

NFPA FIRST

Frequently Asked Questions

National Fire Protection Association



General Information

Q: What is the purpose of the NFPA FIRST training application?

A: This application is designed to provide firefighters with a realistic and immersive simulation to train in responding to and extinguishing fires with Distributed Energy Resources present. The first scenario in the application is about fighting an electric vehicle fire inside a single-family home's garage.

Q: What game engine does the application use?

A: The training application is built using Unreal Engine 5.3 for the Windows platform. With the Unreal Engine, trainees no longer must compromise. They will get accurate, and authentic training in the most realistic way possible. You can read more about Unreal Engine 5 here: <https://www.unrealengine.com/en-US>

Q: I have a problem with the FIRST application. Who do I contact?

A: Please contact our support team at MRDENorthAmericaTeam@GHD.com

Q: I want to make a suggestion. Who do I contact?

A: You should contact the NFPA at <https://www.nfpa.org/>

Q: Will there be more scenarios or levels to complete? Who do I contact to suggest more content for FIRST?

A: You should contact the NFPA at <https://www.nfpa.org/>

Q: What are the minimum supported computer requirements?

A: The minimum specifications are:

Processor (CPU):

AMD Ryzen 5 2600 or

Intel Core i5-7400 (or equivalent)

Graphics Card (GPU):

NVIDIA GTX 1050 Ti – 4GB or

AMD Radeon RX 560 (or equivalent)

RAM:

8GB DDR4

Storage:

6GB (SSD - Solid State Drive for faster loading times)

Operating System:

Microsoft Windows 10 64-bit

Q: How well is FIRST optimized?

A: We put forth our best efforts to ensure the game runs at its best within the confines of the user's CPU and GPU capabilities. If you do not meet the above supported minimum requirements, you may not have the best experience.

Q: My internet connection is very slow. Is there a physical copy of the application available?

A: Unfortunately, no there are not physical copies of the game available.

Q: Is the application multiplayer?

A: Yes, you can play FIRST with up to five people on a local area network.

Q: How do I communicate with other players in the game? Is there voice-over-IP or a radio?

A: Yes, you can communicate with other players in multiplayer sessions. There is in-game VOIP/radio. You can communicate with other players by pressing R on the keyboard or right shoulder on the gamepad.

Q: What language is FIRST in?

A: The FIRST application is in English only currently.

Q: What accessibility options does FIRST have? Does FIRST meet ADA requirements?

A: FIRST meets the suggested requirements for accessibility as required by the ADA. This includes accessibility for colorblindness, a low contrasting color scheme, keyboard-only (or gamepad) navigation through the user interface, captions for all media, and more. You can read more about ADA requirements here: <https://www.ada.gov/>

Q: Can I play FIRST in virtual reality?

A: Currently, the FIRST application is not designed for VR.

Q: Can I adjust other settings besides what is listed in the options screen?

A: Currently there are no plans to add additional settings to the application.

Q: Are there leaderboards?

A: Yes, your timed score, if you complete the scenario correctly, is logged on the computer for all to see. You can continue to replay the scenario to get a better time.

