

EMERGENCY 2014



MANUAL



SAFETY WARNING

Please read this warning before playing the game or allowing your child to play it.

In certain cases, some people may experience epileptic seizures or loss of consciousness when exposed to flashing lights or certain lighting effects. These people may experience a seizure while playing computer or video games. Even people who have no history of epilepsy and who have never had epileptic seizures may be affected. If you or any of your relatives have experienced symptoms that may be related to epilepsy (e.g. loss of consciousness or seizures) when exposed to flashing lights, please consult your doctor before playing.

Children playing computer or video games should always be supervised by their parents. Should you or your child experience symptoms such as dizziness, altered vision, eye or muscle twitching, loss of consciousness, disorientation, or any kind of involuntary movements or cramps while playing a computer or video game, turn the device off immediately, and consult your doctor before playing again.

PRECAUTIONS WHILE PLAYING

- Do not sit too close to the screen.
- Use a flicker-free screen for playing.
- Do not play if you are tired or have not slept enough.
- Play in a well-lit room.
- Take a 10- to 15-minute break after each hour of playing a computer or video game.

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SYSTEM REQUIREMENTS

MINIMUM SYSTEM REQUIREMENTS

- 2.5 GHz Processor
- 2 GB RAM
- Operating system: Windows XP/Windows Vista/Windows 7/8
- DirectX9 compatible PCI Express graphics card (Nvidia 7600, ATI X1800 equivalent or higher) with 512MB VRAM (not guaranteed to run on mobile graphics cards)
- DirectX 9 compatible sound card (DirectX 9.0 is supplied on the DVD)
- DVD-ROM drive
- 6 GB free hard disk space
- High-speed internet connection for multiplayer

RECOMMENDED SYSTEM REQUIREMENTS

- Dual Core 2.5GHz Processor
- 4 GB RAM
- Operating system: Windows XP/Windows Vista/Windows 7/8
- DirectX9 compatible PCI Express graphics card (Nvidia 7600, ATI X1800 equivalent or higher) with 1024MB VRAM (not guaranteed to run on mobile graphics cards)
- DirectX 9 compatible sound card (DirectX 9.0 is supplied on the DVD)
- DVD-ROM drive
- 6 GB free hard disk space
- High-speed internet connection for multiplayer

INSTALLING, STARTING AND UNINSTALLING THE GAME

Please insert the EMERGENCY 2014 Install DVD into your computer's DVD-ROM drive and wait a few seconds. A window providing several options will open automatically on your screen. If you have deactivated auto-run on your computer, please go to My Computer, switch to the EMERGENCY 2014 Install DVD and double-click on the file 'autorun.exe'. Then follow the on-screen prompts.

Install EMERGENCY 2014. This installs EMERGENCY 2014 on your hard disk. A program group and a start icon are created for the game. Once you have started the installation process, please follow the on-screen prompts.

Start EMERGENCY 2014. This option is available after you have installed EMERGENCY 2014. Click here to start the game. You can also start EMERGENCY 2014 via the Windows Start Menu: Open it by clicking on 'Start' in the Windows Menu Bar. Now select the EMERGENCY 2014 icon in the group SIXTEEN TONS ENTERTAINMENT – EMERGENCY 2014 (default setting).

Current Information. This directs you to important and up-to-date information from the developers.

EMERGENCY 2014 Website. If you have a standard Internet connection installed on your computer, this starts it and calls up the official EMERGENCY 2014 website <http://e2014.deepsilver.com> using your standard browser. If you have questions or are experiencing technical difficulties, you will find up-to-date information here. You can also download the latest game updates if any are available.

Uninstall EMERGENCY 2014. This removes EMERGENCY 2014 from your hard disk. For security reasons, Microsoft drivers that have been installed on your hard disk during the installation are not deleted.

Cancel. This cancels the installation routine.

ABOUT EMERGENCY 2014

In EMERGENCY 2014, you are the director of operations for police and rescue units. Alert and coordinate your rescue teams in diverse disaster scenarios. From the moment you receive your orders, every second counts: Your job is to protect people and save lives!

Up to 30 different emergency vehicles and their crews are waiting to assist you – from exclusive historic firefighting units to the brand new firefighting helicopter. You will face increasingly difficult tasks throughout diverse operations in the four campaigns of EMERGENCY 2014. In Free Play you will constantly be confronted with challenges in different operational areas in a world hit by disaster! In Multiplayer mode you can join forces with other players and prove that your ability to stay calm is unhindered by teamwork.



THE MAIN MENU



The first time you start EMERGENCY 2014, you will find yourself in the main menu. For a start, you can access the entire content of EMERGENCY 2012 DELUXE here. You can always call up the main menu during a game by pressing the 'ESC' key. It provides the following options:

Campaign. If you click "Campaign," you will then be able to choose which of the campaigns or mini-campaigns included in the game that you would like to play.

