

A photograph of a flight simulator cockpit. An older male instructor with grey hair and glasses, wearing a blue and yellow floral shirt, is leaning over the left side of the cockpit. He is looking at the instrument panel. Three students are seated in the cockpit. The student on the left is a young man with dark hair, wearing a grey shirt. The student in the center is a young woman with long brown hair, wearing a white shirt. The student on the right is a young man with dark hair, wearing a white shirt, looking at a smartphone. The cockpit features a large windshield showing a sunset over the ocean, a complex instrument panel with multiple digital displays and analog gauges, and a ceiling-mounted overhead panel with numerous switches and lights. The AviaSim logo is visible on the side of the rightmost seat.

AviaSim Instructors

Initial HANDBOOK V0.01

Welcome



Welcome to AviaSim!

As a Flight Instructor, you are much more than a guide in the simulator — you are a key ambassador of our brand. Through your professionalism, energy, and passion, you create unforgettable experiences for our clients and reflect the quality that defines AviaSim.

This onboarding guide is here to support you. It will help you understand your work environment, the procedures essential to flight and maintenance operations, and how to deliver the level of service that sets us apart.

Thank you for joining us — and welcome aboard!



Thomas Gasser
Founder & CEO



What Makes a Perfect Flight Session for Our Clients



A perfect flight session is not just about realistic instruments or immersive visuals — it's about the overall experience. What our clients remember most is **how they felt**.

A great session is:

Welcoming: From the very first contact, the instructor creates a friendly, confident atmosphere where the client feels valued and at ease.

Engaging: The instructor adapts the session to the client's level and interest, explains clearly, involves them in the process, and keeps the experience exciting.

Professional: Procedures are respected, safety is prioritized, and the instructor demonstrates both technical knowledge and passion for aviation.

Memorable: Clients leave feeling amazed, proud of what they accomplished, and eager to share the experience with others.

A perfect flight session combines **human connection**, **technical quality**, and **emotional impact**. This is what turns a visit into a lasting memory — and what sets AviaSim apart.



What is a flight simulator ?

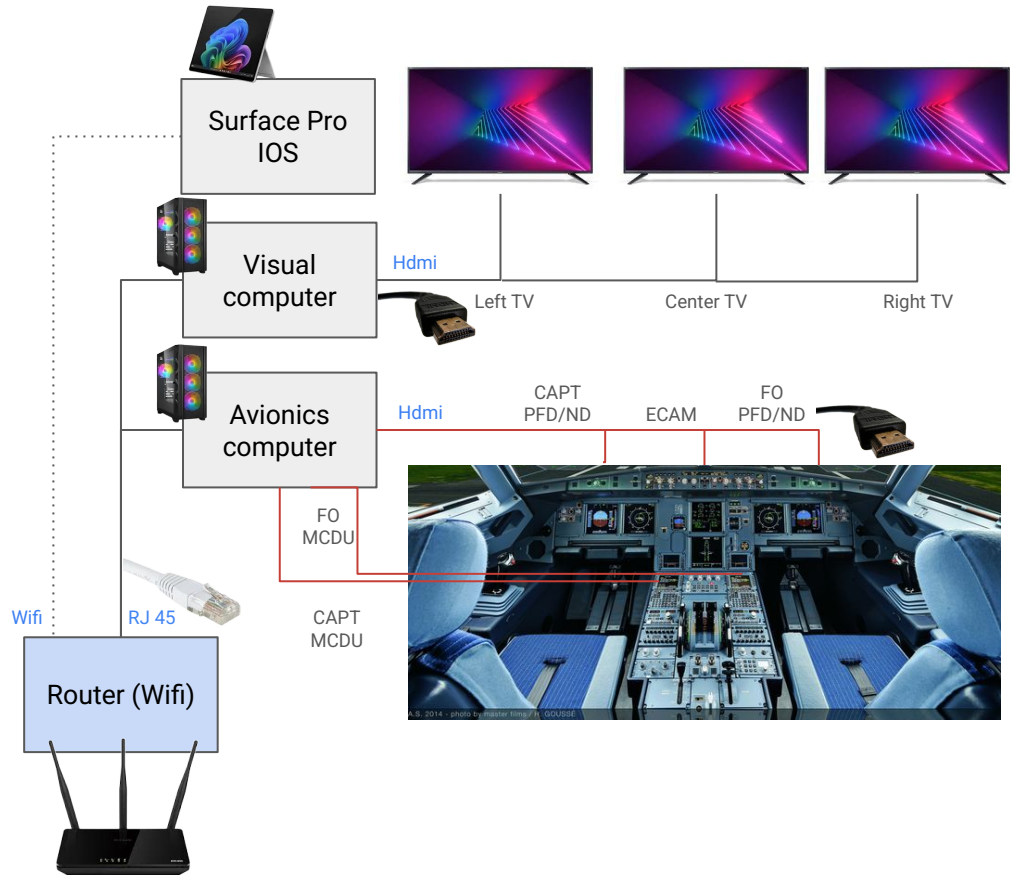
A flight simulator works with:

