



# CUSTOMIZING GUIDE

# CUSTOMIZING GUIDE

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

### ADDRESSING

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

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

ALI Anytown is DEFAULT in your program and can be used as is or replaced at any time by creating your own ALI (99 addresses) in ACCESS. ALI.mdb *will need to be uploaded* into your Computer/C:/Program Files/ARTTCOMMS folder to replace the current ALI.mdb.

The easiest way to create your own ALI.mdb is to use the Current ALI located in your Simulation Folder / Custom / ALI on your desktop and remake it by copy and pasting your addresses over ANYTOWN. Do not change the field names and all entries start with 0 and must be numbered.

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

No	PhoneNo	Name	Address	Town	ZipCode	Class	Latitude	Longitude	PremiseHX	Flags
0	No Record	No Record	No Record	No Record	00000	CELL	Unknown	Unknown		
1	No Record	No Record	No Record	No Record	00000	UNK	0	0		
2	(328) 555-1856	City Hall	25 W Main St	Anytown		BUSN	47.3074973	-122.23058		
3	(328) 555-9588	Childrens Theatre	122 W Mail St	Anytown		BUSN	47.3071611	-122.23156	PayPhone Lby	
4	(328) 555-2856	Hardware Store	308 W Main St	Anytown		BUSN	47.3074339	-122.23342		
5	(328) 555-0466	WalMart	762 Supermall Way	Anytown		BUSN	47.3015846	-122.24085		
6	(328) 555-1286	Hi School	711 E Mail St	Anytown		BUSN	47.3098491	-122.21960	PayPhone Hall	
7	(328) 555-4486	Red Lotus Bar	714 Auburn Way N	Anytown		BUSN	47.3137118	-122.22446		
8	(328) 555-3664	Medical Clinic	701 A St NE	Anytown		BUSN	47.313496	-122.22279		Haz Chem
9	(328) 555-3664	Veteran Park	405 E Street NE	Anytown		BUSN	47.313496	-122.22279		
10	(328) 555-3664	Shipping Supplies	1005 C St NW	Anytown		BUSN	47.3321990	-122.22075		
11	(328) 555-3521	Airport	506 23rd St NE	Anytown		BUSN	47.3281560	-122.23559		
12	(328) 555-3521	Sports Bar	2802 Auburn Way N	Anytown		BUSN	47.3321990	-122.22075		
13	(328) 555-3521	Medical Clinic	1101 Outlet Collection Dr SW	Anytown		BUSN	47.3009345	-122.24463		
14	(328) 555-3544	The River Emergency Phone	Riverside	Anytown		BUSN	47.3397436	-122.21424		
15	(328) 555-3400	Athens Pizza and Pub	959 E Main St	Anytown		BUSN	47.3081855	-122.21647		
16	(328) 555-3400	Pete & Sandy Meyers	2606 Spring	Anytown		RESD	47.3095240	-122.21572		
17	(328) 555-5688	Szavior Persma	404 M St SE	Anytown		RESD	47.3097392	-122.21415	DV Prior	OfcThreats
18	(328) 555-9589	Race Track	2300 Emerald Downs Dr	Anytown		BUSN	47.329859	-122.23861		
19	(328) 555-4488	Lowes	1232 A St NE	Anytown		BUSN	47.319561	-122.22784		
20	(328) 555-1886	Doxon Car Dealership	3405 Auburn Way N	Anytown		BUSN	47.3380035	-122.22278		
21	(328) 555-3665	Childrens Home Society	4338 Auburn Way N	Anytown		BUSN	47.346029	-122.22106		
22	(328) 555-3443	Sound Mental Health	4238 Auburn Way N	Anytown		BUSN	47.345477	-122.2216		
23	(328) 555-7112	Fed Ex	3702 C St NE	Anytown		BUSN	47.341377	-122.2250		
24	(328) 555-1789	Brodrick Leplace	3001 K St NE	Anytown		RESD	47.333977	-122.2165	Vac Watch	
25	(328) 555-0093	Jim & Julia Bohansen	3005 I St NE	Anytown		RESD	47.334472	-122.2191	Deaf	
26	(328) 555-0234	J. Jerison	5010 S 288th St.	Anytown		RESD	47.342976	-122.2713	Spanish	
27	(328) 555-2489	Beiret Chemical Plant 1	6870 S 277th St	Anytown		BUSN	47.350013	-122.2493		

