



Flight Attendant Manual

B747

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Preface

Model Identification

Chapter 0

Section 1

General

The airplanes listed in the table below are covered in this flight attendant manual.

Airplane Number	Registry Number	Serial Number	Tabulation Number
103001	VH-OEG747-400P	3291132909	RF003RF001

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Foreword

The Boeing 747-400 aircraft is a four-engine jet manufactured by the Boeing Aircraft Corporation in Seattle, USA.

The B747-400 is designed for medium to long range operations. British Airways has operated several variants of the Boeing 747 since 1971. The B747-400 variant was introduced into the fleet in 1989.

General

British Airways Boeing 747-400s are unique in that they operate four types of cabin product; First, Club World, World Traveller Plus and World Traveller. It also has an upper deck.

First, Club World, World Traveller Plus and World Traveller are based on the main deck, and the upper deck serves as an additional Club World cabin.

There are three configurations of the 747; Super Hi J, Hi J and Mid J. The difference is due to the number and location of Club World seats on the main deck, which affects the total number of seats and the seats in the World Traveller Plus and World Traveller cabins. The upper deck Club World retains 20 seats in either configuration. Neither of these configurations affects door, cabin crew seating and galley locations.

Warnings, Cautions, and Notes

The following levels of written advisories are used throughout the FAM.

WARNING: An operating procedure, technique, etc., that may result in personal injury or loss of life if not carefully followed.

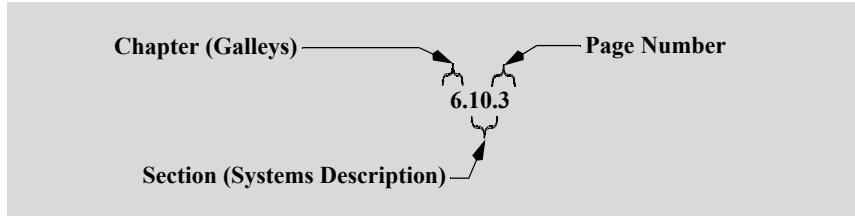
CAUTION: An operating procedure, technique, etc., that may result in damage to equipment if not carefully followed.

Note: An operating procedure, technique, etc., considered essential to emphasize. Information contained in notes may also be safety related.

Page Numbering

The FAM uses a decimal page numbering system. The page number is divided into three fields; chapter, section, and page. An example of a page number for the galleys chapter follows: chapter 6, section 10, page 3.

Example Page Number



Preface

Abbreviations

Chapter 0

Section 3

General

The following abbreviations may be found throughout the manual. Some abbreviations may also appear in lowercase letters. Abbreviations having very limited use are explained in the chapter where they are used.

A	
ALTN	Alternate
ALT	
ANS	Ambient Noise Sensor
APU	Auxiliary Power Unit
ASP	Attendant Switch Panel
AUTO	Automatic
AVAIL	Available
B	
BARO	Barometric
C	
C	Celsius
CACP	Cabin Area Control Panel
CANC or CNX	Cancel
CAPT	Captain
CI	Cabin Interphone
CMS	Cabin Management System
CSCP	Cabin System Control Panel
cm	Centimeters
D	
DSPL	Display
DR or Dr	Door

E	
ECS	Environmental Control System
EICAS	Engine Indication and Crew Alerting System
ELT	Emergency Locator Transmitter
EMER	Emergency
ENT	Enter
EPAS	Emergency Power Assist System
ETA	Estimated Time of Arrival
EVAC	Evacuation
F	
F	Fahrenheit
FAM	Flight Attendant Manual
FCOM	Flight Crew Operations Manual
FCR	Flight Crew Rest
F/D	Flight Deck
F/O	First Officer
G	
GEN	Generator
H	
I	

IFE	In-Flight Entertainment System
in	Inches
INOP	Inoperative
ISLN	Isolation
K	
K KTS	Knots
KGS	Kilograms
L	
L	Left
LAV Lav	Lavatory
LBS	Pounds
LCR	Lower Crew Rest
LED	Light Emitting Diode
LKD	Locked
M	
m	Meter
MIC	Microphone
MIN	Minimum
MISC	Miscellaneous
MTRS	Meters
N	
NM	Nautical Miles
NORM	Normal
O	
OCAS	Overhead Cross-Aisle Stowage
OFAR	Overhead Flight Attendant Rest

OFCR	Overhead Flight Crew Rest
OVHD	Overhead
OVRD	Override
P	
PA	Passenger Address
PASS PAX	Passenger
PBE	Protective Breathing Equipment
PC	Personal Computer
PCU	Passenger Control Unit
PIC	Pilot In Command
PNF	Pilot Not Flying
PNL	Panel
PSU	Passenger Service Unit
PWS	Purser Work Station
R	
R	Right
REF	Reference
S	
SEL	Select
SMK	Smoke
STD	Standard
T	
T/O	Takeoff
U	
UNLKD	Unlocked

V	
VCC	Video Control Center
W	
WXR	Weather

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Preface

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Section 5

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Airplane Description

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Airplane Description Introduction

Chapter 1 Section 10

Overview

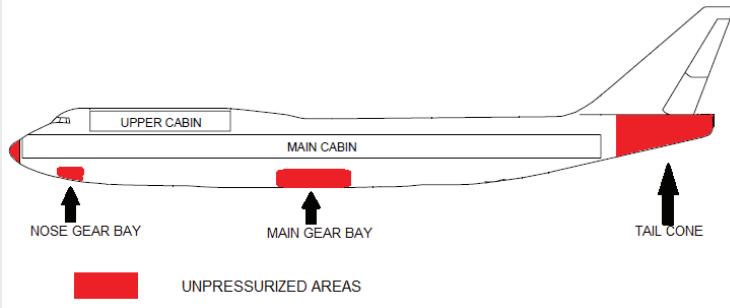
This chapter provides a general description of the airplane, principal dimensions, and passenger cabin.

Airplane Description

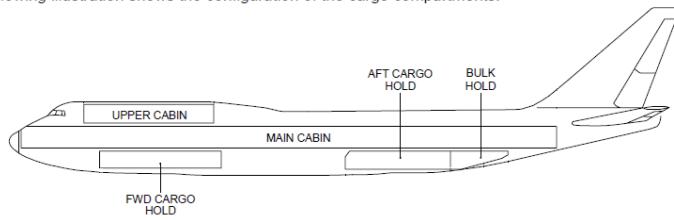
Airplane model:	747-400 passenger
Engines:	Rolls Royce RB211-524G
Crew:	Captain First Officer Observers (up to 2) Flight Attendants
Passenger seating capacity:	275 or 345
Fuel capacity:	53,864 gallons (203,897 litres)
Maximum operating altitude:	45,100 feet
Maximum operating speed:	500 knots (0.83 Mach)
Range:	7,630 nautical miles 8,357 statute miles 13,400 kilometers

B747

B747 – Unpressurized Compartments and Cargo Compartments



The following illustration shows the configuration of the cargo compartments.



Airplane Systems General

Auxiliary Power Unit (APU)

An APU is mounted in the tail of the airplane. The APU is a gas turbine engine capable of operating both in the air and on the ground. On the ground, the APU provides the electrical power and pneumatic air necessary to operate the airplane systems if external ground services are not available. In flight, the APU is capable of serving as a back-up for the engine pneumatic air system at or below 15,000 feet.

Electrical Power

The electrical power system supplies 115 volt, 400 cycle AC and 28 volt DC electrical power to the airplane. On the ground, power can also be provided by the APU or by external power carts. If the electrical system loses one or more generators, electrical power to one or more galleys is removed automatically.

Air Conditioning and Pressurization

Normally, the pneumatic air for air conditioning and pressurization is supplied by the engines. The APU can also be used to supply bleed air. Temperature is controlled separately for the flight deck and for the passenger cabin. Cabin temperature is controlled automatically to maintain between 65 and 85 degrees F (18 to 29 degrees C) as selected by the flight crew. Temperature is controlled separately for the flight deck and for the passenger cabin. Flight attendants can control cabin temperatures manually for the upper deck and the five main deck passenger zones.

Gasper air distribution outlets are provided for the main deck and upper deck passenger cabin.

The cabin pressure is controlled automatically to provide a programmed cabin altitude.

Flight Deck Security Door

The Flight Deck door should be kept locked during flight other than for essential access. The door should be locked before engine start and unlocked following engine shut down.

Objective of the Flight Deck door policy is to:

- Minimise the frequency and duration that the Flight Deck door is open.
- To positively identify all persons waiting to enter the Flight Deck.
- To encourage good CRM within a secure environment.
- To avoid regular and predictable opening of the Flight Deck door.

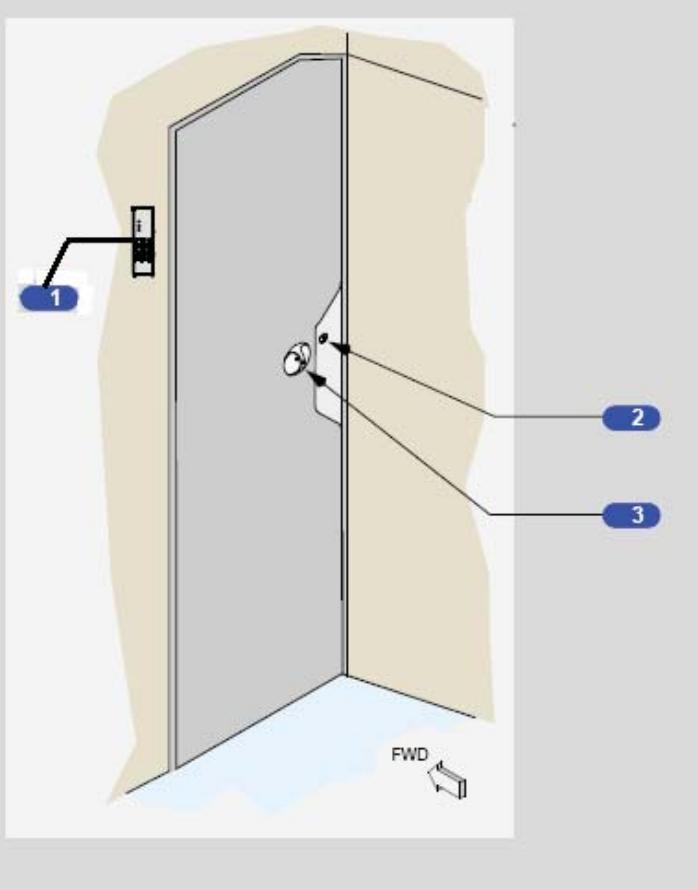
Operating with the Flight Deck door locked should not inhibit communication between Cabin Crew and Flight Crew.

Normal routine communication should be initiated by a call on the interphone.

Emergency communication will be initiated by the Alert call “Will the SCCM report to the Flight Deck immediately”. The SCCM will go to the Flight Deck and request ‘normal’ access via the keypad.

Cockpit Door Surveillance System (CDSS)

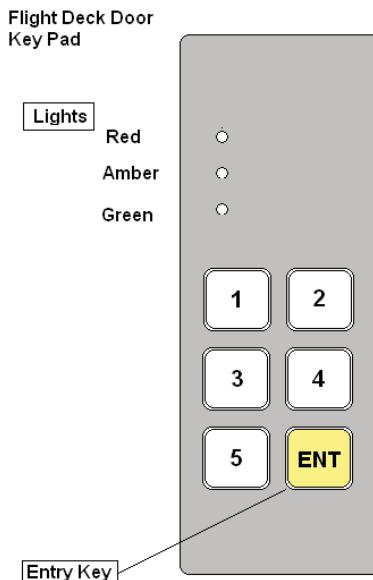
The system comprises of a video monitor on the Flight Deck and two cameras mounted in the cabin. The cameras allow the Flight Crew to check the area immediately outside the Flight Deck, before opening the door. When awaiting access, Cabin Crew should remember to look at the camera above/adjacent to the Flight Deck door.

**1 Flight Deck Emergency Access Panel****2 Deadbolt Key Lock**

Note: The door incorporates a deadbolt with a key lock. Locking the deadbolt on the flight deck side prevents the key from unlocking the door on the passenger cabin side.

3 Door Handle

Access Control System



Normal Entry

To request access using the entry key pad – press 1 then ENT – a chime sounds in the Flight Deck.

When the system is powered, a red light on the key pad is illuminated when the door is locked.

Flight Crew should visually verify who is seeking entry and assess the situation in the area immediately outside the Flight Deck door using the CDSS.

If entry is permitted Flight Crew select ‘UNLOCK’ on the door lock switch – the red light extinguishes and a green light illuminates on the key pad, only while the switch is held in the unlock position. Cabin Crew may now push the door open.

If entry is denied the red light remains illuminated on the key pad and the door remains locked. The key pad is inhibited for 5 minutes, or until reset by the Flight Crew.

It is the responsibility of the person opening the door to check that it is closed and locked behind them by pushing/pulling the door knob to ensure the latch has engaged.

Emergency Entry

If there is no response, e.g. the red light remains on, after entry to the Flight Deck is requested or after further attempts within a reasonable time, it is possible to gain access if the pilot is incapacitated.

B747 Flight Attendant Manual

Using the entry key pad enter the emergency access code:

Press 222 then ENT – an amber light illuminates confirming correct code entered, the red light extinguishes, and a continuous chime sounds on the Flight Deck.

If the pilots are incapacitated and unable to confirm or deny entry, the door will unlock automatically after approximately 30 seconds and the green light on the key pad will illuminate. This indicates that the door has unlocked and may be pushed open. The door will be unlocked for 5 seconds only.

Alternative Procedures – Manual Lock/Unlock (Phase 1)

Should the access control/electric door locking/CDSS systems be unserviceable, the door may be operated (locked/unlocked) manually by the Flight Crew.

Normal routine communication will still be initiated by a call on the interphone.

Emergency communication will be initiated by the Alert call “Will the SCCM report to the Flight Deck immediately”. The SCCM will go to their nominated interphone station and receive the NITS briefing via interphone.

Procedure for access to the Flight Deck:

- (1) Call Flight Crew on interphone to request access.
- (2) Proceed to Flight Deck and wait outside the door.
- (3) Flight Crew check the area outside the door using CDSS (or spy hole if CDSS is unserviceable), then manually open the door.

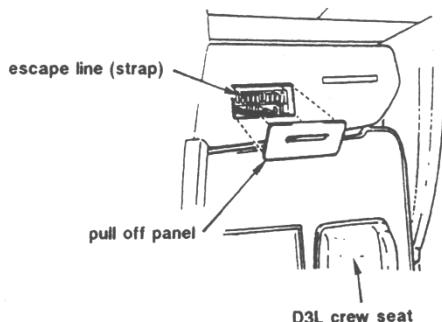
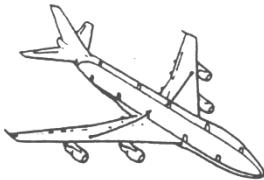
2 people must be present on the Flight Deck at all times.

E.g. If a Flight Crew member leaves the Flight Deck (2 crew operation), then a Cabin Crew member must remain on the Flight Deck to open the door, once the area outside the door has been checked as in 3 above.

Overwing Escape Line

The escape lines are stowed adjacent to each Door 3. One end of the line is attached the other end has a hook for clipping to the yellow attachment point on the wing.

Escape Line Locations and
Wing Attachment Points



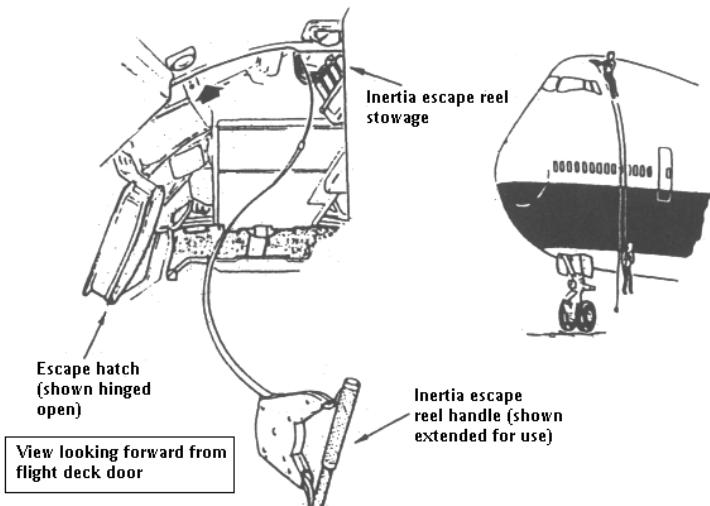
Flight Deck Escape Hatch and Escape Reels

The overhead hatch, located on the upper left side of the Flight Deck, is an inward-opening plug-type hinged door. It can be opened from either inside or outside the aircraft.

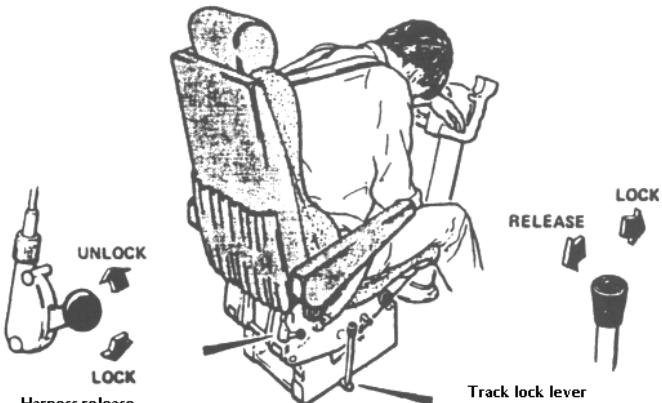
Operation from inside

- (1) Open roof hatch.
- (2) Pull reel from stowage.
- (3) Climb out through roof exit. (Utilising flight deck seat.)
- (4) Sit on roof facing outwards.
- (5) Grasp inertia reel with both hands over right shoulder.
- (6) Lean back and slide down roof. (Time to ground 4 seconds.)

The reels can be used off the left or right side of the fuselage but only from the escape hatch. (4 reels fitted.)



Pilot Seats



Left hand seat drawn – controls are inboard on each seat.

To move the seat forwards or rearwards:

- (1) Locate the Track Lock Lever on the inboard side of the seat.
- (2) Pull the Lever rearward and move the seat in the direction required.
- (3) Release Lever to lock seat in position.

Passenger Cabin

Cabin Management System

The Advanced Cabin Entertainment/Service System (ACESS) is designed to control and monitor many cabin and passenger functions. Control panels for the ACESS are located at designated attendant stations. ACESS includes: the passenger services system, cabin lighting system, cabin , passenger address system, passenger entertainment system, and the cabin configuration system.

The cabin configuration system consists of pre-programmed software with computer logic to automatically control system functions. It also defines and identifies passenger areas. See Chapter 2A, Cabin Management.

The passenger services system includes the reading lights, call lights, passenger information signs, and chime functions. See Chapter 2A, Cabin Management, Chapter 3, Lighting, and Chapter 4, Communications, for detailed information.

The cabin lighting system includes ceiling lights, sidewall wash lights, and night lights. See Chapter 3, Lighting.

The cabin interphone system includes calls from the flight deck-to-attendants, attendant-to-attendant and the passenger address announcements. See Chapter 4, Communications.

The passenger address system includes flight deck announcements, flight attendant announcements, pre-recorded announcements, entertainment and boarding music, and audio for the video system. See Chapter 2A, Cabin Management, and Chapter 4, Communications.

The passenger entertainment system includes the IFE system, passenger address configuration, and entertainment audio. See Chapter 2A, Cabin Management.

Cabin Doors

The main passenger cabin is served by four entry doors, numbered 1L, 2L, 4L and 5L, located on the left side of the airplane. Service doors, numbered 1R, 2R, 4R and 5R, are located on the right side of the airplane. Doors 3L and 3R are overwing exits and are only used during an emergency. There are two upper deck doors which serve as emergency exits from the upper deck.

See Chapter 7, Doors, Slides and Emergency Exits, for detailed information.

Galleys

The galleys have provisions for storing and preparing food and beverages. Removable containers, which insert and latch into the galley walls, are used for replenishment of supplies, food, beverages, and waste storage. The galleys are equipped with electrical power and water services.

See Chapter 6, Galleys, for detailed information.

Food Cart Lift

See Chapter 6, Galleys, for detailed information.

Lavatories

The airplane is equipped with lavatories on the main deck and upper deck. Each lavatory contains a toilet, wash basin, mirror, and all the necessary vanity items and disposal units. Some of the lavatories have baby care stations and handicap provisions. The lavatories contain two oxygen masks which deploy automatically during cabin depressurization. Ventilation is provided for each lavatory and air exhausts through overboard vents.

See Chapter 5, Lavatories, for detailed information.

Closets and Partitions

Closets vary in size and can include coat rods or stowage shelves.

Partitions, lavatories, and galleys are used to separate class seating. Some partitions have literature pockets and bassinet fittings installed.

SCCMs Workstation

The SCCM workstation (often called the ‘office’) is located in the MID galley. This area contains all the controls needed to run all the in-flight entertainment system, the controls for the in-flight telephones, the inseat power and easy access to the aircraft library and the tech trolley.

Aircraft Library

The Aircraft ‘Library’ is next to the SCCMs workstation, cabin crew will find all the paperwork they will need during a flight.

The Library is route specific and will be loaded with a complete new stock for each departure from base. The pack is for a round trip itinerary.

The SCCM will be notified if there is a problem with the supply of any items via the ABS briefing sheet at check-in.

Diplomatic Lockers

Located under the stairs.

These are used for the transport of small valuable cargo. The SCCM is issued with a high security padlock to be used whenever the locker is used.

IFE Box

The IFE Box is a sealed box located in the MID galley. It contains one seat power cable for use in First only and 3 corkscrews. All this must be restowed at the end of the flight for the use of the next crew/customers.

Passenger Overhead Stowage Bins

The OHLs in First Class are approximately 3 feet long in all classes. The OHL is opened by releasing the catch and then pulling the locker towards you.

To close, push the locker firmly up until it locks in position.

If the red marker is still visible on the release catch the OHL is not locked into position.

Crew member on initial assessment should decide whether they are capable of completing this task or ask a colleague for assistance.

Not all overhead lockers are easily accessible from the aisle. To enable the locker to be closed, if alone and with no obstructions the crew member should face the overhead locker one foot positioned forward within their base and positioned central to the locker two hands should be used. If there are obstructions, the crew member should request assistance from a colleague and the locker should be pushed from each corner.

In order to close the central overhead lockers the crew member will need to push the lockers inwards and upwards for the closed position.

We would recommend that crew do not reach beyond their base and request assistance to complete the pushing of the overhead locker.



Mirrors

The placarded mirrors are there to be used by those who are unable to view the interior of the overhead locker unaided. The placarded mirrors will be located in the flight deck in the U/S Placards pocket; the mirror is on the reverse side of the ‘NO EXIT’ sign placard.

Hold the mirror at an angle, ensuring the mirror is facing the overhead locker; this will give you clear vision into the overhead locker and an indication as to whether there is anything inside the overhead locker.

Note: The placarded mirrors must be returned to the flight deck and placed back in the U/S Placards pocket on completion of the checks.

Floor Access Hatch – Zone A

Should it be necessary, during flight, for the Flight Crew to gain access to the equipment bay via the hatch in the First Class Cabin, a Cabin Crew member must be directed by the SCCM to guard the hatch to prevent passengers or crew falling into the bay.

- (1) Collect the yellow/black safety panel from the centre wardrobe aft of door 1L.
- (2) Guard the hatch whilst the Flight Crew removes the hatch cover and descends into the bay.
- (3) Fit the yellow/black safety panel into the hatch immediately after the person has entered the equipment bay.

- (4) Place the hatch cover upright across the aisle against passenger seats **4A** and **4E**, to block access from the First Class cabin.
- (5) Stand continuous guard from the rear of the hatch until the other person leaves the bay.
- (6) The light inside the equipment bay must be left on at all times.
- (7) Whilst the person is leaving the bay, re-position yourself to the front of the hatch so as to block the way whilst the hatch cover is replaced.
- (8) Return the safety panel to its stowage in the wardrobe.

Passengers who are awake must be advised that the hatch has been removed and made aware of the potential hazard.

Passenger and Attendant Seating

Passenger Seating

Passenger seats are of lightweight construction and covered with non-flammable material.

First (Prime) Seat



The seat must be positioned in the ‘Taxi, Take-off and Landing’ (TTOL) position by pressing and holding the blue TTOL button on the Suite Control Unit. The Seat Control Dial will illuminate from blue to green when the TTOL position is reached.

The IFE screen must be securely stowed for take-off and landing.

The visitor seat/footstool is equipped with a seat belt for use in flight but is not to be occupied during TTOL. The footstool is used by pulling lever at the front and pushing the stool down. It must be returned to latched position for TTOL.

The passenger life jacket is stowed beneath the seat.

Each passenger seat is equipped with a personal wardrobe, which must be securely closed for TTOL. A red indicator is provided in the frame to assist visual confirmation.

‘Power in use’ indication will illuminate blue at each seat when an electrical item is connected to the PC power socket.

In the Event of Fire

- In bed mode:
Aim the fire extinguisher under the seat base and cushion assembly from the front of the seat.
- Seat in upright position:
Aim the extinguisher down the back of the seat between the backrest and privacy surround from the top.

Manual Override

If the seat cannot be returned to the TTOL position (or if power is lost), the seat can be moved manually to the TTOL position. The seat must not be occupied during this process and the cabin lights should be on. Isolate power.

Two crew members are required to complete this task:

1. One crew member must pull and hold the manual release lever located inboard of the seat at floor level.
2. The second crew member must:
 - Approach the bed at a slight angle as close as possible.
 - Place one hand on the bottom of the seat and the other hand just above the crease.
 - Unlock the knees.
 - By applying body weight, push the hand that is placed just above the crease away and the other hand down, simultaneously unlocking the knees.



3. This will open the seat allowing you to step into the foot well:
 - Move into the foot well.
 - Place one foot slightly in front of the other, with the toe under the seat base.
 - With the knees unlocked and the palms forward.
 - Rest your lower forearms against your knees.
 - Drive with your legs and use your body weight to lean into the seat base with a controlled movement.

- This will move the seat further up.
- You may need to repeat this action to position the seat at the required level.



4. On completion, the first crew member must then release the lever to effect the locking of the seat in position.
5. To ensure that the seat is in TTOL position when using the manual override the leg rest must be aligned with the seat shroud as indicated below.



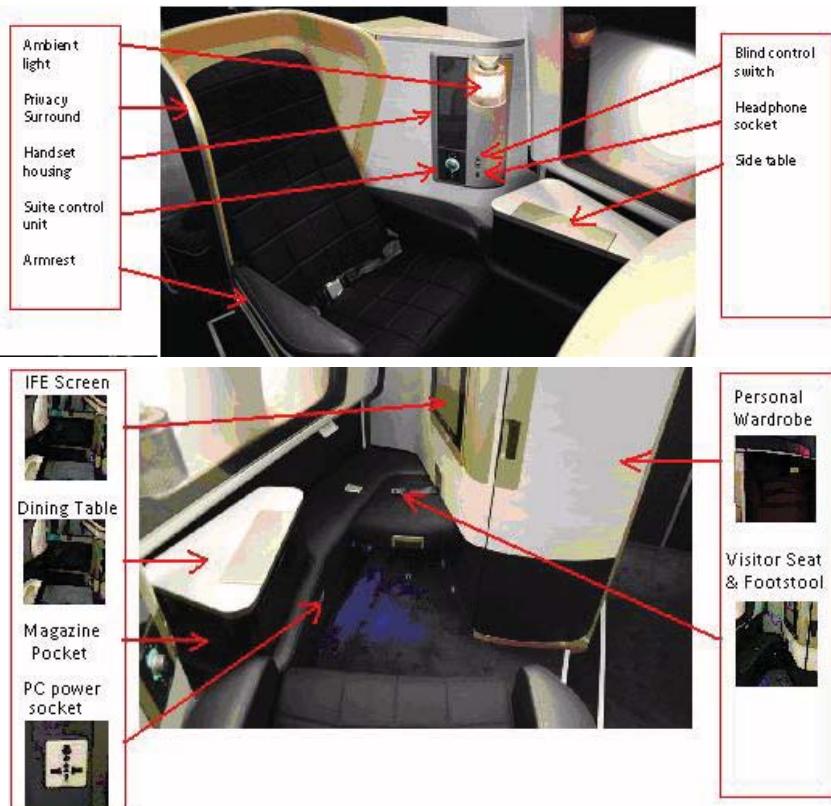
Not Aligned



Aligned

In the event of a power failure affecting all of the First seats, additional time should be allowed before landing to manually return them to their TTOL position.

New First (Prime) Suite



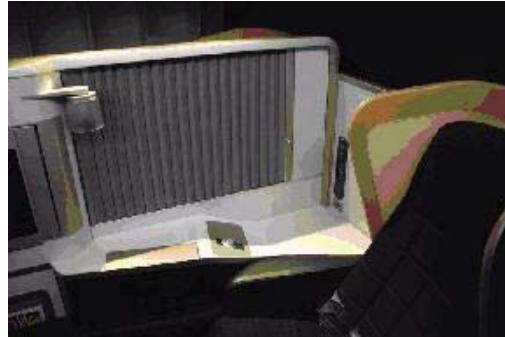
Changing Seat Position

Turn and hold Seat Control Dial on the Suite Control Unit. Rotate in one direction for bed and opposite for upright position. Armrests will move in coordination with the seat.



Privacy Screen

A privacy screen, for passenger use, is provided to separate the central seats. There is no requirement to secure open for TTOL.



Suite Lighting

The Light Shade is designed to enhance the ambience of the suite through very subtle lighting. It can be controlled using the Dimmer Switch in the Suite Control Unit. This switch will also dim the lighting through the Personal Electronic Blinds. Additional lighting to aid reading has been provided overhead in the form of two separate lights. The switches for these lights are immediately below the Ambient Light Switch.

Changing Seat Position

To begin recline simply turn and hold the Seat Control Dial. Immediately the seat will begin to move. During the recline motion the speed of the seat changing position will vary. This is a safety feature designed to avoid fingers getting trapped. The seat can be reclined until it creates a fully flat bed. Armrests will move down in coordination with the seat. When bed position is reached the armrest will be level with the seat topper.

Seat Comfort

The Suite Control Unit also has buttons for the Headrest Support and the Lumbar Support. This enhances the comfort of the seat by providing additional support.

Stowage and Deployment of IFE Screen

The IFE screen deploys by holding the retention latch and sliding it towards you. This will release the screen from the stowed position and the customer can position it as they wish. After use the IFE screen must be returned to the stowed position and securely fastened into place by engaging the retention latch.



Passenger Table Deployment and Stowage



Passenger Table Stowed



Passenger Table Deployed

Table slides forward and back and it can be used half folded as a writing desk or fully open for dining. For table stowage, ensure that the table is properly positioned in the mechanism to avoid hitting the side table. Push table down to engage.



Passenger Window Blind

The blinds are powered and can be raised and lowered using the Blind Control Switch for each seat position as shown below:

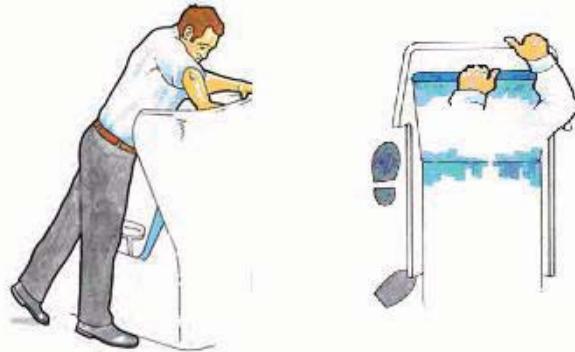


Seat Manual Override

To bed position:

- Place the outside foot forward, raise the heel of the rear foot.
- Inside arm resting on the far side of the seat supporting the body weight.
- Weight on the front foot, other arm elbow high, hand on the back of the seat gradually use your body weight to apply pressure through the arm.

View overhead to show feet and hand positions.



- Two hands on the seat belt (ensure the seat belt is fastened and tight).
- Inside foot forward.
- Unlock the knees.
- Gradually drive with the legs (not the arms).
- Lift the seat slightly and pull towards you.



Only a small drive is required.

- Finally place one foot forward.
- Place both hands on the seat.
- Apply body weight gradually, placing the seat in the bed position.



Passenger Window Blinds & USB Port

Powered window blinds will be introduced to the First cabin as part of the 'Prime' refresh.

The First window blinds have a powered raise and lower operation, which is controlled from a switch mounted on the passenger seat or the Cabin Control Unit located at D1L. In normal operation the blind takes approximately 4-6 seconds to move fully up or down.



The USB Port enables customers to charge mobile devices, to use this feature customers will use their own leads. When not being used inflight plugged in devices must be disconnected.



Window Blinds Manual Override



In the event of electrical system failure, the window blind can also be raised or lowered by the cabin crew using the manual override control, located on the sidewall.

1. Push on lower edge of access cover to open.
2. Rotate the control to raise or lower the window blind.

Loss of Seat Power to First and Club World Seats

In the event of seat power not being available to the whole aircraft or whole zones/blocks of seats, do the following at the Video Control Centre.

1. Verify that MCU (Master Control Unit) power isolation switches are in the Powered position, i.e. not illuminated.

Note: Before selecting switches to ON check Aircraft Cabin/TechLog for relevant entries requiring Seat Power to remain isolated.

2. Check status of MCU fault lights, if the light is illuminated one of the following conditions may apply.
 - a. The MCU is faulty.
 - b. The MCU has detected an electrical fault in the affected seats.
3. To attempt to recover seat power the following procedure maybe attempted ONCE only. Cycle the Seat Power Enable switch through the following sequence with 4 seconds:

ENABLE ON

DISABLE OFF

ENABLE ON

Note: Seat and PC/Power will momentarily be lost to the whole aircraft during the above procedure. Suggest PA is made to warn passengers.

If the aircraft is on the ground or Fasten Seat Belt signs are illuminated the switch MUST be returned to the DISABLE position as per normal procedures.

4. If attempt to restore power was unsuccessful report to Commander, Engineering assistance will be required. Affected First and Club seats will be required to be placed in the TTL (Taxi, Take-off, Landing) position using the manual override controls.
5. Record all of the above actions in AML Part 2.

LED Colour	Condition	Seat Power	PC Power
Not Illuminated	No Power to Seat/s	Not Available	Not Available
Red	PC Power Disabled	Available	Not Available
Green	PC Power Enabled	Available	Available
Amber	PC Power Maximum load reached	Available	Not Available at affected seats. (LEDs will return to Green when load has been reduced).

New Club World Seats

This seat has a moveable headrest and a leg rest which is operated by a control on the armrest.

The footstool is adjusted by using the handle to release and lock into position. Footstools must be stowed in the vertical position at the top of the track except those footstools that are fitted behind the front cabin bulkhead which must be stowed in the vertical position at the bottom of the track.

A privacy screen is generally for crew use; in the event of an electrical failure, the screen can be raised and lowered manually.

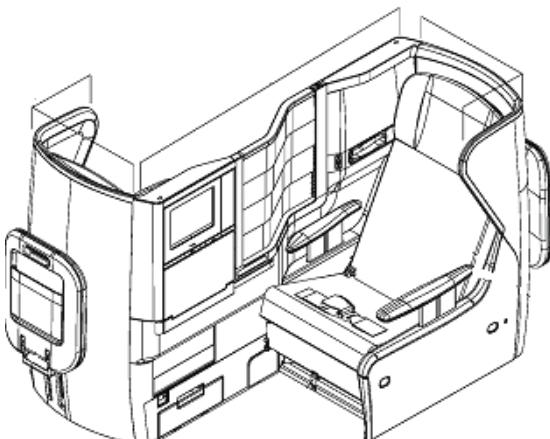
Prior to passenger boarding, the cabin crew must ensure and confirm that all privacy screens are in the fully down position. The privacy screens are to remain in the fully down position until after the safety demonstration and the aircraft engines have been started.

The seat must be positioned to the “Taxi, Take-off and Landing” (TTOL) position by using the blue button (identified by an aircraft symbol) located on the passenger seat control panel. A green light will illuminate at the headrest end of the seat when the seat is in the TTOL position.

A blue ‘laptop in use’ light will illuminate when a laptop is in use (one light per pair of seats, on the aisle side).

The life jacket is stowed beneath the seat.

In the event of a decompression the screens will lower automatically to allow the passenger to reach through the gap to grab an oxygen mask.



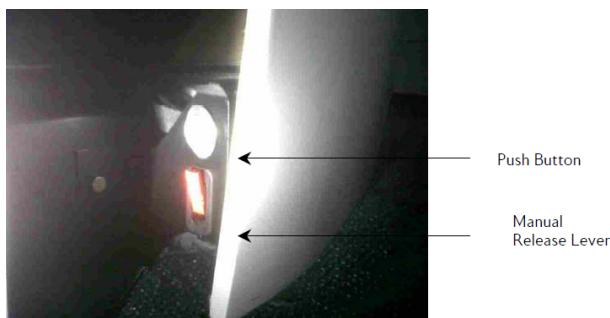
Manual Override

If the seat power is lost, the seat can be moved manually to the TTOL position (the seat should not be occupied during this process and the cabin lights should be on).

Note: Whenever there is a need to use this procedure for any seat failures to operate electrically, it should be attempted no more than twice on any single seat position to reduce any chance of crew injury through incorrect manual handling techniques. Crew must follow this procedure whilst ensuring they use correct Manual Handling Techniques as shown by the Pristine Condition instructions.

If the seat does not move after two attempts, the seat will have to stay in its current position until after landing.

Two crew members are required to complete this task:

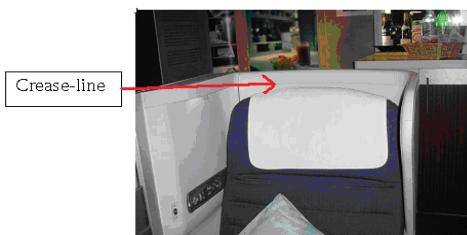


- (1) The 'T' shape cover at floor level (below footstool) must be removed from the head end of the seat by one crew member, which will reveal a recessed lever and a push button.
- (2) Firmly press the push button for 5 seconds.

- (3) Push the Manual Release Tool (located in the SCCM office) fully down onto the lever and then release the seat by pressing and holding the Release Tool downwards whilst the second crew member completes the following task. (If the Manual Release Tool is not available, press and hold the lever down.)
- (4) The second crew member must:
- Place one foot forward underneath the seat.
 - Place the palms of the hands forward underneath the seat.
 - Drive with the legs to move the seat.
 - Reposition if a second movement is required.
 - Push the seat into the upright position until the top of the seat is aligned with the natural crease-line visible on the back of the seat casing, this provides an accurate guide for the TTL position.
- (5) On completion, the first crew member must then release the lever to effect the locking of the seat in position. The Manual Release Tool should be removed from the lever and returned to the original stowage.

To ensure the new Club seat is correctly aligned in the TTL position in the event of power failure, the following should be used as a visual guide to aid its positioning.

Push the seat into the upright position until the top of the seat is aligned with the natural crease-line visible on the back of the seat casing, this will provide you with an accurate guide for the TTL position.



Place one foot and
hands underneath
the seat.

This allows the seat
to be placed into the
desired position

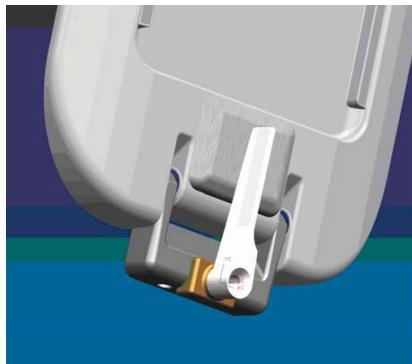
Methodology provided by
Pristine Condition Ltd.

PUSHING



Footstool

Crew are required to ensure that the footstool is secured in the upright position, as indicated in the diagram, for take-off and landing. Care must be taken when lowering the footstool, as it may fall and cause injury.



Note: Do not sit or stand on the footstool.

Privacy Screen

The operation of the privacy screen is generally for crew use, in the event of an electrical failure the screen.

Prior to passengers boarding the aircraft, the Cabin Crew must ensure and confirm that all privacy screens are in the fully down position. The privacy screens are to remain in the fully down position until after the safety demonstration and aircraft engines have been started.

- Screens may be left in the raised position for landing.
- In the event of a decompression, the screens will lower automatically to allow the passenger to reach through the aperture to grab the oxygen mask.
- In the event of a planned emergency the screens should be lowered in preparation for landing.
- If during operation any screen should stick, or fail to fall fully down, Cabin Crew must push the screen down manually, ensuring that the screen is not used for the remainder of the flight.

Note: Do not lean on the screen to reach across seats as it will drop down.

Upper Deck Baggage Stowages

Sidewall Lockers

A reinforced fabric bag with a zip fastener is fitted to the rear section of each side locker. When used to stow a bag, if the lid to the locker cannot be closed, the fabric bag must be pulled up to enclose the bag and the zip fastened.

When the bag is utilised, it must be zipped fastened for take-off and landing – the zip fastens from both sides with the fasteners (coloured red) meeting in the middle of the bag.

When checking the cabin is secure, both fasteners must be visible in the middle of the bag.

Note: The forward lid to each side locker has been locked shut and the ‘push’ release button deactivated.

Wardrobe

The wardrobe contains a sliding drawer and floor area for the stowage of baggage. The sliding drawer should be utilised first. When full, it should be released (using the red turn catch located on the front of the wardrobe) and pushed to the back of the wardrobe. It should be locked in position, allowing more bags to be loaded in the remaining space in front of the drawer.

Note: When loaded, the bags should not be higher than the side walls of the drawer, e.g. if a bag is placed on top of another, the whole of the top bag must not be above the wall of the drawer.

The drawer load limit and the floor load limit is 90 kg each.

To allow the bags in the drawer to be unloaded, use the inertia strap, located on the top right of the drawer, to pull the drawer to the wardrobe opening.

World Traveller Plus

Movable headrest, 7" recline.

Adjustable lumbar support.

Footplate and leg rest.

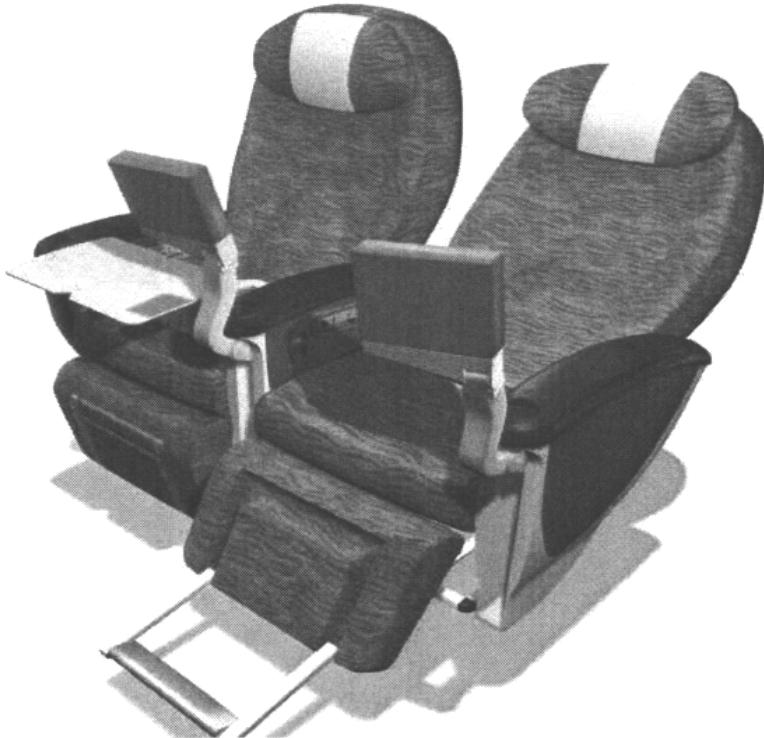
PC power, in-seat telephone, in-arm meal table tray.

Seat-back or in-arm video screen.

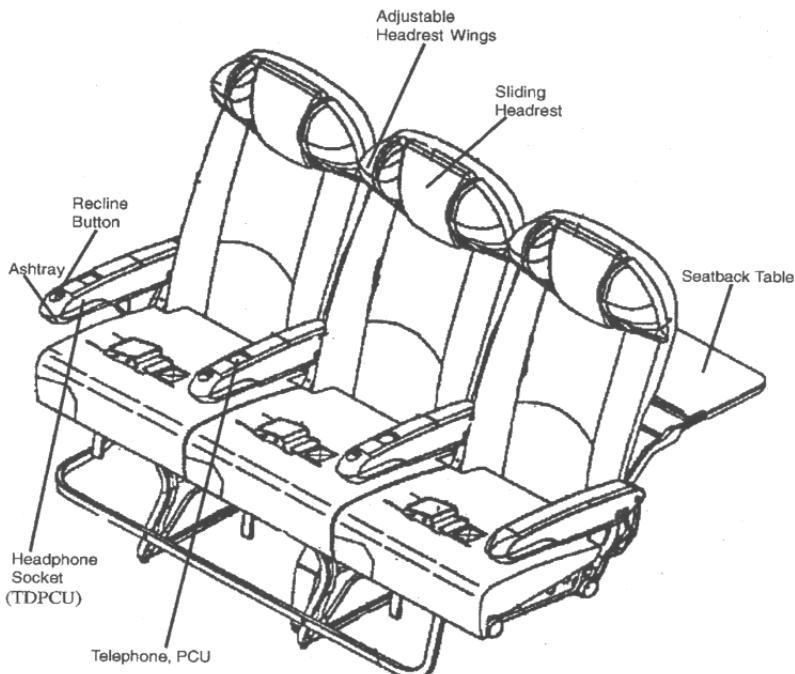
In Mid 'J' aircraft – World Traveller Plus is positioned between First Class and Club World Class in 'B' Zone.

The passenger life jacket stowage in the new WT Plus seat is located behind the adjustable leg rest attached to the seat.

The stowage is identified by a 'Pull' tab with the word "Life jacket" printed on it. This tab must be visible on the top surface of the leg rest.



World Traveller Seat



The passenger life jacket is stowed beneath the seat.

PRM Seats

Aircraft are fitted with seats with liftable aisle armrests to help incapacitated passengers get in and out of these seats.

To lift the armrest, push the button on the aisle side and raise the armrest. Do not force it up unless released.

Moveable Arms – All aisle economy seats except front rows.

Ground staff will normally be allocated the ‘C’ or ‘H’ seat but any of these seats may be used by the passenger. Release lever located towards rear of the armrest, on the underside.



Flight Attendant Stations

Flight attendant stations are located at each door and include an attendant switch panel, service unit, attendant work lights, handset, and seats.

Designated emergency equipment and a service unit containing oxygen masks are located at each flight attendant station.

Flight Attendant Seating

All crew seats are of similar construction. There are two types of units; a double crew seat and a single crew seat. Crew seats fold against the bulkhead and have a restraint system comprising of a shoulder harness and lap strap.

Double Seat



Single Seat



SCCM Seat



Outboard lever controls swivel motion

The chair is located in the SCCM office and is positioned on a track that has three locking positions.

The chair has two levers, one inboard which when released allows the chair to be moved forward and backwards, and one outboard that allows the chair to swivel.

Due to the design of the chair it must be positioned prior to use.

Position yourself behind the chair and lift the inboard lever using the manual handling safe system of work pushing and pulling technique. Move the chair slightly and release the lever, pull/push the chair to the desired position, which will automatically drop the seat locking plungers into the associated holes in the rails. Should the chair lock in an undesirable position repeat the process.

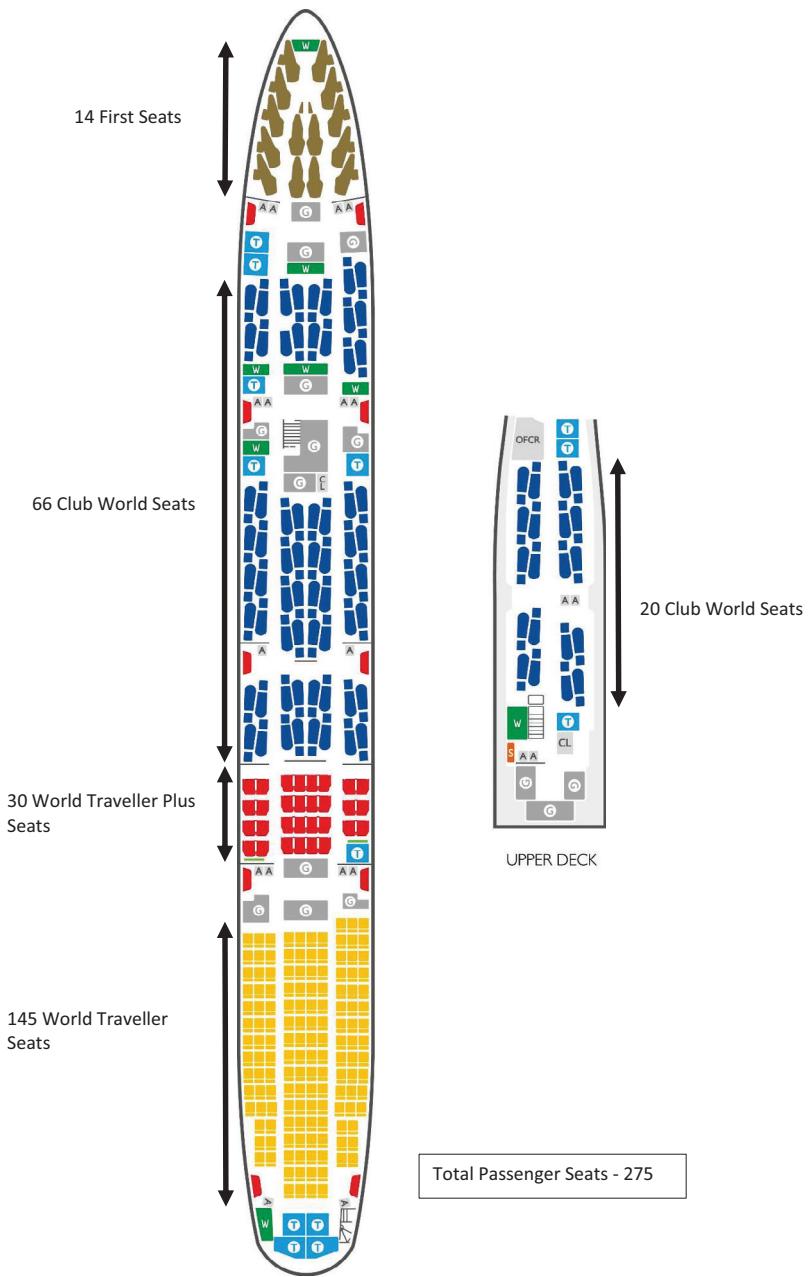
You may occupy the chair to swivel – lift the outboard lever and rotate the chair to the desired position then release the lever, which will lock the chair.

WARNING: Under turbulent air conditions or conditions where rapid airplane movement is expected, failure to firmly connect and properly adjust the flight attendant seat belt and shoulder harness (where available) may result in personal injury.

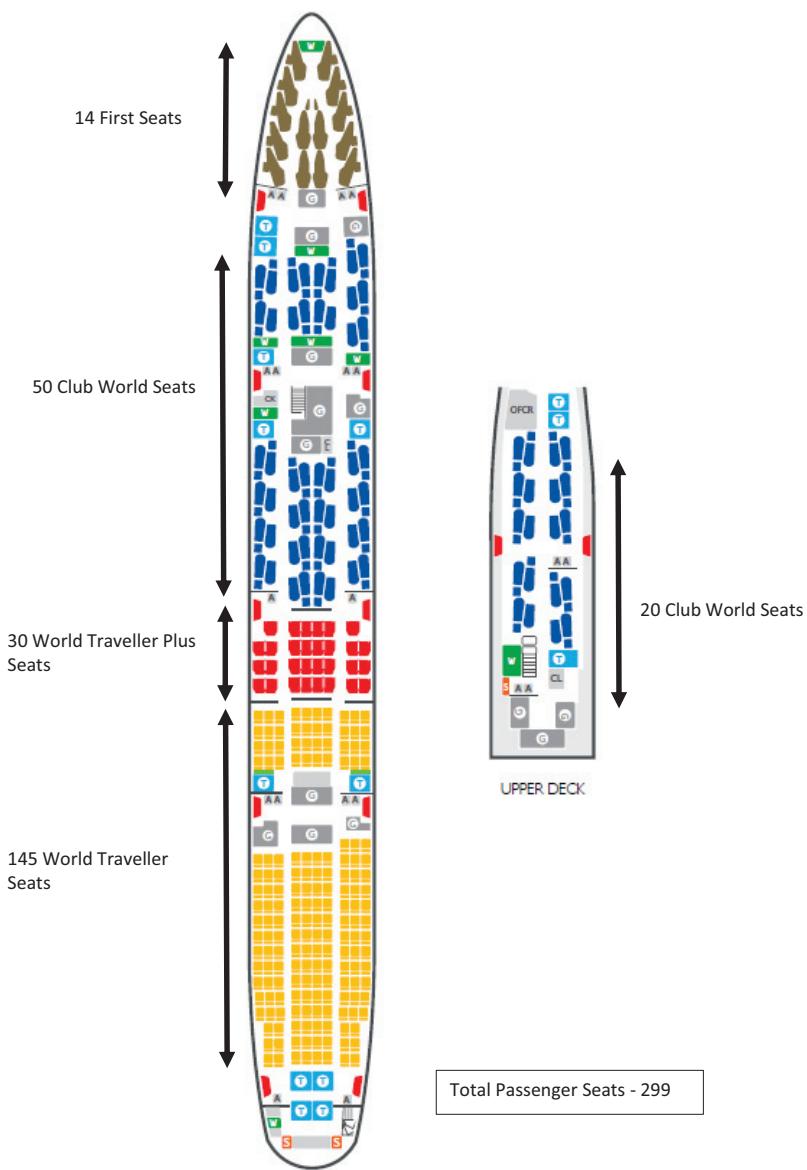
Note: Flight attendants should use caution when standing or moving about the cabin during airplane taxi operations due to possible large or sudden airplane movements.

Passenger Seating Layout

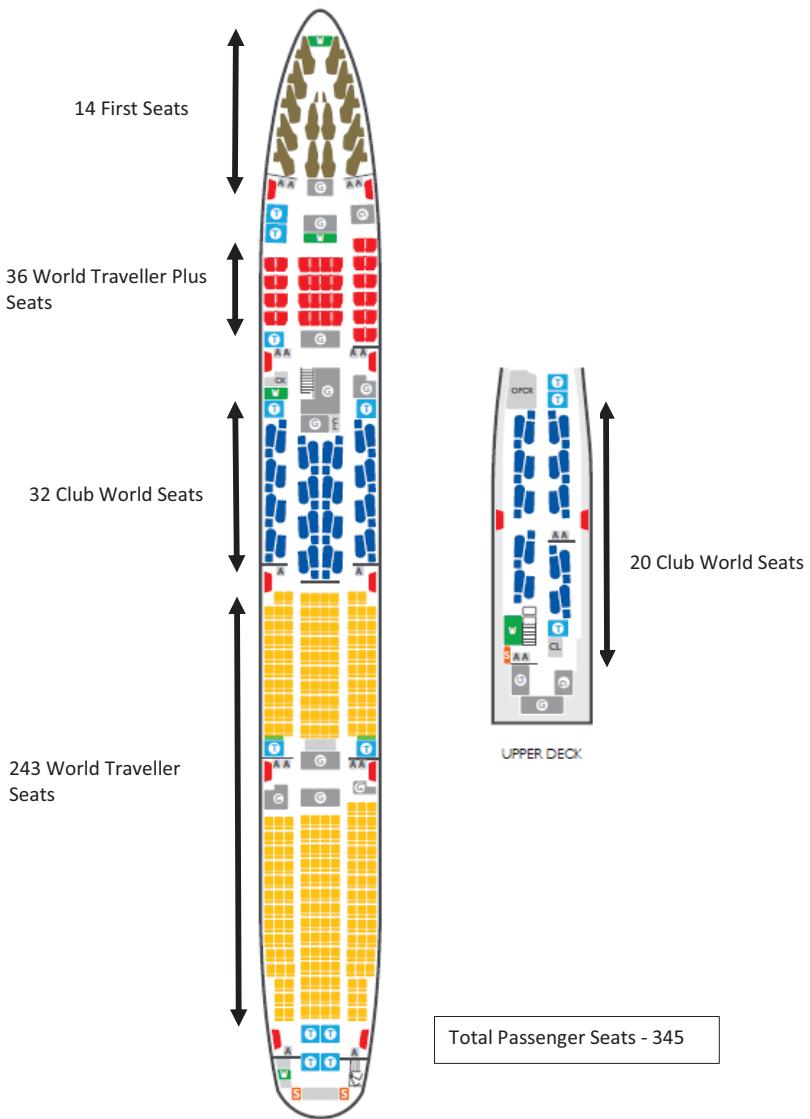
Passenger Seating Layout Super Hi J



Passenger Seating Layout Hi J



Passenger Seating Layout Mid J



Passenger Service Units

The passenger service units are located immediately below the overhead stowage bins. Each unit has reading lights, controlled by a switch in the passenger seat arm rest, an attendant call light, and a seat locator sign.

Emergency Oxygen

Passenger oxygen masks are located in overhead modular compartments for both the outboard and center seating sections. One mask is supplied for each passenger seat and two for each lavatory. An extra mask is located in both the center and outboard passenger seat units.

The system activates automatically if cabin altitude exceeds approximately 14,000 feet. If a group of masks fails to drop, the mask compartment can be released manually.

Masks automatically drop from stowage and a continuous flow of oxygen is initiated when a mask is pulled. Pulling on one mask causes oxygen flow to all masks in that unit.

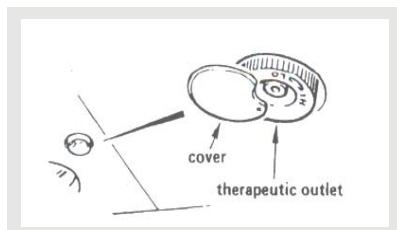
The system can be manually activated by the flight crew at any altitude by pushing the passenger oxygen switch on the flight deck.

Two oxygen masks are located in a compartment above each flight attendant station.

See Chapter 8, Emergency Equipment System Description, for detailed information.

Therapeutic Oxygen

Each passenger service unit has an outlet to permit an oxygen mask to be connected for First Aid use.



Oxygen Supply for a ‘Notified’ Passenger

The primary supply of oxygen for a ‘notified’ passenger (who will have been cleared for travel by British Airways Health Service) will be from the therapeutic ring main system. The relevant crew brief will specify a flow rate of either 4 or 8 litres per minute.

Oxygen is supplied to these outlets when the system is activated by the Flight Crew. The flow indicator on the mask hose turns green as oxygen passes through to the mask. ‘Hi’ or ‘Lo’ flows rates can be selected at the PSU outlet.

B747 Flight Attendant Manual

The ‘LO’ setting should normally be selected, this will provide oxygen at a flow rate of 4 litres per minute. ‘Hi’ should only be selected under medical advice.

WARNING: To prevent an inadvertent decompression announcement, ensure that at least one mask is plugged into a therapeutic outlet before the Flight Crew are asked to turn the system on. It must remain plugged in until after it has been confirmed that the system has been turned off. Advise passengers not to unplug mask.

Note: It will take a few minutes for the system to reset having been turned off – **DO NOT** remove the mask until the ‘Red/Clear Flow indicator’ confirms that it has reset.

Therapeutic oxygen must be turned off on the approach to landing. A passenger still requiring oxygen will need to be transferred to a portable set.

Following a decompression, passengers using therapeutic oxygen should be transferred to drop-down oxygen and the therapeutic mask unplugged to prevent excessive usage of oxygen.

Therapeutic oxygen must be used for passengers who are taken ill and require ‘first aid’ oxygen. The SCCM must notify the Commander when therapeutic oxygen will be required for use by a ‘notified’ passenger.

To Use the System

- (1) Ensure at least one mask is plugged into an outlet.
- (2) Ask the Flight Crew to switch on the therapeutic system.
- (3) Check oxygen is flowing; check the green flow indicator in the mask hose.
- (4) Notify the SCCM that pax using therapeutic oxygen.
- (5) When finished, the mask must remain plugged in until the system has been switched off and the flow indicator has turned red/clear.

Unless specified otherwise, the ‘LO’ setting should always be selected, this will provide oxygen at a flow rate of 4 litres per minute.

Crew Rest Area

A cabin crew rest compartment is installed at Door 5 above the life raft support beam and the aft lavatories. Access is through a stairwell. The crew rest area can accommodate up to eight crew members. Oxygen, lighting, air conditioning, and emergency equipment are available. The door 5 overhead crew rest area is not certified for use during takeoff and landing.

See Chapter 11, Crew Rest, for detailed information on the door 5 overhead crew rest compartment.

A flight crew rest area is located on the forward left side of the upper deck and is accessible only from the flight deck. The crew rest area has two bunks and a wall mounted seat (for in-flight use only). Oxygen, lighting, air conditioning, interphone handset, and emergency equipment are available. The flight crew rest area is not certified for use during taxi, takeoff, or landing.

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Overview

This chapter provides a general description of the control panels located throughout the passenger cabin.

Attendant Switch Panels (ASP)

An attendant switch panel (ASP) is installed at each attendant station.

Door 1L



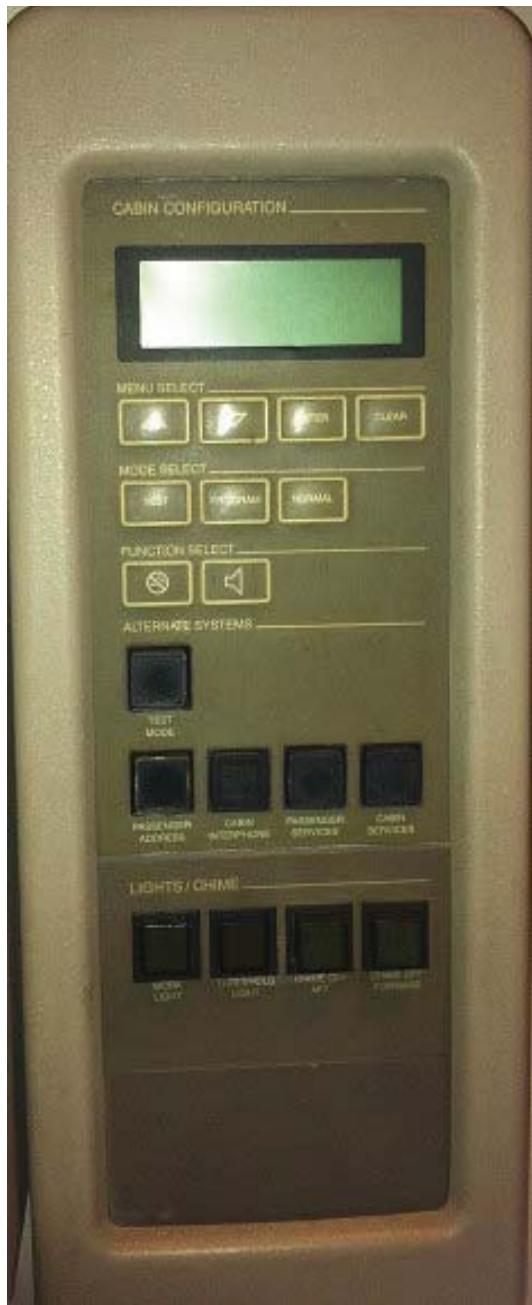
Door 1R



Door 2L



Door 2R



Door 3L



Door 3R



Door 4L



Door 4R



Door 5L



Door 5R



Upper Deck Galley

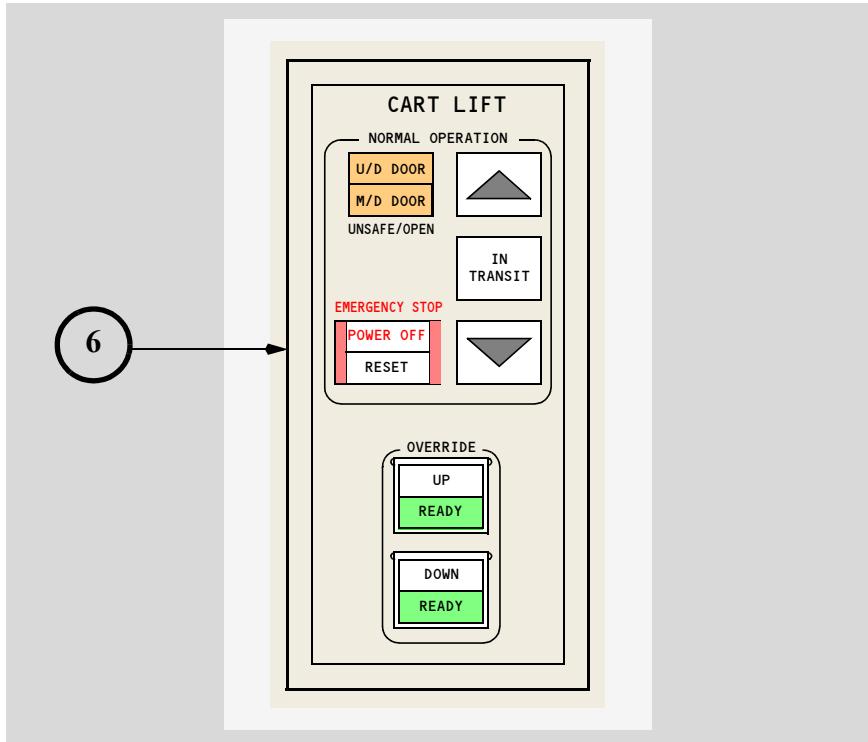


Evacuation Alarm



Cart Lift

Main Deck



Control Panels

In-flight Entertainment System

Chapter 2

Section 20

In-flight Entertainment System Overview

There is a passenger control unit (PCU) located in the arm rest of each passenger seat.

