

CRENETIC 



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# Emergency **112**

## The Firefighting Simulator **2**



# Manual

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# **Emergency Call 112 - The Fire Fighting Simulation 2**

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## **Manual**

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## Epilepsy Warning

This section should read and considered carefully by adults and particularly for children before using the game.

Epileptic seizures or consciousness disorders can be triggered by certain flashing lights or light patterns in people who suffer from photo sensitive epilepsy, even in everyday life. While it is not usually dangerous, these individuals can experience seizures when using computer or video games. It is also possible that even those who have never been affected before or suffered an epileptic seizure can experience this. If an individual or family member experiences symptoms such as seizures or consciousness disorders associated with epilepsy when exposed to flashing lights, they should consult their doctor about using the game. Parents should monitor their children's use of computer video games. If an adult or a child experiences any of the following symptoms: dizziness, visual disturbance, eye or muscle twitching, loss of awareness, disorientation or any sort of involuntary movement or convulsion while playing the game, discontinue use IMMEDIATELY and consult a doctor.

## Precautions

- Make sure you sit as far back from the screen as possible.
- Use as small a screen as possible when playing the game.
- Avoid playing if you are tired or have not had enough sleep.
- Make sure the room you play in is well lit.
- While playing a computer or video game, you should take a break of 10-15 minutes every hour.

## Installation

Note: You must be registered as an administrator. An Internet connection is required to install the Emergency Call 112 – The Fire Fighting Simulation 2.

1. Click "Start" in the taskbar.
2. Click on "Computer".
3. Double-click on the corresponding DVD-ROM drive.
4. Double-click the "setup.exe" icon.
5. Steam will install first if it is not already installed on your system. Any necessary updates will be installed.
6. You may create a new Steam account or use an existing one. Enter the required data.
7. When prompted, enter the activation code you can find in your game box.
8. Emergency Call 112 – The Fire Fighting Simulation 2 will install from the DVD. Any required updates will be downloaded from the Internet.
9. After installing the game, an Emergency Call 112 – The Fire Fighting Simulation 2 icon will appear on your desktop.
10. Double-click the icon to start the game. Alternatively, you can access the game from your Steam library



## Support

For questions about the installation or activation of “Emergency Call 112 - The Fire Fighting Simulator 2” and other general issues, please contact Aerosoft support: [support@aerosoft.de](mailto:support@aerosoft.de)

Join our official Discord server to keep up with the latest news and discuss information and mods for “Emergency Call 112 - The Fire Fighting Simulator 2” with other players:

<https://discord.gg/AUaBq4Ha>

Are you interested in the development process for “Emergency Call 112 - The Fire Fighting Simulator 2”? If you would like to find out more, feel free to visit our YouTube channel:

Fabian Boulegue - YouTube

## Copyrights

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## Starting Off

### Preface



“Emergency Call 112 - The Fire Fighting Simulator 2” was developed in close cooperation with the professional fire department of Mülheim an der Ruhr. We would like to offer a special thank you to all the employees of the Mülheim Fire Department, especially Mr. Sven Werner, Thorsten Drewes, Steffen Dannenberg, Florian Lappe and Thomas Hoffmann.

Although we were only able to show off a small part of the many complex challenges of a professional fire department, we hope we did a good job presenting the main fire and rescue station in an appealing way.



### Our collaboration in numbers:

- Over 8000 photos of the main fire and rescue station; and of the various vehicles
- 5 hours of video material
- 200 recorded audio files
- 20 meetings at the station and at our studio
- Shadowing of various 24-hour services
- Audio recordings at the station
- Observation of fire department training
- Countless phone calls

And most of all, we would like to thank the many supporters and community of fans who provided us with information, tips and feedback during the work.

We hope you enjoy the game!

## Introduction



With “Emergency Call 2”, you can get familiar with what it’s going to be like to sound the alarm, rush to the scene and handle all of the operations. To do this, select „Introduction” in the main menu and follow the step-by-step instructions, which will guide you through your first deployment.