When you have the C://Program Files/ARTTCOMMS folder open, simply replace the existing ALI.mdb with your NEW ALI.mdb – your new file must be named exactly **ALI.mdb** to be recognized by 911 Reality Software.

#### COMMON ERRORS:

1. Missing number 1- 99
2. Phone number not unique
3. Field Name changed or added
4. Long/Lat too long or too short (Plus only)

**IMPORTANT** Your custom ALI must be saved for reinstall with a new 'build' or upgrade. After installing the new build drag your custom ALI.mdb into the same folder in ARTTCOMMS.

## USING THE 'SIMULATOR DATABASE MANAGER'

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

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

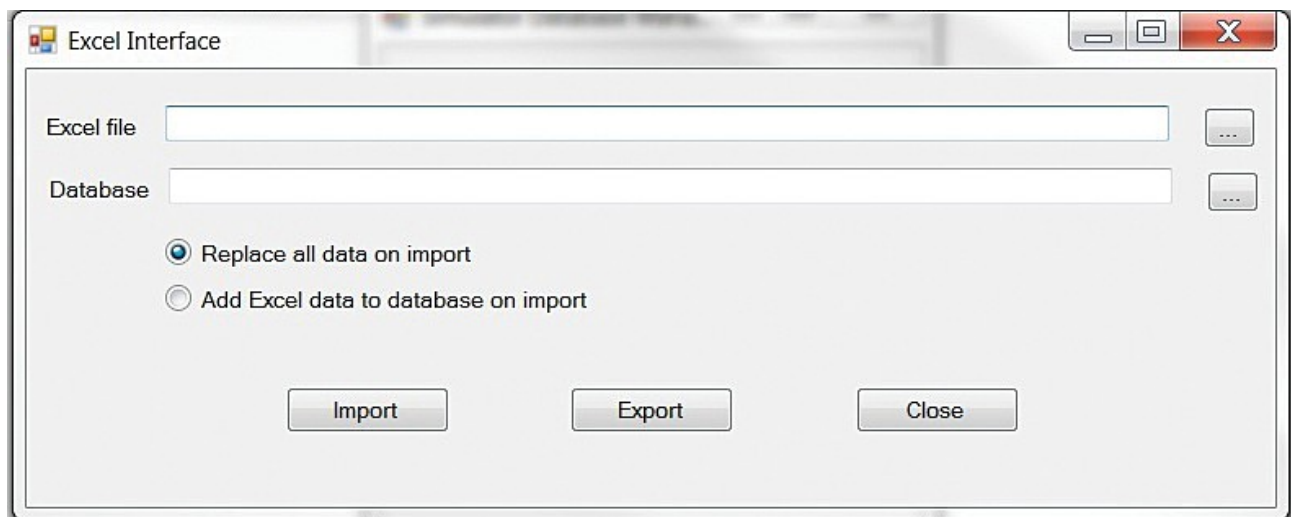
### PROGRAM LOCATION

Simulator Database Manager is located on desktop Simulation How To / Customizing folder



