OPERATIONS MANUAL

This manual is intended for flight simulation use only and for use with EuroHarmony virtual airline systems. If you are not a EuroHarmony pilot, you can join EuroHarmony for free, visit www.fly-euroharmony.com for more details.

All documents, resources suggested and other virtual and non-virtual services are copyrighted by their authors. Use of the name EuroHarmony is reserved for EuroHarmony virtual airline and piracy will be prosecuted. All EuroHarmony pilots are free to use resources provided by EuroHarmony at no fee from EuroHarmony. Your internet bills will not account into this.

Use of this manual and described procedures are at your own risk, EuroHarmony is not responsible for any possible damage to the user, other persons or animals, any hardware or software damage or any damage whatsoever.

Note: to be a member of EuroHarmony, you must follow our rules and you must read and comply with every restriction/regulation 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: 10th June 2010 by Dominic Mahon

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1. EuroHarmony Information

1.1 EuroHarmony Rules

If you would like to join our virtual airline, you have to read and agree the following rules and conditions:

1. Our airline is fictional 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. 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 Microsoft Flight Simulator 2002 (Standard or Professional) to fly our aircraft. They will not work in any other program. We don't support FS2000 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 0.0 flight hours at our airline. We can't add any previous flight hours to your total, only those you've submitted for us. This is because you need a relatively low amount of flight hours to advance in rank and our fleet contains many planes.

4. After registration you will be given a temporary pilot ID (for example EHM-U43A) and a password. You will need the password when you log in and submit flights, so other people can't submit flights in your name. You will get a permanent pilot ID (for example EHM-1456) after you've submitted your first flight.

5. The following details of yours 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, online hours). The other details (like e-mail address) will not appear on the site.

6. You have to submit at least one flight in a month. Pilots who join and don't fly at all will be deleted after one month from the roster. Pilots who have submitted at least one pilot report and stop flying will be removed from our roster two months after their last flight. If you can't fly for an extended period of time (e.g. you go on holiday or you are too busy) please inform the management of this to avoid your name being removed from the roster. Note that even after you have been removed, your details will be kept in the database and your status will be Active again as soon as you submit a flight.

7. You can submit only flights you are allowed to fly at our company. Please complete the Flight Report Form carefully because we can't accept the following flight reports:
- 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
- You have flown a flight that isn't allowed with your current rank or number of hours
- 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
Abusing the automated database may lead to instant exclusion from EuroHarmony.

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 to set the departure time in Flight Simulator as given in the timetable for the flight, but it is not absolutely necessary.

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 done by the website or by files downloaded from the website.

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 be prosecuted. All documents displayed on the site and all other media made by EuroHarmony are properties of their respective owners.

EuroHarmony aircraft, panels, sounds, FDE are not copyrighted by EuroHarmony, only the special livery made by us is. 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 illegal to modify the files (this includes, for example, repaints) or to include any file from our archives in any other archive without the express written permission of the authors. The names and e-mails of the authors are listed in the documents in the archive, like text or document files and flight dynamics files. Note that EuroHarmony received permissions to repaint for all the aircraft in our fleet from the respective authors (except when the author stated in the documents within the original archive that no permission is needed for freeware repaints).

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 profitable 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. This way, we can satisfy the needs of our pilots and passengers, we can operate with high profit margins and we can reach a wide range of airports. We also have a cargo, a charter and a business division and a Virtual Flight Academy. 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/2004/2002. (Please note that they will not work in Flight Simulator 98/2000 and earlier versions or any other flight simulation program).

Our strategic plan is to 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 7 years and have many exciting plans for the future. We also have a number of special challenges for our pilots like ProPilot events, division missions and online fly-ins.

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), automated pilot report (PIREP) systems, Flight Logger & ProPilot, and our own very friendly members' forum.

Any questions, comments or suggestions are welcome. Please contact us at CEO@fly-euroharmony.com or use our 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 (temporary or permanent) 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.

