
Headset (Student)
Gray Outside

EAR 1
Headset (Student)
Black Inside

EAR 2
Headset (Monitor)

FOOT
SWITCH

Connector
to Trainer
Unit

Power to
Wall
Socket



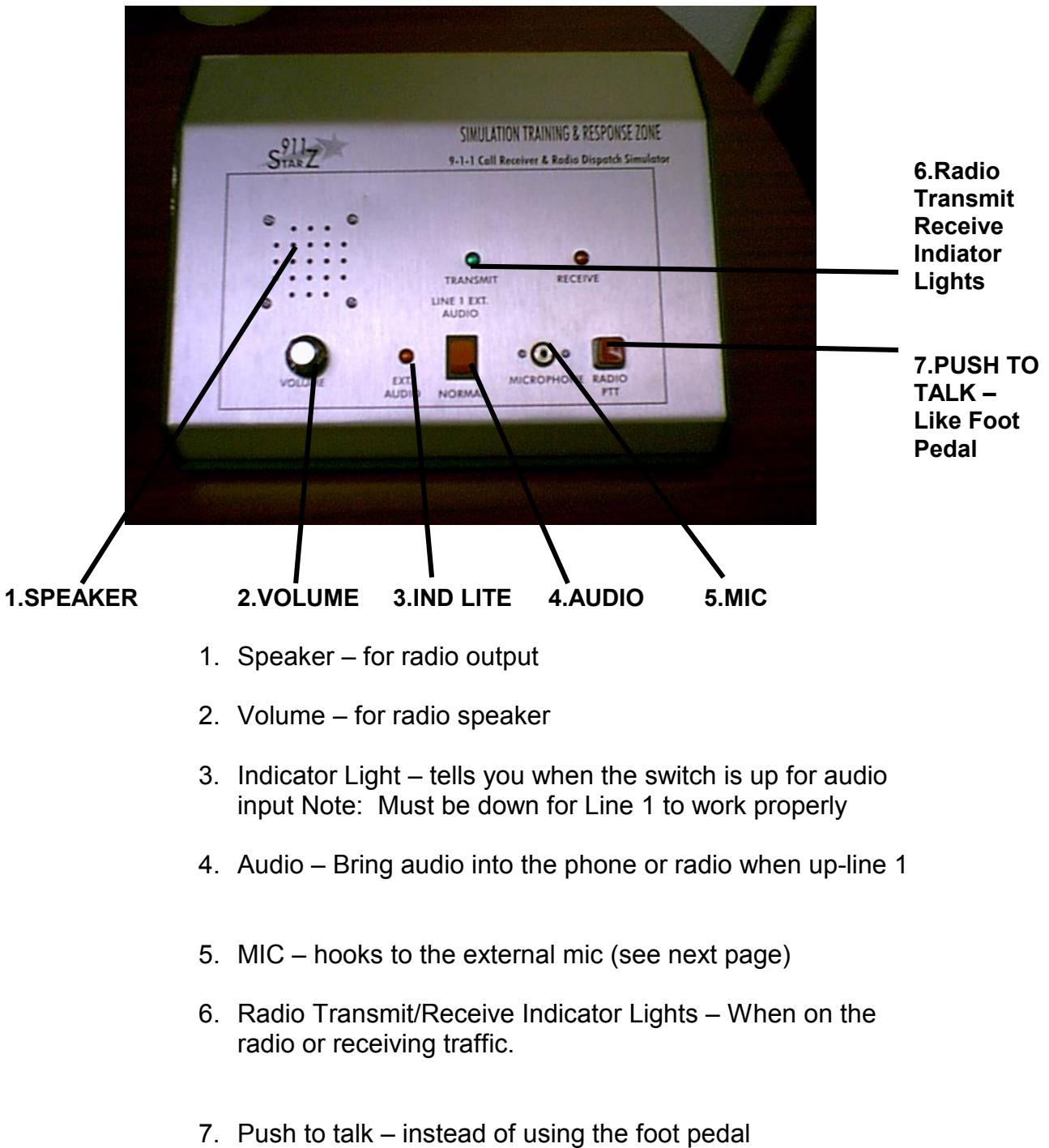
Connector – carries power to the Trainer's Unit

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.

