



9-1-1 REALITY TRAINING STATION

CUSTOMIZING GUIDE

WHAT WE CAN CUSTOMIZE PRIOR TO DELIVERY

- **ADDRESSING:** We will use the city on your order, for call scenario addresses, unless you indicate differently. We upload business and cell addresses prior to delivery and send you a copy of that upload for you to approve, change, or add to. We create 4 addresses at the same location for an MCI or active shooter. These can easily be modified after delivery with our Simulation Database Manager App located on your station menu. See instructions later in this document.
- **CALL TYPES and RESPONSE/UNITS:** Please use the provided Excel template to load your data. This template has two pages: call types and units. Do not change any field titles; not all fields need to be used. For reference, the template includes our default lists. We will install what you return. We often use RESPONSES in entry level training as the UNITS do not have a geographical location connected to the ali. i.e. Patrol 1, Traffic Unit, ALS1, Engine 1.
- **PHONE AND RADIO LABELS:** The phone and radio labels can be renamed.
- **RING DOWN LINES:** Commonly called numbers for local agencies. Please email nine replacements. to support@911trainer.com.
- **TEXT TO 9-1-1 - AUTO RESPONSES:** You can also modify the Text Auto-Responses to match yours, email these to support@911trainer.com.
- **RADIO:** On your third screen, we include a one-hour recording of an active shooter radio traffic to play continuously during lab call-taking training so that trainees can gain RADIO EAR and SPLIT EAR training. Please send your police, fire, and EMS radio transmissions (in mp3 or mp4 format). This playlist can also be modified or changed after delivery.
- **SUPPORT DOCUMENTS LINK:** This link will open DOCUMENTS FOLDER on the Trainer and the Trainee. We can pre-load the documents or links you want to use. For example, we can include the link to your ProQA (or other) training module, evaluation forms, protocols, any form or document helpful to the trainee on the simulator.
- **SOUND EFFECTS:** We can load any of your 911 calls into sound effects list if they match these sound requirements. Audio files: Mono 8kHz 16 bits.



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

The simulator can be customized before delivery or after. This information is for after delivery.

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.

Our company will add up to 50 addresses from the town of your choice prior to delivery, some may be outdated as they are from web search. We sent the proposed load prior to delivery to approve.

You can easily modify any of the addresses we provide using SIMULATION DATABASE MANAGER. However there are certain RULES you must follow. You can detect problems with the ALI database when the address chosen by the Trainer is not the address received by the Trainee. This may be the **ALINo** is off or fields were left blank. Also phone numbers must be unique.

Longitude and Latitude are mandatory for PLUS, PROCOM and not needed for BASIC model. RESD and CELL are the only class - BUSN does not populate the caller info and CELL does. Locate lat long at this website **LATLONG.NET**. Premise HX Flags are optional.

No	PhoneNo	Name	Address	Town	ZipCode	Class	Latitude	Longitude	PremiseHX	Flags
0	No Records	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) 555-8841	Ampac Chemical Co	701 A St NE	Anytown		BUSN	47.3136827	-122.22835		Haz Chem
9	(328) 555-3664	Veteran Park	405 E Street NE	Anytown		BUSN	47.313496	-122.22279		
10	(328) 555-7720	U Line Shipping Supplies	1005 C St NW	Anytown		BUSN	47.3166650	-122.2362		
11	(328) 555-3521	Airport	506 23rd St NE	Anytown		BUSN	47.3281560	-122.22659		
12	(328) 555-9957	Sports Page Bar	2802 Auburn Way N	Anytown		BUSN	47.3321990	-122.22075	Watch Burgs	
13	(328) 555-4405	Outlet Mall Security	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) 555-1188	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	Lowe's	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	Berret Chemical, Plant 1	6870 S 277th St	Anytown		BUSN	47.350013	-122.2493		

To make and replace a new ali go to C://Program Files/ARTTComms folder, simply replace drag and drop the existing ALI.mdb with your NEW ALI.mdb – your new file must be named exactly **ALI.mdb** to be recognized. Save your ACCESS file only as mdb and name it only ALI.mdb.

COMMON ERRORS:

1. Missing number 1- 99 - must be consecutive or addressing will be different on Trainee.
2. Phone number not unique - will stop progress of the ALI information to Trainee.
3. Field Name changed or added - a TEMPLATE is never to be altered.
4. Long/Lat too long or too short - OK to shorten it.

IMPORTANT Your custom ALI must be saved for reinstall - keep this ALI.mbd in a folder in C: INSTALL



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.