• 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 our e-mail addresses on the Company > Management page of EuroHarmony's website. Make sure you contact the right people to let us respond faster (e.g. if you have problems with your pilot profile you should contact the Director of Development). If you haven't contacted the right person and you discover this afterwards you don't have to panic as the management works together and the e-mail will probably just be forwarded to the right person.

Note that the Management will occasionally send newsletters to its pilots by e-mail, regarding EHM developments, operations, events etc.

2.2 Pilot-Pilot Communication

When a pilot of EuroHarmony is communicating with any other virtual pilots, 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 you the other pilot's address (with his or her consent).

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 is authorized to suspend or remove the pilot from the airline.

2.3 Privacy Issues

Any information sent to EuroHarmony like your IP, passwords, e-mail address etc. will be kept only 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. 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. Internet Systems

3.1 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
-

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 complete this form and send it to us using the Submit button.

Please complete the form carefully. You have to complete all fields marked with an asterisk (blue), other fields (grey) are optional. 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.

After signing up, you will receive a welcome message with some essential information about EuroHarmony and your temporary ID and password. The temporary ID will contain letters and numbers, like EHM-AB12. The password is used to submit flight reports and to login to your pilot profile page. You will also receive a short series of tutorial e-mails after you join which will introduce you to EuroHarmony operations.

Once you are an active pilot, your temporary ID will be changed to a permanent one, consisting of numbers (like EHM-2745), but note that the password will remain the same. You can change the password if you log in to your pilot profile from the main page.

There's no charge to sign up and fly for EuroHarmony. Your Internet bills will not account into this.

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.

To enhance your flying experience, we also offer many other downloads - from custom-made panels and sounds for the fleet to EuroHarmony ATC callsign files and AI traffic. You will need WinZip (it can be downloaded from www.winzip.com) or a similar file archive utility to open most of our files.

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. 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. Pilots may fly only these flights so you have to check the timetable before each flight. 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, by clicking on Pilots then Timetables. 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

Regulations to use the forum:

- All members are required to use a Forum ID that has the pilots identification number and the first name of the member. (for example, EHM-0948 Bruno)
- Signature picture must not exceed 180 pixels in height and 40 KB in size
- Don't create new topics about subjects that were discussed 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 EuroHarmony Online thread)
- If you have a 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.
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 (if 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. 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 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 7.2 & the ProPilot manual for details.*

4.2 Notes about Divisions
In addition to our main EuroHarmony scheduled passenger fleet we have 3 specialised Divisions - EuroHolidays, EuroCargo, EuroBusiness and a private flying club – the Virtual Flight Academy (VFA/Harmony Aeroclub). We also have our own Museum of the most important aircraft that have been in our Fleet since the early years of commercial aviation.
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. For example, you can't fly a EuroBusiness plane on a EuroCargo flight, or a EuroHarmony plane on a EuroHolidays flight.
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).
In addition, we have the Virtual Flight Academy (Harmony Aeroclub) with its own fleet of General Aviation planes that can be used for EuroHarmony sightseeing tours (select Pilots > Tours). Check the VFA page (under Divisions) for more information.
From June 2010, pilots are allowed to fly the Museum planes on **Main Fleet routes** and report these flights like any other. Each Museum plane is allocated to a specific Flight Class (which you will find on its Fleet page), for example the Antonov 72 can be flown on Class 4 routes in the Main 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 Pilots then on Fleet on our 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 Aircraft button on the plane's page and then select Save it to Disk. The aircraft will be downloaded to your hard disk (the size of the downloads vary – some will take a long time for dial-up users to download). After downloading it, you will get an exe file named something like 'eh*.****.2k4*.exe', for example 'ehm.b19d.2k4.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*).

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 it manually in your FS root folder

• If the above didn't help, contact robert@fly-euroharmony.com or fleet@fly-euroharmony.com and explain the problem.