Additional game tips and tricks will be taught throughout the operations and deployments. You will find on-screen notes about what you should be doing next to succeed in your operations.

Tools that you target by aiming at them will display tool tips to you. These explain the function of the tools and how an item is used or combined.



### Specific Terms

Frequently used terms that are specific to „Emergency Call 112 - The Fire Fighting Simulator 2“ are explained in the following.

#### Alarms

When an emergency call is received by the control center, the necessary emergency services will be alerted automatically.

The alarm comes from a loudspeaker announcement outside and can be seen through displays, which will show the vehicles and equipment assigned to the player.



#### Firefighting

Firefighting refers to any operation in which a fire must be extinguished. This could be anything from small area fires to residential fires. In addition, there is a distinction between interior firefighting and exterior fire-fighting responses. Whilst a small area fire might be an exterior firefighting response, a residential fire in an apartment complex would be considered an interior firefighting response.



#### Technical Assistance

If there is an operation in which the fire department offers support using technical equipment, this is a technical assistance operation. This can include operations such as traffic accidents, tree sawing, removal of oil leaks and even pumping water out of flooded buildings or houses.



#### Rescue Service

Part of your duties at the fire department are rescue operations, in which an ambulance will be used. In „Emergency Call 112 - The Fire Fighting Simulator 2“ there will not be any operations that are strictly rescue operations. However, there are operations in which an ambulance (EMS) will be dispatched to cover your own squad members or to transport the injured away.







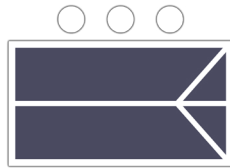
### Control Station



All incoming emergency calls go through the control station where they are received and processed by a dispatcher. From here, the emergency services needed for each call are alerted and dispatched to the scene automatically. During the operation, the control station will receive updates on the operation itself and the vehicles. This is done via the status transmitter and the digital radio communication system.

### Firefighting Squad

In the case of a larger crisis, a complete firefighting squad with an ambulance (EMS) will be dispatched. The firefighting squad consists of a command vehicle (ELW), a group firefighting vehicle (LF24), a tanker fire engine (TLF) and a turntable ladder (DLK).



### TMO and DMO Radio

TMO (Trunked Mode Operations) is also referred to as the control station radio. This is used for communication between the control station and a manager in the field.

DMO (Direct Mode Operations) is also referred to as the work radio. It is used to exchange information between units at the scene.



### Special Rights

In Mülheim an der Ruhr, the fire department has to reach the scene of the incident within 8 minutes in order to adequately provide their services to the city. To be able to get to the scene of the incident within that short amount of time, there are special rights granted to them for certain emergency situations. These come in the forms of special road traffic regulations that allow the fire department to drive with the sirens and flashing lights on. Other users of the road must keep this in mind and, for example, clear an emergency lane for emergency vehicles.







### Firefighting Tactics

When extinguishing fires, water is a firefighter's first choice. In building fires, there's a clear distinction between interior and exterior responses. In the case of an exterior response, the fire is usually extinguished through the openings of a building. For small area or outdoor fires, the fire is extinguished directly from a suitable position. In an interior response, emergency personnel (the response squad) with breathing gear enter the building to find and extinguish the fire at its source. There are a number of tactics used to cool the fumes to stop them from igniting. Whilst a smoldering fire is extinguished using a focused jet of water, the fume pockets that form around the ceiling of a room must be fought using one or more sprays.



### General Terms

The following is an explanation of some common terms that you will see often throughout the game.

#### AI Vehicles

AI means "artificial intelligence". In the game, this refers to all vehicles which are controlled by the computer and not by the player, including cars, trucks and emergency vehicles.

#### Open-World

The term „open world“ means that the game gives the player a lot of freedom and possibilities within the game world. The most important feature of an open world game is the unrestricted movement from the beginning to the end of the game.