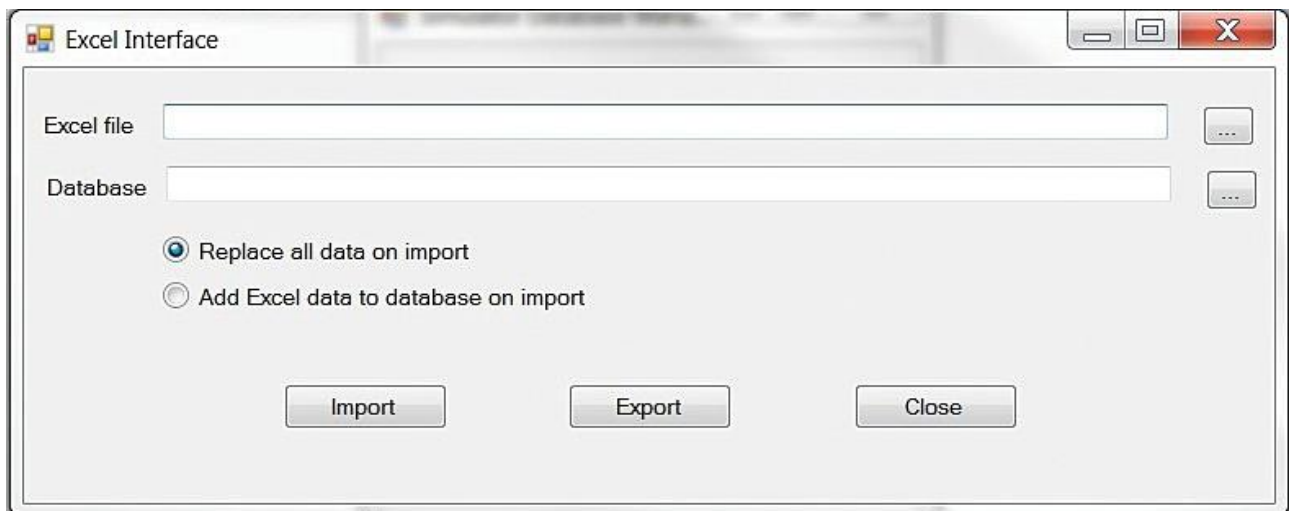
PROGRAM LOCATION

Simulator Database Manager is located in your start menu and a folder CUSTOMIZE.

HOW TO / CUSTOMIZING

1) IMPORT NEW ALI DATABASE IF OURS ISN'T USED

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. You could also modify the current ali.mbd found in the c: INSTALLATION folder and drag and drop it into ARTComms folde on C: Program Files.



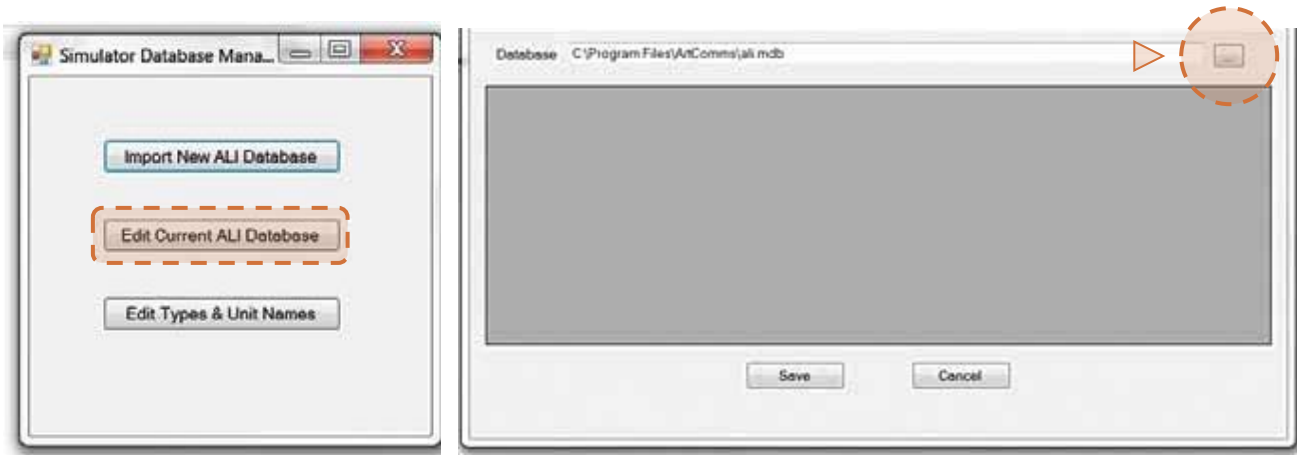
Replace? To put a full NEW database from EXCEL you select the Replace button as shown then use **search** to find the 1) EXCEL file program you have (possibly on your flash drive) and the 2) Database is the current database (in ARTTCOMM folder named ALI.mdb). Import!

