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Emergency CALL 112

The Fire Fighting Simulation

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

- Sit as far back from the screen as possible.
- Use a small screen when playing the game.
- Avoid playing if you are tired or have not gotten enough sleep.
- Play in a well-lit room.
- Take a 10-15 minute break 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.

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 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 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



Introduction

Foreword

„Emergency Call 112 – The Fire Fighting Simulation“ was developed in close cooperation with the Fire department in Mülheim an der Ruhr, Germany. Our thanks go to all the staff at Station 1, in particular Mr Burkhard Klein, Mr Thorsten Drewes, Mr Steffen Dannenberg, Mr Florian Lappe and Mr Thorsten Hoffmann.

Although we can only model a small section of the complex challenges faced by a professional Fire Department, we still hope to have properly represented Station 1.



The cooperation in numbers:

- More than 6000 photos of Station 1 and various vehicles
- 4 hours of video material
- 200 recorded audio files
- 20 meetings in the station and in our studio
- Monitoring a 24-hour shift
- Sitting in on fire training
- Innumerable telephone calls

In addition, we would like to thank the many supporters and fans who provided information, tips and feedback during the project.

We hope you have a lot of fun!

Fanforum



The members of the Notruf 112 Fanforum helped us out a lot in various ways: <http://www.notruf112-forum.de/>

Support

For questions on the installation or activation of „Emergency Call 112“ and problems of a general nature, please contact Aerosoft support: support@aerosoft.de



Tutorial



At the start of the game you are asked whether you want to start with the game directly or if you want to try out some actions first at the training ground. If you choose the training ground you start directly in front of the gate and can open it with the “E” button on your keyboard. After that you can choose from different exercises.

Of course you can return to the training ground that is located next to the guard-house behind the sports field at any time to investigate the vehicles and materials without time pressure.

Another assistance is the “I” button that opens an overlay that shows information on the steering and the interface. During the missions there are also instructions at the upper right of your display that tell you the tasks you need to accomplish.

Specific terms

A number of specific terms often used in ‘Emergency Call 112’ are explained below.

Alarm



The alarm is acoustic, via an external speaker announcement in the station, and visually by means of a display in the control room. Here, the type of rescue service, the deployed vehicles and the scene are given.

Fire protection



Fire protection refers to all calls during which a fire needs to be extinguished. The spectrum ranges from small fires up to apartment and house fires. In addition, indoor and outdoor attacks are differentiated. While a small conflagration is generally dealt with by outdoor attacks, flat and house fires generally involve indoor attacks.

Technical rescue



If a callout occurs in which the fire department provides support using technical equipment, this is technical assistance. This includes callout to motor vehicle accidents, the removal of oil spikes and fuels.

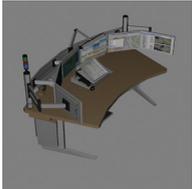


Emergency Medical Service (EMS)



Part of the duties of the fire department includes medical service in which an ambulance is deployed. There will be no EMS missions in 'Emergency Call 112'. However, there are calls in which an ambulance (AMB) is deployed with the fire engine in order to guarantee team safety.

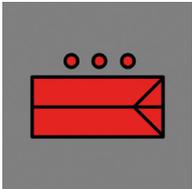
Control room



The incoming emergency calls are received and processed by a dispatcher in the control room. It is from here that the firemen are completely automatically alarmed and dispatched to the scene. The control is kept informed on the status of the callout and the vehicles during the callout. This is done by means of a status transmitter and

via analogue radio traffic.

Fire-fighting section



For larger operational situations a complete battalion is deployed with an ambulance (AMB). The fire-fighting section consists of a command vehicle (CV), a fire engine (LF24), a water tender (WT) and a turn-table ladder (TL).

