



**transavia virtual dispatch manager  
user manual**

applies to version 1.5.0

<http://www.transavia-virtual.com/>

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## license

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With **“transavia virtual airline”** or **“transavia va”** the on [IVAO](#) (International Virtual Aviation Organization) registered virtual airline founded by Joost Kardaun is meant.

With **“transavia”** the airline which is registered in the Netherlands is meant.

With **“transavia virtual dispatch manager”**, **“dispatch manager”** or **“the application”** the application to which this manual applies to is meant.

By using this application the user automatically agrees with the following conditions:

- The user will only use the application in combination with transavia.com virtual airline.
- The user will not send or sell the application to third parties.
- The user will not obtain any money by selling the application or other practices.
- The user will not try to decompile, to reverse-engineer or to disassemble the application in any way.
- The developer, transavia va or transavia will not accept guilt of damage done to systems by using the transavia virtual dispatch manager, the installer of the application or the uninstaller of the application in any way.

Screenshots of the application in this manual may be different than the real application. In that case nothing which affects the functioning of the application was changed.



## installation

The installation of the application is easy; just run the installer “tradissetup.exe” (with the transavia logo) and follow the instructions.

## system requirements

- Windows 98 or above
- [Visual Basic 6 runtime objects](#)
- A **stable** internet connection
- [Google Earth](#) (if you want to review your flight in Google Earth)



## the dispatch manager

The transavia virtual dispatch manager is the all-in-one application of transavia virtual airline. With this application the user can change his/her details, obtain flightplans and loadsheets but on top of all log the flights. As an addition the user can also review its flight in [Google Earth](#). It is also possible to contact flowcontrol via ACARS (live!).

In this manual the process of a flight will be described, with examples and screenshots.

The application is built up of 6 pages:

- the login page
- the home page, “home”
- the search page, “search flights”
- the dispatch page, “dispatch”
- the log page, “flight log”
- the end flight page, “end of flight”
- the ACARS page, “ACARS”

Furthermore the application has got a few components which are present on each page:

- the clock, left-bottom. This is the current UTC time.
- the flag, right-top. Use this to switch between a Dutch and an English interface.
- log out, next to the flag. Click here to log out.
- InFlight Entertainment, next to log out. Click here to start the transavia virtual InFlight application. See the transavia virtual InFlight chapter for more information.

“log out” and “InFlight Entertainment” are not available on the login page.



