EURO**HARMONY**

VIRTUAL AIRLINE OPERATIONS MANUAL

This manual is a basic guide to the rules and procedures we use at EuroHarmony VA. It is intended for flight simulation use only by EuroHarmony VA pilots. If you are not a EuroHarmony pilot, you can join EuroHarmony for free, visit www.fly-euroharmony.com for more details.

Note: to be a member of EuroHarmony VA, you must follow our rules as described in this Operations Manual. Submitting a Join form and/or joining the Forum mean that you have read and understood all these rules and regulations.

Last updated: 24th August 2012 by EHM-1465 Dominic Mahon

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1. EuroHarmony Information

1.1 EuroHarmony Rules

1. EuroHarmony Virtual Airline (EHM VA) is a fictional airline intended for use by Flight Simulation software users and exists only in the computer world. Any similarity (fleet, livery, logo, name, division names etc) with other companies, real or virtual, is purely coincidental. The logo and the paint schemes are copyrighted by EuroHarmony VA. The aircraft, documents, texts, pictures and other files are copyrighted by their respective authors.

2. You will need Microsoft Flight Simulator X, Microsoft Flight Simulator 2004 or X-Plane 9 / 10 to fly our aircraft. They will not work in any other program. We don't support FS2002 any more.

3. Please join us only if you have more than 20 hours of Microsoft Flight Simulator experience and only if you are familiar with flying and navigation. You will be a First Officer when you join with zero flight hours at our airline. We don't allow pilots to transfer any flight hours accrued at other VA's to their account. This keeps advancement in rank the same for all pilots - you need a relatively low amount of flight hours to advance in rank here (compared to many other VA's) and our fleet contains a lot of interesting planes for you to try out. Any requests to be allowed to start flying jets immediately will be rejected.

4. In order to join EHM, you need to click on the "Join Now" button on the main page of our website and follow the instructions about your first flight with us. You will get a permanent pilot ID (for example EHM-2856) after you've submitted your first flight.

5. The following details will appear on the site: your name, hub, status (e.g. Active, Inactive), date of joining, date of last flight, age, country and statistics based on your flights (e.g. favourite aircraft, ProPilot score). The other details (like e-mail address) will not appear on the site.

6. We ask you to submit at least one flight in a month. Pilots who stop flying will be removed from our active roster three months after their last flight. Note that even after you have been marked as inactive, your details will be kept in the database and your status will revert to Active again as soon as you submit a flight.

7. Please read Chapter 4 carefully before submitting your first few Pireps (**Pi**lot **Rep**orts). Fill in the Flight Report Form carefully because we will have to query or reject Pireps where (for example):
- You didn't complete all the required fields in the Flight Report Form or you entered invalid data
- You have flown an aircraft that isn't allowed with your current rank such as a 747-400 just after joining
- You have flown a flight that isn't allowed with your current rank such as EGLL-KLAX just after joining
- The plane and flight classes were not compatible (e.g. you flew a turboprop on a jet flight)
- You used a plane of another division on a flight (e.g. EuroHolidays plane on a EuroCargo flight)
- You didn't comply with the individual tour regulations (if you're flying an EHM tour)
- A flight was reported more than once

8. You can fly any flight and plane that is allowed with your rank (it doesn't depend on your hub or on your previous flight, so 'teleporting' between two flights is allowed). You can fly either offline or online. You can fly in any kind of weather conditions and at any date/time. We suggest that you set the departure time in Flight Simulator as given in the timetable for the flight, but it is not absolutely necessary. Please note that all times in our timetable are in UTC.

9. We expect you to be polite and professional. Offensive or foul language, cheating, spamming, or uploading inappropriate pictures to the Gallery can lead to exclusion from EuroHarmony.

10. EuroHarmony cannot be held responsible for any damage perceived to have been done by the website or by files downloaded from the website. We virus check all our download packages before release.

1.2 Copyright Information

EuroHarmony is a virtual non-profit company. All EuroHarmony documents, name, logo and livery design are copyrighted by EuroHarmony virtual airline and are properties of the virtual airline. Any unauthorized use, reproduction, editing or copying of EuroHarmony documents will result in report to the relevant authorities. All documents displayed on the site and all other media made by EuroHarmony are properties of their respective owners.

EuroHarmony aircraft and component files are not copyrighted by EuroHarmony, only the special livery made by us and any other EHM specific additions. The aircraft designs, flight and visual models, FDE, panel, sound, packaging, documents and all other associated material are the property of their rightful authors and/or distributors unless stated otherwise.

The planes on the site are distributed as Freeware. It is forbidden to make money with any of the planes, like selling, distributing for a fee, uploading to pay sites, repainting or modifying for money etc.

It is not allowed to upload EuroHarmony planes or textures to other sites, except when you have the written permission of the Management and of the author of the plane.

The rights and wishes of the authors must always be respected. Making good aircraft or any other add-ons is hard work and authors must be always credited.

1.3 EuroHarmony History

The main goal of EuroHarmony is to provide the most complete and enjoyable flight simulation experience to all our pilots and be one of the leading virtual airlines in Europe. It was founded by Gergely Kósa in late April 2001 and it continues to expand. After one year of operations we had a fleet of more than 40 aircraft and we were operating in almost all European countries, with more than 180 destinations and 1200 flights.

In our first year we used some unique aircraft that were hardly used by any other virtual airline, like the Shorts 360, BAe ATP, Tupolev 334 and the Ilyushin 86. The fleet and livery were changed in December 2002, the older or less popular planes gradually giving way to modern and more popular ones. This process continues up to the present to ensure we use the best suited aircraft for every flight and that pilots can choose from the finest aircraft available.

We also have a cargo, a holiday charter and a business division together with a bush flying arm and our AeroClub for GA pleasure flights. Pilots can fly for any division (if their rank allows it), so there's no need to change your division or hub to enjoy a wide range of flying challenges (see Section 4.2 for more information on this).

We only use the highest quality aircraft that are freely available on the Internet for Flight Simulator X, FS2004 and X-Plane.

Our strategic plan is not only to connect major cities, like most virtual airlines do, but also smaller and more remote areas. We therefore fly to destinations where no virtual airline has landed before. We currently operate intensively in Europe and the USA and fly charter flights to and from every major country in the world.

Our aim is to be an entertainment platform for as many flight-simmers as possible. We support complex, real-life operations, but don't make them obligatory so that hardcore technical simulation fans can challenge themselves, but the more fun-oriented simmers won't feel left out. You are also assured that our airline will not stop operating like many virtual airlines do – we have been operating for the last 11 years and have many exciting plans for the future. We also have a number of special challenges for our pilots like ProPilot events and Divisions missions.

EuroHarmony believes in the importance of a complete airline experience, so not only do our aircraft look as good as possible but our website does too. We also know the importance of a high quality, reliable & accessible site. Therefore, our development department works tirelessly on the site's graphical design and also on its usability, download times, simplicity and reliability. For this, we host the site on our own Virtual private server (VPS) and feature many state of the art systems like the fully searchable timetable (flight database), our advanced proprietary Flight Logger application, our unique ProPilot flight feedback system and our own very friendly members' forum.

