



USER MANUAL BASIC

1.5.7.1

9-1-1 REALITY SIMULATOR TERMS

Here are some of the terms you may need with 911 Reality Simulation.

ALI – Automatic Location Indicator - The addresses you will use to give your calls to the learner. Like caller ID. In a 911 center you know where the caller is calling from and that may be from GPS or from a landline. You will not always know where in the building and often GPS does not read the location well. The addresses are listed on the Instructor station. The addresses can be customized to fit your area. If you do not change the DEFAULT ALI you will use an area called Anytown which is actually a small town named Auburn WA. There are video tutorials and help creating your custom ALI or we can help you before the simulator is delivered to load these.

CAD – Computer Aided Dispatch. This is the card that the Call Taker types the information when a 911 call is received and also involves radio dispatch and tracks all the units and calls as well as documentation. There are over 80 CAD company versions used so it's important to understand the basics.

CAD at an actual agency is very complex. CAD in 911 Reality is a training/entry level CAD Card that allows learners to understand CAD better as it has the foundational fields of every CAD system. .

Your ALI above populates into the CAD when the Instructor calls the student after selecting a particular address to use for the simulated call.

CALL TYPES – When a 911 Call Taker receives a call they must select a Call Type from a list of call types in their CAD. It is very important to choose the right Call Type as the priority or severity of a call determines the level of response.

RESPONSE/UNIT – Indicates what will be sent to that particular call. In larger cities Units are connected to beats or jurisdictions on a map. In this simulation we are teaching learners more about the response type i.e. One patrol or two? ALS or BLS.

SIMULATION DATABASE MANAGER – This is a unique program we have created so that you can change your ALI database, upload a new ALI from EXCEL or change or import new CALL TYPES or UNITS. Listen to your video tutorial in HOW TO SIMULATION FOLDER.

RING DOWN – Direct lines to commonly called numbers from 911 located on the second PHONE tab.

BUILD – Like a version. This is what we call the latest version of your software. Software is updated, upgraded or fixed at times. Every time a programmer changes software it is given a new name. There may be times we send you a new BUILD. You will uninstall the old and put in the new with an install or setup program. This is never mandatory unless the build is found to have issues.

NECC National Emergency Communications Certification – Watch the video tutorial for this certification exam for instructors and students.

STARTING UP YOUR SIMULATION SOFTWARE

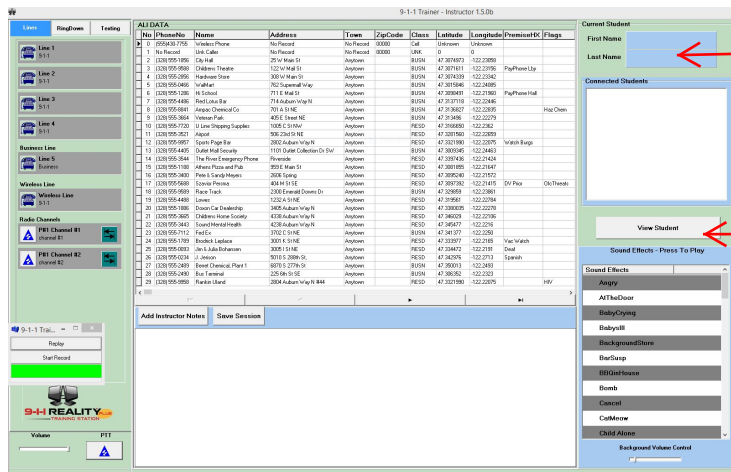
Open Start Instructor Simulation first - Start Simulation next on Student station.



Start Simulation



When the Start Simulation icon is selected the Instructor screen will start up.



The Instructor will **sign in** and wait for the Student unit to sign in. Once the student signs in, the student sign-in name will appear in the upper right hand corner.

Next open **VIEW STUDENT**- the student screen will appear behind the instructor screen. Move the instructor screen slightly and drag the student over to the second screen.

Why do I need to know what the Trainee is doing? Unless you are very good at tracking the calls you make and the units that are responding, you will get lost. The student screen has all the information on all the calls. For the Instructor this is a necessary feature so that evaluation of the Trainee's work can be done. For the Role Player this helps keep the session organized and the other student can learn from watching the entry. In addition, the view screen can be used by the Instructor to demonstrate how an entry could be handled as the Instructor can also work on the CAD card that is non the view screen. The Instructor can help the student by correcting a narrative, locating the Call Type for example.