- 3 TVs that display the cockpit view
- 1 Surface Pro tablet (iOS) that serves as an instructors' tablet for modifying flight simulator parameters, as well as normal and abnormal functions
- 1 Visual computer that manages the display to the 3 TVs
- 1 Avionics computer that manages the various cockpit displays (PFD / ND / ECAM among others)

To ensure the smoothest operation possible, it is crucial to respect the startup and shutdown procedures, this will help mitigate many possible issues.

The computer system runs under Windows with Prepar3D software (Flight Simulator professional suite). This environment may occasionally be unstable, so don't hesitate to reboot the simulator (2x desktops + instructor station) completely.

Everything is connected to a router, which enables communication between all the elements. Make sure that the router is switched on and that it hasn't been moved or altered in any way.



Forms



Maintenance form

The objective of this form is to inform the management team about any non urgent maintenance to do on a simulator.

It is important to inform the team about the simulator issue so they can order parts and prepare a fix.

Link: <https://aviasim-intranet.site/maintenance/>

End of shift form

The objective of this form is to inform the management team about unsatisfied customers or any issue that might affect your work or the customer satisfaction.

All customer who are late, no show, unsatisfied, etc. must be listed in this form.

This form has to be filled every end of shift; even if everything went smoothly.

Link: <https://aviasim-intranet.site/end-of-shift/>



Extra simulation tasks



Monthly (contractors)

- Invoice has to be sent to Tristan (tristan@aviasim.com) on the 10th day of the month before 6pm EST.

Every two weeks (employees)

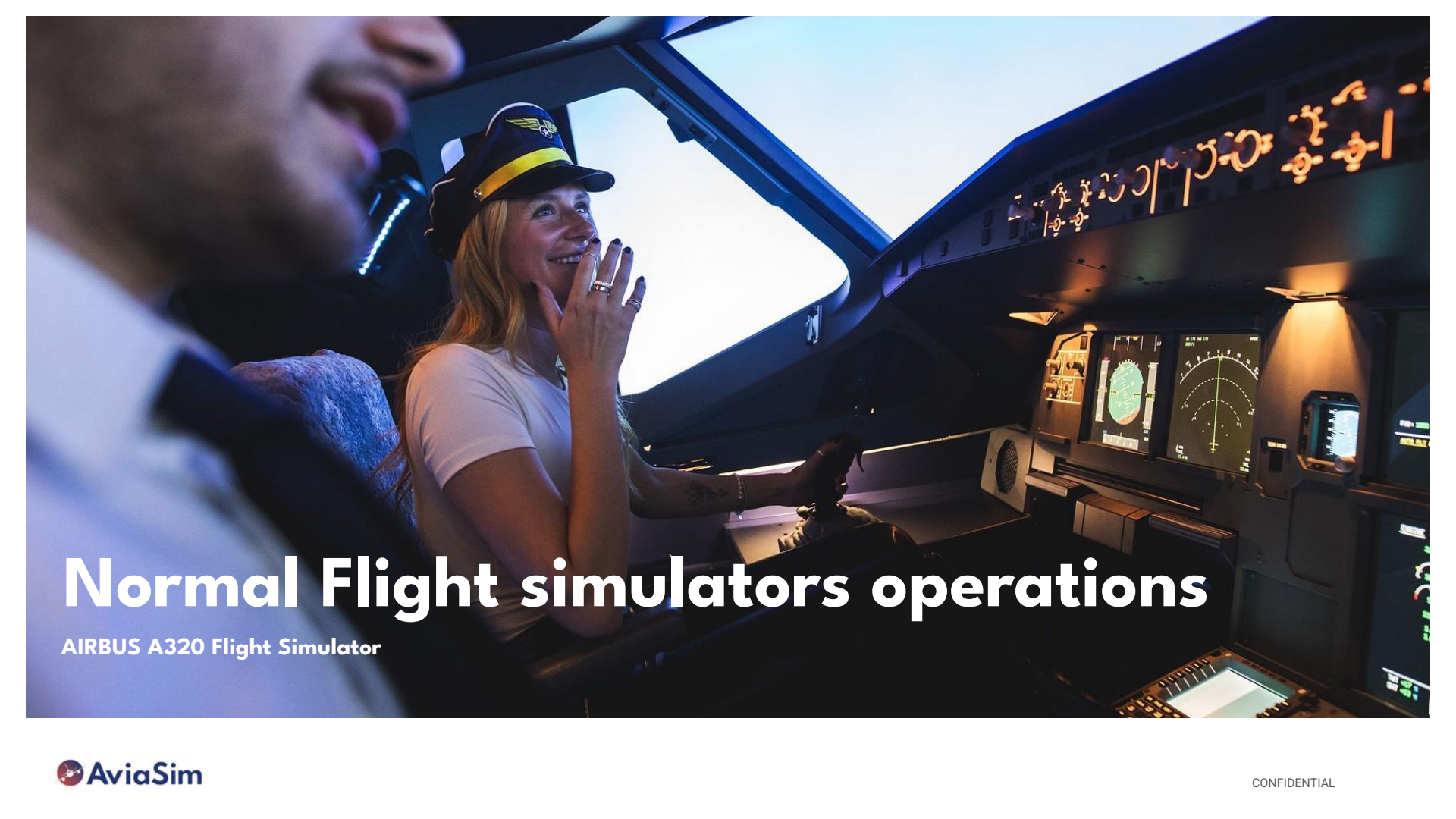
- Timesheet has to be sent to Tristan (tristan@aviasim.com) Monday before 6pm EST.