EMERGENCY 2012: The original EMERGENCY 2012 Campaign. Also included is the 2012 DELUXE mini-campaign, which can be started by clicking "DELUXE Missions" in the EMERGENCY 2012 submenu!

EMERGENCY 2013: The original EMERGENCY 2013 mini-campaign.

EMERGENCY 2014: The brand new EMERGENCY 2014 campaign.

We recommend that you start with the EMERGENCY 2012 campaign. This starts with an introductory tutorial and is therefore particularly well suited to beginners!

Please note that you can only start advanced operations in each campaign once you have successfully completed each of the previous operations!

You can read more about the campaigns in EMERGENCY 2014 and Campaign mode in the “Campaign” chapter.

Multiplayer Mode. Be a team player: Cooperate with your team mates and tackle all sorts of missions together in multiplayer games! By clicking “Multiplayer,” you can then select which of the special operational areas you would like to play in. You can find out more about this in the “Multiplayer” chapter.

Free-Play Mode. Unlike in the Campaign, in ‘Free-Play Mode’, you do not play distinct, self-contained missions, but rather are repeatedly faced with new dangers and incidents. Protect people in different mission areas round the clock and in all sorts of weather! Find out more in the chapter ‘Free-Play Modes: “Challenge” and “Endless Game”’. As in Multiplayer, Free Play also allows you to choose the operational area you would like to play in. You can choose from four operational areas in EMERGENCY 2012, and there is another specially themed operational area in each of EMERGENCY 2013 and EMERGENCY 2014. You can read more about Free Play in the “Free Play Mode” chapter.

Achievements. This shows all awards that you have unlocked in the game. Click “Achievements” and then on one of the icons for EMERGENCY 2012, EMERGENCY 2013 or EMERGENCY 2014 to view the achievements for each of the games.

Options. This opens a new menu in which you can set your preferences for game play, graphics and sound as well as for multiplayer mode.

Credits. Click here if you want to find out who is behind the making of EMERGENCY 2014.

Return to Windows. Click here to quit the game. Warning: Your current game will be lost if you do not save it first!

OPTIONS

You can configure the game in this screen. The following options are available:

GAME PLAY

Scrolling Speed. Here, you can set the speed at which you can navigate on the screen using the mouse or arrow keys.

Tutorial. Here, you can determine if a new campaign should begin with an introductory tutorial or if this should be skipped. If you have opted for the tutorial, you will be acquainted with the game’s basic mouse and keyboard controls in a special training area before starting a new campaign.

Tooltips. Here you can choose whether the original EMERGENCY 2012 campaign starts with a tutorial or not. If Training is turned on, you will be taken to a special training area at the start of the EMERGENCY 2012 campaign and familiarized with the basic operations and controls in the game.

GRAPHICS

Screen Resolution. Here, you can select your preferred screen resolution.

Higher resolutions enable a larger screen area to be visible and thus provide a better overview, but they also require more processing power and can slow the game down.

Resolution. This is where you can set the resolution of the game view of certain items (such as 3D objects) independent of the actual screen resolution.

Lighting. Depending on the settings, particle effects such as fire will or will not light up objects and the ground.

Shadows. If object shadows are turned on, the shadows on objects in the game look better.

Post-processing. The intensity of post-processed scenes and objects changes according to this setting.

Effects. The way effects (such as particle effects) are displayed in the game changes according to this setting.

Anti-aliasing. Anti-aliasing changes in the game according to this setting.

Brightness. If the game is too dark or too bright for your preference, you can move the slider to adjust the brightness.

Accept Changes. To put changes into effect, click on the 'Accept Changes' button. You will then be asked to re-start the game. This will activate all changes made.

AUDIO

Music Volume. The farther you drag the slider to the right with the mouse, the louder the music volume in the game will be. By moving the slider all the way to the left, you turn the music off.

Effects Volume. The farther you drag the slider to the right with the mouse, the louder the sound effects in the game will be.

Video Clip Volume. The farther you drag the slider to the right with the mouse, the louder the video clips played on the video monitor during a mission will be.

THE CAMPAIGN

Please note: In EMERGENCY 2014 you can play a total of four different campaigns: the original EMERGENCY 2012 campaign, the EMERGENCY 2012 mini-campaign, the EMERGENCY 2013 campaign and the brand new EMERGENCY 2014 campaign! You can reach each campaign by clicking "Campaign" in the main menu and then on one of the game titles. Note: Start the EMERGENCY 2012 DELUXE campaign by clicking on the "DELUXE Missions" icon under EMERGENCY 2012.

In the submenus of each of the campaigns you have the following options:

New Campaign. Click here to begin a new campaign. Please note that this will empty the list of missions accomplished as well as the bar showing the awards received! In other words, beginning a new campaign means that you start from scratch!

Continue Campaign. By clicking on this button, you continue the campaign where you last left off.