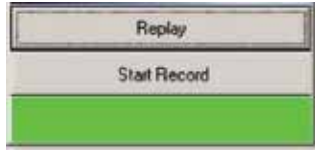


When the 911 Trainee icon is selected this screen will appear.

The student will see a box with INSTRUCTOR listed. If this does not happen you are not linked to the 911Trainer network from your router. Connect, reboot and try again. If there is no sign on or the phones are blank you are not connected to the network.

With Multiple Lab Setups the student will select which Instructor number to work with and sign on.

INSTRUCTOR STATION (ROLE PLAYER STATION)



1 RECORD REPLAY

This is an exe program that sits atop the card and can be moved by dragging. This program allows recording the training session.

Hit **Start Record** **prior** to initiating a call (the bar will turn red) and **Stop Record** after disconnecting from the call. The *.rec file will be automatically saved in a folder on the desktop labeled RECORDINGS and each file will be labeled *studentname.rec*. *Radio and Phone have folders*

How Do I Replay The Calls? The only method for replaying your recordings is to use this recorder. Hit REPLAY, find the folder RECORDINGS on the desktop then find the file labeled with the student sign in name and time stamp. Double click on the found call to upload then replay it. You must exit the simulation session to play the calls. The calls will play when you are in the simulation session however we have found the sound may sound underwater as the competing open lines often (but not always) are overwhelmed. You access VCS911Replay.exe recorder from your program files or the speaker icon on the desktop.



2 PHONE PANEL

The panel shows three types of lines : (4) 9-1-1 lines, (1) Call Back Line (1) Business Line and (9) Ring Down Lines (customizable)

9-1-1 Lines are *outgoing only* when called from the Instructor. Students cannot call out on these lines. Calls on this line will create an incident card for 'every' call initiated to the student station.



When The Call Is Connected?

When an ALI is selected and the phone icon is selected that line will flash and ring for the student. When the call is answered the

hand icon will appear. To place the call on HOLD click this hand icon. The icon will turn red. To take the call off hold click the red hand icon again. Clicking the phone icon disconnects.

The Instructor/Role Player can initiate calls to multiple lines while currently on a line (i.e. can call in on Line2 while speaking to the student on Line1). Instructors need not put lines on hold at all.

With Many Lines on Hold – How Can I Tell What Line Has Which Call?

7	58 Count St.	911	B002	1	p#2 9-1-1 line #3
8	818 East Quarry Rd.	911	A002	1	p#2 9-1-1 line #4
10	Hazetine National Drive	TS	A001	1	

*The line the call came in on is listed on **Current Incidents** box. (Note : Call 10 on Hazetine did not come in on a 9-1-1 line, the card was created as in incident from a traffic stop TS).*

What Is The Business Line For?

Communications on non 9-1-1 lines to and from either party. **Business Line** does not create an incident card. The business line label cannot be changed.

'Ring Down Lines' lines are frequently called numbers and can be labeled by the user. When a RD Line is called from the Instructor/Role Player the T button will 'dance' yellow to let the student know the call is coming from the tab. These are customizable.



3

RADIO CHANNELS

(2) Radio channels are available. A BLUE ARROW icon indicates a live channel – WHITE ARROW indicates muted. Pressing the BLUE triangle activates the radio. Radio can be used when on the phone and will be heard in the headset right ear. If you can't hear the radio it may be MUTED.

Simulcast broadcasts on both frequencies. Radio transmissions are recorded with the Replay button and have their own folder on the desktop. You can record radio exclusively. You can use the radio for radio only training for pursuits, traffic stops etc. This is a feature used by emergency radio dispatchers to ensure ALL parties on both channels receive vital information at the same time. This button opens both channels.

When both parties activate the radio at the same time, a dinging sound will be heard. Volume is for the radio and phone volume.


The TONE OUT is an alert to the fire and EMS units before the call. This is used at all agencies to alert the fire station or the EMS responders that they have a call coming in.



99 custom addresses can be added. PremiseHX and Flags are custom. ALI Anytown is loaded default. The Instructor/Role Player must select the desired ALI address to fit the type of call for the scenario before calling the 911 line. Ensure that the desired address is *highlighted* before pushing the telephone line.

All telephone calls answered on 9-1-1 lines will create an INCIDENT CARD with no recognition of any duplicate ALI. Business lines do not create CAD cards.

