

OmniComm E911 Simulators

The OmniComm simulator system is designed and sold as a turnkey system, optimized for performance and reliability. It includes all the hardware and software to provide a training system that represents today's technology and used as a hands-on, "real to life" teaching aid for students/trainees that wish to become Public Safety Telecommunicators.

1. OmniComm simulators consist of three (3) main application windows designed to connect to another three as one fully coordinated system. (minimum of 2 three screen positions required)

- a. Telephone Simulator.
- b. Radio Simulator.
- c. CAD Simulator.

2. The OmniComm software contains 7 roles.

- a. Administrator.
- b. Supervisor.
- c. Call-Taker. (can be combined with Dispatcher)
- d. Dispatcher. (can be combined with Call-Taker)
- e. Phone Role-player. (911-caller)
- f. Radio Role-player. (first responder).
- g. Radio-Link. (module and license to connect handheld two-way radios to software)

3. The Telephone System Simulator provides the following functions. (availability varies by role)

- a. 40 simulated lines available for incoming and outgoing calls.
- b. "Emergency" or "Non-emergency" configurable with visual indication. (grey or blue)
- c. Audible and visual ring indicators. (flashing phone icon and line buttons)
- d. Visual "In Use" indicator.
- e. Call directing to selected Call-taker.
- f. Full duplex audio.
- g. Call "Hold" function.
- h. "Callback" for return call to caller for hangups.
- i. Instant "Replay" for recent call.
- j. Configurable ANI/ALI information used to initiate calls from the Role-player to the Call-Taker, containing Name, Phone number, Address, Source, ESN, Pilot, LEC, Police, Fire, Medical, and Misc1-5.
- k. Background sounds with volume control including glass breaking, bar fight, baby crying, and other sounds to simulate situational noise and can be stacked x3. Additional sound effects can be easily added.
- l. Text, TTY, and TDD with configurable canned messages. This type of call is recorded in retrievable text files.
- m. Phase II calls contain latitude, longitude, cell tower and sector ID can be added for wireless.
- n. Autodial tab for transfers to local animal control, water, power, oil etc.
- o. Telephone line button text display configurable.
- p. Audio and conversations are recorded in .wav format for each user for replay at any time.

4. Radio Simulator includes the following functions. (availability varies by role)

- a. 15 simulated radio channels for transmitting and receiving.
- b. "Select" button for multi-channel transmission.
- c. "Transmit" button for multi-channel transmission.
- d. "Mute" for muting a single channel.
- e. "All Mute" for muting all channels.
- f. Background sounds with volume control including gunfire, sirens and other sounds to simulate situational noise and can be stacked x3. Additional sound effects can be easily added.
- g. Digital 24-hour clock.

5. Computer Aided Dispatch (CAD) Simulator includes the following.(availability varies by role)

- a. ESRI mapping technology.
- b. ANI/ALI Information either auto-transferred by phone, entered manually, or by map.
- c. Incident type/Code List.
- d. Open incident list.
- e. Notes/responses entry.
- f. Visual unit status indicator.
- g. Movable unit icon representation on map.
- h. Command line entry.
- i. NCIC/DMV Lookup. (user entered database)
- j. User History Report. (generated once CAD incident is closed)
- k. Call-taker action window.

6. Key Definitions:

- **CAD** (Computer-Aided Dispatch): A suite of modules used for emergency call management, dispatching, status tracking, and communication with field units.
- **ALI** (Automatic Location Identification): Displays caller location information automatically, enhancing response accuracy.
- **ANI** (Automatic Number Identification): Captures and displays the caller's phone number, enabling quick identification even from private numbers when supported.
- **NCIC** (National Crime Information Center) United States' central database for tracking crime-related information
- **DMV** (Department of Motor Vehicles)

The **OmniComm E911 Simulator System** serves as a comprehensive, realistic tool that mirrors modern public safety telecommunication, preparing trainees to handle complex, high-stakes emergency situations effectively.

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