The PCU is used to make entertainment selections, turn the reading light on or off, or call for passenger service.

A headset may be plugged in to listen to the audio on the selected channel. The PCU includes switches for channel selection and audio volume.

Note: PCU's, where applicable, must be stowed during ground taxi operations, takeoff, and landing.

See Chapter 4, Communications, Section 30, In-flight Entertainment System and the in-flight entertainment vendor's manuals for detailed information and operation.

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Cabin Management System

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Cabin Services Module Overview

Control Panels

Controls for cabin lighting, reading light controls, attendant call and chime controls and cabin temperature controls for the whole aircraft are located in the SCCMs workstation.

Cabin Service Module in U/D Galley, functions as above without the cabin temperature controls. If working on U/D be careful NOT to adjust the lighting in another cabin.

Note: There are 2 separate area control panels in the cabin crew rest area (Zone F).

One adjusts the lights/temp on main deck, one adjusts lights/ temp on the upper level (dependant on zone F layout). The 'LITE' style bunk area is all located on one level and so requires only one control panel.

Cabin Lighting Control

The ceiling, sidewall wash, and night lights are controlled by CSMs located through out the main deck cabin and the upper deck galley. Lighting can be selected for each separate area to conform with the desired activity.

Each seating area can have a different lighting intensity or they can all have the same intensity level. To determine the cabin lighting intensity for each seating area, push the AREA SELECT switch and observe the cabin lighting switches for the illuminated light in the upper left-hand corner.

Set Cabin Lighting

To set the cabin lighting for a specific area:

- push the AREA SELECT switch to select the area to be controlled
- push the desired cabin lighting intensity level (NIGHT, LOW, MEDIUM, HIGH)
 - verify that the selected light intensity switch status light illuminates.

Attendant Calls

Passenger-to-attendant and lavatory-to-attendant service calls for the selected seating area are indicated on the CSM by the illumination of the attendant call light. Attendant service calls may be cancelled from the CSM.

View Attendant Call Area

To view attendant calls for a specific area, push the CSM AREA SELECT switch until the desired area is displayed. The AREA SELECT switch is used to scroll through the seating areas to determine which area made the call. The attendant call light will illuminate when a seating area with an active call is displayed in CSM area description.

Attendant Call Cancel/Reset

To cancel or reset the attendant calls for a specific area:

- push the AREA SELECT switch to scroll the seating areas
 - area making the call will cause the attendant call light to illuminate
- push the ATTENDANT CALL RESET switch.

Note: Pushing the ATTENDANT CALL RESET switch will cancel all passenger-to-attendant and lavatory-to-attendant calls for the area displayed in the area description. It will also extinguish the seat row call lights and lavatory call lights in the selected seating area.

Note: If the ALL AREAS selection is made, then all seat row call lights and lavatory lights will be reset for all areas controlled by that CSM.

Passenger Entertainment System

Passenger entertainment system controls include the control of the audio entertainment system and the passenger service system through out the airplane.

The audio entertainment switches on the CSM control the playing of the audio system and allow the selection of audio programs at the passenger service unit (PSU).

The passenger service system switches on the CSM control the electrical power for the operation of the PA speakers, passenger reading lights, and the PSU row call light.

Passenger Service System Operations

The passenger service units (PSUs) are powered before flight by pushing the passenger services system ON switch and observing that the ON light illuminates.

The passenger service system switches are maintenance switches that control electrical power to the passenger reading lights, PA speakers, and PSU Row Call Light. During preflight, verify that the passenger services system ON light is illuminated.

The OFF Switch is inhibited when the airplane is in flight. If OFF is indicated, the passengers will have no reading lights or PA speakers at their seats. When pushing the ON switch, note that the ON switch light illuminates in the upper left-hand corner and the OFF switch light is extinguished.

PSU Power Preflight

Prior to flight, verify that the passenger services system is ON and the status light is illuminated. This ensures normal system operation.

The OFF switch is inhibited when the airplane is in flight.

Note: If the passenger services system OFF switch is selected and the status light is illuminated, the passenger reading lights and PA system speakers will not operate.

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Cabin Configuration Module Overview

The Cabin Configuration/Test Module (CCTM) is the flight attendant's interface to the Advanced Cabin Entertainment/Service System (ACESS). It contains a four line display and switches to perform a variety of tasks. All operations associated with configuration database download, system self-tests, passenger address speaker volume control, and alternate system switching are initiated from the CCTM.

The CCTM is located at the door 2R attendant station.

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Cabin Management
Cabin Temperature

Chapter 2A
Section 20

Temperature Control Overview

The cabin temperature control module is located at door 2R.

Cabin Temperature Control System

Air moves from the passenger cabin to the lower deck, where it is either exhausted overboard or drawn into the recirculation system.

Hot trim air from the bleed air system is added to the pack conditioned air to control the temperature in each zone. Each trim air system supplies three zone supply ducts, with the left trim air system also supplying the flight deck.

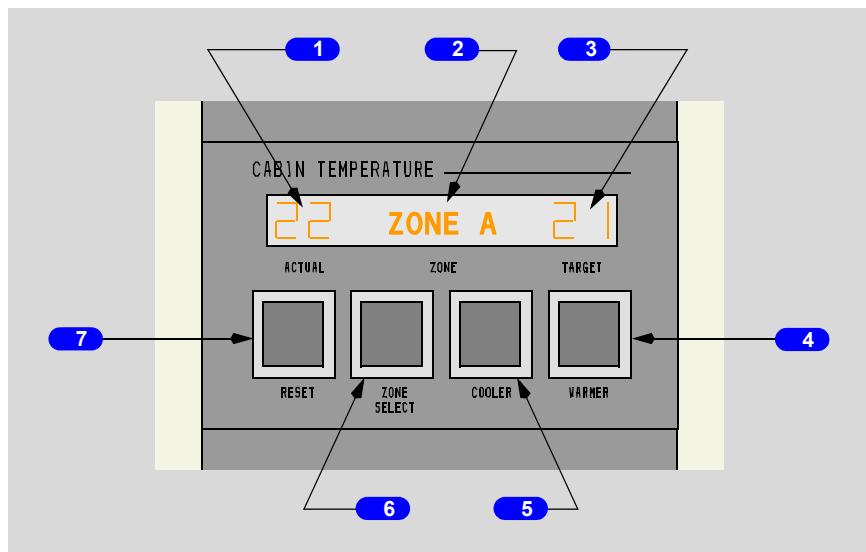
The cabin temperature controllers regulate the temperature by controlling the addition of hot trim air to the cabin temperature zones.

The flight crew sets the master passenger cabin target temperature reference to between 65 and 85 degrees F (18 and 29 degrees C) on the flight deck. The cabin attendants can use the cabin temperature control module to adjust the zone target temperature in any passenger zone (+/-10 degrees F, within the limits of 65 to 85 degrees F (+/- 6 degrees C, within the limits of 18 to 29 degrees C)). With the loss of inputs from the flight deck or cabin temperature controllers, the packs maintain a cabin target temperature of 75 degrees F (24 degrees C).

The cabin temperature controllers automatically compensate for temperature changes as cabin air humidity and passenger activity change during cruise and descent. The zone target temperature is automatically increased (approximately 1 degree per hour to a maximum of 4 degrees F (approximately 1 degree per hour to a maximum of 4 degrees C)) during cruise so the flight attendants do not have to manually increase the target temperature. The zone target temperature is automatically decreased (approximately 4 degrees F (approximately 2 degrees C) slowly during descent until all automatic system corrections are removed.

Note: Cabin temperature control is enabled at the beginning of cruise and disabled at the beginning of descent.

Cabin Temperature Control Module



1 ACTUAL Temperature Display

Displays the actual temperature of the selected zone.

2 ZONE Display

Displays the selected main deck or upper deck zone.

3 TARGET Temperature Display

Displays the target temperature of the selected zone.

Note: Passenger comfort temperature corrections are automatically made to the target temperature at the beginning of cruise.

4 WARMER Switch

Push -

- increases the target temperature one degree C each time the switch is pushed

Note: Maximum target temperature selectable is 85 degrees F (29 degrees C).

5 COOLER Switch

Push -

- decreases the target temperature one degree C each time the switch is pushed

Note: Minimum target temperature selectable is 65 degrees F (18 degrees C).

6 ZONE SELECT Switch

Push -

- displays the selected zone in the ZONE display

Note: Selectable cabin zones are: ZONE A, ZONE B, ZONE C, ZONE D, ZONE E, and ZONE U (upper deck).

7 RESET Switch

Push and hold -

- resets the target temperature in all zones to the temperature selected by the flight deck temperature control selector

Cabin Temperature Control System Operations

Increase Target Temperature

To increase the temperature:

- push the ZONE SELECT switch to select the desired area/zone
- observe the actual temperature
- use the WARMER switch to increase the target temperature. Each push of the WARMER switch increases the target temperature by 1 degree F or C

Note: Do not expect an immediate change in the temperature.

Note: Maximum selectable target temperature is 85 degrees F (29 degrees C).

Decrease Target Temperature

To decrease the temperature:

- push the ZONE SELECT switch to select the desired area/zone
- observe the actual temperature
- push the COOLER switch to decrease the target temperature. Each push of the COOLER switch decreases the target temperature by 1 degree F or C

Note: Do not expect an immediate change in the temperature.

Note: Minimum selectable target temperature is 65 degrees F (18 degrees C).

Reset Target Temperature

To reset all passenger zone temperatures to the default (flight crew set) level, push and momentarily hold the RESET switch.

Door 5 Overhead Crew Rest Area Temperature Control

The door 5 overhead crew rest area temperature is controlled manually by the heater controls in the compartment. See Chapter 11, Crew Rest, for detailed information.

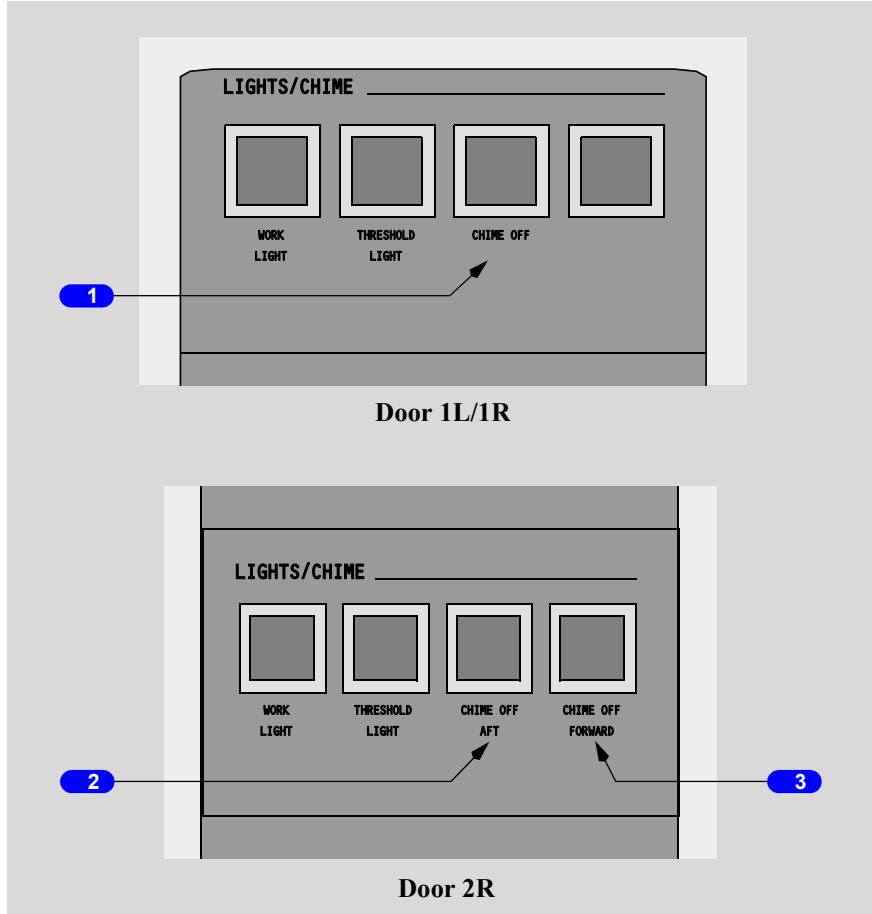
Cabin Management
Chime Control

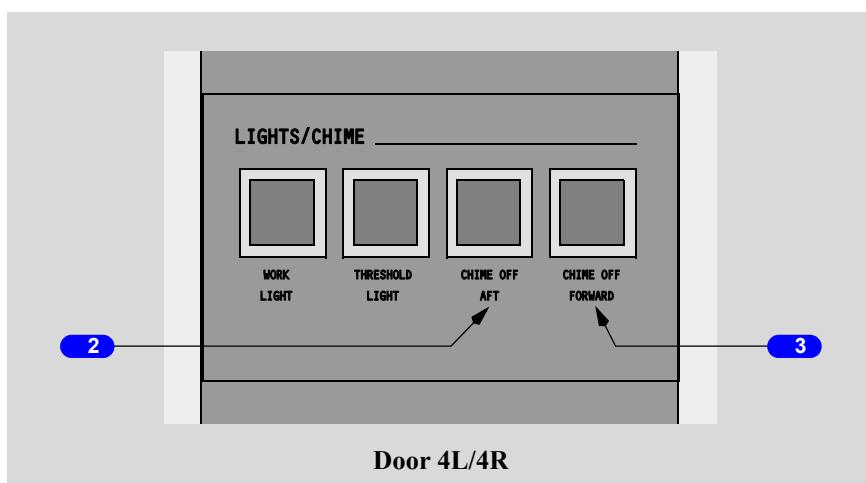
Chapter 2A
Section 25

Chime Control

Passenger seat area passenger-to-attendant call chimes are controlled by the respective flight attendant switch panel.

Attendant Switch Panel





1 CHIME OFF Switch

Illuminated -

- confirms switch selection

Push -

- inhibits the passenger-to-attendant call chime in the area controlled by the respective attendant panel

2 CHIME OFF AFT Switch

Illuminated -

- confirms switch selection.

Push -

- inhibits the passenger-to-attendant call chime in the aft portion of the area controlled by the panel
- controls the chime on the side of the cabin where the panel is located

3 CHIME OFF FORWARD Switch

Illuminated -

- confirms light switch selection.

Push -

- inhibits the passenger-to-attendant call chime in the forward portion of the area controlled by the panel
- controls the chime on the side of the cabin where the panel is located

Area Chime Control Operations

Disable/Enable Chimes

To disable the passenger-to-attendant chimes for the area controlled by the respective attendant switch panel:

- push the appropriate CHIME OFF switch
- verify that the white light illuminates in the switch

To enable the passenger-to-attendant chimes for the area controlled by the respective attendant switch panel:

- push the appropriate CHIME OFF switch
- verify that the white light extinguishes in the switch

Note: The CHIME OFF AFT and the CHIME OFF FORWARD switches control the associated aft/forward chimes on the side of the cabin where the panel is located.

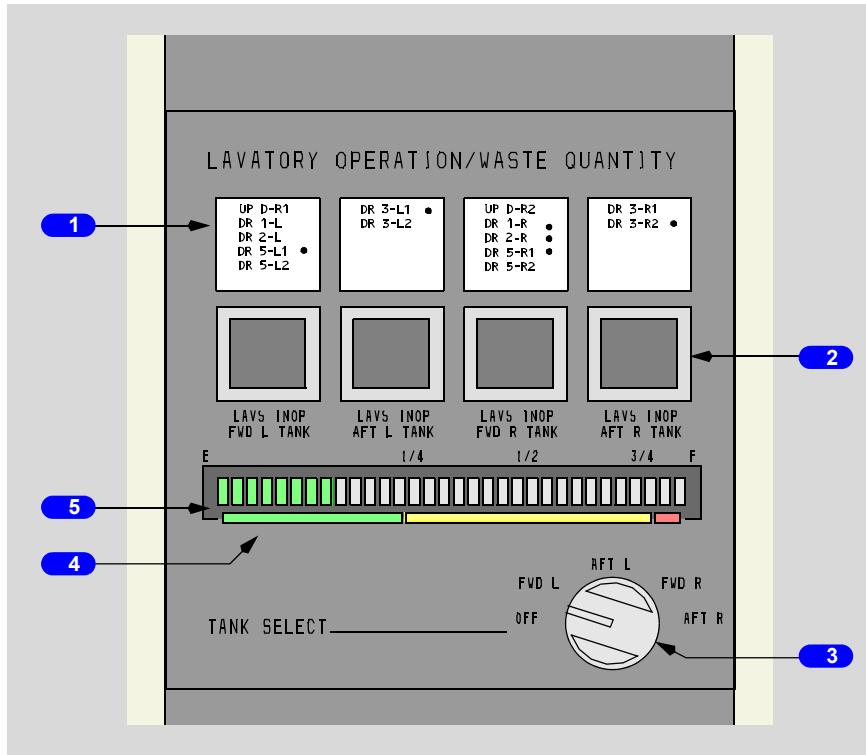
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Lavatory Operation/Waste Quantity Overview

The Lavatory Operation/Waste Quantity module is located at the SCCM workstation. At the top of the module are four placards which list all lavatories and their respective waste tank. The placard includes all lavatories in all zones.

The placards list the lavatories connected to each waste tank. The identifiers listed on the placards correspond to the lavatory locations shown in this section.

Lavatory Operation/Waste Tank Module



1 LAVATORY OPERATION Placard Display

Lists the lavatories and its respective waste tank.

2 Lavatory Inoperative (LAVS INOP) Switches

Maintenance use only.

Illuminated (white) -

- waste tank is full. The flush system for that system is automatically inhibited for the associated lavatories.

3 Waste TANK SELECT Selector

OFF -

- waste tank display is off
- FWD L (forward left), AFT L (aft left),
- FWD R (forward right), AFT R (aft right) -
- selects the respect waste tank for display

4 Waste Tank Quantity Guide Bar

Provides guide for tank quantity and fill indication.

5 Waste Tank Quantity Indicator

Displays the current waste tank quantity:

- green - tank is up to 1/4 full
- yellow - tank is between 1/4 and almost full
- red - tank is full

Lavatory Operation/Waste Tank Operations

Each waste tank may be checked for its current fill status by selecting the appropriate tank with the TANK SELECT selector.

A waste tank with little or no pre-charge will indicate in the first quarter of the green band (“E” to halfway). An indication within the yellow or red band indicates that the waste tank requires servicing.

When a waste tank becomes full during flight, the corresponding LAVS INOP light illuminates and the flush system for that tank and the associated lavatories is shutdown.

Lavatory Operation/Waste Tank Preflight

During preflight, the normal indication for an unused tank is the indicator illuminated in the first half (from “E” to halfway) of the green band. This indicates the selected waste tank has the appropriate pre-charge of disinfectant/deodorizer solution.

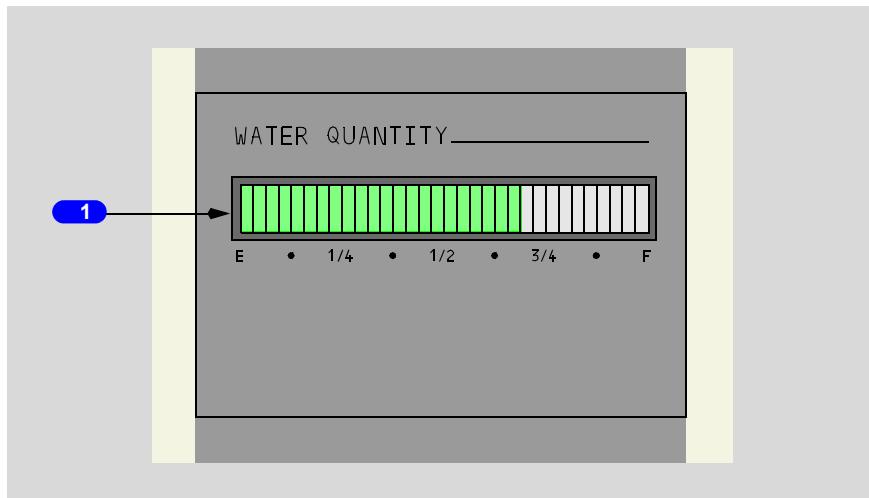
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Potable Water Module Overview

The potable water quantity indicator is located at Door 2R. It is used to monitor the quantity of potable water remaining. A full potable water tank contains approximately 420 gallons (1600 liters) of water.

Ensure the tanks are filled to 3/4 plus or minus 1/8th before each departure.

Potable Water Module



1 WATER QUANTITY Indicator

Indicates quantity of water remaining. Segments extinguish from right to left as water quantity decreases.

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Cabin Management

Pre-recorded Announcement

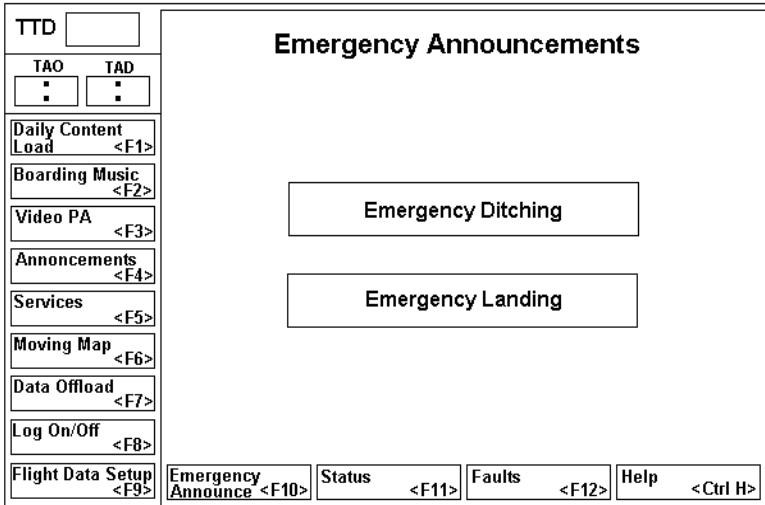
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Section 40

Pre-recorded Announcement Overview

PRA/AVOD: Pre-Recorded Announcement Panels

Audio/Video on Demand, AVOD (Where fitted)

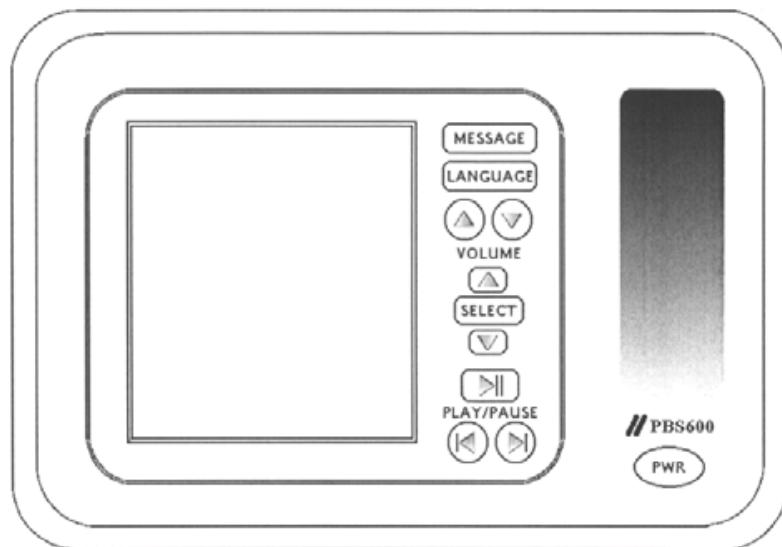


To select an AVOD Emergency Announcement:

1. The emergency announcements button <F10> will be displayed on the bottom of every screen.
2. Pressing the Emergency Announcements button <F10> will display the Emergency Announcements screen.
3. The screen will display two emergency announcements – Emergency Ditching, Emergency Landing.
4. To begin the announcement the user must press the relevant announcement button.
5. Once the button has been pressed and the announcement started, the text on the button will change to Stop Emergency Ditching or Stop Emergency Landing.
6. To stop the emergency announcement, the user must press Stop Emergency Ditching/Landing.

PRA: Pre-Recorded Announcement

Note: It is important that the Power button (PWR) on the unit is left on at ALL times.



Aircraft fitted with AVOD

To ensure the decompression announcement operates correctly, ensure that the PRAM is selected to boarding music (this will not play) and press the **pause** button, this will place the decompression message on stand-by.

Aircraft not fitted with AVOD

To select an emergency announcement on the unit:

1. Press the ‘Message’ button.
2. Using the ‘up/down’ arrow keys above and below the ‘Select’ button, scroll to: “Emergency”.
3. Press the ‘Select’ button.
4. Using the ‘left/right’ arrow keys below the ‘Play/Pause’ button, scroll to the required announcement (e.g. Emergency Landing, Ditching, Decompression).
5. Press ‘Play’. The announcement will play once only. Repeat steps as above for the second playing of the announcement.

To ensure the decompression announcement operates correctly, ensure that the PRAM is selected to boarding music and press the **pause** button, this will place the decompression message on stand-by whenever the unit is not being used for boarding music or messages.

Cabin Management
Non-Normal Operations

Chapter 2A
Section 45

Cabin Management Non-normal Operations

Cabin Interphone System

If the cabin interphone system malfunctions, push the Cabin Configuration Test Module (CCTM) CABIN INTERPHONE switch to select the alternate cabin interphone system. The switch illuminates to indicate the alternate cabin interphone system is selected.

Cabin Services System

The Cabin Services Modules (CSMs) are configured to control specific seating areas for lighting, passenger reading lights, and attendant call reset.

Pushing the CCTM CABIN SERVICES switch (switch light illuminates when pushed) will cause all operational CSMs to have control of all seating areas (main and upper deck).

To return the CSMs to their predefined areas of control, push the illuminated CABIN SERVICES switch on the CCTM (light extinguishes in switch when pushed).

Passenger Services System

If passenger services (entertainment or call), cabin lighting, and passenger information signs malfunction, push the CCTM PASSENGER SERVICES switch to select the alternate passenger service system. The switch illuminates to indicate the alternate passenger services system is selected.

Passenger Address System

If the Passenger Address system malfunctions, push the Cabin Configuration Test Module (CCTM) Passenger Address switch to select the alternate system. The switch illuminates to indicate the alternate Passenger Address system is selected.

Note: Ensure the boarding music selector is placed in the OFF position prior to takeoff. Leaving the boarding music selector in an ON position will prevent the passengers from receiving the entertainment audio during flight.

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Lighting

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Lighting Introduction

Chapter 3 Section 10

Lighting Overview

This chapter provides a description of the passenger cabin lighting, and interior and exterior emergency lighting.

Cabin Lighting

Cabin lighting is provided by white incandescent and fluorescent lights. General cabin illumination includes ceiling, side wall wash, and night lights. These are supplemented by reading, lavatory, work, threshold, and closet lights.

If a cabin decompression occurs, all fluorescent lights illuminate and the normal lighting controls at the flight attendant stations are overridden.

Cabin lighting is controlled by the Cabin Services Module (CSM) located at designated attendant stations at door 2L and the upper deck galley. See Chapter 2A, Cabin Management, for detailed information on CSM lighting operations.

If all main electrical power is lost, the night and supplementary night lights are automatically turned on.

Closet Lights

A light is provided in each coat closet when normal cabin lighting provides insufficient illumination.

Galley Lights

The lighting in each galley is controlled by a dimmer switch which provides for high intensity work lighting and low intensity night lighting.

Lavatory Lights

Lavatories are illuminated by fluorescent lighting. With the airplane on the ground and the ground service bus powered, the lights illuminate bright regardless of the door position. In flight, the lights illuminate dim when the door is unlocked and bright when the door is locked.

Reading Lights

The reading lights are located in the passenger service unit (PSU) and provide light from above the passenger seats. They can be operated from the individual passenger control unit (PCU) or the CSM.

The reading lights are controlled by the Cabin Services Module (CSM) located at designated attendant stations at door 2L and the upper deck galley. See Chapter 2A, Cabin Management, for detailed information on CSM lighting operations.

Work Lights And Threshold Lights

Each flight attendant station on the main deck is provided with a work light. Two threshold lights are located at each main deck door. These lights are controlled by switches on the flight attendant panels at each door.

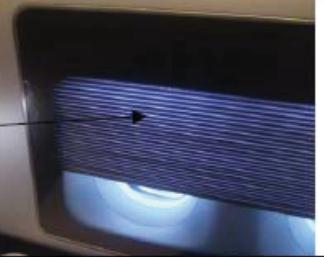
Miscellaneous Lights

Controls for the overstair light to the upper deck and lights for flight deck access are located at door 2L while the control for the bar light is located at door 1L.

Light Controls

Note: There are no light control switches on the upper deck. Upper deck lighting is controlled through the cabin services module (CSM). See Chapter 2A, Cabin Services Module.

Terminology	Illustration
Overhead Passenger Reading Lights (B747 aircraft)	
Bulkhead Feature Light	
Suite Ambient Light	

Terminology	Illustration
Curtain Accent Lights	 A photograph showing a small, circular light fixture mounted on the ceiling above a window, with a line pointing from the text "Curtain Accent Lights" to it.
Central feature Light (B747 only)	 A photograph of a large, rectangular light fixture with a blue glow, mounted on the ceiling above a window, with a line pointing from the text "Central feature Light (B747 only)" to it.
Electric Shade Lighting	 A photograph showing a row of horizontal shades with a blue glow along their edges, with a line pointing from the text "Electric Shade Lighting" to it.
Lighting Control Panel (B747 only)	 A photograph of a control panel with a digital display and several buttons, with a line pointing from the text "Lighting Control Panel (B747 only)" to it.

The 3 buttons at the top of the cabin control unit allows the selection of these settings:

- Scenes:** Allows cabin crew to select one of a range of preset light settings which activate following a fade time. The lighting will subtly change after 15 seconds to a minute, depending on the setting.
- Blinds:** Allows the blinds in the cabin to be centrally controlled. This feature permits the cabin crew to override the customers individual setting.

3. **Maint:** Allows the selection of the maintenance page and is not for cabin crew use.

The active scene is highlighted in green.



Sleep Mode in the First Prime Cabin

This procedure should be actioned if the lights inadvertently return to a high setting in-flight:

1. Select Night TTOL and Press confirm option.
2. Select Sleep and press confirm option will revert the lights back to the Sleep mode.

Scenes

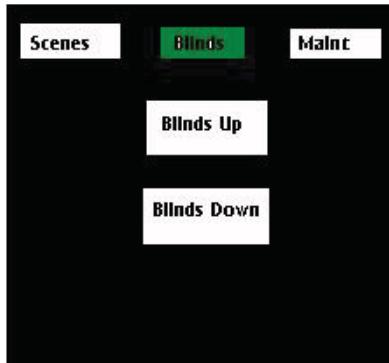
Provides 8 light settings on the lower portion of the screen.

1. To alter current selection, touch an inactive screen highlighted in grey.
2. When selected the scene is highlighted in blue.
3. A confirm option will appear that needs to be pressed to change the scene.

Blinds

Indicates 2 scenarios on the lower portion of the screen, ‘Blinds Up’ and ‘Blinds Down’. Centrally overriding the blinds setting can be done using the cabin controller as follows:

1. To alter current selection, touch an inactive screen highlighted in grey.
2. When selected, the scene is highlighted in blue.
3. A confirm option will appear that needs to be pressed to change the blinds.



Emergency Lighting

The emergency lighting system is powered by remote batteries. It provides power for direction to exit locations and illuminates the egress paths inside and outside the airplane.

Emergency Lights - Interior

1 Emergency Lights (EMER LIGHTS) Switch

Guarded.

- Illuminated -
- confirms switch selection

Push -

- illuminates all emergency lights regardless of the position of the flight deck emergency lights switch

Emergency Lighting

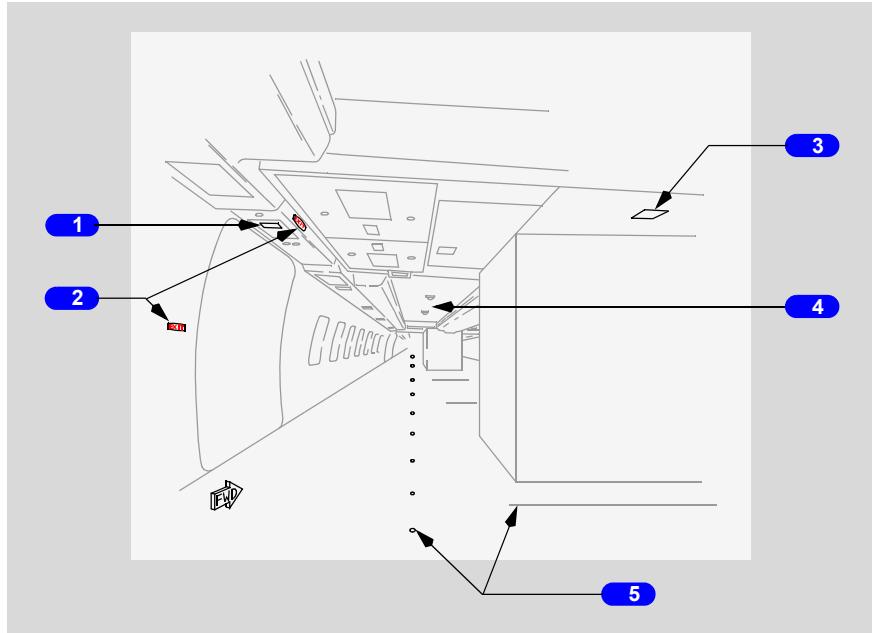
Interior emergency lighting consists of door, aisle, cross-aisle, escape path, and exit lights, and luminescent exit signs.

The emergency lighting system is controlled by the emergency lights switch on the flight deck. The switch can be used to manually activate the system or arm the system for automatic operation. Automatic operation occurs if DC power fails or is turned off when the system is armed. In this position, all interior and exterior emergency lights illuminate automatically if there is a total loss of electrical power. The emergency lighting system can also be controlled by the EMER LIGHTS switch on the door 2L handset cradle.

When the emergency lights switch on the flight deck is armed, and the door mode select lever is in the armed position, moving the door handle to the open position causes the exterior fuselage light and the interior emergency lights at that door to illuminate.

Emergency Exit Signs

Exit signs and emergency area lights indicate all passenger cabin routes. All emergency lights and EXIT signs are powered by remote batteries and are controlled by the emergency lights switches.



- 1** Emergency Door Light
- 2** EXIT Signs
- 3** Emergency Cross Aisle Light
- 4** Emergency Aisle Lights
- 5** Emergency Escape Path Lights

Escape Path Lighting

Escape path lighting consists of floor mounted locator lights located in the aisles, cross-aisles, and on the stairway.

All inboard aisle seats for First, Club World, World Traveller Plus and Economy have active emergency lighting.

In First Class all Inboard and Outboard seats have active emergency lighting.

When illuminated, escape path lighting provides visual guidance for emergency evacuation if all sources of lighting more than four feet (1.2 meters) above the aisle floor are obscured by smoke.

Battery powered exit lights are located at each cabin exit.

Emergency Light Switches

Flight Deck

A guarded 3 position switch (ON – ARMED – OFF) on the overhead panel in the Flight Deck. The Flight Crew will switch to ‘ARM’ before the flight, and the emergency lights will come on if aircraft electrical power is lost or turned off. A selection to ‘ON’ will turn the lights on at any time.

Note: If the Flight Crew are not present at the time of passenger boarding, the SCCM must check with the Engineer that the emergency light switch has been ‘ARMED’.

Cabin Crew must not activate this switch: It must only be done by a qualified engineer/pilot.

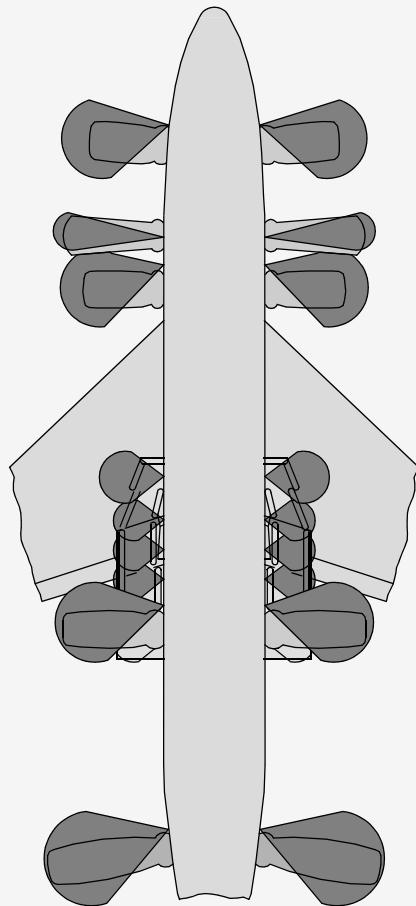
Cabin

A guarded switch above cabin crew seat at D2L, responsibility of No. 2, which will override the Flight Deck switch and can be used to select emergency lighting ‘ON’ at any time.

Emergency Lights - Exterior

Exterior emergency lighting consists lights that are provided at all main deck, overwing emergency exit, and upper deck doors. The exterior emergency lights illuminate the areas at the base of the escape slides. The overwing exit lights also illuminate the exit ramp/slide.

Passenger Configuration



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Communications

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Communications

Introduction

Chapter 4

Section 10

Communications Overview

This chapter provides a description of the airplane communications systems used by the flight attendants. These systems include:

- cabin interphone system
- passenger address system
- passenger call system
- lavatory call system
- passenger signs

Also, included in this chapter is information on the passenger entertainment system.

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Cabin Interphone System Overview

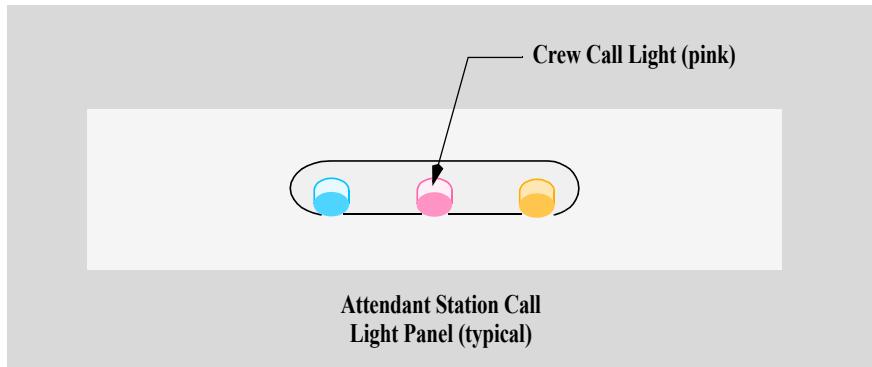
The cabin interphone system is a phone network with stations on the flight deck and at the attendant stations.

The cabin interphone system can be used to make:

- flight deck-to-attendant calls
- attendant-to-flight deck calls
- attendant-to-attendant calls
- passenger address announcements

The cabin interphone handset is used to initiate and receive calls.

Call Light Panel



The pink cabin interphone crew call lights and attendant station chime annunciations are used as call indicators at the receiving location. The cabin interphone crew call light extinguishes when the receiving station handset is removed from the cradle.

Interphone System

Handsets are located:

- | | |
|---------------|-------------------------------------|
| Flight deck | – Centre Console. |
| SCCM office | – Adjacent to the lift in Galley 4. |
| Cabin Crew | |
| Bunk Unit | – Top of the stairs and Zone F. |
| Door 1L and R | |

Door 2L and R

Door 3L and R

Door 4L and R

Door 5L and R

Upper Deck – Adjacent to the lift and the crew seat by U/D right hand door.

The handset is located in the head rest on the cabin crew take-off and landing seats listed above.

The interphone system provides a communication facility between the above locations.

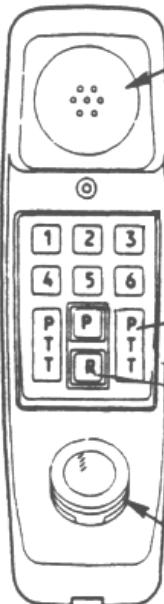
Each handset has a PA facility.

A direct access switch is located at door 1L and 4L. (*This should only be used when making emergency announcements*).

When using the interphone, it is important that conversations and messages which relate to the service or operation of the aircraft are always in English.

Interphone Handset

DIRECTORY

DOOR 1 LEFT	11	 <p>Cabin Crew Handset</p>
DOOR 2 LEFT	12	
DOOR 3 LEFT	13	
DOOR 4 LEFT	14	
DOOR 5 LEFT	15	
DOOR 1 RIGHT	21	
DOOR 2 RIGHT	22	
DOOR 3 RIGHT	23	
DOOR 4 RIGHT	24	
DOOR 5 RIGHT	25	
DOOR U/D RIGHT	26	
PILOT	31	
PRIORITY CABIN	32	
PRIORITY PILOT	33	
PA FIRST	41	
PA BUSINESS	42 (Club)	
PA COACH	43 (Main cabin)	
PA UPPER DECK	44	
PA ALL	46	
PA PRIORITY	4P	Overrides all other PAs (except PILOT and direct access from D1L and D4L)
MAIN DECK GAL	52	
UPPER DECK	56	
GAL		
ATT ALL CALL	54	
ALL CALL	55	
CREW REST D5	61	(Bunk/rest area)
ZNF CREW REST	63	
CABIN READY	6P	
PILOT ALERT	PP	(Overrides all other interphone calls – select 2 x 'P')

To Make a Call

1. Remove handset.
2. Wait for dial tone.
3. Press numbered button for required station.
4. Wait for answer, to talk just speak into microphone.
5. To cancel press ‘reset’ or re-stow handset.

Pilot Alert Call

Calls to the Flight Deck using the pilot alert call will be confined to emergency use only.

Pressing PP will:

- Activate a single chime in the flight deck.
- Display an ‘Alert’ message to the Flight Crew.

Note: Lack of tone indicates the system trunk lines are busy.

- Tone must be present to call attendants even on priority (55) call.
- If station called is talking to another attendant, there will be no call light or chime.
- The pilot can break into a conversation and talk to both attendants.

If you are making a PA announcement you will be able to hear the Flight Crew, but you must press reset switch to cancel PA and talk to the Flight Crew.

In the event that communication with the Flight Crew is inadvertently lost, you must replace the handset and redial.

Note: When making a PA do not use the Direct Access buttons located at doors 1L and 4L.

The direct access buttons have a higher priority on the system and when used, will not allow any other cabin PA (e.g. for an emergency) to override.

Code	Call
54	All Attendant. Used for emergency briefings. When pressed, one ‘hi-lo’ chime – flashing pink light at every station.
55	All Call. Used for emergencies, includes flight crew. When pressed, one ‘hi-lo’ chime – flashing pink light at every station.
PP	PILOT Alert. Emergency call to flight crew only.

Code	Call
6P	<p>Cabin Ready.</p> <p>Used by SCCM as a final confirmation that the cabin is fully secure and the safety video showing is complete. It is also used as a pre-landing check confirmation and turbulence cabin secure.</p>

Call Indicators:

Cabin Crew to Cabin Crew – Pink light illuminates and single ‘hi-lo’ chime sounds.

Flight Crew to Cabin Crew – Pink light illuminates and four ‘hi-lo’ chimes sound.

General Communications

The interphone ('31' call) may be used for general or operational calls to the Flight Crew **during the cruise**.

Use of Interphone for Emergency Briefing

Following the ‘Alert’ call by the Commander: “Will the SCCM report to the Flight Deck immediately”.

SCCM and nearest crew member report to the Flight Deck immediately.

Cabin Crew will report to their interphone station.

The SCCM on his/her return from the Flight Deck will dial ‘54’.

Cabin Crew wait until the chimes sound and the pink light flashes, then remove their handsets and listen.

(DO NOT remove the handset earlier, otherwise the ALL ATTENDANTS call cannot be made.)

The SCCM will call out door crew positions in sequence, i.e.

- Doors 2L to 5L then,
- Doors 1R to 5R then,
- U/D,
- Door crew respond with name and position.

When all door crew have reported on interphone, SCCM will give the briefing.

When the briefing is complete, door crew will acknowledge by again reporting in sequence as above.

Alternate Procedures – Interphone System Unserviceable

Operational limitations are detailed in the MEL. The Commander and SCCM must discuss and agree alternative procedures and be prepared to adapt procedures dependent upon circumstances.

Providing the Flight Deck door automatic locking and CDSS systems are serviceable, the aircraft may operate back to base with a failure or partial failure of the interphone system. In this instance, the following guidelines shall be followed.

Cabin Crew – Flight Crew Communication

Interphone communication should be substituted by a request for ‘normal’ access using the key pad entry system for:

- Cabin Secure during turbulence.
- Flight Crew service.
- Flight Deck monitoring.
- Operational communication during cruise.
- Medical incident.
- Disruptive passenger.

‘Normal’ access should be requested initially but may be followed by a request for ‘emergency’ access if there is no response within a reasonable time.

‘Non normal’ situations, interphone communication should be substituted by a request for ‘emergency’ access using the key pad entry system (this is to differentiate from ‘normal’ communication):

- Cabin emergencies, e.g. Fire/smoke.
- External events/hazard to aircraft, e.g. ice on the wings.
- Notifying the Flight Crew in the event of an emergency.
(when strapped in your crew seat).
- After take-off wait until the aircraft is airborne before leaving your crew seat, report observations to the SCCM who will use the nearest serviceable interphone or request ‘emergency’ access.
- After landing wait until the aircraft is clear of the runway and taxiing, then, as above.

Flight Crew to Cabin Crew (e.g. Rejected Take-off/Go-around)

Flight Crew will utilise the PA system.

Cabin Crew – Cabin Crew Communication

SCCM receive “doors to automatic (manual) and cross-check” and “Cabin secure” reports in person.

NITS briefing, CSL receive NITS briefing in person from SCCM in forward galley.

CSL then brief Cabin Crew in their respective cabins.

Communicator Role/Crew assistance required (e.g. fire procedure; medical emergency; no additional crew member immediately available).

Use PA or nearest serviceable interphone to request assistance or direct a passenger to notify another crew member.

Alternate Procedures – PA Unserviceable

In the event of operating an aircraft with the PA system unserviceable, the following guidelines shall be followed.

Normal

Departure

SCCM makes “Doors to automatic and cross-check” call by interphone when aircraft first moves.

The pre-flight safety demonstration shall be completed using safety video otherwise use megaphones..

SCCM gives “Cabin Crew seats for take-off” instruction by interphone.

Arrival

SCCM gives “Cabin Crew seats for landing” instruction by interphone.

Flight Crew call SCCM by interphone.

SCCM makes “Doors to manual and Cross-check” call by interphone.

Non-normal

ALERT Call

“Will the Senior Cabin Crew Member report to the Flight Deck immediately” replaced with: multiple cabin chimes, e.g. switching off/on the seat belt sign.

Emergency Landing

“Cabin Crew take your seats for landing” replaced with:

Interphone call to the SCCM. SCCM will call all doors by interphone.

“Brace Brace” call replaced with:

Multiple cabin chimes, e.g. switching off/on the seat belt sign.

Evacuation Initiation

Evacuation Alarm only will be used.

(If an evacuation alarm is not fitted, assertive commands must be made.)

Cabin Crew Emergency Landing Announcements

Megaphones to be used.

Emergency Descent (Decompression)

Cabin Crew must remain on oxygen until multiple cabin chimes summon SCCM to the Flight Deck.

The pre-recorded announcement may not work and personal passenger briefings will be required.

Communications

Passenger Address System

Chapter 4

Section 21

Passenger Address System

The passenger address (PA) system is used for making flight deck, attendant, and prerecorded announcements to the passenger cabin. Entertainment audio and boarding music can also be sent through the PA system. Flight attendants can make PA announcements using the cabin interphone handsets. Those announcements can be sent through the cabin interphone system or directly to all cabin areas using the Direct Access switch located on the interphone handset cradle. The handset cradles located at doors 1L and 4L have Direct Access switches.

Passenger address announcements are made by selecting the desired area on the handset and pushing the Push-to-Talk (PTT) switch on the handset. Direct access announcements are initiated by pushing the PA direct access switch on the handset cradle.

PA Priority System

The PA system has the following priority, starting with the highest:

- Flight deck.
- Direct access (D1L and D4L).
- 4P.
- PA All (46).

Passenger Address Announcement

To make a PA

1. Remove handset.
2. Wait for dial tone.
3. Press numbered button for required cabin(s).
4. To talk, press the PTT button and speak into microphone.
5. To cancel press ‘reset’ or re-stow handset.

Communications

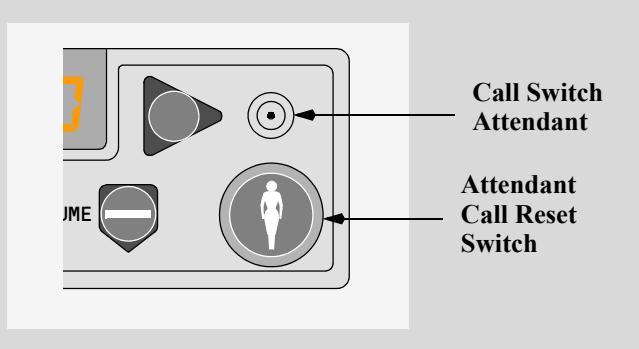
Passenger Call System

Chapter 4

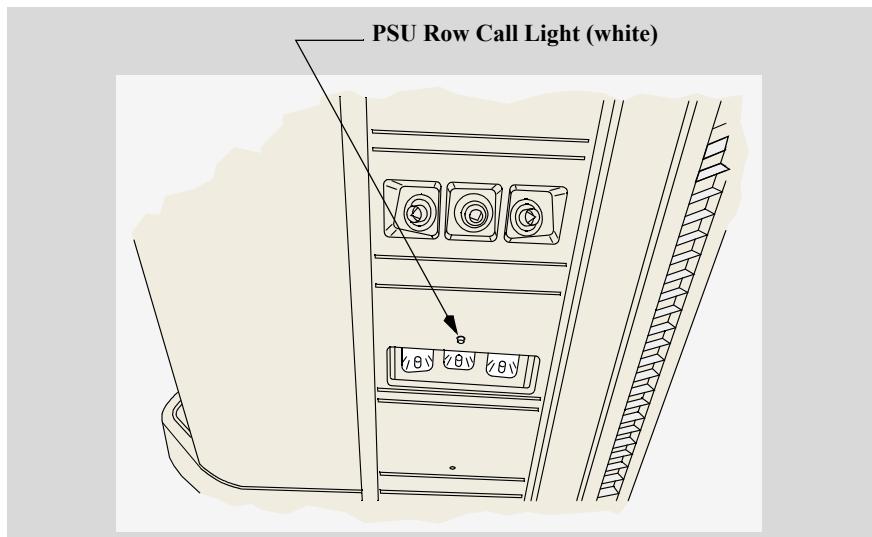
Section 22

Passenger Call System

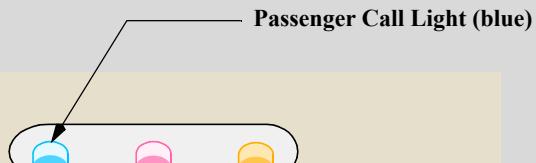
A call from the passenger seating area is made by activating the Attendant Call switch located in each passenger seat arm rest.



Pushing the Attendant Call switch:

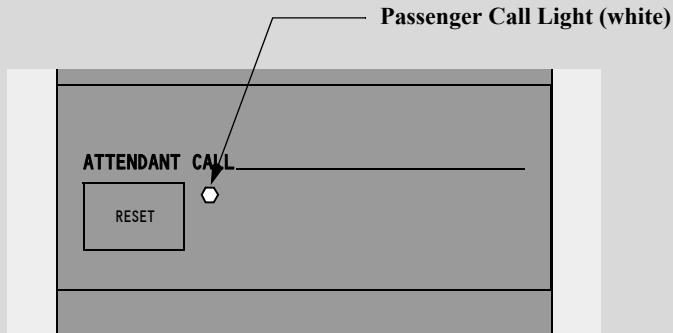


- illuminates the passenger service unit (PSU) white Row Call Light in the PSU above the seat row



Light Panel (typical)

- illuminates the blue passenger call light at the attendant station being called



**Cabin Services Module
(typical)**

- illuminates the attendant call light on the Cabin Services Module (CSM) for the appropriate displayed area, and
- sounds a single HI chime at the attendant station being called

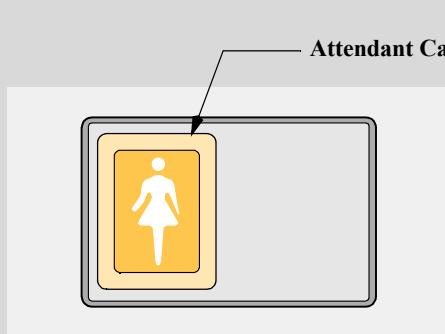
The PSU row call light is extinguished when any attendant call reset switch in that PSU row is pushed. The blue attendant station Attendant Call light extinguishes when all activated attendant call reset switches for that area have been reset.

Pushing the Attendant Call RESET switch on the Cabin Services Module, (CSM) extinguishes all call lights in the displayed area; this includes all Passenger Call Lights and all Lavatory Call Lights. See Chapter 2A, Cabin Management.

Communications
Lavatory Call

Chapter 4
Section 23

Lavatory Call System



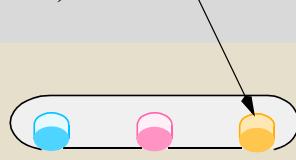
In lavatory (below sink)

A call from the lavatory is made by pushing the Attendant Call switch located on the front side of the lavatory sink cabinet.

Pushing the Attendant Call switch:

- illuminates the switch to confirm selection

Lavatory Call Light (amber)



**Attendant Station Call
Light Panel (typical)**

- illuminates the lavatory call light/reset switch located on the outside wall over the door of the calling lavatory
- illuminates the amber lavatory call light at the attendant station being called
- sounds a single HI chime at the attendant station being called
- illuminates the attendant call light at the Cabin Services Module (CSM) for the appropriate area displayed

The lavatory call light is extinguished by pushing the lavatory call light/reset switch over the lavatory door. The amber lavatory call light extinguishes when all lavatory call light/reset switches for that area are reset.

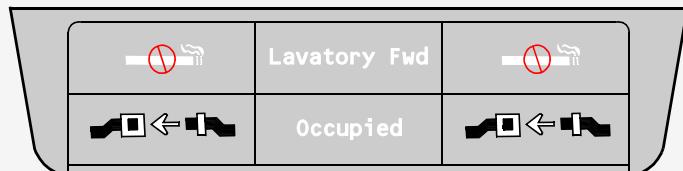
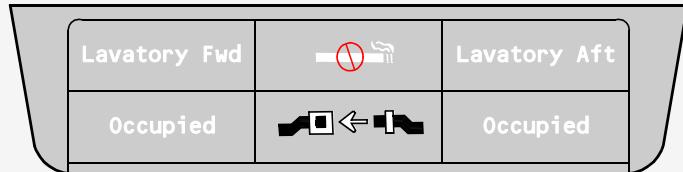
Lavatory calls can also be reset from the CSM attendant call RESET switch for that area.

Communications
Passenger Signs

Chapter 4
Section 24

Passenger Signs System

Passenger Signs Overview



**Cabin Overhead
(typical)**

NO SMOKING and FASTEN SEAT BELT signs are located on the cabin overhead and in the passenger service unit (PSU). The signs are visible to all passengers.

The signs are controlled from the flight deck either manually or automatically. On the ground, all signs are illuminated.

A single LO chime sounds over the passenger address system each time any of the passenger signs illuminate or extinguish.



In Lavatory (above sink)

A RETURN TO SEAT sign is located in each lavatory and visible only when illuminated. The RETURN TO SEAT signs illuminate when the FASTEN SEAT BELT signs are illuminated.

Note: All signs, except the Return to Seat signs in the lavatories, illuminate automatically if the cabin altitude is greater than 10,000 feet or if the passenger cabin oxygen system is deployed.

Automatic Passenger Sign Operation

Takeoff And Landing

After takeoff with the passenger signs in the automatic mode, the FASTEN SEAT BELT and RETURN TO SEAT signs extinguish when the landing gear and flaps are up. The NO SMOKING signs extinguish when the landing gear are up..

During descent for landing, the FASTEN SEAT BELT and RETURN TO SEAT signs illuminate when the airplane gear and flaps are lowered or below 10,300 feet. The NO SMOKING signs illuminate when the landing gear are lowered.

When the cabin signs illuminate or extinguish, a LO chime sounds over the PA system.

Loss of Cabin Pressure And Oxygen Deployment

The NO SMOKING and FASTEN SEAT BELT signs illuminate automatically if the cabin altitude exceeds 10,000 feet or if the passenger cabin oxygen system is manually or automatically deployed. The RETURN TO SEAT signs illuminate with the FASTEN SEAT BELT signs.

Note: The RETURN TO SEAT sign in the lavatories will not illuminate if passenger cabin oxygen has been deployed.

Communications

In-flight Entertainment System

Chapter 4

Section 30

In-flight Entertainment System Overview

The passenger entertainment system includes a multi-channel selection of music and video system audio.

The audio entertainment switches on the Cabin Services Modules (CSMs) control the playing of the audio system. See Chapter 2A, Cabin Management, Section 10 Cabin Services Module.

Note: The passenger service system switches provide electrical power for operation of the overhead electrical units which contain the PA speakers, passenger reading lights, and the passenger service unit (PSU) Row Call Light. The passenger service system switches are located on the CSM.

The video entertainment system includes video monitors, video projectors, and screens. An individual video system (IVS) is installed in the airplane which is capable of providing audio and video from the tape cassettes. The audio can be distributed through individual passenger headsets or through the passenger address system overhead speakers.

Passenger address announcements from the flight deck or a flight attendant handset automatically override the audio entertainment program. When the announcement is complete, the program resumes.

Each passenger seat contains a passenger control unit (PCU). Passengers use the PCU to select various in-flight entertainment system functions, turn the reading lights on or off, or call for passenger service. A headset may be plugged in to listen to the audio on the selected channel. The PCU includes switches for channel selection and audio volume.

See the inflight entertainment guide for detailed information and operation.

Introduction

AVOD is the first upgrade to the Rockwell Collins IFE system for more than 6 years, and it will bring us in line with our competitors. No reworking of the existing seat viewing screens will be necessary, as the system will work through the system as it currently stands.

The new system will meet with our customer expectations in terms of offering a wider choice of entertainment whilst also offering the customer control over their choice of viewing, along with the system being completely interactive.

Aircraft fitted with the GMIS system will unfortunately not be included in the upgrade, as this would require removing all of the existing systems and refitting all the screens and the entertainment system.

Quick Setup Procedure

Here we provide a quick set up procedure to get you started

Main Content

1. Starting AVOD
2. Security Log On
3. Flight Data Setup
4. Daily Content Load <F1>
5. Boarding Music <F2>
6. Video PA <F3>
7. Announcements Button <F4>
 - Before Takeoff
 - Before Landing
 - After Landing
 - Safety
 - Text Messages
8. Services Menu <F5>
 - Parental Lock
 - Seat Reset
 - Reading Lights
 - Call Lights (B767 Configuration Only)
 - Video Director
 - View Broadcast Video
9. All Functions ON/OFF
 - Games
 - Telephone Button
 - Broadcast Digital Video/Audio Button
 - Audio/Video On Demand Button
10. Forced Broadcast (FBDVA)
11. Moving Map <F6>
12. Data Offload <F7>
13. Security Log On/Off <F8>
14. Emergency Announcements Button <F10>
15. DAVO (Distributed Audio & Video Only)

Key Functions Buttons

The following list of Key Functions Buttons <F> will allow the user to easily access all of the services listed in the contents page.

- Daily Content Load <F1>
- Boarding Music <F2>

- Video PA <F3>
- Announcements <F4>
- Services <F5>
- Moving Map <F6>
- Data Offload <F7>
- Log On/Off <F8>
- Flight Data Setup <F9> (Crew Member Logon)
- Engineering Access <F9> (*Engineering Use Only*)
- Emergency Announcements <F10>
- Status <F11>
- Faults <F12>
- Help <Ctrl H>

Quick Setup Procedure

Security Log On/Log Off

- Press **[Log On]** button.
- Enter **BACREW** into both text boxes on the Log On screen.
- Press **[Enter] button** to confirm.

Flight Data Setup

- Fill in blank text boxes with valid flight information.
- Press **[Confirm] button**.

Note: Seat screens will display the blue Welcome Screen until the process is complete. Approx 20 min.

- During flight data setup the buttons on the Daily Content Load screen will be greyed out (inactive) until the process is complete.
- Do not turn Seat or System power off during this process.

Boarding Music <F2>

- Press **[Boarding Music] button**.
- Select title and press **[Play] button**.

Video Passenger Address (VPA) <F3>

- To play VPA press **[Video PA] button**.
- Highlight VPA of choice and press **[Play] button**.
- **System default set to play VPA in All Areas and PA & Headset.**

Daily Content Load <F1>

- Press **[Daily Content Load] button**.
- Retrieve **News DVD** from Tech trolley.
- Insert disk into **ISL**.
- Press the **[DVD/CD] button**.
- Highlight titles for uploading.

- Press **[Select] button** or **[Select All] button**.
- Press **[Start Load] button**.

Note: The **[Start Load]** button will change to **[Abort Load]** only if *Multiple Titles available*.

- Eject DVD when loading has completed.

Note: Once the user has shown all after take-off VPAs, passenger entertainment options will be available within 20 mins after Weight Off Wheels. It is not necessary to ‘show’ the ‘news’ as it was loaded onto the system during the Daily Content Load process and is a viewing option.

Main Guide

Starting AVOD

- The **Welcome to British Airways IFE System Screen**, which includes the **Log On/Log Off buttons**, will usually be the first screen displayed on the system.
- Once this screen is displayed, the user will be required to **Log On** to the AVOD system.
- To **Log On** press the **[Log On]** button.

Figure 1 Welcome Screen



Security Log On

- The user must now identify themselves to the system by using the keypad.
- The user must enter **BACREW** into the **ID Text Box**.
- Press **[Enter]**.
- The user must enter **BACREW** into the **Security Code Text Box**.
- Press **[Enter]**.