### 1) IMPORT NEW ALI DATABASE

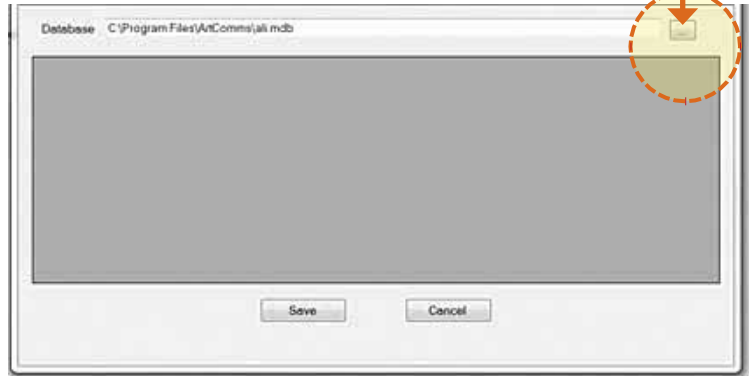
When you receive your program you will have ANYTOWN addressing (unless you provided the ALI to us to load for you). You can import from EXCEL up to 99 addresses using this exe program or add to the existing program. It is mandatory to use the template.



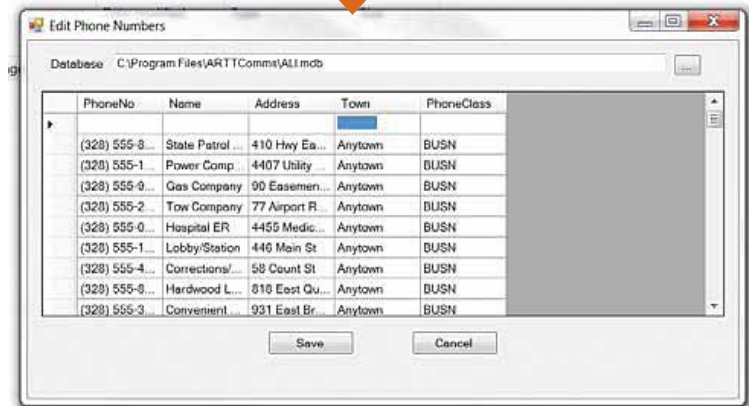
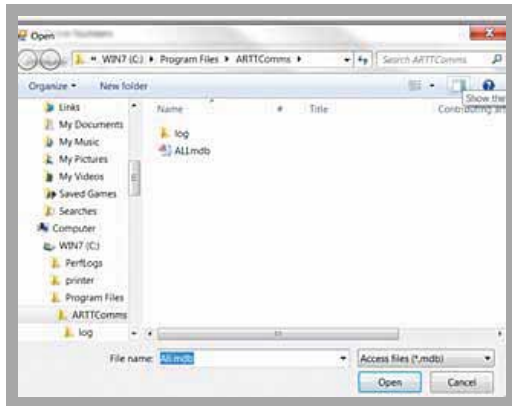
**Replace?** To put a full NEW database from EXCEL you select the Replace button as shown then use **search** to find the 1) EXCEL file program you have (possibly on your flash drive) and the 2) Database is the current database (in ARTTCOMM folder named ALI.mdb). Import!

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

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



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



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

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

### 3. EDIT TYPES AND UNIT NAMES

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

We also recognize that you may want to change the Call Types depending on what you are training that day; police, fire or EMD.

Unit names can be RESPONSES instead of individual units. For example One Patrol, Two Patrol, Full Fire Response, ALS, BLS.

**NOTE:** Changes to the Unit & Call Types must also be changed on the STUDENT station. Call Types change must begin on the INSTRUCTOR station.

Go to each trainee station to the Documents / Simulation Database Manager and change as you did on the instructor station.