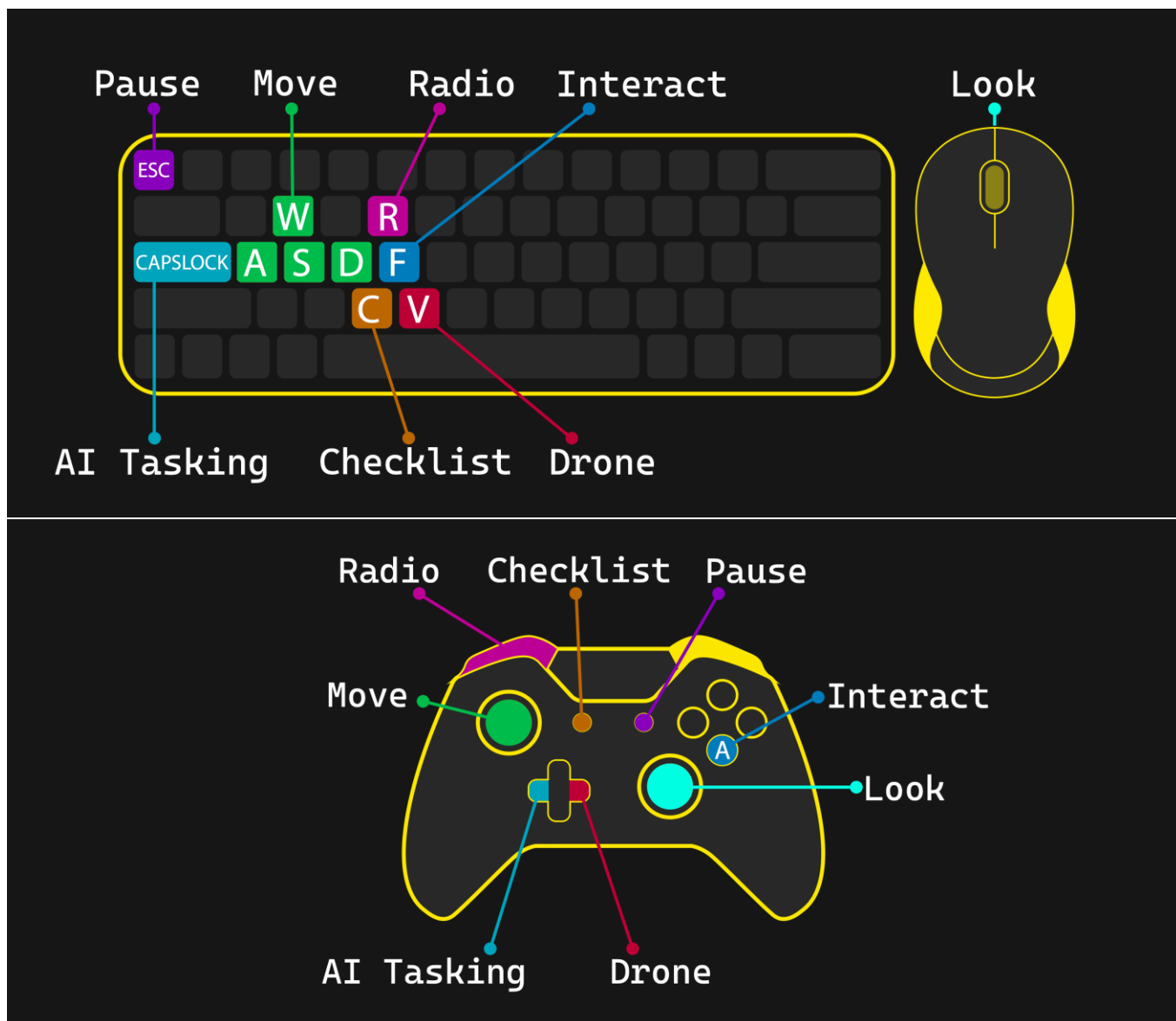
Q: How do I end the scenario?

A: Conclude the scenario at your convenience by approaching the Commander's vehicle and initiating the End Scenario interaction. Upon ending the scenario, your performance will be scored, reflecting your accomplishments and decisions throughout the virtual experience.

Controls

Q: Can I get a visual representation of the application's controls?

A: Yes, see below.



Q: Can I use a gamepad or controller with FIRST?

A: Yes, any Windows compatible game controller device should work with the FIRST application. We recommend the Xbox game controller.

Q: How do I navigate the user interface with keyboard accessibility?

A: Use the arrow keys to navigate the user interface, press spacebar to 'click' a button, and press tab to move to the next set of buttons.

Q: What are the basic movement controls?

A: Use either the WASD keys or arrow keys on the keyboard or use the gamepad's left thumbstick for moving forward, backward, left, or right. Use the mouse or the gamepad's right thumbstick to look around and control the direction you move.

Q: How do I activate the drone mode?

