

# WED Soarin' Operating Manual

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V 1.0 - Rev 1 || By Irogerorrit ([Irogerorrit#2487](#) // [@Irogerorrit](#))

Congratulations on getting a job as a CM for Soarin'! Before operating or getting trained please read this manual which will explain how the controls work. This manual will be updated when procedures or controls change. If you have any doubt about something in the manual, don't doubt in asking your supervisor either throughout your training or at any other time.

-Roger

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# Introduction

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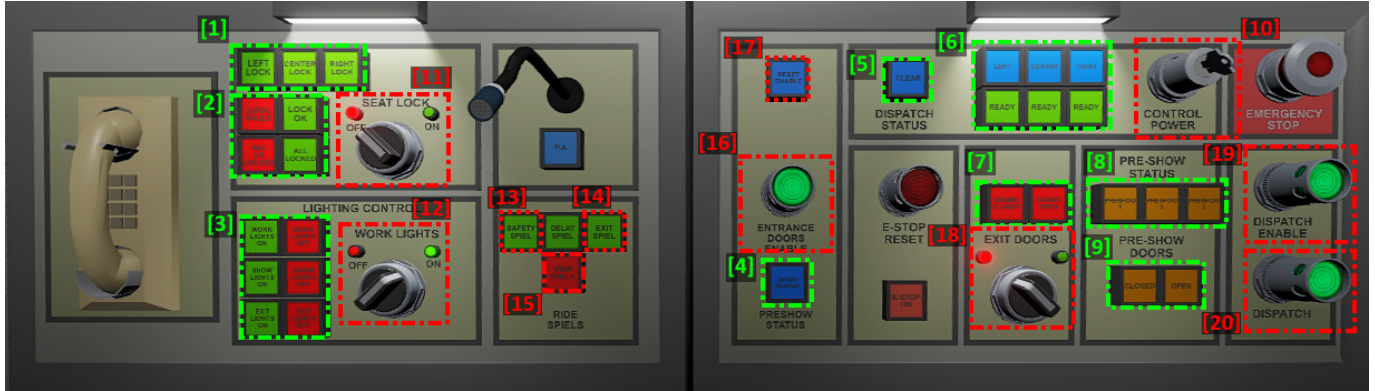
Soarin' has 7 different panels. Four show panels, one preshow panel and two greeter panels. The show panels consist of the main panel, which you should use if no one is operating the show; and 3 side panels which are the ones you can use if the main panel is already staffed. The 2 greeter panels consist of an entrance panel and a mid queue panel.

You can choose to operate any empty panel at any time (with the exception of the side show panels, which as explained above can only be used if the main show panel is in use).

# Panels

## Show

### Main Panel



### Buttons & Indicators

- [1] Lock Indicator Lights (A):
  - Left Lock (*Left*) - Indicates if all 3 rows from the left section are locked
  - Center Lock (*Center*) - Indicates if all 3 rows from the center section are locked.
  - Right Lock (*Right*) - Indicates if all 3 rows from the right section are locked.
- [2] Lock Indicator Lights (B):
  - Lock Fault (*Top Left*) - Non-Functional.
  - Lock Ok (*Top Right*) - Non-Functional.
  - All Unlocked (*Bottom Left*) - Indicates if all rows are unlocked.
  - All Locked (*Bottom Right*) - Indicates if all rows are locked.
- [3] Light Indicators:
  - Work Lights On (*Top Left*) - Indicates if show lights are off.
  - Work Lights Off (*Top Right*) - Indicates if show lights are on.
  - Show Lights On (*Middle Left*) - Indicates if show lights are on.