## transavia virtual InFlight

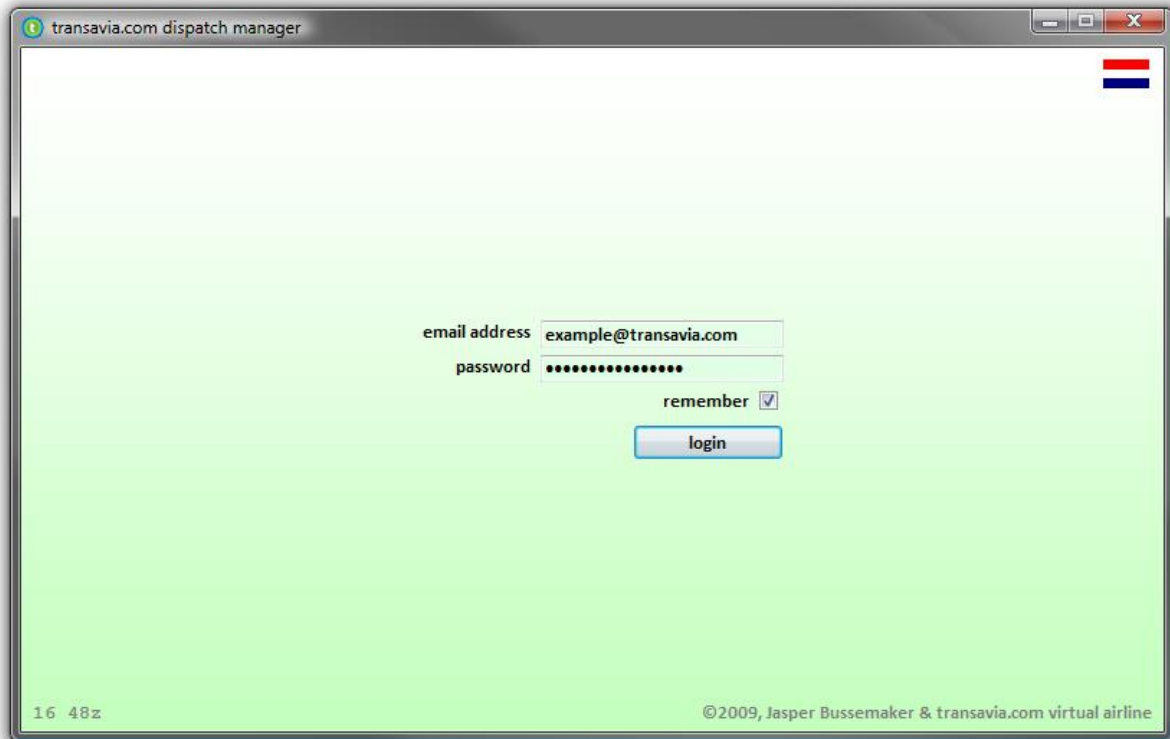


“transavia virtual InFlight” (InFlight) is the name of the in-flight entertainment system of transavia virtual. It is a separate application which can be launched by pressing on InFlight Entertainment.

It gives access to the TV channel of transavia virtual. Also, when you start a flight a map will open showing the current position of the aircraft.



## the login page



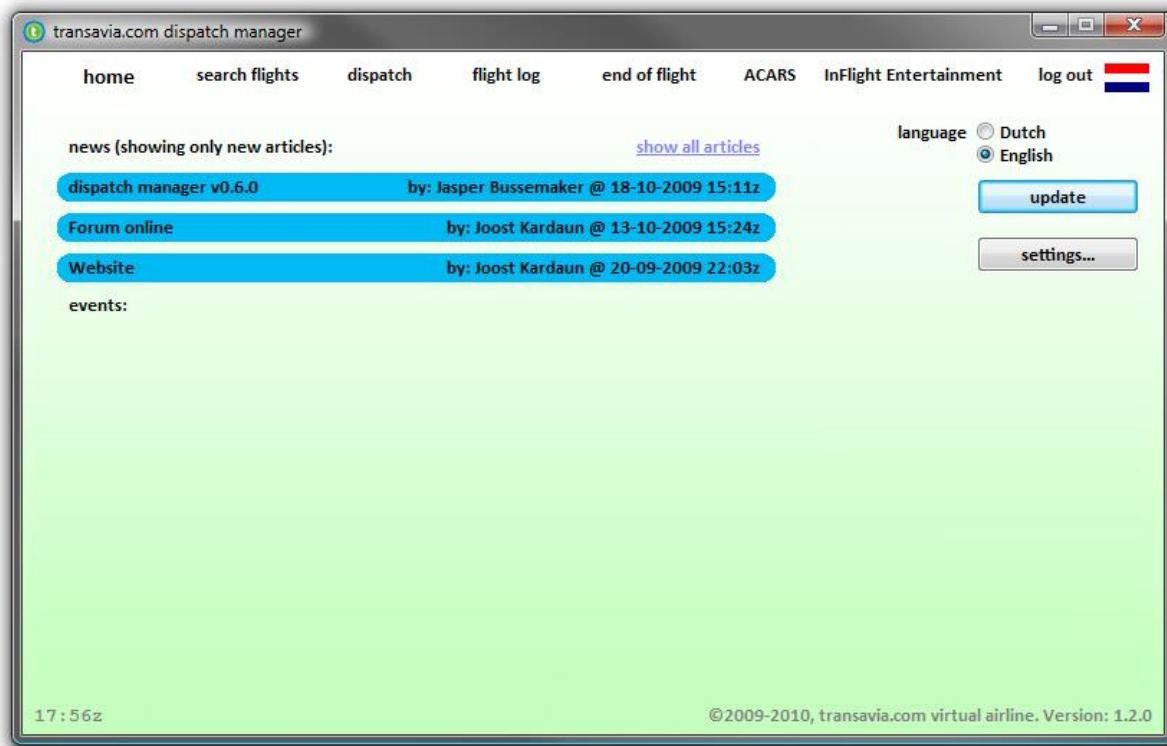
On the login page you can login into the system of transavia virtual airline. To be able to login you must first be in the possession of a transavia va account.