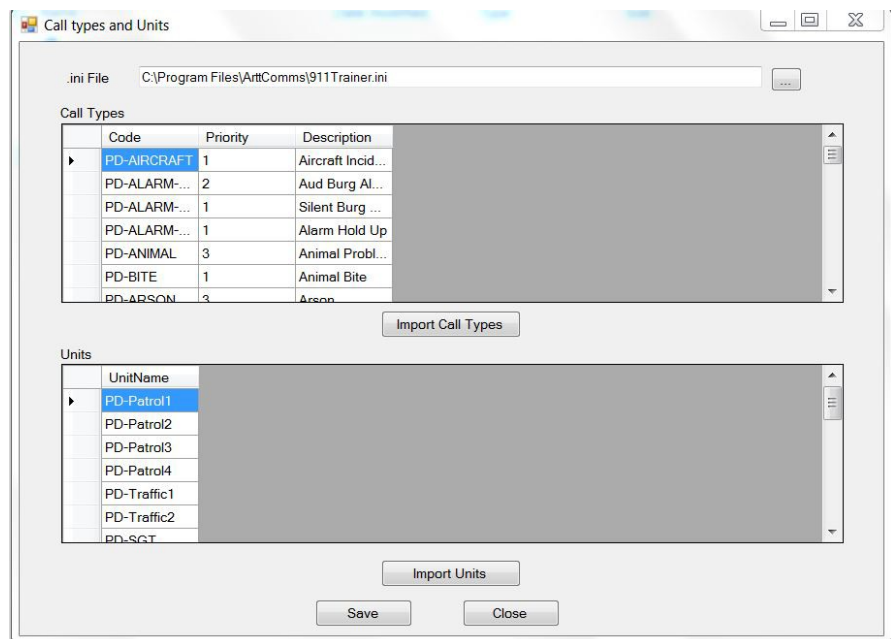
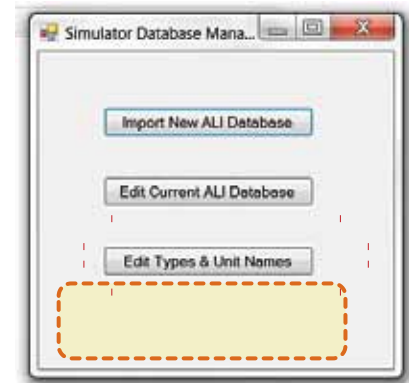
**MULTIPLE UNITS GREAT TRAINING IDEA** — If you have one Instructor and multiple students you are able to easily set up each station as a different responder type by entering their own Unit Names. For example One Instructor giving the call to 4 students, one of which is the call taker, one the fire dispatcher,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