Any questions, comments or suggestions are welcome. Please contact us at info@fly-euroharmony.com or, for the fastest response, use the Forum.

2. <u>Communications</u>

2.1 Basic Pilot-Management Communication
Explanation of keywords:

Pilot – by "pilot" we mean a EuroHarmony member, who has joined the airline, has received his/her ID and password and is listed on the roster. The number of flight hours and pilot status are not important.

Management – this means the management team (MT) members who are responsible for making executive decisions about EHM operations. They are listed on the Management page of the EuroHarmony site and have rank MA on the roster. When you send an e-mail to any MT member, or place a post directed to the MT in the forum this is categorized as "contacting the management".

EuroHarmony expects all its pilots to be polite and professional at all times, and this also means when contacting the management team. Here are a few guidelines when contacting the management:

• Please communicate in ENGLISH, avoiding abbreviations or slang.

• Be polite and professional at all times.

• Explain everything you are talking about and make sure your explanation is understandable.

• Please include your name and pilot ID at the end of your e-mails or posts. If your query is technical please include your computer specifications eg Operating System, video card etc

• Be patient for answers and wait at least around 48 hours for an answer before contacting us again, the management also has non-virtual lives and might not always be there for you immediately, but we always try to respond within 48 hours. Also, if you receive no answer in 96 hours, ask the person you contacted if he got your previous mail as e-mail can sometimes go missing especially when servers go down.

You can find a list of management team members, with an option to send a message, on the [Airline > Management](#) page of EuroHarmony's website.

2.2 Pilot-Pilot Communication
When a pilot of EuroHarmony is communicating with any other virtual pilot, he or she is expected to be polite and professional. Also, all other language rules as in paragraph 2.1 apply for pilot-to-pilot communication.

Every pilot is free to contact other pilots through e -mail for any questions, remarks or other issues. Individuals' e-mail addresses are not automatically listed on our site because of privacy issues; but you can contact other pilots via the forum (where pilots can choose to show their e-mail address and other contact details in their Profile) or you may ask the management to send your message to the other pilot.

It is advisable to include your name and EuroHarmony ID in your mails or posts when contacting another EuroHarmony pilot.

It is not allowed for EuroHarmony pilots to send promotional or advertising material, propaganda or any similar information to other EuroHarmony members who haven't requested this. This is called SPAM and is forbidden. If the management gets any complaints with proof of SPAM, the pilot responsible will be removed from the airline immediately without the option of re-joining.

When participating in group-interactive systems like chat, forum, multiplayer flights or flights with online ATC (VATSIM, IVAO), all EuroHarmony pilots should behave in a mature and professional manner. This means appropriate use of language (no swearing, flaming, or offensive language), correct flight operations (no unauthorized take-offs, no ignoring ATC instructions etc) and no inappropriate behaviour (such as hacking, spamming etc). If the MT receives any complaints of misbehaviour from other pilots or organizations regarding a certain pilot, EuroHarmony MT will investigate and may suspend or remove the pilot from the airline.

2.3 Privacy Policy
Any information sent to EuroHarmony like your IP, passwords, e-mail address etc. will be kept securely in EuroHarmony's databases that are accessible only for management members and will NOT be given to other people or organizations without your written consent (unless

disclosure is required by law). Your information is securely kept for virtual airline use only and no other purpose.

While we guarantee not to send your details to other organizations, please note that some of your submitted data will be posted on the rosters that are publicly accessible - for example your name, country, hub, flight hours flown & date of joining. This means that other people can view these details about you.

Statistics will also be generated from your pilot reports that can be viewed by other pilots (e.g. which planes you fly most, what countries you like to fly to). If you receive any messages or e-mails from other EuroHarmony pilots that contain promotional, commercial or similar material that you have not requested ('spam'), you can contact the management and forward the message(s) you have received and proper measures will be taken to ensure that this doesn't happen again.

Also, any offensive messages from pilots towards other pilots like swearing, racism, flaming and similar may result in the removal of the offending pilot from the airline. If a pilot gets offended, he/she should contact the management and explain the situation.

3. <u>EHM on the Internet</u>

3.1 Fly-EuroHarmony.com

www.fly-euroharmony.com is the web site of EuroHarmony Virtual Airline (VA) and you will need to access it frequently for several reasons:

- To join EuroHarmony (see Section 3.2)
- PIREP Submission (see Section 4.10)
- Checking your pilot profile and flight hours
- Downloading files like aircraft, panels, EHM software etc.
- Selecting flights from the timetable
- Changing your hub of operations
- Reading EHM related news and announcements
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All pilots should have an Internet connection to EuroHarmony on the same computer that flights are flown on. This is necessary because you will need to download and install some software to fly with us and the flights have to be reported using the online pilot report form either manually or via the Flight Logger.

www.fly-euroharmony.com is your main source of VA information and should be accessed at least once a week so that you can stay informed about the virtual airline and its operations.

3.2 Signing up for EuroHarmony

The sign-up form can be accessed via our site. If you'd like to be a pilot for our virtual airline, the first step is to follow the instructions on the "Join Now" page.

Please complete the form carefully. The following data will be displayed on the homepage: Your name, hub, status (e.g. Active, Inactive), date of joining, date of last flight, age (if provided), country and statistics based on your flights. The other details will not appear on the site.

Note: you have to sign up with your real name; abbreviations (like S.C.) or nicknames are not accepted and you will likely be removed from the roster.

3.3 Downloads

To fly for our airline, you will need to download some files from our site, like our aircraft and our timetable. As you already know, we try to simulate the operations of a real airline, so we have our own fleet and specialist divisions painted in our own livery.

We strongly recommend downloading the EHM Flight Logger that will automatically record all the details required to report your flight and will send the Pilot Report (PIREP) to EHM.

If you need help with installing the files, read the documents within the archives (usually called "readme.txt"). If you have problems with installing or flying EuroHarmony aircraft, please refer to Section 4.3 or Section 5.2 of this manual. If you still need help, feel free to contact the management describing the nature of the problem or post a thread in the Support section of the Forum. Please be specific and detailed about the problem and also include details of your computer set-up, operating system, Flight Simulator version and what add-ons you have installed.

These download files should not harm your computer and have been widely tested on a variety of computers, however if they do, EuroHarmony accepts no responsibility. Use the downloaded files at your own risk.

3.4 Flight Timetable

As with real-world airlines, we have our own scheduled (and non-scheduled) flights. You may fly only flights that are compatible with your rank at EuroHarmony, e.g. if you are a Senior Turboprop Captain, you can fly Class 1, 2 or 3 routes.

The online timetables can be accessed via our homepage – just log in, click on Dispatch > Timetable. Searching the database is fairly self-explanatory. There are specific flights for each of our divisions. For most of the flights you will find a take-off time and a list of the days when the flight is operated. **You don't have to fly on the specified day at the specified time in real life**; only set the date and time in FS so the experience will be more realistic.

Note: in the days list 1 means Monday, 2 = Tuesday etc, so "2-4-5" would mean that the flight is operated on Tuesdays, Thursdays and Fridays. Times are always given in UTC (Zulu time). This is the same as Greenwich Mean Time (GMT) and depending on your chosen location, the local time may well be different.