Weekly

- Share your availability using our Intranet (aviasim-intranet.site)

Golden rules

1. Be on time
The instructor must arrive on time for all client sessions. If it is not possible to be on time, the managers must be informed as soon as possible.
2. Inform the maintenance team of breakdowns and bugs
The instructor must fill out the necessary form to submit simulator breakages/bugs. He must contact the emergency number if the breakage/bug prevents the session from running.
3. Submit your timesheet before the deadline
Instructor must submit their timesheet every 2 weeks on Monday 6pm EST. Otherwise, payroll will be processed the following cycle
4. Inform the customer service team if a customer is dissatisfied, late or has not shown up
If a session with a client did not go as planned (e.g. multiple bugs), if the client arrives late or if the client does not show up, the flight number and a description of the situation must be submitted using the form provided for this purpose.
5. Request time off at least 7 days in advance
Leave not mentioned on the availability document must be requested at least 7 days before the shift in question. These may be refused.
6. Do not contact the customer
The instructor should not contact the client himself under any circumstances.
7. Do not offer a compensation to the customer
The instructor should not propose a solution by himself (reschedule a flight, offer a discount, etc.). He should communicate the customer's information and the details of the context to the customer service department. The customer will then be taken care of.
8. Fill out an end of shift form
At the end of all shifts, the instructor must give a debrief of his shift by completing the form provided for this purpose.
9. Keep sensitive information confidential
The instructor must not share information about our internal procedures, errors and bugs to our customers.
10. Give your availability on time
The instructor must give his/her availability every week
11. Wear the uniform
The instructor must wear the pilot uniform: pilot shirt; black tie; epaulettes (3 or 4 bars); black pants
12. Close the center properly
The instructor who finishes the day must turn off all lights in the premises and close the simulator according to the procedure
13. Ensure cleanliness of the center
Keep the simulator and work areas clean and well maintained.



