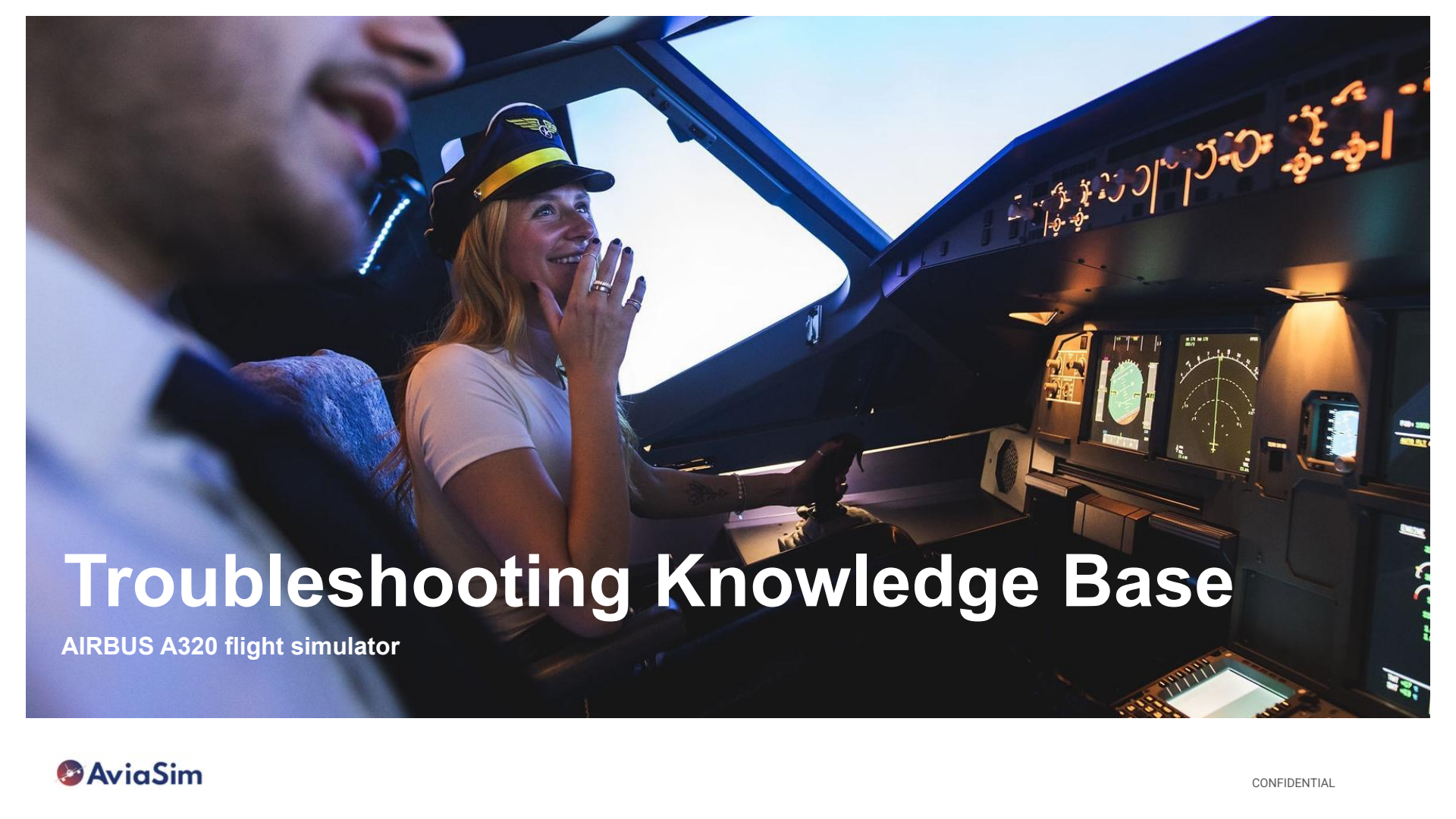




Troubleshooting Knowledge Base

AIRBUS A320 flight simulator

List of troubleshooting

- A320 - Engine(s) 1/2 do(es)n't start
- A320 - Connected to Sim / Connected to Server on the IOS
- A320 - "End Scenario" Menu in the middle of the screen
- A320 - the ECAM, PFD or ND screens are turned off
- A320 - Start FMGS doesn't work
- A320 - The system computer does not start or is frozen
- A320 - Part or module of the simulator does not turn on
- A320 - No system sounds on A320
- A320 - Radio (VHF) turned off
- A320 - Overhead not working / not lighted up
- A320 - When applying thrust, the aircraft doesn't move
- A320 - P3D is only on 1 TV and not the 3 TVs
- A320 - No engines sound