Most of our aircraft are complete packages containing panels and sounds but to save space (and because of copyright issues) we haven't included custom panels and sounds in all of our aircraft packages. 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 much 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). However, here are a few guidelines:-

Panels – Put the panel.cfg and all .BMP files in the PANEL directory of the aircraft you want to install it for
(e.g. FS9\AIRCRAFT\ehmv4-fleet-B1900\PANEL\), all .GAU files in the GAUGES folder of FS (e.g. FS9\GAUGES), and all .WAV files (if any) in the SOUND folder of FS (e.g. FS9\SOUND).

Sounds – Put sound.cfg and all .WAV files in the SOUND directory of the aircraft you want to install it for (e.g. FS9\AIRCRAFT\ehmv4-fleet-B1900\SOUND\).

4.4 Flight Selections and Planning

Check your rank in the roster and read the notes at Section 5.3 (Ranking). Using the timetable select a flight (EuroHarmony, EuroHolidays, EuroCargo, EuroBusiness, Tour or Mission) that is compatible with your rank. Write down the flight number, departure and destination airport ICAO codes, and optionally the date and time of the flight.

Start Flight Simulator and plan your flight using the inbuilt flight planner or using a third party flight planner like FS Nav. Start the Flight Logger if you plan to use it.

Select a EuroHarmony (or Division) plane that is compatible with your rank. It's recommended to fly a flight with the same class plane (e.g. a Class 3 flight with a Class 3 plane). However it is allowed to:

- fly a Class 1-3 flight with any Class 1-3 plane of the same division (e.g. a Class 2 flight with a Class 3 plane)

- fly a Class 4-6 flight with any Class 4-6 plane of the same division (e.g. a Class 6 flight with a Class 4 plane)

You mustn't fly a flight with a plane of another division (e.g. a EuroHolidays flight with a EuroCargo plane).

Class 7 flights have to be flown only with the same division 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.

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.

4.5 Tours

If you meet the tour requirements, you can fly and report EuroHarmony tours. Check Timetables > Tours for lists of the flight legs and recommended scenery. Please be sure to meet all the requirements for a tour, such as minimum number of flight hours, these are listed on the individual tour pages.

Capitals of Europe - On this lengthy tour, you'll get to know Europe, its countries and its geography much better, as you'll visit every capital city that has at least one airport.

Tour of Sweden - Starting at Kramfors and ending at Goteborg, this linear tour follows the coast of Sweden. The purpose of this tour is to explore the nice addon scenery for FS; all airports having detailed and photorealistic 3d party scenery to download.

Tour of the Danube - The Danube is the second longest river in Europe and it is the only major European river to flow from west to east. Following it on small VFR flights from the Black Forest to the Black Sea, this tour takes you through seven countries in Central and Eastern Europe.

Iberian Tour - It's summer, it's hot... let's go on a holiday to the seaside at the most southwestern part of the European continent; let's explore the coastline of the Iberian Peninsula with your favourite GA aircraft.

Tour of Greece - Greece is probably one of the most beautiful countries in Europe and we invite you to explore its islands through a series of short, scenic and challenging VFR flights. Be prepared as winds are strong and several airfields are very small.

United Kingdom Tour - Let's start at London, EuroHarmony's most popular hub, and visit England, Wales and Scotland in this VFR tour for the UK. Enjoy the scenery, but be prepared as several airports you'll visit are very small and some of them have only grass runways.

Scandinavian Tour - Fjords, mountains, islands - prepare for an experience you'll never forget. The mountains and the rugged coastline of Norway offer a variety of natural beauties, making this tour perhaps the most scenic one of all EuroHarmony tours.

Autumn in the Alps - Explore small alpine airfields in Switzerland, Austria, Italy and France on this wonderful journey. Besides being beautiful, this is considered the most dangerous and challenging EuroHarmony tour, and it's recommended only for expert pilots.

