

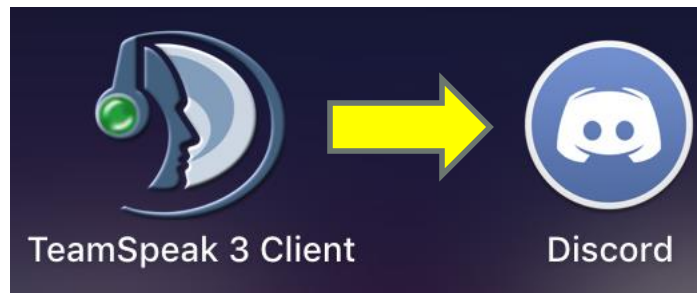
IMPLEMENTATION OF DISCORD AT HONG KONG VACC

Last Updated: 1 July 2017

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Background

- Hong Kong VACC has decided to cease the use of TeamSpeak due to the financial burden of constantly maintaining a voice server. In early 2017, the donors of the former VATSEA divisional server has decided to terminate the service, and a temporary TeamSpeak3 server was setup solely for Hong Kong VACC. However, the temporary server, due to its donated nature, has limits on the number of users that can be connected at one time. It also requires users to have a constant presence otherwise the server may be deleted by its donor.
- Said obstacles made it very challenging to continue using TeamSpeak as the ATC-to-ATC communication tool at Hong Kong VACC. The management team has performed a market research and identified a freeware program called “Discord”, which is free of cost to all users and can be a complete replacement of TeamSpeak without the hassle of financing a TeamSpeak server.
- Beside the voice communication features existing on TeamSpeak, Discord can also provide a more in-depth communication means for controllers. User can “hashtag” others to chat, participate in a group chat, and transfer files to other users. All these additional features are strong reason for the VACC to initiate the switch from TeamSpeak to Discord



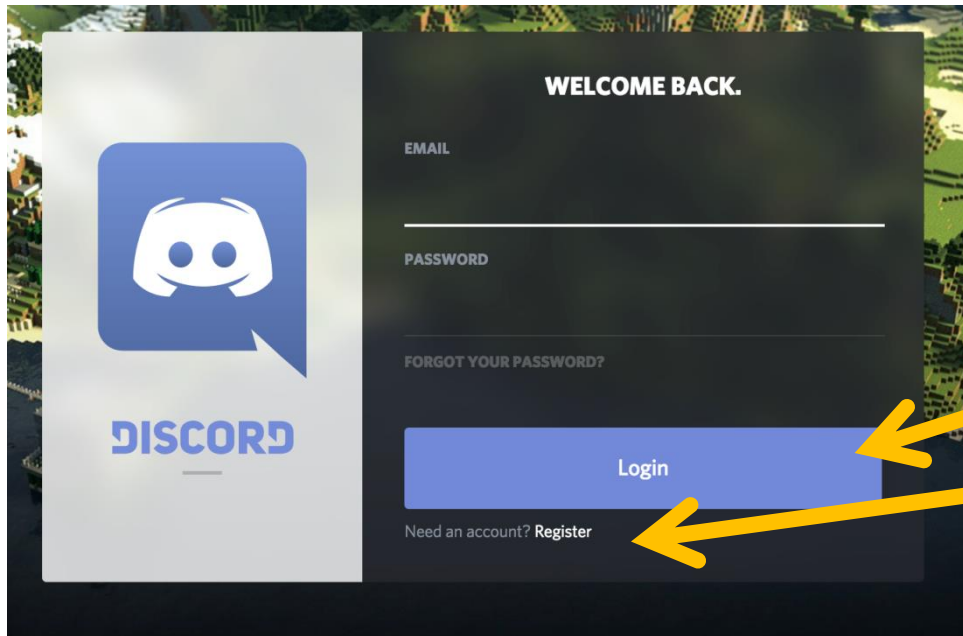
Trial Run



- While it is unlikely that Hong Kong VACC will return to use TeamSpeak in the future, a trial run will be conducted to gradually adopt Discord as the sole ATC-to-ATC communication tool. This will allow controllers new to Discord to familiarize themselves with the program, and to allow designated server admin to learn the features for managing the server.
- The target date of full implementation is **1 September 2017**. Prior to the full implementation, the temporary TeamSpeak server will continue to be available for backup use. The date for full implementation is not completely fixed, and may be postponed if deemed necessary by the management.
- The first round of implementation will be among management team members and select controllers who are more active on the network as beta testers. After the first round, all other controllers will be given the opportunity to enroll before the full implementation.
- During the transitional period, members who have received access to Discord are encouraged to use Discord rather than TeamSpeak to allow for more usage time before the full implementation.
- To learn more about Discord, Wikipedia has an article describing its history and its nature: [https://en.wikipedia.org/wiki/Discord_\(software\)](https://en.wikipedia.org/wiki/Discord_(software))

To Get Started

- User may choose to install Discord on supported device. They include Windows, MacOS, iOS, Android etc. To download the program on a computer, user may visit <https://discordapp.com/>. To download it on supported smart phones, user may visit the respective application stores to download free of charge.
- For installing it on computer, follow the instruction on the website. After downloading and installing the program, user may log in with an existing Discord Account or create an account if the user does not have one.

