



FREQUENTLY ASKED QUESTIONS

(Last Update: 05.12.2022 - 13:00 MEZ)

1.0 Technical Questions (PC)

My game stutters. What can I do?

Lower hardware configurations can lead to sporadic stuttering in the game. If your game often stutters or experiences breaks in the frame rate, then you should set the graphics settings to lower values. You can choose between the settings "*Low*", "*Medium*", "*High*" and "*Epic*" in the settings under the main category "*Graphics*" for various points. Please note that a very powerful computer is required for the "*Epic*" setting. If your game stutters, try - as said before - to select a lower quality setting. Some options reduce the burden on specific hardware elements more than on others. We have created the following table to give you a good overview.

Setting	Description
Resolution	Determines the graphic resolution of your game.

Display Mode	Lets you decide between borderless, windowed and fullscreen mode.
Global Illumination	The simulation of the light interactions of objects.
Screen Resolution	Changes the <i>Screen Resolution</i> , setting this to a value lower than 100% will increase performance.
Fire Emits Light	Light simulation of single fire sources, can be turned off to get better performance.
Fire	Reduces or increases the number of displayed particles, mainly in the distance.
Smoke	Reduces or increases the number of displayed particles, mainly in the distance.
VSync	Vertical synchronization.
ICM Upsampling	Increases performance on the interactive city map (mission selection / ICM).
View Distance	Shows how far you can see everything in the distance.
Shadow Quality	Determines the resolution and quality of the shadows.
Textures	Determines the resolution and quality of the textures.
Effects	Determines the resolution and quality of the effects.
Post Processing	Is used for quality improvement.

If your game is stuttering, you can try to deactivate the “*Global Illumination*”, set the “*Screen Scale*” to approx. 70 and turn off “*Fire Emits Light*” in addition to the lower quality level setting. The point “*ICM Upsampling*” concerns only the Interactive City Map (ICM) and not the missions.

Note: If you are playing on a PC using a modern NVIDIA graphics card, please take note that Firefighting Simulator – The Squad supports NVIDIA DLSS, enabling you to maximize your frame rate while retaining quality imagery.

Which resolution settings are supported?

The game can support following resolutions - but please mind that not all resolutions may lead to the same gaming experience:

- 4096 x 2160
- 3840 x 2160
- 2560 x 1600
- 2560 x 1440
- 2048 x 1536
- 1920 x 1440
- 1920 x 1200
- 1920 x 1080
- 1680 x 1050
- 1600 x 1200
- 1600 x 1024
- 1600 x 900
- 1440 x 900
- 1366 x 768
- 1360 x 768
- 1280 x 1024
- 1280 x 960
- 1280 x 800

- 1280 x 765
- 1280 x 720
- 1176 x 664
- 1152 x 864
- 1024 x 768
- 800 x 600
- 720 x 576
- 720 x 480
- 640 x 480

You can find the resolutions your monitor is able to show in your system information.

What kind of computer do I need to be able to play Firefighting Simulator - The Squad?

Your PC must fulfill the following minimum system requirements in order for you to play the game:

Minimum Requirements:

System: Windows 10 (64-bit)

CPU: Intel Core i5-4440 3,1 GHz or AMD FX-8150 3,6 GHz or higher

RAM: 8 GB RAM

Video Card: GeForce GTX 750 Ti (2 GB VRAM) or AMD Radeon RX 460 (2 GB VRAM) or higher

DirectX: Version 11.0

Harddrive Space: 25.0 GB

Internet connection to unlock the game and updates/patches and to play the multiplayer

We recommend the following configuration:

System: Windows 10 (64-Bit)

CPU: Intel Core i7-3820 3,6 GHz or AMD FX-8350 4,0 GHz or higher

RAM: 16 GB RAM

Video Card: GeForce GTX 1070 (8 GB VRAM) or AMD Radeon RX 5600 XT (8 GB VRAM) or higher

DirectX: Version 11.0

Harddrive Space: 25.0 GB

Internet connection to unlock the game and updates/patches and to play the multiplayer

Can I also play the game on a Mac?

Unfortunately, not.

In which languages can I play the game?

Upon release, the game supports the following languages:

English, German, Spanish, French, Brazilian Portuguese, Russian, Japanese, Simplified Chinese, Traditional Chinese, Turkish, Korean, Italian and Polish.

The following audio scoring is selectable: English.

Where can I change the language?

You can change your language ingame in the settings menu in the upper category "Gameplay". Just open the Drop Down option for the language and choose the language you want to use.

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I have a 32-bit system. Can I play the game?

Unfortunately, not. Firefighting Simulator - The Squad is optimized for 64-bit systems.

You can find out whether you have a 32-bit or 64-bit system in the system settings of your computer.

Are there any other requirements needed to play the game?

The game installation process requires that you access Steam once in order to activate your key. After that, you can start Steam in offline-mode and play Firefighting Simulator - The Squad without an internet connection. However, you will need an internet connection to have your achievements logged in. If you want to play a multiplayer game, you need to be online.

I bought a product key online – what now?

Now you will need a Steam client, which is available for download directly from the Steam website: <http://store.steampowered.com/about/>. Double click on the downloaded file to install the client and set up a Steam account. You will have to accept the terms of the Steam Subscriber Agreement (SSA).

Now log into the Steam client with your account with your password. In order to activate your game in Steam, please do the following:

- Open Steam and log into your account.
- Click on the heading “Games” and then the subheading “Activate a Product in Steam...”
- Follow the steps to activate the product and enter your product key at the end.
- Afterwards, Firefighting Simulator - The Squad will automatically be downloaded and installed.

How do I uninstall the game?

Open your Steam client and select the library. Right clicking on the entry for Firefighting Simulator - The Squad in your Steam library will open a menu. Now click on "Delete Local Data" and confirm the action to delete the game from your hard drive.

My computer fulfills all of the minimum system requirements, and I was able to install the game, but it does not start. What can I do?

You need help or you are looking for new updates and news for Firefighting Simulator - The Squad? Check out the STEAM®-Forum: <https://steamcommunity.com/app/420560/discussions/>. Before contacting our Support, please update all of your drivers and install any available Windows updates. Most of the graphics- and sound issues will be solved after updating your drivers. If you still have any questions about this product which are not discussed here, you can contact the astragon Entertainment Support-Team.

I require technical support. Is this available?

Yes. Contact the Customer Support via helpdesk@astragon.de or contact the team via

- Steam (https://store.steampowered.com/app/420560/Firefighting_Simulator_The_Squad/)
- Facebook (<https://de-de.facebook.com/FirefightingSimulator/>)
- Instagram (https://www.instagram.com/firefighting_simulator/)
- The astragon Entertainment Discord (<https://discord.gg/astragon>)

Does Firefighting Simulator - The Squad support gamepads and steering wheels, and if so, which ones?

All steering wheels - with the exception of a few special cases - work, but only for driving.

We currently offer partial support for gamepads. This means that you can play ingame with the controller, but you need the mouse for menus (f.e.: settings menu).

All gamepads for which Windows drivers are currently still available and which have enough buttons (at least as many as the Xbox controller has) to be able to use all functions, work. This means that the popular Xbox controllers, PS4 controllers and Steam controllers will definitely work.

Does Firefighting Simulator - The Squad support the force feedback functions of my steering wheel?

Unfortunately, not.

What are the current key bindings?