Figure 2 Security Log On Screen

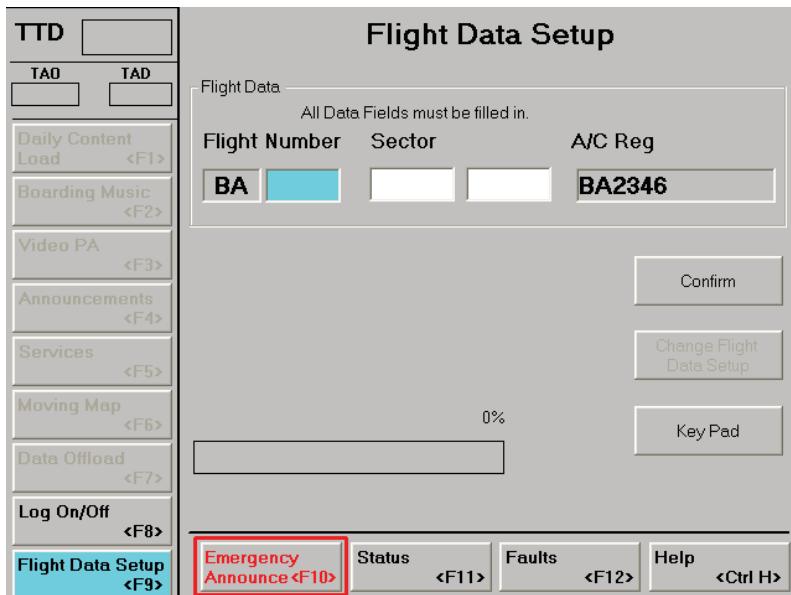


Flight Data Setup

- This screen will automatically follow the **Security Log On Screen**.
- The user will need to **Enter** the flight number into the **Flight Number Text Box**.
- Touching the text boxes or tabbing will activate each box.
- The user will need to **Enter** the **Sector Codes** into the **Sector Text Box**.
- The aircraft registration will already be displayed.
- On completion of entering the flight number and sector fields, the user must **Press [Confirm] button** to start flight initialization.
- The system will prompt the user to re-enter any incorrect data into the indicated text box.

- Note the load progress bar will move up to 100% indicating the process is complete.
- The user should ensure that seat power is ON prior to starting this process and ensure that the system is not interfered with from the time the progress is at 100% until the buttons on the Daily Content Load screen are available (approximately 20 minutes).

Figure 3 Flight Data Setup Screen



Note: Seat screens will display a blue welcome screen until the process is complete. approx 20 min. Do not turn seat power off during this process.

Daily Content Load <F1>

It is very important for the user to note that during the loading of the Daily Content, the user will not be able to navigate around the rest of the system for approximately 3 minutes.

Note: During flight data setup the buttons on the [Daily Content Load] screen will be greyed out (inactive) until the process is complete (approx 20 min.)

- The user will access this screen by pressing the [**Daily Content Load**] <F1> button, located on the left side of the screen, which forms part of the **Navigation Panel**.
- The user will need to select the type of drive the content will be loaded from, at the present time the content will be loaded from a DVD.
- **Press the [DVD/CD] button** to identify the drive to the system.
- The system will then **Highlight** the first **Content Title** to be uploaded.

- The user must then **press** on the **[Select] button** or the **[Select All] button** to confirm selection.
- This will highlight to the user all of the titles they have selected for uploading by displaying a ‘Y’ next to the title in the ‘Selected’ column.
- The user will then press the **[Start Load] button**.
- This will start the file upload.
- The **Progress Bar** will display the progress of the load to the user.
- Once the system has completed the load, the system will prompt the user with a popup.
- The user must then press **[OK]** to confirm.
- The user can **Abort** the load at any time by **pressing the [Abort Load] button. (Only available for Multiple Titled DDN.)**
- **Pressing the [Eject DVD/CD] button** will eject the DVD/CD.
- Once the **[Eject DVD/CD] button** is pressed, the system will **Prompt** the user to **Open the ISL Door** before ejecting the DVD.

Note: If during the DDN load (progress bar in blue is displayed) and the DDN load fail popup is displayed the system must be rebooted otherwise VPA might not work.

Figure 4 DDN – Digital Daily News being loaded into ISL



Figure 5 Daily Content Load Screen after a DVD/CD has been loaded (After Flight Initialisation)

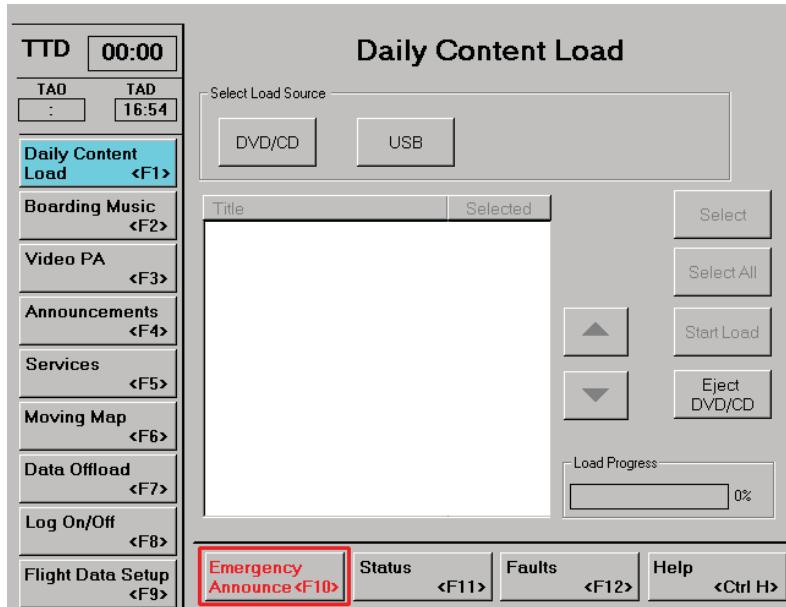
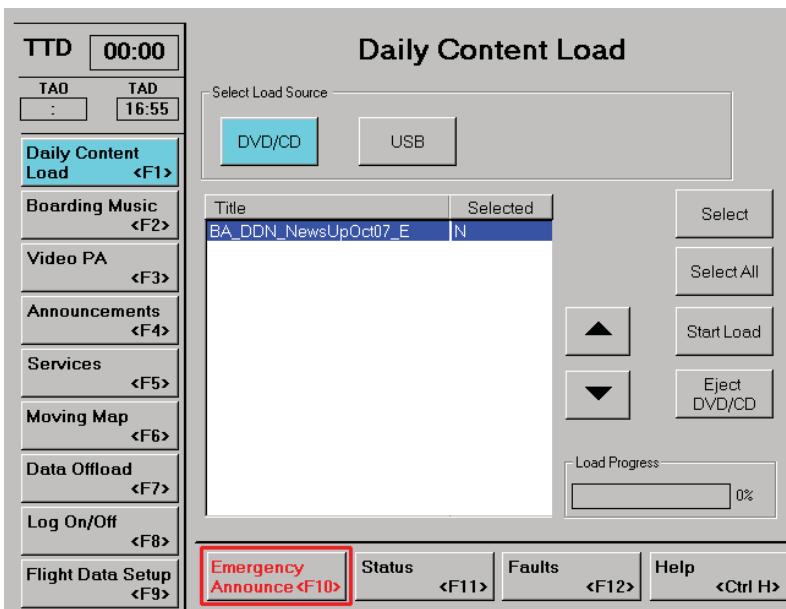


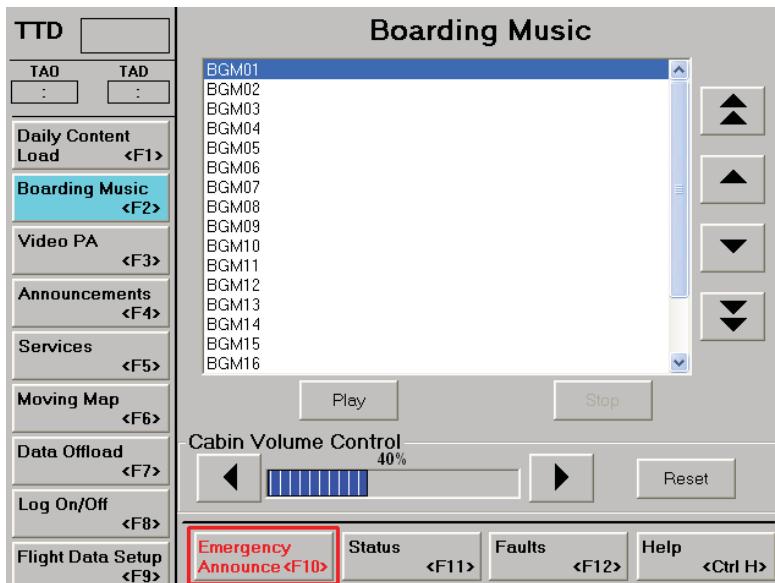
Figure 6 Daily Content Load Screen after the DVD/CD button has been pressed (After Flight Initialisation)



Boarding Music <F2>

- The **Boarding Music Screen** can be accessed from anywhere in the system by pressing the **[Boarding Music]** button on the **Navigation Bar**.
- The **Display Box** will list the boarding music titles available for play.
- Each title will contain a maximum of 20 tracks.
- The user can highlight the title to be played with the up/down arrows, or by touching the screen.
- Only 1 title can be selected for play at a time.
- Once the user has **Selected a Title**, the user will need to press the **[Play]** button.
- The **Volume** of the music can be **Controlled** by pressing the **Left/Right Arrow buttons**.
- The volume control will affect all cabins.
- Pressing the **[Stop]** button will stop the music that is being played.
- Pressing the **[Reset]** button will return the volume to the default setting of 40%.
- Using the **[Page Up/Down]** buttons allows user to scroll through the music selections.

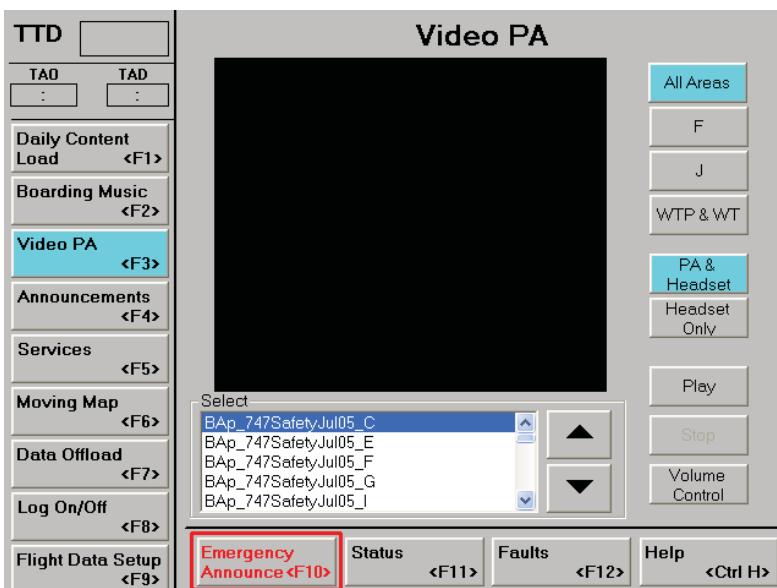
Figure 7 Boarding Music Screen



Video Passenger Address (VPA) <F3>

- Pressing the ***[Video PA]*** button will allow the user to ***[Play]*** a Video PA throughout the cabin.
- Pressing the ***[Video PA]*** button from the **Navigation Bar** will display the **Video PA Screen**.
- This screen will allow the user to select and play a Video Announcement through the overhead speakers and passenger seats.
- The user must now **Select a Video** from the **Video Title Display Window** using the ***[Up/Down] buttons***.
- The user must now choose which cabin they wish to play the VPA.
- The user must select **All Areas, F, J, or WTP & WT (747 and 777 Configurations) or All Areas (767 Configuration)**.
- The system will default to playing the announcement over the PA and Headsets.
- The user will have the option to send the VPA to only one cabin or via Headsets only by pressing the appropriate buttons.
- Once the user has **highlighted** their choices, **pressing the *[Play]* button** will prompt the system into confirming the user's intention to play the VPA.
- **Pressing *[OK]*** will begin the **VPA**.
- **Pressing the *[Volume Control]* button** will reveal the **Volume Control Screen**.
- **Pressing the Left & Right Arrows** will allow the user to **Increase** or **Decrease** the **Cabin Volume** setting.
- **Pressing the *[Reset]* button** will return the **Cabin Volume** setting to the **Default Setting of 40%**.
- **Pressing the *[Return]* button** will close the **PAT** and **Cabin Volume Control** overlay screen and display the **VPA Screen**.

Fogure 8 Video PA Screen



Announcements <F4>

- Pressing the **[Announcements]** button will reveal a selection of 5 types of announcement.
- Each selection will allow the user to make announcements relative to the various stages of the flight.
- The following highlights the choices of announcements available:
 - (1) **[Before Takeoff]** button.
 - (2) **[Before Landing]** button.
 - (3) **[After Landing]** button.
 - (4) **[Safety]** button.
 - (5) **[Text Message]** button
- Once the **[Announcements]** button has been selected, the first 4 selections have the same functionalities and will therefore be covered together.
- The **[Before Takeoff]** button will be used as an example, followed by the **Text Message Screen**.
- Pressing the **[Before Takeoff]** button will reveal the **Before Takeoff Screen**.
- The **Language Display Window** displays all of the predefined **Before Takeoff** language **Announcements**.
- The **Default Selection** is **English** and is displayed first.
- The user can make multiple language selections.
- Use the **[Page Up/Down]** buttons to **Scroll** through **Pages**.
- Pressing the **[Up/Down]** Arrow Buttons moves the **Cursor Bar** over the various **Language Selections**.
- Pressing the **[Play]** button Initiates the highlighted language **Announcement**.
- Pressing the **[Stop]** button will stop the announcement being played.
- The **Cabin Volume Control** adjusts the volume in the cabin, it consists of **[Left & Right] Arrow Buttons**.
- Pressing the **[Reset]** button will return the cabin volume to the **Default Setting of 40%**.

Figure 9 Audio Announcements Screen

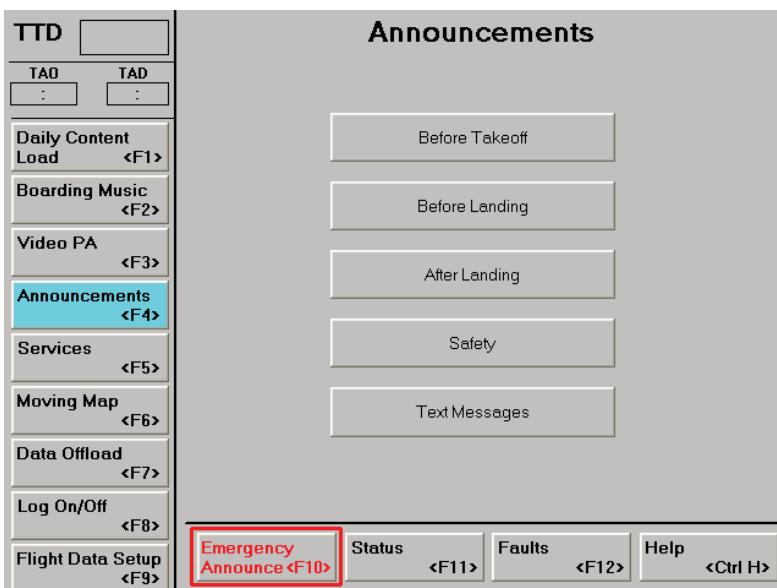
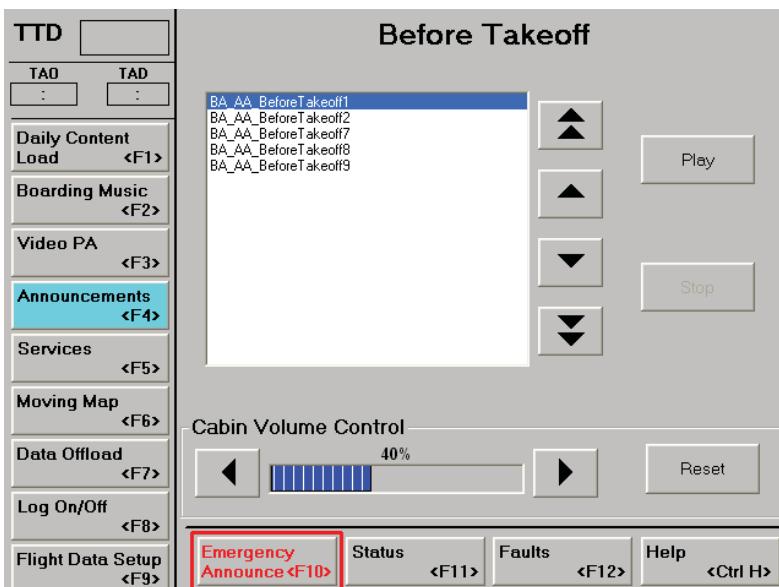


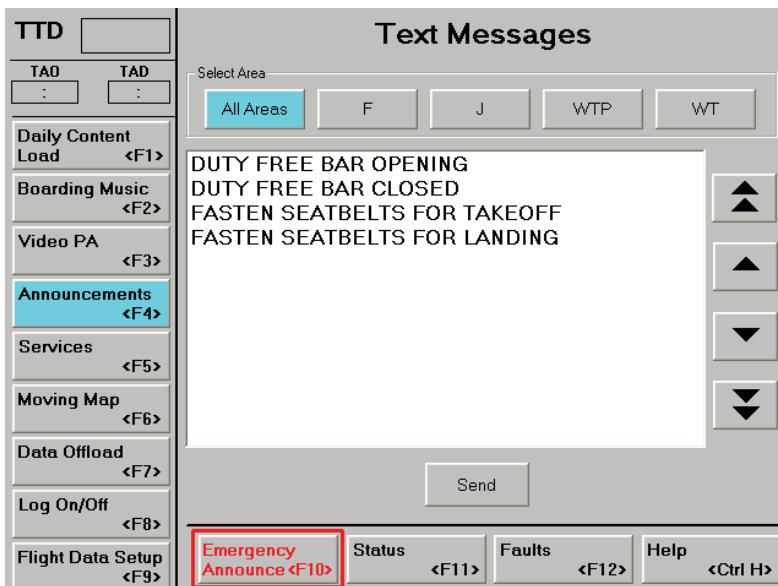
Figure 10 Before Takeoff Announcements Screen



Text Messages

- Pressing the **[Text Message]** button will reveal the **Text Message Screen**.
- The text message screen will allow the user to send messages to the passengers without disturbing them.
- The text message screen can store a maximum of 21 titles, the user will be able to Select the appropriate Message by using the **[Up/Down]** Arrow Buttons.
- Once the **Message** has been **Highlighted**, the **user** must **Select** the Cabin.
- The user will have a choice of **F, J, WTP, WT** or **All Areas**.
- Pressing the **[Send]** button will send the message to the seats in the **Selected Area Panel**.
- The system will prompt the user with popup messages if the user has not completed all of the required steps.

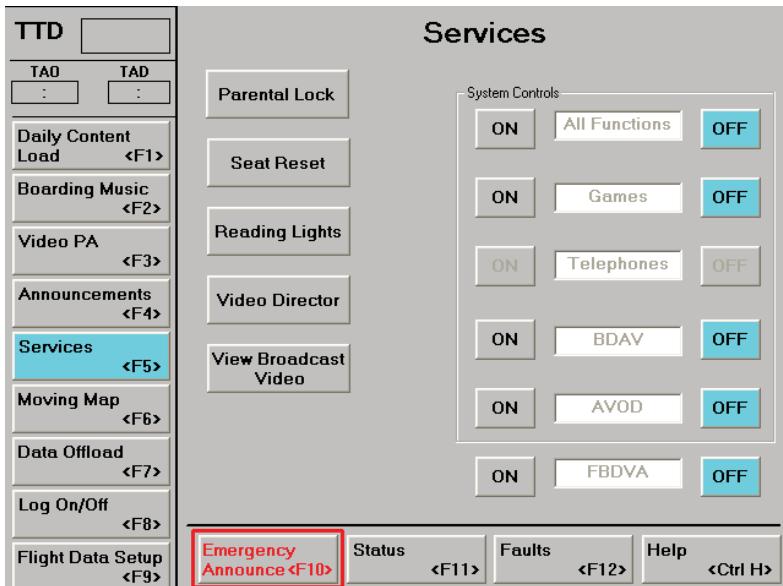
Figure 11 Text Messages Screen



Services <F5>

The Services menu allows you to manage applications and services for individual seats or sections, by using following options:

Figure 12 Services Screen

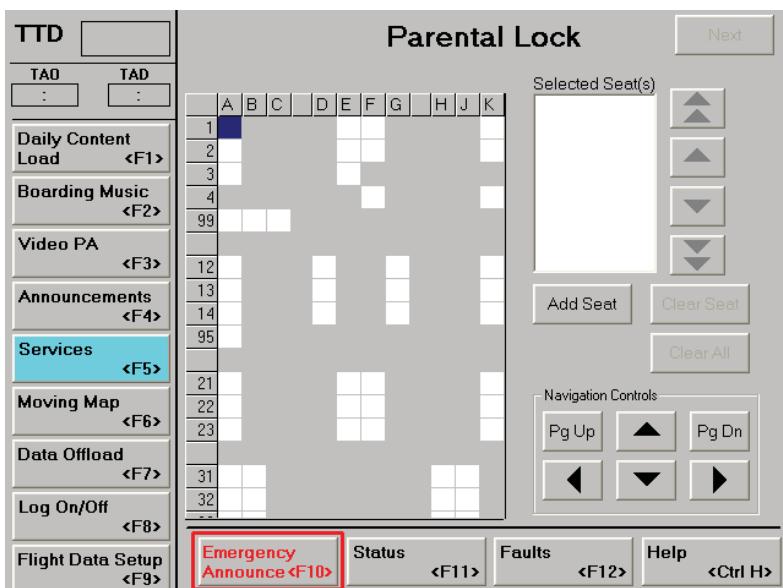


Parental Lock

- Parental Lock allows the user to **control** the **viewing** and **listening** of content to **Unaccompanied Minors (UM)** and **Young People (YP)**.
- The user will be able to **Lock** or **Unlock** **Movies**, **Audio** and **Games** using this feature at any time during the flight.
- Once the user has pressed the **[Parental Lock]** button, from the **Services Menu**, the **Parental Lock Seating LOPA Screen** will be **displayed**.
- The user must now select the seat that must be locked or unlocked from the seating LOPA.
- The seating LOPA is broken down into zones.
- The user will be able to **Navigate** around the screen by using the **Navigation Controls**.
- Only one seat can be selected at a time from the LOPA.
- The user can either **Tap** on the **LOPA Screen** or use the **Navigation Controls** to **Select the seat**.
- Once the seat has been **highlighted**, pressing the **[Add Seat]** button will add the **seat number** to the **Selected Seats Display Window**.

- The **Selected Seats Display Window** will display the seats selected from the LOPA.
- The user will be able to **Remove Seats** from the **Selected Seats Display Window** by **pressing** either the **[Clear Seat]** button or the **[Clear All]** button.
- Once the user has added all the seats to the window, the user will then need to **press** the **[Next]** button to access the next screen.
- The next page of the **Parental Lock Screen** shows the videos, audio tracks and games buttons.
- **Pressing** the **[Previous]** button will return the user to the previous screen.
- To **Select** the **List of Movies**, the user must **press** the **[Video Button]**; this will **display all titles** in the **Unlocked Display Window**.
- To **Select** the **List of Audio Titles**, the user must **press** the **[Audio Button]**; this will **display all titles** in the **Unlocked Display Window**.
- To **Select** the **List of Games**, the user must **press** the **[Games Button]**; this will **display all titles** in the **Unlocked Display Window**.
- The user can then **press** the **[UM]** or **[YP]** button to **highlight** the **Unsuitable Titles. (Available for Video and Audio Titles only.)**
- The user will be able to **press** the **[Lock All]** button to select all titles that are highlighted or use the scroll buttons to scroll over the listed titles. Once a title is highlighted it can be **Locked** by using the **[Lock]** button.
- Once the titles have been **Locked**, they will appear in the **Locked Titles Display Window**.
- The user will be able to **Unlock individual movie Titles** by using the **[Unlock]** button or select the **[Unlock All]** button to unlock all titles displayed.
- The user will be able to **navigate** around the screen using the various **navigation buttons**.
- All seats locked out during the flight will be unlocked automatically on landing.

Figure 13 Parental Lock Screen

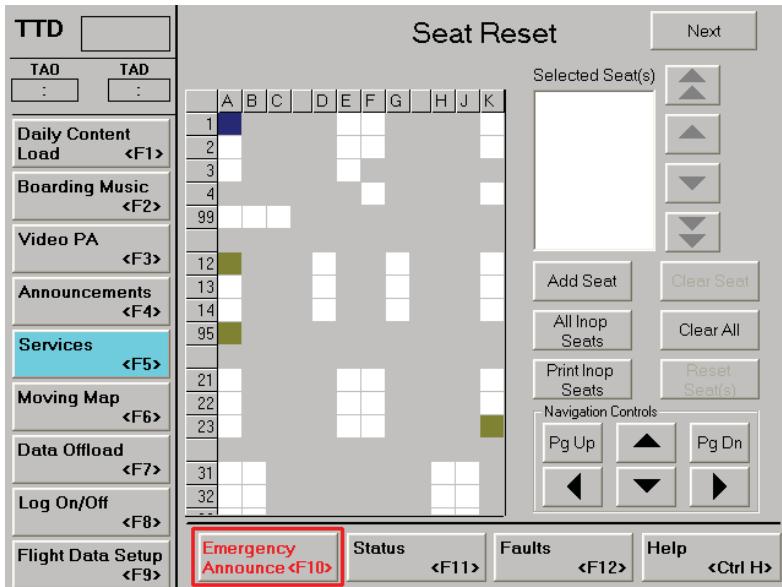


Seat Reset

- The **[Seat Reset]** button is used to **reset** the IFE at selected seats.
- Pressing the **[Seat Reset]** button from the Services Menu Screen will display the Seat Reset LOPA Screen.
- Any **INOP Seats** will be **displayed** in **yellow** on the LOPA Screen.
- Once a **seat** has been **selected** from the LOPA by either **tapping** the **screen** or using the **Navigation Buttons** and **pressing** the **[Add Seat]** button, the **Seat Number** will be **displayed** in the **Selected Seats Display Window**.
- Once a **seat** has been **selected** from the LOPA by either **tapping** the **screen** or using the **Navigation Buttons** and **pressing** the **[Add Seat]** button, the **Seat Number** will be **displayed** in the **Selected Seats Display Window**.
- Once the user has **selected** all the **seats** that require resetting from the LOPA, they will appear in the **Selected Seats Display Window**.
- The user must now **press** the **[Reset]** button and all of the **listed seats** will be **reset**.
- The system will prompt the user with a **popup** to ensure the **seats selected** are **correct**.
- The user will need to respond to the **popups** by pressing the **[OK]** or **[Cancel]** button.
- The user will also be able to **press** the **[All Inop Seats]** button which will **Display All the Inop Seats** in the **Selected Seats Display Window**.

- The user will be able to press the **/Next/** button which will display the **Seat Reset Area Screen**.
- This screen will allow the user to **Reset Seats** in a **whole area** by selecting, **F, J, WTP, or WT Button.** (**747 and 777 Configurations**) or **J, WTP or WT Button** (**767 Configuration**).
- Pressing** one of these buttons will **display all of the seats** in this **area** in the **Selected Seats Display Screen**.
- The **display** will show all **good** and **Inop Seats**.
- Pressing the /Reset Seat/** button shall **reset all good and Inop seats** in the **Display Window**.
- Pressing the /Previous/** button shall **return** the user to the **previous** **Seat Reset Screen.**

Figure 14 Seat Reset Screen

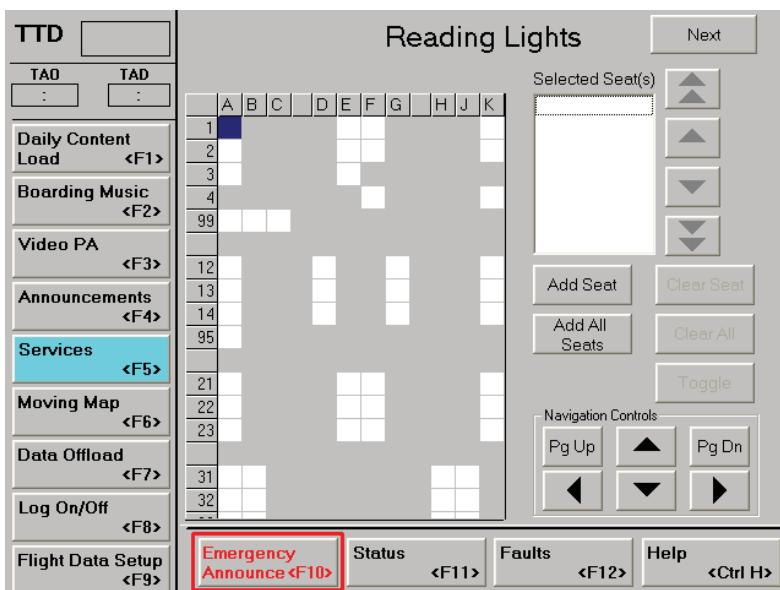


Reading Lights and Call Lights (Call Lights 767 Only)

The operation of the reading light and call light reset screen are identical and will therefore be covered together.

- Pressing the **[Reading Lights]** button will display the **Reading Lights Screen**.
- The **Reading Lights Screen** will allow the user to **Reset Individual Reading Lights** or an additional screen will allow for a whole cabin to be reset at once.
- The screen will display the **Seating LOPA**.
- The user will be able to **select** the seat by either **[Touching]** the Screen or using the **[Navigation]** buttons to **highlight** the seat.
- Once a seat has been **highlighted**, the user must press **[Add Seat]** button to **add** the seat to the **Selected Seats Display Window**.
- The user will be able to clear the selected seat by pressing the **[Clear Seat]** button or the **[Clear All]** button.
- Once the user has added all the seats to the window, the user must press the **[Toggle]** button (**747 and 777 Configurations**) or **[Turn ON]** [**Turn OFF**] buttons (**767 Configuration**).
- This will then activate or deactivate the lights in the selected seats.
- Pressing the **[Next]** button will take the user to the **Reading Lights Area Screen**.
- Pressing the **[Previous]** button will return the user to the first **Reading Lights Screen**.
- The **Reading Lights Area Screen** will enable the user to access the seats by cabin by **pressing** either the **F, J, WTP or WT Button (747 and 777 (Configuration))** or **J, WTP or WT Button (767 Configuration)**.
- Pressing an **[Area]** Button will display all the seats in the selected cabin in the **Selected Seats Display Window**.
- Once all the seats have been **highlighted** in the **Display Window**, the user will be able to **press** the **[Toggle Seats] [On/Off]** button.
- The user will also be able to **navigate** around the **screen** using the **[Navigation]** buttons.
- The **above** instructions will **apply** to the **[Call Lights]** button when accessed from the **Services Screen (767 Configuration Only)**.

Figure 15 Reading Lights Screen



Video Director

- This function allows the user to direct and control a video or an audio title to a passenger seat.
- This function will be used when a Seat Reset has failed to rectify a problem with a passengers IFE.
- Only one seat can be selected and controlled at a time.
- Pressing the **[Video Director]** button from the **Services Menu Screen** will display the **Video Director Screen**.
- The screen will contain the Seating LOPA which is broken down into zones.
- Seats can be selected as in previous LOPA Screens using the **[Navigation]** buttons or **touching the screen**.
- Once a seat has been highlighted, pressing the **[Add Seat]** button will add the seat number to the **Selected Seat Display Window**.
- Pressing the **[Clear Seat]** button will clear the seat from the **display window**.
- Once a seat has been added to the **Display (only one seat can be added during an occurrence)**, the **[Add Seat]** button will go grey and the user will need to access the next screen by **pressing the [Next]** button.
- The user will now need to **select** one of the following **[Content]** buttons to access the movie list.

- The choices are as follows:
 - (1) **[BDA]** button – Pressing this button will **display all Broadcast Audio Titles.**
 - (2) **[BDV]** button – Pressing this button will **display all Broadcast Video Titles.**
 - (3) **[AOD]** button – Pressing this button will **display all Audio On Demand Titles.**
 - (4) **[VOD]** button – Pressing this button will **display all Video On Demand Titles.**
- Once the user has **selected** the **[Content]** button, the **Video Director Titles Screen** will be displayed.
- The user must now **select the language** that they would like to **send the broadcast** to the passenger in, using the **[Navigation] buttons.**
- **English** is set as the **default language** in the language choices screen. **(For BDA and AOD English is the only language and is greyed out.)**
- Once the user has selected the language they would like, the next step is to select a movie title.
- The **list of movie choices** in that language will appear in the **Available Titles Screen.**
- The user will then need to **highlight the movie** to be **sent** by using the **[Navigation] buttons.**
- Once the user has made the **movie and language selection**, the **[Select] button** must then be **pressed**.
- Once the **[Select]** buttons have been **pressed**, the **language and movie title** will be **displayed** in the **Content Info Panel** on the **previous Video Director Screen.**
- The screen will also show the selected seat.
- Pressing the **[Start Program]** button will send the **movie title and language** to the **seat number displayed** in the **Content Information Display Panel.**
- Pressing the **[Stop Program]** button will **stop** the **Broadcast** to the seat selected.
- The user will be able to **adjust the volume** of the broadcast by using the **[Seat Volume Control]** buttons.
- The **default setting** for this button is **40%**, pressing the **[Reset]** button on this screen will **return the volume to the default setting.**

Figure 16 Video Director Main Screen

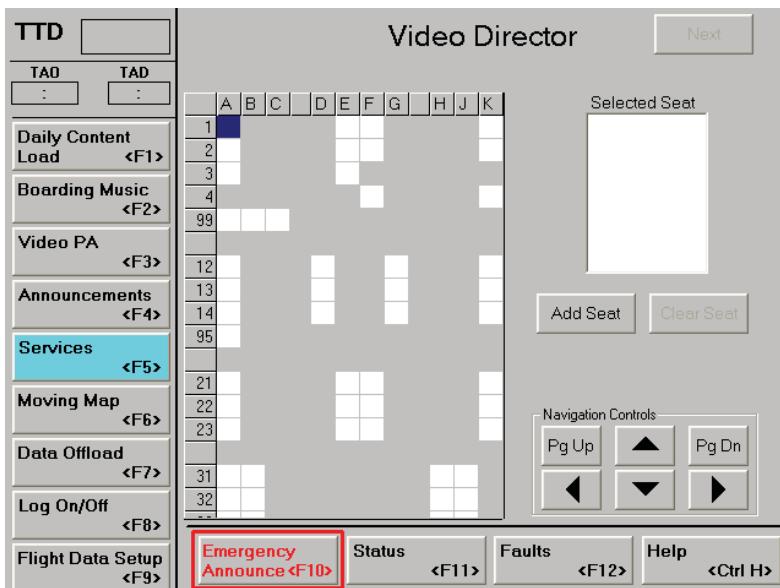


Figure 17 Video Director Content Information Screen

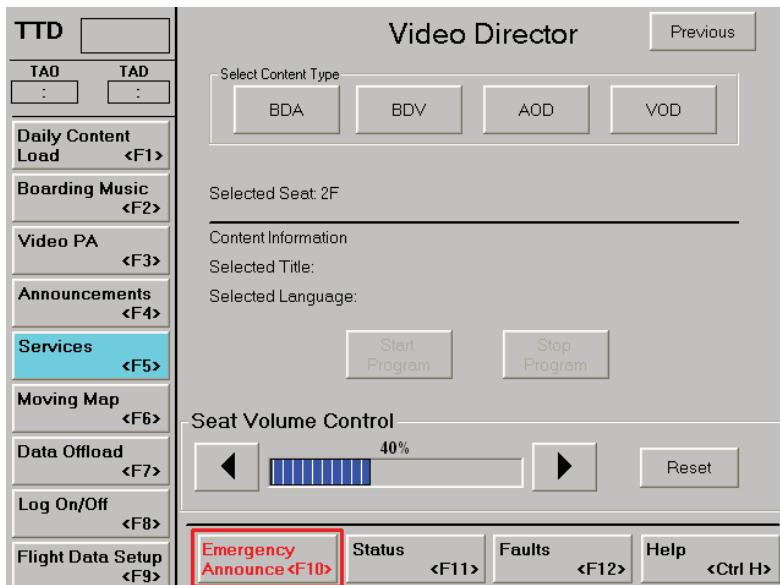
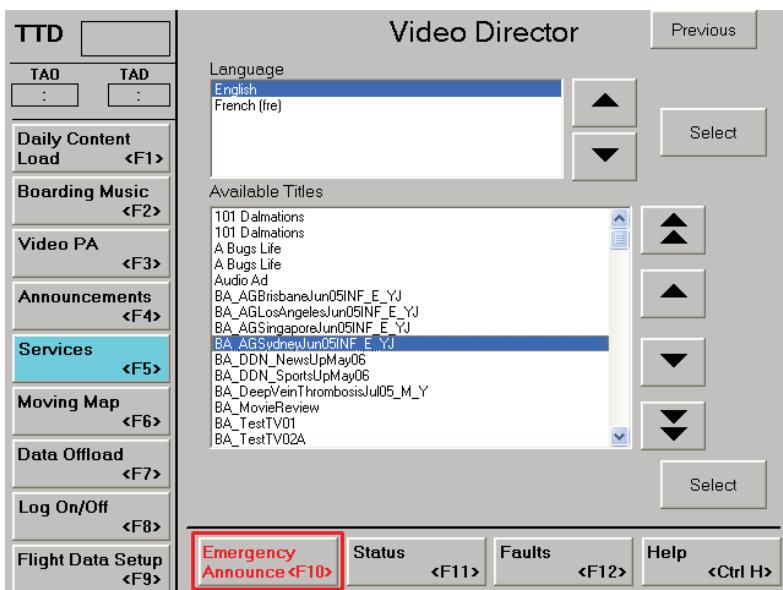


Figure 18 Video Director Content Screen

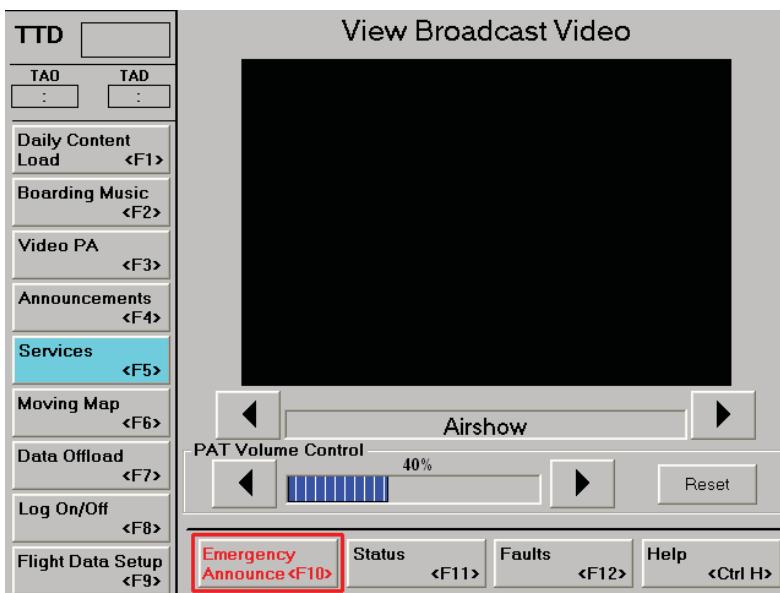


View Broadcast Video

This function will allow the user to view the film content being played on the broadcast channels (usually 18 channels).

- To view a **broadcast video**, the **[BDVA]** button must be in the **On Position** or no films will be viewable.
- Pressing the **/View Broadcast Video/** button from the Services Menu Screen will display the View Broadcast Video Screen.
- When the user accesses this screen the **channel number** will always be selected to **Airshow**.
- The **Preview Display Window** will display the **Broadcast Film** that the user has **selected** in the **Channel Number Display**.
- Pressing the **[Arrow]** buttons will alter the **channel number** being shown.
- Pressing the **[Reset]** button will return the **volume** at the PAT (Primary Access Terminal) to the default setting of **40%**.
- Pressing the **[Arrow]** buttons will allow the user to **increase** or **decrease** the **volume** levels.

Figure 19 View Broadcast Video Screen



[All Functions] [ON] [OFF]

The [All Functions] [ON] [OFF] button is accessed through the Services Screen <F5>, this button allows the user to control all the key entertainment applications.

- Manually select **All Functions On** immediately after playing the Wellbeing programme soon after take-off.
- Each function can be turned On/Off individually (except Phones).
- The user will need to select [OFF] 20 mins prior to landing.
- Pressing the **[All Functions] [ON] [OFF]** button will activate/deactivate all of the following services and should be used to switch on all services.
 - (1) **[Games]** button.
 - (2) **[Telephones]** button (currently inoperative).
 - (3) **[BDAV]** button – Broadcast Digital Audio/Video Buttons stops/restarts BDAV content.
 - (4) **[AVOD]** button – Audio/Video On Demand.
 - (5) **[FBDVA]** button – (Forced Broadcast stays in the OFF position).

Figure 20 All Function OFF

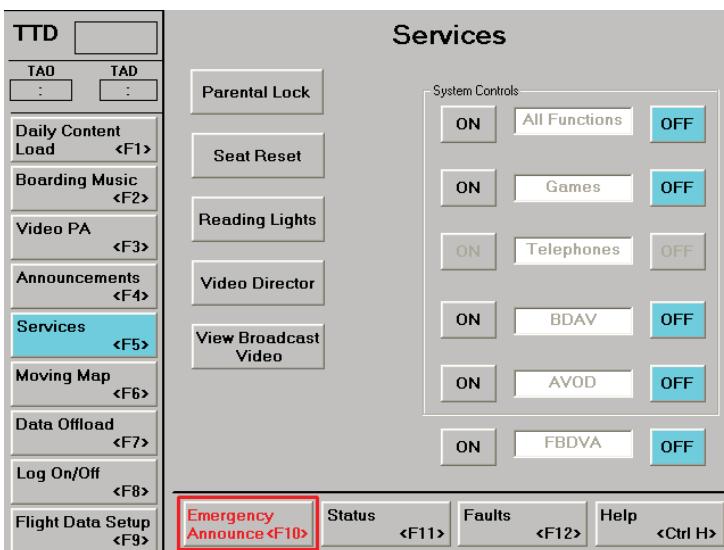
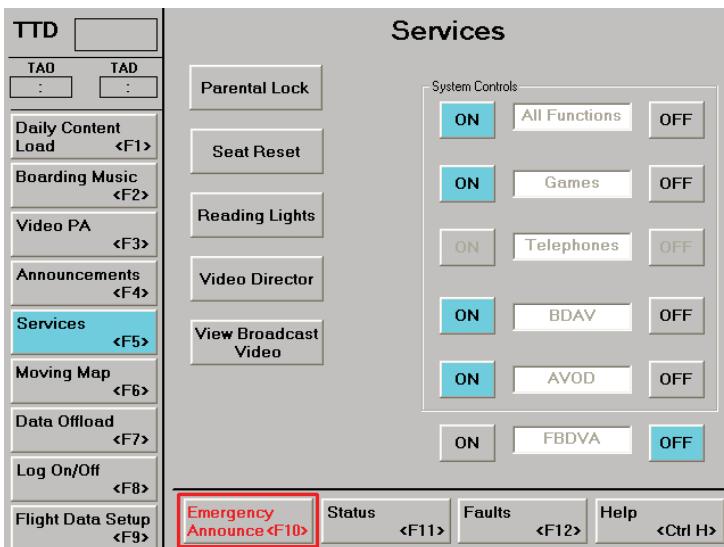


Figure 21 All Function ON

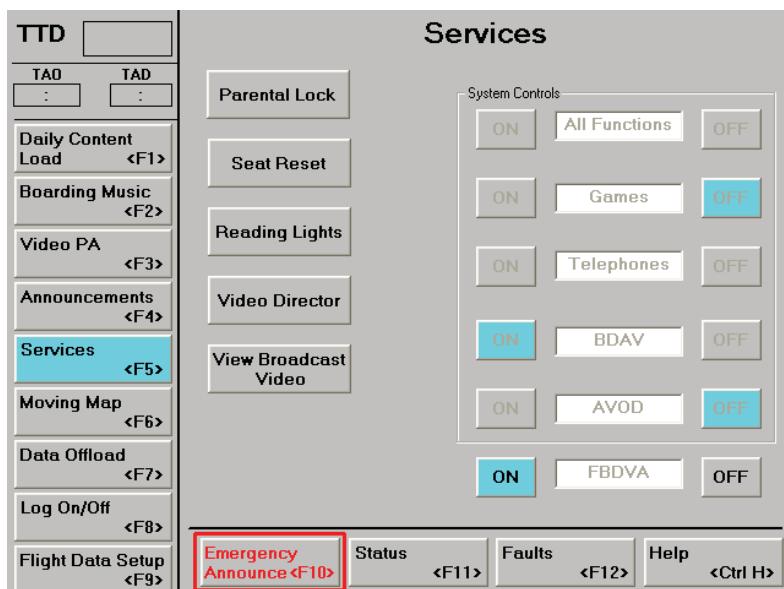


[FBDVA] Forced Broadcast

This function will allow the user to deactivate Video On Demand during periods of severe IFE failure. Once this function is activated, the whole of the A/C will default onto Broadcast Channels (usually 18 channels). This will affect everybody on the A/C and must only be activated if (+) 80% of the A/C is being affected by IFE failure.

- The **[FBDVA]** button is located at the bottom of the **Services Screen <F5>**.
- Pressing the **[FBDVA]** button will default the system onto the broadcast channels.
- Once pressed you will notice that the **[GAMES]** and **[AVOD]** buttons will change to the **[OFF]** position. **[BDAV]** button will remain in the **[ON]** position.
- The user will be prompted by a number of popups when proceeding with this action.
- The user must always **press the [Reset] button** when prompted to reset the **broadcast film** content, this will start all channels from the beginning again.
- To deactivate forced broadcast, **press [FBDVA] /OFF/ button**. All buttons will change to the **[OFF]** position (except Phones).
- Wait for the **[All Functions] /OFF/ button** to turn blue.
- **Press [All Functions] /ON/ button** to restart AVOD.

Figure 22 Forced Broadcast ON



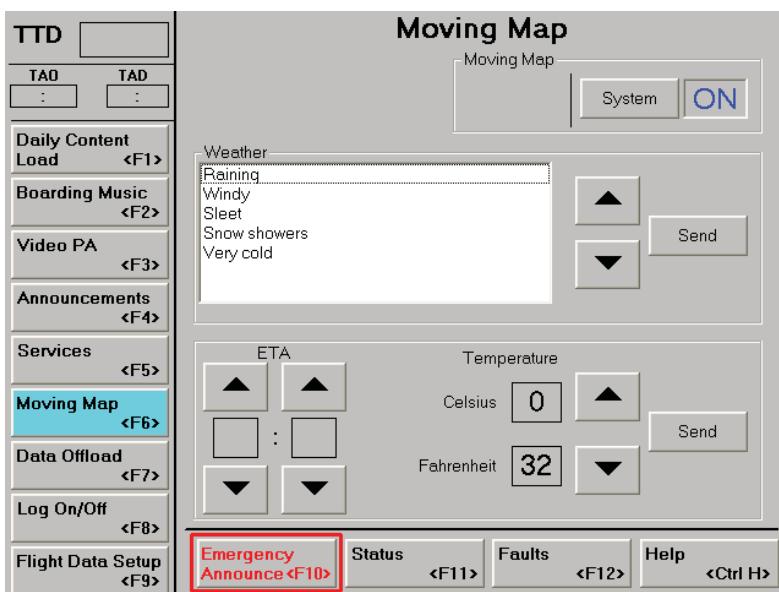
On occasions the next month's content might have not been initiated by Engineering, crew may see the following popup:

- **Monthly Media Content Loaded** **WARNING** – the user must **press** the ***[Cancel]*** button to allow normal operation to continue.

Moving Map <F6>

- Pressing the [*Moving Map*] button will display the Moving Map Screen.
- The screen will show the [ETA] estimated time of arrival in 2 data fields, hours and mins.
- To manually update the [ETA], pressing the [*Up/Down*] arrow buttons will allow the user to change the time shown in the Display Boxes.
- The user must press the [*Send*] button to update the pax screen.
- The Flight Management System (FMS) shall update the moving map display by default.
- If the link has been lost to the FMS, the user will need to re-establish the link by pressing the [*FMS*] button.
- The user can activate or deactivate the system by pressing the [*System On/Off*] button.
- The Weather Display Box shall display the selection of weather options that the user can overlay onto the moving map to update passengers on the weather conditions at their destination.
- The Temperature Display Boxes can also be updated with the expected temp at the destination and displayed to the passengers.
- Using the [*Up/Down Arrow*] buttons will allow the user to move the Cursor Bar over the Message they wish to send or increase/decrease the temp displayed.
- Pressing the [*Send*] button will update the ETA, Temp and expected Weather conditions on the Moving Map.
- When the user makes any manual changes to the display, the system will prompt the user with a popup to confirm the changes.

Figure 23 Moving Map Screen

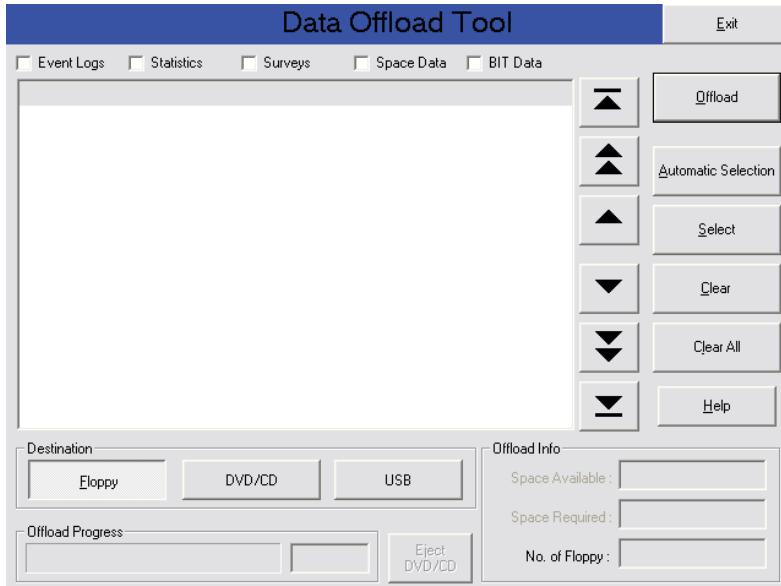


Data Offload <F7>

- Pressing the **[Data Offload]** button will display the **Data Offload Screen**.
- **Downloading Data** can be performed at **any time** during the **last sector inbound to LHR**.
- The **[Data Offload]** button will allow the user to **download info and statistics** from **previous flight sectors**.
- The user will need to **load a floppy disk** into the **disk drive** into the **PAT or a CD** into the **ISL CD** drive to capture the info.
- The **disks** will be found in the **Tech Trolley**.
- Once the user has **inserted the floppy disk**, the user must **press the [Floppy Disk] button** or insert a **CD** and **press the [DVD/CD] button**.
- This will **direct the system to send the data** via the **Floppy Drive** or via the **CD drive**.
- Following this **press [Automatic Selection] button** in order to **Select All available data to download**.
- **Press [Offload] button** to **initiate transfer** of data onto the **Floppy Disc** or the **CD**.
- When the system has **completed the download**, the system will prompt the user to **remove the disk** and **replace it into the Tech Trolley**.

- Pressing the **/Exit** button will return the user to the screen that was being used previously.
- If the system detects any problems with downloading the data, it will display popups to prompt the user.

Figure 24 Data Offload Tool



Security Log Off <F8>

The user must switch the system off 20 mins prior to landing, once the A/C has arrived on the stand, the user will need to Log Off the system.

- To **Log Off** the system the user will need to **press the [Log On/Off] <F8> button**.
- This will **display the Log On/Off Screen**.
- The user will **press the [Log Off] button** to display the **Security Log Off Screen**.
- The user will select the **[Enter] button** next to the Crew Member Identification and the system will be ready for the next user.

Welcome Screen

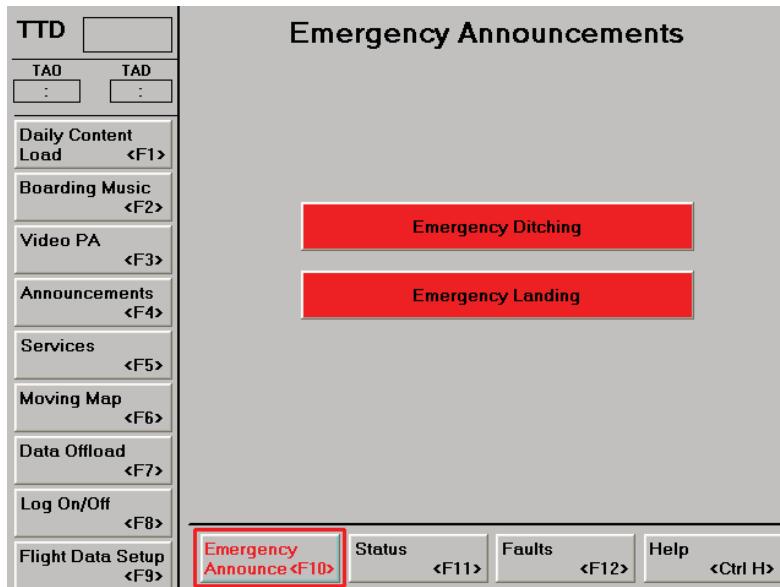


Emergency Announcements <F10>

To ensure the ‘Decompression’ announcement is activated in an emergency, the user must ensure that the existing PRA is set to ‘Pause’; this announcement is not included in the AVOD system.

- The **[Emergency Announcements]** button will be displayed on the **bottom of every screen**.
- Pressing the **[Emergency Announcements]** button will display the **Emergency Announcements Screen**.
- The screen will **display** 2 emergency announcements, **Emergency Ditching** and **Emergency Landing**.
- To begin the **announcement** the user must **press** the **relevant Announcement Button**.
- Once **pressed** and the **announcement started**, the **text** on the **button** will change.
- The **text** on the **buttons** once **pressed** will **change** to ‘**Stop Emergency Ditching**’ or ‘**Stop Emergency Landing**’.
- These buttons have the same function as the current system.

Figure 26 Emergency Announcement Screen



DAVO (Degraded Mode)

If no services are available immediately after take-off, before any broadcasts have been successfully sent to the cabins, the following problems may have occurred during initialization.

- Sometimes the PAT will finish booting up before the Cabin File Server (CFS) and when this happens the PAT will show the DEGRADED MODE screen with the red oval graphic.
- If this happens the PAT will usually reboot itself into normal mode, which it should do shortly after the CFS finishes its boot-up cycle (without any need for the user to do anything).
- If the PAT still shows the DEGRADED MODE graphic after 10 minutes then there is a problem as the CFS (Cabin File Server) is down.
- Reboot the PAT/CFS if presented with this option.
- If not presented with this option, consider powering down the system and start the process again (time permitting).
- If you take no action, the system will only be available for operation in Degraded Mode (usually 18 broadcast channels depending on the Month's Content).

Rebooting PAT/CFS

Note: On system boot up or rebooting the system, on occasions the PAT will display the degraded mode screen this screen is normal and will go within 2 min normally but could take up to 10 min MAX.

The image below depicts the Log On Screen, which will be displayed when the system is operating in a Degraded (DAVO) Mode, **Distributed Audio and Video**.

When the system is operating in this mode, AVOD will not be available to the passengers; however up to 25 titles (depending on the Month's Content set) will be distributed as a backup throughout the aircraft for the passengers to view.

If the user decides to reboot the system, then he/she will need to Log On, this will allow the user to enter their security details onto the system again.

Once the user has entered their details onto the Degraded Security Log On Screen, the user will be able to access the Tools Screen.

Once the Tools Screen is being displayed, the user will be able to highlight **[Reboot CFS]**, and press **[Start]**.

This should successfully reboot the Cabin File Server and restore all of the AVOD features to the system.

Log On Screen



Troubleshooting Guide

This guide highlights the sequence to follow when troubleshooting the system.

[Seat Resets]

- Resetting a seat should resolve any IFE issues at that seat, however if your 1st attempt appears to have been unsuccessful, then try the following:
 - Please advise the passenger that you are about to try reset the seat again and they must *NOT* touch either the screen or handset for at least 6 mins.
 - This is due to the fact that the system will show the Broadcast Screen prior to cycling round to the AVOD Home Screen.
 - If the passenger tries to access any movies etc before the system has had time to cycle round (6 mins), then the passenger will only be able to view the Broadcast Movie selection or even still have a blank screen.

Reset Cycle

- To further assist with resets, you may like to take the following action:
 - (1) *Reset the seat at the PAT Screen.*
 - (2) *Return to customer seat.*
 - (3) *Wait and observe the following cycle in the handset:*
 - *RAI appears (leave to continue).*
 - *DL appears (leave to continue).*
 - *Menu appears (reset complete).*
- If the above has cycled round in the handset and the seat is still in Broadcast, then carry out another reset.

Area Resets

- [Access ‘Services’ screen]
- Carry out area reset procedure if large parts of the A/C (zones) are being affected by IFE failure.
- Allow a full 6 min to recover prior to touching the screen or handset.
- **If problems occur in a zone there is no need to reboot the IFE SYSTEM, only switch off/on the seat power.**

Seat Power

- **[Located VCC switch panel]**
- It is advisable to make a PA advising passengers prior to taking this action, as it will disrupt PC power and also cause all Club seat screens to drop.
- The user may wish to try this option prior to shutting down the IFE system, cycle the [Seat Power] [OFF/ON] allowing the light to extinguish for 1 minute whilst in the [OFF] position.
- **Advise passengers the system will take 6 mins to reset and they must not touch screens or handsets.**

PC Power

- **[Located VCC switch panel]**
- Pressing this button [OFF/ON] 3 times within 10 secs, will sometimes allow the user to rectify problems at seats fitted with power sockets, remember this will affect F, J and WTP, a PA will be required prior to carrying out this procedure.

IFE Shutdown

- **[Located VCC switch panel]**
- If the situation has deteriorated and cannot be managed through the above options, then power down the system.
- Press the [IFE Power] button [OFF] and wait 10/15 min. allowing for all power indications to disappear.
- Press the [IFE Power] button [ON] and wait for the Logon Screen to appear on the PAT.
- Logon to the system again etc and advise passengers not to interact with AVOD until the Home screen appears The system should be fully operational after 15 min.

Note: If the Degraded Screen appears this should clear with 10 minutes, if not carry out the above procedure again.

Forced Broadcast [FBDVA]

You should only use this feature if the normal reset procedures have failed and you are experiencing disruption to over 80% of the A/C.

Please be aware that this option will transition ALL AREAS of the A/C to the broadcast selection of entertainment and will immediately halt all On Demand entertainment.

- **[Access ‘Services’ screen]**
- To manually turn the system onto the Broadcast Channels, press [FDBVA] [ON] button.
- Remember every seat on the A/C will default onto the cycled Broadcast programs (18 channels) if the [FBDVA] Button is pressed ON.
- If the user decides to cancel this function and would like to return to AVOD, press the [FBDVA] [OFF] button will disable Forced Broadcast [FBDVA].
- The user MUST then restart AVOD by Pressing the [ALL FUNCTIONS] [ON] button, this will return the A/C to the AVOD system.

Note: It is advisable to check to see if all the broadcast channels are available first by selecting services and selecting view broadcast video, if only a few channels are available it is advisable to reboot the system to see if other channels recover.

[Video Director]

If you have attempted to reset a seat a number of times and you have not been successful, then carry out the following:

- Go to ‘Services Screen’.
- Press [Video Director] button.
- From Video Director screen, select seat [Add Seat].
- Press [Next] button.
- Press [VOD] button.
- Highlight language and entertainment choice.
- Press [Select].
- Press [Start Program] button.

The film will now be sent to the seat for viewing.

[Timings]

Once you have completed the Flight Data Set-up you will not be able to access Flight Crew operations (VAs, BGM and Announcements) for approximately 3 minutes. After approximately 20 minutes, flight initialisation will be complete and the AVOD entertainment will be available at the seats when Services are turned ON.

DDNs will not be available to be loaded until flight initialisation is complete which is approximately 20 minutes after Flight Data Setup has been entered and confirmed. It will take 2 to 3 minutes to load the news, during this period you will not be able to use the system.

Good Practices

The following section will highlight some good house keeping practices and also a number of operational tips aimed at assisting the user with the AVOD system.

[AVOD Services Starting]

- Please remember that the AVOD Services will switch on after 20 minutes after take-off once a flight has been confirmed. (This is only a backup.) If you would like to switch the AVOD Services on before this point, then please do so by accessing the Services Screen and press [All Functions][ON] button.

[Shutting Down]

- Please ensure that you completely power down the system at the end of each flight, by pressing the IFE, Seat Power and PC Power buttons [OFF].
- This includes sectors where the oncoming crew will arrive shortly after your departure.
- The only exception to this would be during transit stops where the CSD would like to activate the IFE system during lengthy periods on the ground.

[PA During Zonal Seat Resets]

- Please consider advising the passengers via PA that once any reset has been completed, they must not interact with either screens/handsets for a period of 6 mins.

[Seat Power]

- Always check that the seat power has been initiated prior to starting the setup procedure for the operation of AVOD.

[Resetting BDAV]

- You are able to recycle the broadcast content at any time, you must however be aware that you will interrupt the viewing of passengers currently watching entertainment on the broadcast channels.
- To reset the channels, access the Services Screen and press [BDAV] [OFF], then [ON], this will start all Broadcast channels from the beginning again.

[Daily Content]

- Be aware that once loaded onto the system the news becomes part of the entertainment options for passengers to access, there is no requirement for the CSD to ‘Show’ the news.
- It will only take in the region of 2 to 3 minutes to load the content onto the system from the news disk. (This is located in the Tech trolley, please eject the CD once the content is loaded and restow into the Tech Trolley.)

[VPAs]

- We recommend that once the system is available for use, the user accesses the VPA screen and views the list of titles available to show to the cabin, the titles can be viewed in the display window.

Tips

[System Reset] – If your first attempt to recover the system by completing a total system reset fails, please retry this procedure as it may require more than 1 attempt. (Remember shut down takes approximately 10 minutes and powering up the system will take approximately 10 minutes.)

[PA Override] – Please check that these handsets are properly stowed prior to setting up the system as they could impact on the performance of the system.

[20 Mins] – Please remember that the AVOD Services will switch on after 20 minutes after take-off once a flight has been confirmed. (This is only a backup.) If you would like to switch the AVOD Services on before this point, then please do so by accessing the Services Screen and press [All Functions][ON] button.

[Turning AVOD Services Off] – Please ensure you turn the AVOD Services off 20 mins prior to arrival, you will access the Services Screen, then select [All Functions] [OFF].

[FBDVA] – Only activate this feature (Release 2) if you have attempted to recover the system through normal procedures, this is the last option to take as it will default **ALL** passengers onto Broadcast entertainment.

[Reset FBDVA Channels] – If you have opted to select FBDVA, then always reset the entertainment channels when prompted by the ‘Popup’.

[Wellbeing VPA] – Note that a number of other titles such as UNICEF and a short introduction to AVOD for pax are included in the Wellbeing VPA and must be played to the end.

[Headset Only] – Whilst the Wellbeing VPA is still mandatory, it can be played through the ‘Headset Only’ option.

[Club Seat VPA] – Remember to show new ‘Club’ seat VPA to J cabin once ‘Wellbeing’ VPA has completed.

[Resets] – When completing any reset, either seat or system, please allow sufficient time for the system to react to your commands, if you have powered down the system completely it is important to leave the system without power for a period of 10 mins prior to starting up again.

[Decompression Announcement] – This announcement is still activated through the PRA system, the PRA still needs to setup the same as on the Rockwell Collins tape based system to trigger the announcement.

[Seat Power Button] – Always ensure that the Seat Power button is in the ON position when boarding the A/C prior to beginning initialisation of the IFE system, remember all ‘Stretch’ Club seat screens will drop if the power is interrupted at any time during the flight.