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

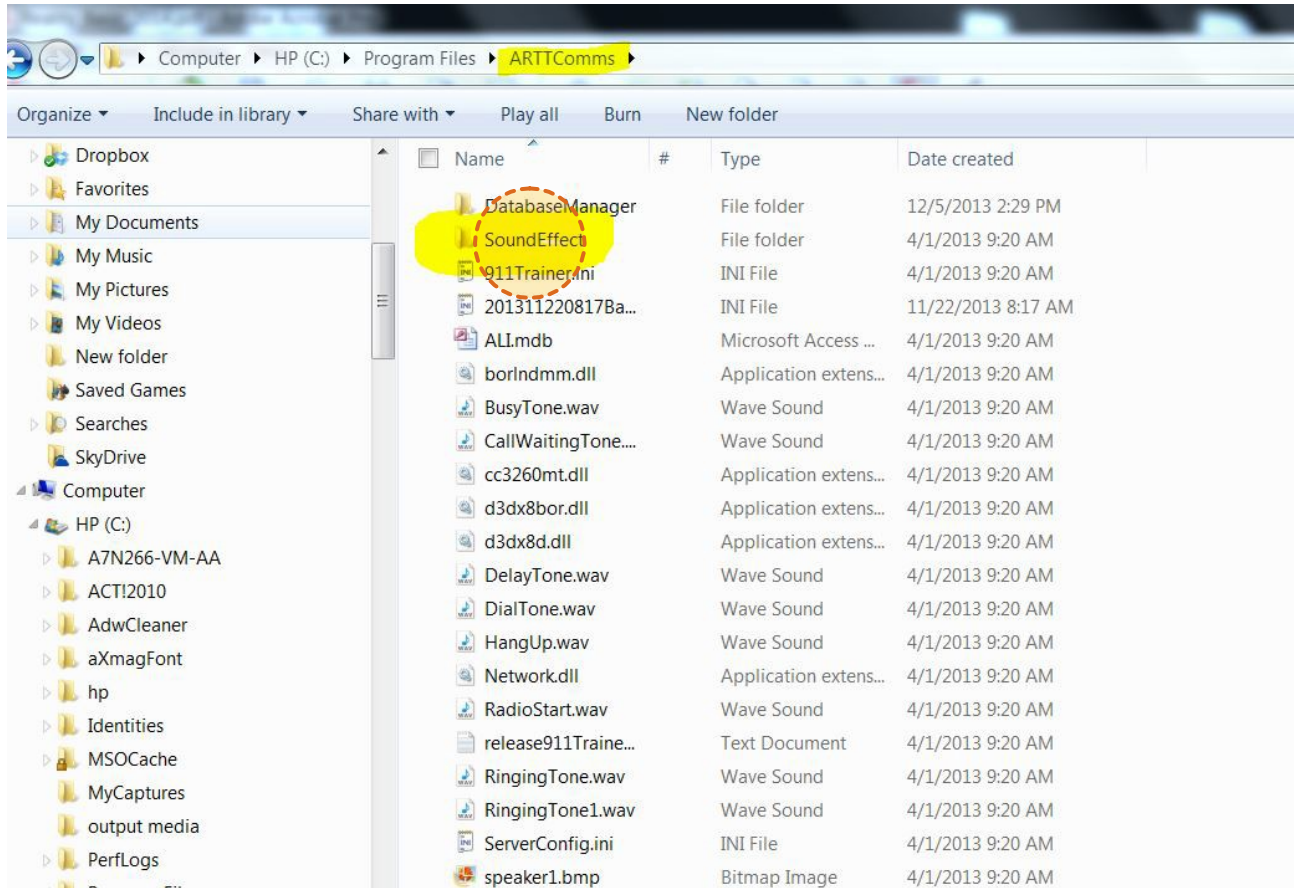
#### CHANGING CALL TYPES

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

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



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



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

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

## CHANGING THE LABELS ON THE UTILITY PHONE LINES

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

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

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

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

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

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

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

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

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

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

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



# LISTS

**DEFAULT ADDRESSING  
CALL TYPES / UNITS  
NOT CUSTOMIZED**



# Address List - Default - Can Be Customized With MS Access

## DEFAULT ADDRESSING

ALI table								
ALI no	PhoneNo	Name	Address	Town	Zip Code	Phone Class	PremiseHX	Flags
0	(555)430-7755	Wireless Phone	No Record	No Record	00000	BUSN		
1	No Record	Unk Caller	No Record	No Record	00000	RESN		
2	(328) 555-1856	City Hall	25 W Main St	Anytown		BUSN		
3	(328) 555-9588	Childrens Theatre	122 W Mail St	Anytown		BUSN	PayPhone Lby	
4	(328) 555-2856	Hardware Store	308 W Main St	Anytown		BUSN		
5	(328) 555-0466	WalMart	762 Supermall Way	Anytown		BUSN		
6	(328) 555-1286	Hi School	711 E Mail St	Anytown		BUSN	PayPhone Hall	
7	(328) 555-4486	Red Lotus Bar	714 Auburn Way N	Anytown		BUSN		
8	(328) 555-8841	Ampac Chemical Co	701 A St NE	Anytown		BUSN		Haz Chem
9	(328) 555-3664	Veteran Park	405 E Street NE	Anytown		BUSN		
10	(328) 555-7720	U Line Shipping Supplies	1005 C St NW	Anytown		BUSN		
11	(328) 555-3521	Airport	506 23rd St NE	Anytown		BUSN		
12	(328) 555-9957	Sports Page Bar	2802 Auburn Way N	Anytown		BUSN	Watch Burgs	
13	(328) 555-4405	Outlet Mall Security	1101 Outlet Collection Dr SW	Anytown		BUSN		
14	(328) 555-3544	The River Emergency Phone	Riverside	Anytown		BUSN		
15	(328) 555-1188	Athens Pizza and Pub	959 E Main St	Anytown		BUSN		
16	(328) 555-3400	Pete & Sandy Meyers	2606 Spring	Anytown		RESN		
17	(328) 555-5688	Szavior Persma	404 M St SE	Anytown		RESN	DV Prior	OfcThreats
18	(328) 555-9589	Race Track	2300 Emerald Downs Dr	Anytown		BUSN		
19	(328) 555-4488	Lowes	1232 A St NE	Anytown		BUSN		
20	(328) 555-1886	Doxon Car Dealership	3405 Auburn Way N	Anytown		BUSN		
21	(328) 555-3665	Childrens Home Society	4338 Auburn Way N	Anytown		BUSN		
22	(328) 555-3443	Sound Mental Health	4238 Auburn Way N	Anytown		BUSN		

