



Dashboard Getting Started Guide

How to Set Up Your New Device

Welcome to your new Dashboard and the First Arriving family!

Required Tools

- Wired USB Keyboard
- Ethernet Cable (If using hardwire)

Quick Start Guide for Wi-Fi Connection

STEP 1 Plug USB Keyboard (not included) into one of the USB ports on the Chromebox

STEP 2 Plug the HDMI cable (included) into the Chromebox and your display

STEP 3 Turn TV on and switch TV to display appropriate HDMI input

STEP 4 Connect Chromebox to power using the included power supply and press the power button.

PLEASE NOTE: If you are using wired internet connection through Ethernet, make sure it is plugged in BEFORE you power on the chromebox. Skip to Step 10.

STEP 5 While Chromebox is starting up, press **CTRL+ALT+S** repeatedly on connected keyboard until you see the Chrome OS Home Screen

If you are prompted to connect to the Internet, skip to step 8

STEP 6 Navigate to the timestamp (lower right corner) using the **TAB** key on your keyboard



Support Center Information

STEP 7

Hit **ENTER** to access the menu, use **Arrow keys** to navigate to network settings. By default it will display "No network"

STEP 8

Select your WiFi network and enter the password to connect

PLEASE NOTE : Make sure the Wifi network provides direct Internet access to ensure proper functionality. If the SSID of the network is not publicly visible, please choose "Select other network" to connect manually.

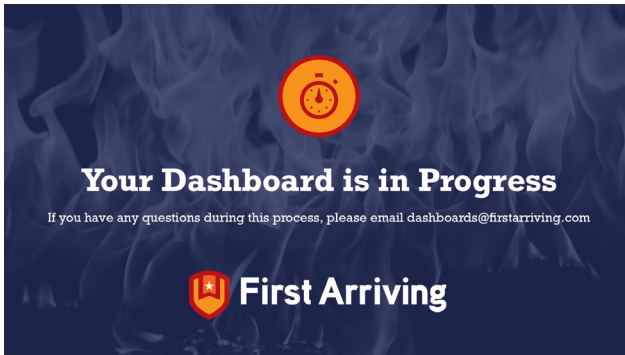
STEP 9

After connecting successfully, navigate to Apps in the bottom left of the screen using the Tab key, press Enter twice to start the First Arriving / Telemetry App

STEP 10

Your dashboard will now be visible!

If you see this screen, your dashboard is still in development and will launch soon. You will soon be notified once it's live!



STEP 11

Unplug the USB keyboard

PLEASE NOTE : On the bottom of the screen, you might see "Kiosk Application Launch Cancelled. DISMISS". You can remove this by either plugging in a USB mouse and clicking DISMISS or you can simply press the power button until chromebox turns off and then press the power button again to turn back on.

Please email us at dashboards@firstarriving.com if you have any questions, new integration requests or need support. We will be happy to assist you.

WHAT'S NEXT?

Schedule training to update your dashboard. Go to <https://firedept.link/dashboard> to schedule your half hour training session with our dashboard team.

Support Center Basics & How to Create Ticket/Contact

Be sure to register in the First Arriving Client Support Center at: <https://support.firstarriving.com>

Once logged in, you will be able to browse resources, submit support tickets and check the status.

For assistance getting set up in the support portal, email the First Arriving Dashboard team at Dashboards@FirstArriving.com



First Arriving

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[FirstArriving.com](https://firstarriving.com)

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