A: You must be the Commander (first player) to use the drone view. Press the V key on the keyboard or right D-Pad to enter drone mode, allowing you to explore the environment from different perspectives. Once in drone mode, use the WASD keys or the arrow keys on the keyboard or the left thumbstick on the gamepad to control the drone's flight direction. Use the mouse or the right thumbstick on the gamepad to control view direction. Pressing V or right D-Pad again will exit the drone mode.

Q: How can I take control of the AI officers?

A: You must be the Commander (first player) to command the AI officers. Assign tasks to your AI officers by activating the context-sensitive menu with the Caps Lock key on the keyboard or the left D-Pad button on the gamepad. Choose the specific officer you want to assign a task to, and then select the desired action from the menu. Your AI officer will promptly carry out the task if available.

Q: How do I interact with objects in the world?

A: To engage with the game environment, approach interactive objects and initiate interactions by pressing the F key on your keyboard or the A button on your gamepad.

Q: How do I talk to other players in the module?

A: In multiplayer games, you can talk to other players via the in-game radio/VOIP. Press and hold R on the keyboard or left shoulder button on the gamepad to use the in-game radio. Just like a real radio, you will hear a beep. After the beep, speak into your microphone and other players will hear you talk in the game. Release R on the keyboard or left shoulder button on the gamepad to end talking on the radio. You will hear another beep confirming your radio is off.

Q: Can I pause the game at any time?

A: If you are the first player in a multi-user session, or you are playing the training solo you can press either escape on the keyboard or the start button on the gamepad to pause the game.

Q: How do I open the checklist?

A: In solo sessions or as the commander in multi-user sessions, you can view the checklist by pressing C on the keyboard or select on the gamepad. This feature allows you to view all the tasks essential for successfully completing the scenario. You can dive further into the checklist by selecting a specific checklist row to gain detailed insights into that task, ensuring a comprehensive understanding of your objectives.

Troubleshooting

Q: The application is giving an error when installing. It wants me to add DirectX to my computer. Is this safe to add to my computer?

A: These files are provided by Microsoft and should be safe to use. Direct X is already part of Windows 10 and Windows 11. If you do not have this installed already your administration team may have uninstalled on your computer. We recommend contacting them to get it installed. Direct X is required to run any Unreal Engine application. You can get the latest version of Direct X here: <https://www.microsoft.com/en-us/download/details.aspx?id=35>

Q: While installing, the application wants to add Visual C++ Visual Runtime to my computer. Is this safe for my computer?

A: These files are provided by Microsoft and should be safe to use. C++ Visual Runtime is required to run any Unreal Engine application. You can get the latest version of the C++ Visual Runtime here: <https://www.microsoft.com/en-us/Download/confirmation.aspx?id=48145>

Q: The application will not open at all and I get an error. How do I resolve this?

A: Ensure that your system meets the minimum requirements for the application. Try reinstalling the application, and if that fails contact support at MRDENorthAmericaTeam@GHD.com

Q: I'm experiencing performance issues like slow and jumpy response and graphics. What should I do?

A: Ensure that your system meets the minimum requirements for the application. The application is set up to start with the minimum specifications already – unless you have saved the graphic settings to a higher option. Check the options menu in the game to ensure that you have the lowest graphic settings.

Q: The controls are not responsive. How can I fix this?

A: Check your input devices to ensure they are properly connected. It is recommended to use a mouse and not a trackpad of a laptop to play FIRST. If the issue persists, try restarting the application.

Q: I'm stuck at a particular stage of the simulation. Any suggestions?

A: Review the training materials provided and ensure you are following the correct procedures. If you're still having difficulties, restart the simulation and try again.

Q: How do I force the simulation to end if I'm having trouble?

A: You can press and hold ALT+F4 to end the sim.

Q: The screen is stretched off my monitor. How can I fix this?

A: Press ALT+ENTER on the keyboard to switch between full screen and windowed mode.

Q: I can not join or see my friend's multiplayer session. What should I try?

A: Sessions only work on local area networks. Check your network settings to insure you and your friend are on the same network. If the problem persists, check your firewall settings.

Technical Support

Q: Where can I get additional help or report issues?

A: For technical support, please contact our support team at MRDENorthAmericaTeam@GHD.com