## DEFAULT ADDRESSING

ALI no	PhoneNo	Name	Address	Town	Zip Code	Phone Class	PremiseHX	Flags
23	(328) 555-7112	Fed Ex	3702 C St NE	Anytown		BUSN	Vac Watch	
24	(328) 555-1789	Brodrick Leplace	3001 K St NE	Anytown		RESD	Deaf	
25	(328) 555-0093	Jim & Julia Bohansen	3005 I St NE	Anytown		RESD	Spanish	
26	(328) 555-0234	J. Jerison	5010 S 288th St,	Anytown		RESD		
27	(328) 555-2489	Berret Chemical, Plant 1	6870 S 277th St	Anytown		BUSN		
28	(328) 555-2490	Bus Terminal	225 6th St SE	Anytown		BUSN		
29	(328) 555-9958	Rankin Uland	2804 Auburn Way N #44	Anytown		RESD		HIV
30	(328) 555-8093	Elizabeth Appleton	220 6th St SE	Anytown		RESD	Wheelchair	
31	(328) 555-5071	Auburndale Park	31709 108th Ave SE	Anytown		BUSN	PayPhone	
32	(328) 555-1189	Mary Nugyen	959 E Main St	Anytown		RESD	Elderly Mental	
33	(328) 555-2480	Mary Krantz MC		Anytown		BUSN		
34	(328) 555-5081	Kelly Zetro	31710 108th Ave SE	Anytown		RESD		
35	(328) 555-8009	Betty Zelinkis	2804 Auburn Way N #1-	Anytown		RESD		
36	(328) 555-5763	Robert & Florence Robertson	300 G St SW	Anytown		RESD		
37	(328) 555-1117	Sun Break Café	22 A St SW 22 A St SW	Anytown		BUSN		
38	(328) 555-9977	Mary Covington	24 A St SW	Anytown		RESD		
39	(328) 555-5540	Edward Jones Financial	110 2nd St SW	Anytown		BUSN		
40	(328) 555-5541	Fred & Erma Zenlitski	102 Auburn Way No 2B	Anytown		RESD		
41	(328) 555-3377	Wells Fargo Bank	101 Auburn Way N	Anytown		BUSN		
42	(328) 555-5989	Sam & Ellie Ratsmore	250 G St SW	Anytown		RESD		
43	(328) 555-8054	Brad & Ann Johnston	299 G St SW	Anytown		RESD		
44	(328) 555-5444	Ed & Gerry Forstall	102 Auburn Way No MGR	Anytown		RESD		
45	(328) 555-8012	Wells Fargo Bank ATM	105 1st St NE	Anytown		BUSN		
46	(328) 555-7756	Don Feldstein	401 G St SE	Anytown		RESD		
47	(328) 555-1005	Ollie & Judith Oliver	405 G St SE	Anytown		RESD		
48	(328) 555-5700	Scobie Elementary School	1031 14th St NE	Anytown		BUSN		
49	(328) 555-4499	Jane Rameriz	1043 14th St SE	Anytown		RESD		
50	(328) 555-6229	Horace Norton Esquire	114 F Street SE	Anytown		RESD		