- Show Lights Off (*Middle Right*) - Indicates if show lights are off.
- Exit Lights On (*Bottom Left*) - Non-Functional.
- Exit Lights Off (*Bottom Right*) - Non-Functional.
- **[4] Preshow Status Indicator:** Indicates if preshow is playing.
- **[5] Dispatch Status Indicator:** Indicates the status of the dispatch. If its flashing, it means that the ride is ready to dispatch. If its on it means the ride is dispatched.
- **[6] Side Panel Indicators:**
  - Left Power Indicator (*Top Left*) - Indicates if left side panel is on.
  - Center Power Indicator (*Top Center*) - Indicates if left side panel is on.
  - Right Power Indicator (*Top Right*) - Indicates if left side panel is on.
  - Left Dispatched Indicator (*Bottom Left*) - Indicates if left side panel has dispatch enabled.
  - Center Dispatched Indicator (*Bottom Center*) - Indicates if center side panel has dispatch enabled.
  - Right Dispatched Indicator (*Bottom Right*) - Indicates if right side panel has dispatch enabled.
- **[7] Exit Doors Indicators:**
  - Doors Closed Indicator (*Left*) - Indicates if exit doors are closed.
  - Doors Open Indicator (*Right*) - Indicates if exit doors are open.
- **[8] Preshow Status Indicator**
  - Preshow 1 (*Left*) - Indicates if Section 1 of the preshow is enabled.
  - Preshow 2 (*Center*) - Indicates if Section 2 of the preshow is enabled.
  - Preshow 3 (*Right*) - Indicates if Section 3 of the preshow is enabled.
- **[9] Entrance Doors Indicators:**
  - Closed (*Left*) - Indicates if entrance doors are closed.
  - Open (*Right*) - Indicates if entrance doors are open.

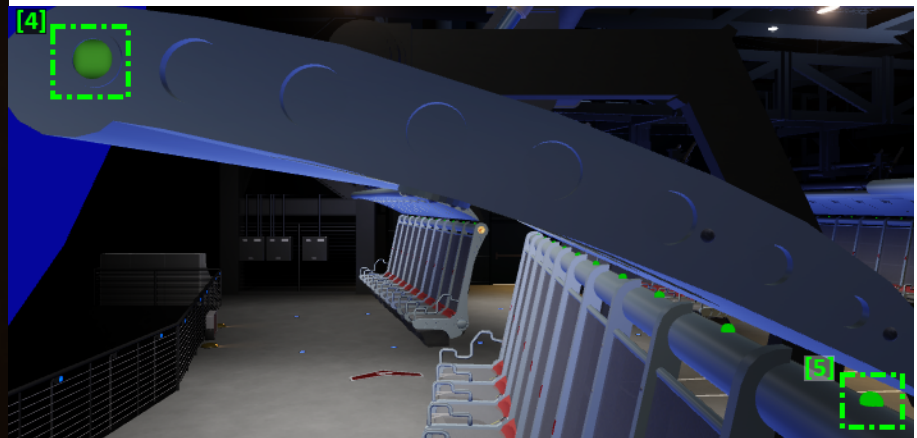
- **[10] Power Key:** This key is used to power on or off the panel. Click it to change its state from on to off or from off to on.
- **[11] Seat Lock:** This switch is used to enable/disable the seat lock. If any of the side panels is on, and you switch it to on, it'll flash until they clear their rows.
- **[12] Work Lights:** This switch is used to enable/disable the show/work lights.
- **[13] Safety Spiel:** Plays the safety spiel.
- **[14] Exit Spiel:** Plays the exit spiel.
- **[15] Stop Spiel:** (**Senior CM+**) Stops the current spiel.
- **[16] Entrance Doors Enable:** Enables the entrance doors so they can be opened from the preshow panel.
- **[17] Reset Enable:** Resets the door enable permission.
- **[18] Exit Door Switch:** Open/Closes the exit doors.
- **[19] Dispatch Enable:** This button is used to enable the dispatch button. It has to be pressed in order to be able to press the dispatch button. You'll be able to click it when you see it's flashing.
- **[20] Dispatch:** This button is used to dispatch the ride. You'll be able to click it when you see it's flashing.