In "Emergency Call 112 - The Fire Fighting Simulator 2", the open world means that the operations can be carried out anywhere in the in-game world. A mission generator randomly determines the operation's type and location.

#### Controllers

These are devices like joysticks, gamepads or steering wheels. By default, this term also includes the use of a keyboard and mouse. You can use any input device you want, as long as it is recognized as a game controller by Windows. All devices must be calibrated and adjusted in the options menu upon first use.



### Savegames

Game saves are also known as Savegames. The game will automatically save scores and important event when they occur. This means that after you quit the game, you can always continue from where you left off later on. In addition, you can replay operations that you have already completed. This is done using a virtual PC in the game, where you write your report after each operation.

### Key Bindings

In “Emergency Call 112 - The Fire Fighting Simulator 2” there is a default setting for all inputs from a keyboard and mouse. In the Options menu, you can change and save your personalized settings. All key bindings described in this manual are written in square brackets [...] and refer to the default settings. A detailed description of the default settings can be found in the Key Bindings section.

### Graphics Settings

Various graphics settings can be adjusted and saved in the options menu. Your computer will run faster if you activate fewer setting and keep the resolution lower. However, this does slightly worsen the visual experience of the game, along with the overall graphics quality. If you feel that the simulation is not running smoothly on your device, gradually reduce the graphics settings until you have a smooth gaming experience. The settings that will give you optimal performance depend on the hardware and software of your PC.

## The Main Menu

When you launch “Emergency Call 112 - The Fire Fighting Simulator 2”, you will find yourself in the main menu. Your version number is displayed on the top right. Because we are constantly updating “Emergency Call 112 - The Fire Fighting Simulator 2”, you will need your version number when contacting support. In the main menu, you have the following options:

### Private Game

When you start a Private Game, a loading screen will appear. Once the game has loaded, it begins and you can start a single player game.

### Public Game

If you click on Public Game, a sub-selection menu will appear. Here, you can host your own multiplayer game, or you can join a game that someone else is hosting. You can find these in a list that includes hosted games and dedicated servers. Note that some hosted games are password protected.

### Tutorial

If this is your first-time playing Emergency Call 2, we recommend you start with the tutorial. It provides a step-by-step guide that will walk you through the mechanics of the game.



## Settings

### Controls

In the settings for the controls, you can adjust the options and key bindings for your keyboard, mouse, gamepad or steering wheel. "Emergency Call 112 - The Fire Fighting Simulator 2" is programmed to automatically detect your controller. If you are using a gamepad or steering wheel, you will have to adjust and calibrate your settings before playing for an optimal gaming experience. When you are done adjusting your settings, you will need to click on [Apply] to save them.

### Graphics

The Graphics settings can be adjusted to optimize performance on your device. Besides different quality settings, you can also adjust the resolution and choose between full screen mode and windowed mode. After making changes, please save them with [Apply].

### Sound

In the Sound menu, you can adjust the overall volume, as well as the music, effects and voice volumes individually. All volume settings are applied immediately when they are adjusted.

### Game

The Game settings affect the mouse sensitivity, the density of traffic and pedestrians, and in-game aids.

## Mods

The Mods settings allow you to manage the different mods that have been created and made available by other players.

## Credits

The credits list all the people that have worked on the project and their roles. Pressing the [SPACE] bar will take you back to the main menu.

## Exit Game

Clicking Exit Game will close "Emergency Call 112 - The Fire Fighting Simulator 2" and take you back your desktop.



# The Game

“Emergency Call 112 - The Fire Fighting Simulator 2” depicts the eventful everyday life of a fire department in a large city in great detail for the first time.

In cooperation with the Mülheim professional fire department, we made sure that the operations were as realistic as possible. The Mülheim fire station is one of the largest and most modern stations in Europe and many parts of it were faithfully reproduced in the game.

## Objectives

The game is always played from the point of view of a firefighter. Using the [TAB] key, you can open the unit selection menu and switch between responders at any point.

