



USER MANUAL BASIC



INSTRUCTOR



STUDENT

STARTING UP YOUR SIMULATION SOFTWARE

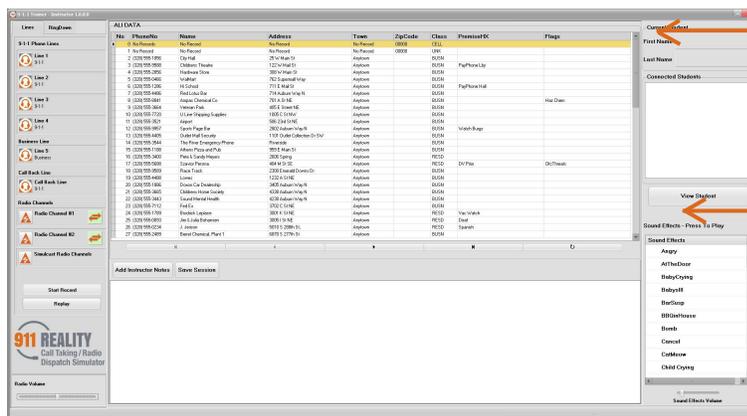
Open Start Instructor Simulation first - Start Simulation next on Student station.



Start Simulation



When the Instructor Starts open the Student and select the Instructor to work with.



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 on the Instructor screen. Drag the Student over to the second screen. This will allow the Instructor to watch the Student real time as they enter the info into the CAD card.

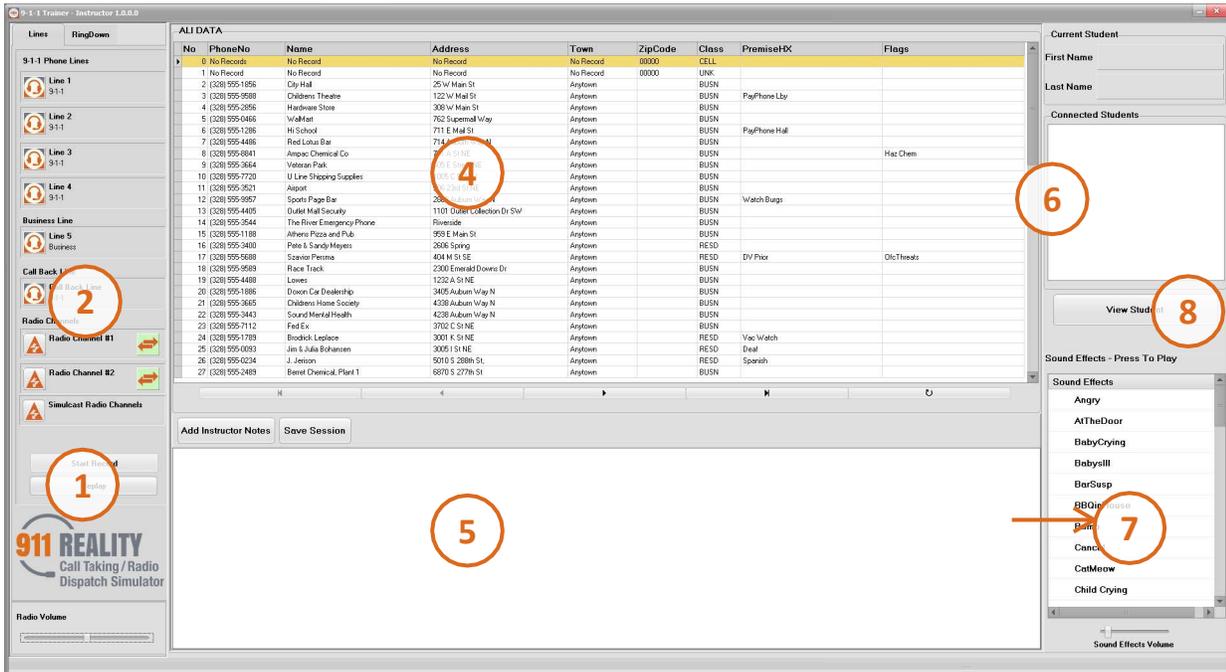
Why do i need to know what the trainee is doing? Unless you are very good at tracking the calls you make and the responses, you will get lost. The Student screen has all the information on all the calls. For the Instructor this is a necessary feature so that evaluation of the Trainee's work can be done. 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 Student CAD card. The Instructor can help the Student by correcting a narrative or 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 connected. Check the Cat7 cord. Reboot. If there is no sign on or the phones are blank you are not connected to the network and something has changed in the settings. The only way settings can be changed is if a person deliberately changed settings. No wifi, firewalls off, good Cat7 cord. The software is not the problem, it's the connection. If all connections are good, you can reinstall the software with the exe found in an Installation folder in C drive. With Multiple Lab Setups the Student will select which Instructor number to work with and sign on and all connections go through a ROUTER - still no wifi.