General

Action	Key	Gamepad
Interact	E	Gamepad Face Button Bottom
Use Tool	Left Mouse Button	Gamepad Right Trigger
Toggle Flashlight	F	Gamepad Face Button Right
Swap Shoulder View	Middle Mouse Button	Empty
Take Screenshot	Alt+F12	Gamepad Special Left
Open Menu	M	Gamepad Special Right

Player Movement

Action	Key	Gamepad
Move Forward	W	Gamepad Left Thumbstick Y-Axis
Move Backwards	S	Gamepad Left Thumbstick X-Axis
Move Left	A	Gamepad Right Thumbstick Y-Axis
Move Right	D	Gamepad Right Thumbstick X-Axis
Crouch	Left Ctrl	Gamepad Right Shoulder
Sprint	Left Shift	Gamepad Left Thumbstick Button

Driving

Action	Key	Gamepad
Accelerate	W	Gamepad Right Trigger Axis
Brake/Reverse	S	Gamepad Left Trigger Axis
Steer Left	A	Gamepad Left Thumbstick X-Axis
Steer Right	D	Gamepad Left Thumbstick X-Axis
Handbrake	Y	Gamepad Face Button Right
Emergency Lights	J	Gamepad D-pad Up
Headlights	L	Gamepad D-pad Down
Siren	U	Gamepad D-pad Left
Reset Vehicle Position	Backspace	Gamepad Left Thumbstick Button
Toggle Camera	C	Gamepad Right Thumbstick Button
Left Turn Signal	Q	Gamepad Left Shoulder

Right Turn Signal	R	Gamepad Right Shoulder
Horn	H	Gamepad Face Button Left

Ladder Truck Operator

Action	Key	Gamepad
Expand Arm	R	Gamepad Right Shoulder
Retract Arm	F	Gamepad Left Shoulder
Turn Arm Right	D	Gamepad Left Thumbstick X-Axis
Turn Arm Left	A	Gamepad Left Thumbstick X-Axis
Move Arm Up	W	Gamepad Left Thumbstick Y-Axis
Move Arm Down	S	Gamepad Left Thumbstick Y-Axis
Switch Operator Mode	C	Gamepad Right Thumbstick Button
Control Basket Arm Separately	Left Shift	Gamepad Face Button Left

Squad Commands

Action	Key	Gamepad
Open Command Wheel	Space Bar	Gamepad Left Shoulder
Open Quick Command Menu	Tab	Empty
Command First AI	1	Gamepad D-pad Left
Command Second AI	2	Gamepad D-pad Up
Command Third AI	3	Gamepad D-pad Right
Select (while Command Wheel is open)	Left Mouse Click	-
Next (while Command Wheel is open)	Mouse Wheel Up	-
Select Main Element	-	Gamepad Right Trigger Axis

Select Submenu Element	-	Gamepad Left Trigger Axis
Issue Command (while Command Wheel is open)	-	Gamepad Right Trigger
Previous (while Command Wheel is open)	Mouse Wheel Down	Gamepad Face Button Right

Do I have to be online all the time in order to play?

No, you only have to be online once during installation in order to activate your key. Afterwards, you can also start Steam at any time in offline-mode and play Firefighting Simulator - The Squad.

Whereas, if you want to play a multiplayer game, you need to be online.

Do you track user data and what are you doing with it?

Of course we treat your data responsibly. Please find additional information in our privacy policy (https://store.steampowered.com//eula/420560_eula_1?eulaLang=english).

1.1 Technical Questions (PlayStation & Xbox)

What kind of game console do I need to be able to play Firefighting Simulator - The Squad?

The game is available for the following game consoles:

- PlayStation 4
- PlayStation 4 Pro
- PlayStation 5
- Xbox One
- Xbox One S
- Xbox One X
- Xbox Series S
- Xbox Series X

In which languages can I play the game?

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Where can I change the game's language?

You can change your language ingame in the settings menu in the upper category "Gameplay".

I require technical support. Is this available?

Yes. Contact the Customer Support via helpdesk@astragon.de or contact the team via

- Steam (https://store.steampowered.com/app/420560/Firefighting_Simulator__The_Squad/)
- Facebook (<https://de-de.facebook.com/FirefightingSimulator/>)
- Instagram (https://www.instagram.com/firefighting_simulator/?hl=de)
- The astragon Entertainment Discord (<https://discord.gg/astragon>)

Does the console version of Firefighting Simulator - The Squad support steering wheels or other gaming devices, and if so, which ones?

The console version has been optimized for the use of your consoles gamepad. Steering wheels or other gaming devices aren't supported yet.

Does Firefighting Simulator - The Squad support force feedback functions of my gamepad?

Yes, you can activate force feedback in the game's settings menu: Settings > Gameplay > Vibration function

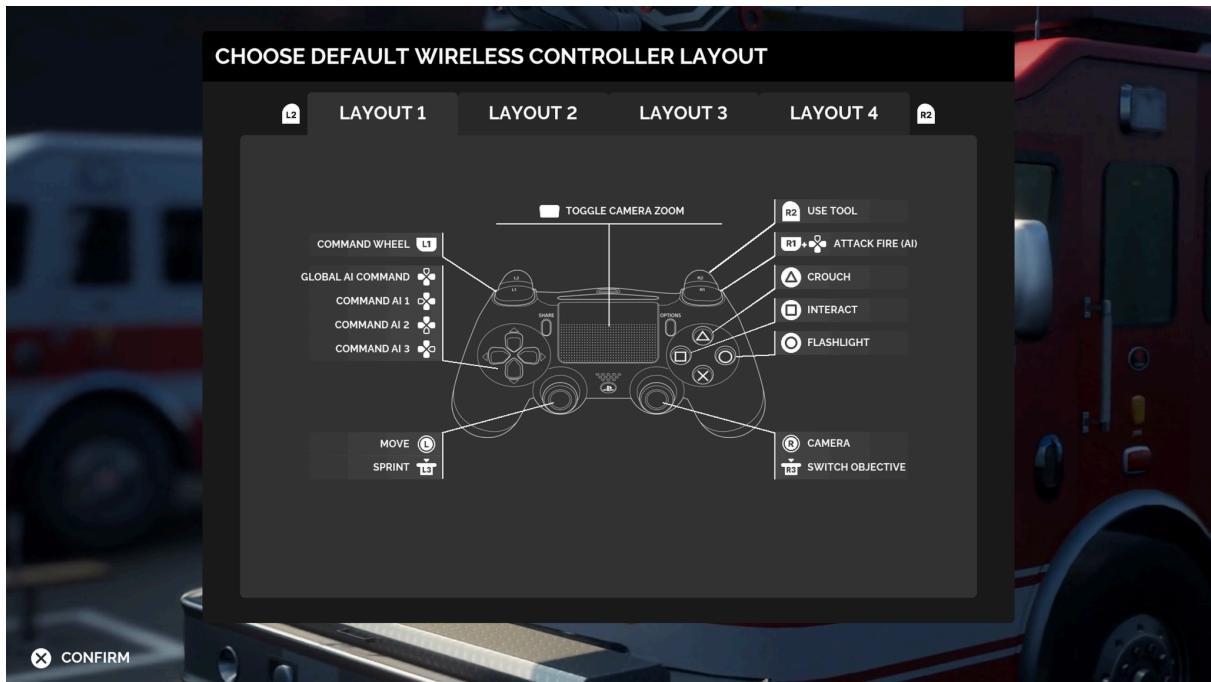
Note: If you are playing on PlayStation 5 using the PS5 gamepad, adaptive triggers and haptic feedback are supported too. You can turn this function on and off in your PS5's settings menu.

What are the current key bindings on my console's gamepad?

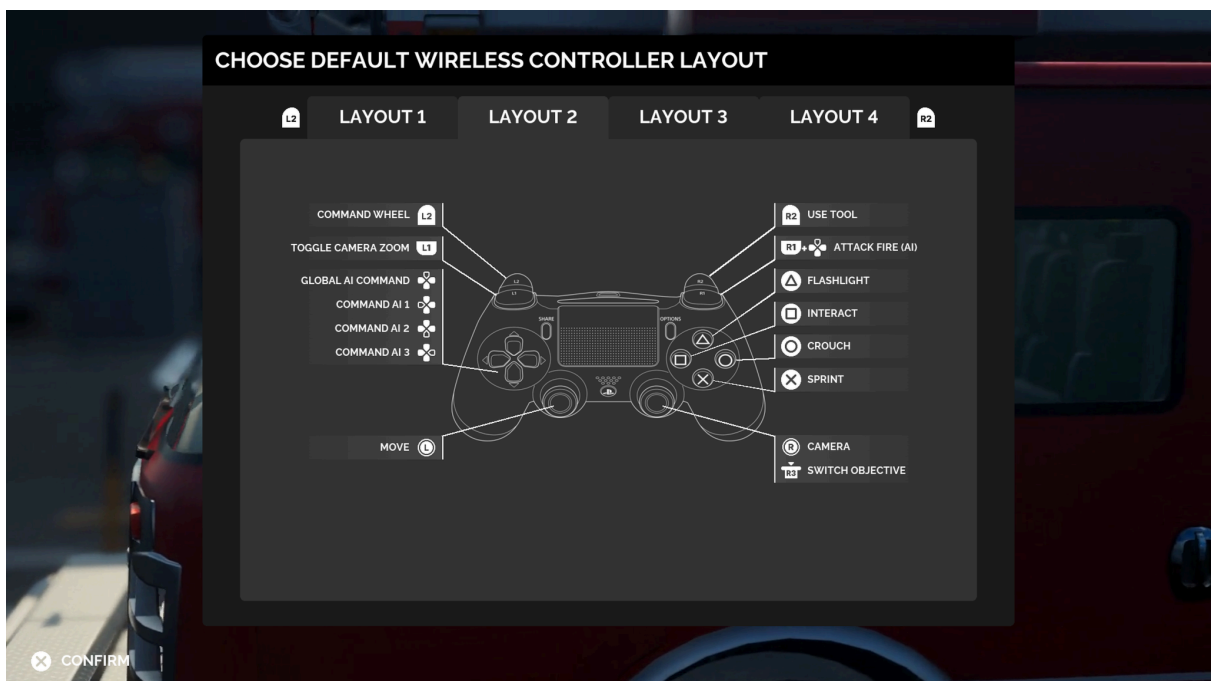
When starting the game you will be asked which of the 4 available gamepad layouts you prefer. After the initial selection you can change the gamepad layout within the game's settings menu whenever you want to: Settings > Gameplay > Controller layout.