## DEFAULT CALL TYPES 1.5.7.2 (CUSTOMIZABLE)

Students can type in first letter

01 Abdominal Pain	43 Lightning strike(investigation)
02 Accident (police only)	44 Lost Found Property
03 Aircraft emergency	45 Mental
04 Alarms(fire)	46 Missing Person
05 Alarms (police)	47 Odor (strange / Unknown)
06 Allergies	48 Outside Fire
07 Animal Bites / Attacks All	49 Overdose / Poisoning(ingestions)
08 Assault / Sex assault	50 Keep The Peace
09 Assist Mutual Aid	51 Pregnancy / Childbirth / Miscarriage
10 Back Pain	52 Psychiatric / Abnormal Behavior
11 Bomb	53 Robbery
12 Breathing Problems	54 Runaway
13 Burns	55 Sex offense
14 Carbon Monoxide	56 Shoplift
15 Cardiac or Respiratory Arrest / Death	57 Sick person
16 Chest pain / Chest Discomfort	58 Smoke Investigation(outside)
17 Choking	
18 Citizens Assist Service Call	59 Stab / Gunshot / Penetrating Trauma
19 Confined Space / Structure collapse	60 Stolen Vehicle
20 Convulsions / Seizures	61 Stroke CVA
21 Diabetic Problems	62 Strong Arm Robbery
22 Disorderly	63 Structure Fire
23 Drowning / Near Drowning	64 Suicide
24 DUI	65 Suspicious
25 Electrical Hazard	66 Theft
26 Electrocution / Lightning	67 Traffic Hazard
27 Elevator / Escalator Rescue	68 Traffic / Transportation Incidents
28 Explosion	69 Train and Rail Collision / derailment
29 Extrication / Entrapped (Machinery, Vehicle - Non - MVA)	70 Train and Rail All
30 Eye Problems / Injuries	71 Traumatic Injuries
31 Falls	72 Trespass
32 Forgery	73 Unconscious / Fainting(near)
33 Fuel Spill / Fuel Odor	74 Unknown Problem (person Down)
34 Gas Leak / Gas Odor(Natural and LP)	75 Vandalism
35 HAZMAT	76 Vehicle Fire
36 Headache	77 Warrant
37 Heart Problem	78 Water rescue / Sinking Vehicle / Vehicle in floodwater
38 Heat / Cold Exposure	79 Weapon
39 Hemorrhage / Lacerations	80 Welfare Check
40 High Angle Rescue	81 Accident Injury
41 Inaccessible Incident / Other Entrapments(non - traffic)	82 Civil Complaint / Service
42 Kidnapping	83 DOA Obvious

## DEFAULT UNIT NAMES / RESPONSES - CUSTOMIZABLE

Students can type the first letter to access the unit or response.

Ambulance Private  
Animal Control  
Chaplin  
Combined Fire & EMS  
Combined Fire & PD  
Combined Fire EMS PD  
EMS ALS 1  
EMS ALS 2  
EMS BLS 1  
EMS BLS 2  
EMS Life Flight  
EMS Medical Examiner  
Fire Command  
Fire Engine 1  
Fire Full Response  
Fire Ladder  
Fire Marine  
Fire Pumper  
Fire Rescue  
Fire Wildland  
Mutual Aid(All) PD ATL (BOLO)  
PD Detective  
PD K9  
PD Patrol 1  
PD Patrol 2  
PD Supervisor  
PD Traffic  
Search Rescue