INSTRUCTOR STATION (ROLE PLAYER STATION)



RECORD REPLAY

1

This is an exe program that can be opened during the session or after with the icon on the desktop. This program allows recording the training session. Phone and Radio recordings have folders.

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 - Phone have separate folders. You can create Student folders and store all recordings.

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 access VCS911Replay.exe recorder from your program files or 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 into this line will create an incident card for 'every' call initiated to the Student station. If a call is not intended the Student can end the call by hitting the close call at the bottom of the card.

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 indicate on hold. To take the call off hold click the hand icon again. Clicking the phone icon disconnects the call from either Student or Instructor.

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' to let the Student know the call is coming from the tab. These are customizable.

Call Back lines are for when a caller to 911 hangs up - the call taker can call back to the person. *"This is 911 you disconnected from me and I need more information."*



3

RADIO CHANNELS

(2) Radio channels are available. An ARROW icon indicates a live channel – WHITE ARROW indicates muted. Pressing the 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. SIMULCAST 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 ON THE Student 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.

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) 955-1556	City Hall	25 W Main St	Anytown		BUSN	47.3074873	-122.23059		
3	(328) 955-5588	Childrens Theatre	122 W Main St	Anytown		BUSN	47.3076111	-122.23156	PayPhone Lby	
4	(328) 955-2556	Hardware Store	338 W Main St	Anytown		BUSN	47.3074339	-122.23342		
5	(328) 955-0466	WalMart	762 Supermall Way	Anytown		BUSN	47.3015846	-122.24095		
6	(328) 955-1286	Hi School	711 E Main St	Anytown		BUSN	47.3088451	-122.21960	PayPhone Hall	
7	(328) 955-4486	Red Lotus Bar	714 Auburn Way N	Anytown		BUSN	47.3137118	-122.22446		
8	(328) 955-5841	Ampac Chemical Co	701 A St NE	Anytown		BUSN	47.3138027	-122.23035		Haz Chem
9	(328) 955-3684	Veteran Park	405 E Street NE	Anytown		BUSN	47.313496	-122.22275		
10	(328) 955-7720	U Line Shipping Supplies	1005 C St NW	Anytown		BUSN	47.3166650	-122.2362		
11	(328) 955-3521	Airport	506 2nd St NE	Anytown		BUSN	47.3281560	-122.22659		
12	(328) 955-9567	Spotts Page Bar	2802 Auburn Way N	Anytown		BUSN	47.3321990	-122.22075	Watch Bugs	
13	(328) 955-4405	Outer Mall Security	1101 Outer Collection Dr SW	Anytown		BUSN	47.3093345	-122.24463		
14	(328) 955-3544	The River Emergency Phone	Riverside	Anytown		BUSN	47.3397436	-122.21424		
15	(328) 955-1108	Athens Pizza and Pub	959 E Main St	Anytown		BUSN	47.3081855	-122.21647		
16	(328) 955-3400	Pete S. Sandy Meyers	2606 Spaing	Anytown		RESD	47.3095240	-122.21572		
17	(328) 955-5688	Szavicz Perma	404 M St SE	Anytown		RESD	47.3097392	-122.21415	DV Prior	OldThreats
18	(328) 955-9589	Race Track	2300 Emerald Downs Dr	Anytown		BUSN	47.329895	-122.23861		
19	(328) 955-4488	Lanes	1232 A St NE	Anytown		BUSN	47.319561	-122.22704		
20	(328) 955-1886	Down Car Dealership	3405 Auburn Way N	Anytown		BUSN	47.3300035	-122.22278		
21	(328) 955-3685	Childrens Home Society	4338 Auburn Way N	Anytown		BUSN	47.346029	-122.22106		
22	(328) 955-3443	Sound Mental Health	4238 Auburn Way N	Anytown		BUSN	47.345477	-122.2216		
23	(328) 955-7112	Fed Ex	3702 C St NE	Anytown		BUSN	47.341377	-122.2250		
24	(328) 955-1789	Buddahs Ladsace	3031 K St NE	Anytown		RESD	47.333977	-122.2165	Vic Watch	
25	(328) 955-0093	Jim L. Julia Bohansen	3005 I St NE	Anytown		RESD	47.334472	-122.2191	Deaf	
26	(328) 955-0234	J. Jetison	5010 S 288th St	Anytown		RESD	47.342976	-122.2713	Spanish	
27	(328) 955-2489	Benet Chemical Plant 1	6870 S 277th St	Anytown		BUSN	47.350013	-122.2493		

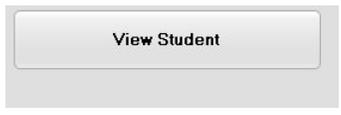
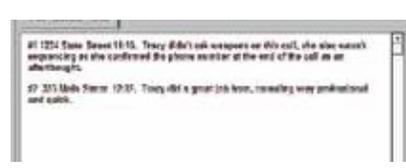
4 ALI LIST/PremisHX Flags

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. Call Back lines are for Student use only.