Start Mission. If you have completed one of the 12 campaign missions successfully, it is automatically added to the mission list – you do not need to save a game for this to occur. A list entry contains the following information: mission number, mission name, and overall efficiency achieved. If you think you can achieve an even better efficiency result in a mission you've already completed, then select the mission using the left mouse button and click on the 'Start Mission' button. A word of caution: This deletes the existing list entry, which will only be replaced with the updated overall efficiency result when you have successfully completed the mission again!

DELUXE Missions. In the game's main menu, click on „Campaign,“ then on „DELUXE Missions“ in the sub-menu to launch the EMERGENCY 2012 DELUXE mini-campaign!

Saved Games. You can delete and load saved games here.

Load. Select a saved game in the list and click on 'Load'.

Delete. Select a saved game and click on 'Delete' to delete the saved game you selected.

High Scores. Displays a list of all missions with the efficiency achieved and any awards you have received.

Back. This takes you back to the main menu.

The campaign in EMERGENCY 2014 presents you with the challenge of overseeing missions and managing a wide range of events by responding quickly and efficiently. At the start of a campaign, a comprehensive tutorial will familiarise you with the game's basic mouse and keyboard controls. You can skip the tutorial by turning it off in the game options under 'Game Play'. After the tutorial, you can play your first 'real' mission. Complete it successfully to unlock new missions.

Saving a game is only possible during missions. To do so, click on the save/load settings button in the navigation menu (explained in the chapter 'Overview of the Mission Area'). You can also press the F5 key to quick save during a mission. You can load the quick save at any time in the game by pressing the F9 key. Please note that it is not possible to save a game in the free-play or multiplayer modes.

OVERVIEW OF THE MISSION AREA



(1) Info Display. Here, you can call up extensive information on the vehicle selected, as well as its crew and the equipment it carries.

(2) Action Bar. This shows all equipment and special actions that a selected emergency unit may — depending on the situation — use or perform. Find out more in the chapter 'Directing People and Vehicles'.

(3) Mini Map. This is a smaller map of the mission area, showing your vehicles and emergency crews as well as fires, visible victims and points where you can build pontoon bridges and launch motor boats. See the chapter 'Overview of the Mission Area' for more details.

(4) Navigation Display. You can adjust the game speed and pause the game here.

You can also add all units to groups. You can set a total of 6 groups. The game menu can also be accessed via this display. There, you can save the game or load another saved game, or you can return to the main menu or to your Windows Desktop.

You can also simply continue playing the current game.

(5) Supervisor Display.

The supervisor will contact you via video conference to assign various tasks to you and to assess your performance.

You can find out more about the supervisor display in the chapter 'Overview of the Mission Area'

(6) Thermal Imaging Camera Display. The thermal imaging camera can be very useful when deploying an SWAT drone. This display shows a section of the mini map as a thermal image.

(7) Task Display.

This shows all tasks that you still need to complete, as well as those you have already completed. The message bar is also shown in this display. You can find out more about individual functions in the chapter 'The Task Display'.

(8) The Message Bar. Here you can see, displayed as text, every message you receive from your on-site task force personnel or from your supervisor.

VIEW OF THE FIELD OF OPERATIONS IN MULTIPLAYER MODE / DURING FREE PLAY



There are additional control elements available when playing in “Multiplayer” and “Free play” modes. These are in addition to the displays and monitors already described in the chapter “View of the Field of Operations During the Campaign”.

Vehicle Selection Display. In Multiplayer and free play modes, you are not automatically assigned emergency vehicles and task force personnel. You must request them manually from your headquarters or your base! You do this with the help of the vehicle selection display, which is divided into several sections:

(9) Vehicle Type Menu. First decide which type of vehicle you want to send to the field of operations. There are four types of vehicles available: Fire brigade, police, ambulance, and technical assistance. Click on the appropriate icon in the selection menu at the bottom left of the screen. This opens the vehicle selection display, which also consists of two parts.

(10) Vehicle Bar. In this bar, left click on the emergency vehicle which you wish to send from your headquarters into the field of operations.

(11) Alert Display. Here, the emergency vehicle you have selected from the vehicle bar is displayed and prepared to be alerted (sent into the field of operations). You can also use this display to add additional task force personnel to the standard crew of the vehicle, to sell the vehicle if you do not need it anymore, or to purchase one of these vehicles should you require another. See also the chapter “Vehicle Selection Display”

STARTING A NEW MISSION: VEHICLE SELECTION (Free-Play/Multiplayer mode)

In free-play mode, you can establish your own fleet. In order to select a vehicle, first choose the vehicle type in the mission display. You can choose between police, fire fighters, rescue services and technical assistants. Once you have selected a category, click on its respective button. This will open the vehicle selection menu.