PlayStation

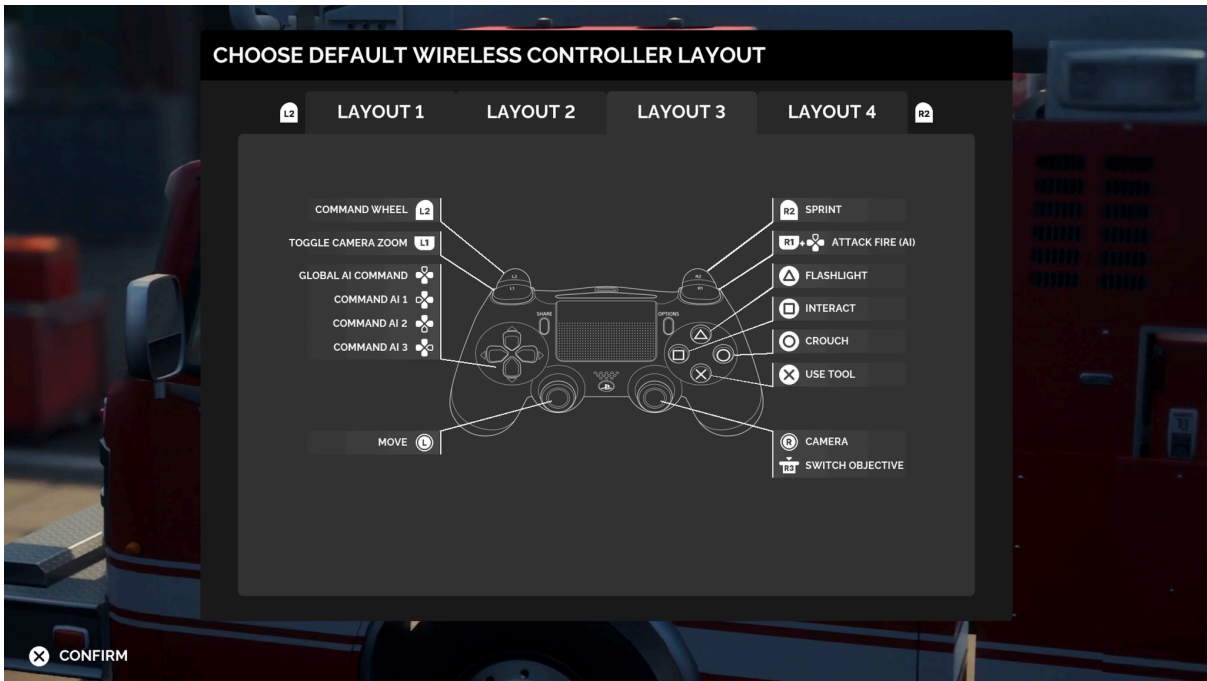
Layout 1



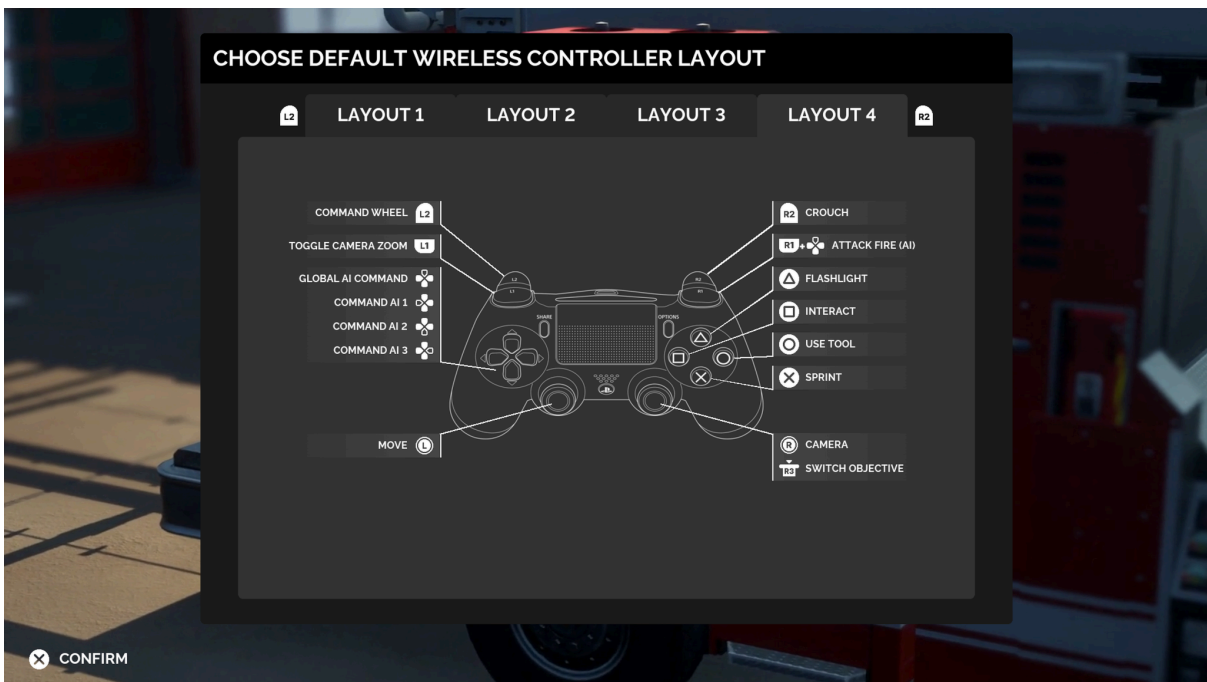
Layout 2



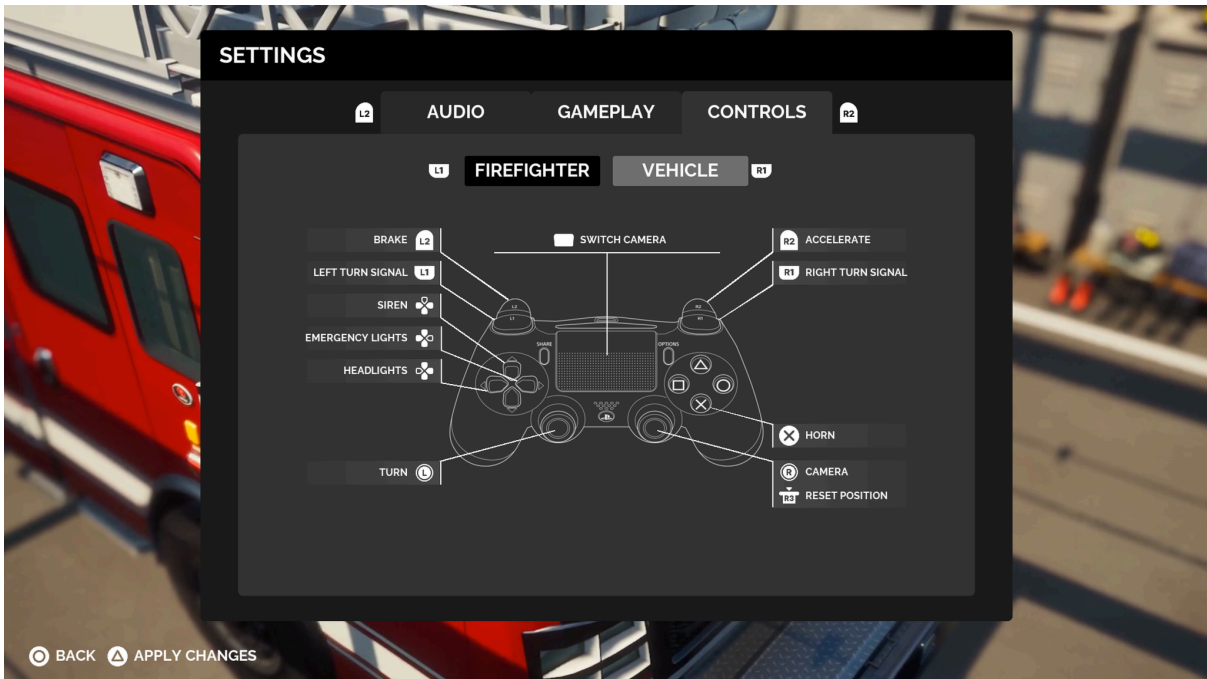
Layout 3



Layout 4

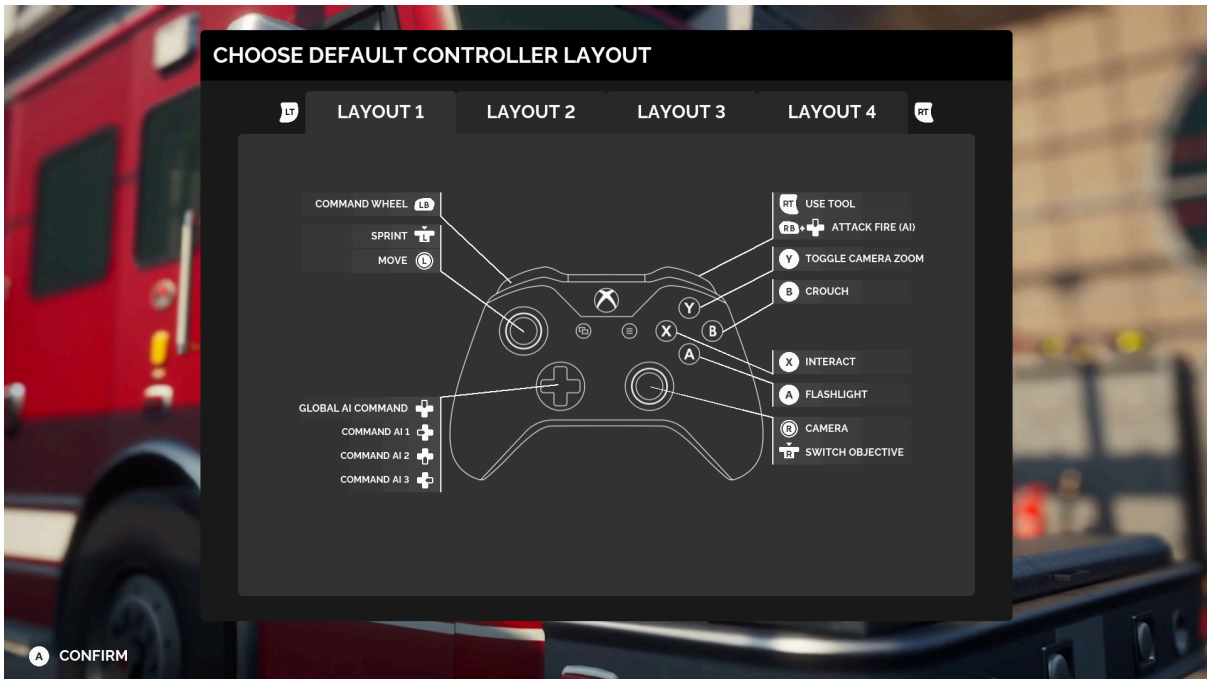


Driving a Vehicle

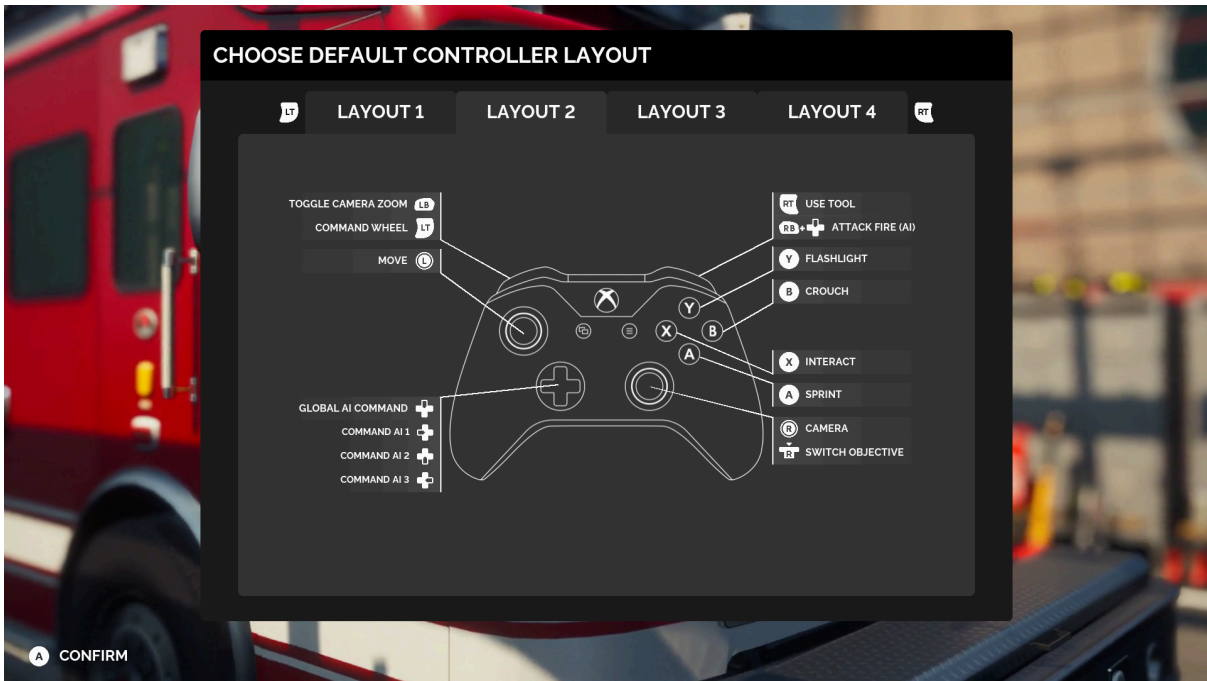


Xbox

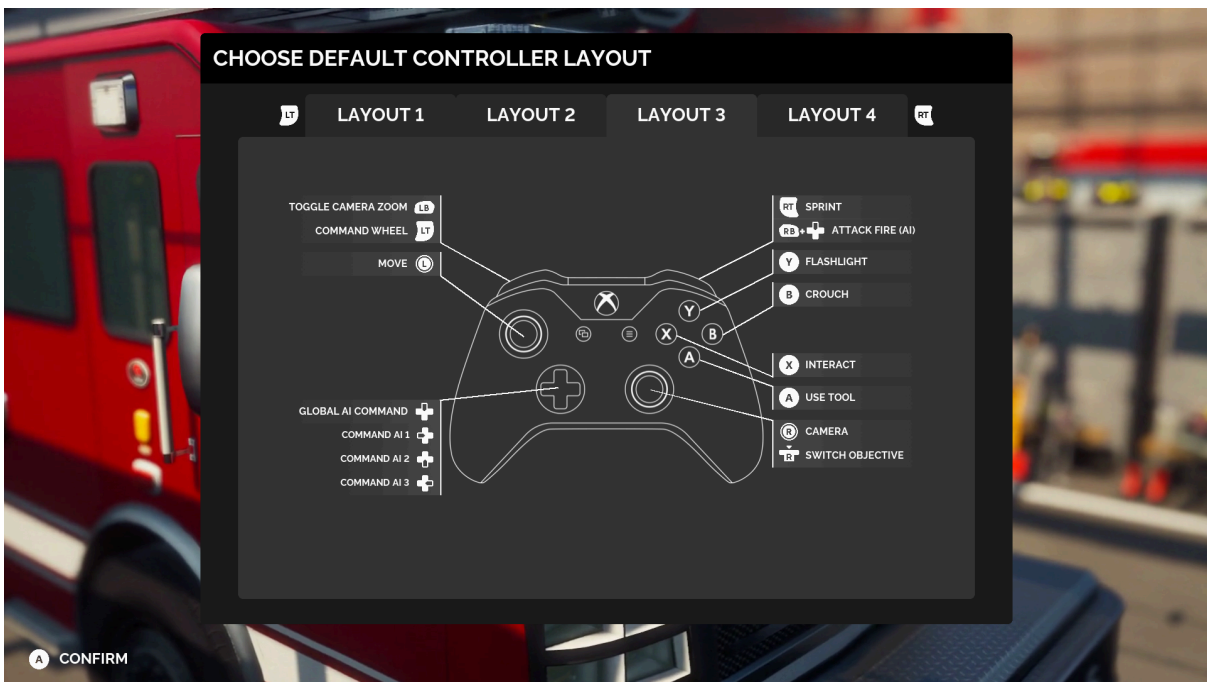
Layout 1



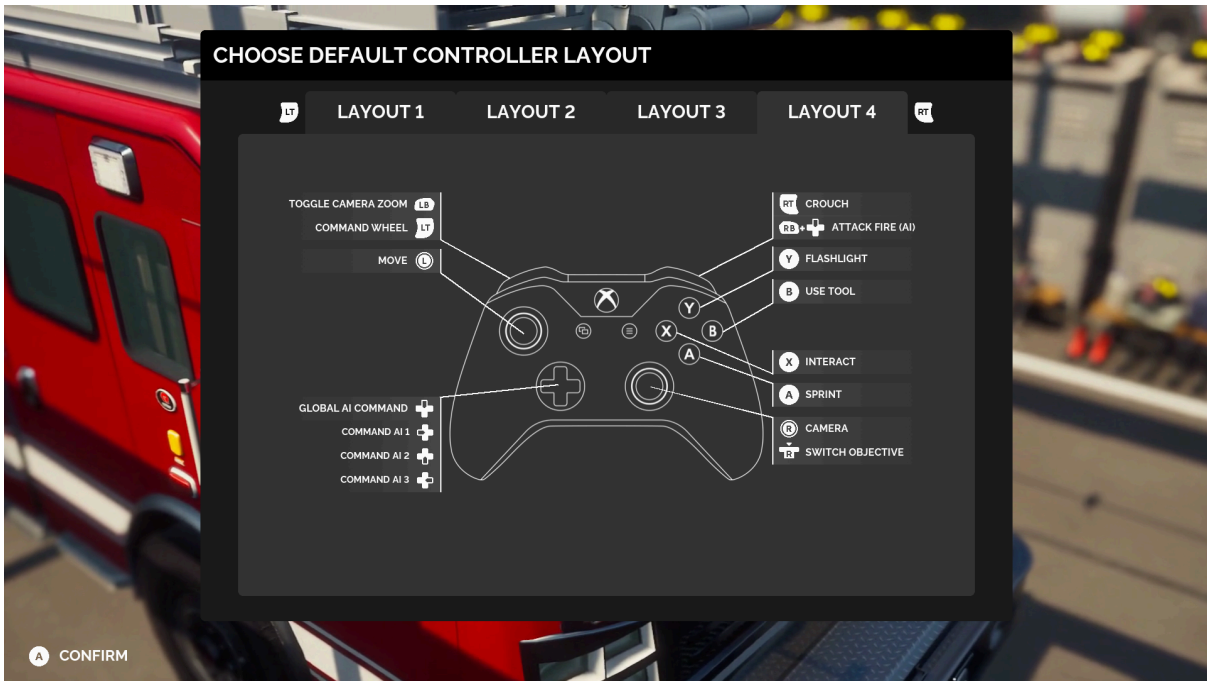
Layout 2



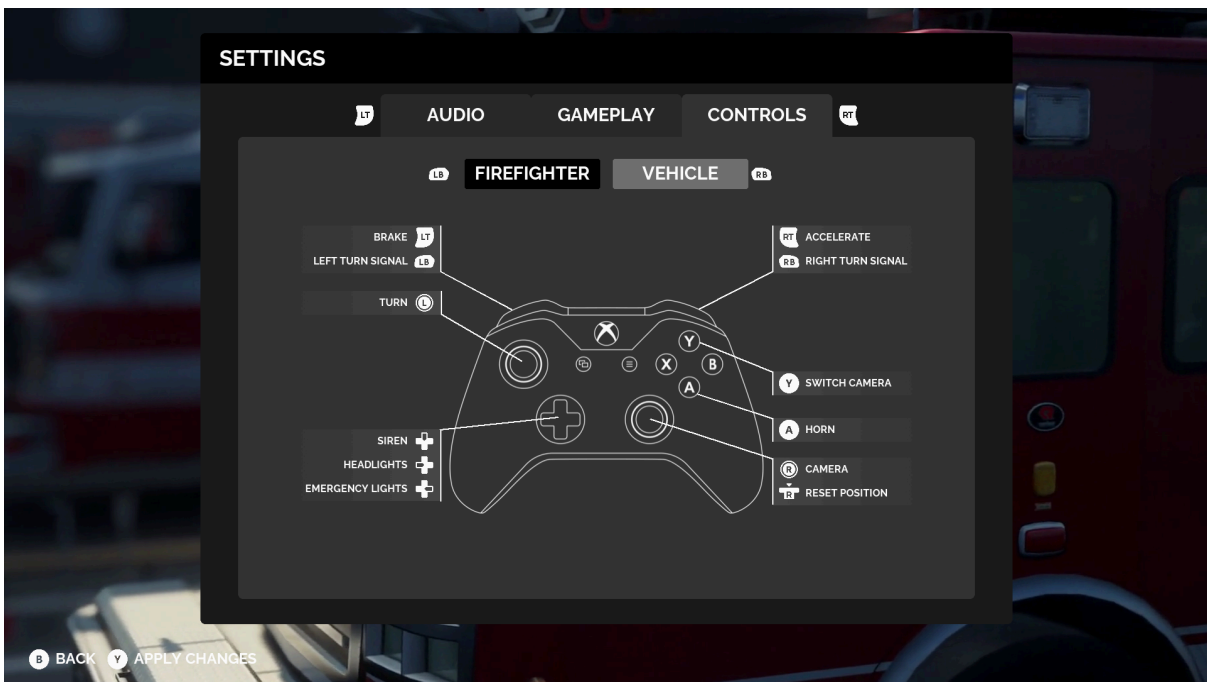
Layout 3



Layout 4



Driving a Vehicle



Do I have to be online all the time in order to play?

No, you can play Firefighting Simulator - The Squad in single-player mode without an internet connection. However, for the installation of available updates as well if you want to play a multiplayer game, your console has to be online.

Do you track user data and what are you doing with it?

Of course we treat your data responsibly. You can find more detailed information within our data privacy policy shown at the first start of the game. If you missed it, you can review it at any time via the game's settings menu: Settings > Gameplay > Data Privacy Policy > Review

2.0 Help during the game

What is the game's objective?

