

STANDARD OPERATING PROCEDURE (SOP)

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SUBJECT: [Hong Kong VACC Controller Coordination Standard Operating Procedures](#)

EFFECTIVE DATE: 25 JUNE 2020

SCOPE: [Outlines standard techniques for conducting voice communication and coordination between controllers at Hong Kong VACC](#)

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1. PURPOSE

- 1.1. This Standard Operating Procedure (SOP) sets forth methods to standardise the setup of voice communication for both ATC-to-pilot and ATC-to-ATC and the setup of ATIS broadcast.

2. ROLES AND RESPONSIBILITIES

- 2.1. The Office of Primary Responsibility (OPR) for this SOP is the team under the supervision of Manager (Standards and Publications). This SOP shall be maintained, revised, updated or cancelled by the Manager (Standards and Publications). Any suggestions for modification / amendment to this SOP should be sent to the Manager (Standards and Publications) for review.

3. DISTRIBUTION

- 3.1. This SOP is intended for controllers staffing ATC positions within Hong Kong FIR on VATSIM.

4. BACKGROUND

- 4.1. Over time, controllers have found to use different methods of setting up their voice channel and ATIS. This causes varying quality of voice communication and sometimes confusion. In addition, controllers have found to use various means to coordinate which at times have cause confusion and errors to happen.

5. ATC-TO-PILOT COMMUNICATION

5.1. Controllers are required to use the approved methods set by the Audio for VATSIM (AFV) project (<https://audio.vatsim.net/>). This requires downloading the latest release of the AFV audio client from the official AFV website. Unlike the past generation of voice service, AFV does not require selecting a voice server.

5.2. Once a controller has downloaded the AFV voice client, it is important to ensure settings are correct prior to connection, shown is an example of settings being properly configured. Whenever possible, “Disable Realistic ATC Audio Effects” should be left **UNSELECTED**.

AFV Settings

User Details

VATSIM CID: 1234567 VATSIM Password: *****

Audio Settings

Microphone Device: Microphone (Logitech G430 Gamin)

Output Device: Speakers (Logitech G430 Gaming Headset)

Output Volume: 30

Mic Volume: 30

Important: Adjust the mic volume slider so that the peak level indicator remains in the green band while speaking normally.

Disable Realistic ATC Audio Effects (Not Recommended)

PTT Settings

Set New PTT Key or Button Clear Current PTT Assignment

Current PTT Assignment: **Keyboard: RControlKey**

Simulator Settings (For None ATC)

X-Plane IP Address: 127.0.0.1 Single PC

Use FSUIPC With FS9/FSX/P3D

Stream Deck

Enable Stream Deck

OK Apply Cancel

5.3. Once connected using an approved callsign as described in SOP001 to SOP006, all stations are pre-configured by the staff members, and there is no need for the controller to modify those settings.

6. ATC-TO-ATC COMMUNICATION

- 6.1. Communication among controllers controlling within Hong Kong FIR shall be performed over Discord. Staff members will grant access to local controllers and visiting controllers to the HKVACC Private Controller Discord. The use of this Discord is subject to the Facility General Policy of Hong Kong VACC.
- 6.2. It is **mandatory** for all controllers providing service at an ATC position managed by Hong Kong VACC to be present in the designated voice channel of the Hong Kong VACC Discord server in order to facilitate communication between controllers. **The ONLY exception to this is when the controller is the sole controller online within Hong Kong FIR.** Exemptions may be granted in rare circumstances (e.g. disability) by the Director of Hong Kong VACC.
- 6.3. VATSEA division provides a sub-channel for Hong Kong VACC to allow for VATSEA members to discuss topics related to Hong Kong VACC. The use of this sub-channel is optional and is subject to relevant VATSEA regulations.
- 6.4. Controllers setting up Discord client on their computers for the first time shall review **Appendix A** of this document for instructions to download and setup the client.

Please note that Hong Kong VACC is not affiliated with the software developer Discord, nor do we endorse or provide technical support to the use of Discord on your computer. The use of Discord for communication among Hong Kong VACC controllers is free of charge.

The channel address is published on the Hong Kong VACC website (vatsim.hk).

- 6.5. The ATC text channel (i.e. messages preceded by “/”) shall only be used to convey essential information, for example:
- 6.5.1. *Position opened announcement*
 - 6.5.2. *10-15 minutes prior to closure announcement*
 - 6.5.3. *Position closed announcement*
 - 6.5.4. *Requesting for relief prior to closing (e.g. “leaving in 10 mins, anyone taking VHHH_TWR?”)*
 - 6.5.5. *Separation is compromised, imminent danger, aircraft believed to be on other controllers’ frequencies etc.*
- 6.6. Controllers shall avoid using the text ATC channel for casual conversations, which causes significant amount of distraction to other controllers and adding unnecessary bandwidth to the server.