Normal Flight simulators operations

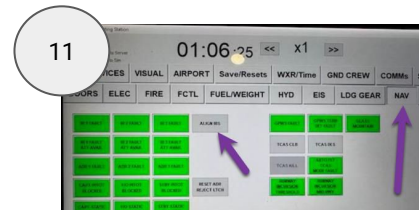
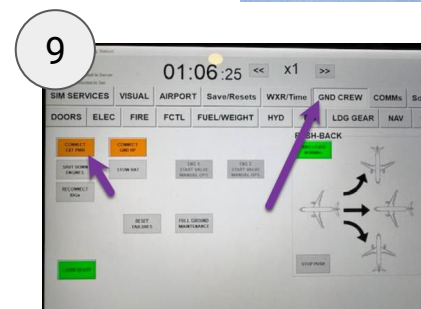
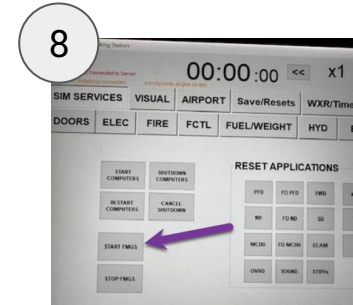
AIRBUS A320 Flight Simulator

Flight Simulator Startup Procedure

1. Turn on the power bar
2. Turn on TVs (using the remote)
3. Turn on the **Visual computer** (Green) & **Avionics computer** (Yellow)
4. Turn on the **Surface Pro (IOS)** (Code: 0320)
5. On the 3 mains screens (visual computer) **start Prepar3D** (Double-click)
6. Once **Prepar3D is running**, start the Instructor Station on the IOS Surface Pro by double-clicking on the app icon.
7. On the IOS screen click on “**Start FMGS**”
8. Wait until all in-cockpit screens are ready (Important, takes 30-60s)
9. Provide External Power **by selecting “Ground Crew” on the IOS and click on “Ground Power”** (Changes from Amber to Green)
10. From the **IOS** you can do an “**APU Start**” (APU Tab) or **Quick ENG Start** (ENG Tab)
11. From the **IOS Nav Tab** – click on **Align IRS**
12. Position Aircraft at airport and complete MCDU flight plan

You can also check the video :

<https://aviasim-intranet.site/wp-content/uploads/2025/05/YEG-Startup.mov>

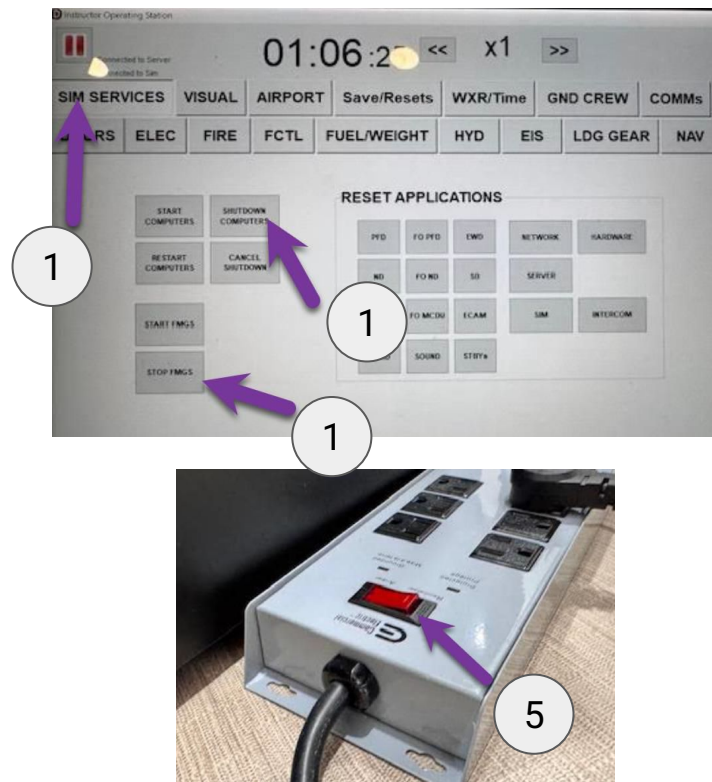


Flight Simulator Shutdown Procedure

1. On the **IOS sim services** page click on **"STOP FMGS"** then click on **"SHUTDOWN COMPUTERS"**
2. Computers will shutdown automatically 45 seconds after
3. **Wait until the computers are OFF (Important)**
4. **Turn off the 3 TVs**
5. **Then turn off the power bar** located at the front of the simulator.
6. Switch back all switches and knob to the "Cold and Dark" position
=> Especially check the Fuel pumps, Bleed, Engine starters and Fire handles

