

A2[®] Software Quick Start Guide

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WHEN YOU GO IN, WE GO IN WITH YOU.



NOTICE: This quick start guide is **supplemental only**. Always observe the full **A2 Operating Manual** regarding the configuration and operation of the A2 product and SCBA configurations.

Computer Requirements

Operating System	Windows 10 (64 bit), Windows 11	Processor	Core i5 (Gen 1) 2.0 GHz or greater
Memory	8 GB RAM	Screen Resolution	1024 x 768 px minimum
Hard Drive	20 GB free Space	USB	Minimum of two USB 2.0 or greater ports
Bluetooth	Bluetooth 2.1 + EDR (Enhanced Data Rate) <i>NOTE: Some Bluetooth hardware & drivers are not compatible with the A2 Software or G1 Hardware. If experiencing trouble with BT connections: procure and use the IO Gear GBU 521 External BT Adapter (MSA P/N 10161282-SP) and disable any internal Bluetooth radio via the Device Manager.</i>		

Before Installing A2

- A2 **cannot co-exist with legacy “Accountability 10”** software. The legacy software and its associated Firebird Server must be uninstalled, and the computer rebooted, before installing A2.
- If you have **another 3rd-Party software** product installed on the computer **which uses a Firebird server**, please contact MSA Support to assist with a custom install of A2.
- Installation **Requires Local Administrator security privileges**. Coordinate with your IT staff.

Email software.license@msasafety.com or call **1-800-672-2222** to schedule a support session with an MSA Technician.

Download the A2 Software Installer

The latest A2 Software can be downloaded at
<https://us.msasafety.com/downloads>

“Jump To...” → “Fire Service Software”

- New** installs require the **full installer**.
- Existing** installations must use the **update only installer**.

The Current Version may be newer than pictured.

A2 Software - version 1.9.0

Accountability Control & Configuration (G1, M7XT, M7, ICM)

Download new install only full installer (v. 1.9.0) » ← **New Installations**

Download update only installer (v. 1.9.0) » ← **Update Existing A2 Installations**

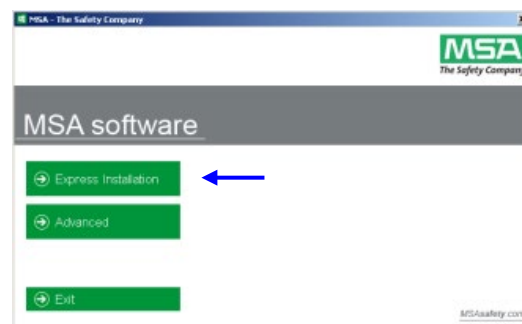
Additional Resources:

- A2 - Quick Start Guide (PDF)
- A2 - Telemetry License Request Form
- A2 - Operating Manual (PDF)
- G1 Firmware Update Notes (PDF)

Installing A2

Once you’ve downloaded the installer:

- Suggested:** Create a new folder on **C:** called “**MSA Installers**” (or another local folder)
- Move** the download “**MSA_A2_Full_Setup_<version#>.exe**” to the “**MSA Installers**” folder (or desired folder).
- Run the installer.
- Choose the “**Express Installation**” option.
- During installation, click “next” through all default settings, and accept installation of any device drivers.





Choose the Type of A2 License Key

“BASIC” OEM License Keys

If you:

- Will be using **FireGrid Monitor** on a **Tablet** (instead of A2 Monitoring), or
- have SCBA's with '**Non-Telemetry**' Power Modules, or
- **Only** need the **Configuration Modules** (won't be using Monitoring) on **this computer**

Then, apply one of these “Basic” OEM licenses (based on what SCBA types you will need work on)

G1 SCBA only	Name: MSA G1 OEM License Key: 7CA44-8FF9R-2A57Y-3FBBU-811Z3
G1 and FireHawk SCBA	Name: MSA G1/FireHawk OEM License Key: FE90B-46011-DFDAP-531B6-492GJ

“PLUS” TELEMETRY (Monitoring) License Key

If you do have Telemetry capable SCBAs **AND** are going to use **A2 on this computer**, on your truck, with a **HUB Basestation for Incident Command Monitoring**:

Request a Telemetry license

1. Download **[“A2 - Telemetry License Request Form”](#)**
2. Complete the form.
3. Save the completed form to your **“Desktop”** or **“My Documents”** folder. *(Or else info will be lost and not sent to us)*
4. Email the completed, saved form as an attachment to: **software.license@msasafety.com**.

The image shows two overlapping screenshots. The background screenshot is the 'A2 Software - version 1.8.0' interface, which includes a 'Download full installer (v. 1.8.0)' button, a 'Download update only (v. 1.8.0)' button, and a list of 'Additional Resources' including 'Software Update Notes (PDF)', 'Operating Manual (PDF)', 'Quick Start Guide (PDF)', and 'Telemetry License Request Form'. A blue arrow points to the 'Telemetry License Request Form' link. The foreground screenshot is the 'MSA A2 Software Telemetry License Application Form'. It contains sections for 'DEPARTMENT INFORMATION' (Company/Department Name, Street Address, City, State/Province/Region, ZIP/Postal Code), 'CONTACT INFORMATION' (Contact Name, Title/Role, Phone Number, Alt. Phone Number, Email), 'FLEET TYPE: Please choose ONE:' (with radio buttons for 'Only G1 SCBA Telemetry', 'Mixed Fleet Firehawk & G1 SCBA Telemetry', and 'Only Firehawk SCBA'), and 'MSA Subsystem:' (MSA Subsystem Name, Email). A note at the bottom says 'Email completed form to: software.license@msasafety.com'.