Tour of the Mediterranean - The Mediterranean Sea encloses some of the most beautiful places in Europe, North Africa and Middle East. Here you'll fly to places like Jerusalem, Alexandria or Crete. Explore the area as long as you do the flight and wait for some hard landings like Gibraltar or Menorca!

Portuguese Mixed Tour - Thanks to its mix of VFR and IFR flights, this tour guides you from the East to the West of Portuguese Airspace, passing by the Azores. You'll see many beautiful places, but some landings are completely visual, so be ready for hard approaches! This tour makes a complete round of all major international airports.

EuroHarmony World Tour - a tour with more than 100 legs for out most dedicated pilots. You can fly any aircraft that is compatible with your rank, but it should suit the leg you fly (so don't go with a 747 if the destination airport has a runway of 3000 ft – we will likely refuse the leg).

4.6 Regulations

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 the real world time at startup, takeoff, landing and shutdown - this means the time on your wristwatch and not the time within Flight Simulator.**

• 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 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).

• Don't pause your flight for extended periods (more than 10-15 minutes on a flight).

• You are not allowed to save a flight and continue it later as flights have to be reported only via one pirep. If you don't have time for longer flights, use time compression, or fly shorter ones.

• On long flights, check the status of the plane at least every 10-15 minutes.

• 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 (see the Suggested Downloads page).

• We hope you are familiar with the basics of flying, navigation and communications with ATC so if possible, fly realistically (e.g. use the FS ATC, use realistic flight plans…)

• If you don't use the flight logger, make notes during the flight (see Section 4.7) so later you can fill in the pilot report easily (we don't accept pilot reports with missing or invalid data)

• If you fly online (VATSIM/IVAO), check Section 4.8 for the rules of online flying.

• If you fly a EuroHarmony Scheduled flight, Mission or Tour on IVAO, report it on the IVAO page too. Please don't report IVAO Tours or IVAO Division Tours as EHM pireps, even if you flew them with an EHM callsign.

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.

Download the Online Flying Manual (a comprehensive and detailed tutorial about flying on VATSIM or on IVAO) and the software needed via our Suggested Downloads page. If you haven't flown online before, we recommend checking the manual. You can find a step-by-step connection tutorial under the VFA section.

Your callsign when flying online should be:

EHM and the last 3 digits of your pilot ID (e.g. if you're EHM-1561, use callsign EHM561).
The accepted voice callsign (for all divisions) is Harmony or EuroHarmony; so EHM549 would read 'Harmony five four 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 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
• Military flights are allowed, but it's forbidden to simulate war actions
• 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
- 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 300000 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 Emergency Information

If you had an accident or incident during your flight for EuroHarmony, please notify the CEO and/or the Fleet Manager about the situation, with the following data:
- Flight number, 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
- Current status of the plane

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 as destination the nearest airport to your final location (if you made an emergency landing) and mention in the Comments box that you had an emergency.

4.9 Submitting the Flight Report

You can submit the flight data manually using the PIREP on our page (if you didn't use the Flight Logger). The hours will be added to your total once the Pirep has been checked by an MT member.

Here's a little help about filling in the PIREP:

Pilot ID – your ID at EuroHarmony (without the EHM-part, e.g. 0382 if you are pilot EHM-0382). If you have a temporary ID (consisting of letters and numbers) it will be changed into a permanent one (consisting of numbers) after you submit your very first pilot report for EuroHarmony. Your password will not change though.

Name – your real full name, as it appears on the roster.

Password - This is a combination of letters and numbers which was sent to you in email when you joined EuroHarmony. This prevents other people submitting flights in your name. If you lost your password please contact the management.

Aircraft Used – Select the aircraft you completed the flight with.

Online/Offline – Offline means without connecting to an internet multiplayer/ATC network, Online means by connecting to either VATSIM, IVAO or another multiplayer/ATC network.

Flight Number – The flight number as it appears in the Schedule. It consists of the letters EHM and four numbers, or a letter and three numbers. Please refer to the Schedule if you don't know the number of the flight you completed.