## Screens

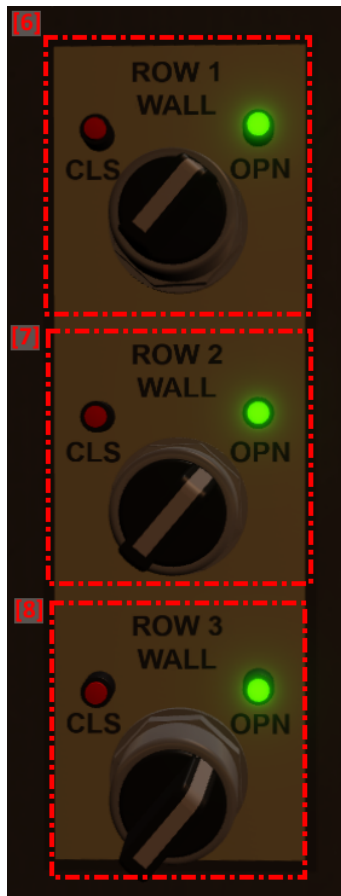


- **Screen 1 - Vehicle Restraints:** Shows the restraint lock status for each row. Red means it's unlocked. Yellow means it's waiting to be locked manually by a CM. Green means its locked.
- **Screen 2 - Show Countdowns:** Shows a countdown of the main show and preshow. Whenever they're playing it will display how much time is left, when they're not playing it will display --:--.
- **Screen 3 - Show Status:** Shows the status of the main show.