TRAINER'S CONSOLE

TRAINER'S CONSOLE





7. This external mic has a stand that can either be connected to the shelf or place on the table.

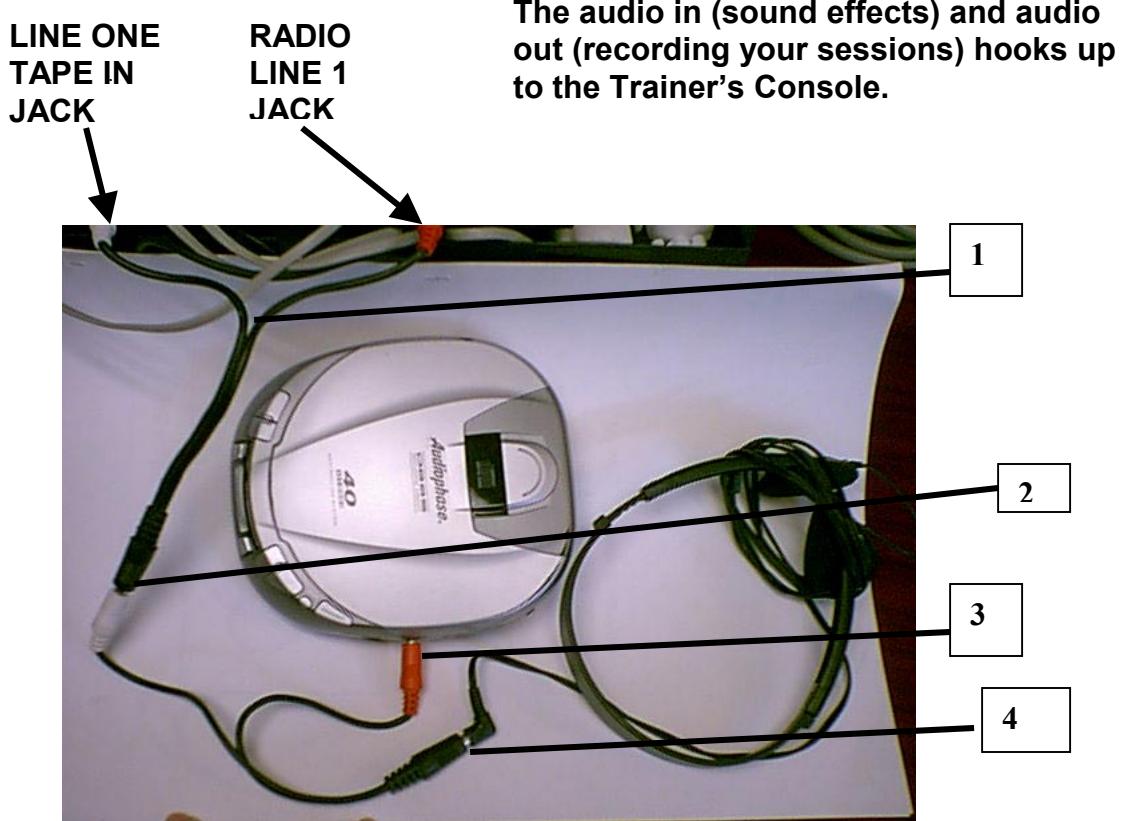


This is the Trainer's Unit set up in our handy organizer shelf. Everything you need to do this is included.

Notice under the shelf here are two recorders. One recorder has been replaced by a CD player. Next you will learn how to set up the audio portion.

Tape Player – for recording the sessions
CD Player – for bringing IN audio

**NEXT AUDIO INSTRUCTIONS FOR THE
TRAINER'S CONSOLE
HOOK UP AND OPERATION**



CD Player Hook Up

- 1 – One Y connector male red and white fit into the back jacks into **LINE 1 TAPE IN** and **RADIO TAPE**.
- 2 – The female from the Y goes to one of the males from the other Y connector.
- 3 - One of the males from the Y goes into the **GREEN** hole in the CD player.
- 4 – The end of the Y connects to the headset for the trainer to hear the audio.

Make sure the CD is not on HOLD. Make sure it is on a flat surface. You need power or AA Batteries.



CD How to use – When you want to bring audio behind your voice - 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" and the siren should go out behind your voice.

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 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.

TAPE PLAYER FOR RECORDING THE STUDENT



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, radios will be on the tape.

Caution: The MIC is hot so even when the student is off the phones and radios they can be recorded.

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 in the student power adapter to the wall
3. Turn on the volume knob on both consoles, the student console will click on and off, this is the only on/off button on the unit.