[Help Button] – If the user is not sure what steps need to be followed when in a screen, pressing the [HELP button] will explain the function of that screen.

Note

All IFE failures/issues must be detailed into the A/C Tech Log; this includes occasions where the system has been successfully recovered following troubleshooting.

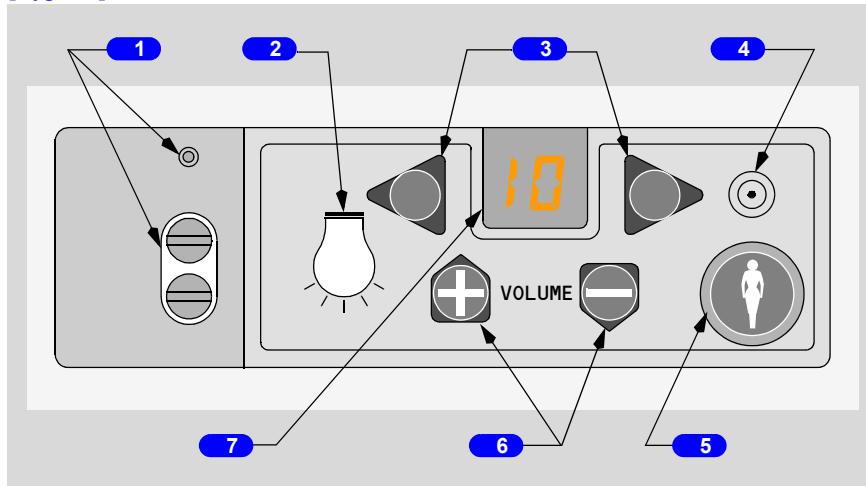
The types of details required by Engineering include the following:

- Number of seat resets.
- Number of zone resets.
- Number of times system shutdown and restarted.
- Outcome of shutdowns (system better or worse).
- If ‘Forced Broadcast’ was activated and number of channels available for viewing.
- Total failures which are not recovered.
- Maintrol involvement.

Adding this detail will enable Engineering to action these issues as soon as possible.

Passenger Control Unit (PCU)

[Typical]



1 Headphone Jack

Headset plug-in.

2 Reading Light Switch

Push - turns on or off the reading light for that seat.

3 Channel Up/Down Arrow Switch

Push - channel displayed sequentially up/down each time switch is pushed.

4 Attendant Call Reset Switch

Push -

- extinguishes the PSU Row Call light
- resets the attendant call function for that seat row.

5 Attendant Call Switch

Push -

- illuminates the white PSU Row Call light
- illuminates the blue passenger call light at the flight attendant station being called (unless already illuminated by another call from that area)
- sounds a chime at the flight attendant station being called (unless inhibited)
- illuminates the Attendant Call Light at the Cabin Services Module for the respective seat area (unless illuminated by another call in that area).

6 Volume Up/Down Arrow Switch

Push - incrementally increase/decreases volume each time switch is pushed.

7 Channel Select Display

Displays the audio program channel selected.

Communications

Non-Normal Operations

Chapter 4

Section 40

Communications Non-Normal Operations

In-flight Entertainment (IFE) System Smoke or Fire

Seat/PC & IFE Power Isolation

When dealing with a potential electrical problem or fire involving the In-Flight Entertainment (IFE) System located beneath a passenger seat, seat power and IFE power must first be switched off as follows:

- Lift guards and press the '**SEAT/PC ELECTRICS ISOLATION**' switches (located in G4) for:
 - First class;
 - Club/WT Plus.

This isolates power to the passenger seat controls and PC power outlet in the respective cabins. These switches illuminate 'ISOLATED' when the isolation function is activated.

- Lift guard and press the '**IFE POWER**' switch (located in G4).
This isolates power to the distributed video system. This switch light extinguishes when the isolation function is activated.

Note: When the fire is extinguished and it has been established which cabin was affected, seat power may be re-established to the unaffected cabin after consultation with the Flight Crew and Engineering.

SEAT & PC ELECTRICS ISOLATION PANEL



IFE POWER SWITCH



IFE Power Isolation

Panasonic IFE System Operating Procedures System Startup and Shutdown.

Within the Video Control Center (VCC), there are nine switches used to operate the IFE system.

- IFE POWER switch powers up the IFE. The button illuminates when ON.
- IFE SEAT POWER switch controls PED power to the seats. The button illuminates when ON.
- PC POWER switch controls power to the PC power outlet. The button illuminates when ON.
- AMCU 1 - First Class. The button illuminates when ON.
- AMCU 2 - U/D Club. The button illuminates when ON.
- AMCU 3 - B zone Club. The button illuminates when ON.
- AMCU 4 – C zone Club. The button illuminates when ON.

B747 Flight Attendant Manual

- AMCU 5 – D zone Club/WTP. The button illuminates when ON.
- AMCU 6 – E zone WT. The button illuminates when ON.

The entire power up sequence should take no longer than 5 minutes. Once you apply power to the system, the CT displays the software loading. When the IFE system is ready for use, the screensaver displays, touch anywhere to proceed to the CT screens.

Starting up the IFE System.

Lift the cover guards and push the nine switches on to power up the IFE.

Note: The buttons illuminate when on.

Shutting down the IFE System.

To shut down the IFE system, push the illuminated nine switches to turn OFF.

Note: The button assembly extinguishes when off.



There is an IFE SMOKE DETECTION unit located above IFE System do not press the ‘SYSTEM SELF TEST’ or the ‘SYSTEM RESET’ buttons as these will shut down the entire IFE system. In case the horn has been activated the only button to be used is the ‘HORN INTERRUPT’ button.



IFE/Seat Power Isolation Switches

Switch Name	Location	Function	Notes
IFE Power	SCCMs office. Next to the monitor.	Isolates all power to all IFE systems in all of the aircraft. This includes the video console and monitors.	Does not isolate seat operation power Switch extinguishes when operated.
First Seat/PC Electric isolation	SCCMs office. Beneath the PRA unit.	Isolates seat operation power and PC power to First seats.	Switch illuminates 'ISOLATED' when operated. Can be used to reinstate power once source of problem is identified in different cabin.
Club World/WT Plus Seat/PC Electric isolation	SCCMs office. Beneath the PRA unit.	Isolates seat operation power and PC power to Club Worlds/WT Plus seats.	Switch illuminates 'ISOLATED' when operated. Can be used to reinstate power once source of problem is identified to be in a different cabin.
Seat power	SCCMs office. Next to the monitor.	Isolates power to the IFE systems in all the seats. Does not include the video console.	Switch extinguishes when operated.

Following arrival at base, SCCMs must switch off the “Seat Power”.

Switching off the seat power significantly helps reduce the onboard temperature during the aircraft turn round time.

Note: This procedure only applies to arrivals at base, at all other transit and terminating stations “Seat Power” must not be switched off.

IFE Smoke Warning

A smoke detector is fitted into the Flight Entertainment cooling air outlet duct, and operates in conjunction with control/warning panel, in the ceiling in Galley 4.

The detector will alert crew to smoke originating within the IFE unit. The warning panel is similar to that currently used for toilet and crew rest smoke detector systems.

Indicators and Procedures

Smoke at the detector will activate:

- Audio (horn) and visual (red) indications at the control panel.
- Attention-seeking PA chime in the Door 2 galley area.
- A flight deck EICAS message “Smoke Lavatory”.
(The same indications as for a toilet smoke warning.)

In the event of a fire/smoke warning:

1. Switch off power to the IFE equipment in Galley 4 at the IFE master switch (left hand button) on the control panel.
2. Silence the horn by pressing the Horn Interrupt button on the smoke detector control panel.
3. Discharge a BCF into and around the video units and also through the grill below the worktop/in front of the SCCMs seat.
4. Advise flight crew that the warning is from Galley 4 IFE equipment. (The flight deck EICAS message will currently read “smoke lavatory”.)
5. Monitor equipment for any sign of smoke/fire.
6. When the smoke clears, press the reset on the control panel. (This will clear the visual (red) indicator and the flight deck EICAS message.)

On-board Connectivity System

Crew operating on retrofitted aircraft should not have to carry out any additional tasks, as the connectivity system will already be running.

Should the system not be switched on, inform the flight crew, then press the power switch (as shown below) the power switch is located in the SCCM office.



Connectivity power switch

Intentionally
Blank

Lavatories

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Intentionally
Blank

Lavatories
System Description

Chapter 5
Section 10

Lavatories Overview

This chapter provides a description of the lavatories and their locations, water and waste systems, and lavatory smoke detection and fire protection systems.

Lavatory controls and displays are located throughout the airplane. See Chapter 2A, Cabin Management, Lavatory Operation/Waste Tank. for information on the lavatory operation/waste quantity module displays.

Lavatory Locations

The Boeing 747-400 has fourteen toilets.

All toilets have baby changing table and a call button.

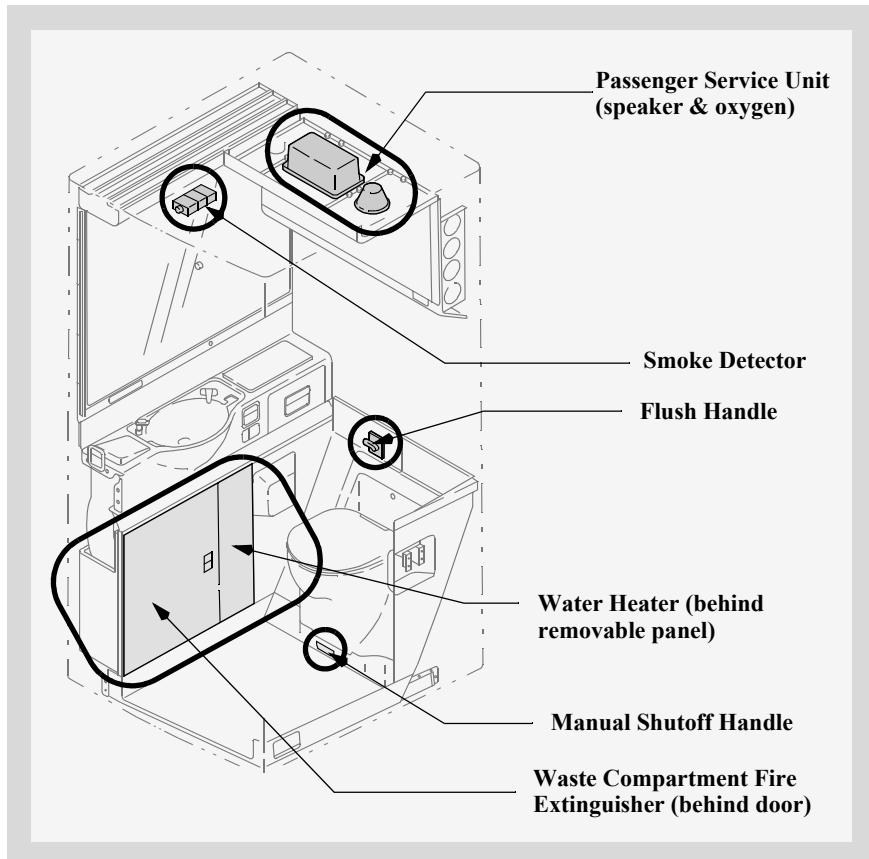
Toilets H and J have incapacitated facilities.

Toilets in FIRST and Club World have pull down tables to assist customers with changing.

TOILET LETTER	LOCATION	FACILITIES
A	Fwd U/D in cockpit area	Can be used by Cabin Crew. Not accessible to customers in any situation.
B	Fwd U/D	Club toiletries.
C	Aft U/D	Club toiletries.
D	Aft D1L	First changing seat, sensor tap, enhanced decor. First toiletries, cloth flannels, flowers.
E	Aft D1L	First changing seat, sensor tap, enhanced decor. First toiletries, cloth flannels, flowers.
F	Fwd D2L	
H	Fwd D2L	PRM – wider door, handrails.
J	Aft D2R	PRM – wider door, handrails.
K	Fwd D4L	
L	Fwd D4R	WT
M	D5L Area	WT
N	D5R Area	WT
P	D5L Area	WT
Q	D5R Area	WT

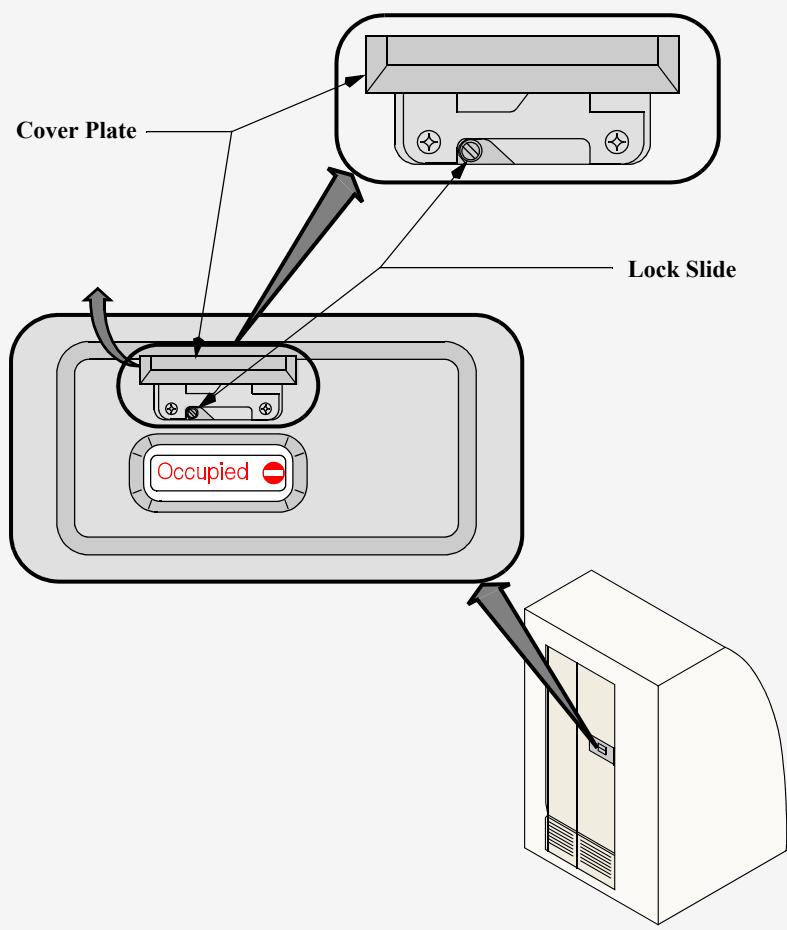
Lavatory Description

Lavatory Layout



Each lavatory contains a toilet, wash basin, mirror, necessary vanity items, and disposal units. In addition, there is an attendant call switch, a loudspeaker for passenger address, a RETURN TO SEAT sign, a no smoking/fasten seat belts sign, a smoke detector/alarm, a waste compartment fire extinguishing system, a lockable door, and an overhead compartment containing two oxygen masks. Closing and latching the lavatory door causes the mirror light and a LAVATORY OCCUPIED sign to illuminate.

Each toilet has a manual shutoff handle, located at the base of the toilet. If the flush valve fails in the open position, pulling the handle shuts off the toilet vacuum flush system.



The lavatory door can be locked or unlocked from the outside by lifting the "LAVATORY" sign on the door and inserting a flat object into the VACANT/OCCUPIED indicator and sliding the lock left or right.

Lavatory Water System

The potable water system is supplied from four tanks located beneath the cabin floor. Water is supplied to the lavatory sinks and the toilet flush system. The tanks have a combined usable capacity of approximately 420 gallons (1600 liters).

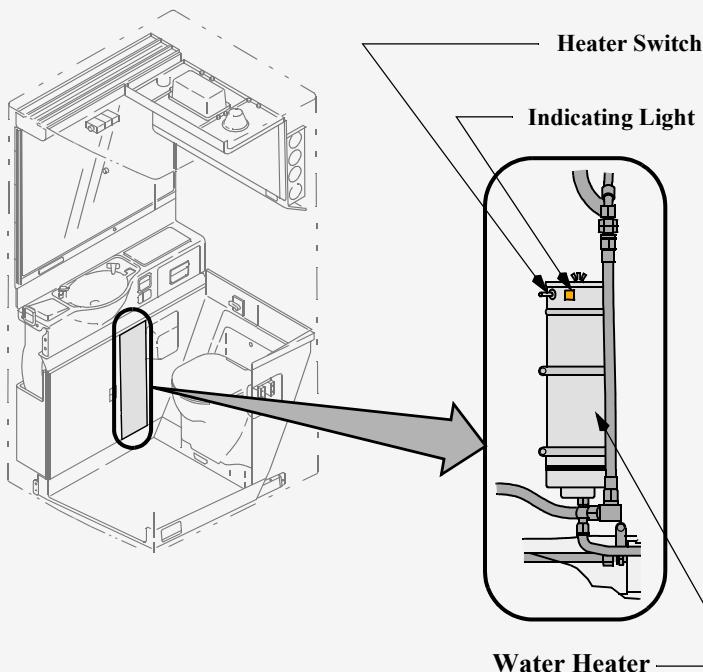
The tanks are normally pressurized with air from the airplane pneumatic system. When pneumatic pressure is not available, alternate pressurization is automatically provided by an electrically driven air compressor. Water is not available while the tanks are being serviced.

Hot and cold water is available in the lavatories. The water heater is located below the lavatory sink. An ON-OFF Switch is located on the side near the top of the water heater. An amber light near the top of the heater is illuminated when the heater is operating.

Operating temperatures are:

- low (approximately 105 degrees F / 41 degrees C)
- medium (approximately 115 degrees F / approximately 46 degrees C)
- high (approximately 125 degrees F / 52 degrees C).

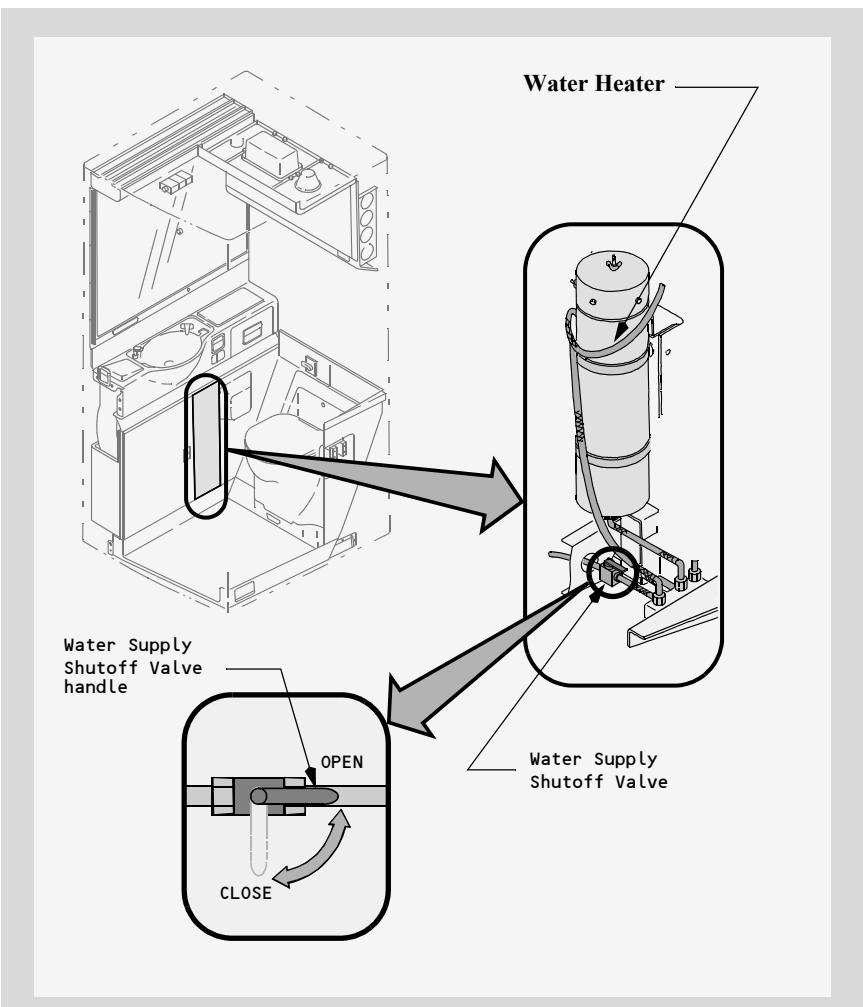
All lavatories have push button, time delay faucets.



An amber indicator light located near the top of the heater is illuminated when the power switch is on and the heater is operating normally. An ON/OFF switch is located next to the amber light.

Water is not available while the tanks are being serviced.

Water Supply Shutoff Valve Handle



Each lavatory has a water shutoff valve handle which turns off water supplied to the water heater, lavatory sink, and toilet. The Water Supply Shutoff Valve handle has two positions, OPEN and CLOSE, and is located below the water heater. Access is through a removable panel next to the waste compartment door.

Note: If it is necessary to close the water shut-off valve, the water heater must also be switched off. The switch is located at the top of the heater adjacent to the amber light. It is reached by first removing the pull out stowage unit above the valve access panel, then removing the panel immediately behind the unit by releasing the two securing clips.

Lavatory Waste System

Waste water from the lavatory sinks is drained overboard through drain masts on the fuselage. Toilet waste is flushed into four waste holding tanks located in the bulk cargo area.

The waste system uses a vacuum to collect the waste material and deposit it in the tanks. At altitudes above approximately 16,000 feet, the pressure difference between the cabin altitude and flight altitude moves the waste from the toilets to the tanks.

Below 16,000 feet and on the ground, pushing the flush button on the toilet activates a vacuum system and the flush cycle. The flush cycle uses water from the potable water system, and lasts approximately six seconds. Once the flush handle is pushed, there is an automatic 15-second delay for a system reset before the next flush cycle can be initiated. This delay conserves water by preventing consecutive flushes if the flush handle is repeatedly pushed.

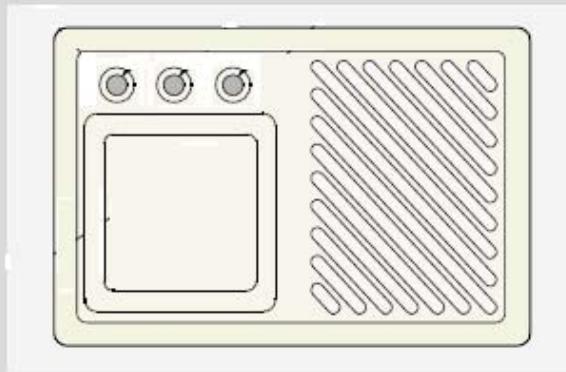
Each tank system operates independently. The waste quantity select switch on the Lavatory Operation/Waste Quantity Module, at the Door 2R attendant panel, can be used to check the waste quantity level of each tank. If a tank becomes full, the toilet flush system for that tank shuts down automatically. The flush system also shuts down automatically during ground servicing of the tanks. Lights on the Lavatory Operation/Waste Quantity Module illuminate to indicate flush system shutdown.

Note: Toilet blockages can occur if large objects are flushed down the toilet. Items which commonly cause blockages are diapers, hand towels, cups, and large quantities of toilet paper.

Lavatory Fire Protection Systems

Lavatory Smoke Detector

A smoke detector is mounted in each lavatory.



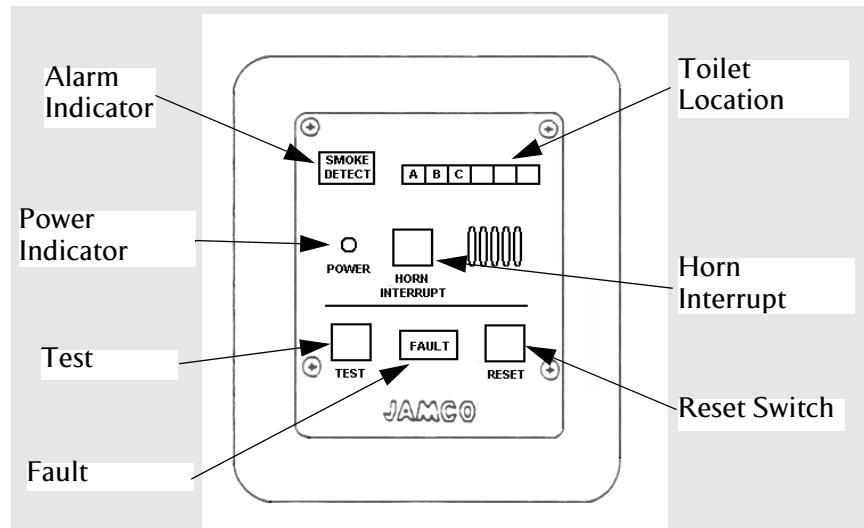
Lavatory Smoke Detector

Lavatory Smoke Detection

The system consists of a smoke detector unit in each toilet and the crew rest area linked to control panels located:

- U/D Galley Toilets on the upper deck (including Flt/Dk toilet).
- G3/4 (door 2) Toilets in zones A, B and C.
- G6/7 (door 4) Toilets in zones D, E and crew rest areas.

Note: The bunk/rest area system differs slightly from the toilet system.



If smoke is detected:

- (1) Amber indicator light above the toilet door flashes.
- (2) 'Smoke Indicator' on control panel flashes and Red Location Indicator gives warning of affected toilet.
- (3) Control panel horn sounds. Amber cabin crew call lights flash and call chimes sound.
- (4) 'Smoke Lav' warning illuminates on flight deck.
- (5) To silence control panel horn press 'Horn Interrupt' button. To cancel Crew Call chime press the amber light above the toilet.
The amber light will also extinguish.

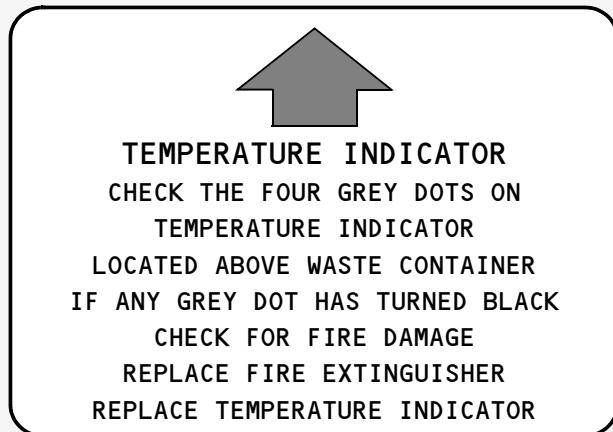
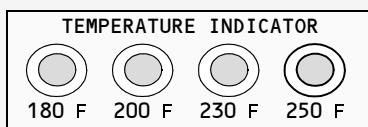
When smoke has cleared:

To cancel all indicators press 'Reset' button. A red light on the button will illuminate. If sufficient smoke left in toilet – all indications, as above, will return after one minute.

Lavatory Fire Extinguishing System

An automatic fire extinguishing system is located beneath the sink in each lavatory. A fire extinguisher discharges a halon vapor through either one or both of the heat-activated nozzles. Both nozzles discharge toward the waste disposal container. The color of the nozzle tips change to an aluminum color if the extinguisher has discharged.

Lavatory Temperature Indicator



A temperature indicator is located inside the waste compartment below each sink, behind and above the waste container. Grey dots on the indicator turn black when exposed to high temperatures. If any dot has turned black or a nozzle tip has changed color, the extinguisher has discharged. This is an Engineering check.

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Lavatory Non-Normals

Inoperative Toilet(s)

If one of the toilets does not flush, use the Lavatory Operation/Waste Quantity Module to check the status of the waste tank for that lavatory. If the waste tank is full, placard all lavatories connected to the full waste tank as inoperative. If the waste tank is not full, the affected lavatory should be placarded inoperative.

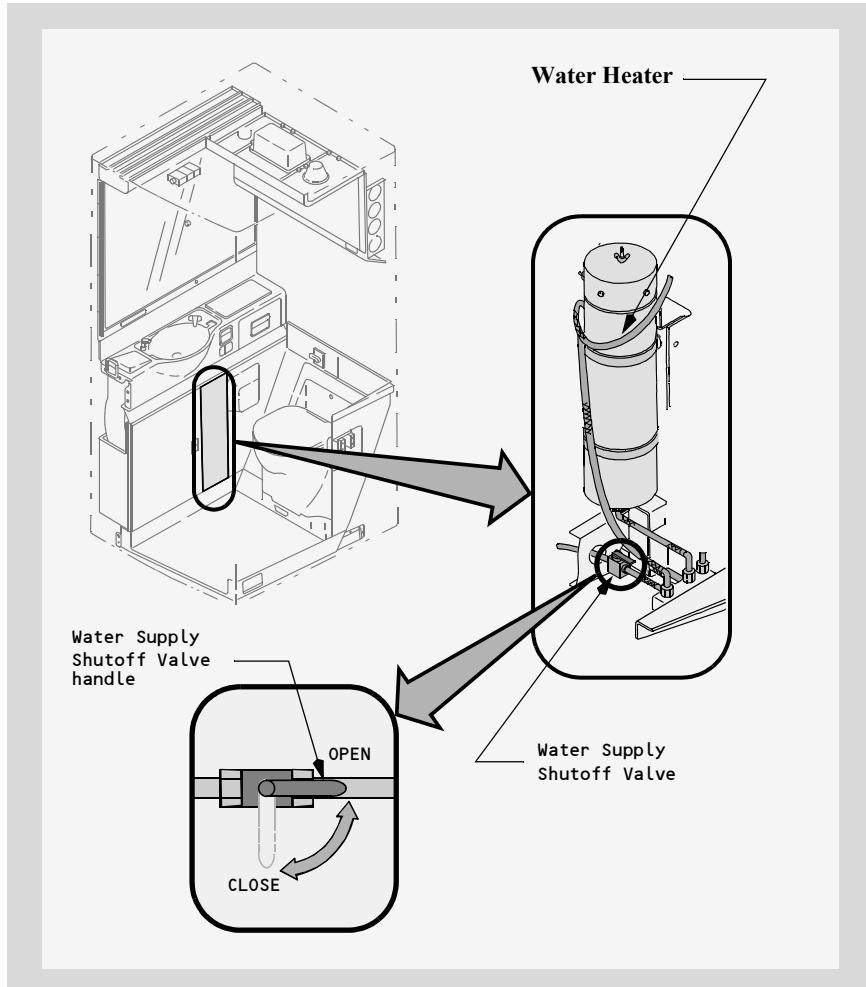
If one or more of the toilets do not flush, check the placard on the Lavatory Operation/Waste Quantity Module at door 2R. Locate the LAVS INOP switch applicable for the inoperative toilet(s). If the light in the LAVS INOP switch is illuminated, the waste tank is full and the affected lavatories should be placarded as inoperative.

If the LAVS INOP switch light is not illuminated, push and hold the LAVS INOP switch (may require holding switch for up to 30 seconds) until the LAVS INOP switch light illuminates. The vacuum flush system is now reset. If the toilet(s) still do not flush, the affected lavatory should be placarded as inoperative.

See Chapter 2A, Cabin Management, Lavatory Operation/Waste Tank for further information.

Lavatory Sink Water Faucet Fails to Shut Off

If the sink water faucet buttons do not shut off the running water, the water system for that lavatory must be shut off.



Remove the access panel on the vanity cabinet next to the waste compartment door by pulling the bottom edge of the panel out.

Locate the Water Shutoff Valve Handle which is below the water heater. Turn the handle perpendicular to the water line (water pipe) to close the valve.

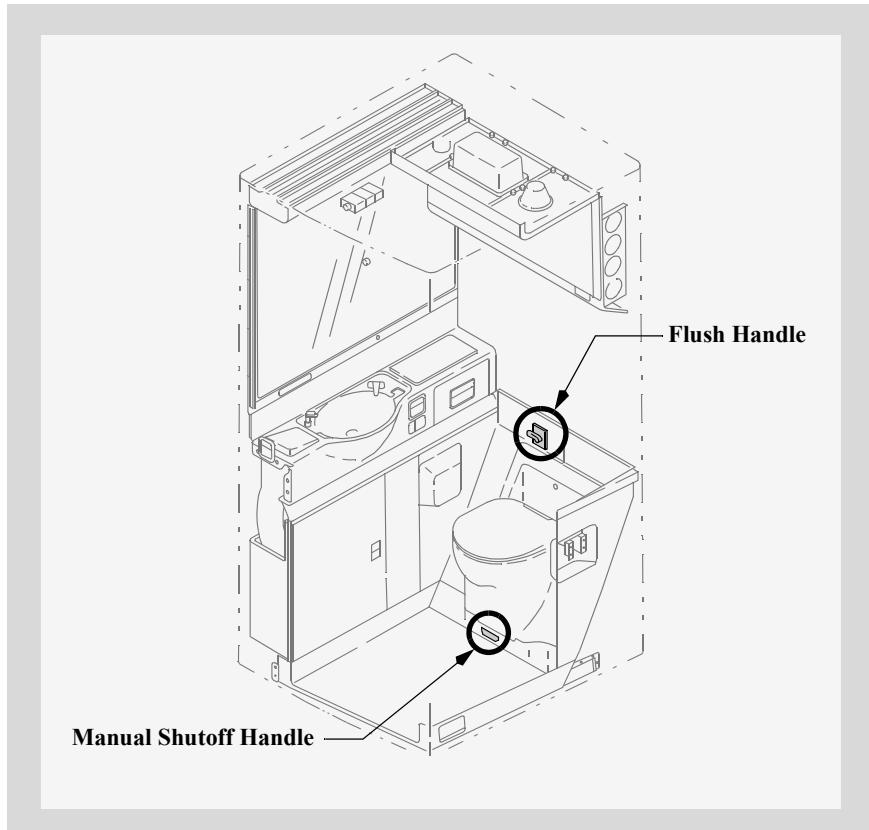
The water system, which includes the sink and the toilet flush, is turned off for that lavatory.

Placard the lavatory as inoperative.

Note: If it is necessary to close the water shut-off valve, the water heater must also be switched off. The switch is located at the top of the heater adjacent to the amber light. It is reached by first removing the pull out stowage unit above the valve access panel, then removing the panel immediately behind the unit by releasing the two securing clips.

Toilet Flush Valve Fails to Reset

A loud continuous air noise or sucking noise coming from the toilet is caused by the flush valve sticking in the open position.



Flush the toilet to reset the flush valve. If the noise stops, the flush valve is reset and the toilet is operating normally.

If the noise continues, close the toilet lid and pull the manual shutoff handle located at the base of the toilet out. This closes the flush valve and stops the noise.

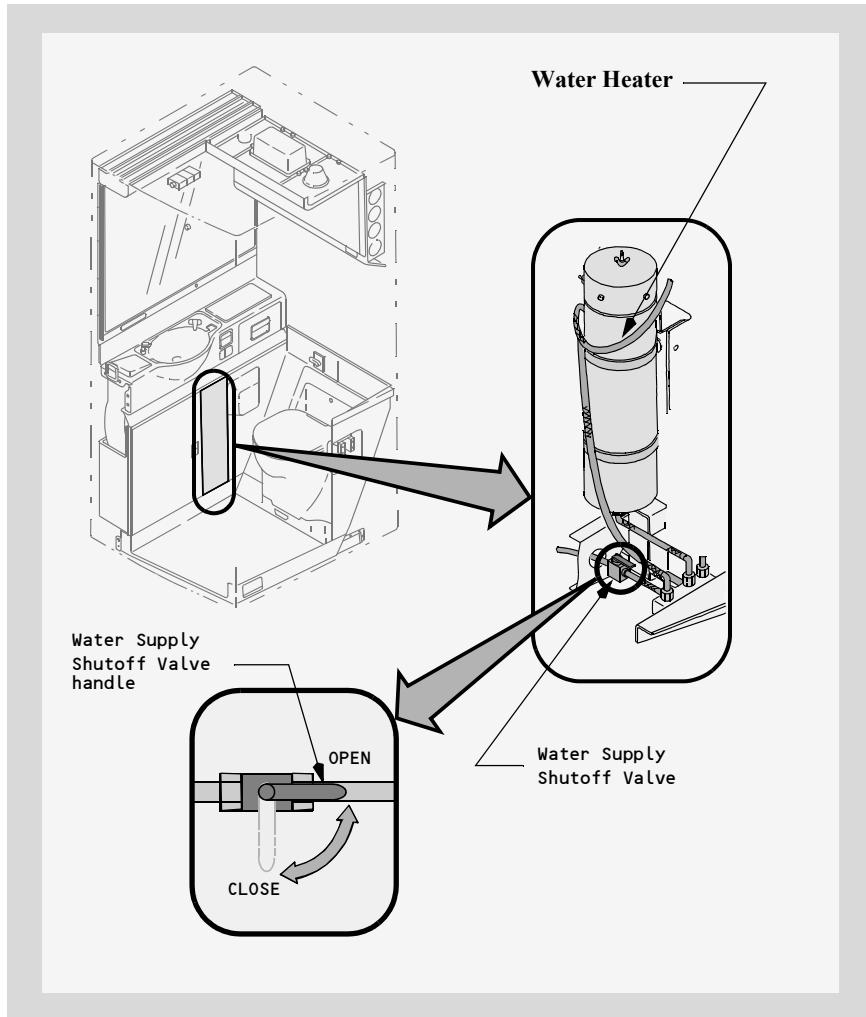
Placard the lavatory as inoperative.

Toilet Flooding

If a toilet floods due to the water rinse valve sticking open after flushing, immediately flush the toilet to evacuate excess water from the toilet bowl. If the toilet does not flush, refer to Inoperative Toilet(s).

If the toilet flushes, but water continues to flow into the toilet bowl, flush the toilet once or twice more.

If the water continues flowing, use the water supply shutoff valve to shut off the water for that lavatory.



Remove the access panel on the vanity cabinet next to the waste compartment door by pulling the bottom edge of the panel out.

Locate the Water Shutoff Valve Handle which is below the water heater. Turn the handle perpendicular to the water line to close the valve.

The water system, which includes the sink and the toilet flush, is turned off for that lavatory.

Placard the lavatory as inoperative.

Waste Tanks Improperly Serviced

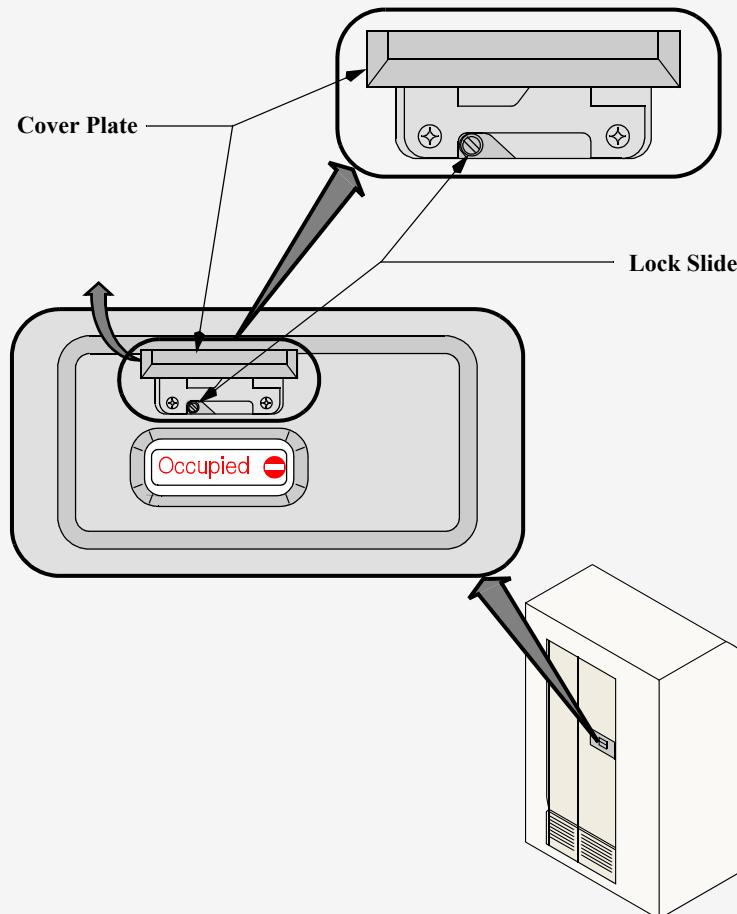
Verification of waste tank servicing is accomplished prior to dispatch by viewing the Waste Quantity on Lavatory Operation/Waste Quantity Module. Rotate the Waste Quantity select switch through all four waste tank positions (FWD L, AFT L, FWD R, AFT R).

The waste tank quantity level should be in the first half (from "E" to halfway) of the green color bar for an unused waste tank. A waste quantity indication in the yellow or red color band indicates an improperly serviced waste tank.

Maintenance should be contacted to service any tanks not showing the proper indication.

Lavatory Doors

Bifold Door Unlocking/Locking

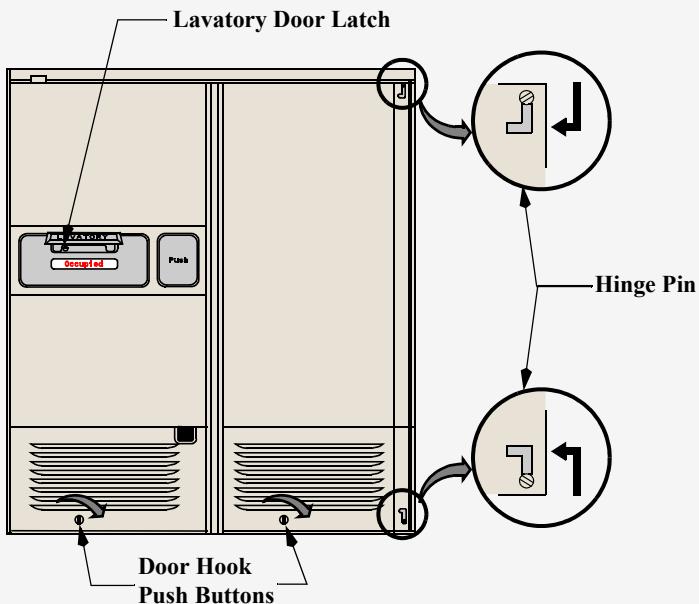


The lavatory door can be locked or unlocked from the outside by:

- lifting the metal flap above the VACANT/OCCUPIED indicator
- moving the lock slide to left to lock the door
- moving the lock slide to right to unlock the door

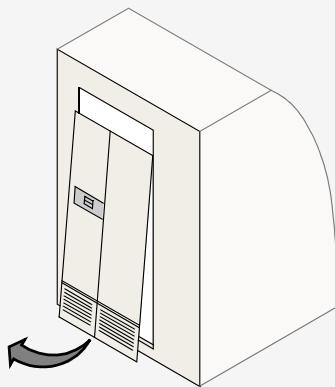
Bifold Door Removal

Occasionally the lavatory door may become blocked from the inside due to supplies falling out of the storage compartment onto the floor, or an incapacitated passenger lying on the floor.



The following procedure allows the removal of the door and access to the lavatory compartment:

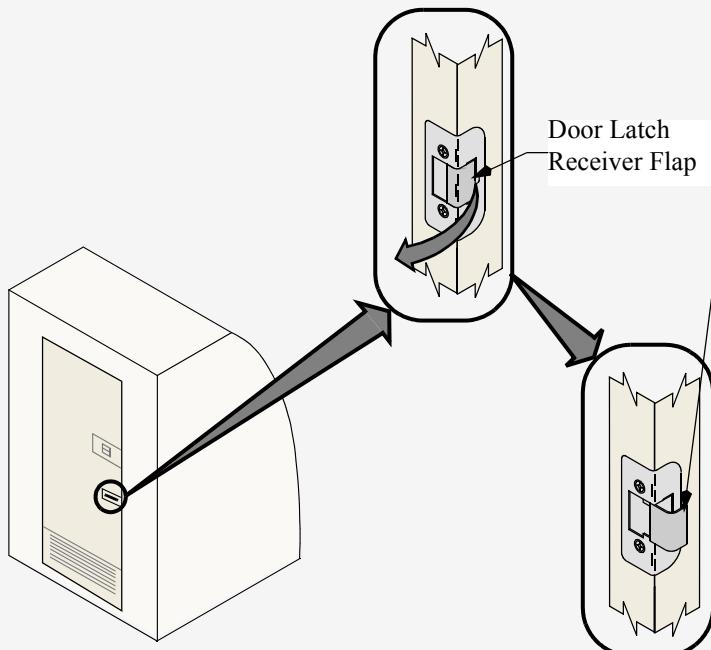
- unlock the door
- release the upper and lower hinge pins on the door
 - pull the top hinge pin down and over
 - lift the bottom hinge pin up and over
- rotate the door hooks (as installed) up by pushing each button in and turning clockwise



- pull the door out at the bottom
- drop the door down and away from the lavatory

Panel Door Unlocking

Panel doors are generally associated with lavatories with handicapped facilities.



If the panel door is locked and access must be gained:

- slide a flat object (knife, credit card, fingernail) under the door latch receiver flap
- pry the door latch receiver flap forward and outward
- pull on door handle at same time as lifting on door latch receiver flap

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Galley

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**Galley
System Description**

**Chapter 6
Section 10**

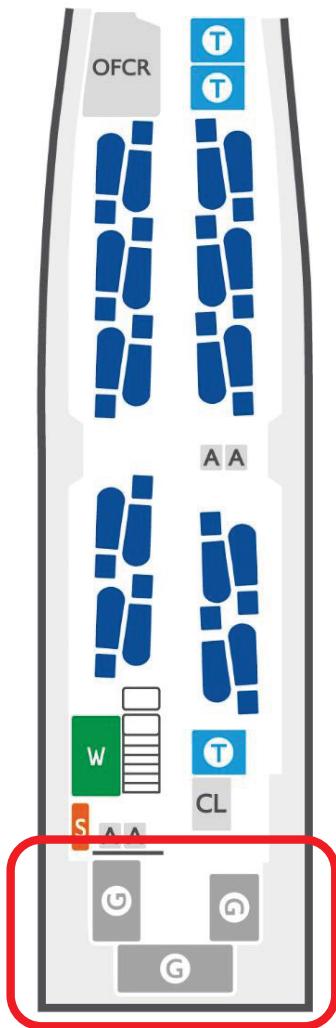
Galley Overview

Individual galley modules may contain ovens, waste containers, coffee makers, refrigeration units, storage/trolleys, sinks and stowage space to aid in food preparation and dispensing. Galleys are equipped with electrical power and water systems. Lighting controls are located on the galley electric panel. A galley vent system keeps the air fresh.

Trolleys are restrained for takeoff and landing. There are stowage areas for extra trolleys located at various galleys. The number of trolleys shall not exceed the number of in-flight trolley latches available.

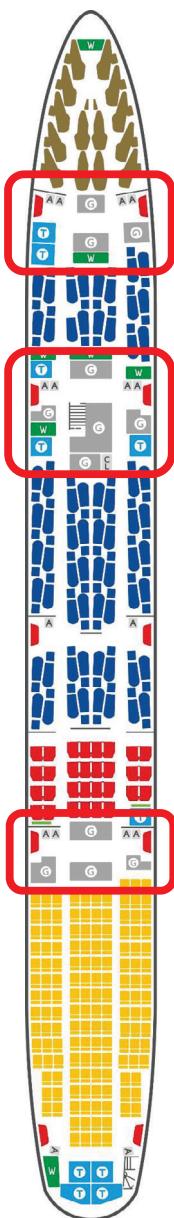
Galley Locations

Upper Deck



UPPER DECK

Main Deck



Galley Electrical Power

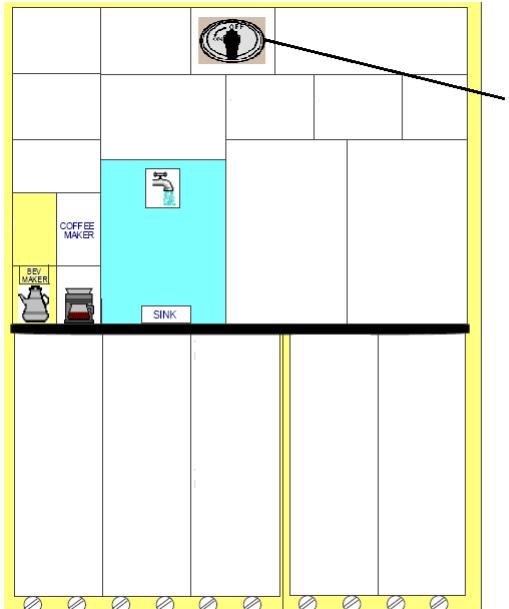
An ‘Emergency Power Off’ switch is located on the Galley Power Control Panel and isolates the electrical power to all services in that galley. When dealing with a potential electrical problem or fire in the galley, the applicable ‘Emer Power Off’ switch must be placed to OFF, the spring loaded guard must be opened and remain open with the switch in the off position.



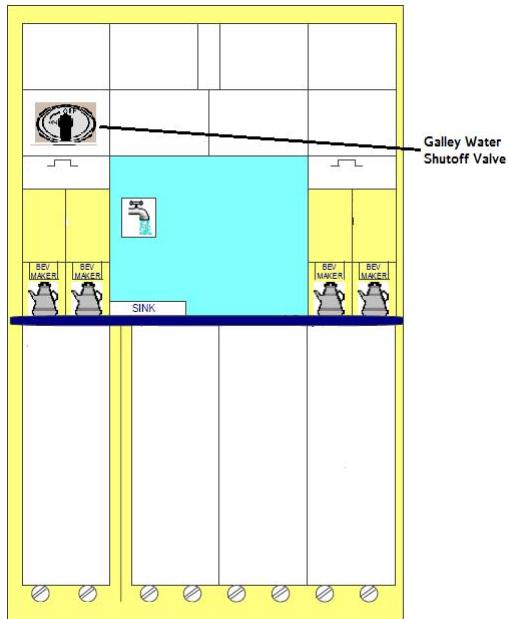
Galley Water System

Each galley that has running water is equipped with a WATER SHUTOFF VALVE. Positioning the WATER SHUT-OFF VALVE to OFF turns off water to that galley. If the water cannot be turned off in any of the galley fixtures, such as the sink water tap, coffee maker, water boiler, etc., the water system for that galley must be shut-off. Position the galley WATER SHUT-OFF VALVE to OFF. A water shut-off valve can be found, clearly marked, in the following galleys:

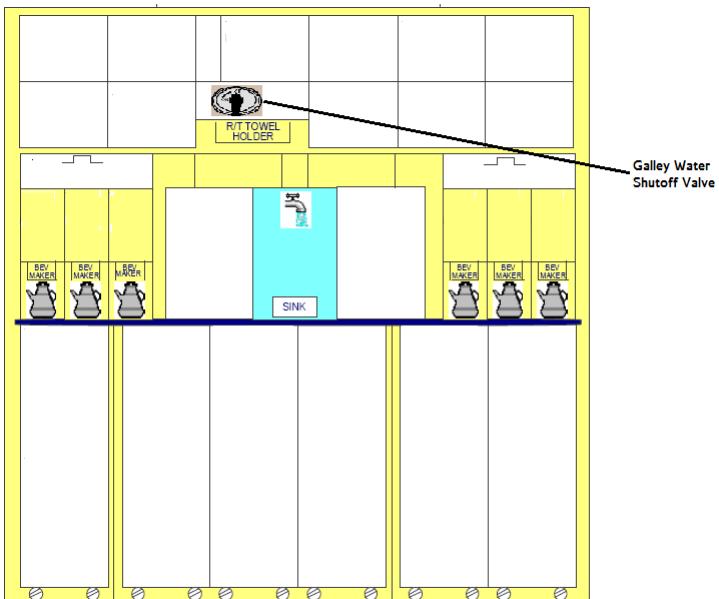
G1; G4; G7; and U/DG.



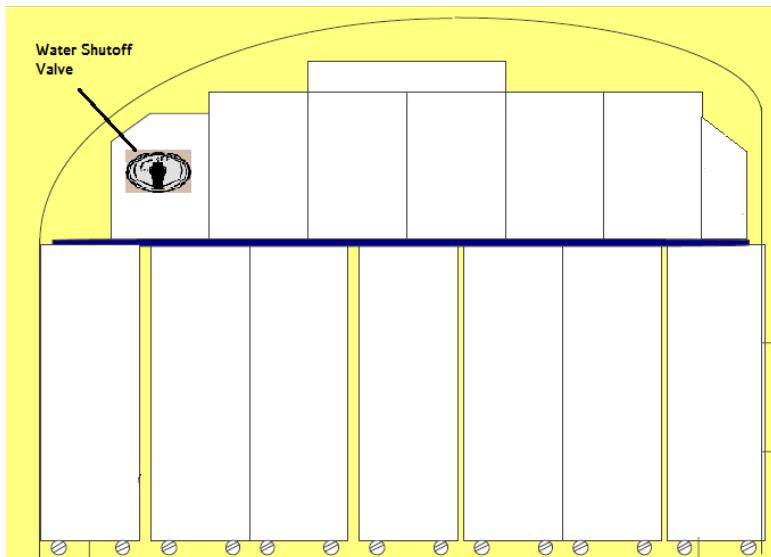
Galley 1



Galley 3



Galley 7



UD Galley

Circuit Breakers

Circuit breakers are located on the Galley Power Control Panel and are identified for the individual items of electrical equipment in that galley, i.e. ovens, beverage makers, etc.

Note: Circuit breakers must not be reset, or held in place by any other means.
Refer to OM B Gen Procedures.

Galley Waste System

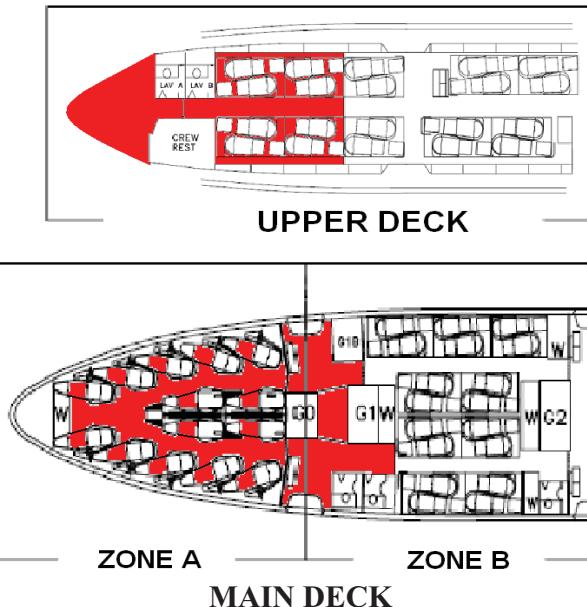
Galley sinks tend to block if used without due care and attention. There are a number of basic rules that should be observed, as follows:

- (1) Do not pour liquids down the sinks whilst on the ground, because ramp staff may be working underneath the drains.
- (2) Do not put soft solids such as tea bags in the sink. They should go in the waste bin.
- (3) Do not dispose of large quantities of ice cubes down sinks, because this will solidify any grease or fat that may be in the drain system. Large quantities of ice should be returned to the ice bins. **Never dispose of hard solids down sinks.**
- (4) When disposing of thick liquids such as milk or juices, including nearly full cartons, these must always be emptied before landing and never be left in the galley. Milk and juices should be poured down toilets rather than sinks.
- (5) Always during the final clean-up session but before landing, pour the contents of the degreasing bottle down each sink. This is vital in helping to keep our sinks and plumbing clear.

Spill Hazard Zone Identification

There is the potential for an unintended spillage within the aircraft fuselage to cause a loss of flight control incident. To help ensure that all spillages, floods and liquid contamination events with this potential are recorded in the AML and are appropriately handled, areas of the fuselage that contain or are located above liquid sensitive equipment are being declared to be '**Spill Hazard Zones' (SHZs)**.

The section of the fuselage containing the flight deck, upper deck forward lavatories, main deck forward galley/lavatory area and the first class cabin has been identified as a Spill Hazard Zone (SHZ) on the B747-400 aircraft. The SHZ covers parts of the main deck and the upper deck. On the main deck it extends from the forward most part of the first class cabin to: (a) in the Left Hand Aisle – a line across the aircraft that runs from the aft face of lavatory immediately in front of the seats in Zone B to the aft face of the centre wardrobe and (b) in the Right Hand Aisle – a line across the aircraft that runs from the aft face of the galley unit immediately in front of the seats in Zone B and the centre galley unit. On the upper deck it extends from the front of the flight deck back to the aft edge of the second row of seats. (See diagrams below.)



- (1) All spillages or abnormal contamination events involving any kind of liquid that meet **ANY** of the following criteria **MUST** be recorded in the Aircraft Maintenance Log (AML or CML) with the term '**SHZ**' included in the **TITLE** of the entry.
 - a. Any spillage or flood in a galley within a SHZ where the spill wets an edge, split or tear of the floor covering and the liquid may have penetrated the floor covering.
 - b. Any spillage or flood in a galley within a SHZ that is estimated to be $\frac{1}{2}$ litre or more in volume (about the contents of a small bottle of mineral water).
 - c. Any spillage or flood in a carpeted area of the passenger cabin within a SHZ that makes the carpet wet.
 - d. Any spillage or flood that *flows into* a SHZ and wets the floor covering and/or carpet.
 - e. Any spillage or flood that happens outside the passenger cabin but still within the SHZ (below floor level, above the ceiling, etc.) that may contaminate the Main Equipment Centre (MEC).
- (2) A Ground Occurrence Report (GOR) or Cabin Safety Report (CSR) (as appropriate) **MUST** also be raised in e-BASIS with the term '**SHZ**' included in the **TITLE** of the report.

Food Cart Lift

An electrically powered food cart lift is installed for food service between the main and upper decks. Control panels are provided on both the main and upper decks adjacent to the lift. An interphone handset is located near each cart lift.

The SCCM must ensure that as part of the pre-departure checks, before every flight, the food cart lift is checked for correct and safe operation of the mode to be used in flight.

The following pre-departure check **MUST** be made.

- Crew members No. 7 and No. 11 are to ensure the safe operation of the lift by completing the following check to the upper and lower doors.
- With the lift in position, open the lift door and check that the plastic switch in the door frame moves freely and is not jammed with paper, chewing gum or other materials.

When the door is closed, the switch is automatically pushed in by the door locking latch and allows the lift to operate.

If the door switch is jammed, then the lift can be operated with the door open with the potential for serious injury.

A switch that has been jammed or will not move freely must be reported to the Flight Crew/Ground Engineer before departure.

- Under no circumstances must crew (or catering staff) tamper with or block the door safety switches.

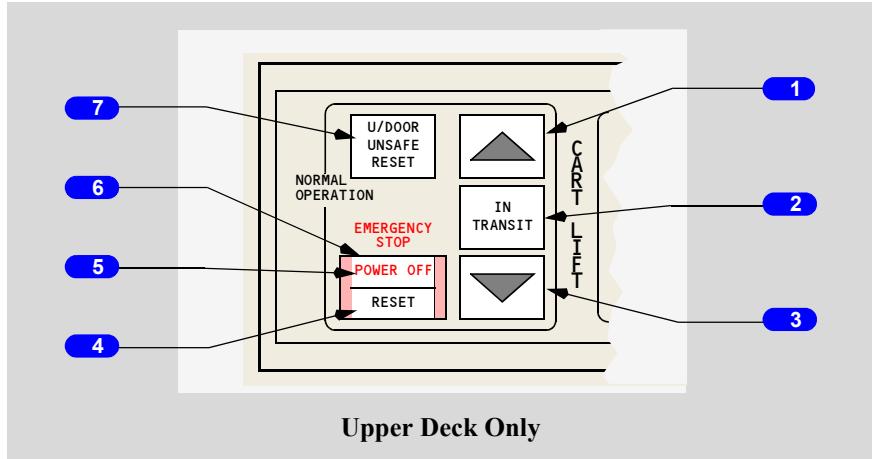
'Normal Mode' incorporates a number of safety interlocks which permit the lift to be operated from either upper or main deck control panels. It is only possible to send the lift to the other deck, the call function is no longer available.

'Override Mode' bypasses all safety interlocks. In order that safety conditions are met, the lift will only operate in this mode if **BOTH** upper and main deck controls are operated **SIMULTANEOUSLY**.

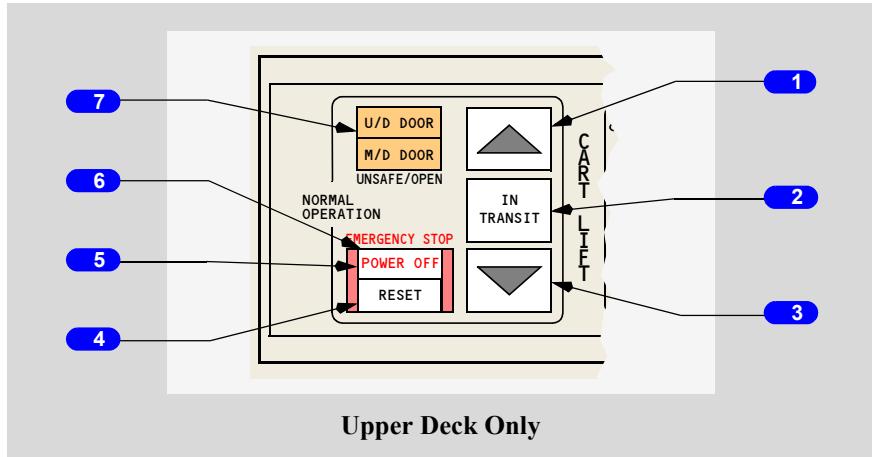
If the normal mode is inoperative the lift may be used in Override mode provided that both galley operators are made fully aware of the need to liaise and operate the controls simultaneously. **The Commander must be informed prior to operating the lift in override.**

Cart Lift Control Panel

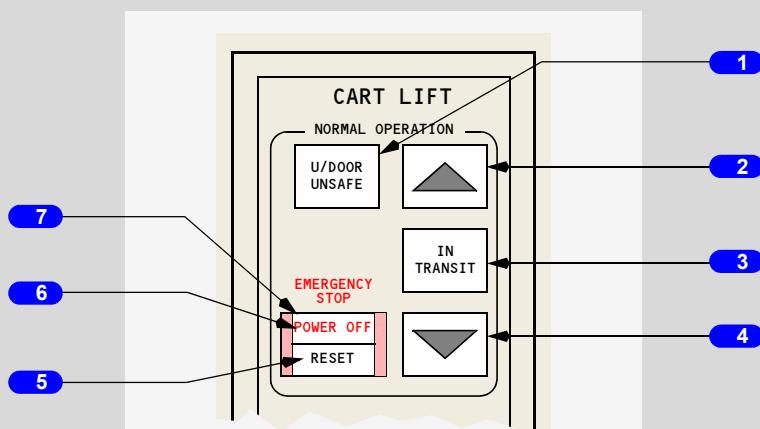
[Call/Send panel]



[Send only panel]

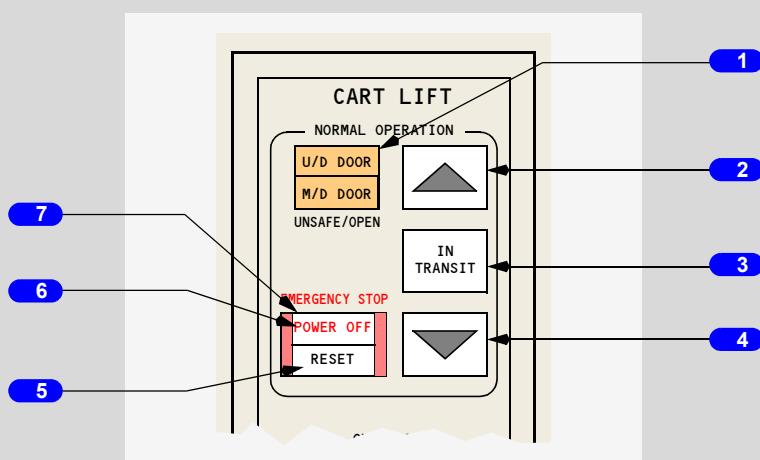


[Call/Send panel]



Main Deck Only

[Send only panel]



Main Deck Only

1 Up Arrow Switch

Main deck only:

- Illuminated -
 - the cart is located at the upper deck.
- Push -
 - with the cart lift located at the main deck, pushing the up arrow raises the cart lift from the main deck to the upper deck.