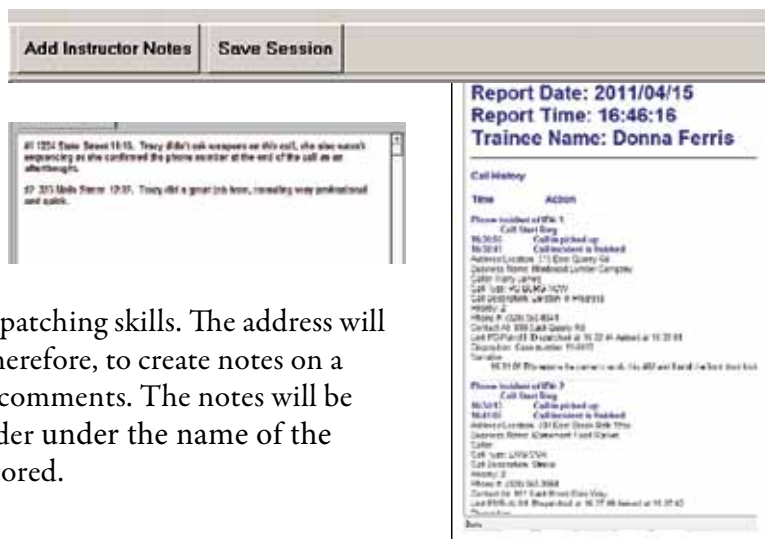
5 INSTRUCTOR/ROLE PLAYER NOTES
This notepad is intended for use

 This notepad is intended for use during a student training session. Instructor/Role Players have the ability to real time view the student's work with the INSTRUCTOR/ROLE PLAYER MONITOR SCREEN. Instructor/Role Players will also have comments to write during the calls regarding the student's voice, manner, service and questions or dispatching skills. The address will appear only for the ALI that is selected. Therefore, to create notes on a certain call, select that call and enter your comments. The notes will be saved in the INSTRUCTOR NOTES folder under the name of the instructor sign on and can be printed or stored.

INSTRUCTOR VIEW SCREEN

Each Instructor Station includes an additional computer monitor that acts as a real time viewing screen for the student. This viewing can be initiated by pressing VIEW STUDENT and dragging the student screen over to the monitor. The student screen may show up behind the instructor, move the instructor screen aside and drag the student over to the second screen. See #8 next page.

The additional feature for this instructor tool allows the instructor interact on the student screen with the student. The Instructor could (for example) correct a narrative or change the Call Type choice by moving the mouse to the VIEW screen and typing on the student screen.



²ALI can be modified or created new. You can use multiple ALI for training multiple jurisdictions.

6 CURRENT STUDENTS - CONNECTED STUDENTS

In the event 9-1-1 Reality is **one station to one station**, this area will display the computer name Student . Students must enter first and last name. This student real name will appear under CURRENT STUDENT when the student is selected. On multiples select Student 3 and that name will appear so you know who it is you are working with - the student sitting at the computer named Student 3.



In the event your configuration involves *multiple students* — connected students will tell the Instructor/Role Player which stations are signed in to the session.

NOTE: The Instructor Station can only act as an Instructor/Administrator position.

So when working with many students do I work with only one at a time?

Yes, you will select which student to call on the phone, others will monitor.

One student will recognize they are selected and should answer the call when a GREEN BAR appears on the bottom of their screen. All non-selected monitoring students will notice a RED BAR at the bottom of their screen. Monitoring students will be automatically muted on the phone. Monitoring students will be able to fill out CAD Cards on the call. Monitoring students will be able to save their CAD entry into logs. Monitoring students are able to answer the radio on all calls without being selected. Instructors can switch from student to student at will but must hang up on the phone with each student upon selecting another student.



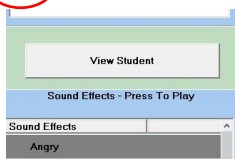
7 BACKGROUND SOUND EFFECTS

The system allows an Instructor/Role Player to manually start or stop playback of a background audio file from a palette of unlimited possible choices to be mixed with an active phone call or radio transmission. Once the Instructor/Role Player has started a background noise audio file playback, the system will play the audio file in a continuous loop until the Instructor/Role Player stops the playback.

The sounds go over the radio as well as the phone.

These sounds can be changed or added by the System Administrator.