5 INSTRUCTOR/ROLE PLAYER NOTES

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.

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.

² ALI 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. You can open View Student by selecting each Student and minimizing the Student screen on the second Instructor monitor.

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. ALL students will be able to fill out CAD Cards on the call. ALL students will be able to save their CAD entry into logs. ALL students are able to 'dispatch' 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 noise 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.

Sounds and actual 911 calls can be added if they are converted to wav files and placed in the folder in ARTComms Sound.

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

8

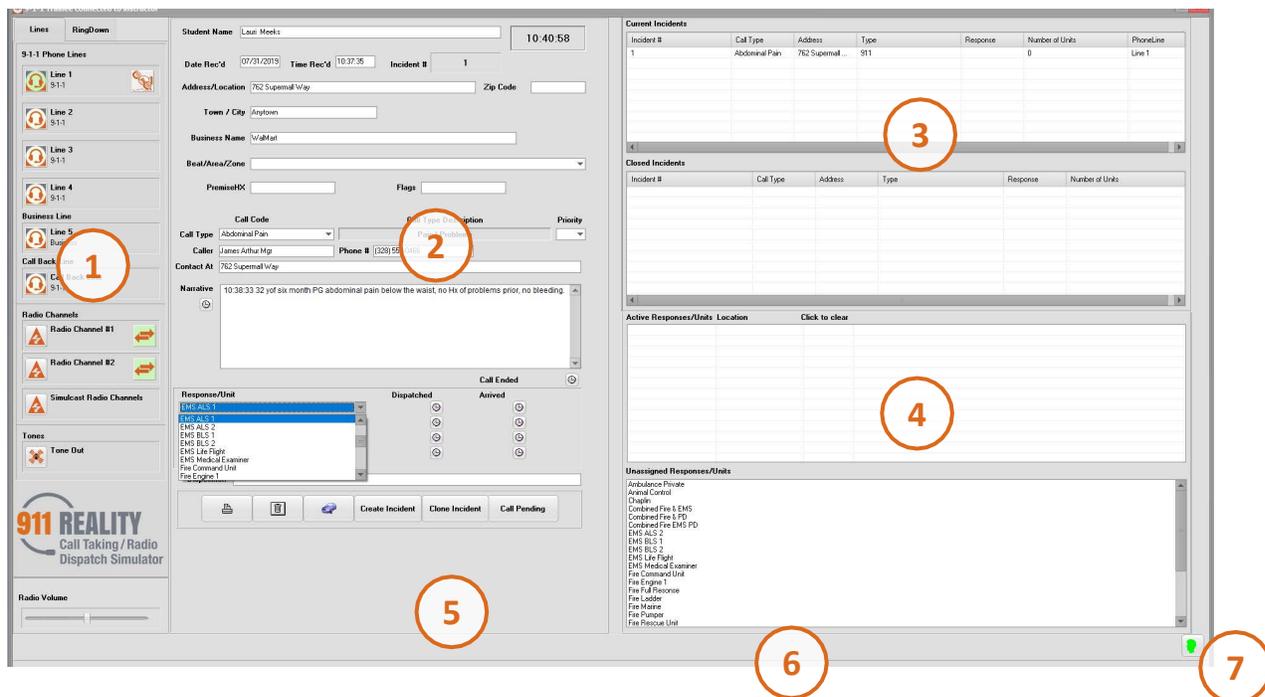
VIEW STUDENT

From the list of CONNECTED STUDENTS select the Student you wish to view on your connected second monitor. This 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 **FUNCTION** – 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 the following fields and annotations:

- Student Name:** Lauri Meeks (Annotated: NAME UPON SIGN IN)
- Date Rec'd:** (Empty)
- Time Rec'd:** (Empty)
- Incident #:** (Empty)
- Address/Location:** (Empty) (Annotated: POPULATED BY SYSTEM)
- Zip Code:** (Empty)
- Town / City:** (Empty)
- Business Name:** (Empty) (Annotated: POPULATED BY ALI CHOICE)
- Beat/Area/Zone:** (Dropdown menu)
- PremiseHX:** (Empty)
- Flags:** (Empty)
- Call Type:** (Dropdown menu) (Annotated: PULL DOWN CHOICE)
- Call Code:** (Empty)
- Call Type Description:** (Empty)
- Priority:** (Dropdown menu)
- Caller:** (Empty)
- Contact At:** (Empty) (Annotated: POPULATED BY ALI)
- Narrative:** (Text area) (Annotated: ENTERED BY LEARNER – MUST HIT TIME STAMP)
- Call Ended:** (Clock icon) (Annotated: END THIS CALL)
- Response/Unit:** (Dropdown menu)
- Dispatched:** (Clock icon)
- Arrived:** (Clock icon)
- Disposition:** (Dropdown menu) (Annotated: PULL DOWN CHOICE)
- Buttons:** Create Incident, Clone Incident, Call Pending

Dispatch/Clear Units

To dispatch a unit for one incident, select from 'Response' pull down and click the 'Dispatched' times stamp. 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' time stamp 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.

