

### Section 6.4: Status Bar

At the bottom of the screen, there is a small bar that stretches the length of the screen. This status bar will allow you to monitor the status of the terminal and the network system.

There are four important connectivity statuses that can be checked:

1. **Error Messages:** Errors messages will appear in the bottom left hand corner of the status bar. These messages may include details such as “unable to place call on system hold”.
2. **Time/Date:** the current time and date will appear in the right hand corner of the status bar.
3. **Connectivity:** The three computers icon on the status bar will give connectivity information about the system as a whole. You will see three types of connectivity:
  - a. **Data Distributive Service (DDS)** which is a redundant server that allows all of Brazos County and College Station to receive 911 calls.
    - i. There are two DDS servers: A and B. “A” will normally always be active and “B” will usually be inactive. Should server “A” go down, server “B” will automatically launch in its place. Calls for service will not be affected if the servers switch.
  - b. **Media Distribution Service (MDS)** which provides telephone services that allows the interfaces between public telephone systems and the 911 system.
    - i. There are two MDS servers: A and B. “A” will normally always be active and “B” will usually be inactive. Should server “A” go down, server “B” will automatically launch in its place. Calls for service will not be affected if the servers switch.
  - c. **Sound Arbitration Module (SAM)** which is a Vesta Communication product that manages the audio and sound equipment for the system.
    - i. If the SAM is not connected for your terminal, you will automatically be logged out of the system.
    - ii. Should this happen, immediately launch the system on the out-of-service terminal.
    - iii. Attempt to re-launch the program on the affected terminal. If SAM still will not connect, contact the Communications Coordinator.
4. **Information:** The small “i” towards the right hand corner of the status bar will tell you which agency you are currently logged into, the name of the dispatcher currently logged into the system, and the position number (each terminal has its own unique number).

It is important to note that the network connectivity is never to be changed. This is simply an update to tell us if we are working off of Bryan or College Station. If there is ever a switch from Bryan to College Station (from DDSA to DDSB or MDSA to MDSB) the system will do it automatically and not affect the functioning of the system. If both Bryan and College Station connections were to ever go down at the same time, the Communications Coordinator would need to be notified immediately.