A320 - Engine(s) 1/2 do(es)n't start

If the engine(s) 1/2 do(es)n't start :

- Check if the simulator is paused (If it is, cancel the pause)
- Check for APU AVAIL and APU BLEED ON on the **OVH PANEL (1)**
- Check if one of the Fire Extinguisher is not out (**6**)
- If APU not AVAIL : start the APU with the IOS (**4**)

If engine startup is cancelled (Eng Start 1 or 2 ON then OFF):

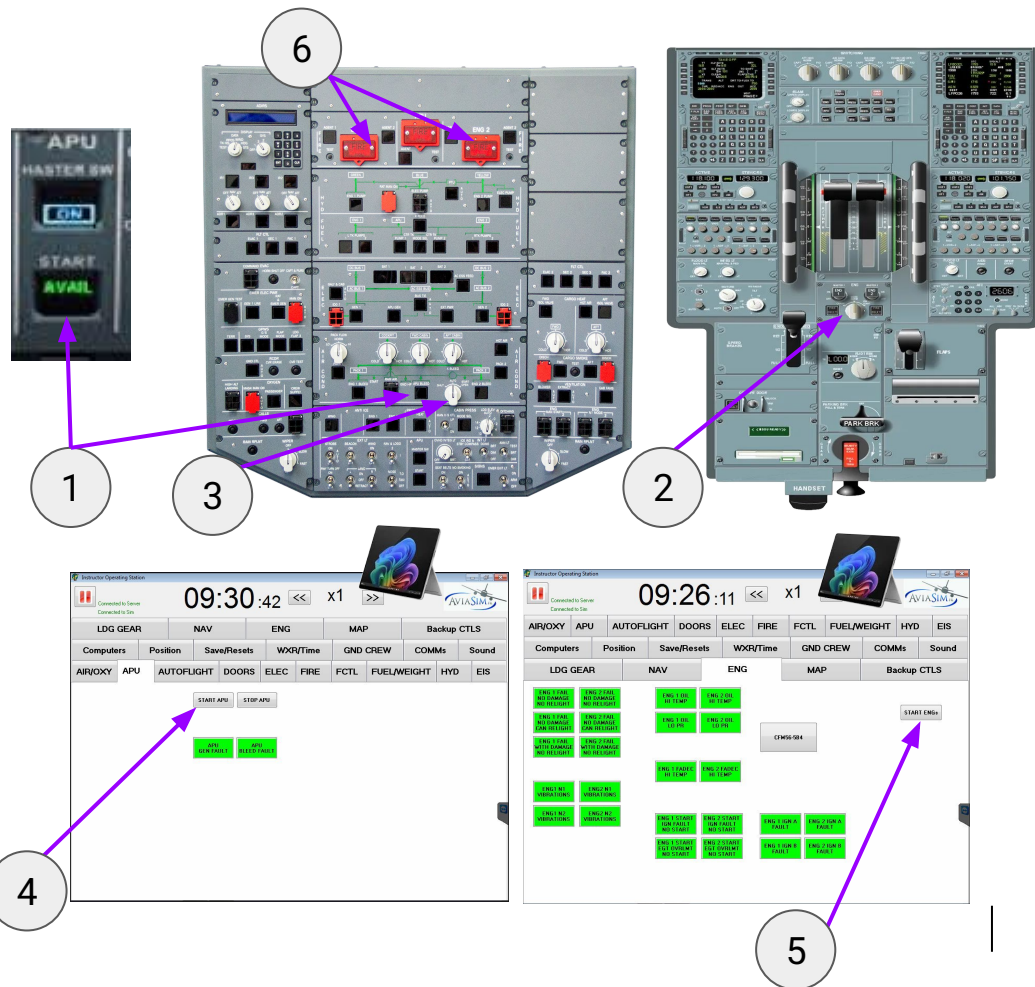
- Switch to CRANK position and retry a normal start (**2**)

If no changes occur:

- Check that the X-Bleed switch on the overhead panel is **set on Auto (3)**, and not Shut or Open. If it is the case, the previous instructor did not reset the simulator in cold and dark at the end of his/her flight.