8 VIEW STUDENT

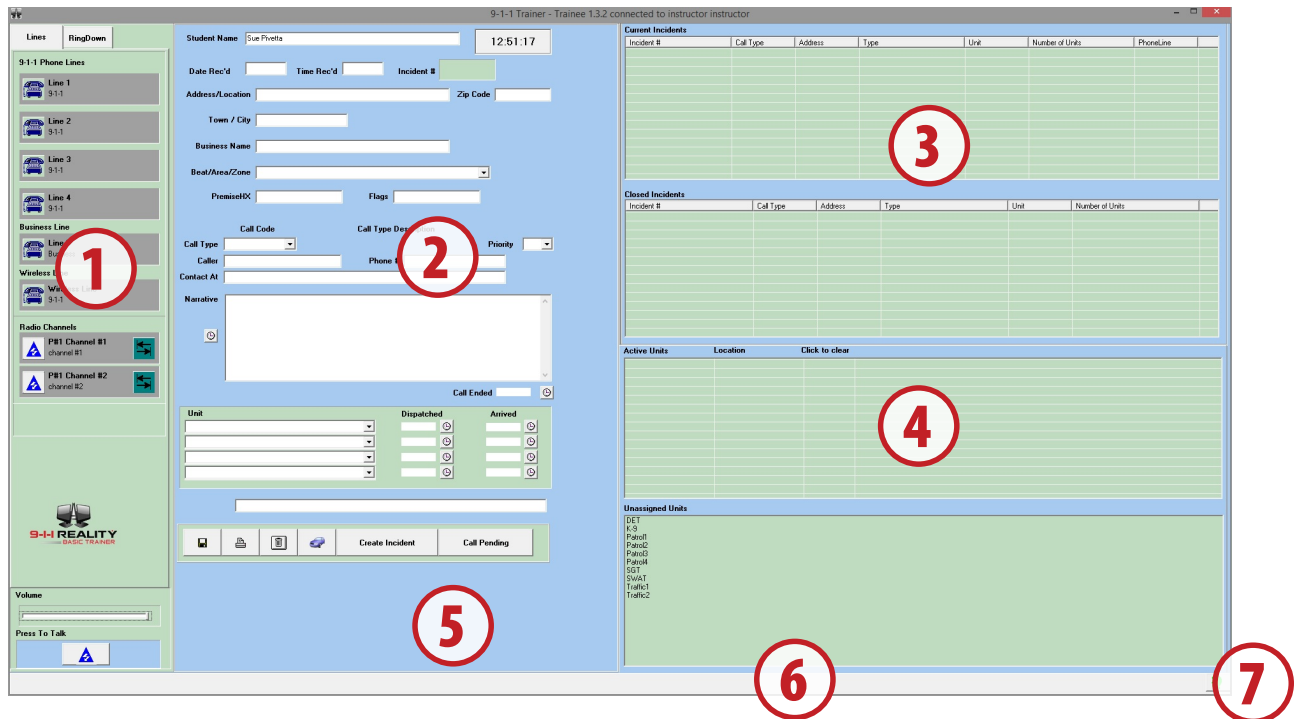
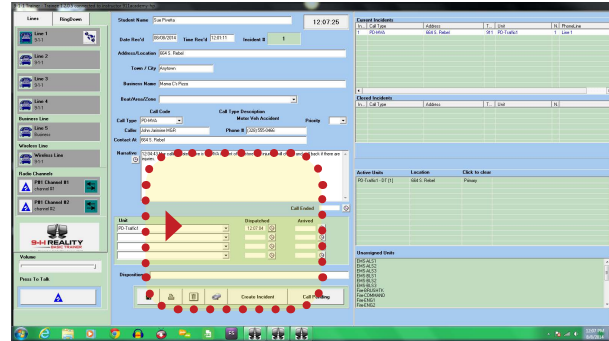


From the list of CONNECTED STUDENTS select the student you wish to view on your connected second monitor. This student screen may show up BEHIND your instructor screen, drag it to the second monitor. This is a vital component of training - you must view the student as they do their work so you can track the calls on that screen.

STUDENT STATION

The student will have a Login popup that must 'see' the instructor. The

Instructor Station must be logged on first. Log In is mandatory. The login name will appear on all documentation for the session. This name will appear on the instructor screen as signed on students when they are connected.



- 1 **PHONES RADIO / VOLUME / SIMULCAST/TONE OUT** – for radio only tone out.
- 2 **CAD INCIDENT CARD** – Working CAD Card and Units to be filled in during call
- 3 **CALLS** – Current and Closed Incidents List
- 4 **UNITS** – Active and Unassigned Units
- 5 **FUNCTIONS** – Various functions to select, traffic/on view pop up, pending, create incident
- 6 **STATUS BAR** – Multi-student configuration notify – green bar answer go – red only monitor
- 7 **Green Head Icon** – Ends the session. It is mandatory to end all phone calls prior to ending the session or you may corrupt the simulation files. You would only use this with multiple students.