## Side Panels





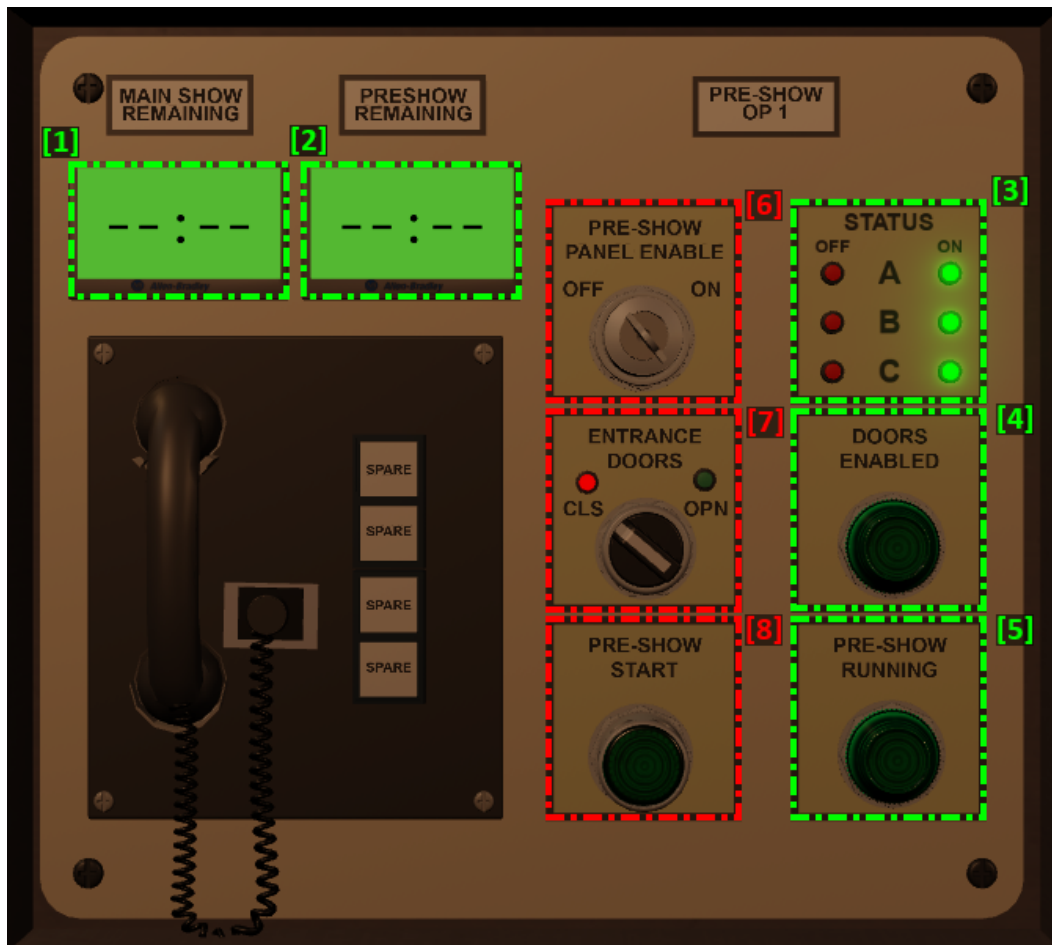


#### Buttons & Indicators

- [1] **Dispatch Enabled Indicator:** Indicates if side has been dispatch enabled.
- [2] **Power Key:** This key is used to power on or off the panel. Click it to change its state from on to off or from off to on.
- [3] **Enable:** This button is used to (dispatch) enable the side.
- [4] **Clear Button/Indicator:** This indicator is also used as a button to clear/lock a row. Whenever the main panel enables the seat lock, you'll have to click it to lock each row. When the indicator is off, it means seat lock is off. When its on, it means its on. When its flashing, it means you need to click it to lock it.
- [5] **Seat Indicator:** This light indicates the state of each seat. If its off, it means no one is in that spot. If its on, it means it's occupied and locked. If its flashing it means its occupied and not locked.
- [6] **Row 1 Wall:** This switch enables/disables the row 1 invisible wall.
- [7] **Row 2 Wall:** This switch enables/disables the row 2 invisible wall.
- [8] **Row 3 Wall:** This switch enables/disables the row 3 invisible wall.

# Preshow

## Preshow Panel

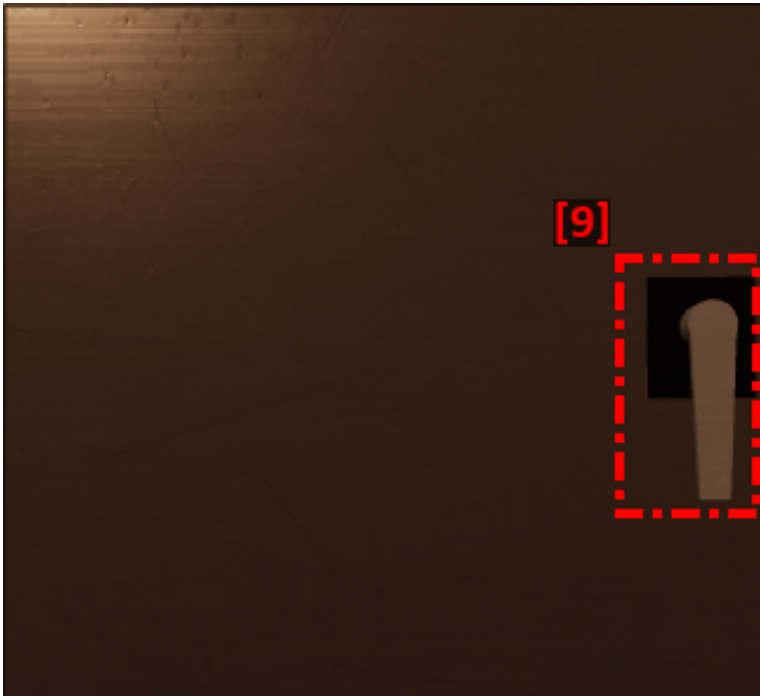


### Buttons & Indicators

- [1] **Main Show Remaining Screen:** Shows a countdown of the main show. Whenever its playing it will display how much time is left and when its not, it will display --:--.
- [2] **Preshow Show Remaining Screen:** Shows a countdown of the preshow show. Whenever its playing it will display how much time is left and when its not, it will display --:--.
- [3] **Section/Side Status Indicator:** Indicates if a section/side is enabled or not.
- [4] **Doors Enabled Indicator:** Indicates if the main show panel has enabled the doors.
- [5] **Preshow Running Indicator:** Indicates if the main show is running.
- [6] **Power Key:** This key is used to power on or off the panel. Click it to change its state from on to off or from off to on.