Passengers – The number of virtual passengers on the aircraft you flew - use your imagination! Make sure it doesn't exceed the number of seats in the aircraft (check the aircraft pages).

Times – Your **real PC times** at startup, takeoff, landing, shutdown (NOT the time in FS!)

Cruising Altitude and Speed – You can obtain these by pressing Shift+Z in Flight Simulator. Please enter the altitude in feet (ft) or flight levels (FL) and the airspeed in knots (KTS).

Approach - Choose the type of approach you have flown. ILS is the most common for airliners.

Fuel Burnt – You can see the amount of fuel in the tanks by clicking on Aircraft->Fuel in Flight Simulator. Fuel Burnt is the difference between the amount of fuel at departure and at arrival.

Comments – You can enter here remarks or suggestions about the flight or about the airplane, problems and difficulties during the flight. Be creative!

If you flew the flight on IVAO, report it on the IVAO EHM page too.

4.10 Flying to dangerous or non-default airports

Dangerous Approaches

You need to be a skilled pilot to land at some airports included in the EuroHarmony timetable. These are mostly airfields surrounded by mountains, with tricky approaches. For example: Sion (LSGS), Lugano (LSZA), Innsbruck (LOWI), Salzburg (LOWS). It is always recommended to have some basic information about the destination airport before departing, e.g. runway length, navaids, surrounding terrain and weather.

Flights to Lhasa (ZULS)

EuroHarmony has flights to Lhasa in Tibet, however the airport isn't included in FS by default. To fly there, you will need to download 'Tibet scenery' by Mr. Jan Martin from www.avsim.com. For FS2004 'himal_10.zip' and for FS2002 please download 'tibet_80.zip'.

Flights to Silverstone (EGBV)

Silverstone is one of the destinations in the EuroHarmony UK Tour, however the airport isn't included in FS by default. To fly there, you will need to download 'silverstone.zip' and 'silverstone-update' by Chris Eve for FS2004 or 'sil02v10.zip' by Mr. Barry Perfect for FS2002 (from www.avsim.com) or check the EuroHarmony Tour Sceneries page.

5. <u>Fleet</u>

5.1 Aircraft Information:-

<u>Main EuroHarmony fleet</u> (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 replaced its old and not-so-popular aircraft with this fresh, new, and fantastic plane. Excellent flight dynamics, STOL capabilities and reliability makes this a very cost-effective small airliner, which has injected some fresh blood into EuroHarmony's entrance class aircraft.

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 in the past three years first and second in the category of regional turboprops by operators, with the highest scores in residual value, investor appeal and value for money criteria. 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 and longest 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 Dash-8 airliner was developed by Bombardier to meet the requirements of regional airlines for larger aircraft on high density, short haul routes. The 350 knot Q400 airliner is one of the world's quietest turboprop aircraft. The Noise and Vibration Suppression system (NVS) was introduced on the Dash-8 turboprop family in 1996.

Fokker 70 (Class 4)
The Fokker 70 is a shortened development of the popular 100 seat class Fokker 100. The first production Fokker 70 flew for the first time in July 1994. A design aim of the Fokker 70 was to

retain as much commonality with the larger Fokker 100 as possible. As a result they share essentially identical wings, airframes and systems.

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 767-300 is a stretched 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 is Boeing's latest addition to the 747 project. It has longer wings then the previous models and winglets at the end of each wing. The 400 model also has an updated cockpit with screens that replace all the gauges and switches. With it's 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 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 operators which already uses the commercial version designated to 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 airplane. 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 icy 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 RB-211 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.

Training/General Aviation fleet

The VFA (Harmony Aeroclub) fleet is used for training purposes and for VFR tours (as described on our Timetable page). The fleet consists of 5 small GA planes: Cirrus SR20, Cessna 172, Piper Arrow, Piper Seneca and Beech Baron 58. There is also a VFA Fokker 70 for jet training, mostly for online trainings.