1 PHONES RADIO / VOLUME

Same as the Instructor Station. 9-1-1 Lines are incoming only for students. Business line is incoming and outgoing. Call Back line is for the student to return a call to a caller who has hung up. Volume bar adjusts the radio volume – be sure the computer volume is adjusted. Ring Down lines do not create incident cards. These lines can be customized.

2 CAD CARD

The screenshot shows a CAD Card form with various fields and annotations. The form is divided into several sections:

- Top Section:** Student Name (Sue Pivetta), Date Rec'd (08/08/2014), Time Rec'd (12:39:27), Address/Location (664 S. Rebel), Town / City (Anytown), Business Name (Mama C's Pizza), and Beat/Area/Zone (dropdown).
- Call Information Section:** Call Type (PD-MVA), Call Code (dropdown), Call Type Description (Motor Vehicle Accident), Priority (dropdown), Caller (John Jarimine MGR), Phone # ((328) 555-0466), and Contact At (664 S. Rebel).
- Narrative Section:** A text area for the incident narrative, with a timestamp of 12:04:43.
- Unit Section:** A table for tracking units, with columns for Unit, Dispatched, and Arrived.

Annotations on the form include:

- NAME UPON SIGN IN:** Points to the Student Name field.
- POPULATED BY SYSTEM:** Points to the Time Rec'd field.
- POPULATED BY ALI CHOICE:** Points to the Town / City field.
- PULL DOWN CHOICE:** Points to the Call Type dropdown.
- POPULATED BY ALI:** Points to the Contact At field.
- ENTERED BY LEARNER – MUST HIT TIME STAMP:** Points to the Narrative text area.
- TIME STAMP FOR ENTRY OF NEW DATA:** Points to the timestamp in the Narrative section.
- END THIS CALL:** Points to the Call Ended button.
- PULL DOWN CHOICE:** Points to the Unit dropdown menu.

Dispatch/Clear Units

To dispatch a unit for one incident, select from 'Response' pull down and click the 'dispatched' timestamp. The selected unit will be shown in 'Active Units List' and on that Incident on the screen in 'Current Incidents'. Primary unit will appear connected to the Incident and Back Up units will only appear in the Active Units box referencing the call. Click the 'arrived' timestamp when units are arriving. The primary unit will not clear until the call is ENDED. Back up units will clear whenever the unit is clicked in the Active Units box. In the event there are FLAGS or Premise HX this info must be stated on the radio dispatch.

3 CALLS / CURRENT AND CLOSED

Current Incidents – Non interactive box displaying all open calls, the primary unit, the call type and the phone line the call came in on, and number of units responding. Selecting a call in this box will bring the Incident Card up. You can adjust the field size by dragging the boxes.

Current Incidents							
In...	Call Type	Address	T...	Unit	N.	IsPending	PhoneLine

In=Incident # T=Line N=number of units IsPending=Pending

Closed Incidents – Non interactive box displaying the list of incidents that have ended

4 RESPONSE

Active – A list of Units that have been put on calls or traffic and their location.

Unassigned – Units available to dispatch.

5 FUNCTIONS

Disposition User defined non data drive field.

Save the Incident Card Information



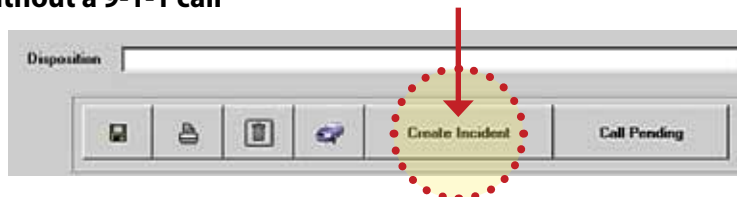
Every card must *be saved* after the data is entered or the data will be

lost. **Pend a Call if no units are available to dispatch**



In the event no unit is available to dispatch, the call can be put in Current Incidents and indicated as pending by hitting CALL PENDING. When a unit is dispatched on that call the Pending Status is replaced by the unit dispatched to the call.

Create an incident without a 9-1-1 call



“Create Incident” will display a blank CAD Card for calls that do not come in on the 9-1-1 lines. Not used for *traffic stop turned incident*, there is another button below for that.