The goal of Fire Fighting Simulator - The Squad is to unlock and complete every mission. To beat your personal scores to become the very best Firefighter there is. During your gameplay, you will start to unlock new firetrucks and the Multiplayer feature. With these tools you can start to absolve challenges more efficiently alongside your friends. Take charge as commander or follow orders of your teammates to save the day from the persistent dangers of the flames.

How can I create a player profile?

Go to the main menu and press "New Game". Your game will start immediately with an introductory mission. Afterwards, your game will be saved automatically like all your future progress on the same save file.

Can I have numerous save files / player profiles?

No, you can only have one player profile. Since you can replay any mission as often as you like this does not take away from the gameplay.

How do I save my progress?

Progress is automatically saved when you finish a mission. Manual saving meanwhile is not supported.

How can I select my player profile?

When pressing “Continue” the top bar in the main menu, you automatically go back to the map with all your progress on it.

How can I delete a player profile or my progress?

If you are playing on PC you can delete all your progress, if you go to C:\Users\ (insert your computer's username) \AppData\Local\FG\Saved\SaveGames and delete your save game.

Example: `C:\Users\Meyer\AppData\Local\FG\Saved\SaveGames`

Note: Please note that “AppData” is a hidden Windows folder. To be able to see it, you have to adjust your Windows Explorer settings accordingly.

If you are playing on PlayStation or Xbox, please read your console’s documentation to learn how to delete save games of installed games.

Is there a First Person View for my character?

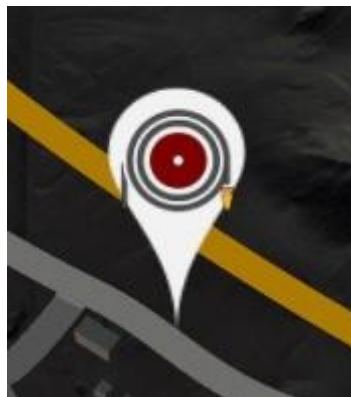
Unfortunately, not. But you can switch into the First Person View while driving one of the fire trucks or being a co-driver in one of these.

Are there different difficulty settings?

No, there are not. Different missions have different difficulty degrees. The difficulty of a mission is not adjustable and depends on factors such as how many flames to quench or how many victims to save. But if you want to make everything a little more difficult, you can (un)display (switch on/off) various UI elements in the settings. To do this, go to the settings menu and click on the "Gameplay" tab. Now you will see various points here, such as "Quench Indicator", "Show AI Distance", "Visualize AI Path" and more. You can switch these on and off as you wish. If this does not work immediately, please restart the mission.