Final resort:

- Click on **ENG START** of the "Engine" Tab in the instructor workstation (**5**)



A320 - Connected to Sim / Connected to Server on the IOS

If one of the lines is red, there is a problem

Not Connected to Server
Not Connected to Sim

The bottom line is red:

Connected to Server
Not Connected to Sim

- If the bottom line is red, close and restart the instructor workstation. Check if Prepar3D is started and restart the instructor workstation
- If there is no effect, restart the simulator

The upper line is red:

Not Connected to Server
Connected to Sim

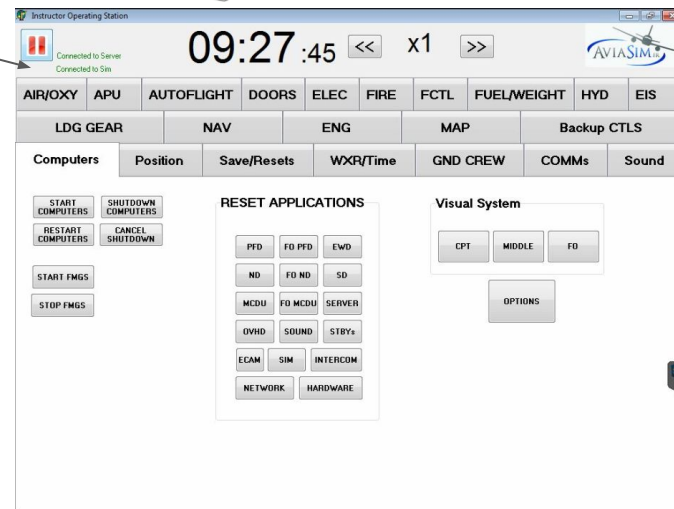
- The upper line remains red as long as "Start FMGS" is not totally started.
- This line 'not connected to server' usually corresponds to a network problem: check that the network is present (wifi if the instructor workstation is operated on a Surface Pro Tablet), check by opening a webpage.
- Check if the Surface Pro is connected to the Wifi

If the instructor station shows there is an internet connection, but it remains red, check that the device is connected to the simulators' dedicated router

If it remains red, check that P3D is started

If it doesn't work, restart P3D

If no changes occur, restart the simulator



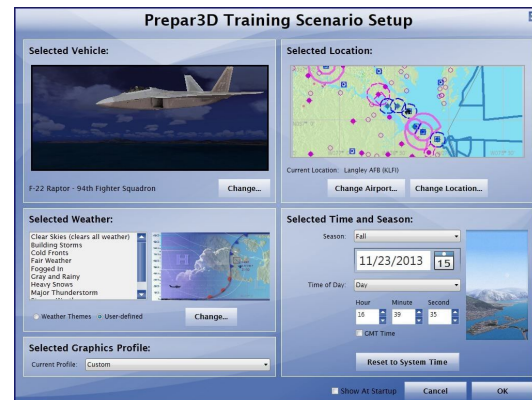
A320 - "End Scenario" Menu in the middle of the screen

If the "End Scenario" menu is in the middle of the screen:

- Press "Esc" to get rid of the menu or press "Esc" key of the keyboard of Visual computer (1)

N.B : appears when you press the "Esc" key of the keyboard of Visual Computer.