Note: The upper deck up arrow switch is inoperative.

2 INTRANSIT Light

Illuminated -

- the cart lift is in transit between the main deck and the upper deck.

Note: When the cart lift is in transit, the UP/DOWN arrows will be extinguished.

3 Down Arrow Switch

Upper deck only:

- Illuminated -
 - the cart is located at the main deck
- Push -
 - with the cart lift located at the upper deck, pushing the down arrow lowers the cart lift from the upper deck to the main deck.

Note: The main deck down arrow switch is inoperative.

4 Emergency Stop RESET Light

Illuminated (red) - the EMERGENCY STOP switch has been pushed.

5 Emergency Stop POWER OFF Light

Illuminated (red) -

- illuminated on both main deck and upper deck cart lift control panels when power is removed from the cart lift.

6 EMERGENCY STOP Switch

Push -

- removes electrical power from the cart lift
- restores electrical power to the cart lift if the emergency stop RESET light is illuminated.

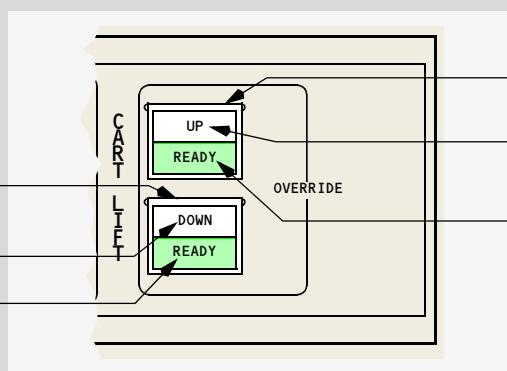
7 Upper Deck (U/D) DOOR / Main Deck (M/D) DOOR Light

Illuminated (amber) -

- upper deck/main deck cart lift door is not closed and latched.

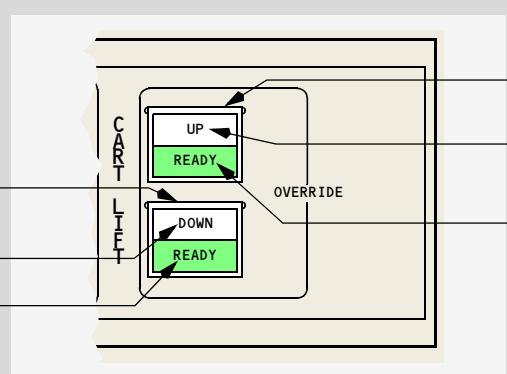
Note: If both the upper deck and main deck cart lift doors are open, U/D DOOR and M/D DOOR will be illuminated.

[Call/Send panel]

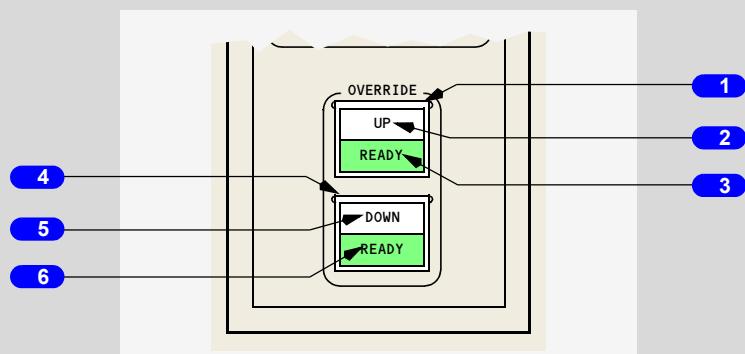


Upper Deck Only

[Send only panel]

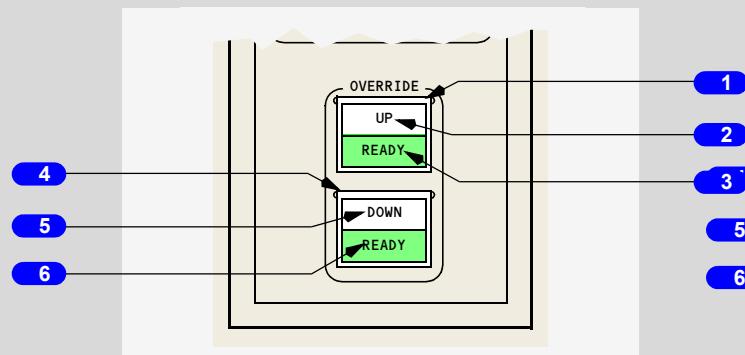


[Call/Send panel]



Main Deck Only

[Send only panel]



Main Deck Only

1 OVERRIDE UP-READY Switch

Push and hold -

- cart lift transits from the main deck to the upper deck when both the main deck and upper deck OVERRIDE UP-READY switches are pushed and held at the same time.

The emergency stop switches and the safety interlocks are inhibited.

2 OVERRIDE UP Light

Illuminated (white) -

- override electrical power is available for cart lift operation
- both main and upper deck panels OVERRIDE UP-READY switches are pushed simultaneously.

3 OVERRIDE UP READY Light

Illuminated (green) -

- override electrical power is available for cart lift operation
- on both main and upper deck panels when the OVERRIDE UP-READY switch is pushed only on one panel.

4 OVERRIDE DOWN-READY Switch

Push and hold -

- cart lift transits from the upper deck to the main deck when both the main deck and upper deck OVERRIDE DOWN-READY switches are pushed and held at the same time.

The emergency stop switches and the safety interlocks are inhibited.

5 OVERRIDE DOWN Light

Illuminated (white) -

- override electrical power is available for cart lift operation
- both main and upper deck panels OVERRIDE DOWN-READY switches are pushed simultaneously.

6 OVERRIDE DOWN READY Light

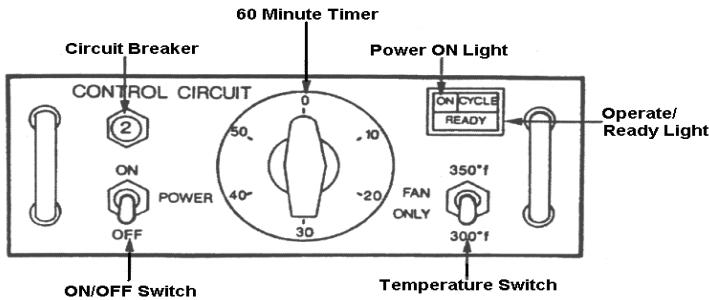
Illuminated (green) -

- override electrical power is available for cart lift operation
- on both main and upper deck panels when the OVERRIDE DOWN-READY switch is pushed only on one panel.

Galley Appliances

Ovens

OVEN CONTROL PANEL



COOKING TIMES – OVEN SETTING – HIGH (350°F)

The current 'Chef Chat' will have information as to proper cooking times for specific dishes. Always use oven gloves when handling meals from the ovens.

Typical Oven



New First Ace Steam Oven

Ace Steam Ovens will be introduced to the First galley as part of the ‘Prime’ refresh.

Oven Door Knob Operation

Safe position

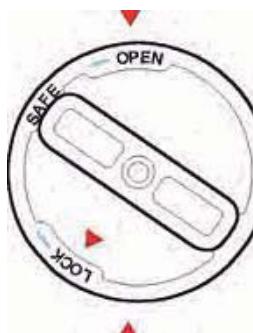
Door is mechanically locked BUT NOT READY FOR OPERATION.

Before turning the doorknob into its open position and opening door, leave the doorknob in the safe position for at least three seconds to allow excess steam to escape.



Opening the door:

- Turn doorknob in OPEN position and hold (spring-loaded).
- Load/unload oven contents.



Locking the door:

- Turn doorknob from SAFE position to LOCK position.
- Doorknob must be in LOCK position during OPERATION.



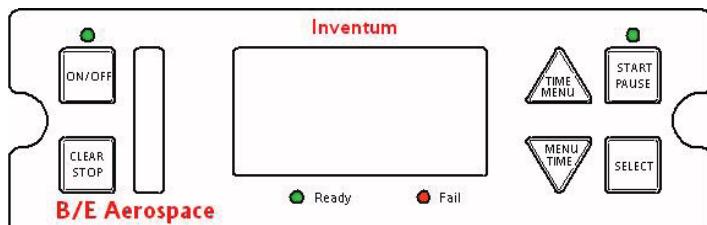
Doorknob must be in 'lock' position during:

- Taxi, take-off, landing, turbulence and operation.

Note: Before turning the doorknob into its open position and opening door, leave the doorknob in the safe position for at least 3 seconds to allow excess steam to escape.

Always wear oven gloves when accessing/using oven.

Steam Oven Controls



Display

The display indicates the cooking time settings, selected cooking functions and error messages.

Keyboard

The oven can be programmed to select the desired cooking function quickly and easily by pressing the keys on the keyboard. The keyboard consists of six function keys and four indication LEDs that each have their own specific functions.

ON/OFF	Turns the oven ON or OFF.
CLEAR/STOP	Stops or resets a programme at any time.
START/PAUSE	Starts a cooking cycle and confirms a selected programme, pause to interval cooking cycle.
SELECT	Selects a menu item.
TIME MENU	Scrolls a menu selection up and changes cooking time settings.
TIME MENU	Scrolls a menu selection down and changes cooking time settings.
READY LIGHT	Light will flash when programme is finished.
FAIL LIGHT	Light will flash when error is detected (error message will appear in the display).
ON/OFFLIGHT	Light will flash in stand-by mode and continuously during operation.
START LIGHT	Light is illuminated during any programme running.

Operating the Steam Oven

Energising Oven

The green standby on/off LED flashes indicating the oven is energised.

Turn Oven On

Press [ON/OFF]

The oven will start up displaying the airline logo, whilst performing a self-test.

The standby LED stops flashing and the display backlight will illuminate. At the bottom of the display “self-test” is shown.

After self-testing, the oven turns into the standby mode.

Now a selection can be made between standard programmes and pre-set menus.

Pre-set menus must be used in the first instance.

Pre-set Menus

The oven has predefined cooking times. These are known as “pre-set menus”.

There are five pre-set menus. Each dish on the menu has the recommended setting in the “Chef’s Chat”.

If you find that all customers want to eat at the same time then the ideal would be to put any dishes requiring dry heat, e.g. steak or pastry dishes into one oven and use pre-set menu number 4, use the other oven for everything else and use pre-set menu number 1.

If you need to fill both ovens with a variety of dishes use pre-set menu number 1.

If you have both ovens full of mixed dishes use pre-set menu number 1.

Selecting Pre-set Menus

Press the [MENU TIME UP] and [MENU TIME DOWN] buttons to choose between five pre-set menus. These are:

1. Mixed oven (24 minutes steam 130°C).
2. Hot Starter (10 minutes steam then 5 minutes dry heat 170°C).
3. Breads and Pastries (5 minutes 130°C then 7 minutes dry heat 170°C).
4. Grill (15 minutes 130°C then 9 minutes dry heat 170°C).
5. Deserts (5 minutes medium steam 110°C then 12 minutes dry heat 170°C).

The chosen menu is confirmed and started by pressing the [START] button.

During the programme run, progress can be monitored on the display screen, the remaining time and actual temperature can be viewed.

Pre-Set Menus: Menu ^

- Pre-Set Time**
- 1. Mixed Oven**
- 2. Hot Starter**
- 3. Breads and Pastries**
- 4. Grill**
- 5. Deserts**

Starting a Standard Programme

From time to time some dishes will require additional preparation once the pre-set menu cycle has finished.

The steam oven gives you the flexibility to choose five standard programmes to provide such additional heating.

Standard programmes can be selected as follows:

- To enter the programme menu, press [MENU TIME] [UP].
- Scroll the menu with [UP] and [DOWN] buttons.
- To select the programme press [SELECT].

The default duration time of a programme can be adjusted by pressing and holding the [MENU TIME] [UP] and [MENU TIME] [DOWN] keys.

Standard Programs can be selected as follows:

- To enter the program menu - press [MENU TIME] [UP].
- Scroll the menu with [UP] and [DOWN] buttons.
- To select the program press [SELECT].
- The default duration time of a program can be adjusted by pressing and holding the [MENU TIME] [UP] and [MENU TIME] [DOWN] keys.

The default duration time of a programme is 20 minutes, the maximum time is limited to 30 minutes and the minimum time is 2 minutes.

Std Programs: Menu ^

- Pre-Set Time**
- Medium Steam 20 min**
- Dry Heat**
- Keep Warm**

Menu v

To start a programme press the [START/PAUSE] button.

The progress of the programme is shown at the bottom of the display.

The remaining time, temperature and steam setting may be displayed in the display window.

Progress:

Low Steam	19:30
	71°C
Remain:	19:30

As soon as the programme is ready, the Ready Light and the message “Program Ready” will blink.

The oven will beep a set number of times. The ready message disappears as soon as the clear key is pressed.



Program Ready

Pause a Programme

Press [START/PAUSE] to pause the running programme. Both messages as well as the orange LED above the start key will blink “Program paused” and “Press START” will blink.

Stopping a Programme

Press [CLEAR/STOP] button to stop a running programme.

The oven shall return to standby mode. It is not possible to resume the stopped programme.

To restart cooking, a new programme or menu has to be chosen.

The programme can be resumed by pressing [START/PAUSE].



Program paused

Low Steam	19:30
Press START	71°C
Remain:	19:30

Manufacturer's Standard Settings

LOW		DRY HEAT	
Program Name	Low Steam	Program Name	Dry Heat
Time	20 minutes	Time	20 minutes
Temperature	110°C	Temperature	170°C
Mode	Steam	Mode	Dry Heat
MEDIUM		KEEP WARM	
Program Name	Medium Steam	Program Name	Keep Warm
Time	20 minutes	Time	20 minutes
Temperature	130°C	Temperature	80°C
Mode	Steam	Mode	Dry Heat

Note:

- If either of the ovens are used for 4 consecutive cycles, that oven MUST then be left to cool down for thirty minutes before it can be used again.
- This limitation must be adhered to throughout the course of the flight to prevent any risk of overheating.
- If for any reason water from the galley water system is not available, the oven will work as a normal convection oven by selecting the “Dry Heat” programme.
- Make sure the oven is loaded correctly to prevent the “Overheat Error”.
- Wait until “Program End” is shown on the display before opening the door.

Chillers

There is one wine chiller which is located in the Club World galley.

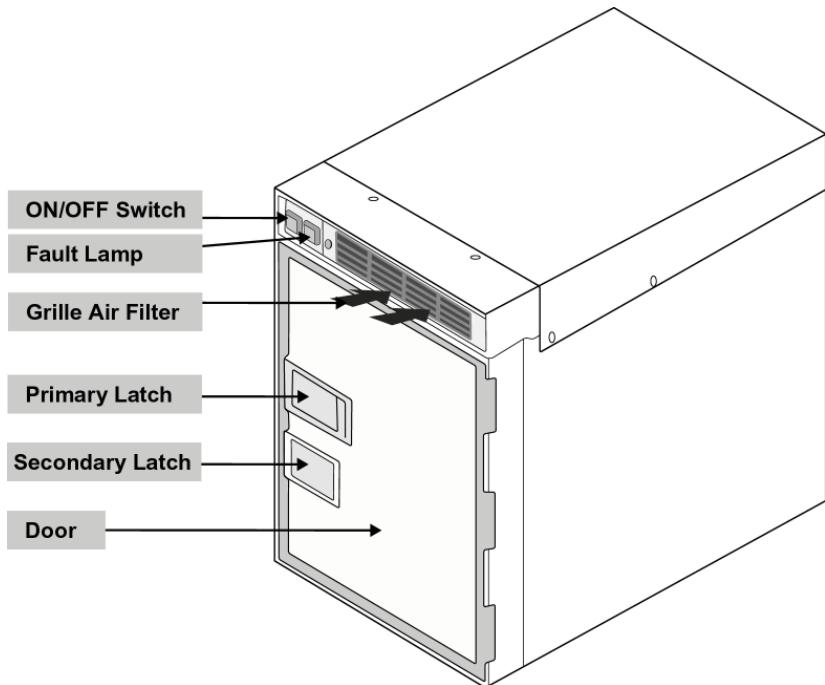
To Operate

Press ON to start the automatic operation.

After 40 minutes the temperature will be maintained between 39 and 42 degrees.

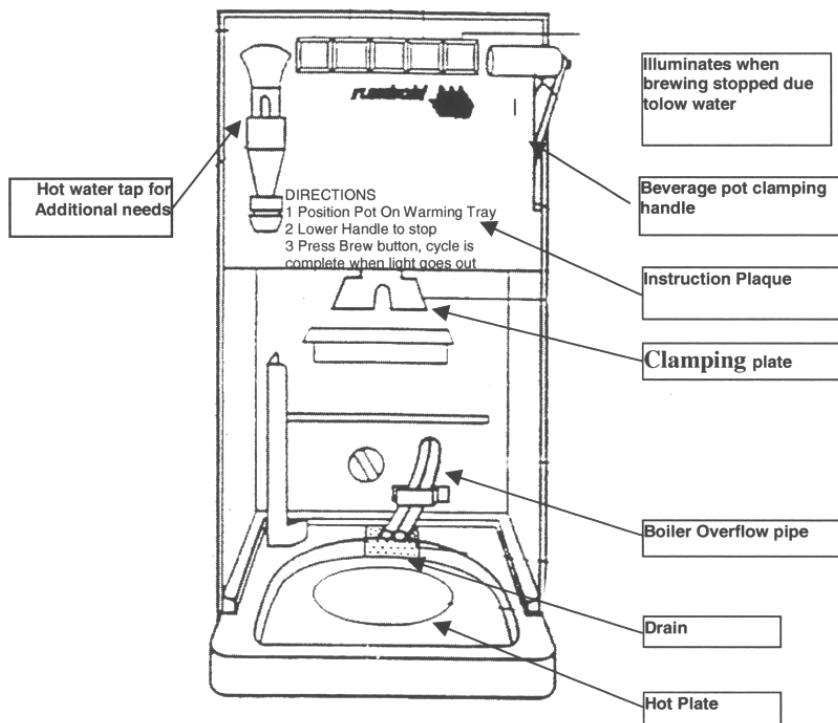
The automatic defrost cycle operates every 2 hours for 5 minutes.

If the compressor overheats it will shut down. After 8 cycles the machine will shut down and the fault light will come on.



Beverage Makers

1. As soon as you have galley power press the “Lamp Test” button and ensure all lights illuminate.
2. Press “Power On” button (to heat reservoir).
3. Place pot on hot plate and pull down clamping handle.
4. Press “Brew” button. “Brew” lamp will go out when pot is full.
5. Press “Hot Plate” on.



When the main power is “on”, the beverage maker will not operate until the hot water reservoir is full and the water low warning light goes out. After the warning light goes out, it will take about three minutes for the water to heat. If the brew light is on, the heater water will then automatically flow into the pot.

CAUTION: These beverage makers contain very hot water!

First Endura Beverage Maker

The Endura beverage maker will be introduced to the First galley as part of the 'Prime' refresh.



- Press [POWER] button to turn on beverage maker.
- Press [BREW] button to start brewing process.
- Press [TEA] button to brew tea only.
- Press [WARMER] button to turn on warming plate.
- Press [HOT] to dispense hot water.
- [LOW WATER] – Beverage maker will not brew when illuminated.

Preparing to Brew Coffee

- (1) Press the [POWER] button so the light illuminates.
- (2) Remove the brew cup from the brew chamber.
- (3) Place coffee bag, with the seam down, into the brew cup on top of the metal base plate.
- (4) Place brew cup into brew chamber.
- (5) Place empty pot into server cavity.
- (6) Fully lower the brew handle to lock brew cup and pot into beverage maker.

Note:

- Ensure the entire coffee bag is in the brew cup.
- Do not compress or fold the coffee bag. This could cause the coffee bag to break open during the brew cycle.

Brewing Coffee

- (1) Press the [WARMER] button until light illuminates, the warmer plate is used to keep coffee pot warm.
- (2) Press the [BREW] button until light illuminates, the brew cycle will start when the water comes up to temperature (from cold approx 2 minutes). The beverage maker will then brew a pot of coffee, approx 3 minutes.
- (3) When the brew cycle is complete ([Brew] button light extinguishes), lift the brew handle.
- (4) Remove the brew cup and safely dispose of used coffee bag.
- (5) Replace brew cup into brew chamber.
- (6) Fully lower the brew handle to lock brew cup and pot in beverage maker.
- (7) Lift the brew handle to access the pot for service.

Note: The normal brew cycle temporarily halts for several seconds following the initial brew period, allowing the coffee in the bag to absorb the water – the brew cycle then continues as normal.

Brewing Tea

- (1) Press the [POWER] button until light illuminates.
- (2) Place tea bag into empty pot.
- (3) Place pot into the beverage maker.
- (4) Fully lower the brew handle to lock brew cup and pot into beverage maker.
- (5) Press [TEA] button.
- (6) When the [TEA] button light extinguishes, the cycle is complete.
- (7) Lift the brew handle to access the pot for service.

Safety Features

- Water flow will cease when the brew handle is lifted.
- The [BREW] button light remains on for approx 10 seconds following the brew cycle, allowing all hot water to drain from the brew cup into the pot.
- Tank heaters will not operate if insufficient water in the tank – [LOW WATER] indicator light will illuminate if this condition occurs.
- Pot level sensor – primary and secondary sensors stop the brew cycle if the pot is full.

CAUTION:

- Take care when handling hot liquids.

- Always ensure pots are returned to beverage maker when not in use and secured with brew handle.
- DO NOT dispose of hot tea/coffee bags in the toilet.
- DO NOT leave tea/coffee bags in pots with the warmer plate switched on.
- The unit is for use by crew only.

Espresso Coffee Maker

There is one located in the “First” galley.

Operating Instructions

- **Preparation**

- (1) Turn power ‘ON’ with ON/OFF switch.
- (2) Readout shows ‘WAITING’ until correct temperature has been reached.
- (3) INITIAL SWITCH ON.

With ‘EMPTY’ capsule holder in machine press ‘START’ button, run hot water through capsule holder. Repeat this action to warm up the holder.

- **To Make Coffee**

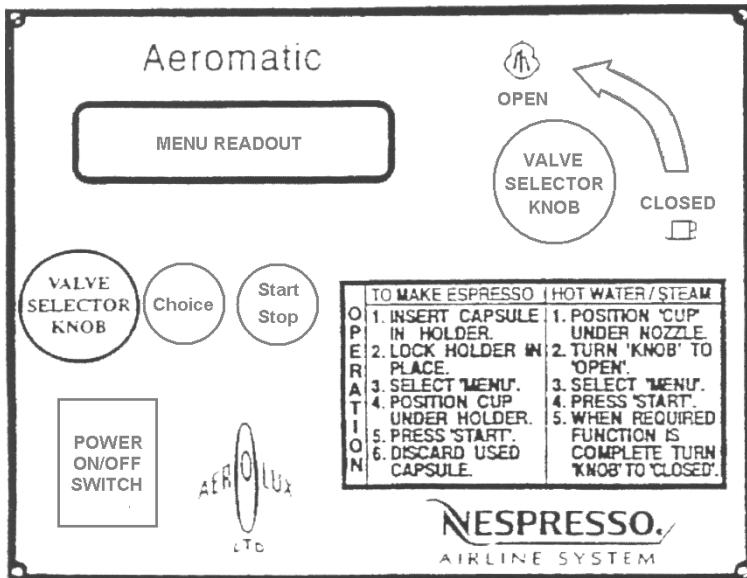
- (1) Insert ‘NESPRESSO’ coffee capsule into capsule holder (wide end down).
- (2) Replace capsule holder in machine and turn firmly to right to lock.
- (3) Position cup (preferably warm) under capsule holder outlet.
- (4) Select ‘MENU’ by pressing ‘CHOICE’ button for ‘small’ or ‘large’ cup.
- (5) Press ‘START/STOP’ button. (Flow will stop when correct amount is delivered.)

- **Important Notes/Tips**

On completion of cycle, remove and dispose of used capsule. This action prevents the possibility of the system becoming clogged with dried coffee grounds.

Ensure that capsule holder is replaced into machine at all times – this keeps it warm and ready for use and also avoids this item being lost.

In the interests of hygiene, always wipe clean the steam pipe nozzle after use, using a damp cloth.



To Obtain Hot Water/Steam

- (1) For 'Hot Water/Steam' position receptacle under nozzle.
- (2) Turn selector valve 'Knob' to 'Open'.
- (3) Select menu by pressing 'Choice' button for hot water or steam.
- (4) Press 'Start/Stop' button to 'Start'.
- (5) When 'Steam' is no longer required press 'Stop/Start' button to 'Stop'.
- (6) When milk frothing etc. is completed select 'Hot Water' to clear pipe nozzle and also assist temperature stabilisation.
- (7) When 'Hot Water/Steam' function is completed, always return valve selector knob to 'Closed'.
- (8) Be very careful the steam and water are very HOT!!!!!

Note: When preparing successive cups of Espresso the 'Waiting' message indicates that the controlling thermostat is regulating the temperature.

Lacobucci Coffee Maker

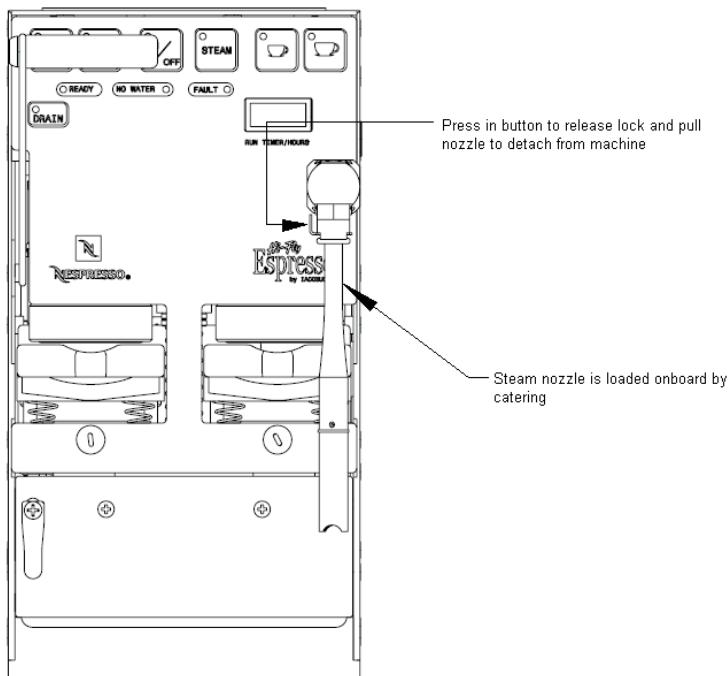
Preparing Coffee

- (1) Ensure the coffee maker does not contain any coffee pods.
- (2) Press the 'ON/OFF' button. The 'ON/OFF' indicator light will illuminate. Wait for the temperature indicator light 'READY' to illuminate; when it does, the machine is ready to operate.

Note: It may take up to 10 minutes from turning the machine on before the green 'READY' LED is illuminated. This is to allow the heat exchangers to reach working temperature range. The LED may extinguish periodically between uses while the coffee maker returns to operating temperature. Coffee may only be brewed when the green 'READY' LED is illuminated.

- (3) Retrieve steam spout (found in coffee pod stowage) and replace the spout fixed on the coffee maker. The steam spout must be replaced on all flights ex UK. Refer to figure below.
- (4) Ensure spout is firmly attached after fitting by performing gentle pull check.

Attachment of Steam Spout to Coffee Maker



- (5) Pull out the pod slider(s).
- (6) Place a Nespresso coffee pod(s) in slider(s) ensuring the pod lip is completely flat before loading into the slider. Refer to figure below.

Correct and Incorrect Condition for Pod Insertion



Correct



Incorrect

- (7) Push the slider(s) back into the machine, ensuring they reach the end stop; a click should be felt.
- (8) Place the coffee cup under the coffee pod holder(s).
- (9) Bring the handle down into the locked position.

Note: DO NOT force the handle down; if excessive force is required, check that debris has not become lodged inside the coffee maker. Forcing the handle down can cause damage to the internal components of the coffee maker.

- (10) Select the intended coffee type: For all coffee pods currently loaded on board (Ristretto and Espresso Decaffeinato) press ‘SMALL CUP’ for the corresponding pod holder selected. The coffee maker will then brew a cup of coffee. Please refer to the Chefs Chat for information on Nespresso Pods loaded on board.
- (11) When the machine has finished its brewing cycle, lift the handle.
- (12) Remove the used coffee pod(s) and discard. Failure to remove used pods may impact on the unit’s serviceability.
- (13) Coffee is now ready to serve.
- (14) Ensure at the end of service that all coffee pods have been removed from the coffee maker and safely discarded. Ensure the handle is left in the up position whenever the coffee maker is turned off.

Using the Steam Nozzle

Steam can be used to produce milk foam for cappuccino coffee, hot chocolate and to heat water (for tea and other drinks).

CAUTION: Ensure hands, face, etc., are away from the spout to prevent scalding when steam is activated. Use of a mug to point the steam into will protect the user.

- (1) Follow ‘Preparing Coffee’ steps 1-4 to turn the machine on and attach the steam nozzle.
- (2) Ensure spout is firmly attached after fitting new spout by performing a gentle pull check.
- (3) Bring the handle down to the locked position.
- (4) Place a half full cup under the steam outlet spout. Be sure the spout is immersed until the mark shown in Figure below.

Milk Steamer Marker



- (5) With the cup under the outlet spout, press the ‘STEAM’ button to start the steam function. The steam will remain on for approximately 2 minutes, or press the ‘STEAM’ button again to turn it off earlier. If 2 minutes is not enough, press the ‘STEAM’ button again to start another cycle.

Note: It may take up to 30 seconds for steam to appear from the spout during first use.

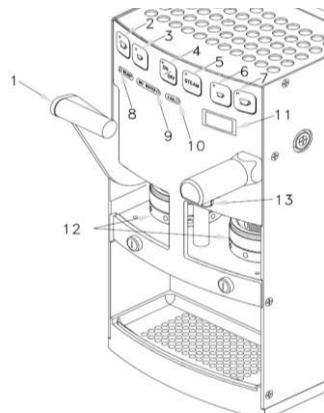
- (6) When the liquid is hot press the ‘STEAM SYMBOL’ button to turn off the steam function, unless it has automatically stopped.
- (7) Clean the plastic steam spout immediately after operation, using a damp cloth.
- (8) At the end of the service perform cleaning instructions.

- (9) Ensure at the end of the service that all coffee pods have been removed from the machine and safely discarded. Ensure the handle is left in the up position whenever the coffee maker is turned off.

Note:

- The milk foam can also be prepared in a jug and the foam poured into a cup of espresso.
- If the machine has not been used for approximately 15 minutes, the internal temperature will decrease.
- The steam and coffee functions can be used simultaneously; the steam function, unlike the coffee function, works with the handle in either the up or locked position.
- Only use products supplied and approved by BA Caterers.
- Do not attempt to ‘re-rack’ unit; this may lead to connection pins breaking or bending.
- Isolate water to unit in event of severe leaks.
- Always note any failures into the AML Part 2.
- Follow operating instructions at all times.
- The unit is for use by crew only.

1. Handle
2. LARGE CUP button
3. SMALL CUP button
4. ON/OFF button
5. STEAM button
6. SMALL CUP button
7. LARGE CUP button
8. READY temperature indicator
9. NO WATER indicator
10. FAIL indicator
11. Run time indicator
12. Pod holders
13. Steam outlet



Ice Bins

Do not dispose of large quantities of ice cubes down sinks, because this will solidify any grease or fat that may be in the drain system. Large quantities of ice should be returned to the ice bins.

Waste Compactor

There are 2 waste compactors on board the B747. One in the Club World galley and one in World Traveller galley.



Waste Compactor Operating Instructions

1. Check galley power on.
2. Push power “ON” switch.
3. Open main door.
4. Insure middle door is secured by tapping middle door with foot.
5. Install open box.
6. Check lowest flap of box is facing outward toward front of door.
7. Hold box into position.
8. Check box grip holding box.
9. Close main door.
10. Open trash door (by turning latch clockwise) to insert trash into compactor.

-
11. Message reads: “**AFTER LOADING PRESS COMPACT**”.
 12. Load trash into compactor (ensure quarter wine bottles are laid on their side).
 13. Push “**COMPACT**” switch – message reads: “**OPERATING PLEASE WAIT**”.

Note: After compaction cycle is completed and room is available for additional trash, message reads: “**AFTER LOADING PRESS COMPACT**”.

14. Repeat trash loading and compacting procedures until message flashes: “**MOVE FULL BOX INSERT NEW BOX**”.

Note: Trash compactor will not operate when this message is flashing.

The following items must not be compacted:

- Empty large wine bottles.
- Liquids (residual liquid in glasses and ice cubes, etc. are all right as these are absorbed into surrounding material).
- Newspapers and magazines.

Exception Messages

A number of warning messages can be displayed by the compactor.

When displayed, the instructions **must** be followed before further operation of the compactor.

Two messages require an appropriate entry made in the Aircraft Maintenance Log Part 2:

1. “**NEEDS MAINTENANCE SOON – NOTE IN LOG**”.
2. “**COMPACTOR WILL NOT OPERATE**”.

The compactor **must not** be made to work by overriding safety features.

The guarded ‘**GROUND SERVICES ONLY**’ switch **must not** be used in flight.

Aerolux Bun Warmers

Operating Instructions

- When contents is loaded ensure both catches on each warmer are locked
 - catches are flush with bun warmer door
- Select power switch to ‘ON’. The ‘ON’ light will illuminate and initiate a 25 minute heating cycle.
- On completion of the 25 minute cycle, the contents will be ready as indicated by the ‘READY’ light illuminating and will remain illuminated until the power switch is selected to ‘OFF’.
- Select the power switch to ‘OFF’.

Note: Stop cycle at any time be selecting ‘OFF’.



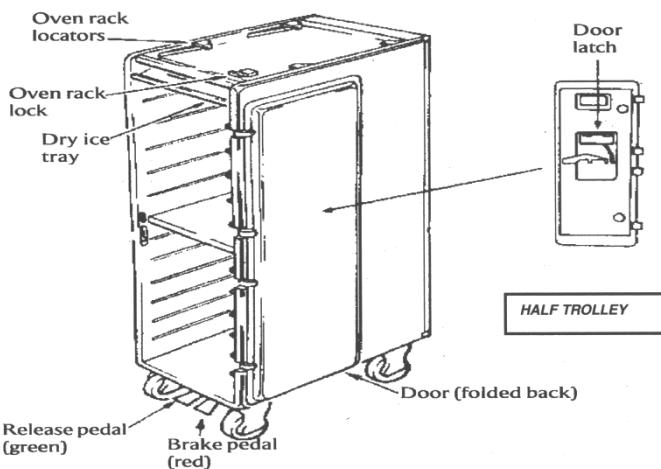
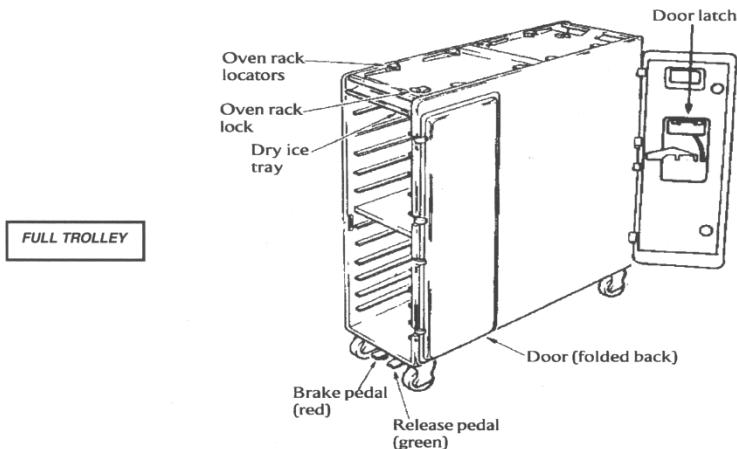
Warming Cupboards

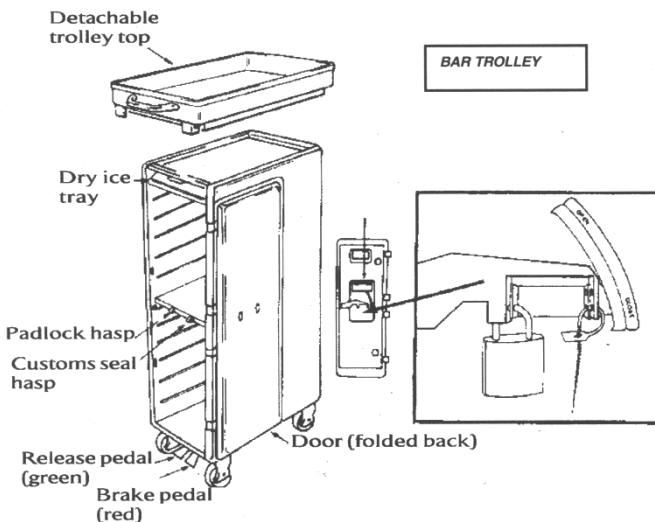
There are two warming cupboards on board:

One in “First” and one in “Club” (on the main deck).

They should be switched on upon boarding but **MUST** be switched off for take-off and landing. Be careful when using the cupboards, as the holding trays can get very hot!

Trolleys





Using a trolley:

All galleys and galley equipment must be securely stowed during taxi, take-off, landing and during turbulence when directed to do so by the Commander.

Trolleys should be secured using all provided catches.

Where doors are provided to trolley stowages, these should be secured closed using the catches.

Trolleys should be stowed with the foot brake applied.

Crew members must take measures to prevent trolleys moving or toppling with changes of aircraft attitude. Trolleys must not be left parked and unattended at any time in the cabin.

Trolleys used for self service snacks (e.g. 'Raid the Larder') must be positioned in the galley where, if necessary (e.g. during turbulence), they can be stowed rapidly.

Adhere to guidelines:

To remove the trolley from stowage:

- Release safety catches (open stowage area if any safety door present).
- Release brake by pressing GREEN pedal with foot.
- Grasp handle with both hands using a firm grip.
- Keep one foot slightly ahead of the other.
- Pull trolley using the strength of legs and arms, not your back.
- Do not tug or jerk (keep back straight and relaxed, do not stoop).

Manoeuvring:

- Always check your path is clear.
- Always assess the weight and load of the trolley. If it is too heavy, enlist help from a fellow crew member.
- Face trolley straight on throughout movement.

Release brake:

- Push/pull trolley by grasping the handle with both hands firmly.
- Use the strength of legs and arms, not your back.
- Apply brake at end of manoeuvre using RED pedal.

Re-stowing:

- Release safety catches (open stowage area if any safety door present).
- Release brake by pressing GREEN pedal with foot.
- Grasp handle with both hands using a firm grip.
- Keep one foot slightly ahead of the other.
- Push trolley into stowage using the strength of legs and arms, not your back.
- Do not tug or jerk (keep back straight and relaxed, do not stoop).
- Apply brake (close safety door if present).
- Secure with safety catches.

Securing:

- Always apply brake.
- If in stowage, always secure with safety catches (and if present securing door).
- Do not leave trolleys unattended in the cabin.

Loading Trolley Top

To fit trolley top to trolley:

- Ensure trolley is placed in safe position in the galley area with brake applied.
- Secure trolley top on top of the cart (align pins at rear of trolley top with holes in rear of trolley, slide top over from rear of trolley, pull down unlatch handle under front of trolley top and latch closed when down).
- Check trolley top is locked in position by gently trying to lift and slide the trolley top (if put on correctly it won't move or come off).
- Do not overload the trolley top.

Removal of Club Kitchen Trolley

To remove the Club Kitchen trolley safely from its stowage, the following procedure is to be used.

When removing trolleys from the Club Kitchen stowage (Figure 2.1), keep your hands away from the internal catches, as indicated in Figure 2.2.

Figure 2.1



Figure 2.2

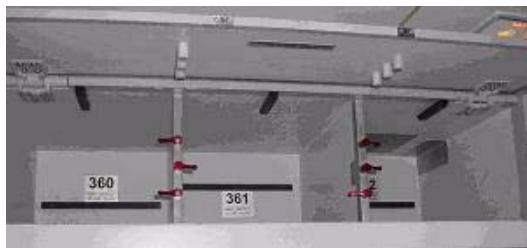


Follow the indicated method shown below when removing items from the top stowage's of the Club Kitchen:

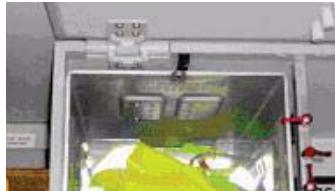
Figure 2.1 indicates the position of the red retention catches when items are required to be secure.

Remember that the decorative door cannot be securely stowed until the retention catches have been placed into these positions. Should a fault occur, it must be recorded in the AML Part 2.

Figure 2.3



A small drawer may be removed from stowages 360 and 362 by placing the top red retention catch into the position shown in Figure 2.2. This will permit the drawer to be removed under the catch whilst retaining the canister.



A full size drawer will **NOT** allow you to access the contents with any of the red retention catches secure (e.g. stowage 361). The method demonstrated in Figure 2.3 should be used (applying pressure to open canister door whilst removing drawer) to prevent the entire canister from moving forward.

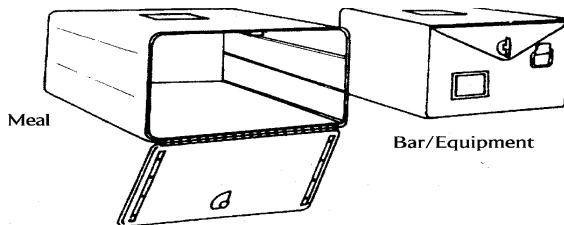
The same method should also be applied when removing drawers from the trolleys stowed in the Club Kitchen.



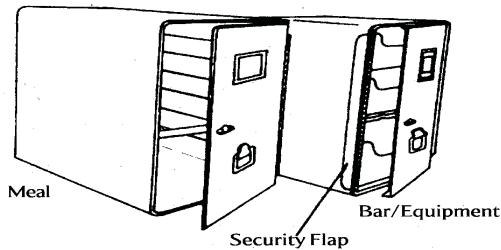
Canisters

All galley stowage boxes are standard sizes and each can hold the equivalent of 3 large trays. Lockable and sealable secure boxes will be provided for Bar and Duty Free stocks where appropriate.

Canisters must be stowed with the retaining latch down and secured closed.



FULL BOX



Galley Non-Normals

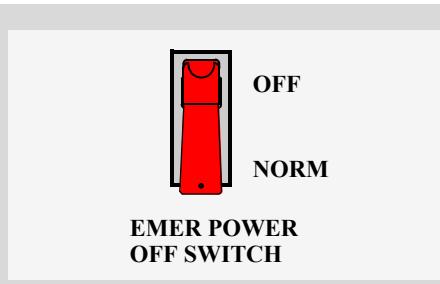
Floor Drains Flooding with Fluid Overflow

Flooding can occur in the floor drains located near the main deck entry doors, on the galley floor, or in the trolley lift well. The flooding at these drains is caused by a blockage in the normal drain system. If a drain is overflowing, do not pour any more fluids into a galley sink adjacent to a flooding floor drain. Fluids should be disposed of in another galley sink.

Galley Sink Drain Blockages

If a sink drain is blocked, or drainage is slow, no more fluids should be poured into the sink. Dispose of fluids in another galley sink.

Galley Emergency Power Off Switch



A galley Emergency (EMER) POWER OFF SWITCH is located in each galley. The switch is guarded. With the guard closed, the switch is in the NORM (on) position.

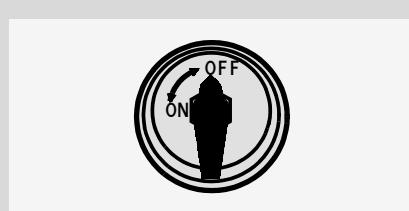
If there is a non-normal condition, lift the guard and position the switch to OFF, the spring loaded guard must be opened and remain open with the switch in the off position. This removes all electrical power to the galley.

Galley electrical power should immediately be shut off for malfunctions such as fire, smoke, electrical arcing, and so on.

Note: When placing the galley Emergency Power Off switch to the OFF position, notify the flight deck.

Galley Water Fails to Shut Off

If the water cannot be turned off in any of the galley fixtures, such as the sink water faucet, coffee maker, or water boiler, the water system for that galley must be shut off.



Water Shutoff Valve

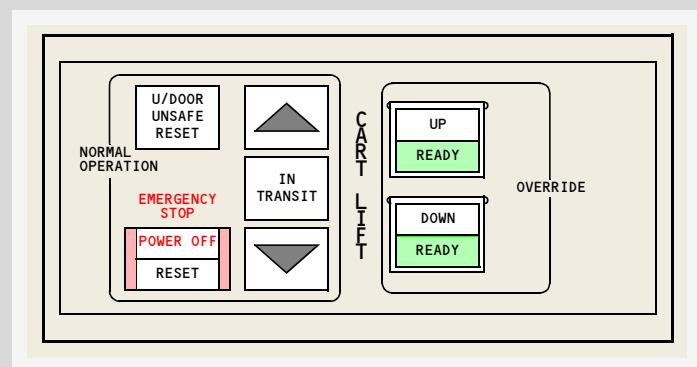
Locate the water shutoff valve for that galley and position the galley water shutoff valve to OFF. The water system for that galley is shutoff.

Cart Lift

Lift Fails to Rise/Lower

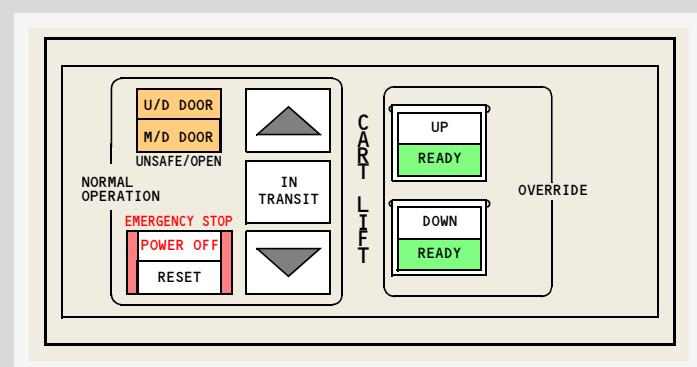
The cart lift override switches are used only when the normal operation of the lift fails and the procedures on the Cart Lift Motor Disconnect Panel have been accomplished.

[Call/Send panel]



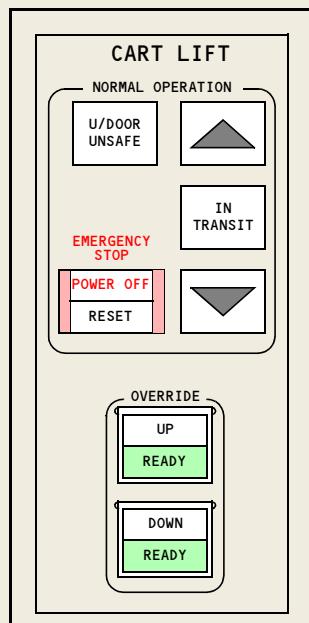
Upper Deck Only

[Send only panel]



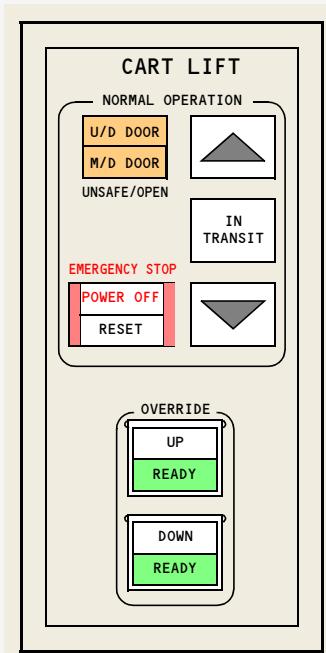
Upper Deck Only

[Call/Send panel]



Main Deck Only

[Send only panel]



Main Deck Only

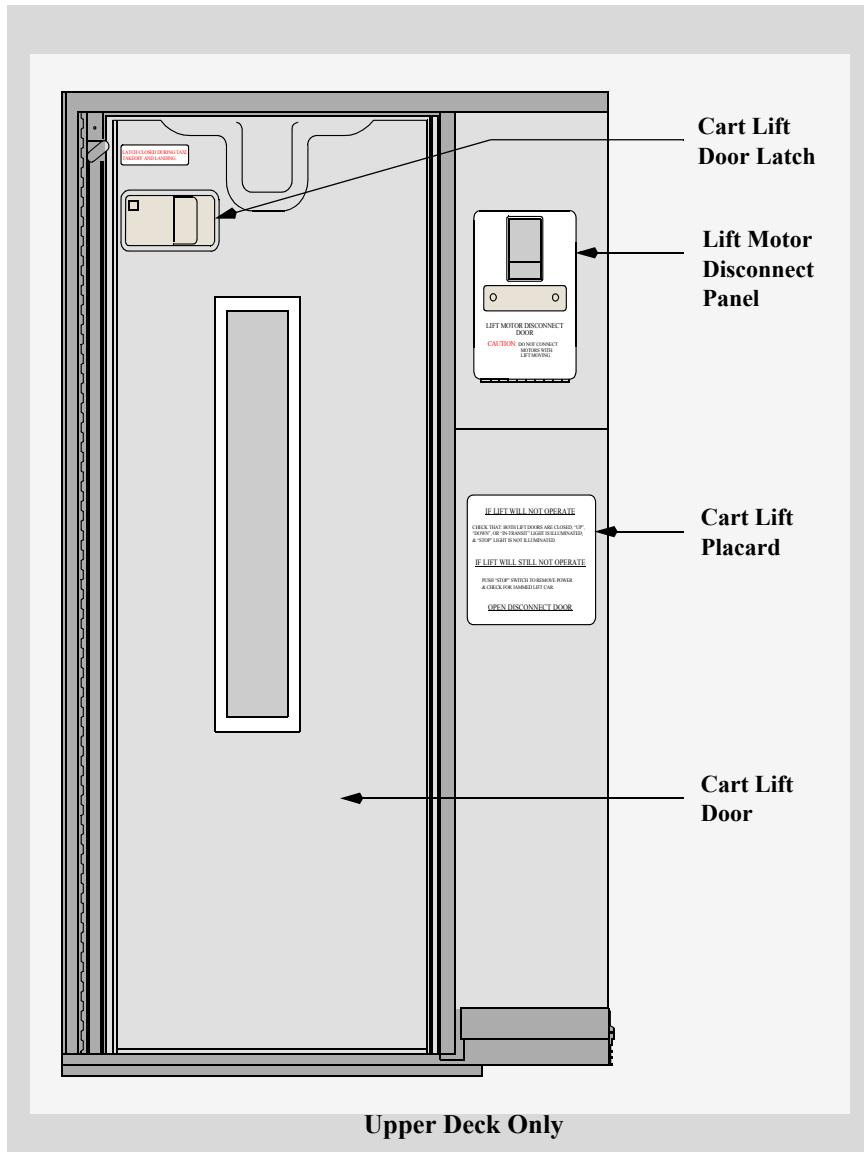
Verify the appropriate override READY light is illuminated. Pressing the respective override switch simultaneously on the main deck and the upper deck will raise or lower the cart lift.

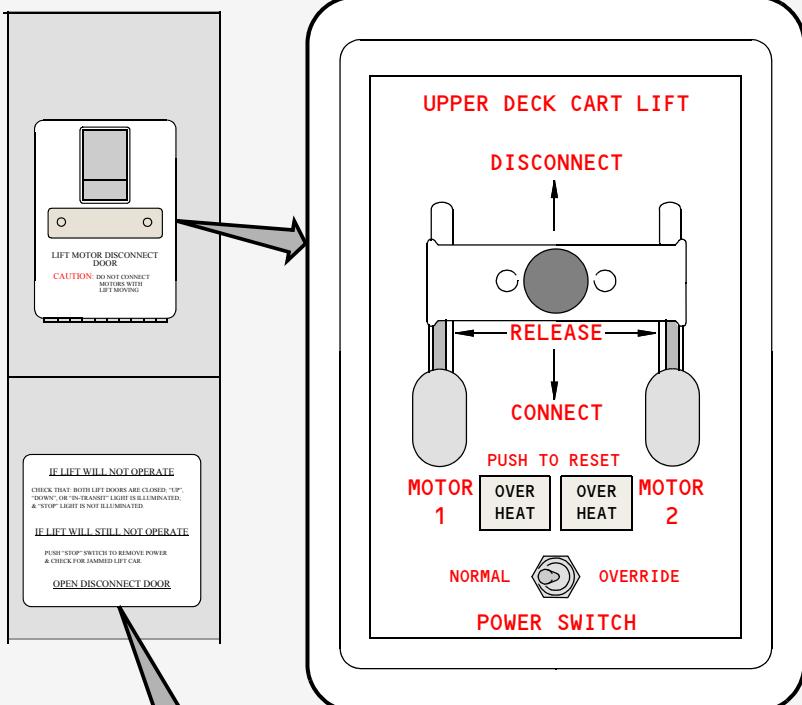
Note: The Cart Lift Motor Disconnect Panel must be in OVERRIDE before the cart lift override switches are operative.

Note: The emergency stop POWER OFF light will be illuminated when the power is removed from the cart lift by the cart lift disconnect motor procedure.

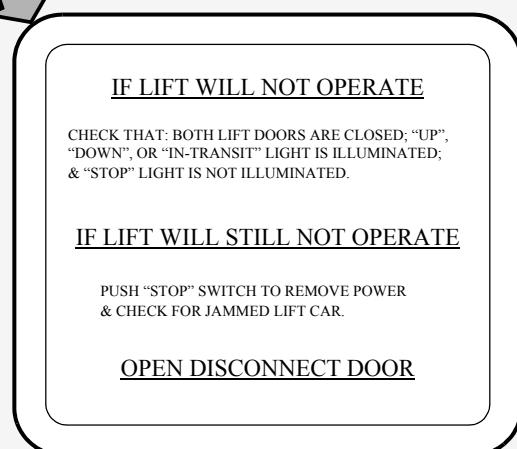
Cart Lift Motor Fails to Operate

If the cart lift motor fails to operate properly, follow the printed instructions shown below the Cart Lift Motor Disconnect Panel.





Note: Cart lift motor disconnect panel shown with door in the open position.



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Doors, Slides and Emergency Exits

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Chapter 7

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Doors, Slides and Emergency Exits

Introduction

Chapter 7

Section 10

Doors, Slides, And Emergency Exits Overview

This chapter describes the passenger entry doors, overwing exits, upper deck doors, and evacuation slides and slide/rafts. It includes a description of door and emergency exit preflight, and normal and non-normal operation from inside and outside the airplane.

There are eight identically operated main deck passenger entry doors, doors 1, 2, 4, and 5, which are paired along the airplane fuselage. They are used to enter and exit the airplane, and also serve as emergency exits. Additionally, there are two overwing emergency exit doors, door 3, and two upper deck doors which function as emergency exits only.

The operation of the main deck passenger entry doors is discussed in Section 20, Passenger Entry Doors. The operation of the overwing emergency exits is discussed in Section 30, Overwing Emergency Exits. The operation of the upper deck doors is discussed in Section 40, Upper Deck Doors.

Passenger evacuation and ditching guidelines are described in Chapter 9, Non-Normal Situation Guidelines.

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Doors, Slides and Emergency Exits
Passenger Entry Doors

Chapter 7
Section 20

Main Deck Doors Overview

The ten main deck doors are used to enter and/or exit the airplane. They also serve as emergency exits during non-normal situations.

Doors on the left side of the airplane, identified as 1L, 2L, 4L, and 5L, are generally used for passenger entry.

Doors on the right side of the airplane, 1R, 2R, 4R, and 5R, are generally used for the servicing of the airplane.

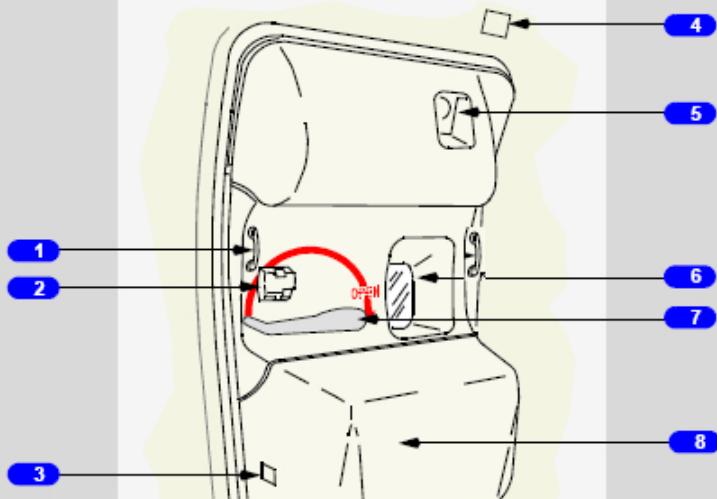
Doors 3L and 3R are overwing emergency exits only.

The main deck doors can be opened or closed manually from inside or outside the airplane. The doors are inward-outward opening, plug-type doors. When opened, the door first moves inward then swings outward and forward. Each door is held in the open position by a gust lock. The gust lock drops into a latch as the door nears its forward limit of travel. A window in each door allows observation outside the airplane.

Rotation of the door operating handle forward to the CLOSED position automatically latches the door.

A dual lane slide/raft is contained behind the door bustle of each door on Doors 1, 2, 4, and 5. The slide/rafts are detachable from the doorsill and may be used as life rafts during ditching.

Entry Door Controls



1 Door Assist Handle

Used to apply leverage needed to open and latch door if power assist system fails.

2 Door Mode Select Panel

See following graphic.

3 Slide/Raft Gas Bottle Pressure Gage

This is an Engineering Check.

4 Door Power Assist Gas Bottle Pressure Gage

Behind access panel.

Indicates pressure in bottle used to assist in door opening. If the gage needle is outside the green zone, the system is unusable. This is an Engineering check.

5 Escape Slide Lamp

Illuminates entire slide.

6 Viewing Window

Allows observation outside the airplane.

7 Door Operating Handle

Latches and unlatches the door for opening.

To open the door – rotate in the direction of the arrow.

To close the door – rotate in the opposite direction of the arrow.

8 Slide/Raft Bustle

Bustle contains the slide/raft.

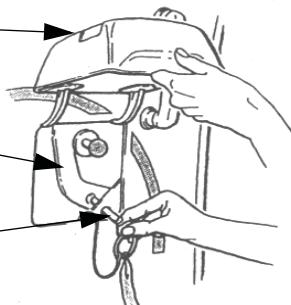
Door Mode Select Panel

Main Deck Door Mode Selection

Mode selector
viewing window

Mode Selector
Handle

Ground Safety
Locking Pin



Left hand doors



Right hand doors

Manual mode is with selector handle
FORWARD/UPPER position for all doors

Note: Before selecting **DOORS TO AUTOMATIC** ensure that the door operating handle is in the fully closed position: **THIS MEANS PUSHING THE HANDLE FULLY DOWN**. In the case of Doors **5L** and **5R** the handle should have moved further towards the slide bustle. When operating the mode selector handle, it should be moved with a very positive action.

The above procedure ensures that the door mechanism is in the fully locked position. When **AUTOMATIC** is selected, girt bar sliders are engaged in the floor brackets and the power assist is armed.

If the door handle or mode selector cannot be correctly positioned:

- (1) **GUARD DOOR** and **INFORM** Flight Crew.
- (2) **DO NOT** attempt to force the controls.

Mode Selection Procedure

To Select Automatic Mode:

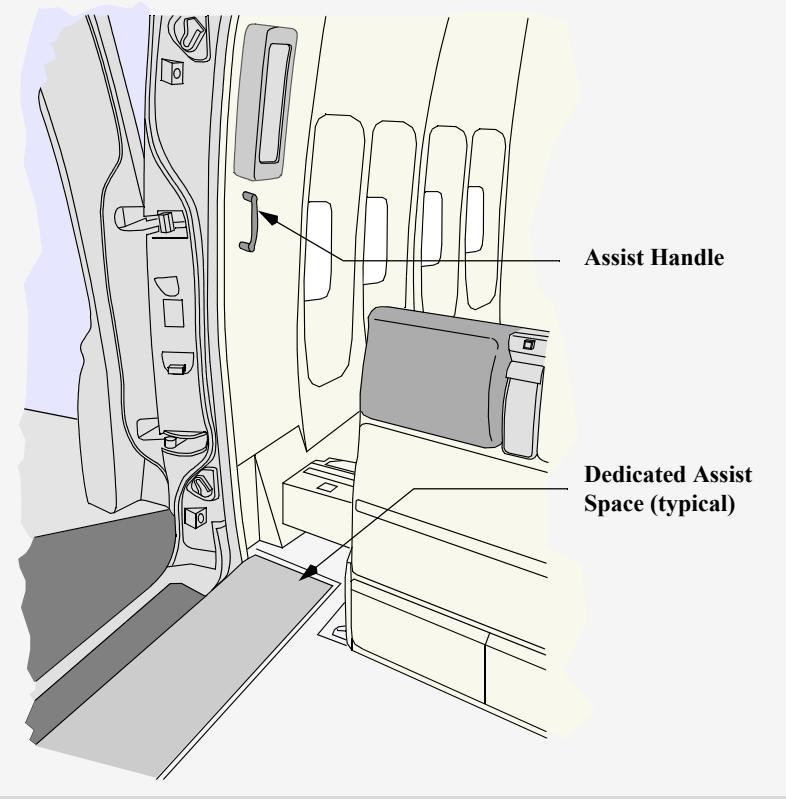
- (1) Ensure door operating handle is fully down.

-
- (2) Lift cover, remove Ground Safety Locking Pin and stow together with the red streamer in the pouch located inside the mode selector cover.
 - (3) Move mode selector handle to automatic (visible in lower viewing window).

To Select Manual Mode:

- (1) Lift cover and move mode selector handle to manual (visible in the upper viewing window).
- (2) Remove Ground Safety Locking Pin and streamer from the pouch and insert pin to lock mode selector handle in manual (ensure streamer is visible).

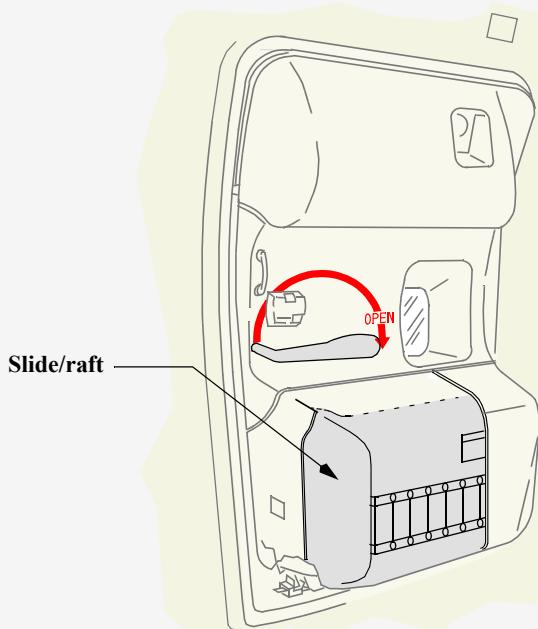
Dedicated Assist Space



Near each door are dedicated assist spaces. The dedicated assist spaces are located on either side of the door passageway. During an emergency evacuation, it is important that the flight attendants grasp the assist handle and place themselves in the dedicated assist space to ensure that they are not blocking the exit in any way. Blocking the exit prohibits dual lane flow onto the slides.

Note: The use of the aft facing dedicated assist space allows continuous monitoring of the slide without interrupting passenger flow.

Evacuation Slide/Rafts



Evacuation slide/raft and door opening systems are contained in each door. A door bustle on the lower face of the door covers the slide/raft.

When the mode select lever is in AUTOMATIC position and the door operating handle is rotated 180 degrees, the door automatically opens using the power assist system activates.

The flight attendant must release the door operating handle and, in adverse airplane attitudes, may need to continue to assist the door opening motion by using the assist handles on the door and on the door surround panel until the door is in the full open and latched position. The door-mounted escape slide/raft automatically deploys and inflates.

