	© ISO New England Inc. 2024	Procedure: Switching Windsor Control Room Operating Mode
	Process Name: Perform Operations Administrative Tasks	
	Procedure Number: RTMKTS.0125.0110	
	Procedure Owner: Kenneth Dorantes	
	Approved By: Director, Operations	Revision Number: 8
		Effective Date: May 15, 2024
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SOP-RTMKTS.0125.0110

Switching Windsor Control Room Operating Mode

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1. Objective

The objective of this procedure is to define the process by which ISO coordinates changing the operating mode of the Windsor Control Room.

2. Background

The Windsor Control Room can be used for either Real-Time operations or as the training simulator. Interactions between multiple pieces of equipment are required to change the operating mode of the Windsor Control Room.

The devices at each workstation are used to change the input source for the operator consoles in the Control Room.

The Wallboard CRESTRON panel at the Operations Shift Supervisor console or Simulator Instructor desk is used to change the input source for the Wallboard and the side-panel displays mounted on each side of the Wallboard in the Windsor Control Room. The Wallboard CRESTRON panel shows which source is selected. The annunciator circuit is driven by the input source selected.


The telephones at the consoles are controlled individually. When the phones are using a Real-Time profile, the background is green. When the phones are using a Training profile, the background is pink.

The Wallboard EMS display has a purple border when in Training mode.

Log entries by the Operations Shift Supervisor are made using the Control Room Event Log Server.

When making a log entry for an error encountered when switching the equipment, the following logic is used to specify the status of the Windsor Control Room.

- If all Control Room Operator consoles are **not** usable for Real-Time Operations, the Windsor Control Room will be logged with a status of inoperable.
- If only the telephones are **not** usable for Real-Time Operations, the Windsor Control Room will be logged with a status of degraded operability.
- If more than one, but **not** all, Control Room Operator consoles are **not** usable for Real-Time Operations, the Windsor Control Room will be logged with a status of degraded operability.
- If only the Wallboard, side-panel displays, or both are **not** usable for Real-Time Operations, the Windsor Control Room will be logged with a status of operable.
- If only the Spare console operation is affected in Real-Time Operations, the Windsor Control Room will be logged with a status of operable.

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- If the Windsor Control Room status is **not** known, it will be logged as inoperable until the status is determined.

3. Responsibilities

1. Designated Operations Training & Procedures (OTP) staff or the BCC IT Technician is responsible for performing the actions in this procedure.

4. Controls

1. All switching is accomplished using the SOP.

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5. Instructions

5.1 Switch to Training Mode

5.1.1 Prepare Consoles for Training Use

1. Verify the EMS and non-EMS computers at each console are at the Windows lock screen.
2. At each workstation to be used for Training, perform the following:


NOTE

The TSO and Spare consoles do **not** have an input source in Training mode. There are seven monitor switching devices for each workstation, except for the Loader station which has an additional switch for the PCEC.

- A. Disconnect the keyboard and mouse from the USB connectors designated for OPS.
 - B. Connect the keyboard and mouse to the USB connectors designated for DTS.
 - C. Press the button on the monitor switching devices and verify the blue light indicates DTS has been selected.
3. If any console does **not** switch to the DTS display, perform the following:
 - A. Contact the BCC IT On Call Technician and inform them of the error encountered while switching the consoles to Training mode.
 - B. Contact and inform the on-shift Operations Shift Supervisor of the error encountered while switching the consoles, the status of the Windsor Control Room, and request that the error be logged. Entry >EQUIPMENT FAILURES > Windsor Control Room Issue will be used.

5.1.2 Switch Wallboard to Training Mode

1. Access the Windsor Control Room Wallboard CRESTRON panel Main Wall screen.
2. If the Wallboard is blank, press and hold the Main Wall Power ON button for approximately 5 seconds.
3. Select the Side Walls screen and press the ON button.
4. Verify all displays are showing content and then press the “Training” button in the Choose Mode section of the Main Wall screen.

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5. Verify the Wallboard has switched to the Training mode.
6. Verify the side-panel displays have switched to the Training mode.
7. Verify the Audio settings are correct:
 - A. Control Room tab
 - (1) TTSE PC – Not muted
 - (2) Trainer Mics – Not muted
 - B. Observation tab
 - (1) TTSE PC – Muted
 - (2) Console Mics – Unmuted
8. If the Wallboard, side-panel displays, or both do **not** switch to the Training mode on the initial attempt, perform the following:
 - A. Press the “Training” button.
 - B. Verify the Wallboard has switched to the Training Mode.
 - C. Verify the side-panel displays have switched to the Training mode.
9. If the Wallboard, side-panel displays, or both do **not** switch to the Training mode after the second attempt, perform the following:
 - A. Switch back to Real-Time mode by pressing the “Real Time” button.
 - B. Contact and inform the BCC IT On Call Technician of the error that occurred while switching the Wallboard to the Training mode.
 - C. Contact and inform the on-shift Operations Shift Supervisor of the error that occurred while switching the Wallboard mode, the status of the Windsor Control Room, and request that the error be logged. Entry >EQUIPMENT FAILURES > Windsor Control Room Issue will be used.