1

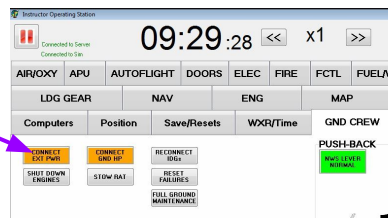
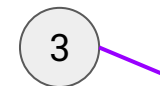
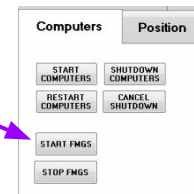


A320 - the ECAM, PFD or ND screens are turned off

If the ECAM, PFD or ND screens are off:

- Check that the computers are all correctly turned on (**Check the light (1)**)
- Check that you have done "Start FMGS"
- Check that the brightness potentiometers are on, some instructors / customers use the zero at the end of a flight (**2**)
- Restart the computer in question and do "Start FMGS" again and then do **"Connect EXT POWER"** (on IOS) (**4**)

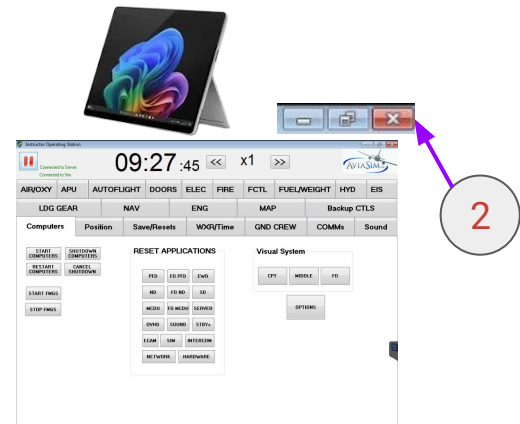
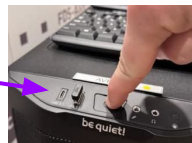
If nothing happens, check the Hdmi behind the Avionics Computer or in front of the simulator



A320 - Start FMGS doesn't work

If Start FMGS doesn't work:

- Wait for at least 30s, the system takes some times to load.
- Check that the computers are all correctly turned on **(1)**
- Close the instructor workstation (IOS) **(2)** and restart it, then do "Start FMGS" **(3)**
Please do not repeatedly click "Start FMS", it takes approx. 30 seconds to load.
If it does not load;
Tap "Stop FMGS", wait 30 seconds, then tap "Start FGMS" & wait 30 seconds.



A320 - The system computer does not start or is frozen

If the system computer does not start or is frozen:

- Shutdown and reboot the computer directly from the bay by pressing the push button for 3 seconds (1)

There is no need to restart other computers

N.B : may be frozen on the Windows Logo or on a black screen

1



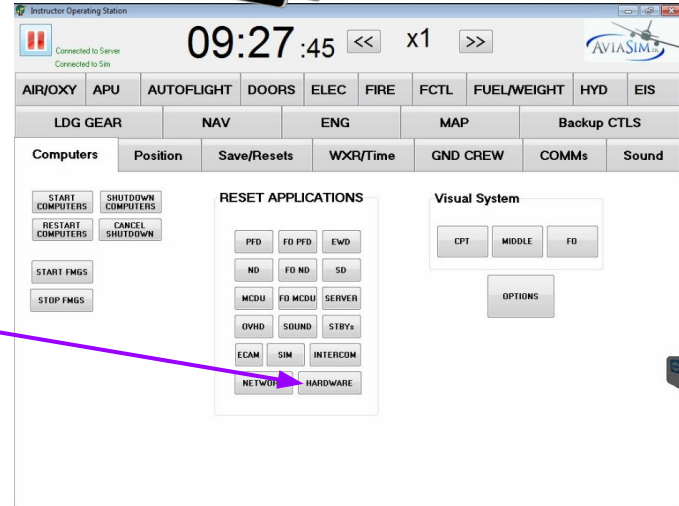
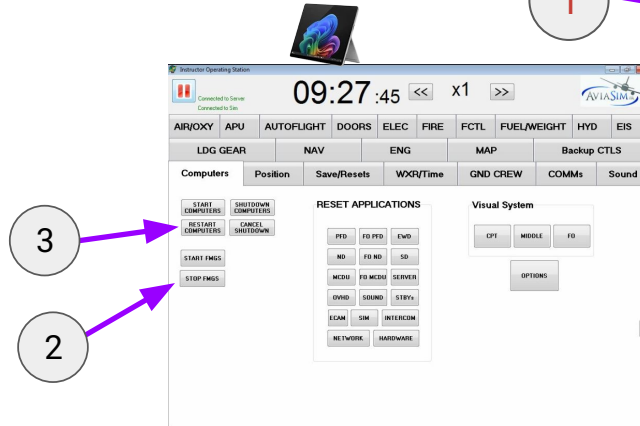
A320 - Part or module of the simulator does not turn on