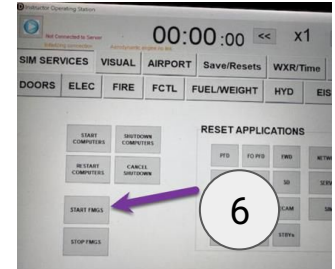
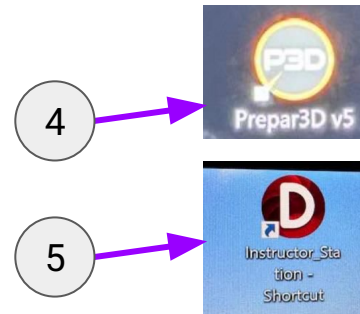
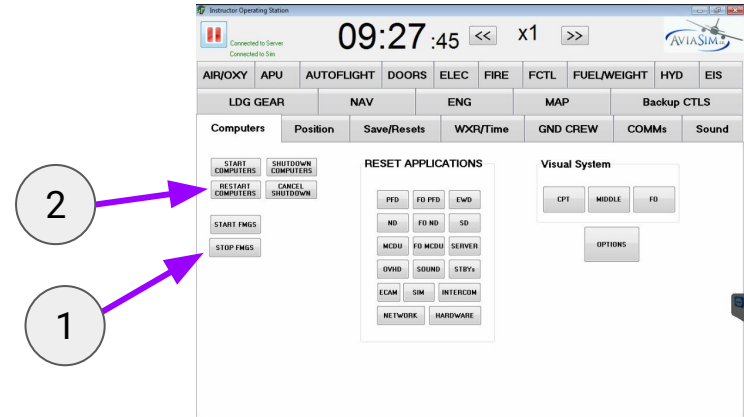
You can also check the video :

<https://aviasim-intranet.site/wp-content/uploads/2025/05/YEG-Shutdown.mov>



Flight Simulator Restart Procedure

1. On the **IOS sim services** page click on “**STOP FMGS**”
2. Shutdown P3D by pressing Esc key and “Exit P3D”
3. Then click on “**RESTART COMPUTERS**”
4. Computers will restart computers and IOS automatically 5 seconds after
5. **Wait until the computers and IOS are re-started (Important)**
6. On the 3 mains screens (visual computer) **start Prepar3D** (Double-click)
7. Once **Prepar3D is running**, start the IOS program on the IOS Surface Pro by double-clicking on it.
8. On the IOS screen click on “**Start FMGS**”
9. **Wait until all in-cockpit screens are ready (Important)**
10. You're back to normal operations



Normal Checklist

Startup

- ☐ 1. Turn on the power bar
- ☐ 2. Turn on the **Visual computer** (Green) & **Avionics computer** (Yellow)
- ☐ 3. Turn on the **Surface Pro (IOS)** (Code: **0320**)
- ☐ 4. On the 3 mains screens (visual computer) **start Prepar3D** (Double-click)
- ☐ 5. Once **Prepar3D is running**, start the IOS program on the IOS Surface Pro by double-clicking on it.
- ☐ 6. On the IOS screen click on **“Start FMGS”**
- ☐ 7. **Wait until all in-cockpit screens are ready (Important)**
- ☐ 8. Provide External Power **by selecting “Ground Crew” on the IOS and click on “Ground Power”** (Changes from Amber to Green)
- ☐ 9. From the **IOS** you can do an **“APU Start”** (APU Tab) or **Quick ENG Start** (ENG Tab)
- ☐ 10. From the **IOS Nav Tab** – click on **Align IRS**
- ☐ 11. Position Aircraft at airport and complete MCDU flight plan

Shutdown

- ☐ 1. On the **IOS sim services page** click on **“STOP FMGS”** then click on **“SHUTDOWN COMPUTERS”**
- ☐ 2. Computers will shutdown automatically 5 seconds after
- ☐ 3. **Wait until the computers are OFF (Important)**
- ☐ 4. **Turn off the 3 TVs**
- ☐ 5. **Then turn off the power bar** located at the front of the simulator.