Each different playable responder has a specific role and tasks that you have to complete with each mission. The tasks that you do not take on when you play as one responder or another, are taken over by the AI, so that all tasks are always taken on as a team. You can see which responder you are currently playing as and which vehicle is assigned to you in the unit selection menu.

## The Gameplay

You can essentially explore the entire open world available and switch between all the different playable roles. However, you should not venture too far away from station as you will want to get in your vehicle as soon as possible when the alarm sounds!

You will always play 24-hour shifts, which begin at the start of the game and end after 24 hours.

## Let's Get Started

At the beginning of each shift all the different responders gather and line up in the yard. First, there is a roll call to make sure everybody is present and then day's events are discussed. After lining up, the emergency vehicles are handed over and checked by the previous responder team.

## Vehicle Handover

Before handing over a vehicle, they are first inspected and checked to make sure they are ready for use. This is why all of the emergency vehicles are driven out into the yard and checked by the engineer. During the inspection, it is important to look out for any obvious defects in the vehicle. Then, all the vehicles functionalities are tested. After the inspection is complete, the vehicles are taken back to the garage again, and are ready to be used.

## Alarms

The alarm for an operation will sound at random. If you want, you can sit down on a chair in the station in order to „fast-forward“ the time until the next mission.

When an emergency call comes through, there is an audible alarm that sounds from the control center. The rolling shutter gates will open automatically. All alerted personnel will get suited up in their personal protective equipment (PPE) and get into their assigned emergency vehicles. If your character has been alerted, the corresponding instructions will show up on the screen.

Once everybody is in their assigned emergency vehicle, they will roll out in a fixed sequence.

Depending on what role you have chosen to play, you will either get to drive to the location, or the AI will drive you there.



### Deployment



While on an emergency deployment with special road rights, you will use your flashing blue lights and sirens. The flashing blue light should be used during the entire drive, but the sirens should only be used at intersections.

The simulated AI traffic will react accordingly to your emergency rights and will already move to form an emergency lane for you in advance. Intersections should not be blocked and traffic must not continue as normal until all vehicles have passed. You can use the navigation system to find your way to the scene of the operation. This system always calculates the fastest route and is displayed to on the bottom right of the screen. In the cockpit perspective, the ideal route is displayed on the navigation system next to the dashboard.

### Arrival at the Scene (Organization)

Once you arrive at the scene, the emergency vehicles park in what is supposed to be the most tactical position available. Depending on how the operation is carried out, it may be a good idea to move a vehicle out of the way. This is often the case for the turntable ladder, which can be repositioned in a different place. This done on the tactical screen, which can be opened by pressing the [SPACE] bar. From here, you can order the squads and emergency vehicles to take initial action. This includes the dismount and site inspection.

### The Operation

If you want to, you can use the [TAB] key at any time to switch between the different responders to complete their tasks yourself. Anybody you are not controlling will be controlled by the AI. There are some cases in which you have to complete a certain task for the AI to take on theirs, as there are some sequential tasks.

The tasks that are next for your particular responder are displayed in the bottom left corner of the screen and in the game world. Tools and positions that you can use in the 3D landscape are highlighted. If you listen carefully to the radio traffic, you can hear which tasks are being carried out by the other task forces, and then perhaps take on an exciting task yourself.

### Tactical Overview

To open the tactical overview, you can press the [SPACE] bar at any time while on the scene. The perspective will change to the overview mode. You can move the camera with WASD and zoom in or out with the mouse wheel. You can issue commands to the different responder by clicking on an emergency vehicle. You can also assign multiple commands at once, and they will all be prioritized accordingly. If you hit the space bar again, you will go back to the responder you had selected last and all of your commands will be processed by the AI or offered to you.



### Back to the Station

Once you have successfully finished the operation, the “Pack Up” and “Move Out” orders will become available in the tactical overview. When all the emergency responders are in vehicles, they return to the station, this time without special road rights. The team will take off the personal protective equipment once all the emergency vehicles are back at the station and in their parking position.

