STANDARD OPERATING PROCEDURE (SOP)
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SUBJECT: Voice Communication Setup and ATIS Guide

EFFECTIVE DATE: 20 MARCH 2017

SCOPE: Outlines standard techniques for setting up and conducting voice communication and broadcasting ATIS at Hong Kong VACC

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 due to the varying ATIS formats used.

5. ATIS BROADCAST REQUIREMENTS

5.1.   <u>SETUP</u>

5.1.1.   ATIS content is regulated by VATSIM regulations. Controllers are required to follow the latest guideline with regards to both text ATIS and voice ATIS at all times. For VRC users, the following is a template for text ATIS:

%icao% INFORMATION %id%, AT TIME %time%, ARRIVAL RUNWAY **07L/25R** DEPARTURE RUNWAY **07R/25L,** WINDS %winds% KNOTS, ***PRESENT WEATHER PHENOMENA***, VISIBILITY %vis%, CLOUDS %clouds%, TEMPERATURE %temp%, DEWPOINT %dew%, QNH %altim% HECTOPACAL, **BECMG/TEMPO/NOSIG**, ACKNOWLEDGE INFORMATION %id% ON FIRST CONTACT.

> *Note:*
>
> *1. Items in **bold** must be changed manually.*
>
> *2. Weather phenomena are for example shower, thunderstorm, rain, fog, etc. (see **METAR***
>
> ***Reference** on http://www.vat-sea.net/index.php/train/atc-training/atc-training-manual/2-meteorology)*
>
> *3. TREND forecasts can be only read from METAR and must be copy manually. Automatism is unfortunately not possible in VRC. But luckily 'NOSIG' is mostly to be expected.*
>
> *4. Since the ATIS must be updated every 30 minutes, Euroscope users shall be preferred in providing ATIS due to its automatism whenever it is possible.*

For Euroscope users, the following standard URL should be set:

http://uniatis.net/atis.php?arr=$arrrwy($atisairport)&dep=$deprwy($atisairport)&apptype=ILS&info=$atiscode&metar=$metar($atisairport)
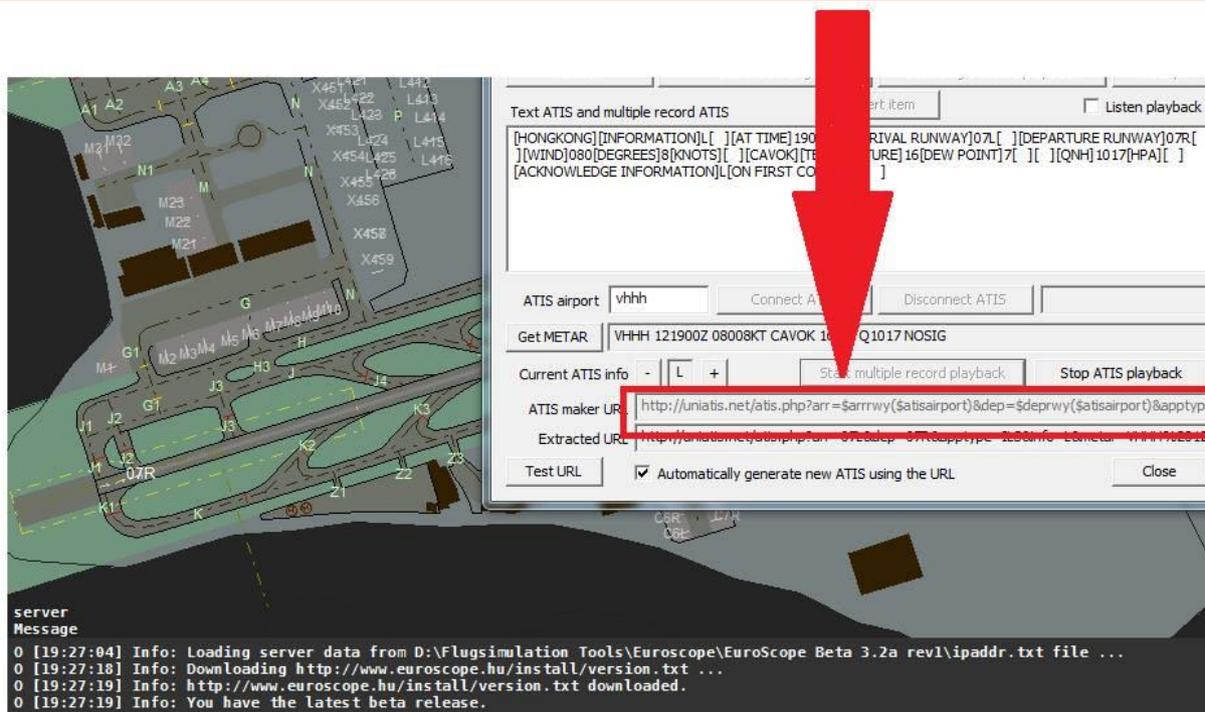
Figure 5.1: Euroscope standard URL demonstrations