3.5 EuroHarmony Forum

Our Forum gives you the opportunity to be a part of the EHM community. Every pilot is welcome to sign up and participate in the discussions. You can use the forum for:
• Asking questions and solving problems
• Suggesting new improvements and ideas for EuroHarmony
• Giving your opinion about EuroHarmony's operations and systems
• Discussing online events
• General discussion about flying or flight simulation
• Posting screenshots and videos

Regulations to use the forum:

• All members are required to use a Forum ID that makes you readily identifiable, such as the pilots identification number, the full name of the member or a combination. (for example, most members use the format - "EHM-0948 Bruno" but you can also use "0948" or "*First name Last name*")
• Signature picture must not exceed 180 pixels in height and 40 KB in size
• Don't create new topics about subjects that were resolved before in the forum, please make a search before posting if you are a new member; and check the FAQ. Also post topics in the appropriate thread (e.g. if you want to discuss an online event, post it in the Flight Operations thread)
• If you have a basic question about the operations of the VA or about the site, please read the Operations Manual or contact one of the management members instead of creating topics on the forum like 'How do I log in', 'Where can I find the timetable' etc.
• Don't advertise for other virtual airlines, virtual/real companies or teams on the forum (except FS design teams, online events). Similarly, do not advertise for EuroHarmony on forums of other virtual airlines.
• Don't use offensive nicknames, signatures, signature pictures. Don't post anything that can offend other pilots (e.g. no offensive or vulgar language, swearing, flaming, racism).
• Don't post messages about political views; a flight simulation forum is not the right place to discuss politics. There are enough other places on the Internet where you can do that.
• If the posts of another user offend you, please contact him/her in private or contact the management to explain the situation instead of starting flame wars on the forum. If you fail to comply with these regulations, you might receive a warning, be banned from the forum or be suspended as a pilot with or without the option of re-joining.

You can access our forum via selecting Company then Community or there is a direct link from the 'Quick Links' box. The full terms & conditions of use can be read here.

4. <u>Flight Operations</u>

4.1 Flying for EuroHarmony

A virtual airline simulates, to a certain extent, the operations of a real-world one - with its own fleet, livery, divisions and timetables. However the main difference from a real airline is that flights are flown in the virtual world of Microsoft Flight Simulator and/or X-Plane

EuroHarmony is often considered a 'laid-back' VA: we don't require pilots to take exams and gain hundreds of flight hours to get promoted and we don't assign flights to pilots; you can freely select the flight you want to complete from the timetable as long as it's compatible with your rank.

To fly for us, you have to join our airline first. If you are already a EuroHarmony member but you are not sure how to fly for us, here is a short summary:

• Check your rank in the roster - this way you can see which planes and flights you can fly

• Download and install a plane (see Sections 4.3 & 5.2) that is compatible with your rank

• Select a flight from the timetable (see Sections 3.4 & 4.4) that is compatible with your rank

• Fly the selected flight with the selected plane in Microsoft Flight Simulator or X-Plane. Please comply with our regulations and restrictions regarding the flights (Section 4.6) and don't forget to take notes if you are not using the Flight Logger. You can fly either offline (not connected to the Internet) or online (e.g. on the VATSIM or IVAO networks)

• Submit the flight report via the site or the flight logger if you used it. (Sections 4.7 & 4.10)

Your hours will be updated and you will advance in rank if you reach a certain number of flight hours.

Note that flights submitted using the Flight Logger will update your hours instantly, but every manually submitted pilot report is checked by members of the management team before the hours are added to your total.

Note: your flight does not depend on your previous flight or on your hub! For example, if your last flight was from A to B, your next one can be from C to D. *However, when you use ProPilot, this is different – see Section 6.2 for details.*

4.2 Divisions and the EHM Museum

In addition to our main EuroHarmony scheduled passenger fleet we have 4 specialised Divisions - EuroHolidays, EuroCargo, EuroBusiness and WILD – our bush flying arm. We also offer a private flying club– the EuroHarmony Aeroclub. for general aviation pleasure flights, which we refer to as Tours.

Note that any pilot can fly and report for any division (if his/her rank allows to fly the respective aircraft), you don't have to make 'transfers' between them. For example you can fly a EuroBusiness flight, then two EuroCargo ones, then a EuroHarmony one. All divisions have their own fleet and timetables.

The aircraft in our main division range from Class 1 to 7 while the planes of the other three divisions range only from Class 3 to 7 (so you have to be at least a Senior Turboprop Captain before you can fly for other divisions).

From June 2010, pilots are allowed to fly EHM **Museum** planes on timetable flights and report these flights like any other. Each Museum plane is allocated to a specific Flight Class & Division (which you will find on its Fleet page), for example the Antonov 72 can be flown on Class 4 routes in the EuroCargo Division timetable. You cannot use the Museum Fleet for ProPilot flights (except for specific PP Events).

4.3 Installing Aircraft

To download an aircraft, please click on Operations > Fleet on our main page. You will see a list of our aircraft and divisions. You can click on the name of an aircraft to view more information and to download it, or click on a division name on the fleet page to be able to view and download the planes available for that division.

Click on the disc shaped icon on the plane's page for the correct download for your simulator. The aircraft will be downloaded to your hard disk. After downloading it, you will get an installer named something like 'v4ehm-b738-fsx.exe'. Make sure you download the plane for the version of flightsim you use if there is more than one.

Double-click the exe file to begin the installation. If it does not find your FS installation directory, browse to it manually (***always select the FS root folder**, normally C/Program Files/Microsoft Games/FSxxxx, not the Aircraft folder*). For X-Plane downloads follow the instructions within the file.

Now you can select the aircraft in FS, just search for the name EuroHarmony or EuroHarmonyv4. However if you don't see it in the aircraft list, you may try the following:

• Close and restart FS (if you have installed the plane while FS was running)

• Make sure you installed the right version (FSX or FS2002/2004)

• Install the plane in a separate directory (like C:\test) and check if it unzips correctly, then copy the folders manually into your FS root folder

• If the above didn't help, contact the Management Team and describe the problem.

Most of our aircraft are complete packages containing panels and sounds but some of our older aircraft packages do not include their own panels or sounds but are 'aliased' to default MSFS aircraft. You may wish to download and install custom third-party panels/sounds to those aircraft that use the default panels to enhance your flying experience at EuroHarmony.

You can find panels and sounds for almost any aircraft on the Internet. We recommend checking freeware file libraries like www.flightsim.com, www.avsim.com and search for the panels and sounds you need. You can also download some panels from EuroHarmony's aircraft pages (click on Panel where available).

We can't offer help regarding the installation of third-party panels and sounds as each of them is packaged differently; so follow the instructions within the archives (usually in a file called readme.txt).

4.4 Flight Dispatch

Check your rank in the roster and read the notes at Section 5.2 (Ranking). Click on Dispatch and use the options described below to select a flight that is compatible with your rank.

Timetable - this is a traditional list style timetable. Search by class, Hub, Division, origin or destination, click the button next to the flight you want and select your plane before hitting 'assign flight'. Only aircraft fitting EHM rules will appear as options (class 1-3 planes for 1-3 flights, class 4-6 planes for 4-6 flights and class 7 on class 7 flights only).