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.

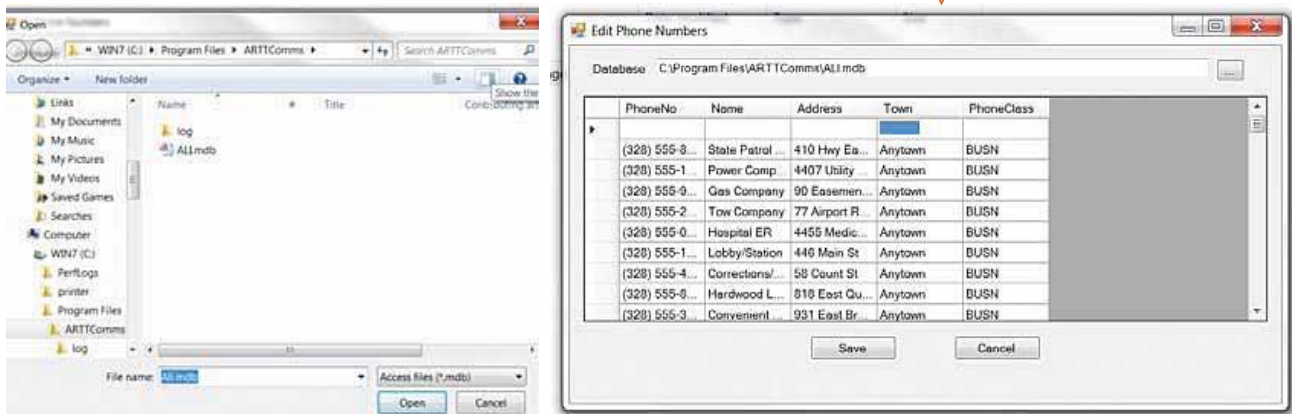
USING THE 'SIMULATOR DATABASE MANAGER'

2) EDIT CURRENT?

Whatever ALI addressing is currently showing up on your Trainer 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 on this will load onto your Trainer Station. The simulation screen must be off for the changes to take place.

NOTE: ALI only needs to change on the Trainer / Administrator station – not the Trainee station.



USING THE 'SIMULATOR DATABASE MANAGER'

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 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 Trainee station. Call Types change must begin on the Trainer station. Go to each trainee station to the Documents/ Simulation Database Manager and change as you did on the Trainer station.

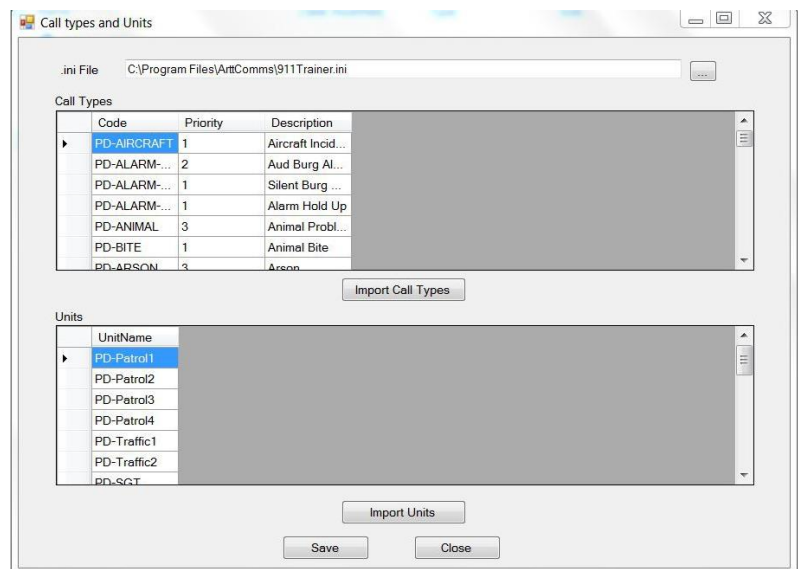
MULTIPLE UNITS GREAT TRAINING IDEA — If you have one Trainer and multiple students you are able to easily set up each station as a different responder type by entering their own Unit Names. For example One Trainer giving the call to 4 students, one of which is the call taker, one the fire dispatcher,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

The Simulation Database Manager is placed on all Trainee stations however is only used to change UNIT NAMES and CALL TYPES not ALI MANDATORY TO CHANGE ON TRAINEE.