Status



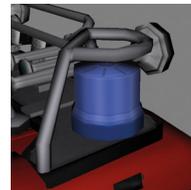
The status of a vehicle is transmitted to the control room via the radio messaging system (RMS). The status messages are standardised and range from 0 to 9. For example, 6 stands for 'not ready for operation'. All status messages of the emergency vehicles are shown in a summary display in the control room.

2 and 4 meter band



The fire department uses the mobile VHF state radio service. It is not public and is abbreviated to BOS. The 2 and the 4 meter bands are differentiated. At the management level, for example between head of operations and the control room, the 4 meter band with an appropriately longer range is used. The handheld radios, in contrast, uses the 2 meter band and serves communications between the emergency crew in the field.

Special rights



In Mülheim an der Ruhr the fire department must have reached the location of the callout within 8 minutes in order for a basic service to be guaranteed in the town. In order to move to the scene as quickly as possible, special rights are granted for urgent callouts. These are regulated in the road traffic regulations and allow the fire department to travel with lights and sirens. Other road users must respect this and form an emergency passing lane for the emergency vehicles, for example.



Extinguishing tactics



Water is the medium of choice for firefighting. For building fires, indoor and outdoor attacks are generally differentiated. In outdoor attacks, extinguishing is generally performed through openings in the building. For small conflagrations or outdoor fires, extinguishing is generally performed directly from a suitable position. In

indoor firefighting, the firemen (attack section) enter the building with SCBA in order to locate the heart of the fire and extinguish it. Here, tactics are employed for cooling the smoke gases in order to prevent these smoke gases from igniting. While hot embers are fought using a direct and bundled stream of water, smoke gases beneath a room ceiling must be fought using one or more spray bursts.

General terms

A number of general, regularly used terms are explained below.

AI traffic

AI means ‘artificial intelligence’. In the game, this refers to all vehicles controlled by the computer, in particular cars and lorries, but also includes the emergency vehicles not controlled by the player.

Open world

Open world means giving the player the freedom and opportunities to play the game. The special feature in open world games is the unhindered freedom of movement right from the beginning of the game.

In ‘Emergency Call 112’ open world also means that the callouts can be played out at any location around the globe. A mission generator randomly determines the type and location of callout.

Input devices

This refers to devices such as joysticks, gamepads or steering wheels. As standard, mouse and keyboard also fall into this category. Any type of input device may be used if it is recognised by Windows as a game controller. All input devices, when used for the first time, must be calibrated and adjusted using the Options menu.

Savegames

During the game the current game status can be saved using the in-game menu [ESC] and after finishing the game it is possible to return and continue playing at this point or to load a different game status. The game statuses can also be started and managed using the main menu.

Key combinations

In ‘Emergency Call 112’ there is a default setting for all inputs made using the mouse or keyboard. The settings can be modified and saved in the Options menu. All inputs described in this manual are written in square brackets [...] and refer to the default settings. The default settings are described in detail in the key assignment section.

Graphics settings

A variety of graphics settings can be adapted and saved in the Options menu. The fewer settings are activated and the lower the specified resolution, the greater is the available computing power. However, this is at the cost of optical details and the graphics quality in general. If you get the impression that the simulation is not running smoothly on your device, gradually reduce the graphics settings until you get a judder-free game experience. Which settings provide optimum performance gain depends on both your hardware and the software installed on your PC.



The main menu

When you start 'Emergency Call 112' you are initially in the main menu. The version number is displayed at the lower right. Because we are constantly expanding 'Emergency Call 112' we require this number if you contact support or would like to become active in one of the forums.

The following options are available in the main menu:

Starting the game/Continue playing

When you start the game for the first time, 'Start game' is displayed. Following the splash screen, the game starts with the first savegame. If you have previously played and saved a game, 'Continue playing' is displayed and you start at the point where you last saved.

Load game

If you do not want to continue with the last savegame, here you have the opportunity to select and continue playing a different game status. You can save several different game statuses. They are listed in order of date, time and time played.