Is there a tutorial?

Yes, there is a tutorial. On the map, the "Training facilities" are marked with their own icon.



There you can learn in various steps how to use implemented features and how to accomplish your missions.

You can do the tutorial as many times as you like, but you do not have to play the tutorial, if you do not feel the need to.

What can I learn in the tutorial?

The tutorial consists different steps. You can play each step at every time and as often as you want after playing the Intro Mission. Following steps (most of the tutorial names are self-explanatory) are integrated::

- Dealing with doors and walls
- Dealing with windows
- Circular saw
- Ladder
- Fire propagation and growth speed
 - In this step you will learn how fire will spread
- Extinguishing fire
- Dealing with smoke
- Recognizing backdrafts
- Establishing hoses
- Squad commands
 - In this step you will learn how to command your AI squad mates
- Using ladder trucks

How does navigating on the map work?

When playing with mouse and keyboard on PC press and hold the left mouse button and move your mouse around to navigate on the map. Use your mouse wheel to zoom in and out. To start a mission, select its location on the map and press the Action Button [left mouse button].

When playing with a gamepad on consoles you can navigate on the map by using the left joystick. To start a mission, select its location on the map and press the Action Button: X (PS) / A (Xbox).

How can I quench fires?

First you have to pick up the hose in order to extinguish a fire. While holding the hose, press the left mouse button on PC / R2 on PS / RT on Xbox continuously and aim at the fire. It is best to start at the bottom and work your way up. Segment the parts you want to quench and strategically quench them one by one. This way the fire does not reignite spots you have previously quenched thus being more efficient.

How can I establish hoses / How can I secure water supply?

The establishing of hoses is an important part of the game that needs to be done in most missions, since water will be your most important tool. This job can be done by you or by one of your AI companions. An extensive hands-on tutorial on establishing hoses is included in the game, but here is also a short version for you:

- 1.) First, you have to open the compartment labeled *"hoses inside"* and equip one of the yellow supply hoses.
- 2.) Remove the cap of the supply connection to the truck and connect the supply hose to it.
- 3.) Hold tight to the other end of the supply hose, move to the hydrant and connect the supply line to it, after removing the cap there, too.
- 4.) Now, go back to the compartment and supply an attack line and connect it to the supply connection next to the supply line.
- 5.) To finish establishing the attack line, find a nozzle at the back of your firetruck (the compartment says *"nozzles inside"*) and connect it to the attack hose. - Et voilà, you are good to go!

I have quenched a fire but it is ignited again and again. Why?

The fire spreads dynamically. So, if you have quenched a point and do not quench everything else around it in time, something can go up in flames again, even it was extinguished previously. In addition, the sparks from lamps can start another fire if the electrical system has not been cut off beforehand. Other types of fire can also encourage re-ignition.

What is the difference between grease, chemical, electrical and “normal” fire?

In the game you are able to find different fire types: Grease, chemical, electrical and “normal” fire. “Normal” fire can be extinguished by simply using water. But if you will use water to extinguish grease, chemical or electrical fire it will make the fire even worse, because water would cause a small “explosion” and reignite the area around. You need to use the extinguisher to extinguish the grease and chemical fire successfully. If you want to “extinguish” electrical fire, please make sure to cut down the electricity first. Now that the electricity is cut down, you are able to quench the fire. Once you know the source, act accordingly and start quenching the flames. All different types are visually distinguishable. Therefore, pay close attention to the appearance of the fire and, if visible, the source of the fire.

Where is the difference between the missions with the truck symbol and those with the fire icon?

There are two different icons:



The missions with the truck symbol have a bigger driving part and additionally set the focus on your experience to drive one of the licensed trucks.

Which missions do I have to complete?

You do not have to complete every mission. By finishing any mission, you receive XP (the quantity depends on your timing and the mission`s difficulty). With the XP you unlock new content to enjoy. If you are stuck at a mission do not panic. You can replay older missions as often as you want in order to progress and finish the game. If you do not have enough XP to unlock new missions try to complete already finished missions again.

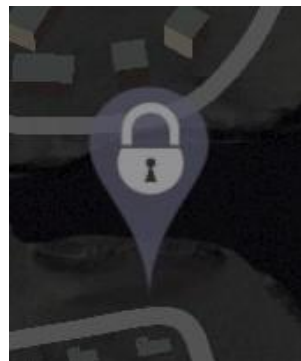
Where do I have to carry the victim?

If you have found a victim and decided to rescue it by yourself, go to the victim and carry it if it is unconscious or tell the victim to follow you. Now just leave the house/area/building and go to the ambulance which will always be in front of the house/area/building and near to your fire truck. Go ahead to the sluggish and leave the victim to the paramedic.



Why are missions marked through a lock symbol on the map and why am I not able to play them?

You get XP for playing a mission. The more XP you have, the higher your level and the more missions will be unlocked. As soon as you have enough XP for a certain mission, the lock symbol will be removed and the mission will be freely accessible to you from there.



How can I see if I have already finished a mission successfully?

If you have already played a mission and finished it successfully, those missions are now visible on the map with a grey background instead of the white one. So you can easily distinguish them from missions which are open/unlocked yet. However, you can also play previously finished missions again and again, if you want to.



I have played all open missions and have no new missions unlocked, though they are enough locked missions, why?

Missions are unlocked based on your level and the associated XP. If you don't have a new mission available, but there are still locked missions on the map, you still need XP to unlock another one. Simply play one or more of the existing missions again and you should gain enough XP to unlock a new mission soon.

How do I get XP?

You get XP by successfully completing a mission. The whole amount of XP depends on how well you did. The faster your travel time, the more XP you get, and the duration you need for a mission, for example, is also linked to XP. This means that in addition to the general XP that a mission offers and that you can see on the map in the description before the start of the mission, you can also receive further XP through your approach and your individual success.

Where can I see how much XP I have?

If you are on the ICM just take a look at the upper right corner. Here you can see how much XP you have. Additionally, you will see it in the Mission Result Screen after finishing a mission successfully.



How can I finish a mission faster?

Your mission is split into two separate parts: The driving and the tasks you have to do upon arrival.

When driving try not to lose any momentum by accidentally bumping into NPVs or other objects, since acceleration takes quite some time. This can easily happen when driving in curves. If you are too fast you will lose control of your vehicle and hit something. Instead of losing all your speed at once it is advantageous to brake and slow down before curves to assure smooth and fast driving.

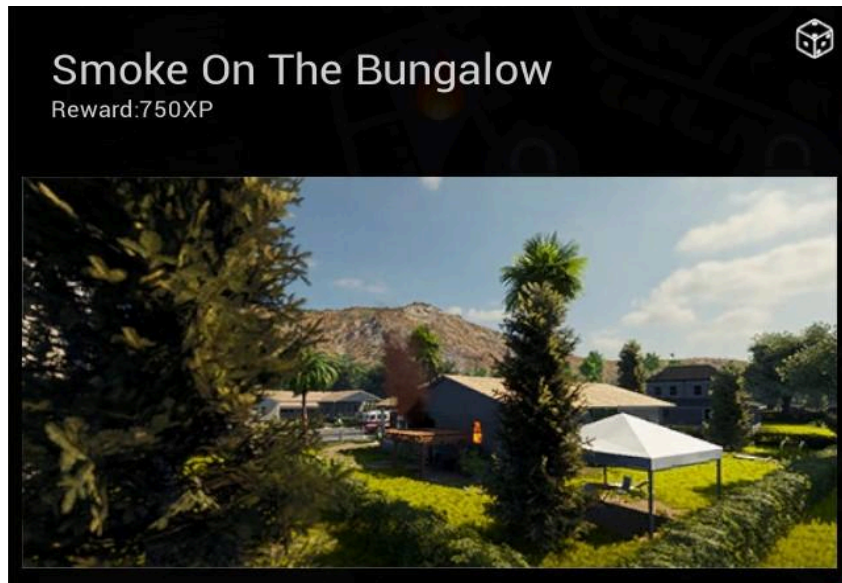
For the actual mission it is beneficial to know your surroundings well. Try to tie multiple tasks together. Maybe you can cut down the electricity on your way to a victim. When opening a locked door, open every other door you know you will have to go through later on too, so that you do not have to retrieve the pry tool, which would cost you valuable seconds - but be careful: fire will spread through open doors!

Lastly, use the AI or play in multiplayer. The workload you have to handle is more manageable with help. Let someone establish supply and attack lines for you, while you are taking care of something else. The AI can transport the victims very efficiently to the paramedics taking the shortest safe route.