- **[7] Entrance Door Switch:** Open/Closes the entrance show doors. Can only be opened when the doors enabled indicator is on.
- **[8] Preshow Start:** Plays the preshow. Will flash when its available to start

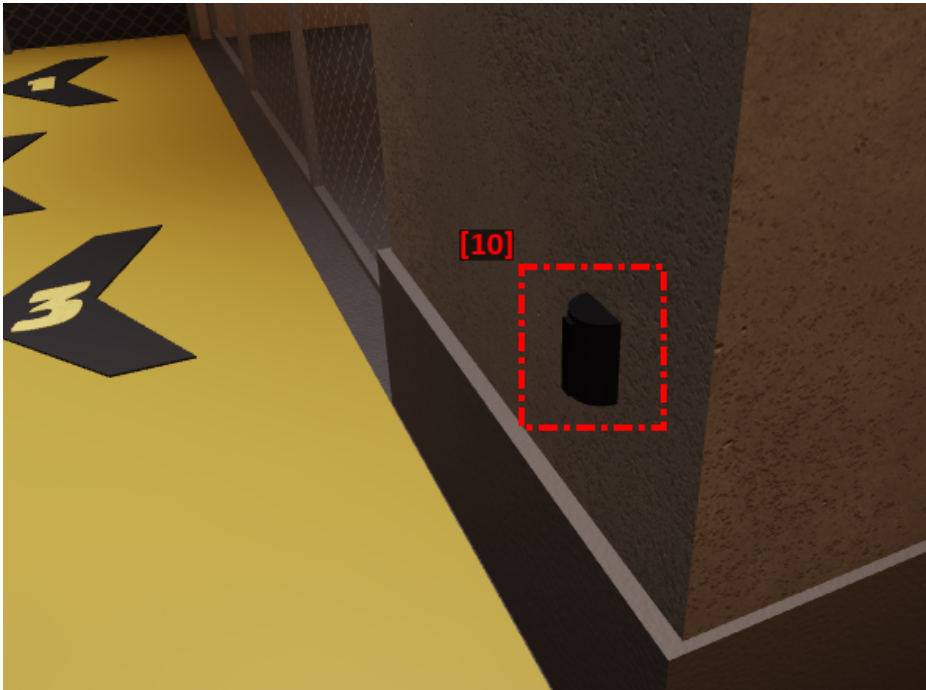
## Preshow Panel Door



### Buttons & Indicators

- [9] Toggle Panel Door: Click to open/close the panel door.

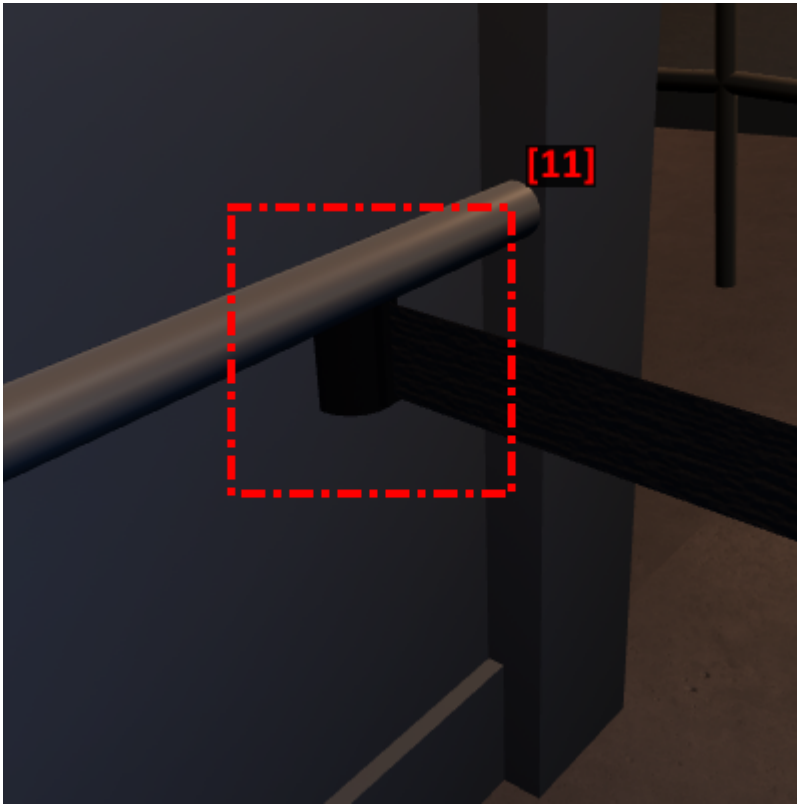
## Section Ropes



## Buttons & Indicators

- [10] Toggle Section: (**Senior CM+**) Enables/Disables the section. Do not use if guests are in the section. Preshow panel has to be on to be able to use.