Settings

Graphics

You can adapt the game to the performance of your system in the graphics settings. In addition to quality settings, you can also change the resolution and select between full-screen and windowed mode. All modified settings must be confirmed once using [Apply]. The graphics quality can be seen directly in the 3D scene of the control room in the background.

Fire configurator

A small test scene [fire configurator] with a fire simulation can be started in the Options menu. Here, a number of settings can be modified and tested using [Restart]. In addition, the performance can be read of on a parameter (FPS).

If the parameter appears green, the fire is being simulated with sufficient performance and the settings can be accepted using [Apply].

The input is saved, together with all other input, and can be modified at any time via the main menu.

Sounds

The sound settings control the volume separately for voices and ambient sounds. After adjusting the volume the setting is accepted using [Apply].

Control

In the input settings you can make adjustments for input devices such as mouse, keyboard, gamepad or steering wheel. 'Emergency Call 112' is programmed such that input devices are automatically recognised. It is necessary to calibrate and adjust steering wheels and gamepads before playing for an optimal game experience. The settings must be accepted using [Apply].

Credits

The credits include a list of all people involved in the project and their functions. Return to the main menu by pressing any mouse button or key on the keyboard.

End game

'Emergency Call 112' closes using 'End game' and you arrive back at the desktop.



The game

'Emergency Call 112 – The Fire Fighting Simulation' models in detail the eventful daily routine of a city's fire department.

In cooperation with the Mülheim fire department, particular attention was paid to realistic effects and the accuracy of the various callouts. The Mülheim fire station is one of the largest and most modern stations in Europe and was reproduced almost exactly.

Player tasks

The game is always played from the perspective of a firefighter. Using the function keys [F1] to [F6] it is possible to alternate between vehicles and figures at any time. Which firemen can be played depends on the number of previous successful callouts and the rank achieved by the player. One cannot switch between characters during callout.

Each figure has a special role and associated tasks which must be dealt with during the callout. The remaining tasks are performed by the AI, so that everything is always done as a team. The role played and the vehicle to which they are allocated can be seen at the bottom of the screen.

Game procedure

In the open world anything can be freely explored and all playable roles be alternated. However, one should not move too far away from the station in order to be able to occupy the allocated vehicle as quickly as possible if there is an alarm.

Training ground

Before the first callout it makes sense to become familiar with the apparatus and its functions. A small training site can be found at the rear of the station. Here, there are a variety of stations at which one can train the most important procedures and movements.

To begin an exercise the entrance gate must first be opened using [E]. An overview with a selection of exercises appears automatically. The most important points are explained in an information window.

When an exercise is activated it is started with the appropriate apparatus and crew on the training ground. Once the exercise has been completed the crew return to the building and a new exercise can be started.

Alarm

When a call arrives the view automatically changes to the control room. Details of the call are shown in an information window, together with which vehicles and crews would be deployed. If you decide to accept the call, you must first select a role. You retain this role until arriving at the scene. Alternatively, the callout can be refused. It is then automatically transferred to a different station and one returns to the last selected character.

Occupying vehicles

If a callout has been accepted, numerous things happen simultaneously. An announcement on the external speaker specifies the type of emergency and the alarmed units. The affected crews run to their vehicles and mount up. Each person has a specified position inside the emergency vehicles. In order to gain an overview of which crews are assigned to which apparatus, hold down the [TAB] key. The tactical symbols are then displayed above the vehicles and crews, and your active character is highlighted in green.

Depending on the selected role, you control the vehicle yourself or are driven to the scene by the AI. Once the roll gates have been automatically opened by the control room, the emergency vehicles merge their way into the traffic flow.



Callout journey



On callouts with special rights use is made of lights and the siren. While the blue light is continuously active, the siren is only switched on at junctions.