7. POSITION RELIEF BRIEFINGS

7.1. If a controller is going to hand off control of all or part of the area under their control to another controller, they must give a **Position Relief Briefing**.

7.2. Position Relief Briefings should be given anytime:

7.2.1. A controller is logging off and handing off control of their entire airspace to another controller.

7.2.2. A new controller is logging on and will take over part of the airspace already under another controller's jurisdiction.

7.3. Pursuant to Section 7.2 of this SOP document, Position Relief Briefing must be conducted over voice on the Hong Kong VACC Discord prior to or immediately after the scenarios listed in Section 8.2.

7.4. A Position Relief Briefing should provide the incoming controller with all the information about what is happening in the area under a controller's jurisdiction. Specific information to include:

- Active Runways and IFR Approaches
- Current ATIS
- Other relevant airport info (closed runways/taxiways, unserviceable nav aids, etc.)
- PIREPs (Pilot Reports of turbulence, icing, or other adverse weather)
- Status of each aircraft under control (e.g. clearance issued, push approved, taxi instructions issued, etc.)

APPENDIX A: DISCORD CLIENT SETUP GUIDE

The following instruction is written for those who has not installed Discord on their computers and needs help to do so. While this guide is written to help one set up Discord client on their computers, controllers are welcome connect to the server via the free mobile app.

1. Visit <https://discordapp.com>
2. On the top tool bar navigate and find “download” and download the client appropriate to your OS.
3. Once downloaded run the installer
4. Create an account for Discord
5. Click on the + symbol and navigate to join

JOIN A SERVER

Enter an Instant Invite below to join an existing server. The invite will look something like these:

<https://discord.gg/qJq5C>

<https://discord.gg/discord-developers-qJq5C>

<https://discord.gg/EbnFEty>

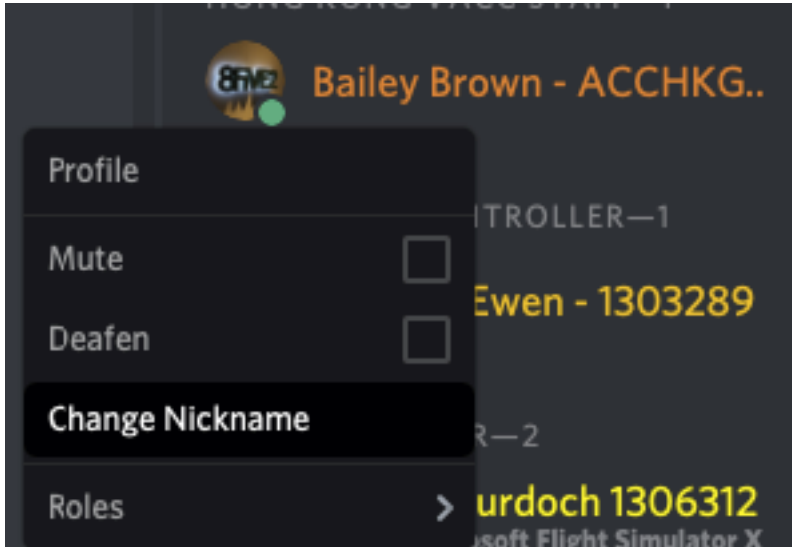
Enter an Instant Invite

← BACK

Join

6. Press join

7. Change your name so it meets the requirement in section 7.1



8. Wait for a moderator to assign your perms and your all good to go!

RECORD OF REVISION

DATE	REV.	REVISION CONTENT	APPROVAL
18 JUL 2015	1	REVISED HKVACC TS3 ADDRESS DUE TO CONNECTION ISSUES	A. TANG
17 AUG 2015	2	REVISED HKVACC TS3 ADDRESS ADDED APPENDIX A "TEAMSPEAK CLIENT SETUP GUIDE"	A. TANG
25 OCT 2015	3	REVISED HKVACC TS3 ADDRESS	A. TANG
20 MAR 2017	4	REVISED TS3 SERVER ADDRESSES	A. TANG
31 JUL 2018	5	Changed TS3 to Discord and attached pictures to reflect Added information regarding the use of vATIS to generate ATIS	B. BROWN A. TANG
14 OCT 2018	6	Reorganized section 7 and added rule on mandatory presence in voice Discord channel when online as ATC.	A. TANG
1 JUNE 2020	7	Incorporated contents related to Audio for VATSIM (AFV) Modified requirements for ATC coordination Position Relief Briefing is mandatory in Section 8 Modified ES ATIS URL to reflect current URL.	A. TANG B. BROWN
24 JUNE 2020	8	Updated SOP subject, scope and background Moved ATIS setup guide to SOP12 Updated section 5.3	J. CHENG