If a cockpit module is not working properly or OFF:

- On instructor workstation (IOS) click on “Hardware” (1), it will restart the connection with hardware inside the cockpit

If the module is still OFF or not working properly and if you really need it:

- A simple Restart procedure should first be tried to try to fix the problem (2) then (3) (check “Restart a flight simulator page on normal procedures section)



A320 - No system sounds on A320

If during flight you lose the system sounds (alarms, callouts, etc ...):

- On instructor workstation (IOS) click on “Sound” (1), it will restart the connection with Sound system inside the cockpit

If the sound is still OFF:

- A simple Restart procedure should first be tried to try to fix the problem (2) then (3) (check “Restart a flight simulator page on normal procedures section)

The screenshot shows the AviaSim Instructor Operating Station (IOS) interface. At the top, there is a header bar with the time 09:27:45, a zoom level of x1, and the AviaSim logo. Below the header, there are several tabs: AIR/OXY, APU, AUTOFLIGHT, DOORS, ELEC, FIRE, FCTL, FUEL/WEIGHT, HYD, and EIS. Under these tabs, there are sub-tabs: LDG GEAR, NAV, ENG, MAP, and Backup CTLs. The main area of the interface is divided into three sections: Computers, Position, and Save/Resets. The Computers section contains buttons for START COMPUTERS, SHUTDOWN COMPUTERS, RESTART COMPUTERS, and CANCEL SHUTDOWN. The Position section contains buttons for START FMGS and STOP FMGS. The Save/Resets section contains buttons for RESET APPLICATIONS, PFD, FD PFD, EWD, ND, FD ND, SD, MCDU, FD MCDU, SERVER, ECAM, SIM, INTERCOM, NETWORK, and HARDWARE. The RESET APPLICATIONS section contains buttons for PFD, FD PFD, EWD, ND, FD ND, SD, MCDU, FD MCDU, SERVER, ECAM, SIM, INTERCOM, NETWORK, and HARDWARE. The Visual System section contains buttons for CPT, MIDDLE, and FO. An annotation (1) points to the SOUND button in the RESET APPLICATIONS section. An annotation (2) points to the RESTART COMPUTERS button in the Computers section. An annotation (3) points to the START FMGS button in the Position section. An annotation (4) points to a 3.5mm audio cable plugged into the back of the computer tower.

A320 - Radio (VHF) turned off

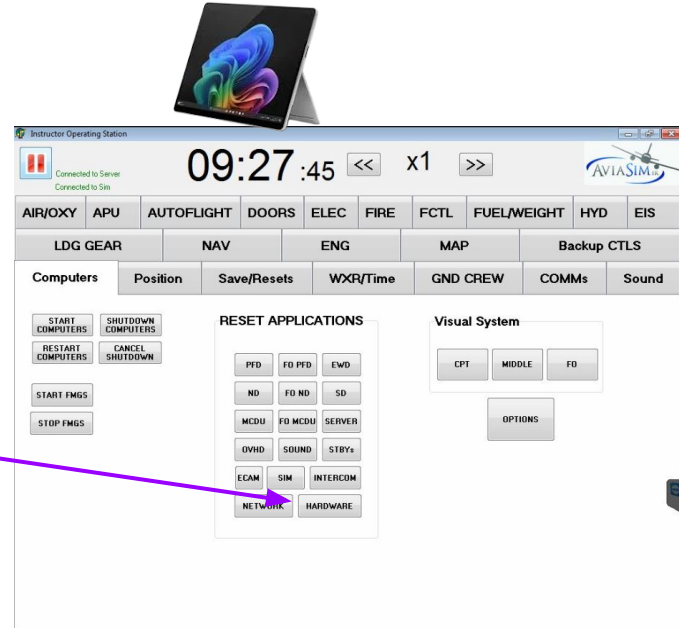
If the radio (VHF) is turned off :

- Bring in another OFF/ON Cycle

If no changes occur:

- On instructor workstation (IOS) click on "Hardware" (1), it will restart the connection with hardware inside the cockpit

IMPORTANT : The radios are only decorative and do not impact the flight. Therefore it is useless to let an instructor perform multiple reboots just to have the radio operative.