It may be tricky at first (especially for more difficult missions), but eventually with a little bit of practice you will be able to complete your missions fast.

How do I know what missions are randomized?

Randomized Missions can be played multiple times and each time offer a different scenario but - just to make sure - at the known location. Randomized missions are recognizable through a small dice icon right next to the mission's name.



Of course, missions that have not been declared as randomized missions can still be played again and offer a new experience. The fire spreads dynamically and if you now approach the mission differently, it will feel different and has to be approached differently. In contrast to the normal missions, in *Randomized Missions* the position and cause of fire, which windows and doors are accessible and the position of possible victims as well as other things will change each time you start this mission (if this mission was previously successfully completed).

I fail a mission each time. What can I do?

Depending on what has already been recognized by observing the location your “to-dos” appear on the top left of the screen.

1. Always prioritize saving the victims first. You do not want them to get hurt by inhaling smoke or approaching flames. If you can't reach them because fires try to find a way around them through other rooms or from the outside by traversing windows. If there are many victims you can order your AI members to help you with bringing them to safety.

2. Once your victims are out of danger you will need to know the source of the fires in order to quench them. If you are dealing with an electricity fire you first need to turn off the electricity at the fuse box. If you are dealing with a grease fire you will need a fire extinguisher, because water would cause a small explosion and reignite the area around. Once you know the source, act accordingly and start quenching the flames.
3. Your AI members can be very useful when dealing with large fires. You can either position them at a place to try prevent the flames spreading from there (e. g. a staircase) or you can attack all at the same spot for very fast quenching.
4. Lastly try to get to know the mission: Where are my victims? Where do the fires start? Do I need a certain tool? Do I need to turn off the electricity? Where can I traverse inside for easier access to the building? Answering these questions may mean trial and error, but will be very helpful.
These and many more details all add up to a successful mission.

Note: If you are playing on PC pressing TAB on your keyboard opens a list of all your tasks.

How can I control the AI?

There are several possibilities how you can control the AI which depends on whether exactly you want to do.

Go to: If you want an AI mate to go to a certain point look to the place the AI should go to (orient yourself on the round point in the middle) and press “1”, “2” or “3” on keyboard (PC) or one of the corresponding directional buttons of your D-Pad (left/down/right of your console’s gamepad) - depending on which AI mate should go there.

Follow: If you want a certain AI member to follow you, please hold “1”, “2” or “3” on your keyboard (PC) or one of the corresponding directional buttons of your D-Pad (left/down/right of your console’s gamepad) - depending on which AI mate should do it - for a longer time. After unleashing the button, the AI mate should now follow you. If you want to make it undone, please repeat the procedure.

Extinguish fire: If you want that a certain AI member should extinguish a fire, please look to the place the AI should go to (orient yourself on the round point in the middle), hold your right mouse button if you have chosen the correct place, hold it and press “1”, “2” or “3” depending on which AI mate should go there to extinguishing the fire. After pressing the number, you can unleash the mouse button. If the AI needs a tool to fulfill the task they will first pick it up. When playing with a gamepad on console, make sure that your AI squad member is equipped with a hose, target the fire and press R1 on PS or RB on Xbox plus D-Pad (left/down/right) to command your colleague to extinguish the targeted fire.

Interact: If you want that a certain AI member should do something like “*Open a window*”, “*Rescue the victim*”, or “*Open a door*” go to the corresponding object, look at it (orient yourself on the round point in the middle) until the little square will be shown and press “1”, “2” or “3” or D-Pad (left/down/right), depending on which AI mate should fulfill your task. If the AI needs a tool to fulfill it, they will first pick it up.

Command Wheel: For more information about how to command your AI squad with the help of the Command Wheel, please take a look at the points regarding the “*Command Wheel*”.

How can I open the Command Wheel?

To open the Command Wheel hold “*Space*” on your PC keyboard or L1 on PS or LB on Xbox. Now you can navigate to the option you want to command an AI mate to do. After choosing an upper category, new categories/tasks will be shown within the wheel. Select one of them and the currently selected AI mate will do it.



If you want to stop an AI mate from doing his job at the moment, please choose the category at the top.



If you want to stop the Command Wheel without doing anything, please choose the category at the bottom.



How can I switch between the AI squadmates while the Command Wheel is open?

To switch between your AI mates while the Command Wheel is open simply press “1”, “2” or “3” on keyboard (PC) or one of the corresponding directional buttons of your D-Pad (left/down/right of your console’s gamepad) - depending on which AI mate should fulfill your task. You can see which AI mate is chosen by the color the Command Wheel has and by the number which is shown in the middle of the Command Wheel.



Can I rename the AI names by myself?

No, the names of your AI squad mates are fixed and can't be edited by yourself.

How can I use a Ladder Truck?

You can use the ladder truck to reach tall buildings and are even able to quench fires from high above with the integrated nozzle. An extensive hands-on tutorial is included in the game, but here is also a short version for you:

- 1.) You start the operation by extracting the outriggers of your firetruck. They are located at the sides of your vehicle.
- 2.) Next, you have to enter the basket in the middle of the vehicle by interacting with it.

- 3.) What follows next, is moving the arm of the ladder truck. The key bindings can be found above under the entry "**Ladder Truck Operator**". In short (**mouse & keyboard on PC**): You can use "W" and "S" to move the arm up and down, "A" and "D" to move the arm of the ladder truck left and right, and "R" and "F" to expand and retract it. When playing with the **gamepad on console** you can move the ladder with the left joystick in all directions. All important inputs for you are listed in the lower left corner on your screen while you are in the basket.
- 4.) To control the basket arm separately you have to hold "Shift" (PC) / "Triangle" (PS) / "Y" (Xbox) while using the inputs mentioned above.
- 5.) If you want to extinguish a fire from within the basket, you only have to press "C" (PC) / "L3" (PS/Xbox) to change the mode to nozzle control. To move the arm again, press the key or button one more time.
- 6.) To leave the basket, you must have positioned it close to the ground and then press "E" (PC) / "Square" (PS) / "X" (Xbox) as soon as you see it displayed on the screen.

Can I take tools with me while climbing up or down the "normal" ladder?

Yes, you can. Just pick up one tool and go to the ladder. While climbing up or down your character will take the corresponding tool with him.

Can I take tools with me while climbing up or down the ladder of the ladder truck?

Yes, you can. Just pick up one tool and go to the ladder. The hose is excluded from this, you cannot enter the ladder with it.

Can I take tools with me while going into the basket?

Yes, you can. Just pick up one tool and go to the basket. The hose is excluded from this, you cannot enter the basket with it.

I haven't five fire trucks. Why?

You will unlock the fire trucks bit by bit, depending on your XP gained. So, don't worry, just keep playing and soon you should have unlocked all vehicles.

Where can I change my fire truck?

If you have unlocked at least two fire trucks, you can change your fire truck in the Mission Start Screen. At the top of the screen, you will see that the Rosenbauer TP3 is selected. Click on it to see which fire trucks are available and click on the fire truck you want to drive and use for your next mission.

The truck I want to drive is greyed out. Why?

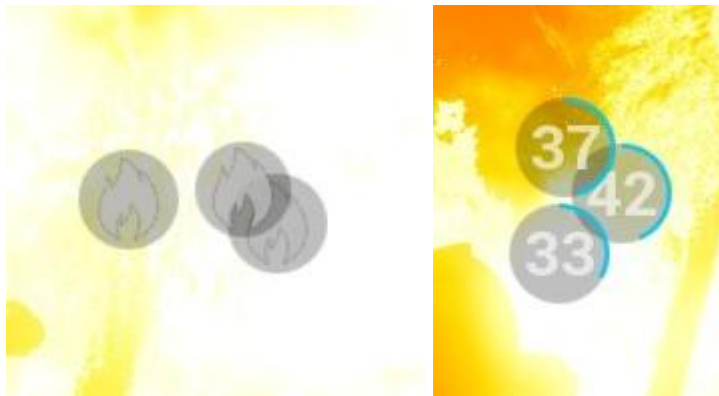
Some missions need certain fire trucks. So, we decided to grey out those you can't play for this certain mission, but to show you at the same time that you have unlocked those.

Can I turn off the fire icons while quenching fire?

Yes, you can. To do this, go to the Settings menu and click on the "Gameplay" tab. By default, the "Quench Indicator" point is checked. Remove this. Subsequently, no more quench indicators should be visible. If this does not work immediately, please restart the mission.

Can I use another Quench Indicator?