Map - This is a more visual method of picking timetabled flights. It has two modes, one for Propilot flights and the other for normal flights, you can switch modes using the tickbox, but it will default to the correct mode depending on where you visited the page from (Map or Propilot). Follow the screen instructions to make selections of class, division and ultimately aircraft. When airfields are displayed on the map, in order to make a selection, simply click on the airfield. Zoom in or out using the side control if need be.

Route - Select origin and destination hub (they can be the same), aircraft and maximum number of legs and click 'select'. If you don't like what you get, just click 'Select' again, repeating until you have a route you do like. When ready, hit 'Accept Route'. Please note that aircraft hops are determined by the aircraft's range. You may get less than the maximum number of legs selected when using a long range aircraft or a short route.

Assignment - If you don't want to pick your own flight, this is the choice for you. Hit Request Assignment and a flight will be automatically generated. If you don't like it, just hit it again and again until you do. Click 'Accept Assignment' to assign it to your dispatch log.

Charter - This allows you to create a flight of your choosing by selecting the origin, destination and aircraft. This feature is currently available for the Aeroclub, Eurobusiness or Wild division aircraft on normal flights only - Propilot excluded.

Propilot - The serious side of Euroharmony. ProPilot is designed to simulate real world operations more effectively so the aircraft you fly one day stays where you left it until you or another pilot take it on another flight. There will only be a certain number of aircraft at the airport you are at which means you must plan your flights carefully to find the right plane and route. ProPilot flights are monitored and assessed constantly by the Flight Logger software and a score is given which depends on how well the pilot flew as well as flight duration. For example, very high rates of descent or excessive airspeed will result in a lower score than flights where these parameters are kept under better control. This therefore encourages pilots

to maintain and improve their skills in the cockpit. The new flight score system uses a rolling average, rolling frequency and will also include a rolling aggregate for ranking. This rewards long time Propilot pilots as well as reducing barriers for entry to newer pilots joining the VA.

Propilot movement - As a replacement for the old ProPilot 'travel mode', "Dead-heading" allows you to flag yourself for automatic travel between airports by setting your destination. This publicises your intention to travel to other EHM pilots. A pilot flying from your current location will pick you up and transport you on their aircraft. This can be as quick as the flight itself, or maybe a little longer, but aims to improve community interaction. If no other pilots are going your way you will be automatically moved within a short time so that you do not get "stuck" waiting to reach your next planned flight.

ProPilot Events

Propilot events now have automated sign-up. When an event is upcoming, it will be advertised on the front page of the website as well as being listed under Operations > Events. Click on the event and hit the sign up button to register on the event. Once the event starts further sign-ups cannot take place.

Flight Assignment - Whichever Dispatch method you choose you will need to "assign" the flight you have selected to yourself. You can assign a number of individual flights and routes, but are restricted to a single tour at any time. You can either write down the flight details, departure and destination airport ICAO codes, the date and time of the flight or just use our Flight Logger software which will automatically retrieve all the necessary details from the site.

Flight Logger 4

Once installed correctly and launched, Flogger 4 should be ready to go. On first launch Flogger will perform a complete rebuild of databases. Please be patient while this occurs. Open Flogger and you'll see that there are three options - these are Propilot, normal and the new "assigned" option.

Propilot - Operates as before - lock a flight on the website through Dispatch > Propilot and it should appear here if active. When a tour is in progress, the current tour leg will display only if no locked PP flight exists. In this case, simply unlock any PP flights to get the tour leg to download to the client.

Normal - Here you can select and fly a timetable flight or mission without having pre-assigned via the website – you just search for and select it within Flight Logger. All other flights must be assigned/locked and accessed via the other two options – Assigned or ProPilot.

Assigned - Selecting Assigned will grab a list of your assigned flights waiting in your dispatch log.

The Flight - Start Flight Simulator and plan your flight using the inbuilt flight planner or using a third party flight planner such as FSNav, Flightsim Commander, Plan-G etc. Start the Flight Logger if you plan to use it. Place the aircraft at the terminal or parking at your departure airport. It's recommended to set the day and time in FS (using World > Time and Season) to the day and time in the timetable. If you are flying online (IVAO/VATSIM) refer to the Online Flying Manual. Once you have completed all your pre-flight preparations, get into the air and enjoy your flight!

Manual PIREP

If you do not use the Flight Logger, you will need to submit your Pirep manually - click the icon next to the flight you wish to report in your dispatch log: . This icon does not appear next to Propilot flights which can only be reported via the flight logger.

4.5 Tours

Once you leave your airliner's flight deck, feel free to relax with a EuroHarmony Tour using one of our Aeroclub piston engined prop planes. Our tours cover many of the most beautiful regions in the World, such as the Caribbean or the Mediterranean and are a great way to practice your VFR flight skills away from the "big iron". Check Operations > Tours for a description and route for each tour. Select the tour you would like to fly, then underneath the leg list select the aircraft (or main aircraft) and hit the assign button. The whole tour is then

assigned to your flight log to make tracking progress easier. For tours that allow aircraft to be changed, select the alternate aircraft for each leg using the icon in your dispatch log.

4.6 Flight Operations Rules
On any EuroHarmony flight (including flights for the Divisions, Tours and Missions), you are expected to follow the rules below.
We manually check every pilot report that hasn't been recorded using the Flight Logger and we'll contact the pilot if we suspect cheating. Please follow these rules to give yourself and other pilots a more realistic experience at EuroHarmony.
• You will need to note down and report your <u>real PC time</u> at startup, takeoff, landing and shutdown – **this means the time on your wristwatch, not the time within Flight Simulator.**
•We recommend you fly each flight with the correct class of plane (e.g. a Class 3 flight with a Class 3 plane).
However you are allowed to:
- fly a Class 1-3 flight with any Class 1-3 plane (turboprop) of the same division
- fly a Class 4-6 flight with any Class 4-6 plane (jet) of the same division
You mustn't fly a flight with a plane of another division (e.g. a EuroHolidays flight with a EuroCargo plane).
Class 7 flights must be flown in Class 7 aircraft. If the maximum range of your plane is less than the distance to the destination on a Class 7 flight, you may make at most 1 refuelling stop, which you need to include in the Comments when you report the flight together with the amount of time spent refuelling.
• It's permitted to fly at a simulation rate of 2x, 4x… as you have to submit your PC time. For example, if you've flown an 8-hour London – New York flight with 4x time compression in 2 hours, please report only those 2 hours! *We'd like to know how much time you actually spend flying for EuroHarmony*. Note that if you fly online (VATSIM, IVAO), it is not normally possible to use time compression.
• Your flights must not overlap (e.g. you can't finish a flight at 16:20 and start the next one at 15:50 the same day). **If you are reporting real world times this is actually impossible!**
• Don't pause your flight for extended periods (more than 10-15 minutes on a flight).
• On long flights, check the status of the plane at least every 10-15 minutes. You are not allowed to set up your plane on autopilot and leave it to fly itself all night while you sleep then land in the morning! Gaining flight hours this way is regarded as cheating.
• We suggest you use the EuroHarmony Flight Logger which logs the flight time, fuel etc. automatically and it's very easy to submit the PIREP afterwards.
• If you don't use the flight logger, don't forget to make notes during the flight so later you can fill in the pilot report easily (we don't accept pilot reports with missing or invalid data)

4.7 Online Flying with Real-Time ATC (VATSIM/IVAO)
Flying online is fun, but you should try it only when you are an experienced FS pilot and you are familiar with things like navigation, SID/STAR charts, METAR reports etc. If you aren't yet, we recommend checking the Learning Centre and Flying Lessons within Flight Simulator or read up on these subjects through sources like Wikipedia and IVAO/VATSIM/ general flightsim websites.
Download the Online Flying Manual (a comprehensive and detailed tutorial about flying on VATSIM or on IVAO) and the software needed to connect to the network. If you haven't flown online before, we recommend checking the manual and starting at a quiet airport in a small plane you feel comfortable and confident in.