## Queue Ropes



## Buttons & Indicators

- **[11] Toggle Queue Wall:** Opens/Closes the queue. Use it for crowd control. Requires the preshow panel to be on.

# Queue

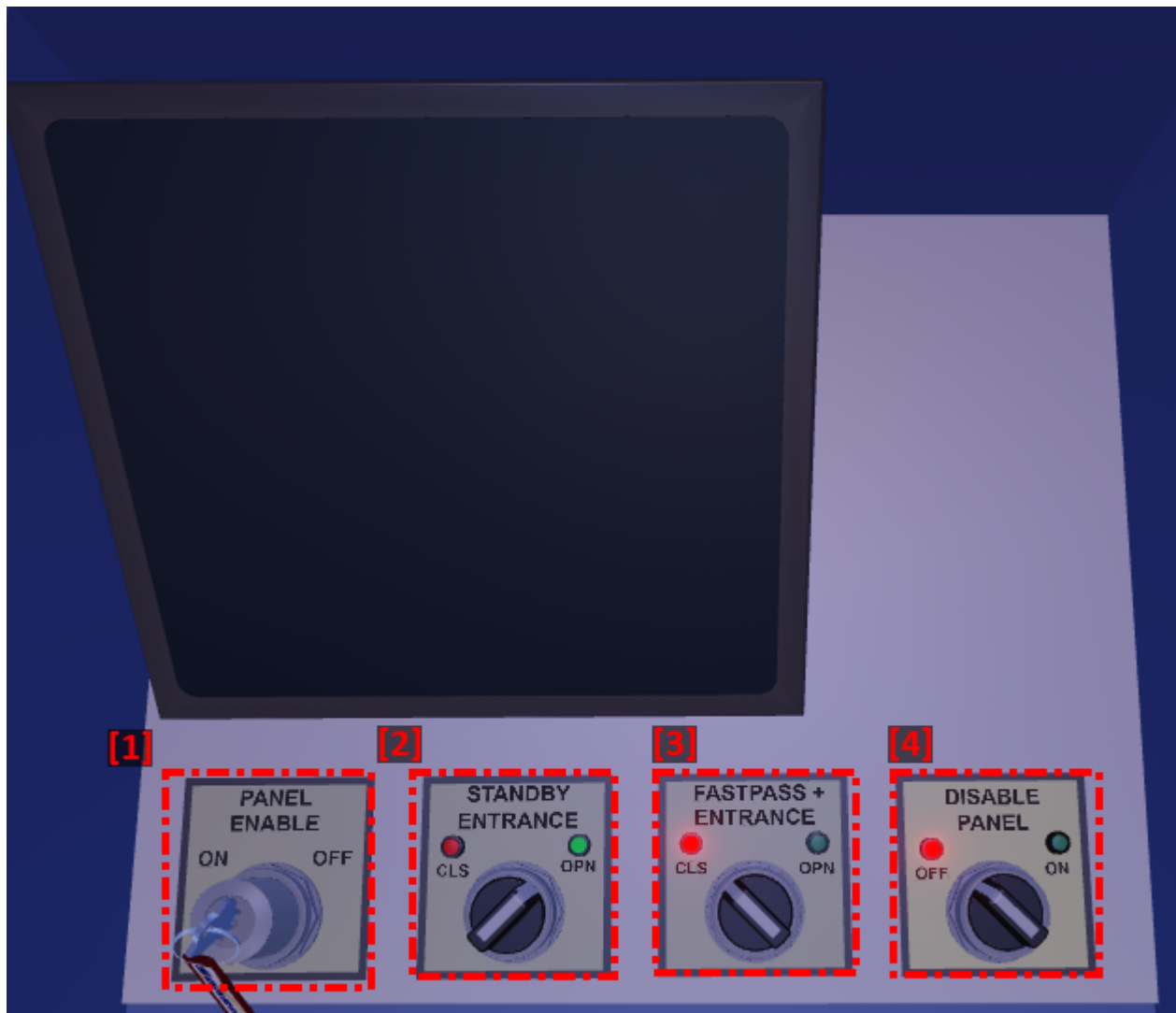
## Entrance Panel



### Buttons & Indicators

- [1] **Power Key:** This key is used to power on or off the panel. Click it to change its state from on to off or from off to on.
- [2] **Wait Time Board:** (Senior CM+) Enables/Disables the the entrance time boards.
- [3] **Fastpass+ Entrance:** Non Functional (for now).
- [4] **Standby Entrance:** This switch is used to enable/disable the invisible wall for the standard queue.
- [5] **Touch Points:** (Senior CM+) Enables/Disables the the entrance touch points.
- [6] **Disable Panel Switch:** (Supervisor+) This switch is used to toggle disabling the panel.

## Mid-Queue Panel



### Buttons & Indicators

- [1] **Power Key:** This key is used to power on or off the panel. Click it to change its state from on to off or from off to on.
- [2] **Standby Entrance:** This switch is used to enable/disable the invisible wall for the standard queue.
- [3] **Fastpass+ Entrance:** Non Functional (for now).
- [4] **Disable Panel Switch:** (**Supervisor+**) This switch is used to toggle disabling the panel.



# Operating Procedures

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## Show

### Main Panel

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***ITS FUNDAMENTAL THAT YOU FOLLOW THE CORRECT ORDER OF ACTIONS WHEN OPERATING THIS RIDE, IF YOU DONT, THEN YOU MAY HAVE TO REPEAT EVERYTHING UNTIL YOU PERFORM IT IN THE CORRECT ORDER***

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When starting a new cycle, first wait for the preshow doors (*check indicator [9]*) to open. The next step is playing the safety spiel. If the preshow is being operated manually you can wait until they close the doors or let you know everyone has entered the show area. If the preshow is automatic, wait 15-30 seconds or check when everyone has entered and play the safety spiel. A bit later than halfway through the safety spiel you'll see that the blue lights on the floor will start doing their first sequence. It'll be from that moment where, if the preshow is automatic, the entrance doors will close. Once the safety spiel has finished playing, you can proceed onto the next stage. This will differ a bit depending on if the side panels are being manned or not. The first thing to do (which is common in both conditions) is to wait until everyone has sat down (or atleast you dont see anyone standing up from the main panel position).