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 at student unit.
2. At student console Line 1 light should be green and there should be a ringing sound.
3. At the student console answer Line 1 by pushing the Line 1 switch to answer (1/2 way up, not all the way up).
4. Speak to each other to verify volumes and the ALI display
5. At the teacher console DO NOT hang up Line 1, lay Line 1 down and pick up Line 2, dial *12
6. At the student console put Line 1 on hold by pushing the black switch up to hold

7. At the student console Line 2 should have a ring, push Line 2 switch to answer (1/2 way up, not all the way up)
8. Speak to each other to verify volumes and ALI
9. At the student console put Line 2 on HOLD and pick up Line 1 by pushing the lever down to answer.
10. Speak to each other on Line 1 and disconnect Line 1 by both parties hanging up
11. At the teacher console hang up Line 2 (which is on hold on the student console)
12. To test the CALL BACK button, the student will push the button from HOLD to ANSWER
13. Line 2 will be blank (teacher hung up) so the student pushes the CALL BACK button.
14. 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.
15. At the teacher console answers the ringing Line 2, verify and both hang up. (for example a citizen hung up and 911 calls back)
16. At the student console test Line 3 OUTGONG LINE by pushing the lever to CALL
17. Dial any 7 digits on the keypad by pushing deliberately
MAKE SURE NUMBERS CONNECT
18. At the teacher console, answer line 3 to verify sound.
19. At the student console put Line 3 on hold, take it off hold, verify connection and both HANG UP

20. At the student console test the radio by using both the foot pedal and PTT (Push To Talk)
21. At the teacher console answer the radio by depressing the RADIO PTT red button to respond
22. Adjust volumes on both by talking back and forth.
23. At the student console test the tones by using each one and verifying with the teachers console
24. MARKER tone is depressed one time to activate (one tone each 5 secs) press again one time to deactivate
25. EMS FIRE tone is pushed one time to activate and tones will sound
26. POLICE tone is pushed one time to activate and a three beep alert tone will sound
27. To test each of the ALI/ANI addresses - call from the teacher console each number pushing ***01- *99**
28. Each time the call comes into the student console, verify with each other the ALI & hang up
29. Call, verify and hang up on each number. Make any adjustments necessary on your phone list.

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

CAUTIONS

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 it's 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.

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 after. 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

This is 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 .
BLACK phone does not work properly-either a) No connection b) Not hearing c) Static, buzzing d) You answer and nothing	c) Lines not connected properly on phone. d) Lines not connected properly to back e) Phone is bad f) Student headset is not connected properly	a) Try switching lines positions b) Try changing phone positions. c) Check another phone at same location d) Check the student headset connectors
Phone does not work properly a) Dial 7 digits and it does not ring b) You try to call out and it doesn't work	Line 1/2 are for receiving calls from the student console – LINE 3 only calls from student to trainer.	Calling out on Line 3 if it doesn't call out push more numbers. If it doesn't work, try another phone.
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 and no one is there!	You pushed the lever all the way up to hold.	Don't do that.
You tried to use CALL BACK and it didn't work!	You cannot use Call Back if you hang the line up. The phone ringer on the STUDENT phones must be on to be heard.	When you return to a line and they are gone, hit CALL BACK. Check the student phone ringer switches. Push down the RED switch on the Trainer Unit.

RADIO TROUBLESHOOTING

This happens.	. It could be this Do this
Volume low in headset on student console, or in trainer's ears.	The headset is not adjusted properly. The person using has hearing loss or is sensitive. Mic not adjusted, wires in wrong	Check the connections in the back of the student unit. Test with another person. Adjust mic. Send it back for adjustment.
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 footpedal 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 brain power. 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 tooooooo quiet.

Audio Input? CD Player

This is used for bringing sound **into** the simulation, either sound effects, or tapes such as actual calls. Use GREEN jack says phones on CD for AUDIO INPUT, and the Y adapter plugs – to bring sound INTO line one or the radio when depressed (poor thing). This is needed because we want sound effects to go both over the radio and over the phones so the little Y connecter allows for this. OK so, the POWER for the CD is pretty obvious.

Now, if you want to put your own calls over the radio or phones, you MUST put a tape player (like the one we gave you) 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.

Using The System - Phones

There are three phones; two black phones, which are lines 1 and 2, and line 3 is the phone that is not black (white?). It is important to make sure line 3 is the other phone and it is plugged into the proper jack. These are phones just like your home phones so just push the connectors all the way in.

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 or instead of *02, the phone will not ring. You’ll wonder why the trainee does not pick up the phone, 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. At times the student will dial 7 digits but one won’t catch and nothing will happen. Advise them to push one more number and it will ring.

TRANSFERRING 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 white phone rings, the trainer answers. Advise the student to tell the agency called “I have a transfer”- all three lines can be conferenced. Note: The trainer is on two lines at once - a little tricky but - hey - kinda 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 from the student headset, either the phone or headset is not working or the headset is not plugged in right. Try plugging in another phone or headset to test. If the trainer cannot hear the student, it could be the headset. Try other people to test, try connections.