VEHICLE SELECTION DISPLAY (MULTIPLAYER/FREE PLAY MODE)



The vehicle selection display consists of three components: the vehicle type menu, the vehicle bar, and the alert display. You can learn how the vehicle type menu and vehicle bar work in the chapter “View of the Field of Operations in Multiplayer Mode / During Free Play”. The following section describes the alert display, which is part of the vehicle selection display, in detail.

(1) Vehicle Icons and Description. As soon as you have selected a vehicle from the vehicle bar, you can see the icon and description of that vehicle here.

(2) Help for the Selected Vehicle. Click on the question mark icon to display help text for the vehicle.

(3) Equipment. Provided the vehicle selected carries equipment, this is displayed as a mini-icon. If you have activated the option “Tool Tips” in the game settings, then you can hold your mouse over every mini-icon to see a description of the equipment item in question above the cursor.

(4) Budget. Here you can see your current budget. Vehicles and task force personnel cost money. Keep an eye on your budget, or you could reach a point where you will no longer be able to send units into the field of operations!

(5) Available Parking Spots. Your headquarters has only a certain number of parking spots for emergency vehicles. Make sure that at least one parking spot is empty before you decide to purchase a new emergency vehicle!

(6) Deployment Costs. Here you can see how many Credits (the in-game currency) it will cost you to deploy the selected vehicle. The Credits are deducted from your budget as soon as you send the vehicle into the field of operations! You will receive the majority of this deployment cost back when you send a vehicle away from the field of operations and back to your headquarters – minus a certain amount of money to cover the cost of wear and tear.

(7) Deployed Vehicles. Here you can see how many vehicles of the type selected are already in the field of operations.

(8) Seats. Each vehicle able to transport personnel has a standard crew of task force members. These are shown as icons here. Hold your mouse over a personnel icon to see a description of that task force member as a tool tip above the cursor!

When looking at the “seats” display, you have to differentiate between seats that are available, seats that are already occupied, and seats that cannot be occupied. Seats which can be but are not yet occupied are represented by a placeholder person icon; seats which are occupied are represented by a task force member mini-icon. Seats which cannot be occupied are represented by a forbidden symbol.

If you do not like the standard crew of a selected vehicle, you can left click on the task force member's mini-icon to remove that task force member from the vehicle!

(9) Selling a Vehicle. Click on this icon if you wish to sell the selected vehicle. There are many different reasons to sell a vehicle: for example, your budget may be low and you may need more Credits, or you may wish to create a free parking spot for a different vehicle. The selling display opens when you left click on the icon “sell vehicle”. This display provides you with information on the selling price and gives you the opportunity to make the sale.

(10) Buying a Vehicle. Click on this icon if you wish to purchase the selected vehicle. Not all vehicles are available for purchase at the beginning of a multiplayer or free play game! The buying display opens when you left click on the icon. This display provides you with information on the purchase price and gives you the opportunity to make the purchase.

If the selected vehicle can transport task force members, then you can adjust the vehicle crew before you send it into the field of operations.

(11) Task Force Members. Left click on a personnel mini-icon to put that task force member in a free spot in the vehicle.

(12) Help for Selected Task Force Members. Click on the question mark icon to see help text relating to the task force member you have just selected.

(13) Displaying the Selected Task Force Member. Once you have clicked on the mini-icon for a task force member in order to put them in the vehicle, the task force member in the vehicle will be displayed here.

(14) Deployment Costs. Here you can see the cost of sending the task force members in the vehicle into the field of operations. Each additional task force member that you send into the field of operations increases your mission costs! Pay attention to your budget!

(15) Deployed Personnel. Once you have left clicked on a task force member to put them in a vehicle, you will see the number of task force members of the same type already in the field of operations displayed here. Once you are happy with the vehicle crew, you can send the vehicle into the field of operations. Pay attention to the following:

(16) Total Costs. Here you can see the total cost of sending the vehicle and selected task force members into the field of operations.

(17) Setting the Number of Vehicles to Be Sent. You can left click on the arrow key icon to determine the number of emergency vehicles of the type selected that you wish to send into the field of operations. Pay attention to your budget!

(18) Dispatching Vehicles. Left click on this icon. The alert display will then close, and your cursor will transform into a move icon. Now right click on a location of your choice (there must be a clear route to the location) within the field of operations. The selected vehicle will take the shortest route possible from your headquarters to that location.

Note: If this icon is disabled, or inactive, it may mean that you do not have enough Credits to dispatch the vehicle, or that you must first purchase the vehicle, as you do not yet own one of the vehicles selected!



NAVIGATION DISPLAY



(1) Group Icons. You can set a total of 6 groups. To do so, select the units you wish to have in a group and then select one of the 6 numbers to group them. Clicking on the number again automatically selects all vehicles in the group. To delete a group, click on the number with the right mouse button or press 'P' on your keyboard.