Your callsign when flying online should be:

EHM and your pilot ID (e.g. if you're EHM-1561, use callsign EHM1561).
The accepted voice callsign (for all divisions) is Harmony or EuroHarmony; so EHM1549 would read 'Harmony wun fife fower niner'.

Some regulations when flying online:
• Always log in with your real name to the network

- Connect only when you intend to finish your flight (and not for just a takeoff etc)
- It is not allowed to log on more than once simultaneously (e.g. as a pilot and an ATC)
- Always put your plane at the gates or parking (**NOT on the runway!**) before you connect to the network
- Using the SLEW mode while online is not accepted (except for push-back from the gate; however pushback can also be done with the Shift+P command)
- Do not pause while online as it may disrupt the normal flow of traffic (imagine the approach controller who has just separated all the local traffic at a busy airport, and then someone pauses on final approach)
- You should not leave your computer while flying online, especially in a controlled area as you might receive important information or instructions at any time. If you have to leave the simulator for a short time during the flight, let the ATC know!
- Simulating a hijack is not permitted and may lead to exclusion from the network
- Don't use vulgar or offensive language, don't swear or flame or you will be excluded from the network
- If you are offended by the messages or by the behaviour of a pilot or ATC, you may contact a Supervisor and explain to him/her the situation
- Don't increase your flight simulation rate when flying online
- If you are in controlled airspace, don't perform flight operations without the approval of the ATC (so no unauthorized taxi, take-off, landing) and don't leave his/her frequency without his/her permission
- Don't exceed 25 kts while taxiing on the ground
- Don't exceed 250 kts below 10000 ft (except as authorised by ATC for heavies)
- Fly a plane that you know well. Don't experiment with new aircraft or panels while flying online.
- If you use voice, don't interrupt the transmissions of other pilots/controllers! If a controller issues an instruction for another pilot, wait for the pilot to read back before transmitting your message.
- If the maximum take-off weight of your aircraft exceeds 300,000 lbs, use the word HEAVY after your callsign in voice transmissions, like 'Harmony one zero five HEAVY'.
- You may encounter inexperienced controllers or pilots – be patient and helpful.

4.8 Emergencies
If you had an accident or incident during your flight for EuroHarmony, please notify the Management Team about the situation, with the following data:
- Your EHM pilot ID
- Flight details (origin & destination), Division, Class, Aircraft
- Date and time of the accident/incident (FS local time and your PC time)
- Location (nearest airport or coordinates)
- Nature of emergency
- Description of the accident/incident plus action taken to resolve it
- Current status of the plane, crew and passengers/cargo

Of course reporting an emergency is optional. If you report it, we might post it on our site, but your name and ID will not be displayed if you don't wish. Report a flight with an emergency by entering the diversion airport you used (if you made an emergency landing) and what happened in the Comments box of your Pirep. You could also create a thread in the Forum to share your experience with others, particularly if you feel it contains valuable lessons for other pilots. Feel free to include screenshots if you took any!

5. Fleet

5.1 Aircraft Information:-

Main Division fleet (from smallest to largest aircraft):

Sukhoi Su-80 (Class 1)
The Sukhoi Su-80 transport aircraft is being developed to replace a large fleet of ageing Antonov and Yakovlev short or medium range transport turboprop aircraft in Eastern Europe. EuroHarmony chose this unusual looking aircraft to replace older planes at our entry level. Excellent flight dynamics, STOL capabilities and reliability makes this a very cost-effective small airliner.

Raytheon Beechcraft 1900D (Class 1)
Excellent block times, exceptional reliability and generous cabin and cargo space have helped establish the 1900D as a market leader. This aircraft has been in EuroHarmony's fleet since the airline was opened and it appears to be the most popular Class 1 aircraft among our pilots. We use the 1900D as a fast and comfortable commuter airliner that connects close cities.

Dornier 328 (Class 2)
The Fairchild Aerospace 328 is a technologically advanced regional turboprop airliner that offers high cruising speeds and advanced systems. It stands alone in terms of reliability and passenger comfort. This is the fastest and also the quietest turboprop of its class. It offers jet-like speed at relatively low costs and it is one of the most modern regional turboprops, well liked by pilots and passengers.

Saab 2000 (Class 2)
Saab has a history of being first on the market with new concepts, both in military and commercial aircraft. The Saab 340 helped move regional air travel forward in the early 1980s by offering better comfort and higher speeds than the previous generation of regional aircraft. The Saab 2000 has the range and speed to offer regional airlines greater productivity with superb economics. Jet-like performance with up to 370 knots cruise speed, a service ceiling of 31,000 ft and rapid rates of climb combine to provide a high degree of operational flexibility.

ATR 72-500 (Class 3)
ATR stands out as a modern, comfortable and cost saving regional turboprop. The ATR 42 and 72 have been ranked first and second in the category of regional turboprops by operators. The ATR 72-500 has been developed to offer increased performance, short runway operations, is recognized as one of the most fuel efficient aircraft in their category and it is remarkably simple to operate and to maintain.

Bombardier Dash-8 Q400 (Class 3)
Bombardier's 70 seat de Havilland Dash-8 Q400 is the latest member of the successful Dash 8 family, but with new engines, avionics and systems, a modified wing and stretched fuselage, it is essentially an all new aeroplane. The Q400 version of the Dash-8 airliner was developed by Bombardier to meet the requirements of regional airlines for larger aircraft on high density, short haul routes.

Antonov AN-148 (Class 4)
The Antonov An-148 is a regional jet aircraft designed by the Ukrainian Antonov Design Bureau. The An-148 has a maximum range of 2,100–4,400 kilometers and is able to carry 68–99 passengers, depending on the configuration. A built-in auto-diagnosis system, auxiliary power unit, high reliability, as well as the wing configuration allow the An-148 to be used at poorly equipped airfields. Other design advantages include the highly fuel-efficient Progress D-436 engines and airstairs that enable boarding and deboarding the plane without extra ground equipment.

Embraer 170 (Class 4)
This aircraft is the first of a new family of aircraft targeted at the 70-110 passenger jet aircraft market for short to medium haul routes, launched in June 1999 to meet the needs of the regional aviation sector.