A320 - Overhead not working / not lighting up

If the Overhead is not effective or not lighted up:

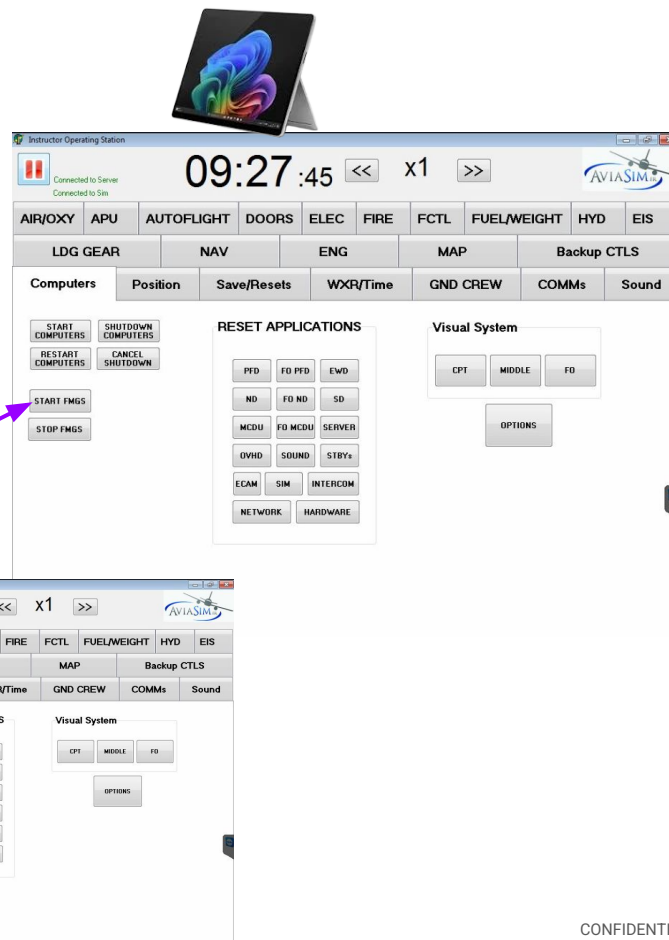
- Check if you have the 2 green information: Connected to Server and Connected to Sim

If yes:

- Press "Hardware" in the "Computers" Tab on Instructor workstation IOS (1)

If no changes occur:

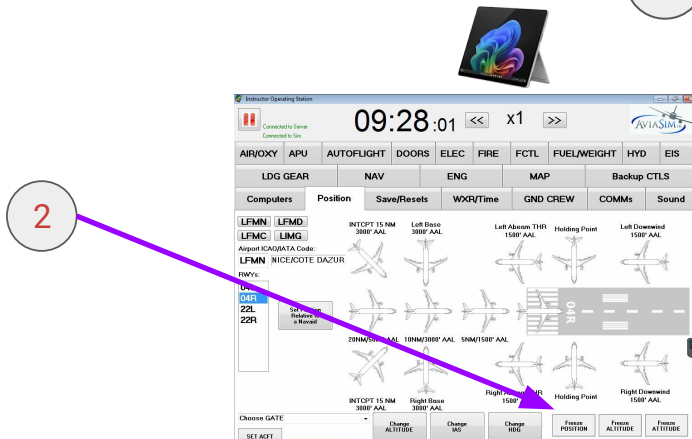
- A Restart procedure should first be tried to try to fix the problem (2) then (3) (check "Restart a flight simulator page on normal procedures section")



A320 - When applying thrust, the aircraft doesn't move

If the aircraft doesn't move when applying thrust:

- Disable the autobrake from the gear lever panel (1)
- Check that the "freeze position" option is not engaged on the instructor workstation (Position Page) (2)
- Apply manual brakes to disable the autobrake (3)