The following is an example of a typical ATIS broadcasted at VHHH:

"Hong Kong Departure Information Whiskey at time 1530. Departure runway 07R. Arrival runway 07L. Wind 080 degrees 9 knots. Visibility 10 kilometers. Cloud few 2000 feet Scattered 2500 feet. Temperature 28. Dew point 20. QNH 1006 hectopascal. Acknowledge information Whiskey on first contact"

The following is an example of a typical ATIS broadcasted at VMMC:

"Macau Departure Information Whiskey at time 1530. Departure runway 34. Arrival runway 34. Wind 080 degrees 9 knots. Visibility 10 kilometers. Cloud few 2000 feet Scattered 2500 feet. Temperature 28. Dew point 20. QNH 1006 hectopascal. Acknowledge information Whiskey on first contact"

The following is an example of a typical ATIS broadcasted at VHHX:

"Kai Tak Departure Information Whiskey at time 1530. Departure runway 13. Arrival runway 13. Wind 080 degrees 9 knots. Visibility 10 kilometers. Cloud few 2000 feet Scattered 2500 feet. Temperature 28. Dew point 20. QNH 1006 hectopascal. Acknowledge information Whiskey on first contact"

6. ATC-TO-PILOT COMMUNICATION

6.1. Controllers are required to set the voice server of their ATC frequencies to one of the approved VATSIM voice servers. Controllers are recommended to choose the closest located server to avoid latency (known as "lag"). A list of all approved voice servers can be found on the VATSIM Statistic website. The following voice server addresses are **preferred**, however:

rw-asia.liveatc.net *(Location: Japan)*

rw.liveatc.net *(Location: Philedelphia, USA)*

rw.hkvacc.org *(Location: New York, USA)*

The following are not approved by Hong Kong VACC currently, even though they may appear on the approved voice server list:

rw.vatsim.hk

rw.vatsea.net

7. ATC-TO-ATC COMMUNICATION

7.1. Communication among controllers controlling within Hong Kong FIR should preferably be performed over TeamSpeak. VATSEA division provides a sub-channel for Hong Kong VACC, which shall be used by Hong Kong VACC controller while controlling. Staff members will grant access to local controllers and visiting controllers to the VATSEA TeamSpeak channel. The use of this TS channel is subject to the Facility General Policy of Hong Kong VACC.

Controllers setting up TeamSpeak 3 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 TeamSpeak System GmbH, nor do we endorse or provide technical support to the use of TeamSpeak on your computer. The use of TeamSpeak for communication among Hong Kong VACC controllers is free of charge.

The channel address is as follows:

> **Address: s1.vat-ts.com:9988**   *OR*   **65.172.82.4:9988**
> *(Note: the two addresses above shall lead to the same TS3 channel)*
> **Display Name:** "(First Name/Given Name)(Family Name)(VATSIM ID)"
> *(e.g. John Doe 1234567)*
> **No channel password**

> **Alternative server – VATEUD server** *(if the above server is unavailable)*
> **Address: ts.vateud.net**
> **Display Name:** "(First Name/Given Name)(Family Name)"*(e.g. John Doe)*
> **No channel password**
> - After logging onto the server, select any empty "pilot's lounge".
> - Please note that this is a server of another division, when using this server, please respect other users and give priority to the VATEUD members if a particular channel is needed.

7.2. If TeamSpeak cannot be used to communication between two controllers, private messages via the control client shall be used. The ATC text channel (i.e. messages preceded by "/") shall only be used to convey essential information, for example:

 7.2.1. Position opened announcement

 7.2.2. 10-15 minutes prior to closure announcement

 7.2.3. Position closed announcement

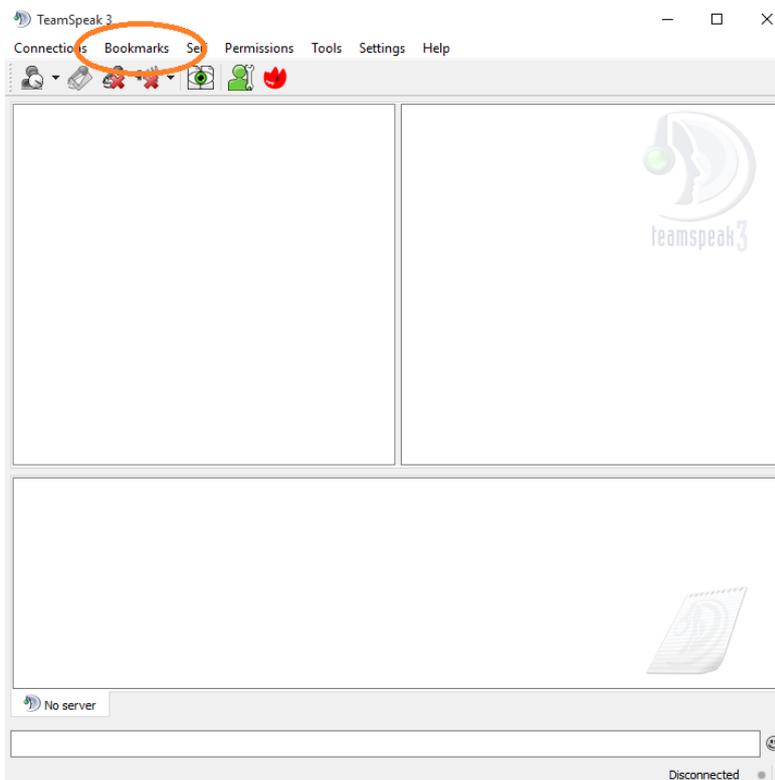 *7.2.4. Requesting for relief prior to closing (e.g. "leaving in 10 mins, anyone taking VHHH_TWR?")*