Yes, you can. To do this, go to the Settings menu and click on the "Gameplay" tab. By default, the "Quench Indicator" point is checked. Alternatively, to the flame symbol, there is also an option to show a "Quench Indicator with numbers" instead. When activating this option, you will see numbers on the flames instead of the previous flame symbol. If this does not work immediately, please restart the mission.



I want to make it harder for me, can I turn off the UI?

If you want to make everything a little more difficult, you can display various UI elements in the settings. To do this, go to the settings menu and select the "Gameplay" tab. Now you will see various points here, such as "Quench Indicator", "Show AI Distance", "Visualize AI Path" and more. You can switch these on and off as you wish. If this does not work immediately, please restart the mission. Next to this, when starting a mission, you can find an option called "Challenge Settings" In the Mission Start Screen. Here you decide, which automatic help functions should be active and which ones shouldn't be available when playing this mission:

- Hide Victim Indicator
- Hide Objective Indicator
- Player Establish Attack Line
- Refill Empty Extinguishers

3.0 Multiplayer

Does the game support Crossplay?

Firefighting Simulator – The Squad supports cross-gen multiplayer on consoles – but no crossplay between different platforms yet. This means that PC players can play together with other PC players. PS4 players can play together with other PS4 and PS5 players. PS5 Players can play with PS5 players and PS4 players. When playing on Xbox One you can play together with Xbox One players as well as Xbox Series X|S players. On Xbox Series X|S you can play with Xbox Series X|S players as well as Xbox One players.

A mix of PC, PlayStation and Xbox players isn't possible yet.

How can I start a Multiplayer session on PC?

You can start a Multiplayer session as a host or you can decide to join a session as a client.

Host:

If you want to start a Multiplayer session as a host, please select the mission you want to play in Multiplayer mode. Now click in the Mission Start Screen in the upper left corner on the mode setting, which you can find directly next to the selected truck. A new window will open. Choose now *"Multiplayer"* or *"Steam Invite only"*.

If you have chosen *"Multiplayer"* just wait until other players will join. If you have chosen *"Steam Invite only"* instead, please invite your friends via Steam and wait until you see all of them in the Mission Start Screen.

Client:

If you want to join a Multiplayer session you have two options:

1.: You want to play a certain mission in Multiplayer? Click on the ICM on the corresponding mission. Now click on “Join” in the lower right corner. If a Multiplayer session for this mission is open, you will be connected.

2.: If you just want to play a Multiplayer session and it doesn't matter for you which mission will be selected, open the Session Explorer by clicking on the “Search” Icon (the icon with the lens) on the ICM in the upper left corner. Here you can find several open Multiplayer sessions. Select one and start your Multiplayer experience.

How can I start a Multiplayer session on PlayStation or Xbox?

You can start a Multiplayer session as a host or you can decide to join a session as a client.

Host:

If you want to start a Multiplayer session as a host, please select the mission you want to play in Multiplayer mode on the map and start it. In the Mission Start Screen you can now choose if you want to play the mission in “Single Player”, if you want to “Host New Session” or if you want to play in multiplayer with “Friends Only”.

If you have chosen “Host New Session” this game will be open for all other players in the multiplayer server of your console. Just wait until other players will join.

If you have chosen “Friends Only” instead, press “L1” on your gamepad, follow the instructions to invite your friends via on your console platform and wait until you see all of them in the Mission Start Screen.

Client:

If you want to join a Multiplayer session you have two options:

1.: You want to play a certain mission in Multiplayer? Target the mission of your choice on the map and select the “Find Session” option. The game will now start to

search for an open multiplayer session for this mission. As soon as an open multiplayer session for this mission has been found, you will get connected automatically.

2.: If you just want to play a Multiplayer session and it doesn't matter for you which mission will be selected, open the Public Session Explorer by pressing the Up button of your D-Pad. Here you can find alle currently open Multiplayer sessions waiting for other players. Select the session of your choice and start your Multiplayer experience.

How many people can play a Multiplayer session together?

Up to 4 players can play together in a Multiplayer session.

Do I have to wait until 4 players are visible on the Mission Start Screen?

No, you don't have to wait. If you want to play with less than 4 real players, just click on "Start" in the lower right corner. The missing players will be replaced by AI mates.

I want to play with less than 4 "real" players. Will there still be AI mates?

Yes. The missing players will be replaced by AI mates. So, you can make sure that there are always four firefighters, no matter how many of them are real.

Where can I find the Session Explorer?

On PC you can open it by clicking on the Icon with the lens on the ICM in the upper left corner – here you will find the Public Session Explorer listing all open multiplayer sessions.



If you are playing on console, you can open the Public Session Explorer by pressing Up on your D-Pad while viewing the map.

I see no open games in the Session Explorer, what can I do?

In this case there are two possibilities. Maybe there is currently no open Multiplayer session. If so, you can create your own Multiplayer Session as a host. But to make sure to miss no open Multiplayer Session, please click on the “Refresh” icon in the upper right corner or pressing the “Refresh” button on console. Normally you should be able to see open Multiplayer Sessions now.

Where can I see how many people and who are joining my session?

If you are the host and already in the Mission Start Screen you can see how many people and who is joining by looking at the names of the firefighters, which can be found directly above them. The names will represent the Steam/PlayStation/Xbox name of the corresponding player.

I want to play a certain mission in Multiplayer. Can I search for open sessions just for this mission?

You want to play a certain mission in Multiplayer? Click on the ICM on the corresponding mission. Now click on "Join" in the lower right corner. If a Multiplayer session for this mission is open, you will be connected.

How does Steam Invite work on PC?

To see how Steam Invite is working, please take a look at the corresponding Steam page, on which it is explained in detail:

https://support.steampowered.com/kb_article.php?ref=1184-UOZV-2743&l=dutch#:~:text=Once%20an%20invite%20is%20sent,invite%20to%20the%20correct%20player

Can I join missions as a client which I haven't unlocked by myself?

Yes, you can. You can play every mission which is shown in the Public Session Explorer or to which you were invited by a friend – even if you haven't unlocked it by yourself in your own game yet.

Can I kick players?

Yes, you can. If you are the host and want to kick a player from your lobby, select the player in the Mission Start Screen and choose the "Kick" option. The player will now be removed from your lobby.

Where can I set the initial roles?

If you are the host and want to set an initial role for players from your lobby, select him in the Mission Start Screen and choose the option "Change Initial Role". Now choose the initial role for the player you want to.

What are initial roles?

When a host opens an online session up to three people can join in. For better coordination, what is each's task at the beginning of the mission you can look at your initial role. The host determines who does what. A good host and commander should know what initial roles will be most beneficial to successfully complete the mission. Of course you can short-circuit yourselves together and clarify who is doing what. This should serve as an aid (for example, if you are not communicating with each other in an external program) and you can of course also consider a different strategy during the travel time or at the scene.

There are 5 initial roles to choose from in Multiplayer:

- Open all compartments
- Open All Caps
- Do a 360 Check
- Establish Supply Line
- Establish Attack Line

I want to find some Multiplayer sessions, which I can join. Do you have a group where I can find such?

For PC players, we have created a steam group, where you are able to find players. Here you can - according to our motto: *UNITED AGAINST THE FIRE!* play missions together:

<https://steamcommunity.com/groups/fs-ts>

If you want more or detailed information about steam groups, please take a look at the following link: https://support.steampowered.com/kb_article.php?ref=2092-QLZX-8453

Next to this, our **astragon Discord server** is a perfect place to go, if you want to chat with other Firefighting Simulator – The Squad enthusiasts or if you are searching for other players to play with – regardless if you are playing on PC or consoles:

<https://discord.gg/astragon>

And not to forget: The Firefighting Simulator Community Discord which also includes a matchmaking bot for PC players who want to play together with strangers etc.:

<https://discord.gg/cZCywrR74Z>

4.0 Custom Controls (PC only)

How do I change the controls on PC?

To change the controls, go to the main menu or alternatively to the option menu (by pressing Esc) and click on “*Settings*” to enter the settings menu. Now switch to the upper category you want to and see the different settings belonging to the controls. Pick the command you wish to change and click on the currently set key for this command. By clicking once three dots are visible. Now you can enter a new key for this command. It will be accepted automatically.

Note: On consoles the keybindings are fixed and can't be edited by yourself.

Can I reset the controls to default?

Yes, you can. To reset your controls, go to the main menu or alternatively to the option menu (by pressing Esc) and click on “*Settings*” to enter the settings menu. Now switch to the upper category you want to and see the different settings belonging to the controls. In the lower right corner, you will find the option “Reset Input”. Click on it, if you want to reset the controls to default.

We wish you a good time playing!

Your Firefighting Simulator – The Squad team