(2) Setting the Game Speed and Pausing a Mission. You can pause your current mission by clicking on the 'PAUSE' icon at the far left. Using the three icons to its right, you can determine the game speed – the first icon with the single arrow represents the standard game speed. The other two icons increase the speed respectively.

(3) 'Victims in Mission Area' Icon. This shows the number of victims still in the mission area. 'Victims' includes all the people you need to transport out of the mission area in order to accomplish a mission. They may be injured people, but they may also be people who are drowning, for instance.

(4) 'Offenders in Mission Area' Icon. This shows the offenders in the mission area, such as rioters or fanatics.

(5) 'Time' Icon. In the campaign, the time that has elapsed since the start of a mission is displayed; in the free-play and multiplayer modes, this shows the current time of day in the game world.

(6) 'Countdown' Icon. If you have to complete a task within a specified time, this shows the time remaining, i.e. the countdown. In free-play and multiplayer games, this displays the points you received for missions you completed successfully.

(7)'Budget' Icon. This is only relevant to free-play/multiplayer modes; it shows your current budget.

(8) 'Score' Icon. This shows your current score.

Task DISPLAY

THE ASSIGNMENT DISPLAY

Every task requires you to do certain specific assignments in order to successfully complete the task. The assignment display shows all of these assignments. Unmarked assignments are yet to be completed. Assignments marked with a green check mark are already complete.

Pay attention to the text bar underneath the assignment display! Here you can see replies from your task force personnel and messages from your supervisor displayed as text. These messages contain important clues as to what is currently happening within the field of operations. They could be the key to a successful mission!

It is important to pay close attention not just to the tasks yet to be completed, but also to the messages you receive!

SELECTING EMERGENCY VEHICLES AND STAFF (MOUSE CONTROLS):

You can select emergency vehicles and staff by clicking on them with the left mouse button in the mission area.

DIRECTING EMERGENCY VEHICLES AND STAFF IN THE MISSION AREA

Direct the selected unit to your desired destination in the mission area by clicking on the destination with the right mouse button.

If the unit is able to reach the designated point, it will drive or walk there. However, if the unit's path is blocked or it is impossible for the unit to reach the designated point, it will stop.

You may also select multiple vehicles and people in one go and send them to a particular point in the mission area. To do so, drag a square, displayed as a frame, around the units and people you wish to select. Click with the left mouse button on a point in the mission area, hold down the mouse button and move the mouse in any direction. All vehicles and people within the frame you have just made are now selected. You can direct them to a designated point in the mission area and have them perform specific actions by right-clicking the mouse.

SPECIAL FUNCTIONS OF EMERGENCY STAFF AND VEHICLES

The moment you left-click on an emergency vehicle or a member of the emergency staff, the action bar (see 'Action Bar' in the chapter 'Overview of the Mission Area') displays all actions that the selected vehicle or member of the emergency staff can perform. If, for instance, in free-play/multiplayer mode, you wish to send an emergency vehicle back to your base, click on the vehicle with the left mouse button. Now select the 'RETURN TO BASE' icon in the action bar, also using the left mouse button. Mousing over an icon in the action bar displays its information in a pop-up.

The vehicle from the example above will make its way back to the base after you click on the 'RETURN TO BASE' icon, unless its route is blocked.

Please note: If you have selected multiple units (either persons or vehicles) simultaneously, then the action bar will only display those actions available to all units! This means that if all vehicles and persons selected are able to put out a fire, then the corresponding icons will be highlighted and the action mouse cursor will be displayed.

Please remember: All actions in EMERGENCY 2014 are performed by right-clicking; left-clicking is always used to select units and click on icons! Left-clicking in the mission area cancels a previous selection of emergency staff or vehicles.

MAKING EMERGENCY STAFF EXIT EMERGENCY VEHICLES

Select a vehicle in order to have emergency staff inside the vehicle get out in the mission area. If you click on the vehicle with the right mouse button, all emergency staff will exit the vehicle. You can also make individual members of the team or a civilian inside the emergency vehicle get out again. To do so, click on the icons for the corresponding people, which are shown in the info display.

MAKING EMERGENCY STAFF ENTER EMERGENCY VEHICLES

Select the member of the emergency staff by left-clicking, then right-click on the vehicle that you want the unit to enter. If a vehicle is already carrying the maximum number of people allowed, or is not suitable for transporting people, then the emergency crew member will not get into the vehicle and instead will remain at his or her current position.

EQUIPPING AND DEPLOYING EMERGENCY STAFF

If you want an emergency staff member to remove equipment from a vehicle, first select the desired emergency staff member. The action bar in the info display shows all equipment currently available to that person. Click on the icon representing the item you wish to use (the name of the item is shown when your mouse hovers over the icon). The selected emergency staff member will automatically retrieve the item from the closest available emergency vehicle that has that item on board. Bear in mind that you have to have positioned a vehicle carrying the required item in the vicinity of the emergency staff member!