Traffic Stop – for police traffic or other police patrol/fire or EMS work that needs recording.

Start the Traffic Stop Popup

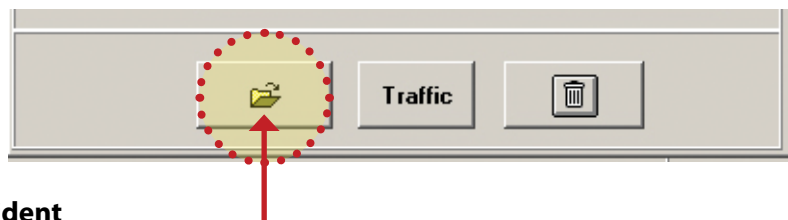


Click blue car button to bring up the traffic stop/on view window.

A screenshot of a software window titled "On View / Traffic Stop". The window has a light gray background and a blue title bar. It contains several input fields: "Unit" (a pull-down menu), "Location" (a text box), "Plate" (a text box), "Name / DOB" (a text box), and "Disposition" (a text box). At the bottom of the window, there are three buttons: a yellow button with a folder icon, a gray button labeled "Traffic", and a gray button with a trash can icon.

Fill Information in On View Traffic Stop Window

Select a unit from the pull down menu, input a location and plate and select the TRAFFIC button. This will close the popup and put the traffic stop into the Active Units box only with the designation TS with the unit name and location. To reopen double click in the Active Units box pop up, this will return the prior box so the name or disposition can be entered. Use Disposition for out of the car, out of the station, court, parades or any other tracking that is needed for police fire and EMS units.

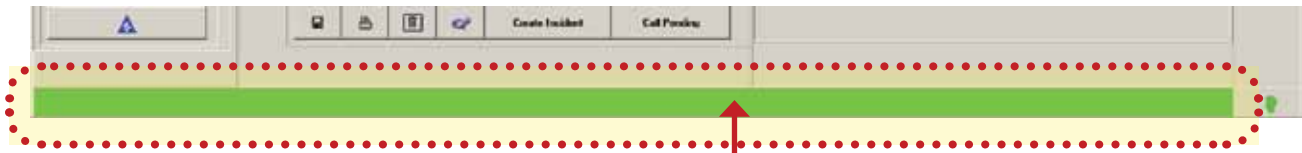


Create a Traffic Incident

In the event the On View Traffic stop results in an *arrest* or needs an Incident Card, click the leftmost *open file* icon to create a traffic Incident Card in CAD. This will open a card and dump current information in the popup into the CAD Card.

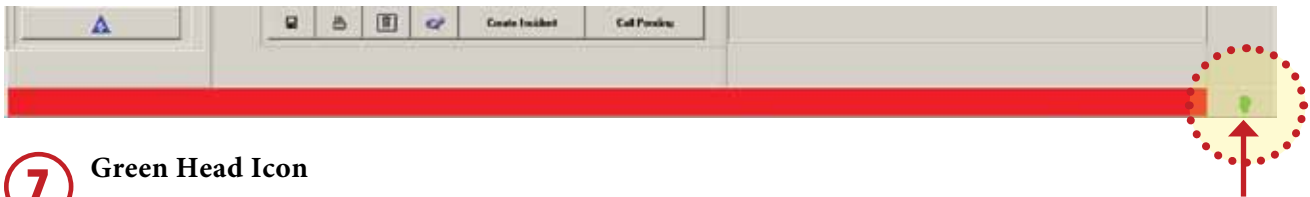
Erase the Traffic Stop Window

Click the rightmost button with trash can image so that no traffic incident is created and no unit status will be affected.



6 911 TRAINEE STATUS BAR

Status bar turns green when there is a call for the student. Status bar turns red means there is a call for another student connected to the same session and the red student may *monitor* the call and enter their own information into CAD and save in their own student files.



7 Green Head Icon

This icon closes the Student Session for the student, the name will remain on the Instructor screen until the Instructor session is closed. If returning, the student name will appear again.

Student Log File

All 9-1-1 calls taken and/or dispatched and all on view traffic stops are saved in a STUDENT LOG folder on the desktop. The file can be printed and submitted for lab work or saved on a flash drive or student folder. The file is not available until the session is ended. No action is needed for this to happen as the folder magically appears and files dump into the desktop folder during the session yet only available after the session is ended.

You should see a file

"NAME_{month}_{day}_{year}_{hours}_{min}_{sec}.html"