Note: The use of the assist handles on the door and door surround may be used by the flight attendant to maintain balance and block the exit until the slide/raft has fully deployed.

Note: If an inflated slide/raft becomes deflated after deployment, it may be used as an apron slide.

When the door is to be opened from the interior and slide deployment is not desired, the mode select lever must be in MANUAL position.

The slide/rafts are dual lane and can be released from the door sill to be used as life rafts after ditching. A knife is provided to cut the mooring line.

Each slide/raft may contain:

- 2 Water activated locator lights
- Mooring line
- 2 Passenger retention straps
- Hook knife
- Inflation pump (hand pump)
- Canopy
- Sea anchor
- Rescue line and quoit
- Baler
- Repair clamp
- Sponge
- Leak stoppers

If the raft is not fully inflated, manual inflation valves can be used to inflate the raft using the hand pump. The inflation valves are self-closing upon removal of the hand pump.

WARNING: In a ditching situation, deployment of both the door 3 ramp/slide and door 4 slide/raft on the same side of the airplane will cause interference with the normal operation of the door 4 slide/raft. The door 4 slide/raft may be unusable.

Canopy Erection

The canopy is stowed in a bag secured to the side of the raft. To erect:

- (1) Drape over the canopy support tubes, matching up the numbers.
- (2) Secure the cords to the black rubber buttons on the top of the canopy support tubes and then the side of the buoyancy chambers.
- (3) The canopy also has tapes attached which should be fastened to corresponding loops on the buoyancy chambers.

The mooring line is attached to the girt bar.

Mooring Line Separation:

- (1) Cut with knife attached to slideraft.
- (2) Pull quick release handle.

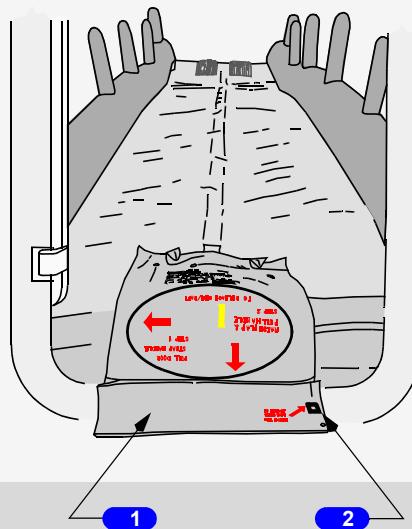
Note: The mooring line also has an in built weak link which will snap under pressure.

Survival Pack Contents

Emergency Pack Valise	Insect Repellent (25 g)
Contents Card	Torch
Glucose (900 g)	Signal Day/Night
Water (500 ml)	First Aid Kit
Water Purification Tablet	Flipcard Survival
Water Storage Bag	Sea Dye Marker
Waterproof Matches	Heliograph

Slide/Raft Controls

Note: Typical passenger entry door interior, looking out



1 Slide/Raft Detachment Handle

Lift flap, pull handle completely free to release slide/raft from girt bar. The separation handle must be pulled in an upwards direction with one continuous action and pulled completely away.

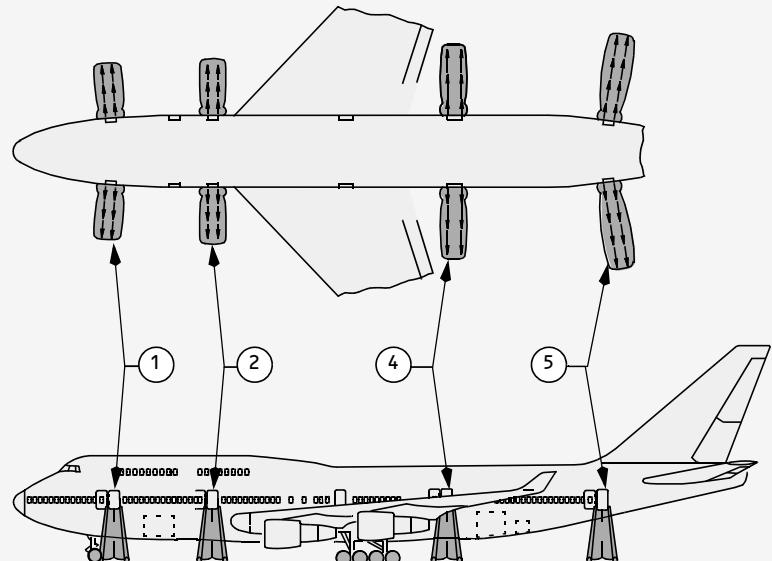
Note: For ditching use only.

2 Manual Inflation Handle

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Evacuation Slide/Rafts - Slides

Evacuation Slide/Rafts Deployed



Slide Length, Width, and Door Sill Height

Slide Location	Slide Length (approximate)	Slide Lane Width (approximate)	Door Sill Height – All landing gear down (approximate)
Door 1L & R	29.8 ft (9.1 m)	80 in (208 cm)	15.6 ft (4.7 m)
Door 2L & R	30.9 ft (9.4 m)	80 in (208 cm)	15.8 ft (4.8 m)
Door 4L & R	29.8 ft (9.1 m)	80 in (208 cm)	16.5 ft (5.0 m)
Door 5L & R	32.3 ft (9.9 m)	68 in (173 cm)	16.8 ft (5.1 m)

Evacuation Slide/Raft - Rafts

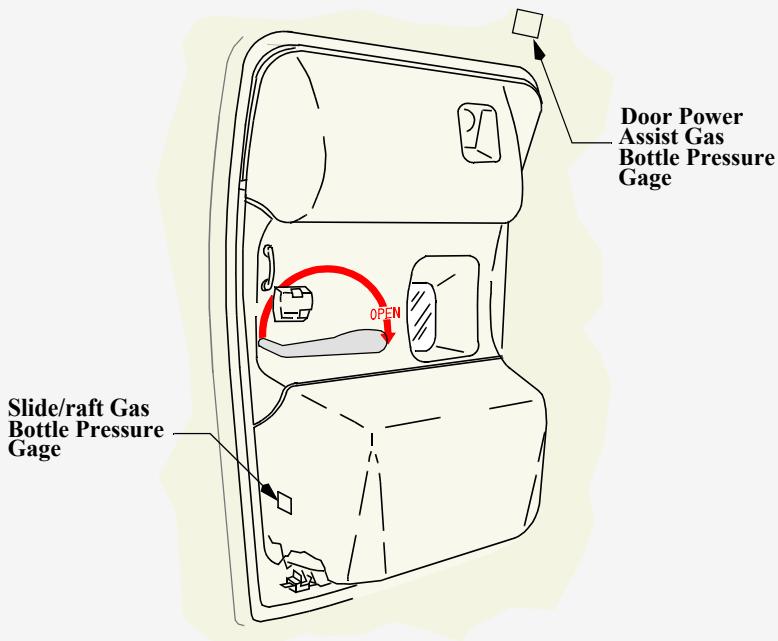
Slide/Raft Capacity

The following table shows the number of occupants allowed in each slide/raft.

Raft Location	Normal Capacity	Overload Capacity
Door 1L & R	60	75
Door 2L & R	60	75
Door 4L & R	60	75
Door 5L & R	56	70

Main Deck Entry Doors

Main Deck Door Preflight



Passenger Entry Door

The main deck door slide/raft pressure gauge and the power assist pressure gauge must indicate in the green range.

Main Deck Door Normal Operation – Interior

Close Door

Release gust lock.

Pull door closed using grab handle on door (hold assist handle on side of door frame with other hand).

Transfer hand to operating handle and rotate handle forwards to close and lock the door. Ensure handle is pushed fully down.

WARNING: Avoid the path of the door operating handle whenever the door is closed. Rotate the handle slowly. ensure the opposite handle path is clear. Rapid and unexpected movement of the door operating handle could injure personnel on the opposite side of the door.

WARNING: Keep hands and fingers well clear of door edges while closing door. Injury will result if hands or fingers are not clear of door edges.

To arm the power assist system and slide/raft, position the mode select lever to AUTOMATIC.

- Raising the door mode select panel access cover and moving the lever to AUTOMATIC engages the girt bar to the door sill for automatic deployment of slide/rafts when the door is opened from the inside.

Open Door

Doors must not be opened without a platform (steps/jetty) in position.

To open a door from inside:

1. Wait until a platform (steps/jetty) has been positioned outside and you have received two knocks on the door as confirmation.
2. Wait for a count of 10.
3. Check mode selector is in 'MANUAL' (visible in upper window of cover) and Door Lockout Pin inserted/streamer visible.
4. Check for hazards.
5. Rotate door handle 'FULLY AFT' in direction of red arrow.
6. Push door fully open until the gust lock engages (hold assist handle with other hand, whilst pushing door outwards).
7. Keep feet inside the aircraft at all times throughout door operation.

Note: Cabin Crew will normally be responsible for opening/closing doors used for passenger boarding/disembarkation, e.g. D1L and D2L.

WARNING: Avoid the path of the door operating handle whenever the door is closed. Rotate the handle slowly, ensure the opposite handle path is clear. Rapid and unexpected movement of the door operating handle could injure personnel on the opposite side of the door.

Main Deck Door Normal Operation - Exterior

Close Door

To close the door:

- raise the door hold-open release lever to release the gust lock
- when the door reaches the “cocked” position, extend the exterior door operating handle
- rotate the door operating handle to latch the door closed
- after full rotation, release the door operating handle and push the handle to the stowed position

WARNING: Keep hands and fingers clear of door edges while closing the door.

CAUTION: The outside door handle is spring loaded to retract into the recess. Release handle carefully to avoid pinching fingers.

WARNING: The inside door handle rotates as the outside handle is rotated. Rotate the outside handle slowly to avoid rapid or unexpected movement of the inside door handle, which could injure personnel inside the airplane.

Note: When the door is closed using the exterior door operating handle, the door mode select lever remains in MANUAL and must be manually positioned to AUTOMATIC to provide normal power assist system operation and automatic slide deployment.

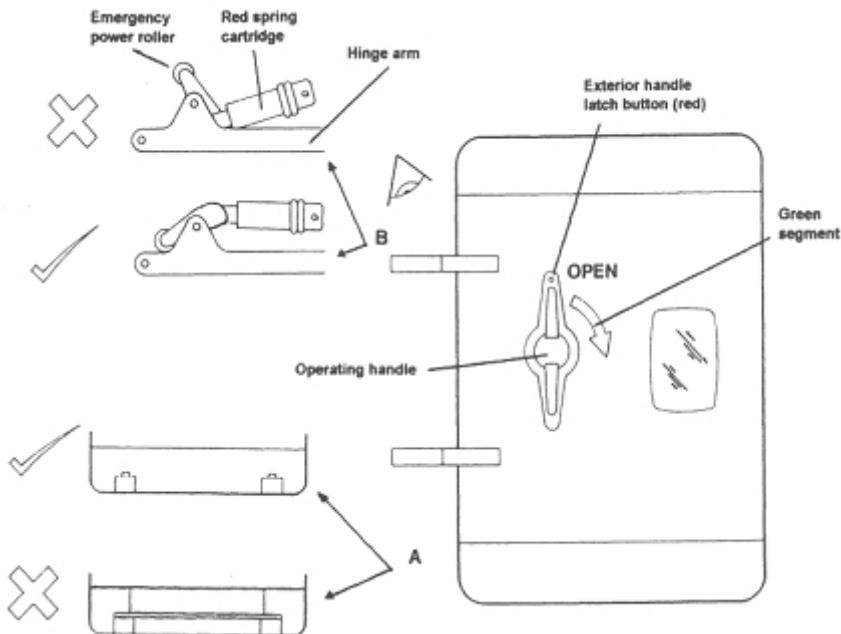
Open Door

To open the door (All Crew)

1. Give two knocks on door and wait 10 seconds, if no response, repeat the above procedure and if still no response from inside, open the door with caution.
2. Press exterior handle latch button and pull out door operating handle. (This will disarm door to ‘manual’ if left in ‘automatic’.)
3. Turn exterior handle in direction of arrow and stop at green segment.
4. Check:
 - a. Girt bar is disengaged from the floor brackets.
 - b. Power assist emergency roller is against hinge arm.

Note: At door 5 this check is on the lower hinge, when looking up.

5. If checks OK – continue to open door.
If checks not OK – close door and call engineering.
6. Ensure exterior handle is stowed before fully opening door otherwise damage will occur to the aircraft skin.
7. Ensure Gust Lock engages.



WARNING: The inside door operating handle rotates as the outside handle is rotated. Rotate the outside handle slowly to avoid rapid or unexpected movement of the inside door handle, which could injure personnel inside the airplane.

CAUTION: The outside door handle is spring loaded to retract into the recess. Release handle carefully to avoid pinching fingers.

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Doors, Slides and Emergency Exits

Overwing Emergency Exits

Chapter 7

Section 30

Overwing Emergency Exit Overview

The overwing emergency exits, doors 3L and 3R, are for emergency use only and are inward-outward opening, pDoors, Slides and Emergency Exitslug-type doors, identical in appearance and operation to the passenger entry doors. When opened, the door first moves inward then swings outward and forward. Each door is held in the open position by a gust lock. The gust lock drops into a latch as the door nears its forward limit of travel. A window in the door allows observation outside of the airplane.

An overwing emergency exit ramp and slide are contained in the door 3L and 3R door bustle.

Escape straps located at Door 3 can be attached to a fitting near the leading edge of the wing between the engines. The escape straps will aid personnel in maintaining footing while moving outboard on the wing during ditching.

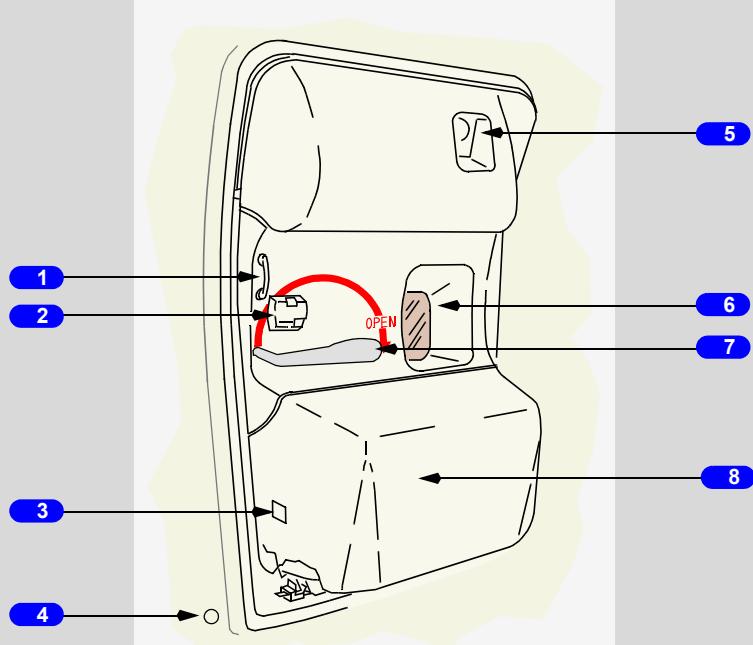
When the door mode select lever is in AUTOMATIC position and the door operating handle is rotated 180 degrees, the door begins to open and the power assist system activates.

If the ramp/slide does not open automatically, pulling the manual inflation handle located in the door sill will inflate the ramp/slide.

WARNING: **Door 3 ramp/slides are not usable as life rafts and should not be deployed during a ditching situation. If door 3 is used as an alternate evacuation exit during ditching, the door mode select lever must be in MANUAL to allow the door to be opened without deploying the ramp/slide.**

Door 3 is not to be used as a primary exit during ditching operations. Deployment of both the door 3 ramp/slide and the door 4 slide/raft on the same side of the aircraft will cause interference with the normal operation of the door 4 slide/raft and the door 4 slide/raft may then be unusable.

Overwing Emergency Exit Controls



1 Door Assist Handle

Used to apply leverage needed to open and latch door if power assist system fails.

2 Door Mode Select Panel

See following graphic.

3 Ramp/Slide Gas Bottle Pressure Gage

Maintenance use only.

4 Door Power Assist Gas Bottle Pressure Gage

Indicates pressure in bottle used to assist in door opening. If the gage needle is outside the green zone, the system is unusable.

5 Escape Ramp Lamp

Illuminates entire ramp. Exterior fuselage lights illuminate the rest of the slide.

6 Viewing Window

Allows observation outside the airplane.

7 Door Operating Handle

Latches and unlatches the door for opening.

To open the door – rotate in the direction of the arrow.

To close the door – rotate in the opposite direction of the arrow.

8 Ramp/Slide Bustle

Bustle contains the overwing ramp and slide.

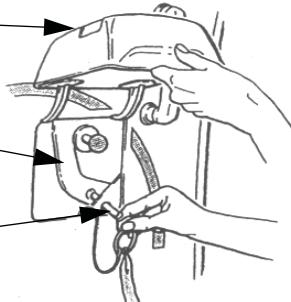
Door Mode Select Panel

Main Deck Door Mode Selection

Mode selector
viewing window

Mode Selector
Handle

Ground Safety
Locking Pin



Left hand doors



Right hand doors

Manual mode is with selector handle
FORWARD/UPPER position for all doors

Note: Before selecting **DOORS TO AUTOMATIC** ensure that the door operating handle is in the fully closed position: **THIS MEANS PUSHING THE HANDLE FULLY DOWN**. In the case of Doors **5L** and **5R** the handle should have moved further towards the slide bustle. When operating the mode selector handle, it should be moved with a very positive action.

The above procedure ensures that the door mechanism is in the fully locked position. When **AUTOMATIC** is selected, girt bar sliders are engaged in the floor brackets and the power assist is armed.

If the door handle or mode selector cannot be correctly positioned:

- (1) **GUARD DOOR** and **INFORM** Flight Crew.
- (2) **DO NOT** attempt to force the controls.

Mode Selection Procedure

To Select Automatic Mode:

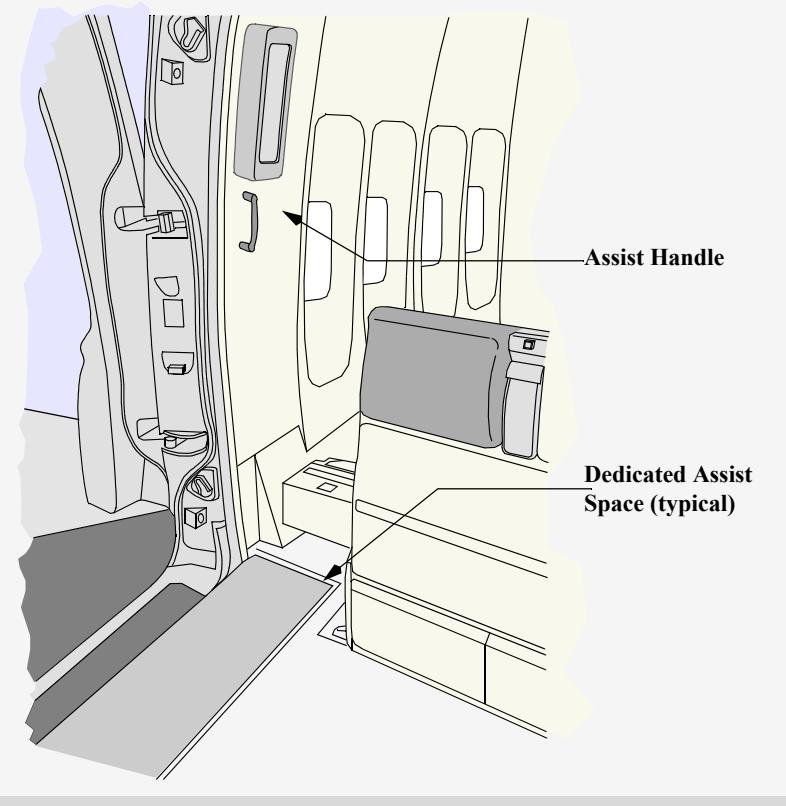
- (1) Ensure door operating handle is fully down.

-
- (2) Lift cover, remove Ground Safety Locking Pin and stow together with the red streamer in the pouch located inside the mode selector cover.
 - (3) Move mode selector handle to automatic (visible in lower viewing window).

To Select Manual Mode:

- (1) Lift cover and move mode selector handle to manual (visible in the upper viewing window).
- (2) Remove Ground Safety Locking Pin and streamer from the pouch and insert pin to lock mode selector handle in manual (ensure streamer is visible).

Dedicated Assist Space

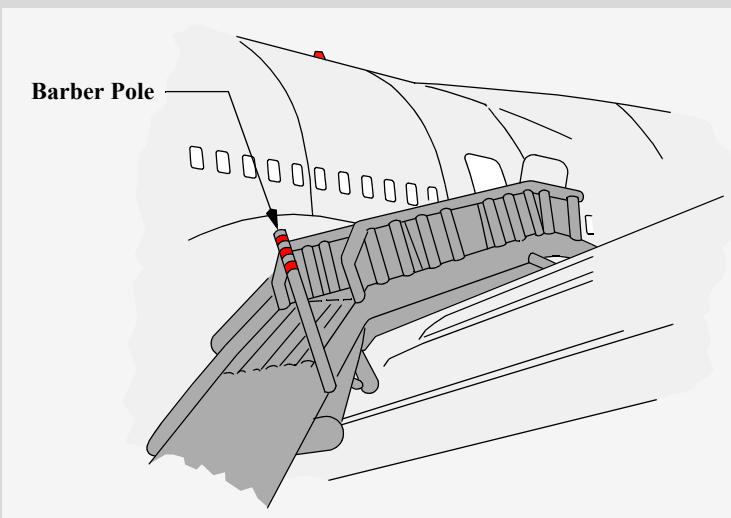


Near each door are dedicated assist spaces. The dedicated assist spaces are located on either side of the door passageway. During an emergency evacuation, it is important that the flight attendants grasp the assist handle and place themselves in the dedicated assist space to ensure that they are not blocking the exit in any way. Blocking the exit prohibits dual lane flow onto the slides.

Note: The use of the aft facing dedicated assist space allows continuous monitoring of the slide without interrupting passenger flow.

Overwing Ramp/Slide

The overwing ramp/slide is used for emergency evacuation of the airplane during land passenger evacuation operations only.



The overwing ramp/slide is installed in the door bustle. It is a dual lane slide that deploys automatically when the mode select lever is in the AUTOMATIC position and the door operating handle is rotated a full 180 degrees.

Slide readiness is indicated by a deployment indicator at the end of the ramp:

Note: Visibility of the deployment indicator is the cue to immediately initiate evacuation.

CAUTION: Block the exit while the slide is inflating. Do not allow passengers onto the wing until the slide is fully inflated. Full inflation is indicated when barber pole is visible.

When evacuating the airplane, passengers must step onto the ramp from the door sill.

Exterior emergency lights are mounted on the airplane fuselage which illuminate the wing walkway. The overwing ramp/slide has lights built into the sliding lanes and at the toe end.

Overwing Ramp/Slide Manual Inflation Handle

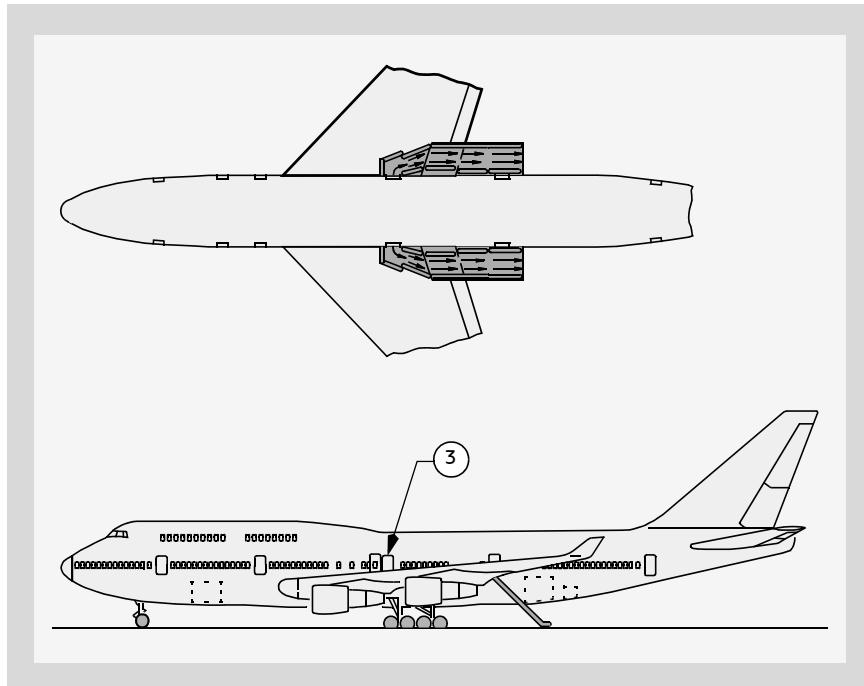
The overwing ramp/slide should deploy and inflate automatically.

In the unlikely event that manual inflation is required, a manual inflation handle is located in the lower portion of the door frame.

Pulling the manual inflation handle will inflate the slide.

Overwing Door Slide

Overwing Ramp/Slides Deployed

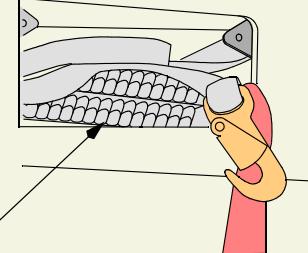


Overwing Ramp/Slide Length, Width, and Door Sill Height

Slide Location	Slide Length (approximate)	Slide Width (approximate)	Trailing Edge of Wing Height – All landing gear down (approximate)
Door 3L & 3R	45.5 ft (13.9 m)	84 in (213 cm)	11.2 ft (3.4 m)

Escape Strap

Escape
Strap

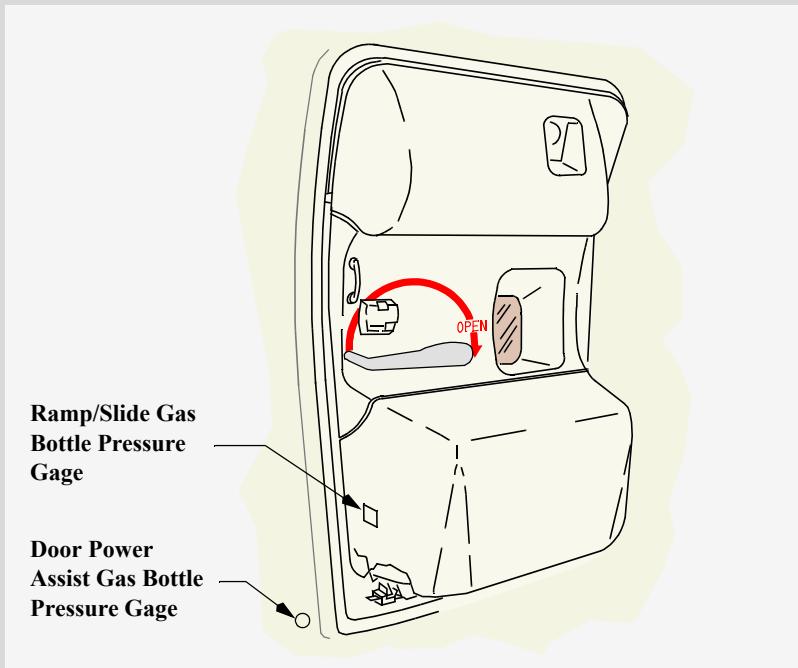


Overwing Exit Door 3L

An emergency escape strap is located in the aft end of the overhead stowage bin forward of doors 3L and 3R. The escape strap is used to assist the movement of passengers onto the wing in the event of a water landing. The escape strap can be attached to a fitting on the top of the wing between the engines.

Overwing Emergency Exit

Overwing Exit Preflight



Overwing Emergency Exit

The overwing emergency exit ramp/slide pressure gauge and the power assist pressure gauge must indicate in the green range.

Overwing Emergency Exit Normal Operation

Main Deck Doors 3 Left and Right

Emergency Operation with Overwing Slide Deployment

1. Check for outside hazards.
2. Check mode selector is in ‘AUTOMATIC’.
3. Rotate door handle FULLY AFT.
4. The door power assist system will operate. If not:
Push the door FULLY OPEN, this may require the help of an able bodied passenger to assist.
5. As door opens, slide will deploy. When door is fully open slide will inflate.
6. Red and Silver pole upright indicates slide has inflated.

Note: The door controls and its operation including manual inflation are the same as for other main deck doors.

Prior to ditching, doors 3L/R are placed into manual as the OVERWING SLIDES are not to be used (they would foul progress at doors 4L/R).

Doors, Slides and Emergency Exits

Upper Deck Doors

Chapter 7

Section 40

Upper Deck Doors Overview

Two upper deck doors with slides are installed for emergency evacuation from the upper deck. The upper deck slides cannot be used as life rafts. Each upper deck door has a mode select lever that functions similar to the main deck mode select lever in controlling automatic slide deployment.

With the mode select lever in AUTOMATIC, opening the door automatically deploys the escape slide. If an upper deck door opens, but the automatic system fails to deploy the escape slide, the slide can be deployed by pushing it out the door. Due to the heavy weight of the slide, manual deployment could require more than one person to push the slide out the door.

In flight, a flight lock mechanism is automatically activated to hold the upper deck door operating handle in the closed position.

The door power assist system automatically opens the upper deck door when the mode select lever is in AUTOMATIC and the door operating handle is moved to OPEN.

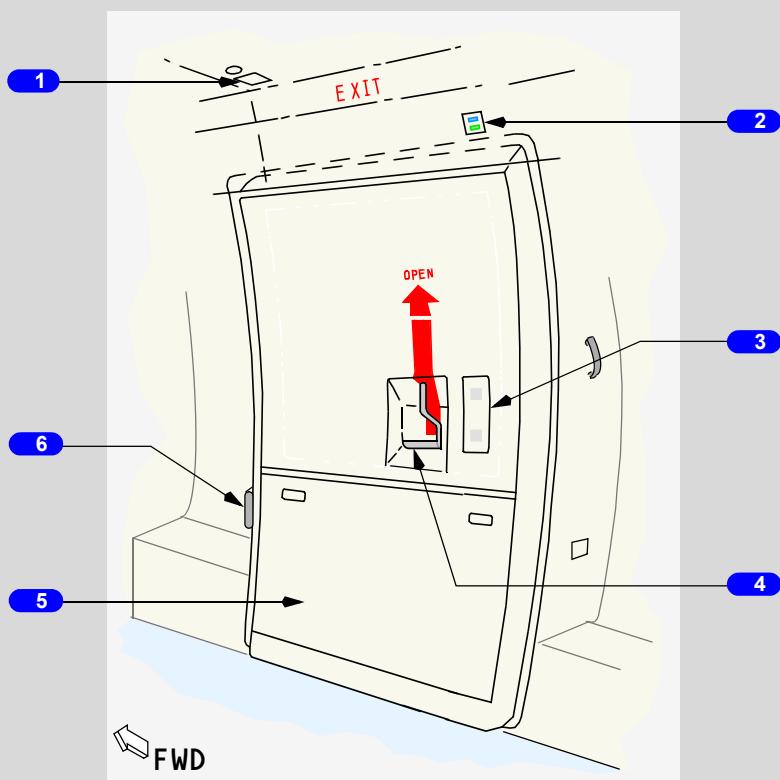
WARNING: If the door does not open or the slide fails, use the other door.
If both doors fail to open, move the passengers to the main deck. The upper deck doors cannot be opened manually.

WARNING: Do not use the upper deck doors during ditching operations.
The upper deck slides are used for escape only and cannot be used as rafts.

Note: If automatic slide inflation fails, the slides have a manual inflation handle located on the right side of the slide apron.

WARNING: Extreme caution should be used during manual deployment of the slide to prevent falling out the door.

Upper Deck Door Controls



Upper Deck Door (typical)

1 Door Operating Gas Bottle Pressure Gage

This is an Engineering check.

2 Door Ground Mode/Battery OK Panel

See following graphic.

3 Door Mode Select Panel

See following graphic.

4 Door Operating Handle

OPEN:

- lift handle in the direction of the arrow
- unlatches door and permits opening of door
- automatically deploys slide when door mode select lever is in the AUTOMATIC mode.

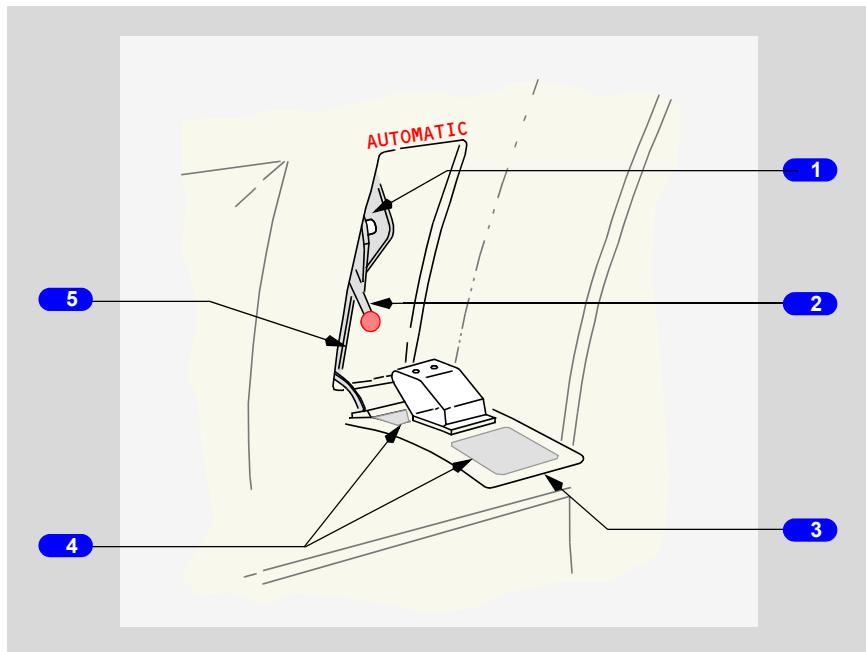
5 Escape Slide Pack

Slide rotates through door when door is opened with the door mode select lever on AUTOMATIC.

6 Evacuation System Panel

Used for initiating passenger evacuation.

Door Mode Select Panel



1 AUTOMATIC

Door is armed if the mode select lever handle is visible in the viewport.

Note: If the door is opened from the outside, the mode select lever automatically moves to the MANUAL position.

2 Door Mode Select Lever

Used to select the required mode for flight, AUTOMATIC, or arrival, MANUAL.

3 Access Cover

Lift to use door mode select lever.

Note: Cover will not close unless the mode select lever is in the AUTOMATIC or MANUAL position.

4 Clear plastic viewport

The door mode select lever must be visible in the clear plastic viewport to ensure that the door is properly armed or disarmed.

5 MANUAL

Door is disarmed if the mode select lever handle is visible in the viewport.

CAUTION: **To ensure that the door is properly armed or disarmed, the door mode select lever must be visible in the clear plastic viewport.**

Note: The lockout pin prevents the movement of the mode select lever from the **MANUAL** position.

Door Mode Select Lever Operation

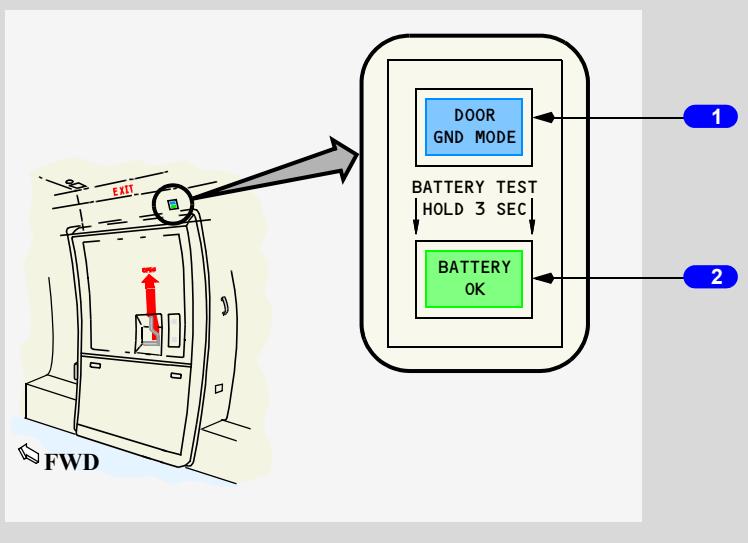
The mode select lever on each door controls the arming and disarming of:

- the door power assist system
- the automatic deployment of the escape slide

Setting the mode select lever to **MANUAL** disarms the door power assist system and the door can be opened normally without power assist and without deploying the slide. Setting the mode select lever to **AUTOMATIC** arms the door power assist system and the rotation of the inside door operating handle to **OPEN** activates the door power assist system and automatically deploys and inflates the slide. The door power assist system is sufficient to open the upper deck door even if the airplane is not level because of landing gear collapse or uneven terrain.

CAUTION: **To ensure that the door is properly armed or disarmed, the door mode select lever must be visible in the clear plastic viewport.**

Door Ground Mode/Battery OK Panel



1 DOOR Ground (GND) MODE Light

Illuminated -

- on ground or in flight when the flight lock mechanism is not in the locked position.

2 BATTERY OK Test Switch/Light

Engineering check.

Push -

Illuminated (green) -

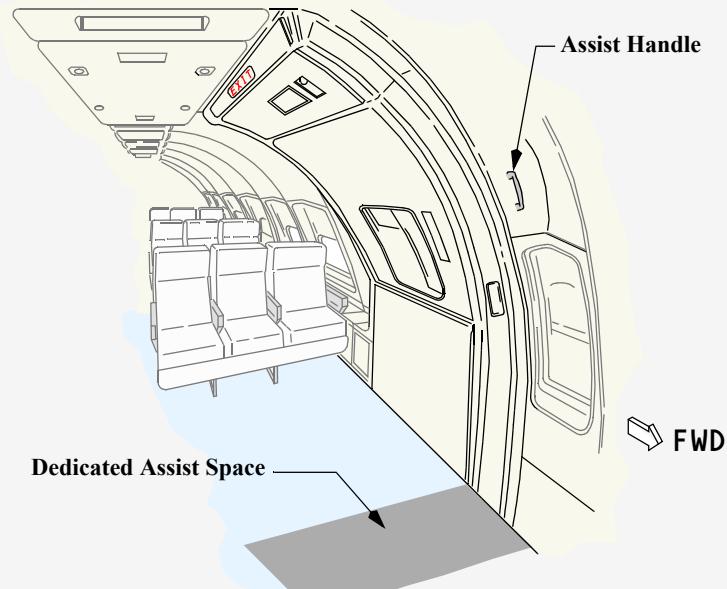
- battery charge is sufficient for door operation.

Note: Light must be pushed and held for 3 - 5 seconds before it will illuminate.

In flight, the flight lock mechanism automatically activates to hold the upper deck door operating handle in the closed position. If a flight lock fails, the DOOR GND MODE light illuminates over the door and the flight crew receives an EICAS message. In this condition, flight attendants should monitor the door closely and coordinate with the flight crew to prevent accidental operation when cabin pressure is 3 PSI or LESS.

When pushed and held for 3-5 seconds, the BATTERY OK Test Light illuminates. This indicates that battery power is satisfactory to activate the upper deck door power assist system.

Dedicated Assist Space

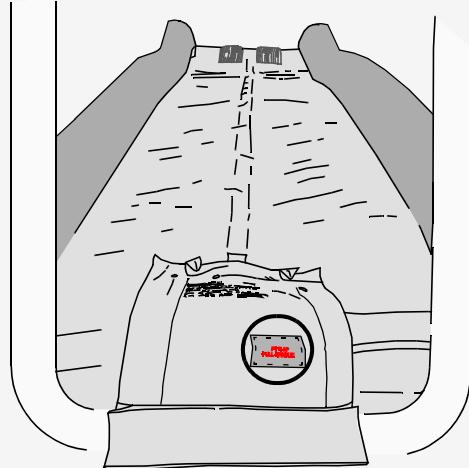


Near each door is a dedicated assist space. During an emergency evacuation, it is important that the flight attendants grasp the assist handle and place themselves in the dedicated assist space to ensure that they are not blocking the exit in any way.

Upper Deck Door Slide

The upper deck slide is used for emergency evacuation of the airplane during land passenger evacuation operations only.

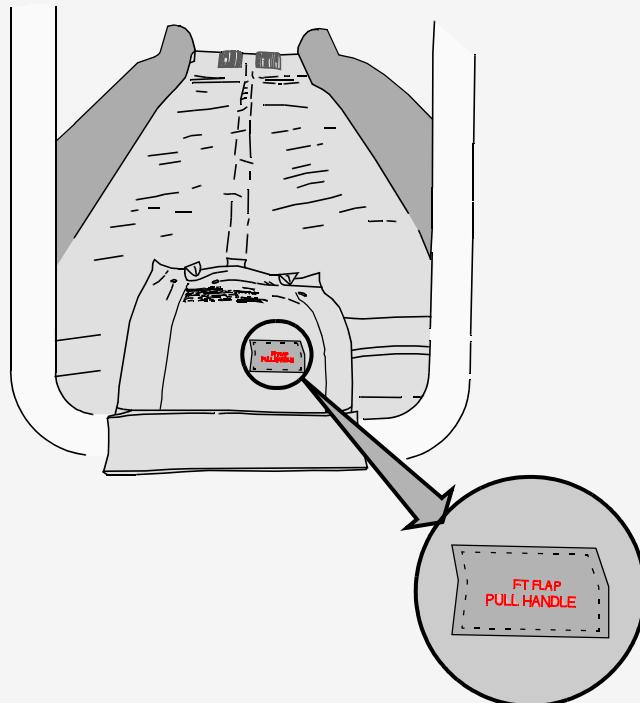
The upper deck door slide is a dual lane slide that deploys automatically when the mode select lever is in the AUTOMATIC position and the door operating handle is lifted to the full up position.



Upper Deck Door
(typical view from inside airplane)

CAUTION: Block the exit while the slide is inflating. Do not allow passengers onto the slide until the slide is fully inflated.

Upper Deck Door Manual Inflation Handle



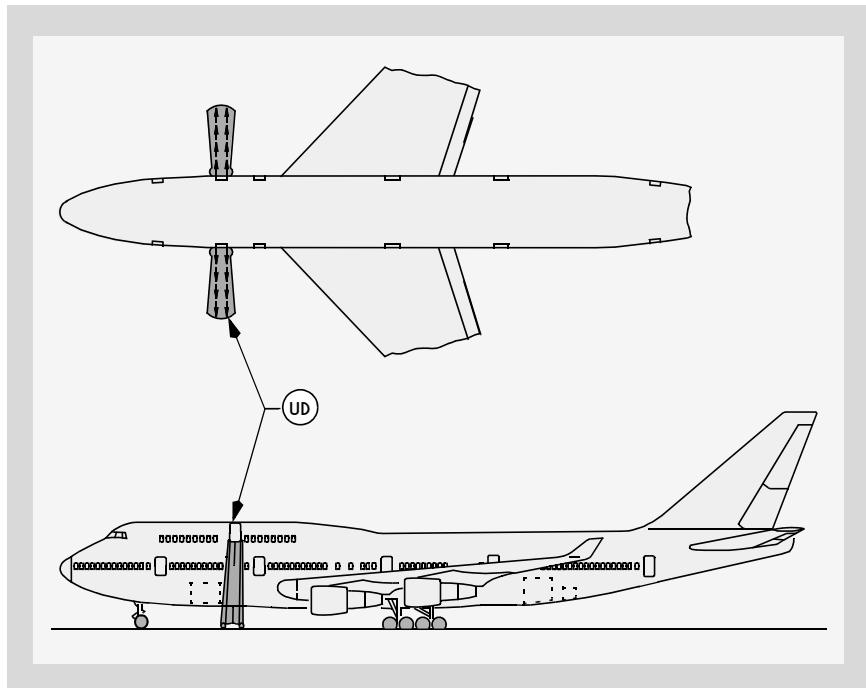
Upper Deck Door
(typical view from inside airplane)

To manually inflate the slide, pull the Manual Inflation Handle located on the side of the slide apron.

WARNING: Extreme caution should be used during manual deployment of the slide to prevent falling out the door.

Upper Deck Door Slides

Upper Deck Door Slides Deployed

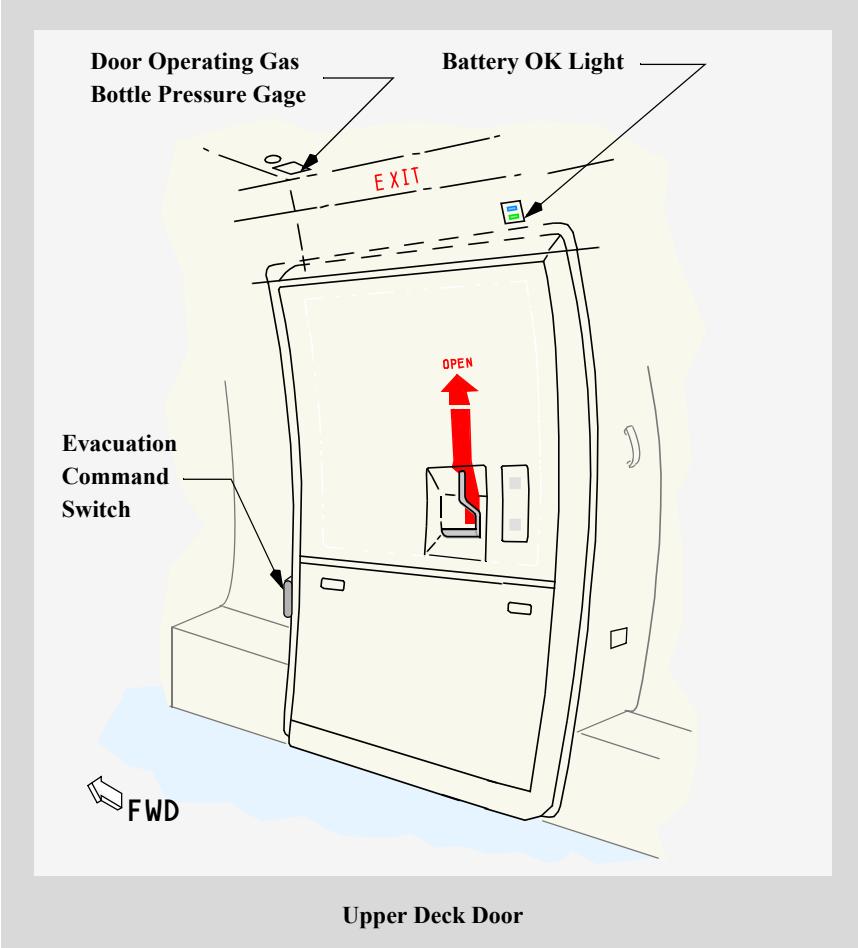


Upper Deck Door Slide Length, Width, and Door Sill Height

Slide Location	Slide Length (approximate)	Slide Lane Width (approximate)	Door Sill Height – All landing gear down (approximate)
Upper Deck (UD)	46.5 ft (14.0 m)	68 in (173 cm)	25.5 ft (7.75 m)

Upper Deck Door

Upper Deck Door Preflight



Push and hold the BATTERY OK Test Switch for 3-5 seconds and observe that the BATTERY OK light illuminates. This verifies that battery power is adequate to activate the upper deck door power assist system.

The door power assist system reservoir gage must indicate in the green zone. If the gage needle is outside of the green zone, the system is unusable. This is an Engineering check.

Upper Deck Door

Upper Deck Door Emergency Operation

Note: The upper deck doors are to be used for land evacuation only.

1. Check for outside hazards.
2. Check mode selector is in ‘AUTOMATIC’.
3. **PULL HANDLE IN** and **PUSH UP** to open.

WARNING: Let go of handle as soon as it is positioned to open, as door is POWERED up rapidly. (Slide deployment approximately 4 sec.)

- | 4. If slide pack fails to deploy automatically:
Push it out (this will require assistance).

Primary Route of Escape:

Emergency Landing: Through the U/D doors. Direct pax: ‘Stay on your feet – keep moving’.

Ditching: Down the stairs to main deck doors. (If not already reseated downstairs).

WARNING: The upper deck door opens outward rapidly. Release the door operating handle once the door starts moving to prevent being pulled or falling from the airplane.

WARNING: Block the exit while the slide is inflating. Do not allow passengers onto the slide until the slide is fully inflated.

Doors, Slides and Emergency Exits

Non-Normal Operations

Chapter 7

Section 50

Main Deck Door Non-Normal Operation

Check for outside Hazards.

Rotating the door handle fully aft (OPEN) after checking that the mode select lever in the AUTOMATIC position. This activates the power assist system and automatically deploys and inflates the slide/raft.

Main Deck Door Power Assist System Does Not Activate

If power assist system does not activate when the door handle is moved to OPEN:

- direct able-bodied passenger to assist in first pulling the door inward and then pushing the door out and forward to the open position.
- push until the door is fully open
- verify that the slide/raft automatically deploys

WARNING: If the power assist system engages as the door is being pushed open, release the door operating handle immediately to prevent being pulled from the airplane.

Main Deck Door Slide/Raft Does Not Automatically Inflate

If the slide/raft does not automatically inflate:

- pull and discard the manual inflation handle located on the doorsill
- observe the slide/raft inflates

WARNING: If the slide/raft still does not inflate after both automatic and manual deployment attempts, do not use. Redirect passengers to the nearest usable exit.

Main Deck Door Slide/Raft Becomes Deflated

If the slide/raft becomes deflated and another exit with an inflated slide/raft or slide is not available, the deflated slide/raft may be used as an apron slide:

- direct two able-bodied passengers to climb down the slide/raft using it as a rope
- direct the two passengers to then use the red webbing along the sides of the slide/raft to hold it taut while the remaining passengers exit one at a time

Overwing Exit Non-Normal Operation

Overwing Exit Power Assist System Does Not Activate

If the power assist system does not activate when the door handle is moved to OPEN:

- direct two able-bodied passengers to assist in pulling the door inward and then pushing the door out and forward to the open position
- push until the door is fully open
- verify that the slide automatically deploys (barber pole visible)

WARNING: If the power assist engages as the door is being pushed open, release the door operating handle immediately to prevent being pulled from the airplane.

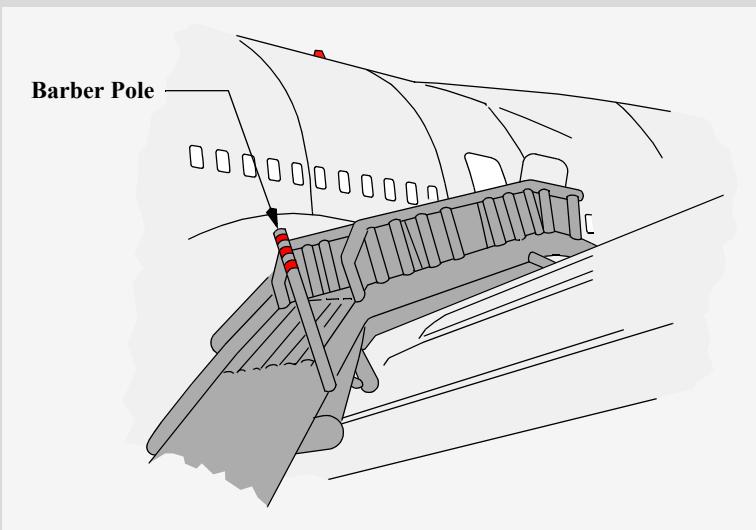
Overwing Exit Slide Does Not Automatically Inflate

If the slide does not automatically inflate (barber pole not seen):

- pull and discard the manual inflation handle located in the doorsill
- observe barber pole to verify inflation

WARNING: If the slide still does not inflate after both automatic and manual deployment attempts, do not use. Redirect passengers to the nearest usable exit.

Overwing Exit Slide Deploys But Becomes Deflated



If the slide deploys but becomes deflated and another exit with an inflated slide or slide/raft is not available, the deflated slide may be used as an apron slide:

- direct two able-bodied passengers to climb down the slide/raft using it as a rope
- direct these individuals to use the hand-holds provided on the slide to hold it taut while the remaining passengers exit one at a time

Upper Deck Doors

If the door does not open or the slide fails, use the other door.

WARNING: If both upper deck doors fail to open, move passengers to the main deck. The upper deck doors cannot be manually opened.

Door Opens But Slide Fails To Automatically Deploy

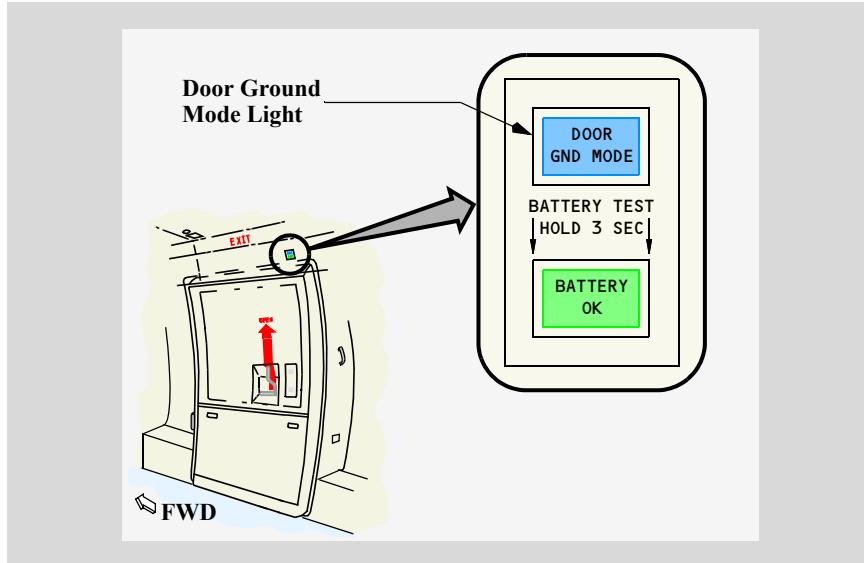
If the upper deck opens, but the slide fails to automatically deploy, the slide may be deployed by pushing it out the door. Direct two able-bodied passengers to assist in pushing the slide out the door.

WARNING: Extreme caution should be used during manual deployment of the slide to prevent falling from the airplane.

Note: The slide weighs approximately 275 pounds (126 kilograms) and the pivot point of the slide is at the doorsill.

Flight Lock Fails

In flight, the flight lock mechanism automatically activates to hold the upper deck door operating handle in the CLOSE position.

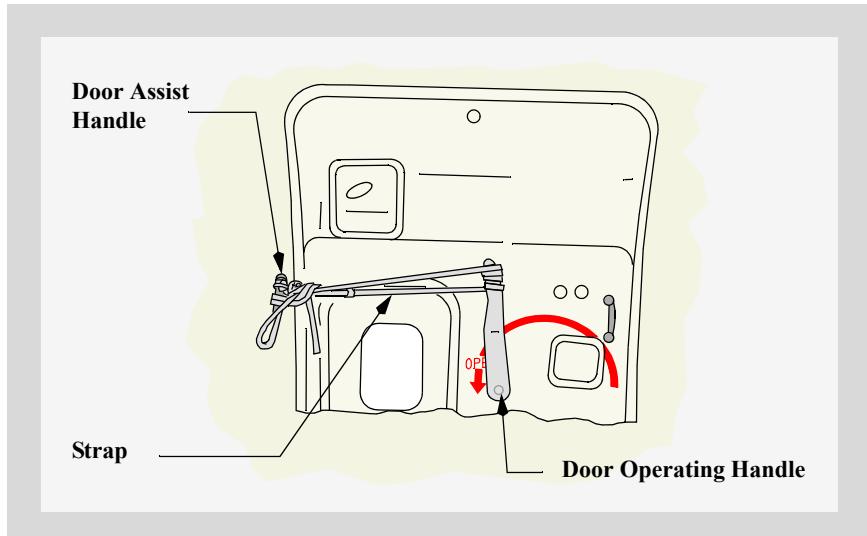


If a flight lock fails, the DOOR GND MODE light illuminates over the door and the flight crew receives an EICAS message. In this condition, flight attendants should monitor the door closely and coordinate with the flight crew to prevent accidental operation when cabin pressure is 3 PSI or LESS.

This condition should be coordinated with the flight deck.

Securing Main Deck Doors 1, 2, 4, or 5 In The Open Position

To accomplish the smoke removal procedure, main entry doors (as designated by the Commander) need to be secured in the partially open position as follows:



- ditching straps forward of doors 3 left and right can be used to secure door 2 or 4 without detaching strap from its compartment
- attach snap end of strap to door assist handle on AFT door frame, place door operating handle to vertical (12 o'clock position), secure handle with several loops, return strap through assist handle and tie as shown below
- pressure on the door maintains tension on the strap so it may be left unattended

Note: If strap is not available, use any satisfactory item, i.e. extension seatbelts in the same manner to secure the doors.