We'll generate your license and email it back to the contact's email that was entered in the form.

Applying a License Key to a new A2 install

On a new install you will be presented this screen to enter a license key.

For Basic OEM:

Enter the **“Name”** and **“Key”** values exactly as they appear on the page above.

For PLUS Telemetry:

Enter the **“Name 1”** and **“Activation Key”** values exactly as they appear in the **Telemetry License text file** that was emailed to you.

The screenshot shows the 'MSA A2 Software Accountability Monitoring System' registration window. At the top, it says 'Evaluation copy expired'. Below this, a red message states: 'This evaluation copy has expired. Either uninstall the software, purchase a license or enter a valid license key below.' There are two input fields: 'Name' and 'License key'. The 'Name' field contains the text 'Case Sensitive, no extra spaces'. The 'License key' field is empty and has a placeholder showing a hyphenated format. A 'Register' button is at the bottom right. Blue arrows point to the 'Name' and 'License key' fields.



Changing a License Key on a Computer Where A2 Is Installed (or was previously)

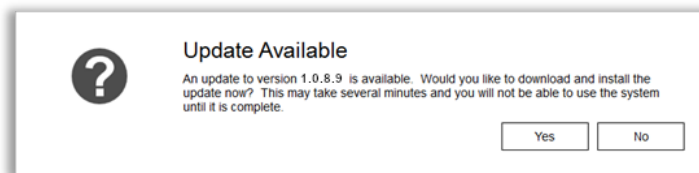
If A2 was ever licensed on the computer before (or if you're changing a previously entered License Key):

You will need to login to A2 first using an **admin** account, and navigate to the **license entry screen**:

1. Launch the MSA A2 Software	
2. Login with an admin account.	Username: admin Password: admin
3. Select the "Settings" tile.	
4. Select "License" in the menu on the bottom left. <i>You may need to scroll down to see it.</i>	
5. Enter the Name & License Key values. <i>Once you click "Register" note that the license information will appear in the top section.</i>	

A2 Software Updates

When A2 is launched, and the computer can reach the internet: A pop-up screen will appear alerting of an available update:



Local Administrator security privileges are required to apply the A2 Version update. If you do not have administrative security privilege, choose "NO" and contact your IT staff to perform the update.

Log into Windows **with a Local Administrator User**, launch A2, and click "Yes" to download and run the update.

Alternative: An IT Administrator can download the update installer package from <https://us.msasafety.com/downloads>.

A2 Software - version 1.9.0

Accountability Control & Configuration (G1, M7XT, M7, ICM)

[Download new install only full installer \(v. 1.9.0\) »](#)

[Download update only installer \(v. 1.9.0\) »](#) [Update Existing A2 Installations](#)



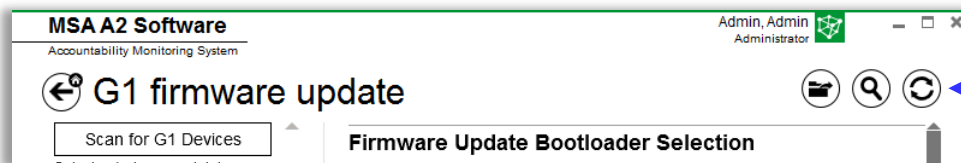
G1 SCBA Firmware Updates

Once the A2 software is installed, with an internet connection, launch A2.



Select the “G1 Firmware” Tile.

Select the circular “up/down-arrow” icon to check for and download the latest firmware package into A2.

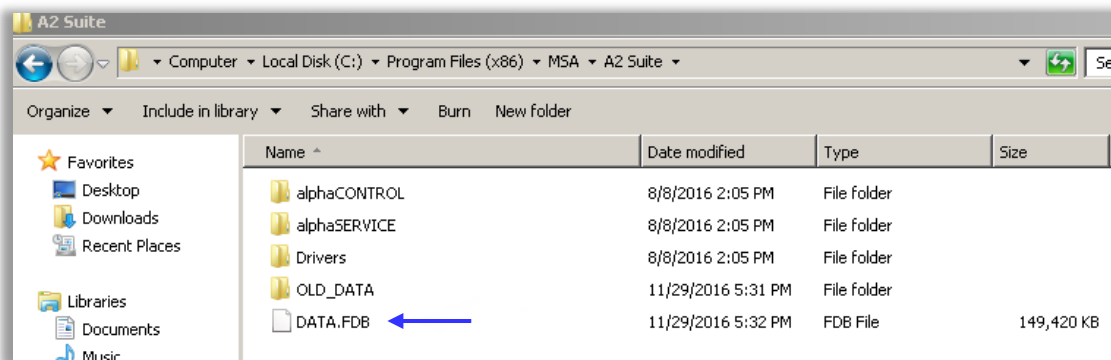


Note: Refer to the A2 User Manual for complete instructions to update G1 firmware.

Data Backups

MSA recommends that customers work with their IT departments to develop a backup strategy that fits the needs of the organization.

The default A2 Firebird database is located at: C:\ProgramFiles(x86)\MSA\A2Suite\DATA.FDB



For backup purposes (or for transferring configurations, settings, and templates, etc., created in the first A2 install) this file can be copied from the computer to a backup location or new A2 install computer.

Before copying from the source or pasting to the destination:

- Exit the A2 client application
- Stop the services: “A2Service” and “Firebird Server...” Instance.

For scripted backup operations, refer to the Firebird website documentation on its backup utilities:

<https://www.firebirdsql.org/pdfmanual/html/nbackup-backups.html>