The simulated AI traffic reacts to the special rights and pre-emptively attempts to form an emergency lane. Junctions should not be blocked and the journey only continues when the emergency vehicles have passed. A navigation system can be used as orientation to find a route to the scene. This always calculates the shortest route and is displayed at the bottom right of the screen. In the cockpit perspective the ideal route is shown on the navigation system beside the dashboard.

Arrival at the scene (ordering the area)

On arrival at the scene the emergency vehicles park in the sequence of their arrival. It is now possible to position all vehicles in accordance with the local conditions. Here, the range of the turntable ladder, the available water supply and the accessibility of the scene must be taken into consideration. To achieve this, one changes between drivers using the [F1] to [F6] function keys and steers the emergency vehicles into an optimal position to suit the callout purpose.

The dismount command, initiated using the [RETURN] key, can then be given. All crews now dismount and begin to work their way through the callout. The engines and blue lights remain on.

Callout

One can alternate between the characters at any time during callout using the [F1] to [F6] function keys and perform all the tasks required of the emergency crew, if one so wishes. The remaining characters are controlled by the AI. In some situations the AI waits until one has completed a task, because the tasks are worked through in sequence.

The next task waiting for the selected emergency crew is displayed at the top right of the screen. Tools and positions to be used in the 3D scene are brightly emphasised. Tools for collection are highlighted green and positions yellow.

If you listen carefully to the radio traffic you can overhear which tasks are currently being completed by the other emergency crews and can decide to complete a task yourself if you think it is exciting.

Radio traffic (BOS) is divided into two areas. At the management level (including control room radio), the 4 meter band is used. At the scene itself the 2 meter band (callout radio) is used. The band being currently used for radio traffic is colour-coded in the displayed text.

The field callout generally consists of three sections:

- Unloading material and readying it for use. This may be required tools such as shears and spreaders or a fire-fighting water connection.
- Positioning emergency crews and performing measures necessary for callout, such as opening doors or putting out a fire with a powder extinguisher.
- Stowing material in the vehicles, closing roller shutters, callout handover (automatic) and mount up on the vehicles.



Return to station

When the callout is complete and you are mounted up, it is no longer possible to change your role until arriving back at the station. All vehicles return to the station automatically unless you are one of the drivers, in which case you drive the corresponding vehicle. It should be noted here that no special rights (blue lights and siren) are available on the return journey.

At the station the vehicle must be reversed into its original parking position so that no time is lost at the next call out. The parking position is shown by a green marker on the floor.

Analysis

At the end of the callout, when all the apparatus has returned to the hall together with crews and materials, and Status 2, 'Ready to deploy in station' is announced via the radio messaging system, an analysis of the callout is delivered.

Now you have some time to relax and move freely around the station - until the next call comes in.

Day and night cycle



While the fire department in Mülheim an der Ruhr works in alternating 24 hour shifts (A, B and C station), at 'Emergency Call 112' one works around the clock. The game runs continuously and simulates day and night change. For night missions it should be noted that low beams [4] are used on the emergency vehicle and illuminate

the scene.

To illuminate the scene the emergency vehicle is ideally parked facing the scene and illuminates it with the low beams. If more light is needed the light mast on the LF24 may be used or mobile floodlights be erected.

This primarily serves your own orientation, because the AI would work through the callout even in the dark.

Status messages

The status of each emergency vehicle is transmitted by the radio messaging system (RMS) during a callout. The RMS menu is opened using the [B] key and the following status messages are given depending on the situation:

Key	Message
[0]	Emergency
[1]	Ready to deploy via radio
[2]	At Station Ready to deploy
[3]	Callout accepted/en route
[4]	Arrived at scene
[6]	Busy



Callout scenarios

There are a number of callout scenarios which are dealt with on a daily basis by the fire department in Mülheim an der Ruhr. The focus here lies on the duties performed by a fire-fighting section.

At this stage we would like to point out that the callouts described below are not final, because we will continue to develop and expand 'Emergency Call 112 – The Fire Fighting Simulation'.