5.2 Ranking
You can have the following pilot ranks at EuroHarmony:

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.

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.

6. Roster Systems

6.1 Roster Information and Pilot Profile

The *roster* contains the following data about every EuroHarmony pilot:
- Pilot ID (temporary or permanent)
- Pilot name (as it was submitted in the Join form)
- Country (represented with a flag)
- Rank (see Section 5.3)
- Hub (see Section 8.2)
- Hours flown for EuroHarmony
- *Pilot Status*

The *Pilot Status* can be:
- New (if the pilot hasn't flown yet since he/she joined)
- Active (a pilot has submitted a flight within the last month)
- Inactive (a pilot hasn't reported a flight for over a month)
- Removed (after not flying for over two months)
- Frozen (if the pilot was suspected of cheating or he/she entered invalid data in the pirep but didn't explain it to the management afterwards)

Important Note: The 'Removed' status DOES NOT mean that your data has been deleted from the roster. All of your data is kept, and you will be Active again if you submit a flight report with your ID and password, getting back the amount of flight hours you had before.

Using the Roster page, you can view all pilots at a hub, all pilots with a certain status or all pilots who have flown a certain number of flights.

By logging in to your pilot profile (via the Home page or via the Log In page) using your ID and password, you can view data about yourself such as flight hours, date of last flight, rank and status. You can also view the awards you won and your submitted flights. By clicking on 'Click here to view/edit your personal profile' you can enter information about yourself that can be viewed by other pilots (by clicking on your name in the roster).

6.2 Submitting Invalid Data

We can't accept join forms if:
- you didn't enter a full name, just an abbreviation or a nickname
- you didn't enter a valid e-mail address (so we can't send your pilot ID and password)
- you didn't select a Hub

We can't accept Pilot reports if:
- you entered a wrong ID/password combination
- you entered invalid times, like 21:15 instead of 12:15 (so the flight seems 9 hours longer)
- you used a plane or you flew a flight that wasn't allowed with your rank
- you used a turboprop on a jet flight or a jet on a turboprop flight
- you flew a Class 7 plane on a non-Class 7 flight
- you flew a plane on a flight of another division (e.g. a EuroBusiness plane on a EuroHolidays flight or a EuroCargo plane on a tour)
- you submitted the same form several times

If you submitted invalid data by mistake, and you notice it later, contact the management as soon as possible and explain the situation (otherwise your pilot account might be frozen).

7. EuroHarmony Software

7.1 Flight Logger and ACARS

This is a program for EuroHarmony pilots that records flight data (e.g. startup/shutdown time, fuel quantity, cruise speed) and sends the complete pilot report to the EuroHarmony site. It also acts as an offline timetable, a 'black box' and an ACARS (i.e. it can be configured to send your position information to the site at regular intervals, so that other pilots can see in real time which EHM members are currently flying via the Pilots > ACARS page).

We really recommend you use the Flight Logger for your flights. To download it, go to the Pilots > Suggested Downloads page. Then click on the 'Flight Logger' link. There you will also find detailed help about the software. To see the pilots that are currently flying (using Flight Logger with ACARS enabled), go to the Pilots > ACARS page.

The EuroHarmony Flight Logger and ACARS was made by Armando Chibante.

7.2 ProPilot

EuroHarmony ProPilot is a new virtual flight system that attempts to simulate real world flight operations in a realistic way. In ProPilot no two flights will ever be the same! With the new Dynamic Fleet Timetable (DFT) you cannot fly any flight as you wish – you can only make flights from airports where there are planes waiting! So when you fly, the aircraft moves from the departure to the destination airport, delivering a far more realistic experience. If you crash your plane, the Flight Logger detects it and if you do not follow safe flight techniques, penalties will be applied to your flight score!

ProPilot will open your eyes to a new vision for Virtual Airlines!