The equipped item will appear in the emergency staff member's info display. This allows you to keep tabs on the current items available to that emergency staff member. Be aware that not every emergency staff member can use every piece of equipment available! For example, an unarmed policeman can retrieve a road block from a personnel carrier, whereas a fire fighter cannot. If an emergency staff member is carrying an item retrieved from a vehicle, he or she can put it to use immediately.

EXCHANGING EQUIPPED ITEMS

If you want an emergency staff member to exchange the item he or she is carrying for another, click on the given emergency staff member and select a new item from the action bar. The item currently in use is highlighted in grey and cannot be selected a second time.

Warning: Emergency staff members can only perform one special action at a time! A fire fighter, for example, cannot simultaneously operate a fire extinguisher and carry an injured person from a burning house.

ENTERING AND SEARCHING A BUILDING

Emergency staff members can enter and search buildings, e.g. for injured people. To make a particular emergency staff member enter a building, left-click on him or her. Then use the cursor to point to the desired building. If you are able to enter the building, the cursor will transform to read 'ENTER BUILDING' and you can right-click to enter. Pay attention to icons like this one as they allow you to perform special actions.

If the entrance to the building is clear, the selected emergency staff member can navigate onto the ground floor (the lowest level of the building). However, there are also buildings which can only be entered via the upper storeys, e.g. if the ground floor entrance is blocked. If this is the case, you will first need to attach a Turntable Ladder Truck (TLT) to the building; with its help, the emergency staff member can then be transported onto a higher floor. You can access the TLT via the vehicle selection display, and you can learn more about using the vehicle at accessible buildings via the mission display.

Once an emergency staff member has entered a building, the upper section of the building – up to the floor on which the emergency staff member is located – will automatically fade out, meaning that you can see directly into the space. If you want an emergency staff member to leave a building, then simply select the person from inside the building and then click on the desired destination outside. The person will start to move in the direction indicated. As soon as the emergency staff member leaves the building, the interior view will disappear, unless other emergency staff members remain in the building in question.

OVERVIEW OF THE MISSION AREA



Viewing the mission area: Move, Turn, and Zoom. There are a number of options available for changing the camera angle in the mission area. Move the camera by moving the mouse toward the outer edge of the map. The camera will move with the mouse in the desired direction. This allows you to survey the entire mission area. Hold down the shift key while moving the mouse to speed up the camera's movement.

To turn the camera showing the mission area, simply hold down the centre mouse button or mouse wheel and move the mouse to the left or the right. Move the camera closer towards or further away from the action by turning the mouse wheel.

THE MINI MAP

In higher-level deployments in particular, you will be controlling a multitude of units and vehicles in large-scale mission areas. The mini map provides a quick overview of the location of each unit. The mini map is a small-scale map of the entire mission area. Police, fire brigade, rescue team, and technical assistance units are marked on the map in different colours.

You may also see other markings on the map. The map shows people who are injured or drowning, and who are not, for example, hidden by rubble or trapped in the wreckage of a vehicle. It also shows where all fires are located. In addition, the map marks the positions within the mission area that can be used to build pontoon bridges or launch a boat into the water. These markings will only become visible once you have chosen the appropriate type of vehicle from the mission area, e.g. a bridge-laying vehicle, a transport vehicle towing a boat, or a boat already in the water. The map will also – depending on events within the game – show additional special icons, e.g. fleeing criminals or other important events.

Simply left-click on the map to reach your desired position; the screen will display that section of the mission area. If you hold down the left mouse button, you can move around within the mini map; the screen displays the part of the map indicated by the cursor.

On the right-hand side of the mini map, you will see a selection of icons. These represent the following additional viewing options:

Displays fires, emergency personnel, victims you can reach, and emergency vehicles.

Click on the corresponding icon to display or hide this group on the map. If, for example, you are only interested in viewing the vehicles available at your location, and the dots representing your personnel are in the way, then left-clicking on the Person icon will hide the personnel and allow you to concentrate on vehicles only.

THE ACTION AND INFO BAR



(1) The Message Bar. This bar, an integral part of the task display, is automatically shown when you receive important messages from emergency staff members on location or from your supervisor regarding the current situation. It is also displayed when you are questioning, monitoring, or negotiating with people in the mission area. Pay close attention to incoming messages, which are usually transmitted simultaneously to you via radio. Successful completion of a mission might depend on your appropriate response to a message!

(2) The Info Bar. When you select a unit, a coloured status bar appears right next to that unit in the info bar. This bar shows the unit's condition. If the unit is unharmed, the entire bar is green. As the unit takes damage, e.g. by being shot at or due to close proximity to a fire, the length of the bar decreases. If the bar reaches a value of 'Zero', the vehicle will be destroyed or the

emergency staff member injured, and the bar will turn red. The bar for injured emergency staff members will continue to decrease; once it reaches a value of 'Zero', the injured person dies.