CHANGING CALL TYPES

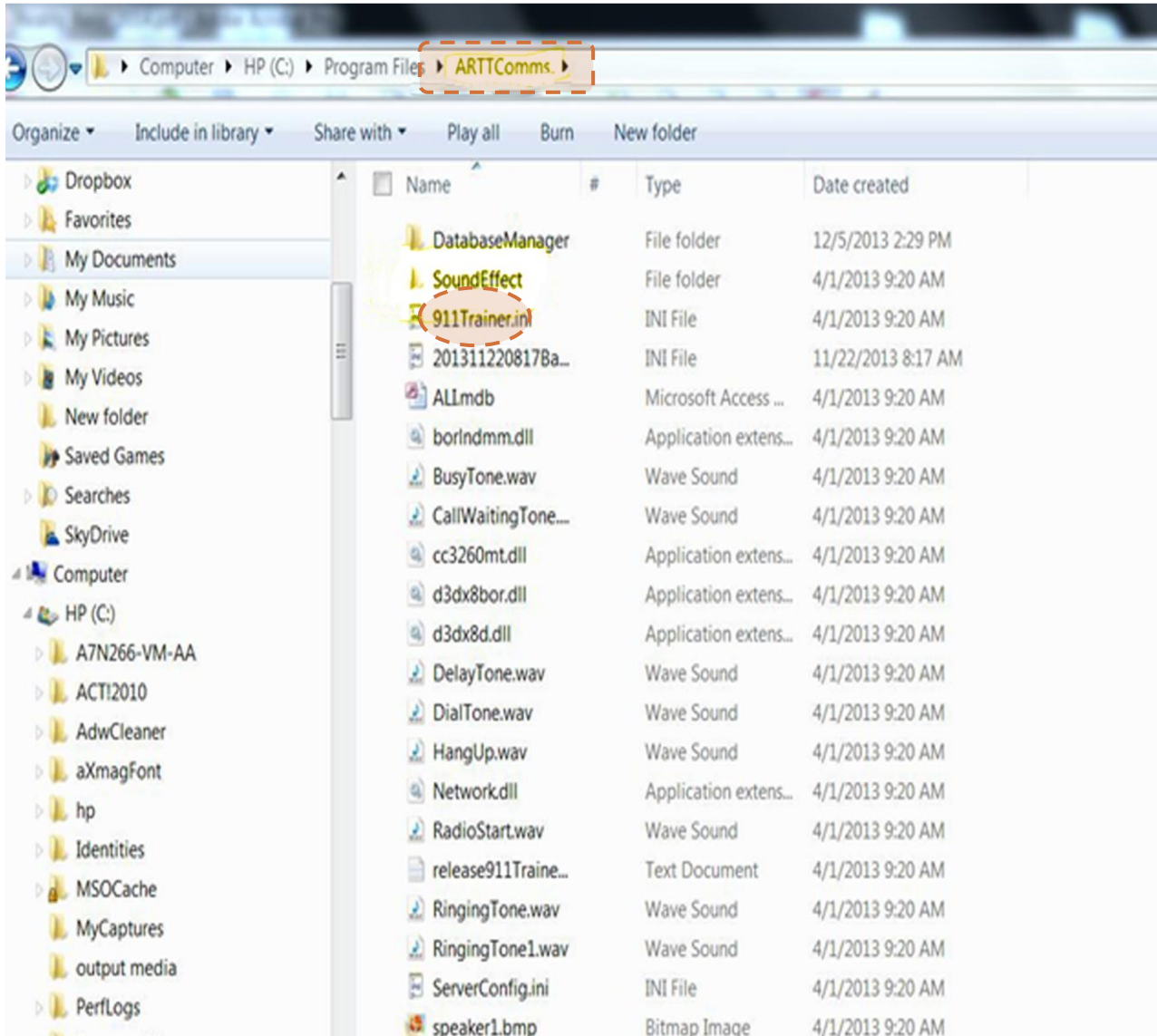
From the Trainer station use the Import Call Types feature or edit the current. You can import a file from EXCEL Template in the Customizing folder. Use this feature if you have a great quantity. Or you can type the Call Types individually in from the edit feature in the Simulation Database Manager.

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 Trainer station or individually by going to each Trainee station to change UNITS only.



USING THE 'SIMULATOR DATABASE MANAGER'

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 Trainer 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 Trainer 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 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
```