Using the System ALI/ANI Feature

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.

In your 911 StarZ you have 99 pre-programmed addresses for each of the 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 manufacture. 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.

Using the System Accessories

The Headset

The headset is color coded 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 on the headset, if plugged in properly, should be adequate. 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 walk you through testing and if it is the headset, we send you another. You can purchase them in your area also – 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 EXACTLY 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?

Trainer Headset

The purpose of the Trainer's 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, 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! 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.

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.

- Line 1 or Line 2 call in and hang up immediately - the student pushes the 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 de-activate.

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; all are controlled by the TRAINER.

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, **flips up the red audio line 1 in button** and the simulated call goes out over the phone. It could be Jingle Bells or a 911 Call. Push this down when you are done, or it interferes with other things.
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 RED audio line in switch must be up for this to happen. Again, push it down when you are done.

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.

CAD Clone

It is desirable to use a CAD clone. [Purchase EZ CAD from us.](#)

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. If not, and you want to use your area, practice with *100 ALI is not available for the training session.

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 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 system allows the training session to recreate actual conditions and situations encountered at an operator position where the student is a role-playing scene recreated by an experienced trainer. The design of this devise 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 and making decisions and taking action.

Training and Testing Capabilities and Uses

911 StarZ simulator provides 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.

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.

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 button to be activated on Priority One 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. Also turns the system on and off.
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

10. Trainer Headset Jack. Allows trainer to monitor behind a trainee phones & radio traffic with ears only headset. For training and evaluation purposes.
11. Trainee Headset Jack. 2 1/8" one for earpiece, one for boom mike. Live headset for console, for phone and radio traffic hear and speak.
12. Foot Pedal Jack - Foot operated PTT switch. For trainee to answer the radio, can be used instead of transmit button.
13. Power Cord Jack. Barrel type power connector (15 Volt DC @ 800 ma.) Plugs into standard wall socket.
14. 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

15. Radio Microphone. Radio transmissions are audible from the trainer console. A mic plugs into the trainee unit.
16. Radio transmits push to talk button. To initiate remote radio traffic or respond to trainee radio traffic.
17. Volume Control Knob. To adjust incoming radio traffic volume.
18. Transmit and receive lights. To indicate radio use.

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.

C. 25 Ft Connector Cable provided with the system Connects Trainer to Student Console Up to 100' available additional at costs.

D. 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)

E. Foot pedals (2) provided with system one for each unit, can use PTT by hand also.

F. Three Phones Trainer Console Use - Provided with the system – two of one color, the other another color for incoming to the Trainer.

G. Boom Mic (1) Provided with the system for the TRAINER unit.

H. Tape Recorder/CD Player & Cords (2) for Audio Input/Output.

I. Accessories Library of Calls Volume I - Ring Ring Books.

ORGANIZER SHELF Specialty item for StarZ

WHAT STARZ OWNERS SAY....

Dear Sue,

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

Professional Pride,



We have purchased almost every product that Professional Pride has available. Their products are top notch, very easy to use and unmatched in training opportunities. Currently we use appropriate sections of the, "911 Zone" during our interview process, which has helped greatly to select the best-qualified candidate for open positions within our agency.

Professional Pride's "Flagship" the STARZ systems are beyond what we expected. Being portable, other agencies with the county are now requesting it for their new hires. The available videos are great continuing educational opportunities while on shift, to learn what not to do or what to do. I strongly recommend any of Professional Pride's products to any Emergency Communications Center or 911 Training Facility.

Robert Hodges
Seminole County, Department of Public Safety
Emergency Communications & E911
Professional Standards and Training Coordinator

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.

Dear Professional Pride

The StarZ equipment our department purchased has been proven to be well worth the money. It is as close as you will get to on the job training. It gives my class an opportunity to observe as well as critique each other. I would not trade it for anything. My next step is to purchase at least two more systems.

Julia J. Rainey
Albany Public Safety Communications
Albany, Georgia

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 Professional Pride,

In this day and age, with customer service not seeming to be a priority or even a concern, it is very refreshing and encouraging to see the time and effort Professional Pride puts in to getting a problem fixed right a way. Thank you for your tremendous service. Great product-The StarZ Simulator is as advertised. We are much more confident in our training results.

Alan Brown
Training Officer
Danville/Vermillion County IL Communications Center.

Dear Professional Pride,

Excellent for training! Both the dispatcher and training officer can go back and listen to how well things may or may not have gone. Very beneficial for training.

Lynn Radech
Fire EMS Training Officer
Harford County EOC