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Emergency Equipment

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Emergency Equipment System Description

Chapter 8 Section 10

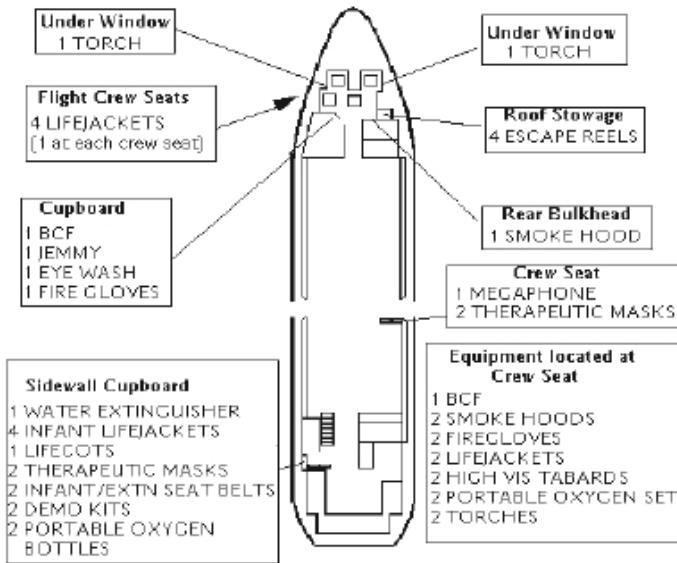
Total Items of Equipment

9	BCFs (LITE)	2	OVERWING ESCAPE LINES
8	BCFs (HEAVY)	22	THERAPEUTIC MASKS
3	WATER EXTINGUISHER	3	MEGAPHONES
2	ELT	2	“NO EXIT” PLACARDS
20	HIGH VISIBILITY TABARDS	4	OXY MASKS (Flight Crew)
14	DEMO KITS	1	FIRE GLOVES (Flight Deck)
2	EMERGENCY LIGHT SW	1	SMOKE HOOD (Flight Deck)
1	RESUSCITATION KIT	30	PORTABLE OXY SET (Crew)
1	EYEWASH	21	SMOKE HOODS and GLOVES
1	B.A. MEDICAL KIT (M5)	10	SPARE ADULT LIFE JACKETS
20	INFANT/EXTN SEAT BELTS	26	INFANT LIFE JACKETS
2	JEMMYS	12	LIFE COTS
8	SURVIVAL PACKS	24	LIFE JACKETS (Crew)
26	TORCHES	2	PAX RESTRAINT KITS
1	DEFIBRILLATOR	4	INERTIA ESCAPE REELS
3	NASAL CANULLAS		

Emergency Equipment

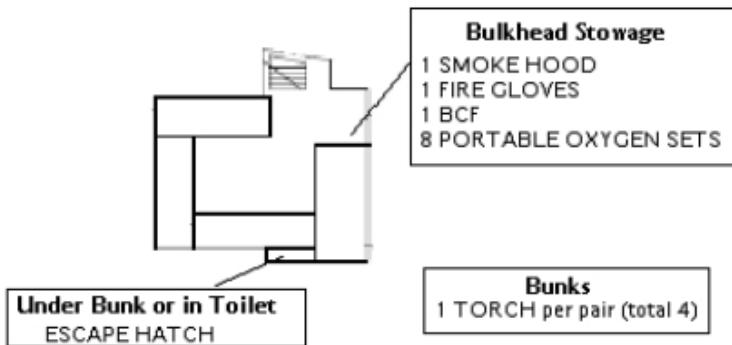
Emergency Equipment Location

Flight Deck and Upper Deck Equipment Location

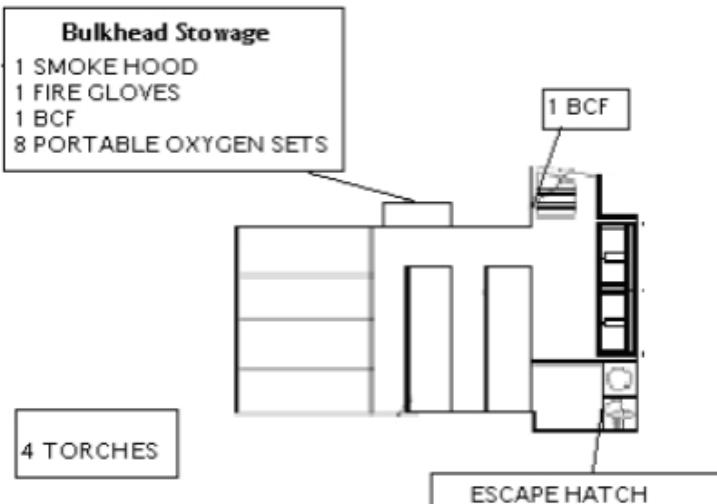


Cabin Crew Bunk Units

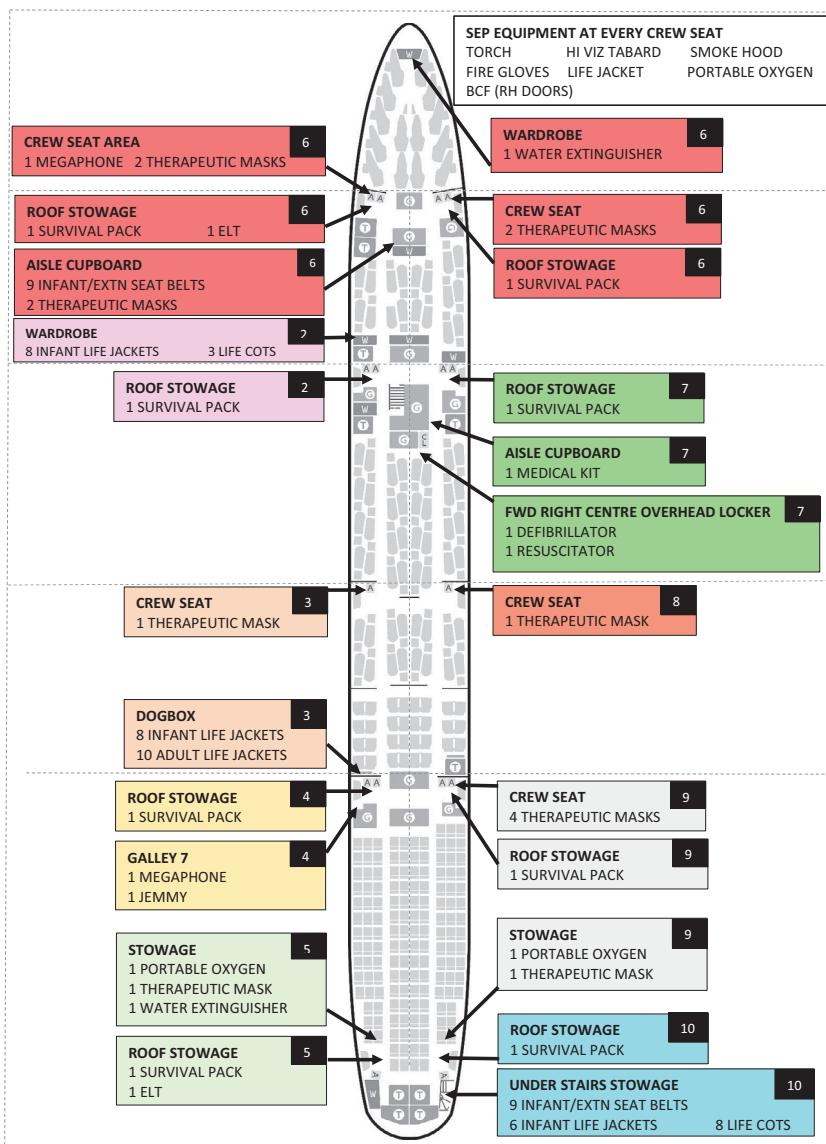
Heavy



Lite

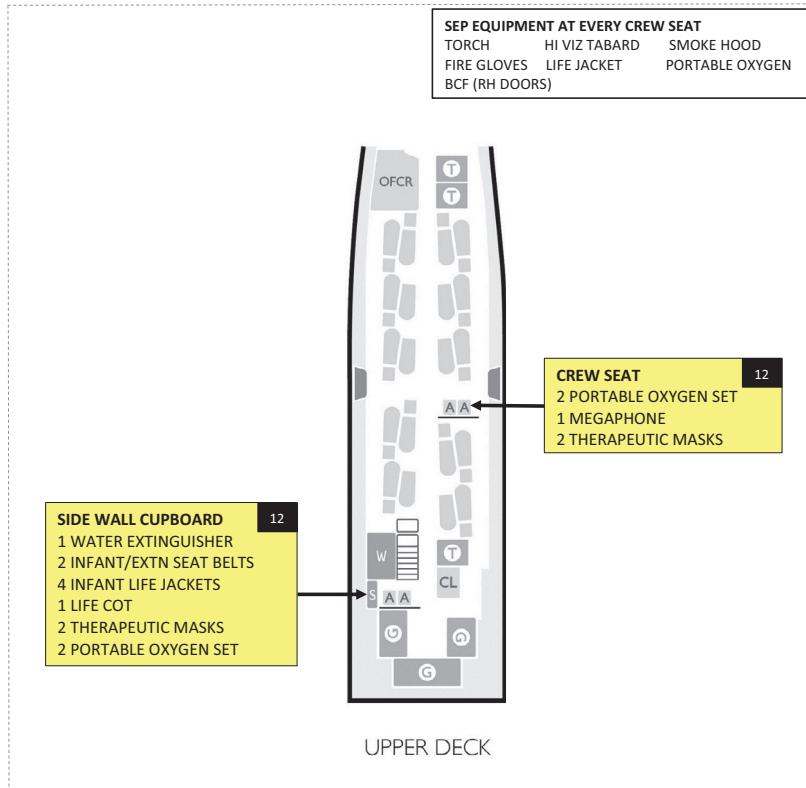


B747 – SUPER HI J



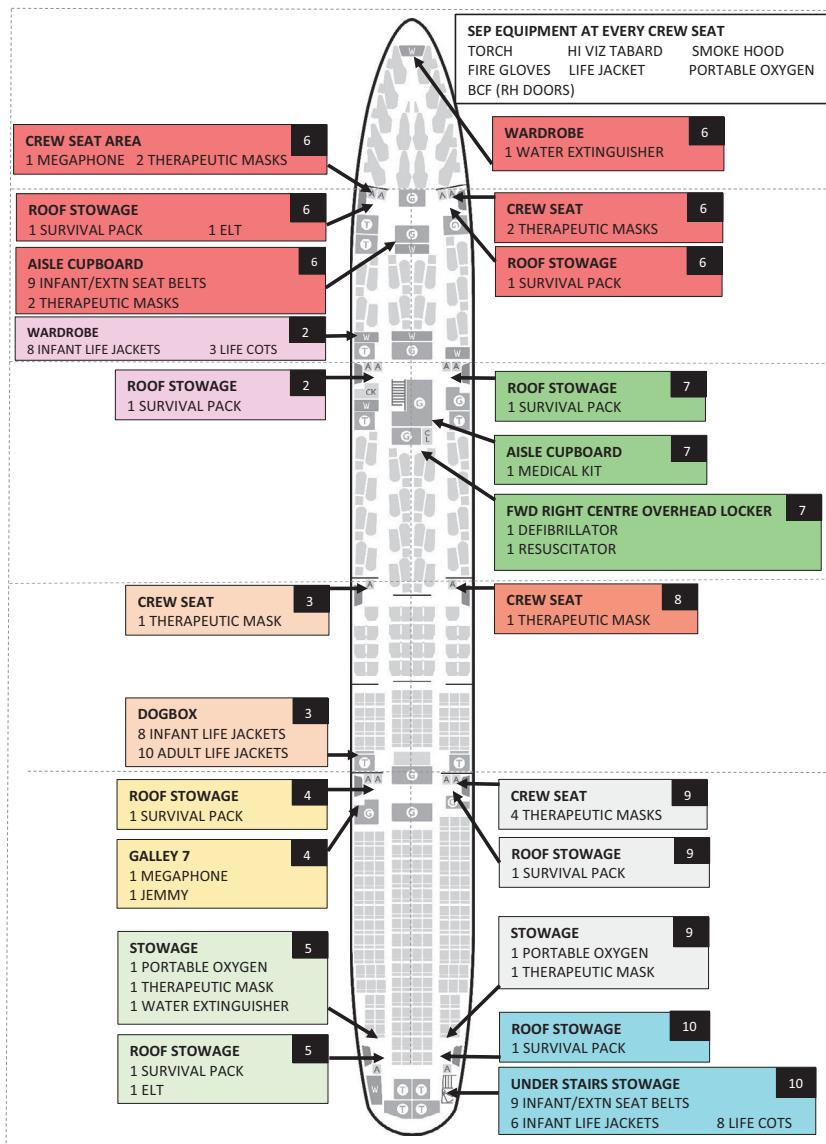
B747 Flight Attendant Manual

B747 – SUPER HI J

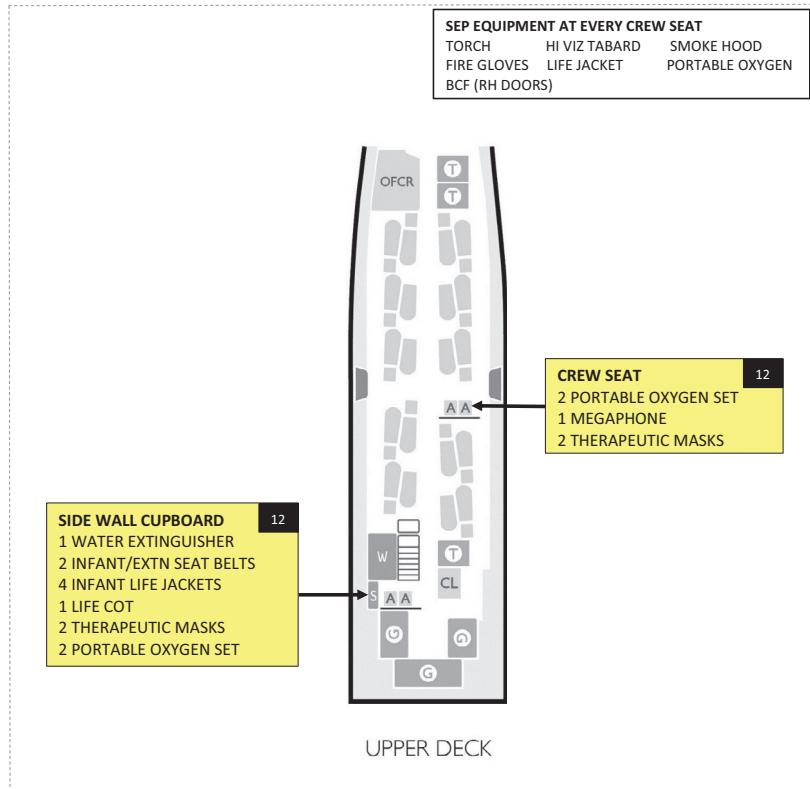


Equipment	Location
Eyewash Kit	1 in the Flight Deck behind Commanders seat outboard
Demo kits	6 Zone B rear left outboard Wardrobe 6 Zone D rear right outboard dogbox 2 Zone F side wall cupboard rear left hand side
Restraint Kit	2 in SCRM office drawer
On board Wheelchair	1 in the rear left inboard wardrobe Zone A
Nasal Cannulas	3 under outboard crew seat at Door 2 Right

B747 – HI J

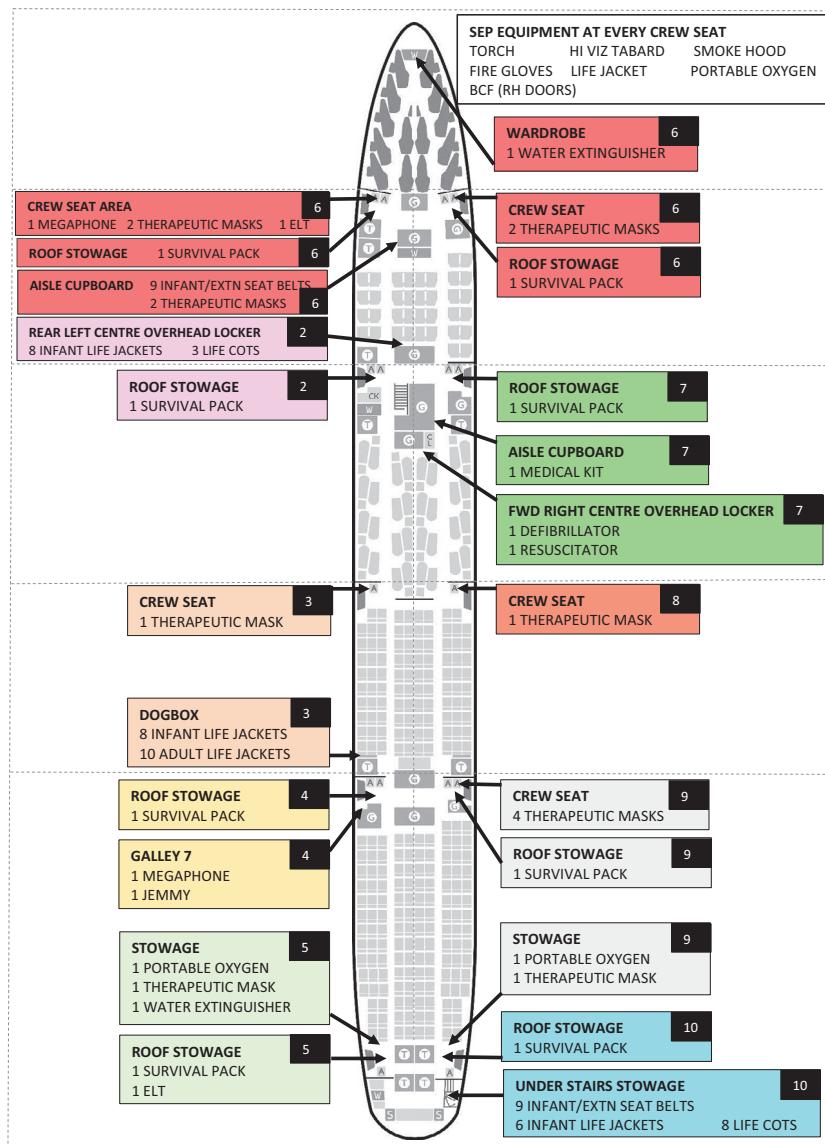


B747 – HI J

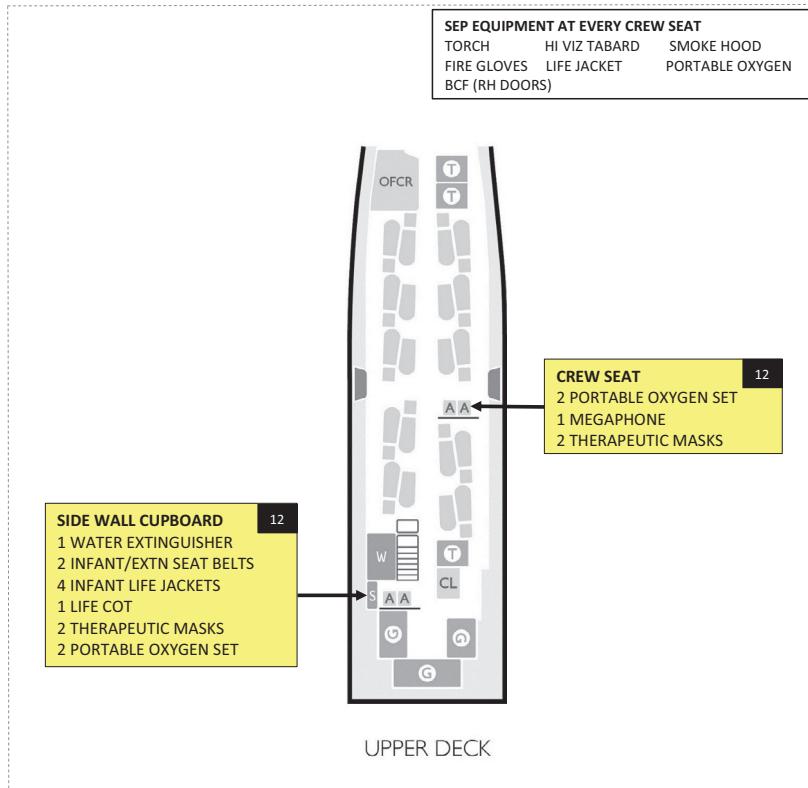


Equipment	Location
Eyewash Kit	1 in the Flight Deck behind Commanders seat outboard
Demo kits	6 Zone B rear left outboard Wardrobe 6 Zone D rear right outboard dogbox 2 Zone F side wall cupboard rear left hand side
Restraint Kit	2 in SCCM office drawer
On board Wheelchair	1 in the rear left inboard wardrobe Zone A
Nasal Cannulas	3 under outboard crew seat at Door 2 Right

B747 – MID J



B747 – MID J



Equipment	Location
Eyewash Kit	1 in the Flight Deck behind Commanders seat outboard
Demo kits	4 Zone B left Galley aisle cupboard 2 Zone B rear left center overhead locker 6 Zone D rear right outboard dogbox 2 Zone F side wall cupboard rear left hand side
Restraint Kit	2 in SCCM office drawer
On board Wheelchair	1 in the rear left inboard wardrobe Zone A
Nasal Cannulas	3 under outboard crew seat at Door 2 Right

Emergency Evacuation System

Evacuation signal alarm controls are located:

- Flight Deck – Pilot's Overhead panel.
- All Doors – On the Attendant Panel.

Each attendant panel has a COMMAND switch, a red EVAC light, a horn and a horn shut-off switch. The horn shut-off silences the alarm only at that station.

A repeater panel in the Crew Rest Bunk Unit is similar but has no COMMAND switch.

Command Switches

The command switch operates thus:

Flight Deck: guarded 2 position switch

- OFF – Normal position.
- ON – System activated.

All Doors

A guarded switch located on the attendant panel is activated by lifting the guard and operating the switch.

Operating this switch will activate the alarm in the flight deck and at all cabin attendant panels. The system can be reset only from the station that originated the evacuation command.

To silence the horns:

At each Cabin Crew location – Press the horn shut-off button.

Flight Crew location – Pull the horn override button.

Evacuation Signal Alarm (ESA) Familiarisation

Note: The SCCM must leave the system on long enough for the No. 10 to check Door 5R and the Cabin Crew Bunk Unit.

When the PA is heard, door crew members will go to their respective doors to await the ESA demonstration to be switched on.

YOU MUST:

CHECK Horn and light operate correctly.

SILENCE The horn using shut-off button.

REPORT Right-hand door crew report to left-hand door crew.

SCCM makes '54' call.

SCCM calls out door position.

Left-hand door crew respond accordingly.

Emergency Locator Transmitter (ELT)

Passenger Cabin

Two emergency locator transmitters are installed on the airplane:

- one at door 1L
- one at door 5L

Oxygen Systems

Two independent oxygen systems are provided, one for the flight crew and one for the passengers. Portable oxygen cylinders are located in the passenger cabin for emergency use.

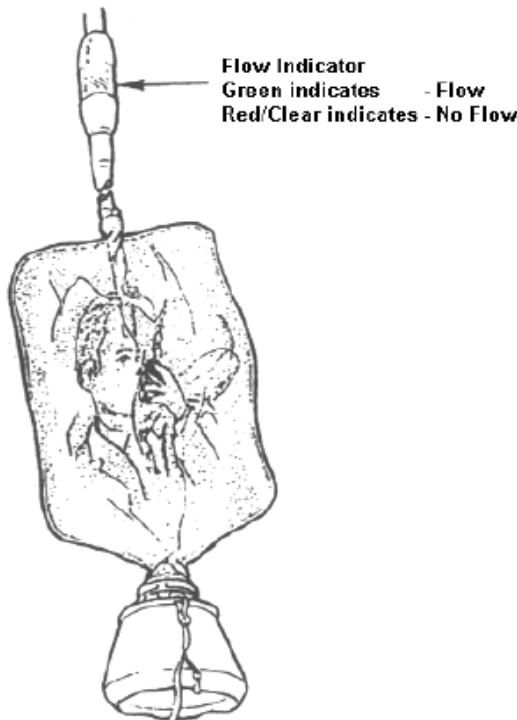
Passenger and Flight Attendant Oxygen

Drop down oxygen is provided via a mask with a reservoir bag. Oxygen flows continuously into the bag at a rate which varies according to the cabin altitude. The wearer breathes in the oxygen contained in the bag, and when the bag has deflated, a valve in the mask allows cabin air to be inhaled. Exhaled air passes out through the same valve, while pure oxygen continues to flow into the bag.

At lower altitudes and with quick-breathing passengers, the inflation of the bag may not be obvious.

A flow indicator located in the oxygen supply tube will turn green when oxygen is flowing to that mask.

Note: Crew must not attempt to re-stow masks.



Operation

Oxygen is supplied by a gaseous ring main.

Oxygen masks are located in units above the passenger and cabin crew seats and in the toilets.

Spare passenger oxygen masks are provided at selected positions throughout the passenger cabins and on the upper deck. Each toilet also has a spare mask. At bulkhead seats with bassinet positions, additional masks will be provided for the number of bassinets e.g. four seats and two bassinets- six masks are provided.

Oxygen masks will drop down:

Automatically when the cabin altitude exceeds about **14,000 ft.**

OR

When selected from the flight deck.

The ‘Fasten Seat Belts’ signs and cabin lights will come on at a cabin altitude of **10,000 ft.**

The automatic pre-recorded decompression announcement will operate when the oxygen masks drop. If this should fail it can be operated manually from the PRA panel situated in Galley 4 (D2).

Oxygen Streamer Tapes

Due to the height of the ceiling in the airplane, flight attendants may not be able to reach the oxygen masks at their stations when in their seats with their seat belts and harnesses on. When the oxygen masks deploy, the flight attendants must pull on the yellow streamer that falls from the oxygen box.

Oxygen streamer tapes are located in the drop down units in the toilets. They may also appear above passenger seats throughout the cabin. Pulling the tapes releases the oxygen masks from their stowage and opens the oxygen control valve.

PSUs Manual Opening

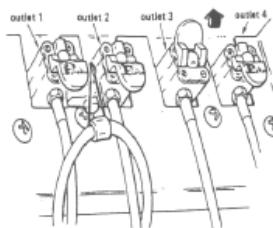
If a mask unit fails to open automatically it can be opened manually by inserting a pointed object, such as a pin from a name badge, into the hole in the panel door.

The action of pulling the mask down (or pulling the attached streamer down) opens the oxygen control valve to that mask only.

Each oxygen outlet has a shut off valve. When oxygen is no longer required by passengers, masks not in use may be shut-off at the outlet to conserve the supply.

**OXYGEN
OUTLETS**

Outlet 1 - closed,
mask not pulled down
Outlet 2 - oxygen
flowing, mask pulled
down
Outlet 3 - oxygen
shut-off valve closed
Outlet 4 - as outlet 2



Crew Portable Oxygen

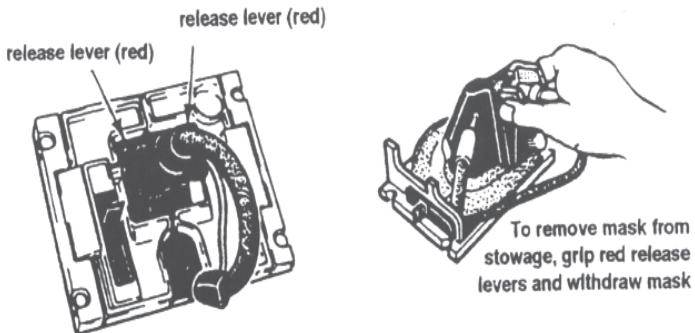
The minimum number of bottles required for departure is '11', one for each of the 'required' crew. In such circumstances 'non required' crew must remain on drop down oxygen until advised to the contrary.

Should it be necessary to utilise crew portable oxygen bottle(s), for first aid use, the SCCM must nominate a crew member(s) to remain on drop down oxygen in the event of a decompression.

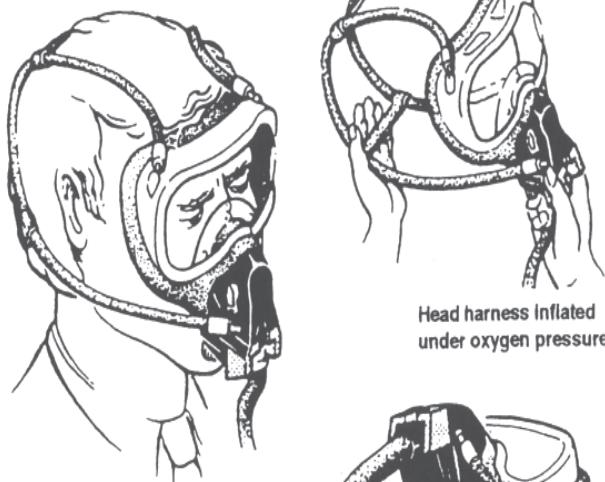
Refer to the Minimum Equipment List (MEL) for the number of portable oxygen bottles required for dispatch.

Flight Crew Oxygen Masks

The use of this system may be required as part of the Pilot Incapacitation Drill and for use by Cabin Crew if on the flight deck during a decompression. Cabin Crew must not select mask to 'emergency' when used during the incapacitation drill.

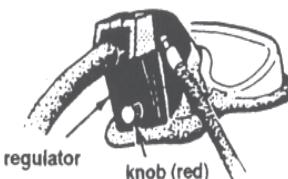


Typical oxygen mask stowage



Mask fitting sequence:

1. Place mask over head
2. Put mask over face
3. Release red levers
4. Harness will then deflate to fit wearer head

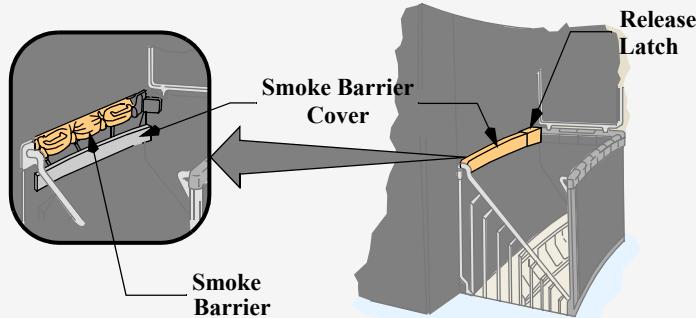


When required, to obtain continuous oxygen under pressure, turn red knob on regulator to **EMERGENCY**

Note: Flight Crew pre-flight check – 100% oxygen on demand selected on oxygen regulator panel.

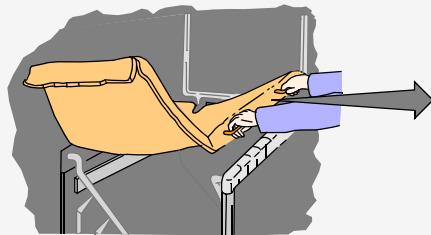
Smoke Barrier

The smoke barrier can be used on the ground to prevent smoke migration by covering the stairwell between the main deck and the upper deck.



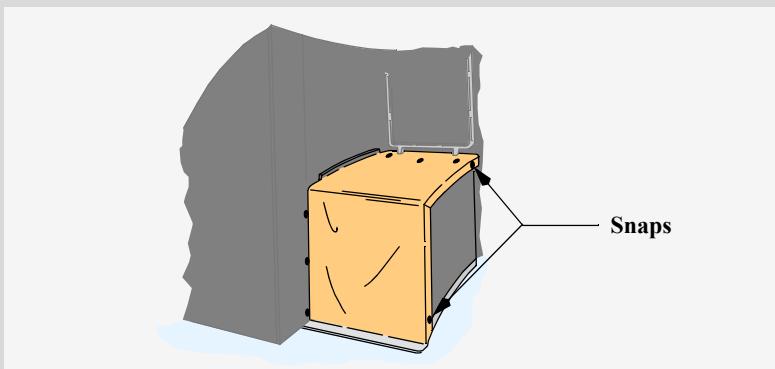
To deploy the smoke barrier:

- pull latch release
 - allows cover to fall free and expose the smoke barrier



Ground use only

- insert fingers in barrier loops
- pull barrier toward railing



Ground use only

- drape barrier over railing
- engage snaps along top of stairwell and railing sides
- press flap at bottom of barrier against carpet
 - ensures good contact between velcro flap and carpet

CAUTION: The smoke barrier is for ground use only.

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Non-Normal Situation Guidelines

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Non-Normal Situation Guidelines
Cabin Fire Fighting & Smoke Removal

Chapter 9
Section 10

Cabin Fire Fighting & Smoke Removal Overview

Fire fighting and Smoke procedures are in OM-B Gen Procedures.

Smoke/Fumes Removal

Dense Smoke in the Cabin

If this occurs instruct passengers to: “Get their heads down and cover mouth and nose with a handkerchief, scarf, cloth or headrest cover” (preferably wet).

Immediately inform the Captain, who may initiate instructions for the smoke evacuation drill, described below.

Upper and Main Deck Smoke Evacuation

In the event of the aircraft air conditioning system being unable to clear severe cabin smoke, the Captain may order the Smoke Evacuation Drill to be carried out whilst preparations are made to land at the nearest airfield.

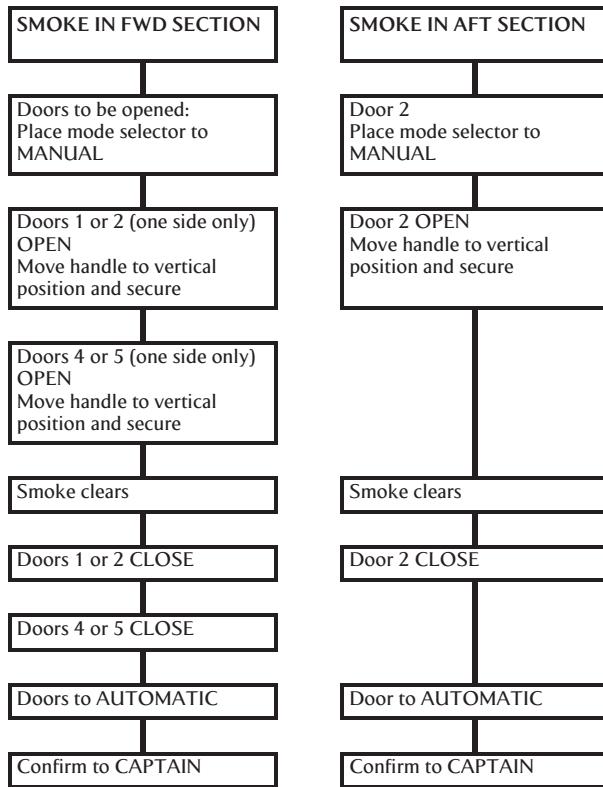
The Captain will alert the Cabin Crew and may advise passengers of his intentions to depressurise and partially open the doors. The “Fasten Seat Belt” sign will be switched on.

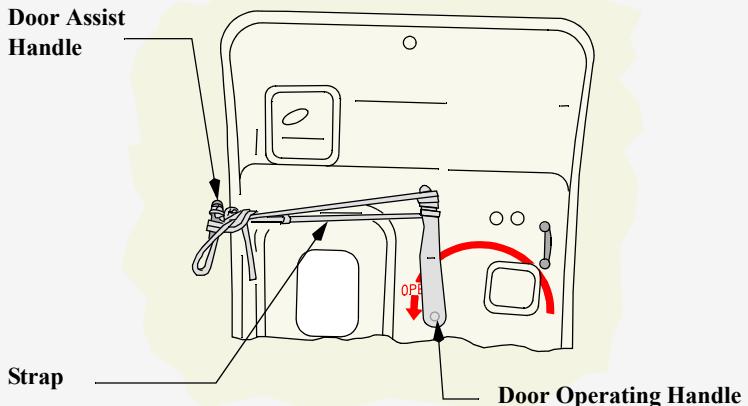
When the aircraft has reached a safe altitude the Captain will advise the Cabin Crew which doors to open and instruct them to be placed in manual.

Doors will not open more than two inches, which is adequate to clear unwanted smoke. The outside airflow will cause a considerable increase in cabin noise.

One Cabin Crew Member should handle the interphone at each door to be opened (it may be necessary to stretch the handset cord as far forward into the Cabin as possible, shielding the microphone with the hand to cut out noise, or even use another handset) whilst another crew member attends to the door. On the Captain's direction the selected door handles must be moved and held in the 12 o'clock position. It may be necessary to lash the door handle to the door grab handle.

The sequence for opening and closing the door is as follows:





- secure the door operating handle in the 12 o'clock position
 - ditching straps forward of doors 3 left and right can be used to secure door 2 or 4 without detaching strap from its compartment
 - attach snap end of strap to door assist handle on AFT door frame, place door operating handle to vertical (12 o'clock position), secure handle with several loops, return strap through assist handle and tie as shown below
 - pressure on the door maintains tension on the strap so it may be left unattended.

Note: If strap is not available, use any satisfactory item in the same manner to secure the doors.

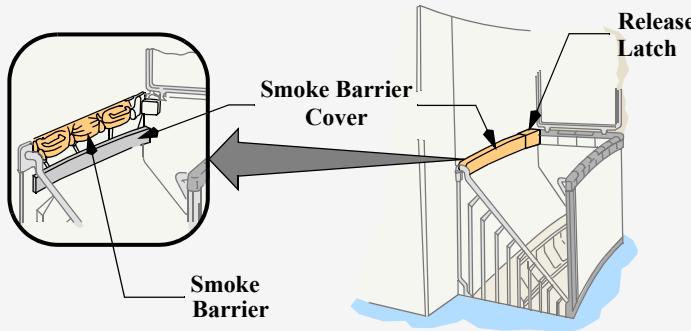
When the smoke/fumes are evacuated, and at the Commander's direction:

- remove strap
- rotate the door operating handle to the CLOSED position
- position door mode selector lever to AUTOMATIC.

Note: The forward door must be closed before closing the aft door.

Smoke Barrier

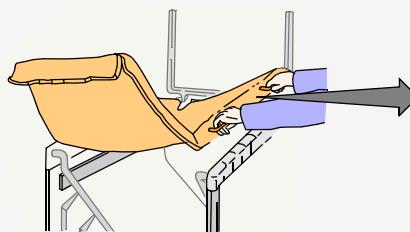
The smoke barrier can be used on the ground to prevent smoke migration by covering the stairwell between the main deck and the upper deck.



Ground use only

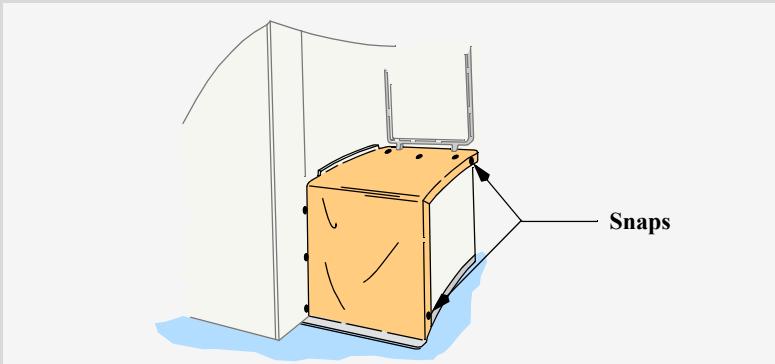
To deploy the smoke barrier:

- pull latch release
 - allows cover to fall free and expose the smoke barrier



Ground use only

- insert fingers in barrier loops
- pull barrier toward railing



Ground use only

- drape barrier over railing
- engage snaps along top of stairwell and railing sides
- press flap at bottom of barrier against carpet
 - ensures good contact between velcro flap and carpet

CAUTION: The smoke barrier is for ground use only.

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Non-Normal Situation Guidelines

Land Evacuation

Chapter 9

Section 20

Evacuation Procedures

Duties for Passenger Evacuation – Exit Usable

At the Slide:

Using strong, loud positive commands:

- a. At doors 1, 2, 4 and 5 left and right – Call “Jump–Jump–Jump”.
- b. At doors 3L and R – Call “Stay on your feet – keep moving”.
- c. At Upper Deck – Call “Stay on your feet – keep moving”.
- d. Order the first able bodied passengers to wait at the bottom of the slide, to help passengers to their feet, and away from the aircraft.
- e. When assisting passengers through the doorways, all physical contact should be kept below shoulder level, preferably in the small of the back or even lower. If passengers sit down, do not bend down to them but use your foot or knee in their backs to tip them on to the slide. Passengers can, if necessary, be pushed out in any position.

Actions:

- **STAND** In dedicated assist space, grab assist handle.
- **DIRECT** Passengers, using positive commands.
- **KEEP** Exit path clear.
- **MAINTAIN** Dual lane flow of passengers.

When your cabin area is clear of passengers, assess conditions and take appropriate actions to redirect passengers (see ‘Dried Up Exit’ below), then leave via the nearest available exit. When on the ground, assist with the marshalling of passengers away from the aircraft, preferably upwind.

Planned Emergency Landing

SCCM

On Alert Signal Go to Flight Deck and acknowledge Commander's briefing
Brief Cabin Crew By interphone using '54' call
ALL CREW Put on High Vis Tabard
Cabin lights Fully On
Order Cabin Crew "Take Cabin Positions"
Emergency Announcement Activate PRA or Read over PA
Check passengers know: How and when to brace, How long to brace How to release seat belt Exit routes
Select and brief passengers To assist as required
Door 1L Check in AUTOMATIC
Brief No. 2 To switch on Emergency Lights after landing
Cabin reports Receive
Report to Commander "Cabin Preparations Complete"
Cabin lights 'Dim'
Take up landing position When ordered
On BRACE SIGNAL Adopt bracing position and shout to passengers "Brace, Brace"

After Landing

Operate	Forward doors. (If unusable – guard door and direct passengers to serviceable exit.)
Evacuate	Passengers.
Check	Cabin area clear.
Leave	By any exit. Take Megaphone if possible.
Direct	Passengers away from aircraft.

Flight Crew

- Check** Upper Deck Cabin clear.
Leave By any available exit (or via escape reels.)
Assist With marshalling of passengers away from aircraft.

Door Cabin Crew (Including Upper Deck)

- On ALERT SIGNAL** Take interphone station
Nearest Crew Member *Initially report to flight deck*
Briefing Receive and acknowledge
Cabin/trolleys Clear/stow if time permits
ALL CREW Put on High Vis Tabard
Take cabin position When ordered

ALL CREW Equipment/Trolleys and Hand Baggage

- Seat Backs**
- Secure/Stow away.
 - Take-off/Landing position, armrest down and table stowed, video/foot rest stowed (where fitted).

- Check passengers know:** How and when to brace,
How long to brace
How to release seat belt
Exit routes

- Select and brief passengers** To assist as required
Doors Check in ‘AUTOMATIC’
Final cabin check Toilets/seat belts/galleys/baggage
Report to No.s 1, 4, 6 and SCCM “Cabin Preparation Complete”
No.s 4 and 6 Report to SCCM
Cabin lights ‘Dim’
Take up landing position When ordered
On BRACE SIGNAL Adopt bracing position and shout to passengers “Brace, Brace”

After Landing

- Operate** Usable doors. (If unusable – guard door and direct passengers to serviceable exit.)
- Evacuate** Passengers.
- Check** Cabin area clear.
- Leave** By any exit. No.s 1, 4 and 11 take megaphones if possible.
- No. 7** Take Medical Kit.
- Direct** Passengers away from aircraft.

Non-door Cabin Crew

- On Alert Signal** Remove trolleys from main aisles
Nearest Crew Member Initially report to Flight Deck
Receive Briefing From door cabin crew
Cabin/trolleys Clear/stow if time permits
ALL CREW Put on High Vis Tabard
Take cabin position When ordered

ALL CREW Equipment/Trolleys and Hand Baggage

- Seat Backs**
- Secure/Stow away.
 - Take-off/Landing position, armrest down and table stowed, video/foot rest stowed (where fitted).

- Check passengers know:** How and when to brace,
How long to brace
How to release seat belt
Exit routes

- Select and brief passengers** To assist as required
Doors Check in AUTOMATIC
Final cabin check Toilets/seat belts/galleys/baggage
Take up landing position When ordered
On BRACE SIGNAL Adopt bracing position and shout to passengers “**Brace, Brace**”

After Landing

- | | |
|-----------------|--------------------------------|
| Direct | Passengers to usable doors. |
| Evacuate | Passengers. |
| Check | Cabin area clear. |
| Leave | By any exit. |
| Direct | Passengers away from aircraft. |

Planned Ditching

SCCM

- On Alert Signal** Go to flight deck for Commander's briefing
- Brief Cabin Crew** By interphone using '54' call
- ALL CREW** Put on High Vis Tabard
- Cabin lights** Fully On
- Order Cabin Crew** **"Take Cabin Positions"**
- Emergency Announcement** Activate PRA or read over PA
- ALL CREW** Put on life jacket
- Life jackets** Check fitted
- Check passengers know:** How and when to brace,
How long to brace
How to release seat belt
Exit routes
- Child life jackets** Supervise and distribute
- Life cots** Distribute and stow
- Select and brief passengers** To assist as required
- Door 1L** Check in AUTOMATIC
- Brief No. 2** To switch on emergency lights after landing
- Cabin reports** Receive
- Report to Commander** **"Cabin Preparations Complete"**
- Cabin lights** 'Dim'
- Take up landing position** When ordered
- On BRACE SIGNAL** Adopt bracing position and shout to
passengers **"Brace, Brace"**

After Ditching

- Operate** Forward doors. (If unusable – guard door and direct passengers to serviceable exit.)
- Evacuate** Passengers.
- Load** Survival equipment. Take megaphone.
- Check** Cabin area clear.

Board	And command slide raft.
Separate	Slide raft.
Attempt	To keep slide raft together.
Flight Crew	
Check	Upper Deck cabin area clear.
Board	Slide raft (Main Deck).

Door Cabin Crew (Doors 1, 2, 4, 5L and R and U/D)

On Alert Signal	Take interphone station and wait to be called
Nearest crew member	Initially report to Flight Deck
Briefing	Receive and acknowledge
Cabin/trolleys	Clear/stow if time permits
ALL CREW	Put on High Vis Tabard
Take cabin position	With life jacket when ordered
ALL CREW	Put on life jacket during PRA
Life jackets	Check fitted
Check passengers know:	How and when to brace, How long to brace How to release seat belt Exit routes
Child life jackets	Supervise and distribute
Life cots	Distribute and stow
Select and brief passengers	To assist as required
Doors	Check in ‘AUTOMATIC’
Final cabin check	Toilets/seat belts/galleys/baggage
Report to No.s 1, 4, 6 and SCCM	“Cabin Preparation Complete”
Cabin lights	‘Dim’ (‘Medium’ setting U/D cabin)
Take up landing position	When ordered
On BRACE SIGNAL	Adopt bracing position and shout to passengers “Brace, Brace”

After Ditching

Main Deck:

- Operate** Usable doors. (If unusable – guard door and direct passengers to serviceable exit).
- Evacuate** Passengers.
- Load** Survival equipment No.s 1, 4, and 11 take megaphones.
- Check** Cabin area clear.
- Board** And command slide raft.
- Separate** Slide raft.

Upper Deck:

- Guard** Doors.
- Evacuate** Passengers down stairway to main cabin. Use U/D doors only in clearly catastrophic situations.
- Check** Cabin area clear.
- Assist** Evacuation.
- Board** And command slide raft.

Door Cabin Crew (Doors 3L and R)

- On Alert Signal** Take interphone station
- Nearest Crew Member** Initially report to the Flight Deck
- Briefing** Receive and acknowledge
- Cabin/trolleys** Clear/stow if time permits
- ALL CREW** Put on High Vis Tabard
- Take cabin position** With life jackets when ordered
- ALL CREW** Put on life jacket during PRA
- Life jackets** Check fitted
- Check passengers know:** How and when to brace,
How long to brace
How to release seat belt
Exit routes
- Child life jackets** Supervise and distribute
- Life cots** Distribute and stow
- Select and brief passengers** To assist as required
- Final cabin check** Toilets/seat belts/galleys/baggage
- Doors** Check in ‘MANUAL’
- Report to No. 4** “Cabin Preparation Complete Door in MANUAL”
- Cabin lights** ‘Dim’
- Take up landing position** When ordered
- On BRACE SIGNAL** Adopt bracing position and shout to
passengers “Brace, Brace”

After Ditching

- | | |
|-------------------------|--|
| Guard | Doors. |
| Assess situation | To establish usable doors, by passengers flow and signs of evacuation. If situation is clearly catastrophic it may be necessary to proceed out on to the aircraft wing after first opening the door in ‘MANUAL’. |
| Give | Positive directions for passengers flow towards nearest usable exits. |
| Follow | Passengers to doors – assist passengers into slide raft. |
| Check | Cabin area clear. |
| Leave | By nearest available exit. |

Non-door Cabin Crew

- On Alert Signal** Remove trolleys from main aisles
- Nearest crew member** Initially report to Flight Deck
- Receive Briefing** From door Cabin Crew
- Cabin/trolleys** Clear/stow if time permits
- ALL CREW** Put on High Vis Tabard
- Take cabin position** With life jacket when ordered
- Loosen tight clothing** Put on life jacket
- Life jackets** Check fitted
- Check passengers know:** How and when to brace,
How long to brace
How to release seat belt
Exit routes
- Child life jackets** Supervise and distribute
- Life cots** Distribute and stow
- Select and brief passengers** To assist as required
- Final cabin check** Toilets/seat belts/galleys/baggage
- Take up landing position** When ordered
- On BRACE SIGNAL** Adopt bracing position and shout
to passengers “**Brace, Brace**”

After Ditching

- Direct** Passengers to exits in use.
- Assist** Loading of survival equipment.
- Check** Cabin area clear.
- Board** Slide raft and command if necessary.

Summary of Duties after Planned Ditching

ALL MAIN DECK DOORS – NO OUTSIDE HAZARD

DOORS.....Open in AUTOMATIC

WHEN SLIDE RAFT IS READY FOR USE:

PassengersBoard

Life jackets/Life cotsCheck inflation

Pax assistanceDirect pax to assist as required

Survival PacksLoad into slide raft (designated crew)

MegaphonesLoad into slide raft (designated crew)

Medical KitLoad into slide raft (designated crew)

Cabin areaCheck Clear

Board Slide raftTake command

Separate Slide raft from A/CPull door strap handle, raise flap and
pull separation handle

RescueAny survivors in the water

Mooring lineCut

Check Slide raftEffect any urgent repairs

Slide raftAttempt to join up 25 ft apart

Sea anchorStream as required

Rig canopyMaintain adequate ventilation

ELT (D1L and 5L)Activate ELT and check LED light on

Survival PackCheck and prepare signalling equipment

ENLIST PASSENGER HELP AND SUPERVISE THE FOLLOWING

Rescue of survivorsFirst Aid

Bailing out waterUse of signalling equipment

Note: Any special skills relevant to situation, e.g. Doctor/Nurse.

SURVIVAL PROSPECTS ARE IMPROVED IF PRIORITY IS GIVEN TO:

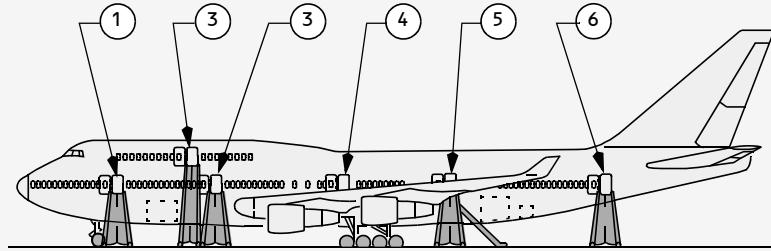
Protection, location, water and food.

Refer to OM B Gen Procedures.

Note: If it is not possible to board all passengers into slide rafts or it is necessary to speed the evacuation, doors 3 must be opened in manual and a passenger directed to fix the escape line to the yellow attachment point on the wing, and passengers directed on to the wings.

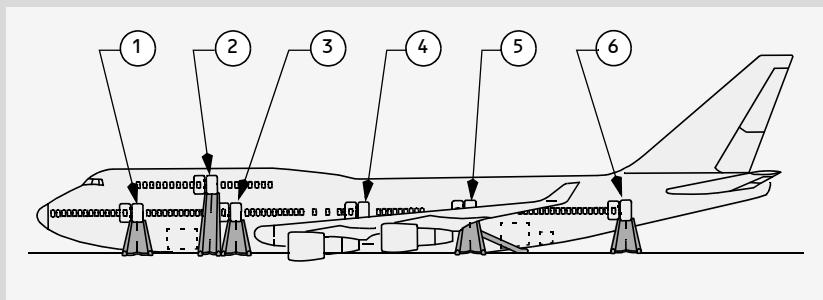
Escape Slide Usability

All Landing Gear Down



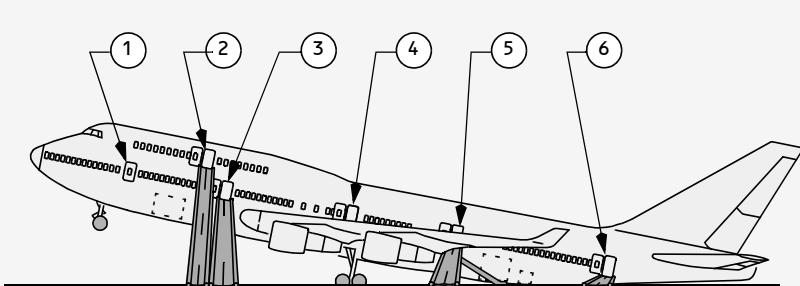
Point	Description	Escape Slide Condition
1	Door 1L & 1R	Usable
2	Upper Deck Door L & R	Usable
3	Door 2L & 2R	Usable
4	Door 3L & 3R	Usable
5	Door 4L & 4R	Usable
6	Door 5L & 5 R	Usable

All Landing Gear Up



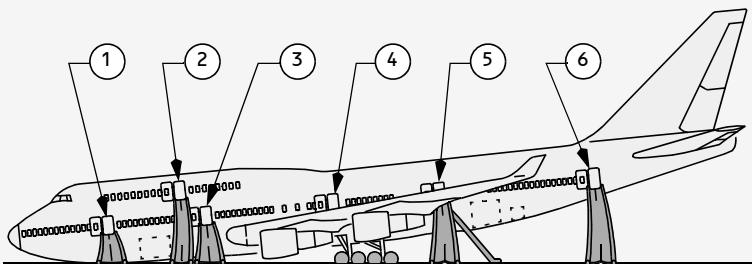
Point	Description	Escape Slide Condition
1	Door 1L & 1R	Usable
2	Upper Deck Door L & R	Usable
3	Door 2L & 2R	Usable
4	Door 3L & 3R	Usable
5	Door 4L & 4R	Usable
6	Door 5L & 5R	Usable

Airplane Tips Tail Down



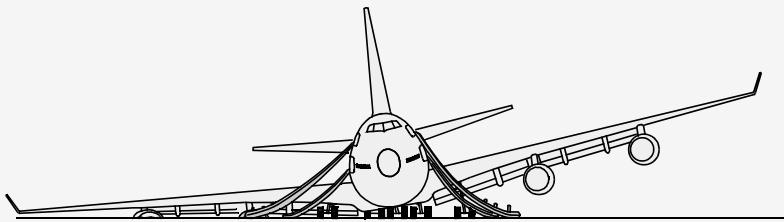
Point	Description	Escape Slide Condition
1	Door 1L & 1R	Not Usable
2	Upper Deck Door L & R	Usable
3	Door 2L & 2R	Usable
4	Door 3L & 3R	Usable
5	Door 4L & 4R	Usable
6	Door 5L & 5R	Usable

Airplane Tips Nose Down



Point	Description	Escape Slide Condition
1	Door 1L & 1R	Usable
2	Upper Deck Door L & R	Usable
3	Door 2L & 2R	Usable
4	Door 3L & 3R	Usable
5	Door 4L & 4R	Usable
6	Door 5L & 5R	Usable

Airplane Rolls On One Side



**Wing Down Configuration
(typical)**

Point	Description	Escape Slide Condition
1	Door 1L & 1R	Usable
2	Upper Deck Door L & R	Usable
3	Door 2L & 2R	Usable
4	Door 3L & 3R	Usable
5	Door 4L & 4R	Usable
6	Door 5L & 5R	Usable

Non-Normal Situation Guidelines

Ditching

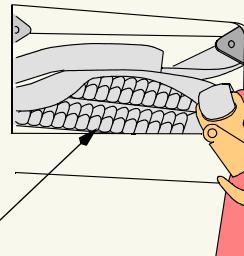
Chapter 9

Section 30

Escape Strap

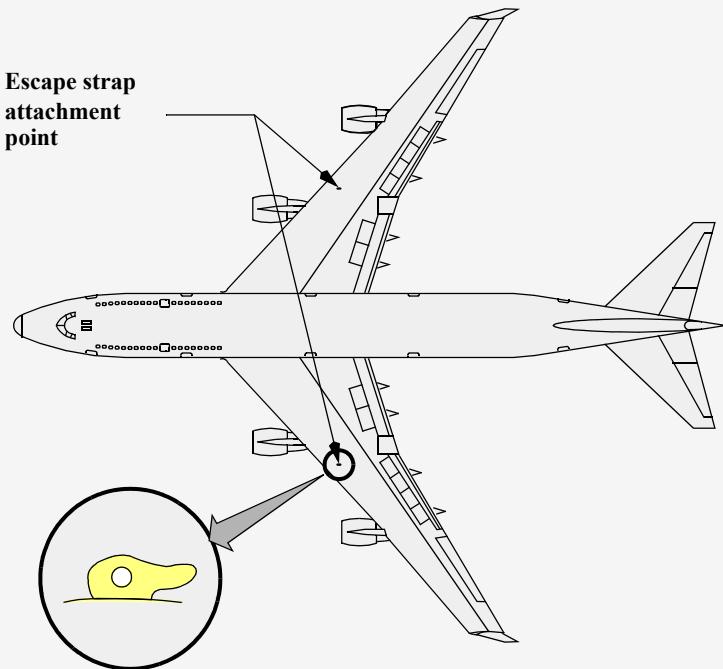
Escape
strap

This escape strap is on the opposite side on the bulkhead.



Overwing Exit Door 3L

- remove escape strap from stowage bin end cap access in forward part of door



- attach escape strap to hook on leading edge of wing between engines
- direct passengers on to wing using escape strap as necessary
- shout evacuation and loading commands to direct passengers to closest slide/raft where space is available.

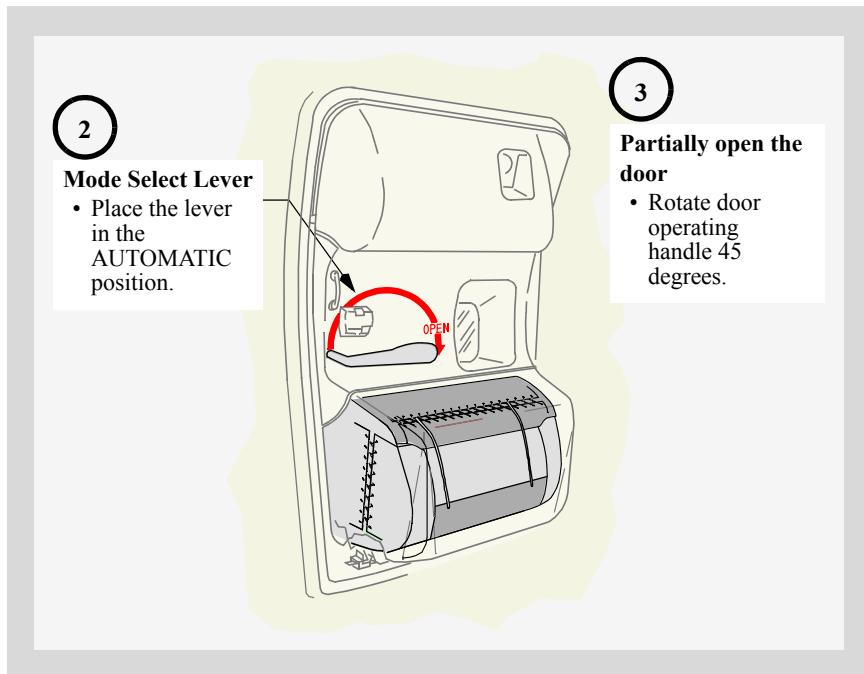
Slide/Raft Portability

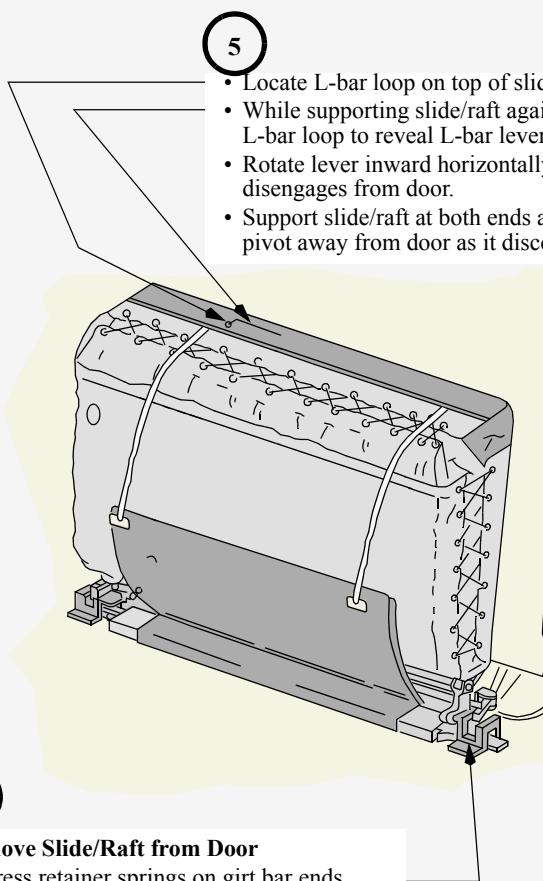
Under ditching conditions, flight attendants must assess outside conditions prior to opening a door. Sea state conditions may preclude deploying a slide/raft at the door on which it is installed. A slide/raft may be moved from its door position to another passenger entry door for deployment.

WARNING: The slide/raft assembly is not compatible with the overwing exit. It is not deployable at door 3L or door 3R.

Slide/Raft Portability Procedures

The following provides instructions for portability of the slide/raft during ditching operations when the slide/raft is removed from an unusable door for use at another exit.





Remove Slide/Raft from Door

- Press retainer springs on girt bar ends, move the slider blocks toward center, and lift girt bar free.

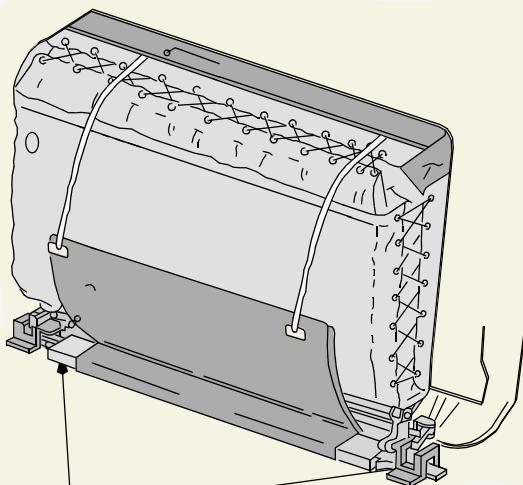
6

Carry the slide/raft pack and sliders to the alternative door

- With the slide/raft lying soft side down, place the girt bar, sliders and survival kit on top of the pack.

CAUTION: Do not pull red inflation loop. Do not drop girt bar or snag it on seat during transfer. Slide may deploy and inflate.

- Position 1 person on each side of the pack.
- Carefully transfer the slide/raft, girt bar, sliders and survival kit to the door and position it soft side down on the floor beside the door.



7

Prepare the usable door

- Ensure the usable door is latched open.
- Press retainer springs on girt bar ends, move the slider blocks toward center, and lift girt bar free.

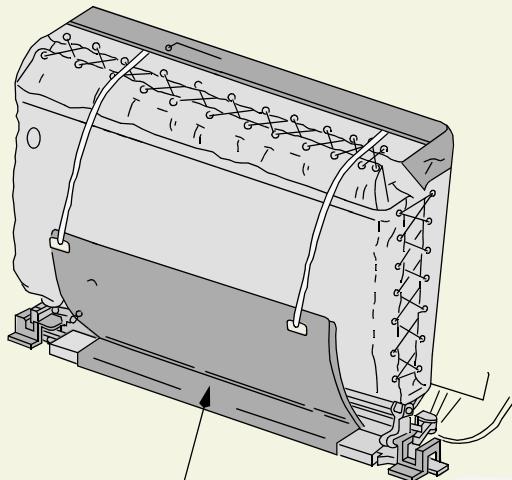
Note: Check mooring line secured to girt bar before the girt bar is engaged in the floor fitting,

- Align the girt bar with the floor fittings and engage the slider blocks.

8

Deploy the slide

- Rotate/push the slide/raft pack squarely out through the door.



9

- Pull the packboard slide/raft release handle
- Pull the ditching release handle
- Pull the mooring line release handle.

Life Raft Portability

Under ditching conditions, flight attendants must assess outside conditions prior to opening an overwing exit door. Sea state conditions may preclude deploying a life raft over the wing. The life raft may be repositioned to any passenger entry door for deployment.

Life Raft Deployment At A Passenger Entry Door

To deploy the life raft at a passenger entry door:

- ensure that the entry door slide/raft has been disconnected from the airplane
 - attach the mooring line to the airplane
 - toss raft out of door
 - pull the mooring line until the life raft inflates
 - verify life raft is safe for use.
-

Red Bomb Threat in Flight

If a Suspicious Article or Bomb found:

DO NOT MOVE, TOUCH OR OPEN.

Move passengers as far away as possible and instruct them to keep their heads below the top of the seat backs.

Obtain expert advice through Company communications, if possible.

Remove oxygen bottles and first aid kits from the vicinity of the device and make fire extinguishers readily available.

Secure device in place. Pack around with pillows, blankets, coats and absorbent materials. Wet surrounding material, but ensure device itself remains dry.

Only consider moving device if its position poses an immediate threat and expert advice recommends this action. If moved, handle gently, keep in same attitude and place in the passenger cabin by Door 5R, supported on stacked pillows and cushions and centred in the door-opening about 50 cm/20 ins from the lower edge.

Further information is contained in OM B Gen Procedures.

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Crew Complement

'Required' cabin crew levels:

11 – One crew member at each Main Deck Exit (10) and 1 on Upper Deck.