 7.2.5. Separation is compromised, imminent danger, aircraft believed to be on other controllers' frequencies etc.

7.3. 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.
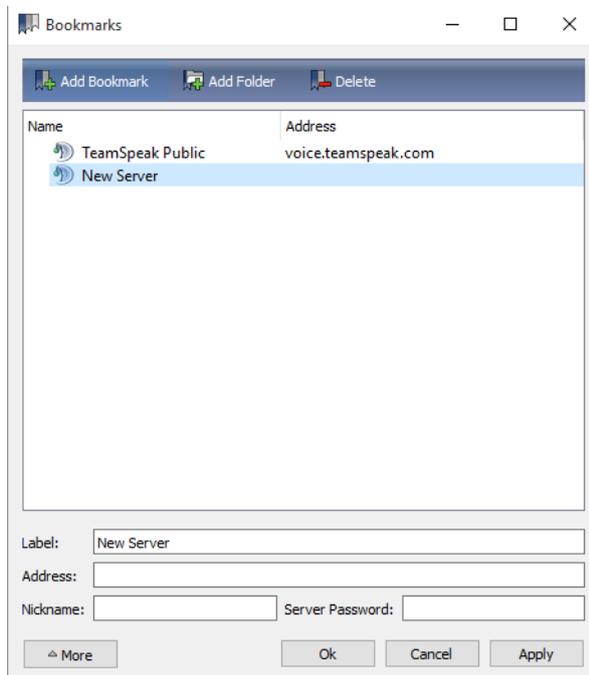
APPENDIX A: TEAMSPEAK CLIENT SETUP GUIDE

The following instruction is written for those who has not installed TeamSpeak 3 on their computers and needs help to do so. While this guide is written to help one set up TS3 client on their computers, controllers are welcome connect to the channel via a mobile device.

1. Visit http://www.teamspeak.com
2. Within the toolbar on the top, point your mouse to "Download" and left-click on "TeamSpeak 3 Client" within the drop-down menu.
3. With reference to your operating system, download the appropriate version of the client by clicking the "Download" icon next to the wanted version.
4. Once downloaded, run the installer and install the client.
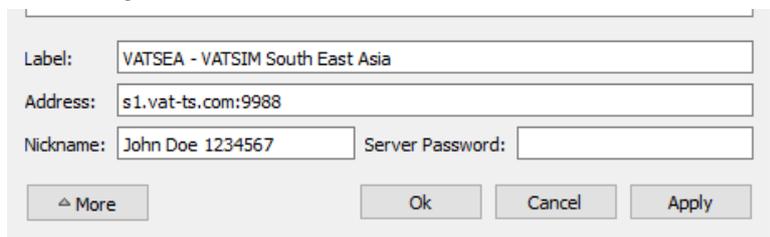5. Open the client, under the "Bookmarks" tab, left-click on "Manage Bookmarks".

6. Open the client, under the "Bookmarks" tab, left-click on "Manage Bookmarks".

7. The following window should open. Left-click on "Add Bookmark" and a new bookmark shall appear underneath "TeamSpeak Public" which is already there by default (do not connect to that server).

8. Left-click on that new bookmark and fill out the fields accordingly. Left-click on "Apply" or "Ok" to save the changes.

9. Close the Bookmarks window. On top toolbar, left-click on "Bookmarks" and on the new bookmark you have just created in the dropdown menu. This should connect you to the server.

RECORD OF REVISION

DATE	REV.	REVISION CONTENT	APPROVAL
18 JUL 2015	**01**	**1. REVISED HKVACC TS3 ADDRESS DUE TO CONNECTION ISSUES**	**A. TANG**
17 AUG 2015	**02**	**1. REVISED HKVACC TS3 ADDRESS** **2. ADDED APPENDIX A "TEAMSPEAK CLIENT SETUP GUIDE"**	**A. TANG**
25 OCT 2015	**03**	**1. REVISED HKVACC TS3 ADDRESS**	**A. TANG**
20 MAR 2017	**04**	**REVISED TS3 SERVER ADDRESSES**	**A TANG**