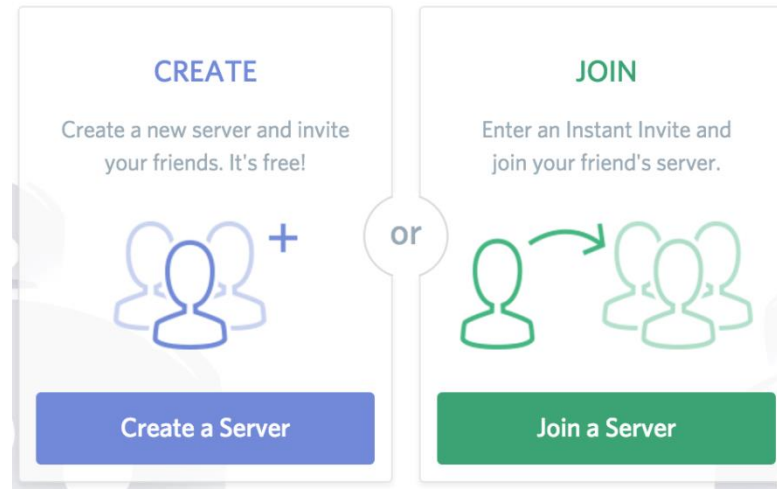


Log in with existing account or create a new account

Registering with the Server

- Once you have logged in on Discord, you will need to register with the Hong Kong VACC server. This will allow the server to identify you as an authentic account of a controller. In order to do that, you may click on the “+” symbol in the server list, then select “Join a Server” under this screen.

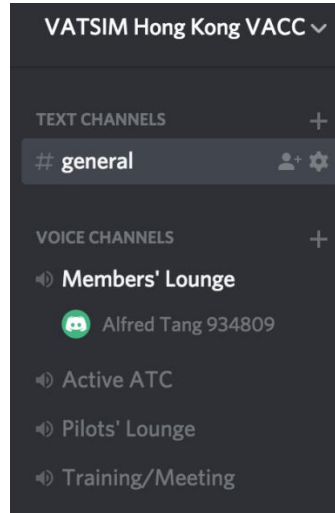
OH, ANOTHER SERVER HUH?



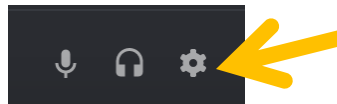
- Enter the invitation code provided by the management team or your instructor. Once an invitation code is generated, it becomes valid for a very short period of time. Thus, it is important to register with that code as soon as possible once you have received the code.

Navigating within the Server

- Once you have registered with the server, this is an example of the server menu that you should be able to see.



- There are text channels and voice channels. Voice channels are for online ATC-to-ATC communication, and the text channels are for messaging among controllers. Each channel is named according to its specific purpose, and user should select the appropriate channel to use. In order to properly transmit voice in a voice channel, user should proceed to “User Setting” beside the user’s avatar.



- From there, the user should proceed to “Voice” and select the Push-To-Talk button of choice. This will ensure that you are not transmitting background noise or private conversation by mistake.

Displaying Your Full Name and ID



- As in TeamSpeak, you must set to display your full name and your VATSIM ID immediately after you have registered with the Hong Kong VACC server. This will ensure that all registered users are authentic controllers of the VACC, and no malicious hackers or spammers may enter the server. If you do not do this within a reasonably time frame, you may be muted or suspected on the Discord HKVACC server until you have this done.
- To do so, user may proceed to either the channel list or the member list and right-click on their name. Within the drop-down menu, select “Change Nickname”. Within the pop-up window, enter your full name and your VATSIM ID (e.g “Bruce Lee 1234567”) and then click “Save”. As an example:

CHANGE NICKNAME

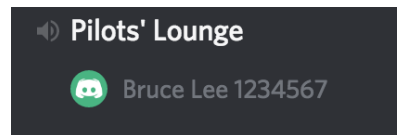
NICKNAME

Bruce Lee 1234567

Reset Nickname

Cancel Save

- Your displayed name within the server should then become what you have entered. Double check to ensure it is the case.



Frequently Asked Questions (FAQ)



Q: Will the existing guidelines within SOP013 and rules with the Facility General Policy be applied to Discord?

A: Yes. A revision to SOP013 document will be made to reflect the implement of Discord. All rules currently applied to TeamSpeak will continue to apply to Discord.

Q: I currently have a Discord account from other activities (e.g. online gaming), may I use the same account for Hong Kong VACC?

A: Yes, you may. You may add Hong Kong VACC to your existing server list.

Q: VATSEA also runs a Discord server for its VACCs. Should I register for both?

A: It is optional. While the VATSEA division runs its own divisional Discord server, Hong Kong VACC controllers shall use the Hong Kong VACC server as their primary ATC-to-ATC communication tool. The VATSEA Discord may be use in a supplementary manner to communicate with other VATSEA controllers, especially during inter-VACC events.

Q: May I delete TeamSpeak?

A: It is your decision to make. From 1 September 2017 (tentative), while Hong Kong VACC will no longer use TeamSpeak for ATC-to-ATC communication, there are other organizations that will continue to use TeamSpeak, sometimes neighboring divisions. It may be necessary to communicate with those controllers in an organization that continues to use TeamSpeak. But after all, it is your device and it is your decision.

Frequently Asked Questions (FAQ)



Q: Do I have to match the full name I register with VATSIM on the Hong Kong VACC server?

A: It is highly recommended. In some cases, particularly with controllers located in Hong Kong, controllers may register with their legal name with VATSIM but are referred to using their English name by other members. For example, if you register with VATSIM using your Chinese legal name “LEE Tai Man” but other members usually refer to you as Bruce Lee using your English name, then you may display your name on the server as “Bruce Lee 1234567” or “Bruce Lee Tai Man 1234567”. Please use reasonable judgement in doing so.

Q: I want to participate in group chat in text with other controllers using Discord on my phone, but I find that the number of notifications I received to be excessive or annoying. What can I do?

A: You may adjust the notification setting within your phone. As each member may use a different phone, it is difficult to provide a guide for each person within this document, but generally you may adjust the notification settings within the General Settings menu or within the application itself.