Once you have selected an emergency staff member or vehicle within the mission area, you can check the condition of that unit by looking at the corresponding status bar in the info display. This bar shows either the selected vehicle and its crew or the selected emergency staff member and his or her equipment. You can also view the status of tasks being performed or tasks available to the unit; you are therefore able to use the info display to see, for example, that a doctor is examining an injured person. Additionally, you can receive information on the patient, such as their condition and whether or not they can be transported.



You will see the icon for the ambulance and rescue helicopter here; if the icon is grey, then the patient's current condition means they would not survive transport in this vehicle and therefore cannot be transported.

If you have selected a vehicle occupied by at least one emergency staff member, you can identify that emergency staff member by his or her icon. If you want the emergency staff

member to leave the vehicle, left-click on that member's mini-portrait. The action bar is also located at the upper part of the info bar.

(3) The Info Bar. Here you can see the icon for the unit you have selected, their equipment – provided they are equipped – and the action which they are currently taking.

THE SUPERVISOR DISPLAY

The supervisor display is visible on the right-hand side of the screen, and it automatically opens when it is needed. Here, you will receive periodic video messages from your supervisor, providing you with your latest assignments and occasional tips (see also: the section 'The Supervisor' in the chapter 'Campaign Missions').

THE THERMAL IMAGING CAMERA DISPLAY

EMERGENCY 2014 introduces brand new units, among them the SWAT drone. The drone is located on an SWAT unmanned vehicle and can be sent out to detect hidden criminals. These criminals are then displayed on the screen of the thermal imaging camera. The thermal imaging camera display opens automatically as soon as the drone is activated, and it closes again once the drone has docked on the unmanned vehicle.

CAMPAIGN MISSIONS

You can play a total of four different campaigns in EMERGENCY 2014. Each campaign consists of several increasingly complex operations, which you as the Incident Commander must cope with by directing your rescue teams and vehicles with maximum speed and efficiency.

We recommend that you start with the original campaign from EMERGENCY 2012. The DELUXE campaign and the special campaigns from EMERGENCY 2013 and EMERGENCY 2014 contain complex operations, which you should prepare for with the operations in the original campaign.

At the beginning of the original campaign from EMERGENCY 2012 you will help prepare you for the coming mission. Then your deployment orders will appear: read them carefully! Once you have read your deployment orders, familiarise yourself with the vehicles and emergency staff members that are available to help you complete the mission. At the beginning of each mission, the available vehicles and emergency staff members automatically drive to the mission area and wait for your orders at a predetermined location. Make the emergency staff members get out of the vehicles by right-clicking on them. Before beginning your deployment, take the time to learn about new units and vehicles. To do this, select the relevant vehicle/unit by left-clicking on it, and then click on the question mark in the action bar. This will then display more detailed information on controlling the unit, along with information on what it can do.

Each mission has certain requirements which must be met in order to complete it successfully. Tasks may be updated and changed throughout the game. It is therefore important to pay close attention to the task list in order to successfully complete the mission.

Mission Successful. In order to successfully complete a mission scenario, you must achieve every mission goal. You can view the mission goals at any time in your task display. Your supervisor will conduct a closing analysis of your deployment, allowing you to see how efficiently you handled the mission, and how you could improve your performance.

Efficiency. Important criteria for evaluating your direction of the mission are: length of the mission, and damage to people and materials during the mission. The individual criteria are displayed using bars. 100% efficiency means that your performance was optimal in terms of a given criterion. Each display under 100% means that you could improve your performance in this area. Your overall efficiency for the mission is calculated using the individual criteria. In the best-case scenario, you will receive a value of 100%. Bear in mind that the individual criteria are not weighted equally when calculating overall efficiency for the mission.

The Supervisor. EMERGENCY 2014 features a 'Supervisor' who gives you helpful advice. Your supervisor will contact you via video transmission if necessary. He will provide you with new tasks to carry out and confirm when you have successfully completed a task. In addition, he will evaluate your performance – this evaluation will take place whether you were successful or failed to complete the mission. Pay close attention to information provided by your supervisor – it may be vital to your success.

Mission Failed. If you are unable to complete all of the mission goals, then the deployment has failed. You will receive a message from your supervisor informing you that you have failed, and telling you why. In this way, you learn from the mistakes that you have made, and you can avoid them when replaying the mission.

Awards and High Scores. If you complete a mission with exceptional efficiency, you will receive an award in recognition. You can be awarded a bronze, silver, or gold medallion depending on the number of points scored, which are calculated based on your total efficiency. The number of points you receive may also be enough to reach a high score. If this is the case, after viewing the screen with your efficiency rating, you will have the chance to enter your name in order to save and immortalise your high score. Every mission within the campaign has its own high score list, with which you can compare your success.