Garbage bin fire

If a garbage bin is on fire the WT is called out. In some situations it is accompanied by the CV, for example if the garbage bin is located directly adjacent to a house wall. The fire is extinguished using the fast attack system and the water tank refilled immediately after the callout. The fire-fighting water is taken from a public underfloor hydrant via a standpipe.

Minor fires

Minor fires happen quickly and range from barbecuing accidents to burning hedges. Here, the WT attends on its own. The fire is extinguished using the fast attack system or a fire extinguisher (CO₂ or powder), depending on the type of callout. If necessary the water tank is refilled at an underfloor hydrant following the callout.

Fire alarm (CFA)

If a CFA (central fire alarm) initiates an alarm in the control room, the entire battalion including AMB is called out. At the scene the battalion chief goes to the central fire alarm system and informs the section leader by radio which alarm is active. The attack section moves into the building wearing SCBAs and assesses the situation.

The attack section is accompanied by the section leader. It is generally a false alarm and the battalion leaves the scene again once the CFA has been reset. If it is not a false alarm, appropriate countermeasures are immediately initiated.

Room fire

The entire battalion including AMB is always called out for a room fire. At the scene the turntable ladder is brought into position such that outdoor firefighting or a rescue mission is possible from the basket. The water section provides water supply to the fire engine and from there to a distributor. The engineer operates the pump. The hose section lays the required hoses, at the end of which a hollow steel pipe is connected, from the distributor to the scene. In the meantime, the attack section equips themselves with SCBA and prepares for indoor attack. Indoor firefighting is never done standing. An extinguishing tactic is employed during fire-fighting in which the smoke gases at the ceiling are cooled by a spray burst and the heart of the fire extinguished using a short, full stream. When all the fires have been extinguished, the flat is ventilated using a fan and all equipment is stowed back in the vehicles.

Vehicle fire

The LF 24 is called out for a vehicle fire. Occasionally the scene needs to be cordoned off. The fire is always extinguished with foam, because aluminium and similar materials are often used in modern cars.

A water supply to the fire engine is established and an additive mixed in directly at the vehicle. The foam itself is generated using a central foam tube instead of a hollow jet tube.



Vehicle fires on highways

Because a fire-fighting water supply cannot be expected on a motorway or country road, the WT, CV and AMB all attend, in addition to the LF 24. Otherwise, the procedures are similar to a vehicle fire.

Oil spill assistance

The LF 24 attends an oil spill requiring removal. The oil is covered by a binding agent and thus absorbed. This is spread using a broom and then swept up.

Motor vehicle accident assistance

The LF 24, the AMB and an EMS (with emergency response doctor) attend a road traffic accident. If nobody is injured or trapped, the LF 24 attends alone. Different measures are implemented depending on the situation. If the police has not already cordoned off the scene of the accident, this is done by the fire department. Two alternative extinguishing methods are always held ready for the emergency situation. The emergency response doctor cares for those involved in the accident. The battery on the vehicle involved in the accident is first disconnected and then the vehicle stabilised. If a person is trapped in the accident vehicle, they are then freed. Here, a halligan (jaws of life), shears and a spreader are used.

Once the person has been freed, oil and fuel are absorbed using a binding agent, if necessary. The deployed materials are then stowed on the emergency vehicles again and the handover of the scene to the police completed. The LF 24 returns, but the AMB and EMS remain on site.

Emergency vehicles

All vehicles in the game are controlled in a first person perspective. Optionally, one can change to the external view, which helps when parking and manoeuvring. Here, camera guidance adapts automatically and dynamically to suit the size of the vehicle and the representation of the various fittings and superstructure.

If a vehicle collides with the static environment or an AI vehicle, no damage model is displayed. However, there is direct user feedback for collisions; in addition, a suitable sound is played.

If you caused the collision yourself the callout is aborted and starts again from the beginning.