## DEFAULT CALL TYPES & UNIT/RESPONSE

<b>CODE</b>		
Abdominal	High Angle Rescue	Unit01Name=PD-Patrol1
Abduction	Inaccessible Incidents	Unit02Name=PD-Patrol2
Abuse	Indecency	Unit03Name=PD-Patrol3
ACN	Interfacility	Unit04Name=PD-Patrol4
Active Shooter	Lightning Marine	Unit05Name=PD-Traffic1
Aircraft Emergency	Mental Disorder	Unit06Name=PD-Traffic2
Alarms	Mental Health	Unit07Name=PD-SGT
Alarms	Transfer	Unit08Name=PD-DET
Allergies	Miscellaneous	Unit09Name=PD-K-9
Animal	Missing	Unit10Name=PD-SWAT
Animal	Motor Vehicle Accident	Unit11Name=Fire-COMMAND
Assault / Sexual	Mutual Aid	Unit12Name=Fire-ENG1
Back Pain	Odor	Unit13Name=Fire-ENG2
Bomb	Officer needs assistance	Unit14Name=Fire-RESCUE
Bomb Found	Outside Fire	Unit15Name=Fire-LADDER
Breathing Problems	Overdose	Unit16Name=Fire-SCUBA
Burglary	Pandemic / Epidemic	Unit17Name=Fire-HZMT
Burns	Pregnancy	Unit18Name=Fire-BRUSHTK
Carbon Monoxide	Psychiatric	Unit19Name=EMS-ALS1
Cardiac/Respiratory	Public Service	Unit20Name=EMS-ALS2
Chest Pain	Robbery	Unit21Name=EMS-ALS3
Choking	Scheduled Transfer	Unit22Name=EMS-BLS1
Citizen Assist	Sick Person	Unit23Name=EMS-BLS2
Code	Specialized Transport	Unit24Name=EMS-BLS3
Confined Space	Stab/Gunshot	
Convulsions/Seizures	Stroke (CVA)	
Damage / Vandalism	Suicidal Person	
Deceased Person	Supplemental	
Diabetic Problems	Suspicious / Wanted	
Disturbance	Suspicious Package	
Drowning	Theft	
Drugs	Traffic	
DUI	Traffic Incident	
Electrical Electrocutation	Traffic Violation	
Elevator / Escalator	Train	
Explosion	Train / Rail Fire	
Explosion Extrication /	Transfer	
Entrapment	Traumatic Injuries	
Eye Problems	Trespassing	
Fraud	Unconscious/Fainting	
Fuel Spill/Odor	Unknown	
Gas Leak/Odor	Unknown Problem	
Harassment	Vehicle Fire	
HAZMAT	Water Rescue	
Headache	Watercraft in Distress	
Heart Problems	Weapons	
Heat/Cold	911 Hangup	
Hemorrhage/Laceration	Fire Full Response	

# TROUBLESHOOTING

For help or training or re training we can use JoinMe screen share

IF THIS HAPPENS	IT COULD BE THIS
Sounds are underwater	Check NETWORK SETTINGS. Turn off WiFi. Reboot
View Screen doesn't show	Check connection cords. Check VNC settings - reinstall Tight VNC.
Student cannot sign on	Thenetwork isn't properlyset up. Check cords.
Volume is too low	Go to Speaker icon on the bottom menu, open mixer and check volume levels. Check your headset volume.
Volume is too low on radio	Check the volume bars below the radio - adjust headset
Audio Error When Starting	Headsets must be plugged in prior to start.
Can't hear anything	Check the plug in for the computer from the headset. Check to ensure network is connected. Bad headset?
Wrong ALI Showed up	You must ensure the ALI is properly selected or the last ALI will reappear.
Narrative won't enter	Must hit the clock button for the timestamp.
Selected Student 1, Student 2 rang instead	On the first call you must manually select the connected student you want or it will default.
The record feature didn't record the call.	Turn on the recorder prior to making a call, and turn the recorder off after hanging up.
The .rec call wouldn't open or play.	The only way to play an .rec call is to open it in the Replay. You can convert rec to mp3 online
Simulation software seems frozen or is doing things different, not working as before.	Like with any software that seems to be stuck - reboot. If that doesn't work call 1.253.435.0911 and talk to us or email <a href="mailto:support@911trainer.com">support@911trainer.com</a> .