FREE PLAY MODE



The following steps allow you to start free play mode in the submenu "Free Play":

(1) Set Game Mode. Here you can decide whether you want to play an "Endless" or "Challenge" round.

(2) Set Training. Set the training option to "On" if you need a short introduction to free play mode. If you have activated training, then a short tutorial will run as soon as you start a free play game.

(3) Select Field of Operations. Each field of operations is a "Map." Click on either the title or the image of the map to select a field of operations for the game. In the EMERGENCY 2012

submenu you can choose between four different maps. In each of the EMERGENCY 2013 and EMERGENCY 2014 submenus you will find another specially themed map available to you.

(4) Start Free Play Mode: As soon as you have selected your settings, you can click on the "Start" icon to begin free play.

(5) High Scores. Left click on the map of the field of operations. Then click on the "High Score" icon. The highest scores for that map are displayed.

FREE PLAY MODES: 'ENDLESS GAME' AND 'CHALLENGE'

A multiplayer game, at its most basic level, involves playing together with other players on a team and attempting to handle a variety of catastrophic events together. Up to four players at a time can act within a special mission area, working together to protect their city from a multitude of dangers (learn more in the section 'The Multiplayer Game' below).

MULTIPLAYER

If you click "Multiplayer" in the main menu and choose one of the multiplayer modes from EMERGENCY 2012, EMERGENCY 2013 or EMERGENCY 2014, the subsequent identically structured submenus will offer you several options to create or join a multiplayer game. Up to four players at a time can act within a preselected special field of operations, working together to protect their city.

STARTING A MULTIPLAYER GAME

Once you have clicked on the "Multiplayer" icon in the main menu, you have a variety of options for starting or joining a multiplayer game. To start a multiplayer game, you need a server. Each player can use their own computer as a server. Follow the instructions below to create a server:

Create a Server. Left click on this icon if you wish to start a new game online or on a local network (LAN).

Please note: You must have an internet connection in order to create an online server!



You will then get to choose between several options:



(1) Private or Public Server. Select whether you wish to create the server on a local network or online.

(2) User Name. Left click on this input box to enter your user name.

(3) Server Name. You can use this option to provide your server with a name, if you wish.

(4) Password. You can protect your game using a password. If you use a password for the game, then every player who wishes to join the multiplayer game must enter the correct password to do so. If you do not assign a password, then the game is not protected.

(5) Map. Here you can choose from a total of six operational areas (maps). Note: You can select all six maps – the map selection from EMERGENCY 2012, as well as the maps from EMERGENCY 2013 and 2014!

(6) Challenge or Endless Mode. Decide which mode you wish to play in. You can find details on both variations of the game in the chapter "Free Play and Multiplayer: 'Endless' and 'Challenge' Modes" – the same two modes are available for both free play and multiplayer games.

(7) Number of Players. Select how many players you wish to play with. You must have at least two players in order to play in multiplayer mode.

(8) Create. Once you have completed all the necessary information and settings, left click on this icon to start a server for a new game.

Your computer now functions as a server. You are automatically forwarded to the "Waiting Room" (see the section "The Waiting Room"), where you can wait for other players to join and then start the game

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We have put this product through rigorous tests and you shouldn't experience any problems. However, it's impossible to test every configuration and should you experience any problems regarding this product, please go to our support section at

<http://www.faq.kochmedia.co.uk>

Here you will be able to browse through our Frequently Asked Questions (FAQ) where the most common problems are identified.

If you cannot find what you are looking for in the FAQ section, then please find contact details below or call the following numbers:

Technical Support Hotline 0906 732 9005 (Calls are charged at 1.00 GBP per minute)

Available: Mon - Fr 11am - 7pm. Weekends and Public Holidays 11am - 5pm

email: support@kochmedia.co.uk

Tips & Tricks hotline 0906 906 0015 (Calls charged at 1.50 GBP per minute)

Available: Mon - Sun 9am - 12pm

Address:
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Before you do so please make sure your operating system (Windows) and device drivers (video card, sound card & motherboard) are fully up to date, as this is usually the main problem when experiencing software difficulties. Please also make sure you have read the installation instructions fully.

When submitting a fault via our helpdesk please include the following information...

- . Exact error message if any.
- . Steps taken to reproduce the error/fault.
- . Details of programs running at time of fault, including . Anti-Virus and firewall applications.
- . Most importantly, email us a DirectX Diagnostic report. Do this by following the below instructions:

Click the START button on your Windows task bar, and then click RUN and type dxdiag in the box that opens. The DirectX diagnostic toolbox should automatically run. This tool details your whole system and the details can be dumped to a log file by clicking on the „Save All Information“ button at the bottom. This will save a text file called „DxDiag“, which you can just attach to any email correspondence. This information will best assist us in resolving your query as quickly as possible

Keep up to date with the latest EMERGENCY 2014 news - visit the EMERGENCY 2014 homepage at <http://e2014.deepsilver.com>

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