Airbus A320-200 (Class 5)
Airbus was determined to develop a completely new aircraft type for the short and medium range market: the cabin is larger (more passenger comfort, larger cargo capacity), a new wing concept, developed by BAe together with new engines by CFM or IAE and "fly-by-wire" computerized flight controls are new standards set by the Airbus A320.

Boeing 737-800 (Class 5)
The 737s have been allowing airlines to introduce reliable, frequent service on domestic routes and short-range international flights for more than 30 years. The most advanced single-aisle airplanes in the market today are the Boeing Next-Generation 737s. The 737 - the best-selling jetliner of all time - has done more to make air travel available to more people than any other aeroplane.

Boeing 767-300ER (Class 6)
The Boeing 767 is a medium range widebody twinjet, launched in 1978. It was the main competitor of the Airbus A310 and with more than 900 aircraft sold much more successful. The Boeing 767-300ER is a stretched, extended range version of the 767-200 and is used mostly by EuroHarmony on European and transcontinental flights.

Airbus A330-300 (Class 6)
The A330-300 is the biggest member of Airbus' twinjet family. With true widebody comfort, the volume efficiency of this aircraft is such that, after allowance for passenger baggage, it has more space for cargo than in a 747, while offering unbeatable seat-mile costs. Highly efficient, optimised for the medium to extended-range market, it is the uncompromising solution to the range/cost dilemma.

Airbus A340-500 (Class 7)
The recently launched Airbus A340-500 and A340-600 will result in the world's longest range airliner and the European consortium's first direct competitor to the dominant 747-400. It is the ideal economic replacement for first-generation 400-seat aircraft. This twenty-frame super-stretch A340 provides similar passenger capacity to a 747 but with twice the underfloor cargo pallet capability, and at incomparably lower trip and seat costs.

Boeing 747-400 (Class 7)
The 747-400 was Boeing's update to the very successful 747-200. It has longer wings than the previous models and winglets at the end of each wing to increase fuel efficiency. The 400 model also has an updated cockpit with computer screens that replace all the gauges and switches. With its four engines the 747 can fly long haul routes to almost every part of the world. This aircraft is very popular among today's airline carriers and still is one of the best quality aircraft ever made.

Airbus A380 (Class 7)
The Airbus A380 was developed in response to the growing problems of airport congestion and ATC systems struggling to cope with the number of aircraft in operation. Known as the A3XX, the enormous design was re-christened as the A380 following the official launch of the program in late 2000. The A380 is the first full triple-decked aircraft as well as the first true competitor to the Boeing 747.

EuroCargo fleet

Shorts 360 (Class 3)
The Shorts 360 can operate comfortably from very short runways - opening up hundreds of European airfields inaccessible by scheduled flights. It is also one of the quietest turboprop

aircraft operating today. This way, it's an ideal transport aircraft for short-haul flights and we meet our customers demands for cargo transports to and from remote and local airports.

BAe 146-300QT (Class 4)
The BAe 146 is one of the most remarkable jets. It was the first jet airliner to fly into the mountain encircled airport at Innsbruck. STOL and good climbing capability is mandatory for this rather small airport, surrounded by the Alps. Also its four engines are the quietest around even today, so it is allowed to fly into many cities – even at night. Because of these qualities we use the BAe 146 in our fleet as a cargo transport.

Airbus A310 (Class 5)
The A310 first began life as the A300B10, one of a number of projected developments and derivatives of Airbus' original A300B airliner. Early production A310s did not have the small winglets that became a feature of later build A310-200s. The A310-300F freighter is available newly built or as a conversion of existing aircraft, but all of EuroCargo's A310s are new built.

Boeing MD-17 (Class 6)
The portly but manoeuvreable C-17 has emerged from a prolonged and controversial development programme to become the backbone of the USAF's strategic transport force. The aircraft cockpit features digital displays and a HUD. The placement of the four Pratt & Whitney PW2040 turbofan engines led to STOL capabilities, and operation of the aircraft on relatively short runways. EuroCargo is among the few civilian operators using the commercial version designated the MD-17.

Boeing 747-400F (Class 7)
The 747-400 is the latest, longest ranging and best selling model of the 747 family. The 747-400 externally resembles the -300, but it is a significantly improved aircraft. Changes include a new, two crew digital flight deck with six large CRT displays, an increased span wing with winglets, new engines, recontoured wing/fuselage fairing, a new interior, lower basic but increased max takeoff weights, and greater range.

EuroHolidays fleet

Embraer 120 (Class 3)
The Brasilia has proved to be a popular, relatively high speed yet comparatively inexpensive to operate and purchase regional airliner. Design studies of the definitive EMB120 began in September 1979 and entry into service was in October 1985. The current production model incorporates a range of external and interior improvements. The fuselage of the EMB120 also forms the basis for the ERJ145 50-seat regional jet.

Fokker 100 (Class 4) The Fokker 100 was developed in the early 1980s in parallel with the turboprop F50. It's Fokker's largest aircraft, a 100 seat jet airliner based on the F-28 Fellowship, but stretched and thoroughly modernized. Other changes include more economical Rolls-Royce Tay turbofans (which, unlike the Speys of the F-28, conform to Stage 3 noise limits), revised wing design with greater span and aerodynamic efficiency, a modern EFIS glass flight deck, redesigned cabin interior plus other systems and numerous equipment changes.

Douglas MD-83 (Class 5)
The popular MD-80 series is a stretched and improved development of the famous McDonnell-Douglas DC-9, which were racing with Boeing's 707 in the early years of jet airliners. Launched in October 1977, the Super 80 first flew on October 18 1979. McDonnell-Douglas renamed the DC-9-80 the MD-80 in 1983. The specific MD-80 models are the initial MD-81, the MD-82 with more powerful engines & the extended range MD-83 with extra fuel and more efficient JT8D-219s turbofans.

Boeing 757-200 (Class 6)
The single-aisle 757 is in a class by itself when it comes to economics and airport performance. It has the lowest operating cost per seat-mile of any single-aisle jetliner, and a lower cost per trip than any other twin-aisle aeroplane. The exceptional performance of the 757 allows it to operate out of almost any airport in the world including those in high or hot locations, with short-field runways, or that are noise restricted. The 757 is environmentally friendly; it is quiet and fuel-efficient, and meets strict worldwide standards for engine emissions.

Douglas MD-11 (Class 7)
Since entering service in 1990, over 150 of McDonnell Douglas' most advanced wide-cabin trijets have been delivered to customers around the world. Although outwardly similar to the DC-10, it is larger and features advanced aerodynamics, propulsion, aircraft systems, cockpit systems, and interior design. Variations of the basic model include the MD11-M, a mixed cargo/passenger version and the MD-11ER, an extended-range version for routes up to 8,280 miles which was delivered in early 1996.

EuroBusiness fleet

Pilatus PC-12E (Class 3)
The Pilatus PC-12 is a corporate commuter and utility turboprop aircraft. The aircraft's first flight was in 1991. The aircraft is certified in 20 countries and over 500 PC-12 aircraft have been delivered. The aircraft, which seats up to nine passengers, is configured in VIP, business passenger and combined passenger / cargo configurations. The PC-12 is certified for flight for single pilot commercial instrument flight rules (IFR) operation and for operation in known icing conditions. The aircraft can operate from short fields, grass and unmade runways.