### Operation Reports

Writing up an operation report is a crucial part of every operation. You can write a report for each operation using the PC in the station commander's office. You must save your reports; these can then be modified or added to later. From here, you can even replay an operation you've already completed before. An alarm will sound directly with the exact same parameters for the operation.

### Day and Night

At the professional fire department in Mülheim an der Ruhr, three teams work in alternating 24-hour shifts (A, B and C shifts). The game will start at 7:00 am and will continue until 7:00 the next day. If you are still on active duty when the clock hits 7:00, your shift ends automatically on arriving back at the station.

## Operation Scenarios

There are various operational scenarios that are experienced on a daily basis by the emergency forces of the fire department in Mülheim an der Ruhr. The focus here is on the areas of responsibility handled by a fire-fighting squad.

We would like to express that, at this point in time, this is not an exhaustive list of operations, as we will always continue to expand and extend “Emergency Call 112 - The Fire Fighting Simulator 2”.

### Dumpster Fire

When a dumpster fire is detected, a fire engine (TLF) is deployed. The situation may also call for the deployment of a command vehicle (ELW), for example if the dumpster fire is next to a house wall. The fire is extinguished with the quick attack hose and the extinguishing water tank is refilled immediately after the operation. The water used for extinguishing is taken through a standpipe that goes to an underground hydrant.

### Small Area Fire

A small area fire can happen quickly and can range from barbeque accidents to burning hedges. For this situation, the fire engine (TLF) is the only vehicle needed. Depending on the type of operation, the fire is extinguished with the quick attack hose or a fire extinguisher (CO2 or powder). After the operation, you can refill the extinguishing water, if necessary, using an underground hydrant.



### Room Fire

In the event of a room fire, the whole firefighting squad, including an ambulance (RTW), is deployed. Once on the scene, the turntable ladder is deployed in order to commence an external response or rescue mission from the basket. The water squad establishes a water supply from an underground hydrant, leading to the fire engine, and then from there to a distributor. The engineer operates the pump. The hose squad lays out the hoses needed from the distributor to the scene, and then attaches a hollow jet attachment. In the meantime, the response squad equips themselves with their breathing apparatus and prepares for the interior response. The interior response is never carried out from a vertical position. The tactic employed here is to alternate between cooling the fumes on the ceiling with a burst spray and extinguishing the source of the fire with a brief full stream. When all fires have been extinguished, the apartment is ventilated with a fan and all the equipment and materials are packed back onto the vehicles.

### Vehicle Fire

For a vehicle fire, the group firefighting vehicle (LF24) will be deployed. Sometimes the scene will have to be cordoned off. In principle, foam is used to extinguish the fire, as aluminum and similar materials are often used in modern cars. An extinguishing water supply is established from the emergency vehicle and is mixed with an additive directly at the vehicle. The extinguishing foam itself is produced with a medium foam pipe instead of a hollow jet pipe.

### Vehicle Fire on the Highway

Seeing as there is no easily accessible water supply on the highway or country roads, the fire engine (TLF), the command vehicle (ELW), the ambulance (RTW) and the group firefighting vehicle (LF24) will need to be deployed. Otherwise, the operational procedures are similar to those for a vehicle fire.

### Oil Spill Assistance

In oil spill removal operations, the LF24 and the small operations vehicle (KEF) will be deployed. A binding agent is sprinkled over the oil, binding it. To do this, it is spread with a broom and then swept up afterwards.

### Traffic Accident Assistance

In the case of a traffic accident, the LF24, an ambulance (RTW) and a first responder's vehicle (NEF) (with a doctor) will need to be deployed. If there are no injuries or people trapped, then you can deploy the LF24 alone. You should take different measures depending on the circumstances. If the police have not yet cordoned off the scene of the accident, this will be done by the fire department. There are two different extinguishing techniques that are available for an emergency. The emergency doctor will attend to those victims in the accident. With the vehicles involved in the accident, first disconnect the battery, then work on the vehicle. If a person is trapped in the vehicle, they need to be freed. For this you need to use the halligan bar, the shears and a spreader.