Each apparatus has different functions and equipment to suit its tasks. When using these features certain rules must be adhered to in line with safety regulations. For example, the turntable ladder may not be used if the stabilisers are not extended.



Command vehicle (ELW)



- Battalion lead vehicle
- Transports the section
- Transports lead materials
- Serves communications with other organisations
- Communicates with the control room

Crew: 2 spaces (relay vehicle)

- Battalion chief (NPC)
- Battalion chief assistance

Water tender (TLF)



- Fire-fighting with insufficient water supply
- Pumping grey water
- Fire-fighting (fast attack)
- Technical assistance
- Water supply in general (e.g. motorway)

Crew: 2 spaces (relay vehicle)

- Driver / Engineer
- Crew leader



Fire engine (LF24)



- Fire-fighting (various fire extinguishers, hoses, extinguishing fluids)
- Ventilation
- Technical assistance of all kinds (e.g. power, pumps...)
- Illumination (small light mast)

Crew: 8 spaces (group vehicle)

-> **Mülheim fire department special purpose vehicle**

- Driver / Engineer
- Fire Lt.
- Attack section leader
- Attack crewman
- Water section leader
- Water section crewman

Turntable ladder vehicle, basket (DLK)



- Turntable ladder
- Fire-fighting (extinguishing attack)
- Illumination
- Ventilation
- Technical rescue
- Additional ladder readiness (team safety)

Crew: 2 spaces (section vehicle)

- Additional seat for crane controller
- Driver / Engineer
- Crew leader



Swap body vehicle (WLF)



- Transport of roll-off containers

Crew: 2 spaces (relay vehicle)

- Driver / Engineer

Control and operation

If you play 'Emergency Call 112 – The Fire Fighting Simulation' using the mouse and keyboard, the following control elements have the following default settings:

Ingame character

- Control of ingame characters using [W], [A], [S] and [D], look around with the mouse
- Camera zoom in and out using the mouse wheel
- [C] or middle mouse button to change the camera perspective
- Walk slower with the [Shift] key pressed
- Crouch and stand up using the [CTRL] key
- View interactive objects using the target marker in the centre of the screen
- [Q] plus target marker to pick up, put down, build and dismantle
- [E] plus target marker to open, close, pull out and push in
- Press or hold down left mouse button to use tools

Vehicle in general

- Control of game vehicles using [W], [A], [S] and [D], look around with the mouse
- Camera zoom in and out using the mouse wheel
- [C] or middle mouse button to change the camera perspective
- [M] to start and stop the engine
- Turn signals using the right and left [Arrow] keys
- Turn the horn on and off using [1]

- Turn the siren on and off using [2]
- Turn the blue light on and off using [3]
- Turn the dipped headlights on and off using [4]
- Turn the cabin lighting on and off using [5]
- Turn the hazard lights on and off using [6]
- Turn the traffic advisors on and off using [7]

TL

- Align the turntable ladder using [W], [A], [S] and [D]
- Extend and retract the ladder using [X] and [Z]

LF24

- Align the light mast using [W], [A], [S] and [D]
- Extend and retract the light mast using [Z]
- Turn the lights on and off using [X]



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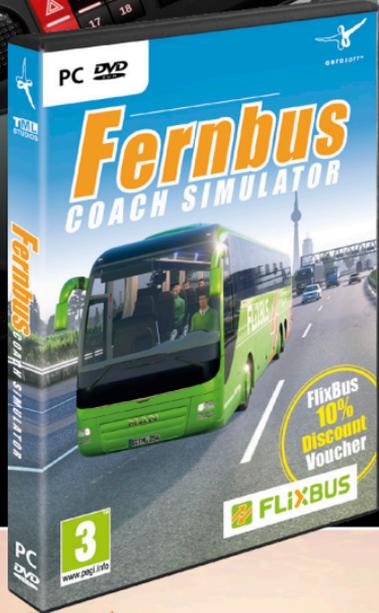
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