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. Determined by agency/school

Save the incident Card information



. Pending 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 / CLONE an incident is used for calls that are both police/fire/ems.



“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.

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.

REALITY - MULTIPLE STUDENTS

All students will select the Instructor to sign in.

PHONE - Instructor will select a certain Student to take a phone call. That selected Student will see a 'green' bar on the bottom of the screen, the other non selected Student(s) will see a 'red' bar on the bottom of the screen.

The selected Student will take the phone call while the observing (red bar) students listen to the interaction between the Instructor and the green bar Student.

Only the 'green bar' Student can speak to the Instructor on the phone, the others are muted.

CAD - The selected Student will enter the call into CAD.

The non selected Student(s) will receive the address selected by the Instructor (same information as the green bar Student) and will need to enter their own data into all other fields such as *Call Type and Narrative and Response* for each call. The red bars cannot see the green bar's CAD entries, nor can the green bar see the other CAD entries.

The Instructor can view any Student on their 'connected view screen'. The Instructor must bring up each Student on View Student and all students can be brought up at once (and minimized on the bottom task bar for later viewing).

CAD entries will be saved in 'Student Log' folder on each student's desktop. This way you can print or save the work to contrast the differing narratives or selections for Call Types.

RADIO - Any Student can use the radio to dispatch the call ... both red and green. The students cannot hear each other. The instructor can hear and answer each student's radio dispatch. The Instructor should advise students to wait for a request to dispatch.

Listening isn't the best learning so this process intends to allow all students to hear the call, enter the call in CAD, and dispatch out to the Instructor (their way) when promoted to.

This type of learning will allow instructors to compare in the classroom setting.

RECORDING¹ - Recording folders on the desktop hold the rec files for phone and radio. The Instructor will choose when to record. Because the phone mic is muted on the 'red bar' students, they cannot be recorded while the red bar exists on their station. Red bar students CAN be recorded for radio as all students can dispatch any call on the radio (only the Instructor can hear each position, they cannot hear one another).

VIEWING STUDENTS SCREENS – Use Select Student on the Instructor Screen above the sound effects - select which Student to view and add them to the Instructor second screen. You can open all students and just reduce them to the bottom menu bar until needed to be seen.

¹Be sure to read the User Manual on operating the record feature and listening to the recordings.

HOW TO PUT A NEW BUILD ON YOUR 911 REALITY SIMULATOR

STEP 1 If you have custom addressing or call types you must have those templates available to you or save the current ALI on the desktop to transfer. The new build will always install the default ANYTOWN.

If you current ALI is YOUR addressing not Anytown - copy and paste it from C:/Program Files / ARTComms and PASTE IT to your desktop before installing the new build.

Your custom Call Types and Units must be on an xls file somewhere, you will use Simulation Database Manager found in the menu- to reinstall it on the Instructor and Student after install of the new build.

STEP 2 Download the exe files from Box.com and put on a flash drive. Take the flash drive to your Instructor and Student to copy the install file to documents and run it.

If you have an older version than 1.5.1 also download Tight VNC install and read below what that is IF you don't have it on your station (it replaces older version of VNC). Your 'version' is listed on the top of the working CAD page.

STEP 3 Use the 911Trainer.exe install for Instructor and Student - appropriately pull down the menu to say Instructor or Student on the correct station. Do another icon. Finish. Eliminate the old icon. You have another installer for the Replay recorder. Click on the install. This will allow you to listen to the recordings from the desktop.

STEP 4 If customized - return your ALI to replace the default in ARTTComms folder in Programs. Call Types and Units must be replaced on the Instructor and Student using the Simulation Database Manager.

ALI.mdb drag to replace the default in Program/C:/ARTComms.

Call Types and Units use Simulation Database Mgr found under 911Trainer on your menu.

STEP 6 Reboot and connect to test.

PROQA USERS NOTE: You must go into Documents/ARTTComms/911Trainer.ini - scroll to the page bottom and change the zeros to 1 on purchases.

```
##=====
## ===== PROQA INFORMATION =====
[ProQAConfiguration]
## set these up for purchased options
ProQAFirePurchased=0
ProQAMedicalPurchased=0
ProQAPolicePurchased=0
## UDP/IP port used for ProQA: Fire.
ProQAFirePort=9024
```

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	The network isn't properly set 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 support@911trainer.com .