Do's and Don'ts



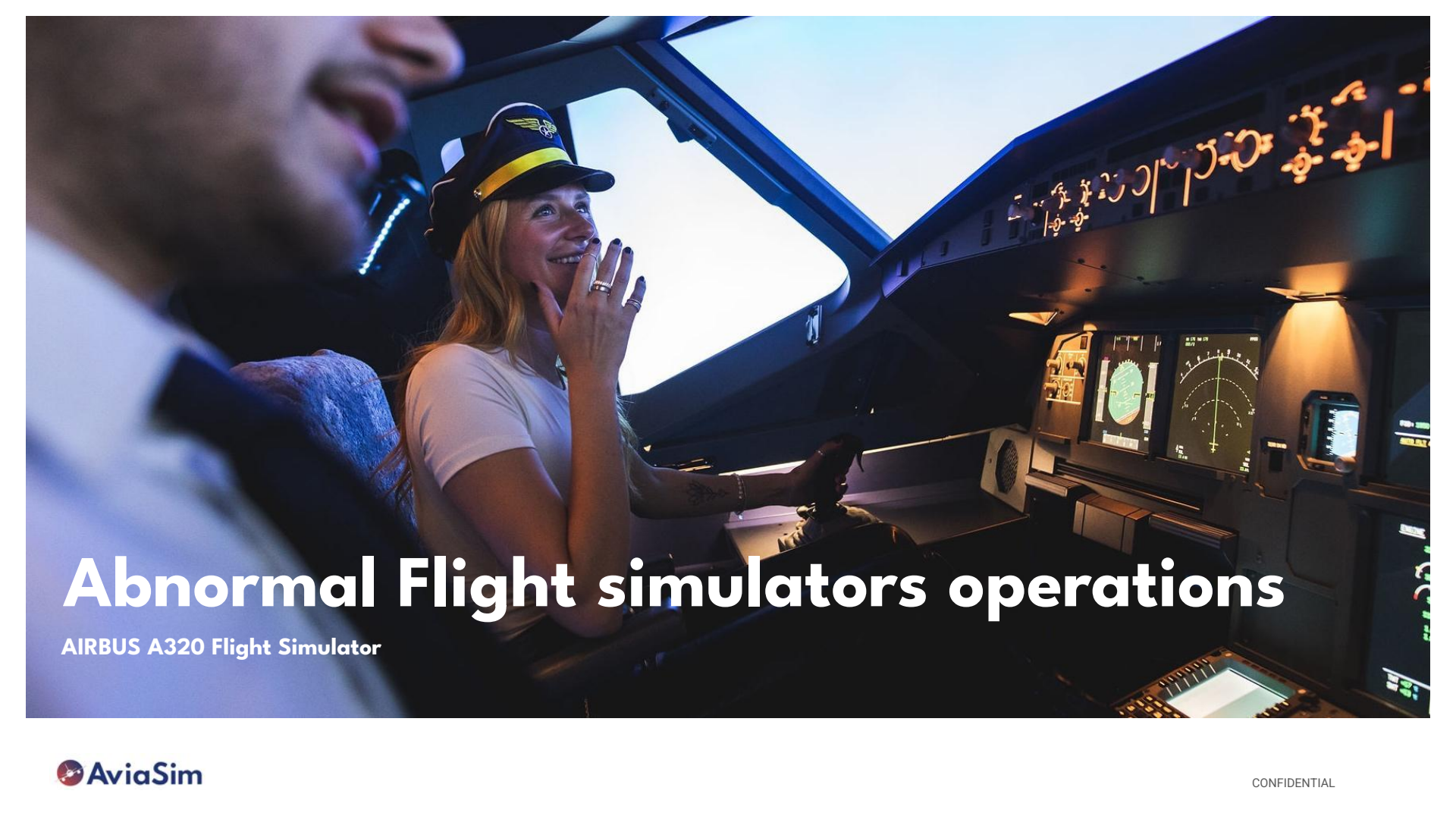
I should do

- Restart the flight simulator
- Follow the abnormal procedures
- Communicate with the other pilots to check if the issue can be solved with help
- Call the maintenance line only after check the procedures
- Submit a maintenance form to request changes or update
- Communicate with the maintenance department or others



Don't

- Alter the simulator configuration (Windows configuration, P3D settings, File System, Instructor Station etc...)
- Install any software or addon in the flight simulator without authorizations
- Attempt to make modifications or otherwise alter the simulator or any associated components without prior knowledge
- Turn off the power bar before the computers have had time to shut down



Abnormal Flight simulators operations

AIRBUS A320 Flight Simulator

Introduction to troubleshooting



Technical issues can occasionally occur — **and that's perfectly normal**. When they do, the most important thing is to stay calm, avoid rushing, and take the time to properly understand the situation.