Bombardier Challenger 850 (Class 4)
The Bombardier Challenger 850 jet represents superlative value, with its easy maintainability and low direct operating costs, relating directly to its proud airliner heritage. The valuable experience gained from the Bombardier CRJ200, as it revolutionized regional commercial travel, is what makes it such an uncommon, efficient and multi-talented corporate aircraft. The Challenger 850 delivers reduced travel costs, increased efficiency and corporate security, all at once.

Airbus A318 Elite (Class 5) The A318, also known as the Mini-Airbus or Baby Bus, is the smallest member of the A320 family. The aircraft is six metres shorter and 14 tonnes lighter than the A320. The lighter weight of the A318 gives it a 10% greater range, allowing it to serve some routes that the A320 would be unable to. The A318 Elite also introduced an executive cabin, luxurious functions, and an auxiliary fuel tank that enables the Baby Bus to fly beyond 5000 nm.

Tupolev Tu-204 VIP (Class 6)
Development of the Tu-204 medium range airliner started in 1985, when it became clear that a replacement for the Tu-154 was needed by the early 1990s. From the beginning, the Tu-204 looked similar, both in design and size, to the Boeing B757. After the original release in 1997, the Tu-204-120 came out, where the weak Russian engines were replaced by Rolls-Royce RB211 engines (the same as on the B757). The EuroBusiness variant has a brand new VIP interior, designed and built by Driessen AIS Holland.

Boeing 777-200LR VIP (Class 7)
The Boeing 777 family was introduced in 1989. The aircraft fills the size gap between the Boeing 767 and 747. It has a range of up to 10,900km and seats a maximum of 440 passengers. The 777-200LR (Long Range) Worldliner is an ultra long-range version and is designed to be the longest range aircraft in the world. The range is 17,440km (9400 nm)

carrying 301 passengers. An additional fuel tank installed in the rear cargo bay brings the fuel capacity to 195,280L. The aircraft is fitted with new raked wingtip extensions.

Museum Fleet

Some of the most popular aircraft used during EHM's history are available to fly in our historical fleet selection. The rules are the same as for current planes – you can fly them for their original Division at their original class eg the Fokker 70 is in Class 4 of the Main Division. You cannot use Museum aircraft for ProPilot flights as PP is designed to represent the reality of airline flights which always use the most modern and fuel efficient planes.

WILD Division

In December 2010 EuroHarmony opened our newest Division "WILD" which brings the challenges and excitement of bush flying to the VA. Based at Castlegar in Canada, this Division uses the versatile **DeHavilland Twin Otter** in wheeled, ski and float variants to reach remote and inaccessible locations around the backwoods of Canada, the US Northwest and Alaska. For more details you can download the "WILD Bush Pilot's Manual".

Training/General Aviation fleet

The Harmony Aeroclub fleet is used for VFR tours (as described on our Tours page). The fleet consists of 5 small GA planes: Cirrus SR20, Cessna 172, Piper Arrow, Piper Seneca and Beech Baron 58.

5.2 Ranking
EuroHarmony pilots work their way up through our 7 rank system:-

First Officer (FO)
Awarded when you join our airline, an FO can fly Class 1 planes on Class 1 flights.

Turboprop Captain (TC)
Awarded after 4 flight hours for EuroHarmony, a TC can fly Class 2 planes on Class 2 flights.

Senior Turboprop Captain (STC)
Awarded after 10 flight hours, a TC can fly Class 3 planes on Class 3 flights.
With this rank, you can start flying for EuroCargo, EuroHolidays and EuroBusiness (as the lowest ranking Division planes & flights are Class 3)

Flight Captain (FC)
Awarded after 20 flight hours, an FC can fly Class 4 planes on Class 4 flights.
With this rank, you'll be able to fly jets (as Class 4 introduces our jet aircraft).

Commercial Captain (CC)
Awarded after 40 flight hours, a CC can fly Class 5 planes on Class 5 flights.

Senior Commercial Captain (SCC)
Awarded after 75 flight hours, an SCC can fly Class 6 planes on Class 6 flights.

Airline Transport Pilot (ATP)
Awarded after 125 flight hours, an ATP can fly Class 7 planes on Class 7 flights.

ATP is the top rank a pilot can reach here at EHM.

In the roster, the **MA** rank means Management Member.

Important notes:
• A pilot with a certain rank can also fly all planes/flights below his/her rank (e.g. a STC can fly Class 1, Class 2 and Class 3 planes and flights)
• It is not compulsory (however it's recommended) to fly a certain flight with the same Class plane, but you can't fly jets on turboprop flights or turboprops on jet flights. Also, Class 7 planes can be flown only on Class 7 flights. Check section 4.4 for more information.
• EHM operates a relaxed **aircraft substitution policy**. While we would like every pilot to fly every flight in a plane wearing our livery, we understand that not all of our planes work perfectly in all sim platforms. Therefore if an official EHM plane does not work well in your simulator, you may use a different aircraft for the flight **AS LONG AS** it is fundamentally the same type and size of plane eg instead of a Piper Arrow you could use another single engine prop like the Tomahawk; instead of the Embraer 170 you could use another regional jet like the Canadair CRJ-700. Please note any such substitution in the Pirep comments box.

6. <u>Career Progression</u>

6.1 Hubs & Changing your Hub
All airlines have Hubs – their regular bases that they operate from. We have seven main hubs - Amsterdam, London, Stockholm, Zurich, Athens, Lisbon & Atlanta together with two connection centres – Singapore and Castlegar – which extend our reach into new areas. You are allocated to a Hub as your home base on joining the VA but you can change this later via the Hub Transfer option when you edit your Pilot Profile. You may register at any EHM hub. Note that you can fly any flight for any division that is allowed by your rank, it does not depend on your hub or on your previous flight.

6.2 Awards
You can receive awards and medals for completing Tours and Missions, for reaching certain numbers of countries you have visited, the number of planes you've flown etc. The more you fly, the more Awards you can gain! You may receive the following awards and medals:

European Pilot Award - Awarded when you have visited at least 10, 20 or 40 different European countries (departure/destination) during your reported flights.

Certified Pilot Award - Awarded when you have flown at least 8, 16 or 25 EuroHarmony (or EuroHarmony Division) planes and reported the flights using the pilot report.

Tour Awards - Awarded when you complete one of the EuroHarmony Tours (for example Tour of Greece). See the tour descriptions on the Pilots > Tours page.

Mission Award - Awarded after completing at least 10, 25 or 40 different EuroHarmony missions.

Special Mission Award - Awarded when you complete a series of ten special missions for one of our divisions.

Online Award - Awarded when you have flown at least 1 flight, 10 hours or 25 hours online on the VATSIM and/or IVAO networks using the EuroHarmony callsign and flying EuroHarmony scheduled flights.

Screenshot Award - Awarded periodically for the best EuroHarmony screenshots made by pilots.

Dedication Medal - Awarded by the management for pilots who are constantly active and/or have actively helped the airline.