For more information, please download and read the ProPilot manual, available here:

http://www.euroharmony.com/site/propilot/documentation/pp_manual.zip

8. Advanced Procedures

8.1 Missions
We offer you the opportunity to fly special non-scheduled flights for EuroHarmony's divisions. There are pre-defined ones on the Division pages - you can fly these if you have a rank that is permitted to fly the aeroplane assigned for that flight. Report it using the pirep, with the flight number that appears on the mission page. Note that you may complete every mission pack only once!

8.2 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). You can make any of these hubs your home base by selecting one on the sign-up form or by changing it later via the Change Hub option.

We recommend you register at the closest hub to your home (e.g. if you live in Finland, choose Stockholm as a hub) but it's not compulsory. 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. You may change your hub at any time by selecting the Change Hub option from the Pilots Menu. You will be transferred instantly.

8.3 Pilot Profile, Flight and Hub Statistics
On the EuroHarmony site, you can get interesting statistical data from pilot reports submitted by EuroHarmony pilots.If you log in or click on a pilot's name in the Roster, you can get statistics of that pilot's flights (e.g. Favourite routes, aircraft, preferred time to fly). If you click on a flight number in the timetable (the number itself, not the destination/departure), you'll get a list of filed pireps for that route. The Hub statistics can be viewed from the Hubs page – here you can get information like Pilot of the Week or Hub Demographics. Statistics scripts were made by Emanuele d'Arrigo.

8.4 Awards
You will receive awards and medals if you meet certain requirements or you have proven to be one of the best pilots of EuroHarmony. 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 (requested from the Request Mission page).

Special Mission Award - Awarded when you complete the series of special missions for a division.

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 EuroHarmony callsign and flying EuroHarmony scheduled flights.

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

Instructor Medal - Awarded when you hold at least 1, 5 or 10 sessions as a EuroHarmony Instructor.

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/Instructor/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 Instructor instead of the Silver Instructor)
• 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 your Hub Manager.

9. Restrictions

9.1 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.

9.2 Flight Frequency
We require at least one flight submitted for EuroHarmony in a month. If you don't submit a flight in this period, your status will be Inactive and soon you'll be removed. 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). Even if you are Removed, 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.

9.3 Warnings/Exclusion from EuroHarmony
A pilot will get a **warning** or will be temporarily **Frozen** 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 will be **excluded** if he/she:
• Receives several warnings
• Doesn't enter a valid name in the Join form (just a nickname or abbreviation)
• Submits invalid time data in the pirep on purpose (cheating)
• Submits the same pirep several times on purpose (cheating)
• Sends highly offensive or vulgar messages on the forum, in the chat or on an online network

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's the Management's job to decide if a pilot should get a warning or be excluded from the airline.

10. 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, 2004 or 2002. 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 only our Join form after you have read and accepted the restrictions and regulations described in this Operations Manual. You don't have to pass checkrides when joining and when reaching a higher rank; but please join us only if you have enough experience in flying and Flight Simulator.

I recently submitted a join form, what happens next?
You will receive an e-mail shortly after your registration with your password and temporarily pilot-ID. After you have submitted your first flight your status will change from 'New' to 'Active' and your Pilot ID will change within 48 hours to a permanent one.

Will my previous flight hours at other virtual airlines be added to the roster?
We decided to NOT add previous flight hours because of two reasons: we have a larger and more diversified fleet than most of the other VAs and there aren't much flight hours required to advance in rank (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 5.3 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.

How do I install EuroHarmony aircraft?
The downloaded aircraft will come in an exe file. Just double-click it and the installations 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's no 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 Change Hub form on our site.

I can't log in
Remember that your password is case sensitive. Most of the passwords are written in uppercase characters. If you haven't changed your password since signing up, you can find it in the welcome letter 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 8.4 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 'Divisions' in the menu on the top of this page. Choose one of the divisions and click on the 'Fleet' link at 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 is a charter company. This means that the departure times and days can differ every day. We 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.