5.1.3 Verify Phones are Logged Off


NOTE

This Section is performed for each phone individually.

1. Verify the phone is at the Windows lock screen.
2. If the phone is still logged in, perform the following:
 - A. Click on the “CONFIGURE...” button

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- B. Click on the “Exit to Windows” button
- C. Click on the Windows logo
- D. Select “Log off”
- E. Verify the Windows lock screen is active

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5.2 Switch to Real-Time Mode

5.2.1 Prepare Consoles for Real-Time Use

1. Verify the Simulator/Training computers at each console being used are at the Windows lock screen.
2. At each workstation that was used for Training, perform the following:
 - A. Press the button on the monitor switching devices and verify the blue light indicates OPS has been selected.
 - B. Disconnect the keyboard and mouse from the USB connectors designated for DTS.
 - C. Connect the keyboard and mouse to the USB connectors designated for OPS.
3. If any console does **not** switch to the selected Real-Time display, perform the following:
 - A. Contact and inform the BCC IT On Call Technician of the error that occurred while switching the consoles to the selected Real-Time mode.
 - (1) Contact and inform the on-shift Operations Shift Supervisor of the error that occurred while switching the consoles, the status of the Windsor Control Room, and request that the error be logged. Entry >EQUIPMENT FAILURES > Windsor Control Room Issue will be used.
4. Verify the EMS and non-EMS computers at each console are at the Windows lock screen.

5.2.2 Switch Wallboard to Real-Time Mode

1. Access the Windsor Control Room Wallboard CRESTRON panel Main Wall screen.
2. Press the “Real Time” button in the Choose Mode section of the Main Wall screen.
3. Verify the Wallboard has switched to the Real Time mode.
4. Verify the side-panel displays have switched to the Real Time mode.
5. Verify the Audio settings are correct:
 - A. Control Room tab
 - (1) OPS PC – Not muted
 - (2) Trainer Mics – Muted

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B. Observation tab

- (1) OPS PC – Muted
- (2) Console Mics – Muted

6. If the Wallboard, side-panel displays, or both do **not** switch to the Real Time mode on the initial attempt, perform the following:
 - A. Press the “Real Time” button.
 - B. Verify the Wallboard and side-panel displays switched to the Real Time mode.
7. If the Wallboard, side-panel displays, or both do **not** switch to the Real Time mode after the second attempt, perform the following:
 - A. Contact and inform the BCC IT On Call Technician of the error that occurred while switching the Wallboard to the Real-Time mode.
 - B. Contact and inform the on-shift Operations Shift Supervisor of the error that occurred while switching the Wallboard mode, the status of the Windsor Control Room, and request that the error be logged. Entry >EQUIPMENT FAILURES > Windsor Control Room Issue will be used.

NOTE


The projectors and side panel displays will automatically go into Sleep mode at a predetermined time.

5.2.3 Verify Phones are Logged Off

NOTE


This Section is to be performed for each individual phone.

1. Verify the phone is at the Windows lock screen.
2. If the phone is still logged in, perform the following:
 - A. Click on the “CONFIGURE...” button
 - B. Click on the “Exit to Windows” button
 - C. Click on the Windows logo
 - D. Select “Log off”
 - E. Verify the Windows lock screen is active

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5.3 Notify Windsor Control Room Issue is Resolved

1. Inform the on-shift Operations Shift Supervisor that the identified Windsor Control Room error has been resolved.
2. Request the on-shift Operations Shift Supervisor log that the identified Windsor Control Room error has been resolved. Entry >EQUIPMENT FAILURES > Windsor Control Room Issue will be used.

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6. Performance Measures

None

7. References

None

8. Revision History

Rev. No.	Date	Reason	Contact
0	09/05/14	Initial version	Joshua M. Bauer
1	12/16/14	Biennial review completed by procedure owner; Update language for clarity and process	Joshua M. Bauer
2	08/11/16	Biennial review completed by procedure owner; Update expectations and remove language associated with the Operations Shift Supervisor performing actions; Removed protected information that allows this document corporate identification be changed from Confidential to ISO-NE PUBLIC;	Joshua M. Bauer
3	04/03/17	Biennial review completed by procedure owner; Update for a change to the interaction with the Zetron Phones due to changes in log in process; Update document language;	Joshua M. Bauer
4	09/11/17	Biennial review by procedure owner; Update terminology due to new situational awareness displays;	Joshua M. Bauer
5	09/05/19	Biennial review completed by procedure owner; Update procedure owner in headers; Update Section 5.2.2 to more correctly document process; Update Revision History in headers;	Stephen George
5.1	08/23/21	Biennial review; no changes required. Next Review due date reduced from biennial to accommodate BCC control room workstation modifications scheduled to be completed by 12/31/2021	Kenneth Dorantes
6	12/10/21	Updated for removal of the ThinkLogical system.	Kenneth Dorantes
7	12/07/23	Biennial review completed by procedure owner; Made updates throughout for new software/hardware.	Kenneth Dorantes
8	05/15/24	Biennial review completed by procedure owner; Made updates to reflect actual practice.	Kenneth Dorantes

9. Attachments

Attachment A - Retired