### Main panel only operations

You you should now seat lock. Wait untill all rows on screen 1 show green. The next step is to do a quick walkthrough the 3 rigs to check that everyone is sitting down. If there is someone who isnt then go turn seat lock off and ask that person to go sit down. If they refuse, check the incident management section to see what must be done. Once they sit down, turn on the seat lock again and do another walkthrough check. The next step is turning off the work lights, then wait about 5 seconds and you can dispatch by clicking on dispatch enable and then dispatch.

Once the show is over, play the exit spiel and then turn the work lights on, disable the seat lock and open the exit doors. Once everyone has left the room, do a quick walkthrough to check everyone has left the room. If there is someone left ask them to leave. If they refuse, check the incident management section to see what to do.

Once you've completed your walkthrough you can close the exit doors and then enable the entrance doors. Its important to know that you **need** to wait until the end music starts playing

until you can enable the entrance door.

### Multiple panel operations

When operating with multiple people in the room, communication is key. You can either use the in game chat (always in the cast channel) or use voice comms in discord (if you can use the latter, we recommend using that one). The first step is to turn on seat lock. When doing it you need to announce it to the other cm's by saying something like: *SEAT LOCK*. Then wait until all the rows on screen 1 turn green. If you think some cm missed some row, let them know by saying something like *"#### side, row # is still pending"*. It's important to note that the order of the rows go from closest to the screen to furthest and in screen number 1, rows are ordered from lower to higher, meaning row number 1 will be the lowest on the screen.