A320 - P3D is only on 1 TV and not the 3 TVs

If P3D is only on one or two screens and not the 3 TVs:

- Right-click within the main Prepar3D window and select **View Groups->None**
- Again: Right-click within the main Prepar3D window and select **View Groups->Auto-fill Desktop**

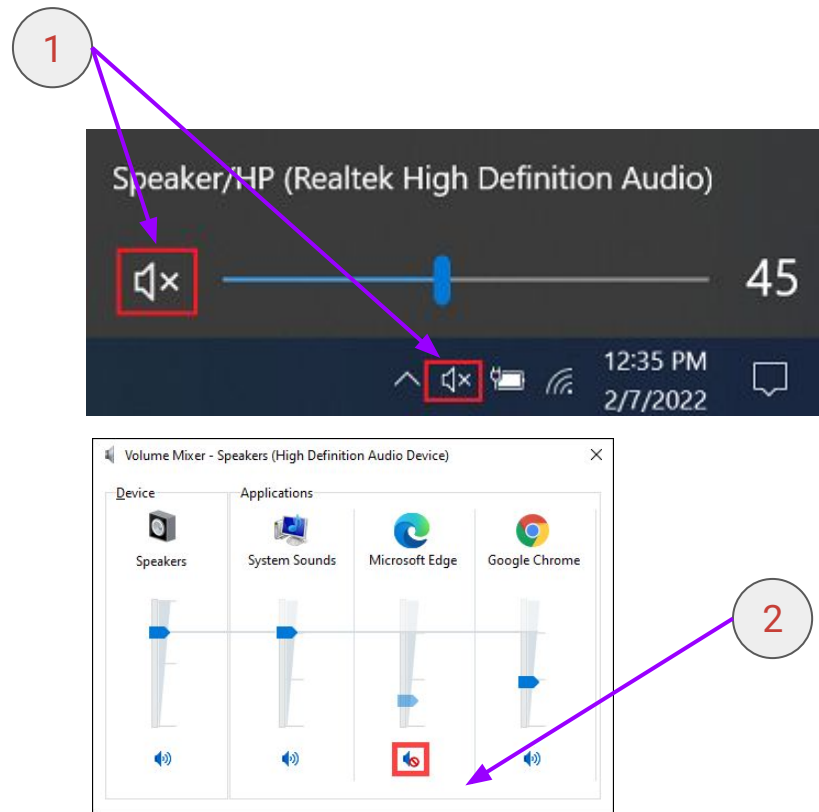


A320 - No engines sound

If no sound is coming from the engines (but you have sound for the cockpit alarms and bleed etc..) please check :

- If Simulator is not in pause (if it is, unpause it)
- If sound is disabled in P3D (press Q to re-enable)
 - If pressing Q does not help, press it again to reset the initial value
- If Sound is muted on the computer (and unmute it if so) (1)
- If the program sound is muted (2)
 - Right click on the sound icon in the taskbar (bottom right)
 - Select "Sound Mixer" (2)
 - Check that Prepar3D program sound is not muted

If those steps did not fix the issue, please check that the speakers (each side of the sim + sub) are powered and plugged in correctly in the Visual computer (green port) (3)



Example with Edge, please search for Prepar3D

Prepar3D Not Loading Correct Aircraft



P3D Loading F-35C (or other aircraft) by default.

- This is due to the incorrect default scenario being loaded.
- Launch P3D
- Right click game & open Scenario menu if not automatically opened
- Select AviaSim profile (A320) & set as default
- Disable Show on Startup

Chargement P3D F-35C (ou autre avion) par défaut.

- C'est dû au chargement d'un scénario par défaut incorrect.
- Lancez P3D
- Cliquez avec le bouton droit de la souris sur le jeu et ouvrez le menu Scénario s'il ne s'ouvre pas automatiquement.
- Sélectionnez le profil AviaSim par défaut.
- Modifiez aussi le profil par défaut. Si ce n'est pas fait, le simulateur chargera simplement le F-35C à chaque démarrage.

Contact & References



Version of the document : V0.01

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Maintenance hotline: +1 438 801 7498