Legend Medal - Awarded by the management for pilots who have been constantly active at the airline for a very long time and/or helped it in its development.

Medal of Honour - This is the highest tribute a member of EuroHarmony can get.

Some remarks about the awards:
• A pilot can't have more than one of each award (e.g. two Blue European Tour Awards). The exceptions are the Contest awards (e.g. Screenshot of the Month) that are given every month.
• A pilot can't have more than one Certified/European/Online/Mission/Dedication medal (e.g. if he has a Blue Online Award, it will be removed if he gets the Silver Online Award) - the exceptions are the Tours.
• An award can't be removed (except if he/she gets a higher one of that category, e.g. the Cobalt Certified Pilot instead of the Silver Certified Pilot)
• There is an Award Request page where pilots can request certain awards although most awards are automatically recorded by the 'Awards Engine'. If you think you have earned an award but it has not been awarded, contact the Management Team.

7. Restrictions

7.1 Other Virtual Airlines
Currently there's no restriction regarding flying for other virtual airlines. You may become part of other virtual airlines, or join EuroHarmony if you are already part of other virtual airlines.

7.2 Flight Frequency
We ask you to fly at least one flight a month. If you don't submit a flight after 3 months, your status will change to Inactive. However your pilot data will not be deleted from our database if you have flown at least one flight (except if you are excluded from EuroHarmony). Your status will be changed back to Active if you submit a pilot report, and you'll have the previous rank and flight hours. So there's no need to worry if you can't fly for an extended period, or if you want to return to EuroHarmony as a pilot after a long period of inactivity.

7.3 Warnings/Exclusion from EuroHarmony
A pilot will get a **warning** if he/she:
• Submits invalid data in the pirep or join form by mistake and does not contact the management in a timely fashion
• Flies a flight or uses a plane that isn't compatible with his/her current rank
• Submits the same pirep several times by mistake and does not contact the management in a timely fashion
• Sends offensive messages on the forum, in the chat, via email or on an online network
• Advertises for other virtual airlines on EuroHarmony's forum
• Advertises for EuroHarmony on the forums of other virtual airlines
• Doesn't comply with flight regulations when flying online (e.g. unauthorized take-off)
• Uploads inappropriate pictures in the Gallery

A pilot may be **banned from the VA** if he/she:
• Receives several warnings
• Submits invalid time data in the pirep on purpose (cheating)
• Submits the same pirep several times on purpose (cheating)
• Sends highly offensive or aggressive messages on the forum or by any other means
• Engages in or encourages any form of software piracy

Note that these are only examples; make sure you comply with all the regulations and restrictions in this Operations Manual to give yourself and other pilots a more enjoyable time at EuroHarmony. The EuroHarmony Management reserves the right to exclude any pilot of EuroHarmony without previous warning and without the option of rejoining. Note that it is the Management Team's role to decide if a pilot should get a warning or be excluded from the airline and their decision will be final.

8. Frequently Asked Questions

What is a virtual airline?
It is similar to a real one but only exists in the virtual world of computer flight simulation - we have our own fleet with our special copyrighted livery, our schedule and our pilots. However the flights are flown in Microsoft Flight Simulator X and Flight Simulator 2004 or X-Plane. You download our aircraft, fly scheduled flights and send us your flight report using the Pilot Report form (PIREP). This is a great hobby and everyone is welcome.

How can I join the airline?
This is really simple - you have to complete our Join form after completing a short initial flight. You must also have read and accepted the regulations described in this Operations Manual. You don't have to pass complicated check-rides when joining or when reaching a higher rank; but please join us only if you have some basic experience in flying using flight simulation software.

Will my previous flight hours at other virtual airlines be added to the roster?
We decided NOT to add previous flight hours for three reasons: this means all pilots are subject to the same rules and have the same opportunity to advance, we have a larger and more diverse fleet than most of the other VA's and the number of hours required to advance in rank is low (e.g. 4 hours for TC, 10 hours for STC, 20 hours for FC…)

How many hours do I need to advance in rank?
Please check Section 5.2 of this manual.

Which flights can I fly?
You can fly flights which are allowed by your rank. For example if you are a Turboprop Captain you can fly Class 2 flights with Class 2 planes, Class 1 flights with Class 1 planes, Class 2 flights with Class 1 planes, Class 1 flights with Class 2 planes. It doesn't depend on your Hub or on your previous flight.

What times should I report on my Pireps?
You must always report the real world times as shown on your wristwatch or clock for engine start, take-off, landing and engine shutdown. We want to know how long you have actually been flying for, not how long the flight took within FS.

How do I install EuroHarmony aircraft?
The downloaded aircraft will come in an exe file. Just double-click it and the installation will begin. It will likely find your FS installation; if not, select the FS root folder manually.

How do I install Sounds, Panels, Views, Add-ons etc. ?
This depends on the add-on; because EuroHarmony doesn't create the aircraft add-ons, they don't all follow equal procedures, so the best thing is to open the file and look for readme.txt. The readme file always explains how the add-on should be installed.

I've installed a plane but it won't show up in my Aircraft List, what should I do?
• Check if you installed it in the correct directory (the ROOT directory of Flight Simulator)
• Try extracting it in a temporary directory (like C:\TEMP) and check if there are files missing; then copy it to your FS directory

I would like to be transferred to another hub, how do I do this ?
This is quite easy, just fill in the Hub Transfer request in your Pilot Profile.

I can't log in
Remember that your password is case sensitive. If you haven't changed your password since signing up, you can find it in the welcome e-mail you got when you signed up. Failing that

contact the Management by e-mail and they can confirm your password or assign a new password.

Where can I find a list of the awards?
See Section 6.2 for a description and some explanations.

When I use detailed aircraft like the 747 or the A340, my performance drops to very low frame rates, how can I solve this ?
EuroHarmony uses detailed aircraft with highly detailed textures. In larger aircraft, there are more polygons to render and more textures to be filtered. It's quite logical, check your frame rate from an outside view in a Cessna 182 and in a EuroHarmony A340, and see the difference.

So how to deal with this? When you are flying a powerful airliner, it's important for the controls (and the simulator) to respond smoothly to your commands. So make the trade-off with eye-candy. Select less scenery, lower texture or terrain detail, turn off dynamic scenery etc. Generally, the biggest 'frame rate killers' are real world weather, autogen and AI Traffic.

What do I have to do before I am allowed to fly for a division?
When you are going to fly for a division you need to download the division specific aircraft from the division web page. You can visit the divisions web pages by clicking on Operations > Divisions in the menu on the top of the main page. Choose one of the divisions and click on the 'Fleet' link on the division's web page. Remember that you can only fly aircraft when your rank allows it, that is when you are a Senior Turboprop Captain (Class 3) or above.

Why are the days and times missing in the EuroHolidays timetable?
EuroHolidays specializes in charter flights. This means that the departure times and days can differ depending on the client's requirements. We therefore let you decide on which day and at what time your flight departs.

Is your site available in other languages?
No. We expect pilots to have a good understanding of English since English is the language used worldwide in aviation. However, some of our pilots and MT members are fluent in other languages and may be able to help you if you are having real difficulties. If so, try the Forum.