Once all rows are locked and the cm's have confirmed everyone is sitting down and clear, you can proceed to turn off the work lights. Then wait about 5 seconds and dispatch enable. At this point you should call out something like "ENABLE" or "DISPATCH ENABLE" to let the other cm's know they need to dispatch enable their section. You can use **indicator [6]** to see who has and hasn't dispatch enabled. If there's a side that doesn't dispatch enable, remind them to dispatch enable. Once all sides have dispatch enabled you can call dispatch and call out "DISPATCH".

Once the show is over, play the exit spiel, turn on the work lights, disable the seat lock and then open the exit doors. Once the other cm's have confirmed the room is empty, you can close the exit doors and once all the side cm's confirm they're in position in their section in the preshow, you can enable the entrance doors.

### Side Panels

#### Side panels should only be operated if the main panel is operated

When operating a side panel you'll be responsible for your section/side, both in the show and the preshow.

When starting the boarding procedure board each row in order (1 then 2 then 3). You can use the row wall switches to open & close the row. Remember to close the rows before completing the boarding. Once everyone is in, if the preshow panel is being operated, let the operator know the boarding in your area has been completed. You can then enter the show area.

Then wait until the main panel enables the seat lock. Once that happens start going through each row, starting from front to back. Check everyone in the row is sat down and then lock the row by clicking indicator/button [4]. Before locking the last row make sure there is no one in your section that is not sitting down. If there is someone who isn't sitting down ask them to sit down on the last row. If they refuse, check the incident management section to see how to proceed, then lock the last row. Then once the main panel dispatch enables, enable your zone.

Once the show is over, ask the guests to exit to their right. Once your section is clear let the main panel operator know and then proceed to your preshow section to start a new cycle. Once you're in position, let the main panel know.

## Preshow

Load the people into their sections. Once people are loaded, use the queue ropes to close access until the next cycle. Play the preshow once there's less than **40 seconds** left for the show to finish (*if it were the first cycle, you can play it once the line fills up*). Once the preshow finishes, if the doors aren't enabled, wait for them to be enabled. If the main panel is operated by someone, you can request/remind them to enable the doors.

Once everyone has entered the main show area you can close the doors. If the main panel is being operated, notify the main panel that the load is complete.

Once this is done, you can re-open the queue rope once again and wait for the next cycle to start.

**ALWAYS USE THE CAST CHAT CHANNEL TO COMMUNICATE BETWEEN CAST FOR RIDE RELATED COMMUNICATIONS**

# Queue

## Entrance Panel

This position is mostly a greeter position. You should only close the entrance in certain situations, such as the ride being down, the queue being too full or if instructed by a **Supervisor+** .

## Mid-Queue Panel

If the preshow is being operated, then you should try to manage the queue to avoid the queue in the area between this panel and the preshow panel to grow too much. If it isn't then, you can use it to divide groups between preshow cycles.

# Incident Management

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## Guest refusing to take a seat

If this should happen, and you've repeatedly asked the guest to take a seat and they refuse, then you should try contacting a **manager+** (if they're online), and let them know about the issue (its also important to let them know the user's name). However, since we want to give the rest of guests the best experience possible, you should not wait until the incident is solved to continue the normal operations and just continue and let the **manager+** deal with it.

## Guest refusing to leave room

If this should happen, and you've repeatedly asked the guest to exit and they refuse, then you should try contacting a **manager+** (if they're online), and let them know about the issue (its also important to let them know the user's name). However, since we want to give the rest of guests the best experience possible, you should not wait until the incident is solved to continue the normal operations and just continue and let the **manager+** deal with it.

# Staff Commands

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You can use the following commands to teleport you around the game:

- **/stp s**: Teleports you to show area, specifically outside the staff room.
- **/stp e**: Teleports you to the entrance.
- **/stp q**: Teleports you to the mid queue panel.

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