B747 - SOP

	No.1	No.2	No.3	No.4	No.5
Crew Seat	Door 1L rear facing inboard Required crew seat	Door 2L rear facing inboard Required crew seat	Door 3L rear facing inboard Required crew seat	Door 4L rear facing inboard Required crew seat	Door 5L forward facing inboard Required crew seat
Pre-flight Procedures	OM B General Procedures 0 B747 FAM 8.10 location diagram	B747 FAM 8.10 location diagram	B747 FAM 8.10 location diagram	B747 FAM 8.10 location diagram	B747 FAM 8.10 location diagram
	• Crew seats at Door 1L x 2 • PA and Handset	• Crew seat at Door 2L x 2 • PA and Handset	• Crew seat at Door 3L • PA and Handset	• Crew seat at Door 4L x 2 • PA and Handset	• Crew seats at DSL • PA and Handset
B747 FAM Ch.10 zonal diagram	B747 FAM Ch.10 zonal diagram	B747 FAM Ch.10 zonal diagram	B747 FAM Ch.10 zonal diagram	B747 FAM Ch.10 zonal diagram	B747 FAM Ch.10 zonal diagram
• AML • PA/Interphone system • Portable Water • Evac Alarm Test * • Cabin crew security check & receive check from crew	• Cabin divider's secured & open • Evac Alarm Test * • Pass checks to SCCM • Cabin crew security check & pass checked to SCCM	• Cabin crew security check & open • Pass checks to SCCM • Cabin crew security check & pass checked to SCCM	• Cabin crew security check & open • Pass checks to SCCM • Cabin crew security check & pass checked to SCCM	• Cabin crew security check & pass checked to SCCM	• Cabin crew security check & pass checked to SCCM
Boarding	• Pass checks to Commander • Remain in the vicinity of the primary boarding door, • Refuelling procedures #	• One crew member in the vicinity of each pair of doors. • Refuelling procedures #	• One crew member in the vicinity of each pair of doors. • Refuelling procedures #	• One crew member in the vicinity of each pair of doors. • Refuelling procedures #	• One crew member in the vicinity of each pair of doors. • Refuelling procedures #
Normal Door Operation	• Close Door 1L. • Door mode PA • Interphone 5a call • Receive checks from 2L, 3L, 4L, 5L, IR & UDR	• Door mode selection • Door mode cross-check • Report door mode	• Door mode selection • Door mode cross-check • Report door mode	• Door mode selection • Door mode cross-check • Report door mode	• Door mode selection • Door mode cross-check • Report door mode
Before Takeoff	B747 FAM 10.10 Demo Positions	B747 FAM 10.10 Demo Positions	B747 FAM 10.10 Demo Positions	B747 FAM 10.10 Demo Positions	B747 FAM 10.10 Demo Positions
Cabin and Galley Secure Reporting	• Receive cabin and galley secure • OM B General Procedures 1.6 • GP to flight crew	Zone B & C left and centre left, Galley at Door 2 area left, Lavs F, H. Receive check from No. 7 Pass check SCCM via interphone	Zone D left and centre seats – left Zone D, Lav K Pass on check to No.4 Pass check to SCCM via interphone	Galley at Door 4 area Receive check from No. 3, 5, 8 & 10 Pass check to No 4 via interphone	Zone E left and centre seats left and middle Pass check to No 4 via interphone
Climb and Cruise	• OM B General Procedures 1.6.3 • Regular Updates • GP to flight crew	B747 FAM Ch.10 zonal diagram • Handover area #	B747 FAM Ch.10 zonal diagram • Handover area #	B747 FAM Ch.10 zonal diagram • Pass checks to SCCM	B747 FAM Ch.10 zonal diagram • Pass checks to SCCM
Descent and Approach	• GP to flight crew • Door mode PA • Interphone 5a call • Receive checks from 2L, 3L, 4L, 5L, IR & UDR	• Pass checks to SCCM • Door mode selection • Door mode cross-check • Report door mode	• Pass checks to SCCM • Door mode selection • Door mode cross-check • Report door mode	• Pass checks to SCCM • Door mode selection • Door mode cross-check • Report door mode	• Pass checks to SCCM • Door mode selection • Door mode cross-check • Report door mode
Normal Door Operation	B747 FAM 7.20.15 Normal Door Opening	B747 FAM 7.20.15 Normal Door Opening	B747 FAM 7.20.15 Normal Door Opening	B747 FAM 7.20.15 Normal Door Opening	B747 FAM 7.20.15 Normal Door Opening
Disembarkation	• Disembark passengers • Confirm that all cabin crew have completed disembarkation checks	• Disembark passengers • Overhead lockers empty • Lavatories clear • Seat rows • Galley secure	• Disembark passengers • Overhead lockers empty • Lavatories clear • Seat rows • Galley secure	• Disembark passengers • Overhead lockers empty • Lavatories clear • Seat rows • Galley secure	• Disembark passengers • Overhead lockers empty • Lavatories clear • Seat rows • Galley secure

* - If required and time available

- IF REQUIRED

B747 Flight Attendant Manual**B747 - SOP**

	No.6	No.7	No.8	No.9	No.10
Crew Seat	Door 1R rear facing inboard	Door 2R rear facing inboard	Door 3R rear facing inboard	Door 4R rear facing inboard	Door 5R forward facing
Required crew seat	Required crew seat	Required crew seat	Required crew seat	Required crew seat	Required crew seat
Pre-flight Procedures	B747 FAM 8.10 location diagram • Crew seat at Door 1R x 2 • PA and handset	B747 FAM 8.10 location diagram • Crew seat at Door 2R x 2 • PA and handset	B747 FAM 8.10 location diagram • Crew seat at Door 3R • PA and handset	B747 FAM 8.10 location diagram • Crew seat at Door 4L x 2 • PA and handset	B747 FAM 8.10 location diagram • Crew seat at Door 5R • PA and handset
B747 FAM Ch 10 zonal diagram	B747 FAM Ch 10 zonal diagram	B747 FAM Ch 10 zonal diagram	B747 FAM Ch 10 zonal diagram	B747 FAM Ch 10 zonal diagram	B747 FAM Ch 10 zonal diagram
• Evac Alarm Test*	• Evac Alarm Test*	• Evac Alarm Test*	• Evac Alarm Test*	• Evac Alarm Test*	• Evac Alarm Test*
• Pass checks to No.6	• Pass checks to No.6	• Pass checks to No.4	• Pass checks to No.4	• Pass checks to No.4	• Pass checks to No.5
• Cabin crew SEP security check & pass check to SCCM	• Cabin crew SEP security check & pass check to No 6	• Cabin crew SEP security check & pass check to No 4	• Cabin crew SEP security check & pass check to No 4	• Cabin crew SEP security check & pass check to No 4	• Cabin crew SEP & security check & pass check to No 4
Boarding	• One crew member in the vicinity of each pair of doors. • Refuelling procedures #	• One crew member in the vicinity of each pair of doors. • Refuelling procedures #	• One crew member in the vicinity of each pair of doors. • Refuelling procedures #	• One crew member in the vicinity of each pair of doors. • Refuelling procedures #	• One crew member in the vicinity of each pair of doors. • Refuelling procedures #
Normal Door Operation	• Door mode selection • Door mode cross-check	• Door mode selection • Door mode cross-check	• Door mode selection • Door mode cross-check	• Door mode selection • Door mode cross-check	• Door mode selection • Door mode cross-check
Before Take Off	B747 FAM 10.10 Demo Positions	B747 FAM 10.10 Demo Positions	B747 FAM 10.10 Demo Positions	B747 FAM 10.10 Demo Positions	B747 FAM 10.10 Demo Positions
Cabin and Galley Secure Reporting	Zone A seats, Galley at Door 2 area Right, Lav. A and E Pass check to SCCM	Zone B & C Right and centre seats right to middle, Lav J. Pass checks to SCGM	Zone D Right and centre seats right to middle, lav L. Pass checks to No.4	Zone E Right and centre seats Right and middle, Pass checks to No.4	Lav M, N, P & Q Crew Rest Pass checks to No.4 As directed by the SBCM
Climb and Cruise					
Descent and Approach	Pass checks to SCCM	Pass checks to No.6	Pass checks to No.4	Pass checks to No.4	Pass checks to No.4
Normal Door Operation	• Door mode selection • Door mode cross-check	• Door mode selection • Door mode cross-check	• Door mode selection • Door mode cross-check	• Door mode selection • Door mode cross-check	• Door mode selection • Door mode cross-check
Disembarkation	• Disembark passengers • Overhead lockers empty • Lavatories clear • Seat rows • Galley secure	• Disembark passengers • Overhead lockers empty • Lavatories clear • Seat rows	• Disembark passengers • Overhead lockers empty • Lavatories clear • Seat rows	• Disembark passengers • Overhead lockers empty • Lavatories clear • Seat rows	• Disembark passengers • Overhead lockers empty • Lavatories clear

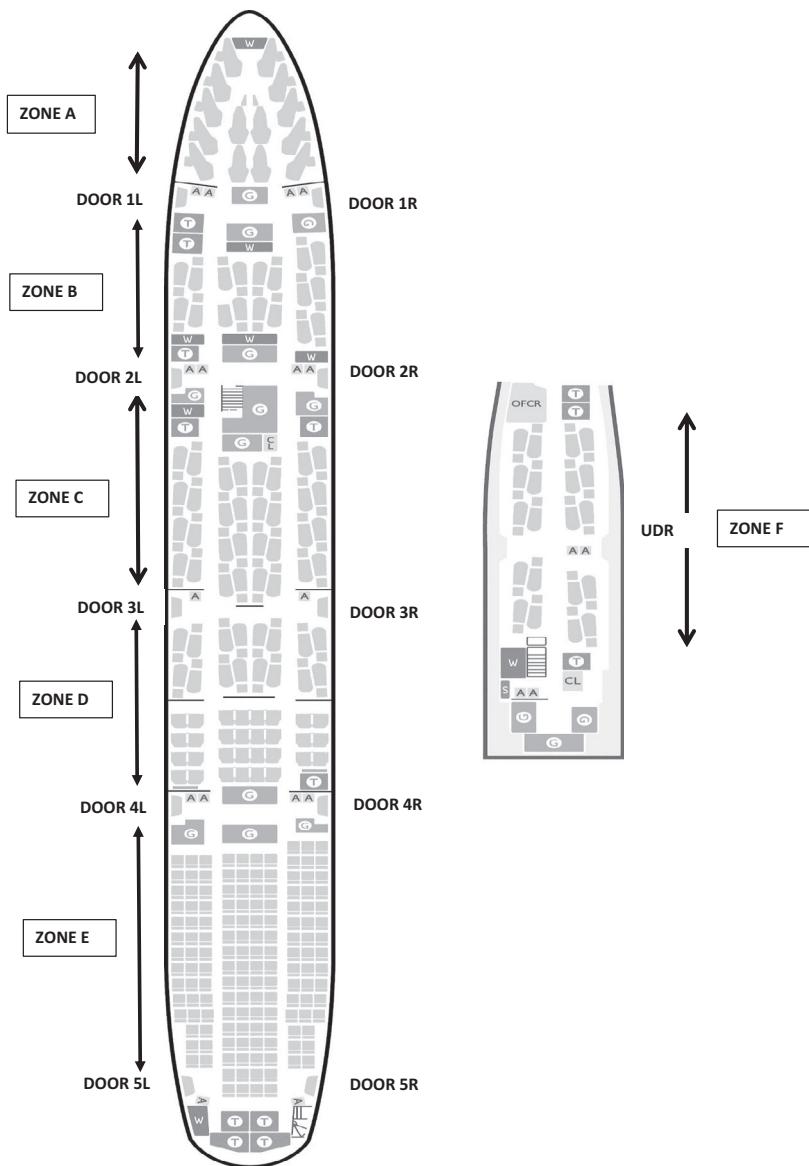
* - if required and time available # - IF REQUIRED

B747 - SOP

No.11	Crew seat at Upper Deck Door R As directed by the SCCM	No.12	Crew seat at Upper Deck, Door R B747 FAM 8.10 location diagram • Crew seat at Door UDR • PA and Handset	No.13	Crew seat at Door 1L Outboard As directed by the SCCM Crew seat at Door 1L Outboard	No.14	Crew seat at Door 1R Outboard As directed by the SCCM Crew seat at Door 1R Outboard
Pre-flight Procedures	Crew seat at Door UDR As directed by the SCCM As directed by the SCCM						
Boarding	• One crew member in the vicinity of each pair of doors. • Refuelling procedures #		• One crew member in the vicinity of each pair of doors. • Refuelling procedures #		• One crew member in the vicinity of each pair of doors. • Refuelling procedures #		• One crew member in the vicinity of each pair of doors. • Refuelling procedures #
Normal Door Operation			• Door mode selection • Door mode cross-check				• Refuelling procedures #
Before Take Off	As directed by the SCCM Cabin & Galley Secure Reporting		B747 FAM 10.10 Demo Positions Zone G, Left and right seats, Galley area, Lays A, B & C Pass checks to SCCM		As directed by the SCCM As directed by the SCCM		As directed by the SCCM As directed by the SCCM
Climb and Cruise							
Descent and Approach	As directed by the SCCM		Pass checks to SCCM		As directed by the SCCM		As directed by the SCCM
Normal Door Operation			• Door mode selection • Door mode cross-check				
Disembarkation	• Disembark passengers		• Disembark passengers • Overhead lockers empty • Lavatories clear • Seat rows		• Disembark passengers		• Disembark passengers

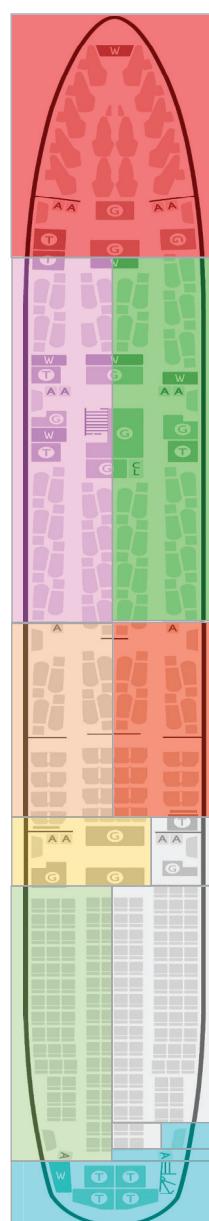
* - if required and time available # - IF REQUIRED

B747 SUPER Hi J



B747 SUPER HI J

No.1 – SCCM
Overall responsibility
of the cabin



No.6

No.2

No.7

No.3

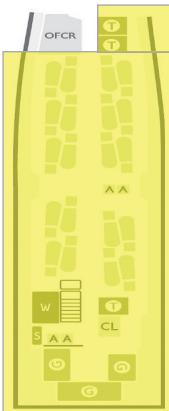
No.8

No.4

No.9

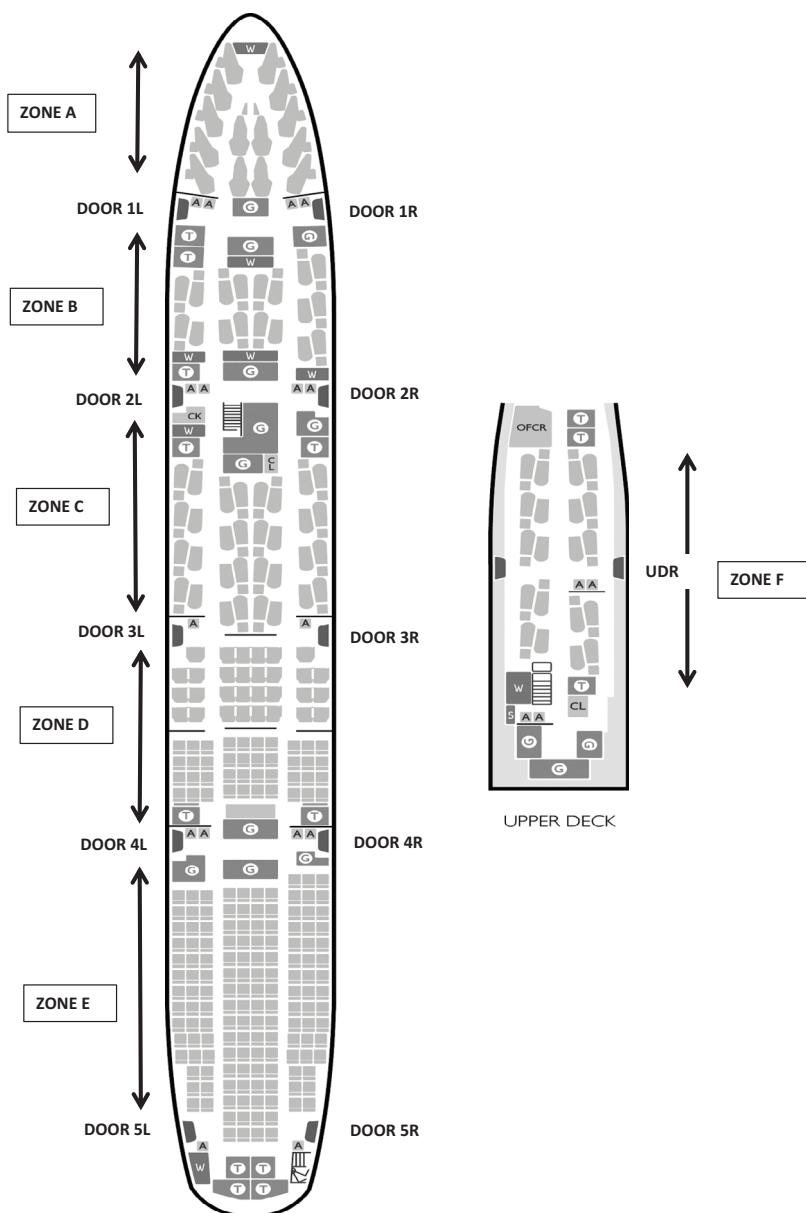
No.5

No.10

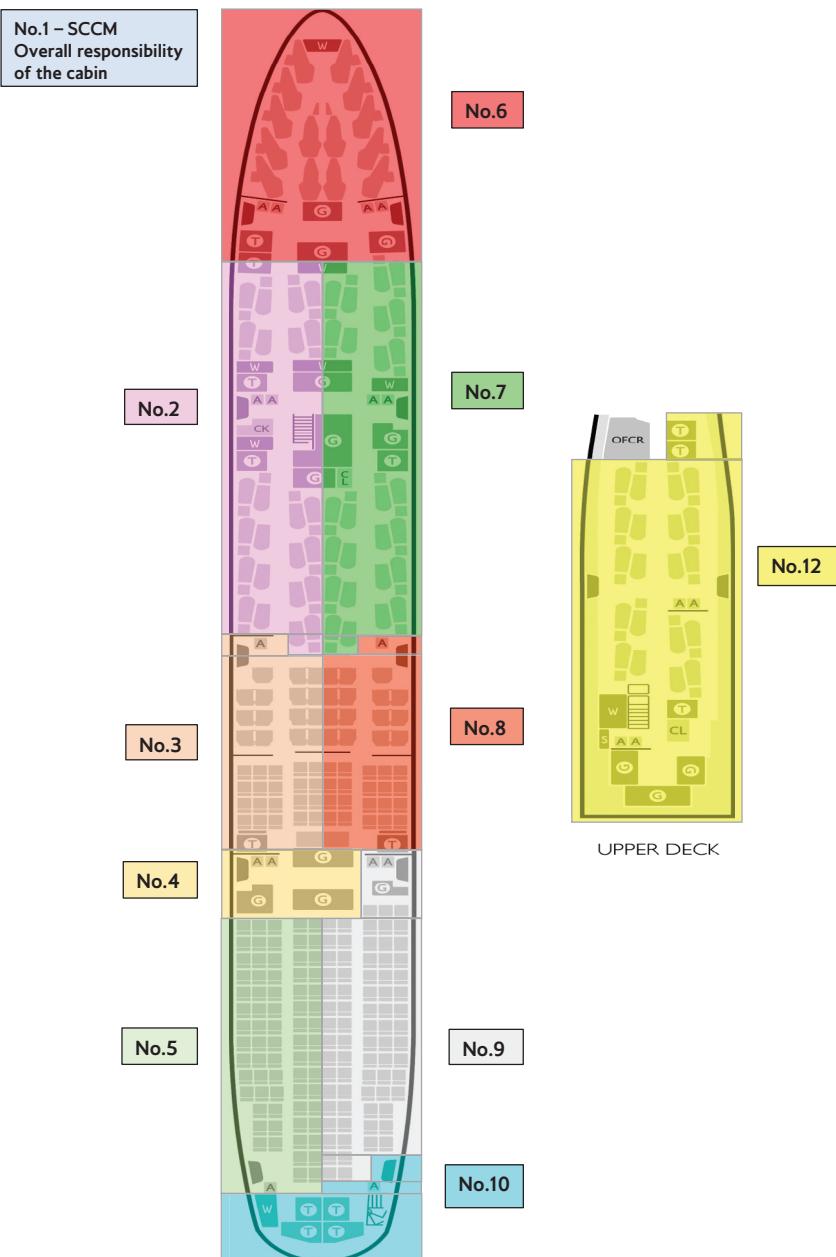


No.12

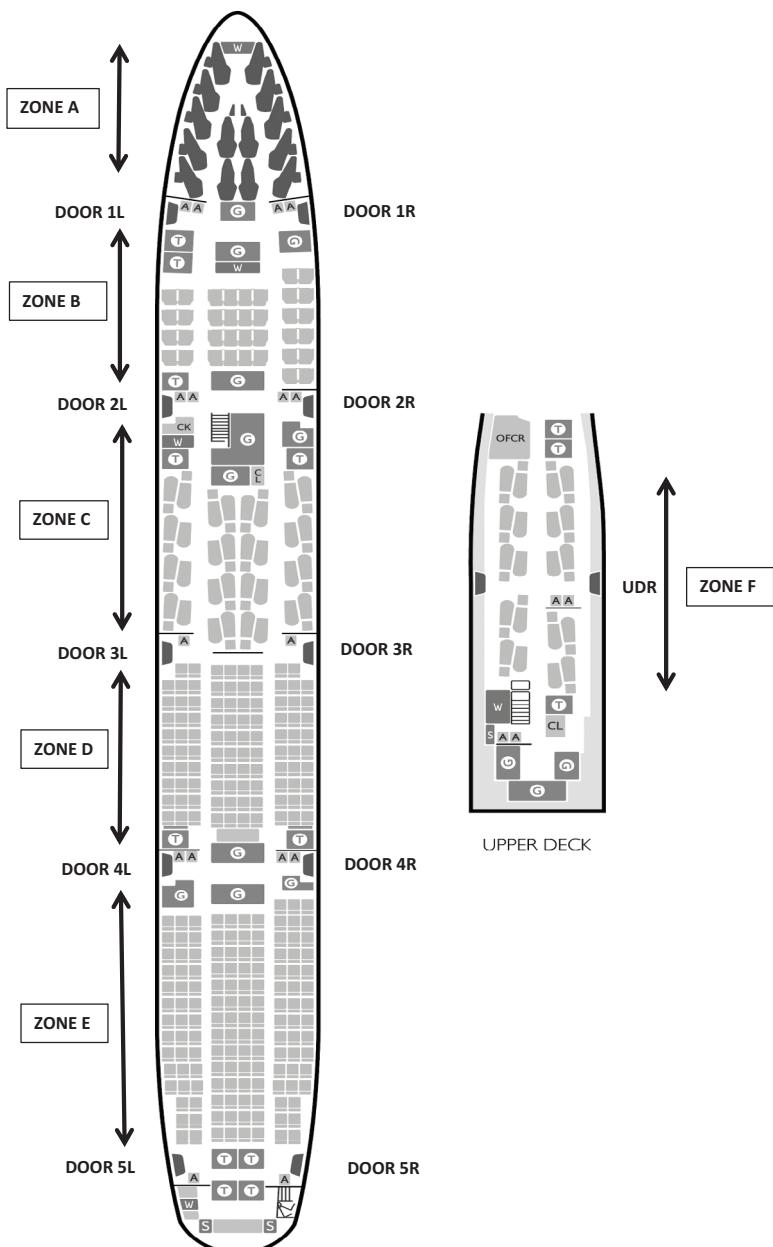
B747 HI J



B747 HIGH J

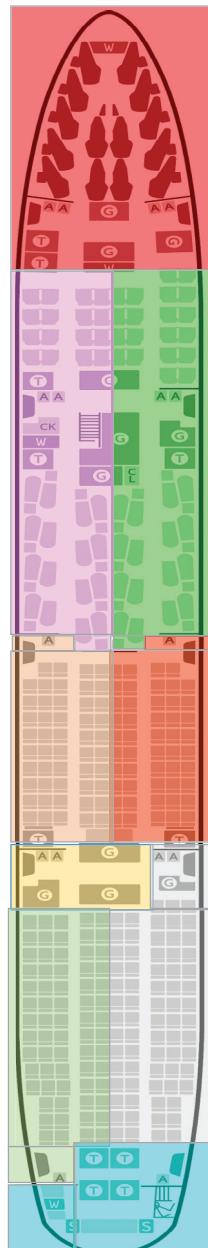


B747 MID J



B747 MID J

No.1 – SCCM
Overall responsibility
of the cabin



UPPER DECK

Crew Responsible for Door Mode Selection

MAIN DECK

- | | | |
|-------|---|---|
| No. 1 | – | Door 1L. |
| No. 2 | – | Door 2L. |
| No.3 | – | Door 3L. |
| No.4 | – | Door 4L. |
| No.5 | – | Door 5L. (If carried) |
| No.6 | – | Door 1R. |
| No.7 | – | Door 2R. |
| No.8 | – | Door 3R. |
| No.9 | – | Door 4R. |
| No.10 | – | Door 5R. (And D5L if No. 5 not carried) |

UPPER DECK

- | | | |
|-------|---|--|
| No.11 | – | U/DL. (If carried) |
| No.12 | – | U/DR. (And U/DL if No. 11 not carried) |

Door Mode Selection Responsibilities

Cabin crew responsible for each door will:

On Departure

Select door into automatic mode and cross check the opposite door when instructed by the SCCM when the aircraft first moves.

When the aircraft has been moved clear of the jetty on push back, or, when no jetty is involved, the aircraft has moved forward under its own power, the SCCM will instruct:

"Doors to Automatic and Cross Check".

On Arrival or Return to Stand

Select door into **MANUAL** mode and cross check the opposite door on instructions from the Flight Crew.

In the absence of instructions, the **SCCM** will check with the Flight Crew before the doors are placed into manual on arrival at the stand.

Door Mode Reporting Procedure (VIA INTERPHONE)

- The **SCCM** makes an all left hand doors call ('54').

- Left hand door crew wait (including U/D) until the 'hi/lo' chimes sound and the pink light illuminates, then remove their handsets and listen.
- The SCCM will call out left hand door positions in sequence; D2L, D3L, D4L, D5L and U/D.
- Door crew respond with door number and doors in 'automatic/ manual' and cross check complete.

Cross Check

The cross check is to ensure that the correct mode selection has been made at each pair of doors. Door operators will make the appropriate mode selection together with applicable visual checks to their own door and then check for the correct mode selection, including visual checks, on the opposite door.

Cabin and Galley Secure Reports to the Flight Crew

On Departure

1. In First, crew report to No. 6, in WT crew report to No. 4, Upper Deck No. 11 (if carried) reports to No. 12. In Club, crew report directly to the SCCM.
2. No. 4, No. 6 and No. 12 report to the SCCM via interphone.
3. SCCM makes the announcement “Cabin Crew take your seats for take-off”.
4. SCCM gives the ‘**6P**’ confirmation that the cabin is fully secured, and the safety video is complete, and all doors are in automatic, ‘Cabin and Galley Checks Complete’.

Note: The chimes given by the Flight Crew are a final warning that take-off is imminent and are NOT the prompt to be seated.

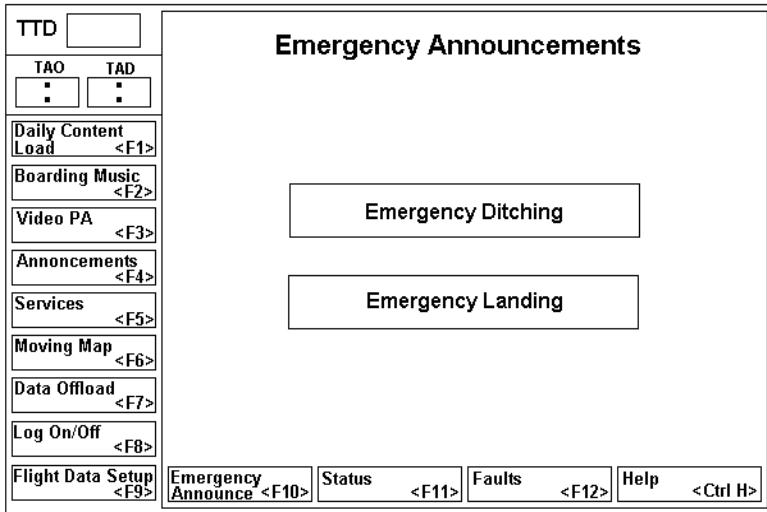
Before Landing

As above, items 1 to 2 then:

4. SCCM makes the announcement “Cabin Crew take your seats for landing”.
5. SCCM gives the ‘**6P**’ confirmation to the Flight Crew that the cabin is prepared for landing and ‘Cabin and Galley Checks Complete’.

PRA/AVOD: Pre-Recorded Announcement Panels

Audio/Video on Demand, AVOD (Where fitted)

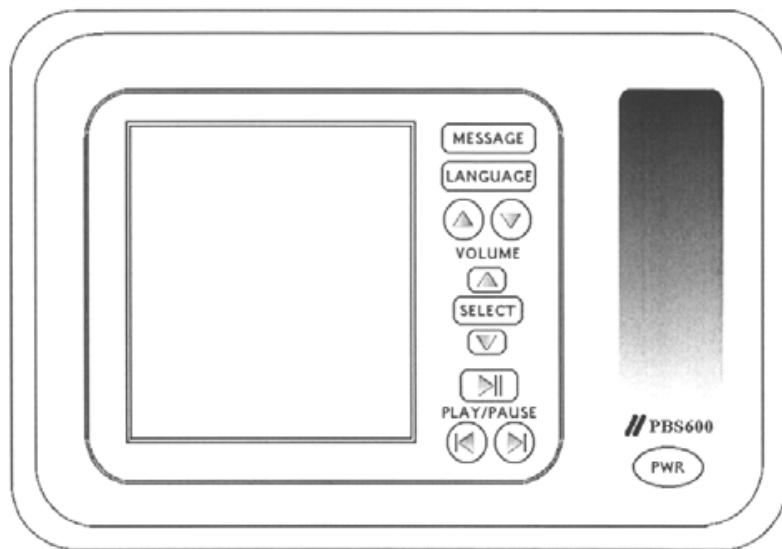


To select an AVOD Emergency Announcement:

1. The emergency announcements button <F10> will be displayed on the bottom of every screen.
2. Pressing the Emergency Announcements button <F10> will display the Emergency Announcements screen.
3. The screen will display two emergency announcements – Emergency Ditching, Emergency Landing.
4. To begin the announcement the user must press the relevant announcement button.
5. Once the button has been pressed and the announcement started, the text on the button will change to Stop Emergency Ditching or Stop Emergency Landing.
6. To stop the emergency announcement, the user must press Stop Emergency Ditching/Landing.

PRA: Pre-Recorded Announcement

Note: It is important that the Power button (PWR) on the unit is left on at ALL times.



Aircraft fitted with AVOD

To ensure the decompression announcement operates correctly, ensure that the PRAM is selected to boarding music (this will not play) and press the pause button, this will place the decompression message on stand-by.

Aircraft not fitted with AVOD

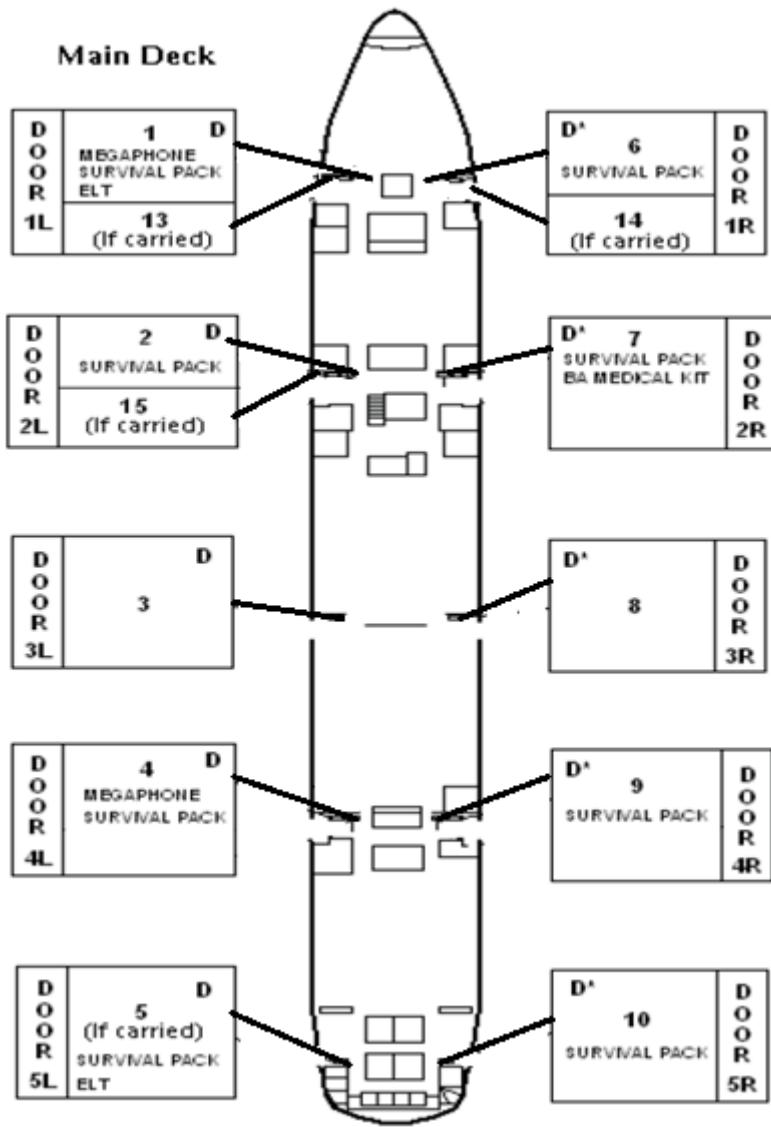
To select an emergency announcement on the unit:

1. Press the ‘Message’ button.
2. Using the ‘up/down’ arrow keys above and below the ‘Select’ button, scroll to: “Emergency”.
3. Press the ‘Select’ button.
4. Using the ‘left/right’ arrow keys below the ‘Play/Pause’ button, scroll to the required announcement (e.g. Emergency Landing, Ditching, Decompression).
5. Press ‘Play’. The announcement will play once only. Repeat steps as above for the second playing of the announcement.

To ensure the decompression announcement operates correctly, ensure that the PRAM is selected to boarding music and press the pause button, this will place the decompression message on stand-by whenever the unit is not being used for boarding music or messages.

Main Deck Seating Positions and Equipment Removal Responsibilities

Main Deck

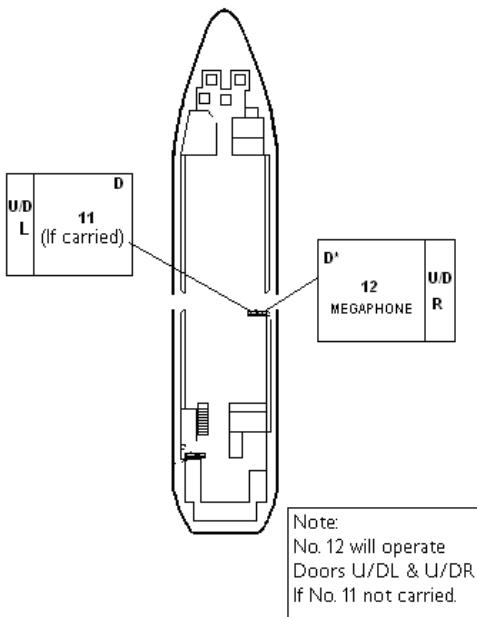


Note: If No. 5 not carried, No. 10 operates D5L and D5R and is responsible for the associated equipment.

Upper Deck Seating Positions and Equipment Removal Responsibilities

Upper Deck

Upper Deck



D	Denotes door responsibility.
D*	Denotes responsibility on the ground with passengers.

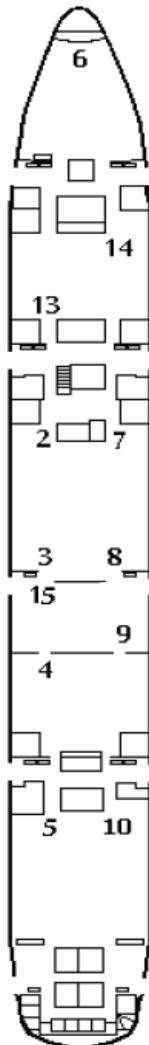
When operating with reduced crew complements, crew seating positions should be left unoccupied in the following order:

Number of crew	Positions unoccupied
14 crew	No. 15
13 crew	No.s 15 & 14
12 crew	No.s 15, 14 & 13
11 crew	No.s 15, 14, 13 & 11
10 crew	No.s 15, 14, 13, 11 & 5

Note: The SCCM will allocate the available crew to the remaining positions.

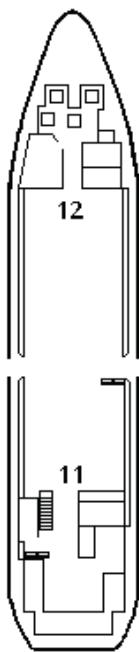
Pre flight and Emergency Briefing Positions

Main Deck Pre flight and Emergency Briefing Positions – Super Hi J



Note: On aircraft fitted with PRIME suites, the following have been designated as non-viewing seats (a personal demonstration must be given if these seats are occupied): 3A, 3K, 5A, 5D, 5E, 5K.

Upper Deck Pre flight and Emergency Briefing Positions - Super Hi J

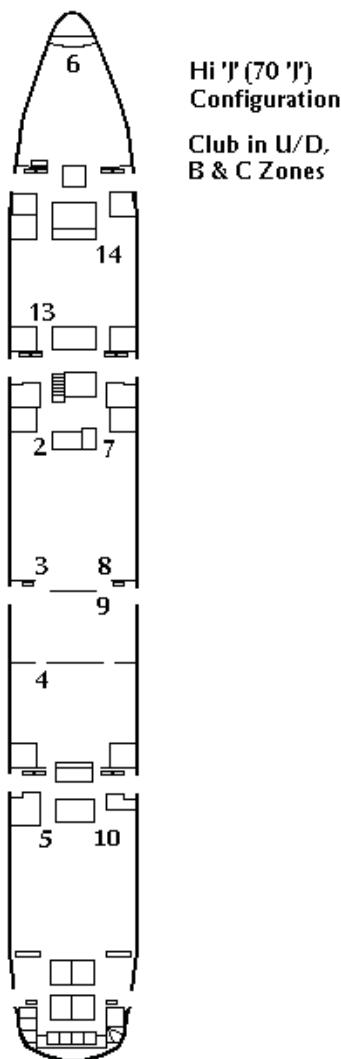


Upper Deck (All Configurations)

**Upper Deck
(All configurations)**

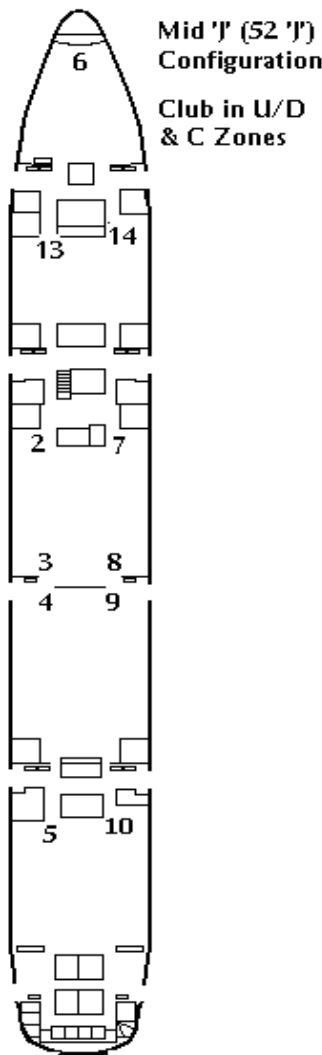


Hi 'J' (70 'J') Configuration Club in U/D, B and C Zones



Note: On aircraft fitted with PRIME suites, the following have been designated as non-viewing seats (a personal demonstration must be given if these seats are occupied) 3A, 3K, 5A, 5D, 5E, 5K.

Mid 'J' (52 'J') Configuration Club in U/D and C Zones



Note: On aircraft fitted with PRIME suites, the following have been designated as non-viewing seats (a personal demonstration must be given if these seats are occupied) 3A, 3K, 5A, 5D, 5E, 5K.

In the event that the flight operates with reduced crew complements, the following will apply:

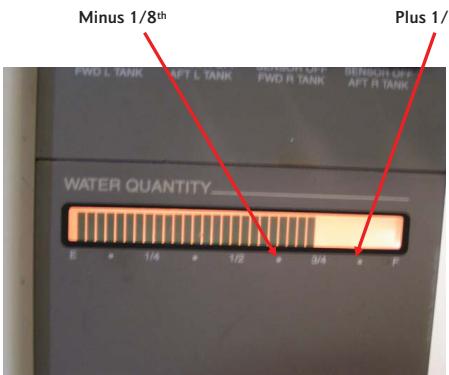
- a. Operating with 14 crew – No. 1 (SCCM) takes the No. 15 demonstration position after starting the safety video. All other crew remain in original positions for safety demonstration.
 - If a manual demonstration is required the SCCM should read the demonstration text. The SCCM should advise customers in D zone that the crew will be available in their cabin during the second safety demonstration.
 - No. 4 should take their usual position for the first safety demonstration, No. 9 is not required for the first safety demonstration. For the second safety demonstration the No. 4 will need to take the No. 15 demonstration position with the No. 9 whilst the safety demonstration is repeated a second time.
- b. Operating with 13 crew – No. 1 (SCCM) takes the No. 14 demonstration position after starting the safety video. The SCCM should advise customers in D zone that the crew will be available in their cabin during the second safety demonstration.
 - No. 4 should take their usual position for the first safety demonstration. If a manual demonstration is required the No. 9 should read the demonstration text during the first safety demonstration and the SCCM should read the demonstration text during the second safety demonstration. For the second safety demonstration the No. 4 will need to take the No. 15 demonstration position with the No. 9 whilst the safety demonstration is repeated a second time. During the second demonstration the remaining crew start securing the cabins.
- c. Operating with 12 crew – the safety demonstration will need to be completed twice. If a manual demonstration is required, the SCCM should read the demonstration text.
 - SCCM should advise customers in B & D zone that the crew will be available in their cabin during the second safety demonstration.
 - Nos 2 & 7 should take their usual positions for the first safety demonstration. For the second safety demonstration they will need to take the Nos 13 & 14 demonstration positions. No. 4 should take their usual position for the first safety demonstration, No. 9 is not required for the first safety demonstration. For the second safety demonstration the No. 4 will need to take the No. 15 demonstration position with the No. 9 whilst the safety demonstration is repeated a second time. During the second demonstration the remaining crew start securing the cabins.

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- d. Operating with 11 crew – the safety demonstration will need to be completed twice. If a manual demonstration is required, the SCCM should read the demonstration text.
- SCCM should advise customers in B & D zone and the upper deck that the crew will be available in their cabin during the second safety demonstration.
 - No.s 2 & 7 should take their usual positions for the first safety demonstration; No. 12 guards the upper deck doors. No.s 2 & 7 will then need to take the No.s 13 & 14 demonstration positions, No.3 should take their usual position for the first safety demonstration. No. 3 takes the No. 11 position and No. 12 takes their own position during the second safety demonstration. No. 4 should take their usual position for the first safety demonstration, No. 9 is not required for the first safety demonstration. For the second safety demonstration the No. 4 will need to take the No. 15 demonstration position with the No. 9 whilst the safety demonstration is repeated a second time. During the second demonstration the remaining crew start securing the cabins.
- e. Operating with 10 crew – the safety demonstration will need to be completed twice. If a manual demonstration is required, the SCCM should read the text for the safety demonstration.
- SCCM should advise customers in B & D zone and the upper deck that the crew will be available in their cabin during the second safety demonstration.
 - For the first safety demonstration, No.s 2 & 7 should take their usual positions for the first safety demonstration; No.s 2 & 7 will then need to take the No.s 13 & 14 demonstration positions, No. 3 & 8 should take their usual positions for the first safety demonstration. For the second safety demonstration No. 3 will take No. 11 demonstration position. No. 4 should take their usual position for the first safety demonstration, No. 9 should take the No. 5 position for the first safety demonstration. No. 12 will guard the upper deck doors during the first safety demonstration. For the second safety demonstration the No. 4 will need to take the No. 15 demonstration position with the No. 9 whilst the safety demonstration is repeated a second time. During the second demonstration the remaining crew start securing the cabins.

Pre-flight Checks

Crew Member	Equipment Item	Pre-flight Check
No. 4 No. 6 No. 7 No. 12	Basic First Aid Kit	Ex Base, Check that Kit is ‘tamper sealed’. At an outstation if the kit is not sealed and has been used, ensure all crew have an awareness of what is missing.
No. 7	Medical Kit	The Seals must be checked: Yellow seals indicate kit not opened (always ex-base). Red seals indicate kit opened, check seal numbers against entry in AML part 2.
No. 6	Wheelchair	Check on-board pre-flight and returned to stowage at the end of flight. Stowage location – D1 RH Wardrobe.
No. 7	Resuscitation Kit	Ex Base, check that kit is ‘tamper sealed’. At an outstation if the kit is not sealed and has been used, ensure all crew have an awareness of what is missing.
No. 7	Defibrillator	Ex Base, check that kit is ‘tamper sealed’. At an outstation if the kit is not sealed and has been used, ensure all crew have an awareness of what is missing.
No. 10	Crew Rest Area	Check it is unoccupied, no crew or passenger bags in the area, SEP and Security checks, then lock door.
SCCM	Interphone/PA	Serviceability checks.
SCCM and All Door Crew	Evac Alarm	SCCM demonstrate on all departures from base and door crew to check/cancel/report (time permitting).

Crew Member	Equipment Item	Pre-flight Check
SCCM and All Crew	Toilet Smoke Alarm Familiarisation	Cabin Crew should familiarise themselves with the toilet smoke detector alarm indicators on each departure from base (time permitting).
All Door Crew	Door Drill Card	Check stowage in vicinity of crew seat for current issue and replace from spare cards in documents folder if necessary.
SCCM	Potable Water Quantity	<p>Check the water quantity indicator in Galley 4 (SCCM Office), and ensure the tanks are filled to 3/4 plus or minus 1/8th, before each departure, where potable water can be uplifted. On routes where potable water cannot be uplifted downroute, then the water quantity must read full before departure from base.</p> <p>See Automated Briefing Sheet (ABS).</p>  <p>The image shows a digital water quantity indicator. At the top, it displays tank locations: FWD L TANK, MFT L TANK, MFT R TANK, FWD R TANK, and REAR QTR AFT R TANK. Below this, it says "WATER QUANTITY". A horizontal bar has tick marks labeled E, *, 1/8, *, 1/2, *, 3/4, *, and F. Two red arrows point to the "1/8" mark from the left and the "3/4" mark from the right, indicating the acceptable range of water levels.</p>

Infant Seats

We have Sky cots or Britax seats available for the use of infants up to 24 months old. They are stowed in ceiling stowages in galleys 4 and 6.

During turbulence, if the seat belt sign is illuminated then the infant/child must be removed from the sky cot/Britax seat and secured properly. Even if the parent doesn't wish to disturb the child, the table is not designed to fully withstand the stresses which may be imposed on it during turbulent flights.

Fitting Positions

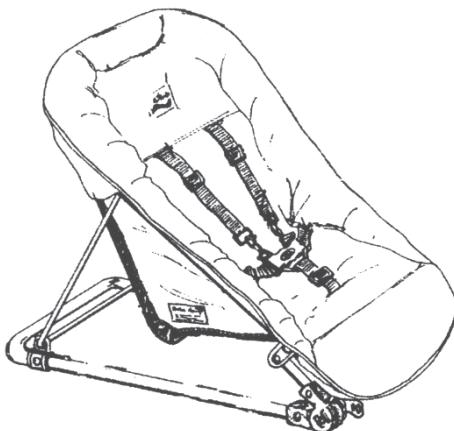
Club World – Aft facing seat at rear of the cabin.

World Traveller Plus – Front row of the cabin.

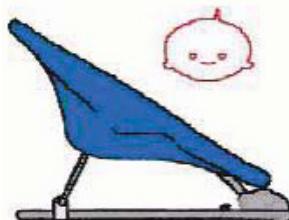
World Traveller – Front row of the cabin 4.

Rules for Sky Cots/Britax Seats

1. Used for babies up to: 6 months (cot), 24 months (Britax seat).
2. Flight time over 90 mins.
3. Baby handled **ONLY** by parent/guardian.
4. Only to be occupied on bassinet tables and used when seat belt signs are off.



Amsafe Seat



1. The child seat is suitable for 0-2 years of age.
2. Infants 0-6 months should be placed in recline position.
3. Seat can be used in both recline and upright positions for children 6 months to 2 years.
4. The seat must only be fixed onto approved bassinet positions within the cabin and must not be mounted to any seat.
5. The seat must not be used during taxi/take-off/landing.
6. Seat must not be used during turbulence or whenever the seat belt sign is illuminated.

After use the child seat must be re-stowed in allocated stowage to ensure used seats are removed and replaced.

Attaching Seat to Bassinet Position

The Amsafe seat is secured in exactly the same manner as the current Britax seat:

1. Deploy and lock bassinet table into position.
2. Release securing straps from bassinet table.
3. Place seat onto table.
4. Pull straps over bassinet leg frames.
5. Secure straps with fastening buckle and pull tight.
6. Check seat, table secure and locked into position.
7. Advise parent on seat operation, child to be removed during turbulence.

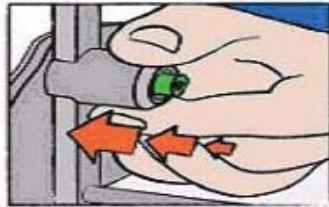
Buckle Operation

The operation of the buckle is similar to the current design. Push the strap ends into the buckle to secure, squeeze buckle to release.



Seat Operation

Remove any packaging from around the seat and dispose of safely in the galley. Pull release knobs and move the seat into required position –allow release knobs to ‘click’ into locating holes.

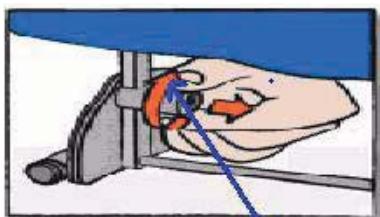


Move to new position and release when green button is seen.

Locking Seat into Position

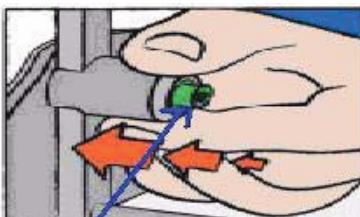
1. To lock the seat into position – pull the Release Knobs and move the seat into desired position.
2. Allow the Release Knobs to ‘click’ into locating holes.

The Release Knobs are locked into position when the Green Indicator Button has popped out and is clearly visible through/above Release Knob.



Pull and twist to release.

The above image
highlights
'Release Knob'



Move to new position and release when green button is seen.

The above image highlights
'Green Indicator Button'

Changing Seat Position

The seat can be placed in one of two positions during flight – recline or upright position.

1. To move the seat position – pull Release Knobs until Green Indicator Buttons are no longer visible.
2. Reposition seat.
3. Allow Release Knobs to ‘click’ into locating holes.
4. The Release Knobs are locked in position when the Green Indicator Buttons pop out and are clearly visible through/above Release Knob.

First Infant Seat Table

- An infant seat table was introduced to the First cabin as part of the ‘Prime’ refresh.

- There is a provision for an infant seat to be used at seat 5F.
- The table will be stowed in the First wardrobe.
- The infant seat must be secured on the infant seat table (as shown below).
- The IFE video screen cannot be used when the infant seat is in place.
- The infant seat table must be fully serviceable or it must not be used.
- The infant seat is not to be used for TTOL and is only to be used during cruise.
- Only the infant seats stowed in the following locations are permitted for use in First:

74H/74C.

Stowage position: C21.

Galley: 3LA (Lower Deck).



To Use

1. Release all pins prior to placing table in position.
2. Ensure correct table orientation.
3. Hold table in position using the hand hold ensuring that the pins are in the correct position for installation.
4. Insert pins in order indicated by numbers.
5. Locate child seat frame in all 5 brackets and secure using red straps.
6. After use ensure pins are placed back in brackets prior to stowage.

On-board Wheelchairs

We have an aircraft wheelchair stowed in the centre wardrobe D1R.

- (1) Place one hand on the black footrest handle and the other hand on the cross bar at the top of the backrest.
- (2) Pull the chair outwards to open until it locks into position.
- (3) Fold down the armrests.



	
1. Secure straps, raise armrests and pull the black cable to undo the folding latch.	2. Fold the back towards the front.
	
3. Fold wheelchair until it locks closed.	4. Ready for transport and stowage.

Please remember to:

- Make sure that the safety catch on the folding mechanism is locked firmly into place before using the wheelchair.
- Keep hands well clear of the joint when folding the armrest upwards, to avoid hands or fingers getting caught.
- Ensure that the seat and backrest are fixed firmly into position before use.

- Make sure the brakes are engaged before the Passenger with Reduced Mobility (PRM) moves into/out of the wheelchair.
- Make sure the armrests are down, as they will help provide leverage for the PRM to get into/out of the chair.
- Have the armrests down so that you don't trap your fingers when pushing the wheelchair.
- Do not carry the wheelchair by the release cable.
- Make sure the wheelchair has clicked completely shut before re-stowing it in the wardrobe.
- If using the wheelchair in a darkened cabin (when customers are sleeping), make sure that you check the route is clear and remove any debris or obstructions before using it. If another crew member is available to help, they can help guide the chair between the customer seat and the toilet.

Refer to OM B Gen Procedures.

Techniques shown during the manual handling course should be applied when accessing, stowing and using the wheelchair.

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Crew Rest

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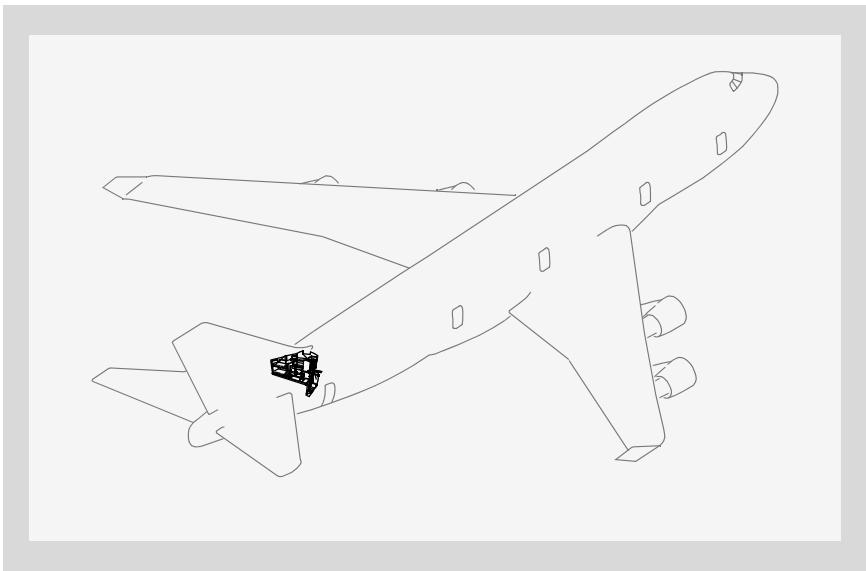
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Overview

This chapter provides information on the Door 5R Overhead Crew Rest compartment installed in the cabin overhead above door 5.



Cabin Crew Bunk Units

The crew rest/bunk areas must be vacated and the door locked shut for take-off and landing. When occupied in flight, the door to the rest area must also be kept locked shut.

Utilisation of crew bunk/rest areas is restricted to crew members who are qualified on type. The bunk areas are provided specifically for crew members taking rest and for safety reasons access is not allowed to members of the public, including passengers utilising staff travel and relatives of the operating crew.

Bunk units and rest seats must not be occupied for take-off or landing.

Unit with Bunks Only (Rest Seats on Main Deck Zone F)

This unit consists of 8 bunks upstairs and four crew rest seats downstairs.

Bunk unit – Maximum number of occupants must not exceed 8.

Equipment

SEP equipment is stowed as follows.

Top of Stairs:

- 1 BCF.
- 1 Pair fire gloves.
- 8 Portable oxygen sets.
- 1 Smokehood.
- 4 Torches (one per pair of bunks).
- Interphone located at the top of the stairs.
- Evacuation Alarm located at the top of the stairs.
- Escape Hatch located beneath the bunks opposite the stairs.

Unit with Bunks, Seats and Toilet

This unit consists of three distinct areas:

4 forward bunks, 4 centre bunks and a seating area with 4 rest seats and a toilet.

The maximum number of occupants must not exceed 10.

Equipment

SEP equipment is stowed as follows.

Top of Stairs:

- 1 BCF.
- 1 Torch.
- 1 Pair fire gloves.

Sidewall Stowage Unit:

- 8 Portable oxygen sets.
- 1 Smokehood.
- 1 Torch.

Two additional torches are stowed; one in the centre bunk area and one in the toilet.

1. **Interphone** – located at the top of the stairs.
2. **Evacuation Alarm** – located on the sidewall adjacent to the rest seat nearest the stairs.
3. **Escape Hatch** – located within the toilet.

Indicator Panels

Each area has an indicator panel containing an alarm horn, a decompression horn off button and warning signs that illuminate:

- In the event of decompression; “**Decompression Warning**”.
- If smoke is detected in the area; “**Smoke Warning**”.

In addition, the panel in the seating area contains a “smoke horn off” button and an emergency light “test” button.

Smoke Detection

The bunk unit smoke detector control panel is located in G6/7 (Doors 4).

If smoke is detected in the bunk area or zone F (where fitted):

1. A continuous shrill alarm sounds in the affected area.
2. Flight Crew are alerted to a ‘CAUTION’ message.
3. **RED** indicator lights flash above both access doors to the crew rest area.
4. Smoke indicator on control panel and crew rest location indicator both flash red.

Note: R1 refers to bunk/rest area (two detectors fitted).

R2 refers to zone F (three detectors fitted).

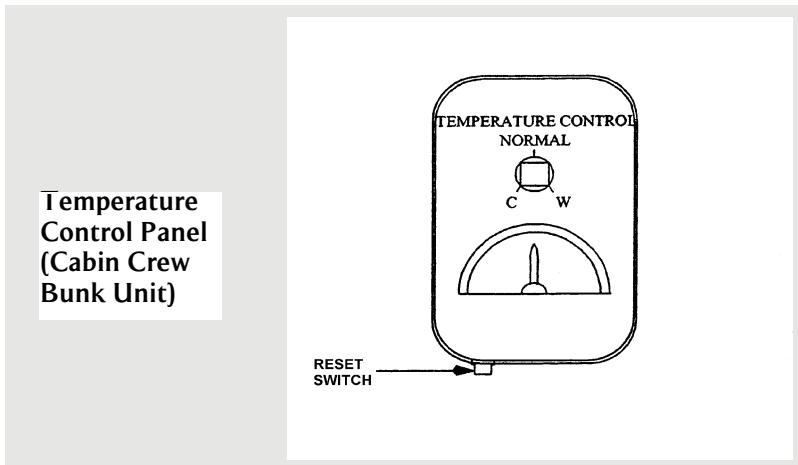
To cancel the horn on the control panel; press the ‘Horn Interrupt’ button, this will also cancel the red lights above the access doors.

The shrill alarm will continue UNTIL the smoke clears or the RESET button is pressed.

Air Recirculation Fans

Air recirculation fans supplement the airflow in the bunk unit, if smoke is detected the recirculation fans will shut down.

To reset the bunk unit airflow, the reset button (see temperature control panel below) will open the crew rest air supply valves, and reset the recirculation fans if they were shut down by the crew rest smoke detection system and the smoke has cleared or when directed by the flight crew.



Normal Operations

The crew rest area is only to be used by operational cabin crew who have been trained in its use and emergency procedures. It must not be used by passengers.

Pre-flight Checks

Cabin crew member No. 10 is responsible for completing the SEP, Security checks and for ensuring there are no crew or passenger bags stowed in the unit, on leaving, ensure the entrance door is closed and locked.

Use of Crew Rest Facility

Prior to taking rest the SCCM must advise the Commander of the nominated crew member, who is to act as the SCCM during the SCCMs rest, and where they can be located e.g. Door 2R. On his/her return from rest, the SCCM must then advise the Commander that he/she has returned to the SCCM role. The Commander must know at all times who is the SCCM or acting SCCM.

Personal belongings must be stowed on the hanging rails in the entrance enclosure. Small personal items and/or shoes may be stowed in the pouch at the foot of each bunk.

Note: Plastic bags from blankets should be removed and stowed carefully as these are a potential source of trip hazard and must not be left on the floor.

Spare or used blankets must not be left on the floor.

The safety belt must be secured whenever a berth/seat is occupied. Fasten seat belts/No Smoking signs are provided in each berth. Illuminated signs are located on the bulkhead in the seating area.

In-flight Checks

In-flight, crew must check at regular intervals that the entrance door remains closed and locked.

Pre-landing Checks

Pre-landing No. 10 must check and remove all personal items from the bunk/rest area, lights switched off, the entrance door closed and locked.

Crew Rest

A minimum of 50% of the cabin crew must be on duty at any time.

When allocating bunk rest the SCCM must ensure that customer service levels are maintained, along with an adequate level of cabin supervision, to include regular cabin safety checks (as detailed on the Cabin Crew Safety Checklist – ‘During Flight’ section).

Alert Facility for Upper Bunk/Rest Area

The upper bunk/rest area is fitted with interphone (and Evac alarm panel).

In the event of an in-flight emergency, the interphone is to be used as the BUNK ALERT facility. (Dial 61 for bunk/rest area.)

Alternatively, a ‘runner’ must be sent.

Procedures in the Event of an Emergency

In the event of an ALERT SIGNAL or EMERGENCY CALL to/from the Flight Crew, the following procedure must be adopted:

1. SCCM/acting SCCM alert the ‘BUNK/REST AREA’ (personally or by delegation) using INTERPHONE or a ‘runner’ (as applicable).
2. Respond to the Flight Crew call.
3. Crew at rest must respond to the alert, don their uniforms and return to their normal emergency positions for briefing. The SCCM/acting SCCM will brief all crew by interphone on “54”.
4. If the SCCM was on rest, at an appropriate time will return to the in-charge position (SCCM), having consulted the Commander first.

In the event of a DECOMPRESSION:

1. Masks will drop from a panel above each bunk unit and from above the seats.
2. A ‘Don Oxygen Mask’ message light will illuminate above each bunk.
3. A slow pulsed high pitch audible warning alarm will sound in each area.
4. Cabin Crew at rest should immediately don a mask and remain strapped in their bunk until advised that it is safe to move.
5. Pressing any one of the three ‘Horn Off’ buttons will cancel the alarm in the Cabin Crew Bunk Unit.

Access to Crew Rest Area

Where a sliding door is fitted at the bottom of the stairs to the crew rest area (i.e. no zone F lower rest area), this must be locked closed for take-off, landing and during flight (to prevent passenger access).

To lock: lower the locking latch by moving the door handle on the stair side of the door and slide the door closed.

To unlock: insert key to release door handle.

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Evacuation Using Emergency Hatch

To Use the Heavy Escape Hatch

- Locate the release pin at the base of the left hand side bunks, depress centre of button and remove pin from the block.
- Slide bunk unit inboard to expose the hatch.
- Raise hatch and latch open.
- Kick down on the ceiling panel.
- Sit down, face outboard, grab hand holds and swing down into main deck crew rest area (the sink area may be used as a step).
- First crew down to assist others.

To Use the Lite Escape Hatch

The escape hatch is located within the toilet. In flight and when not in use, the toilet door must remain open. The door can be locked open by sliding it fully rearwards and turning the door handle.

Note: Only one door operating handle is fitted on the inside of the door.

To close the door, turn the handle through 90 degrees to release the door, slide the door forward and lock using the handle.

Should a crew member become incapacitated whilst in the toilet, with the door locked, a panel can be removed from the centre of the door, allowing access to the door operating handle.

Using the Escape Hatch

- Raise the floor panel immediately in front of the toilet (a catch on the sidewall will hold the panel open).
- Kick down on the ceiling panel to expose the opening.
- Sit on the edge of the opening facing outboard, use the two white assist handles to lower yourself to the floor.

Note: The first crew member down should open the cupboard immediately behind the door 5L crew seat, this will allow other crew members to use the shelves as steps.

Evacuating an Incapacitated Person

Main Stairway Evacuation

Place the incapacitated person on the floor, face up, with feet near the top of the stairs. With one assistant located on the top landing to handle the incapacitated person's feet, and the other in the crew rest placing hands under the incapacitated person's shoulders, move the incapacitated person so most of his legs are down the stairs.



With the incapacitated person sitting on the edge at the top of stairs,



- the upper assistant should:
 - without supporting much of the incapacitated person's weight, lean outboard until the head contacts the outboard ceiling/wall.

Note: Do not support much of the incapacitated person's weight

- the lower assistant should:
 - work the feet around into the lower stairway and then take as much weight as possible



- the upper assistant should:
 - transfer grip to the back of the jacket or shirt (or under the shoulders) of the incapacitated person (without moving the incapacitated person) and proceed down the stairs to the top of the landing
 - with the lower assistant grasping about the knees, carry the incapacitated person down and out of the stairway.

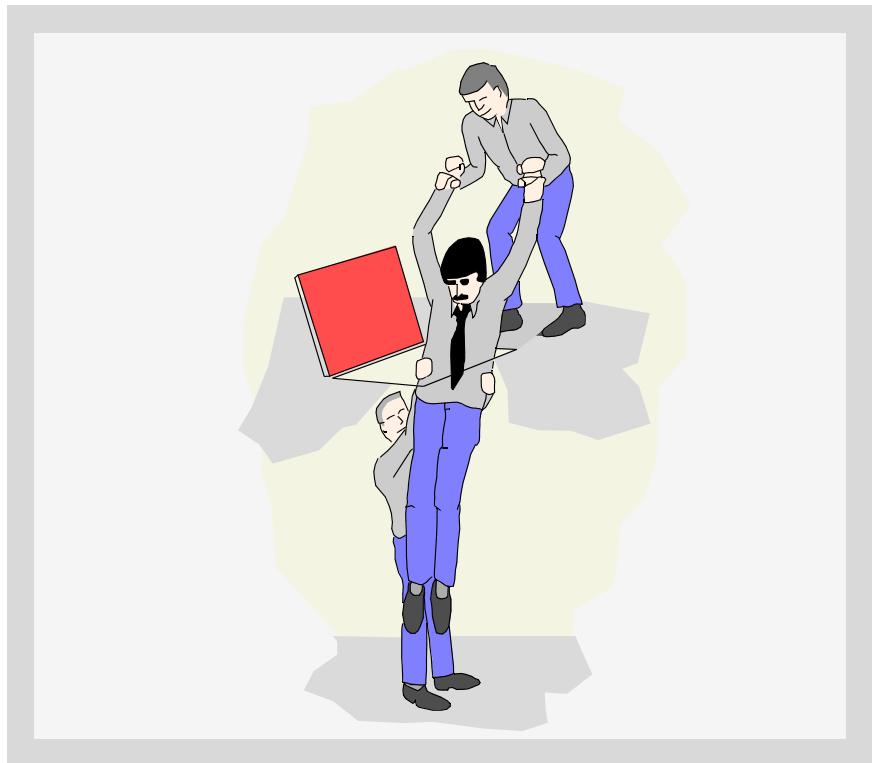
Emergency Hatch Evacuation

Place the incapacitated person on the floor face up with feet adjacent to the hatch. One assistant should open the hatch and evacuate to the main deck using the previously described procedure.



The assistant remaining in the crew rest should:

- place the incapacitated person's feet over the hatch
 - then move to a position behind the incapacitated person and raise the incapacitated person to a sitting position
- place hands under the incapacitated person's shoulders
 - slide the incapacitated person until the majority of the legs are through the hatch.
- transfer hold of the incapacitated person from under the shoulders to the wrists
- lower the incapacitated person down through the hatch



The assistant(s) on the main deck shall:

- receive the incapacitated person
- lower him/her to the floor while protecting the head and neck

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