Once the person has been freed, the oil and fuel is collected using the binding agent if needed. Afterwards, the deployed material is packed back on the emergency vehicles and the operation is handed over to the police. The LF24 returns to the station and the ambulance (RTW) takes the patients to the nearest hospital.

### Technical Assistance

This is where the small operations vehicle (KEF) comes into play. Mostly these are operations such as pumping flooded basements, tree sawing operations, boarding up doors, or clearing roads. The KEF is dispatched to most missions on its own. In the event of an emergency door opening, the RTW goes out with it. For some tree-sawing operations the DLK is also deployed.



## Operation Vehicles

All vehicles in the game are controlled from a cockpit perspective. Optionally, you can switch to the outside perspective, which can be helpful when parking and maneuvering. The vehicle controls, such as the lighting system, are operated directly in the 3D game world.

If a vehicle collides with the static environment or an AI vehicle, no damage is displayed on the model. In case of collisions, however, there is direct user feedback that is accompanied by a suitable sound that is also played.

Each emergency vehicle provides different functions and equipment to match its task. Rules must be followed when using these features, according to the safety regulations. For example, the turntable ladder may not be used if the supports are not extended.



## Command Vehicle (ELW)



- Command vehicle of the firefighting squad
- Transports the operation manager
- Transport of guiding materials
- Used for communication with other organizations
- Communicates with the control center
- Crew: 2 seats
  - Management assistant (driver)
  - Operations Chief



## Tanker Fire Engine (TLF)



- Water supply in case of insufficient extinguishing water supply
- Firefighting (e.g., quick attack)
- Water supply in general (e.g., highway)
- Crew: 2 seats (squad vehicle)
  - Engineer (driver)
  - Squad leader

## Firefighting Vehicle (LF24)



- Firefighting (various fire extinguishers, hoses, extinguishing agents)
- Ventilation
- Technical assistance of various kinds (e.g., electricity, pumps...)
- Lighting (small light pole)
- Crew: 8 seats (group vehicle)
  - Special vehicle of the Mülheim fire department
  - Engineer (driver)
  - Group leader
  - Response Squad leader
  - Response Squad member
  - Water Squad leader
  - Water Squad member



## Turntable Ladder Truck and Basket (DLK)



- Turntable ladder
- Human rescue
- Firefighting (extinguishing response)
- Lighting
- Ventilation
- Technical Assistance
- Leader readiness (for own personnel)
- Crew: 2 seats (squad vehicle)
  - Engineer (driver)
  - Squad leader

## Small Operations Vehicle (KEF)



- Technical Assistance
- Crew: 2 seats (squad vehicle)
  - Engineer (driver)
  - Squad leader

# Controls and Operation

When you play “Emergency Call 112 - The Fire Fighting Simulator 2” with a keyboard and mouse, the following controls are set by default:

## Character Model

- Control the character model with [W], [A], [S] and [D], look around with the mouse
- You can zoom in and out with the mouse wheel
- Press [C] or the middle mouse button to change the camera perspective
- Run slower with [Shift] key pressed
- Crouch and stand up with the [Ctrl] key
- Target interactive objects with the crosshairs in the center of the screen
- Press [Q] on target markers to pick up, put down, build up and tear down.
- Press [E] on target markers to open, close, pull out and push in.
- Press the left mouse button or hold it down, if necessary, to use tools




## General Vehicle Controls

- Control the vehicle model with [W], [A], [S] and [D], look around with the mouse
- You can zoom in and out with the mouse wheel
- Press [C] or the middle mouse button to change the camera perspective
- Press [M] to start and stop the engine.
- Use the right and left [Arrow] keys to use your blinkers

## DLK

- Control the ladder with [W], [A], [S] and [D]
- Extend and retract the ladder using the [ARROW KEYS]



# ***AUTOBAHN POLICE SIMULATOR***