As an instructor, you are not expected to fix complex issues — but you are the eyes and ears of the maintenance team on-site. Your role is to observe carefully, follow the documented procedures, and help ensure the simulator remains in good condition.

Here are the key principles to follow:

- Don't panic: A clear mind leads to clearer decisions.
- Don't improvise: Only take actions you are certain about and that are written in the official documentation.
- Analyze the situation: Try to understand what's happening, note any patterns, symptoms, or messages.

Never install software or connect external devices.

Never alter system or simulator configurations — this includes Windows settings, network setups, flight model parameters, or cockpit calibration.

Only contact the maintenance team after completing the basic checks or procedures provided in this guide.

Remember: your responsibility is to report accurately and help the maintenance team. Precision in your observations and self-discipline in your actions are essential to keeping the simulator running smoothly and safely.



Maintenance Process

✓ Step 1: Is It URGENT?

Urgent = You can't continue the session and the customer has to go home.
Examples: Broken hardware, INOP software, full system crash.

✓ YES – It's urgent:

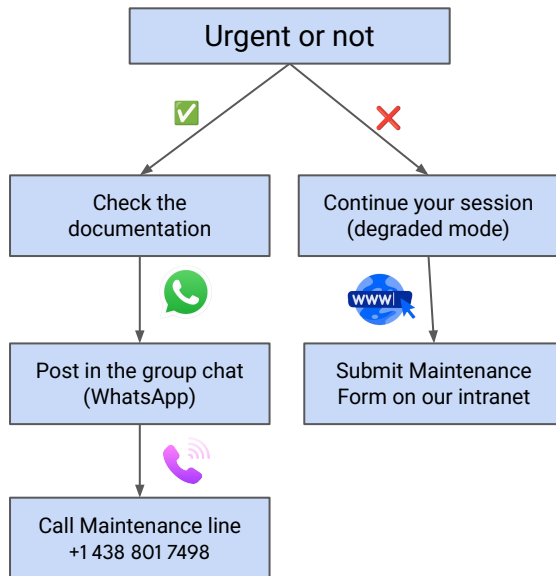
- Post in the group chat immediately.
- Explain the issue clearly (see checklist below).
- Your colleagues or the maintenance team will respond ASAP
- No quick response? Call Maintenance line: +1 438 801 7498

✗ NO – It's not urgent:

- You can continue the session (even in degraded mode).
- Submit the issue through the Maintenance Form on our Intranet.
(<https://aviasim-intranet.site/maintenance/>)
- It will be addressed by the maintenance team as soon as they can.
- Do not use WhatsApp for these situations.

✎ In all written communication, include:

- What is happening / what happened?
- What were you doing when it happened?
- What have you already tried to fix it?



Maintenance Form

This form is intended to collect information regarding non-urgent maintenance of our simulators. Please complete it with as much detail as possible when you notice an anomaly that does not require immediate attention.

Date of the issue *

Simulator impacted *

Where is the issue? (ex : Capt Side stick, EICAS Wheels etc.) *

What kind of issue is it? *

- ☐ Visual
- ☐ Audio
- ☐ Controls
- ☐ Hardware
- ☐ Software
- ☐ Other (explain below)

Frequency of the problem *

- ☐ Once
- ☐ Occasionally (around once per week)
- ☐ Frequently (multiple times per week)
- ☐ Constant (every shift)

What actions did you try to fix the issue? *

Picture or Video (if relevant)

Attach an image / Avion folder choice

Details (optional)

Submit

Instructor's Scope Of Action

As an instructor, your interaction with the simulator must remain strictly within the limits defined in this document. You are authorized to carry out only the procedures and manipulations explicitly described here.

Do not perform any action, adjustment, or technical manipulation that is not included in the official procedures. This includes any attempt to troubleshoot hardware, software, or internal components on your own.

In the event of a technical issue or malfunction:

- Follow the established checklist or troubleshooting steps provided.
- Do not attempt to repair, reset, open, or modify any part of the simulator.
- Only contact the maintenance team after completing the proper internal procedure.

This discipline is essential to ensure equipment reliability, user safety, and service continuity. Any unauthorized intervention can lead to damage, downtime, or safety risks.

Your priority is to preserve the simulator's integrity — and report problems, not fix them without following the following procedures.