To log in, type your email address and your password. Check “remember” if you want to be logged in automatically when starting the dispatch manager. Click on “login” to log in! You will then be redirected to the home page.

When you are logged in, click next to the flag to log out.



## the home page



On the home page you can read the news, join events, change your language and change the settings of the application.

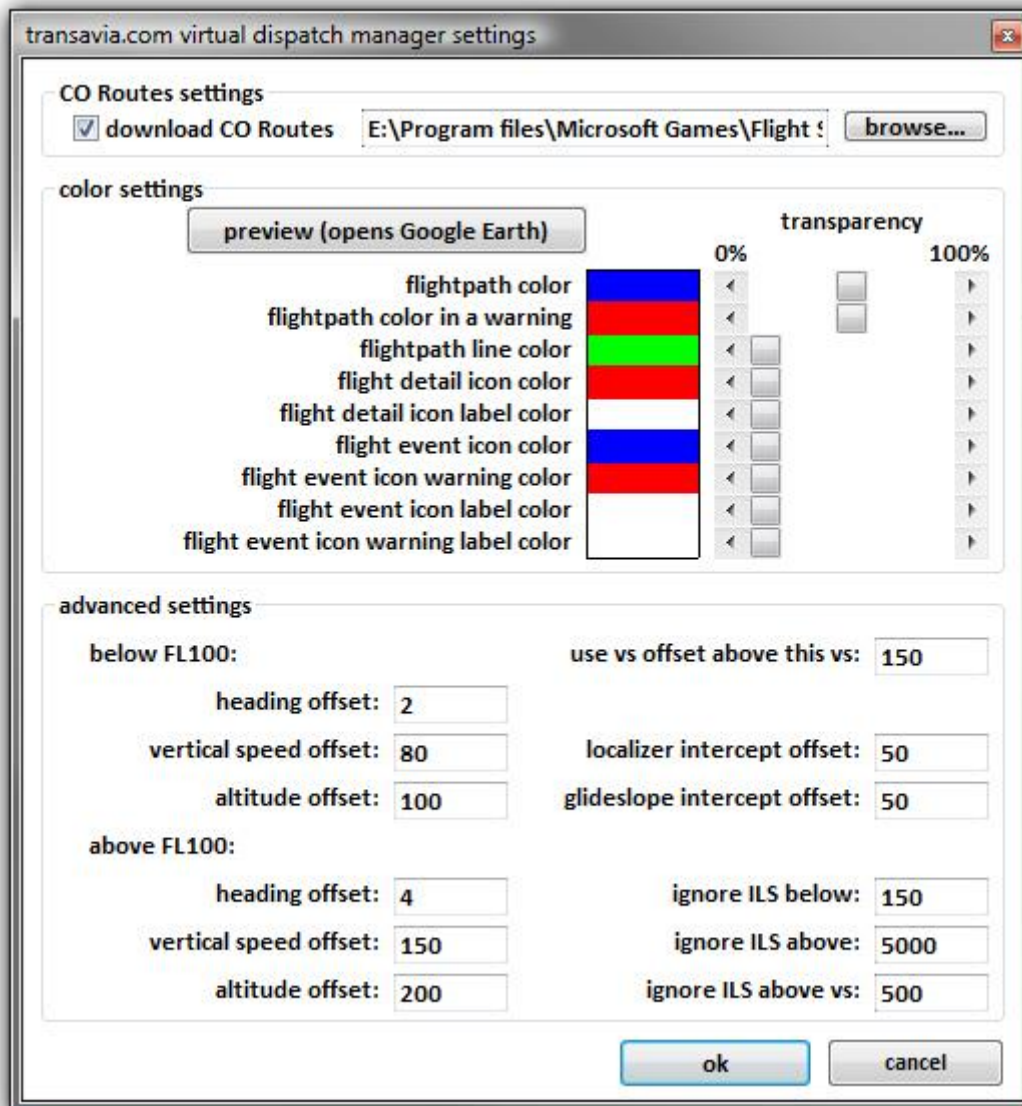
To change your language, click on “update” after you changed your language.

To change the settings of the application, click on “settings...”. Take a look at the settings part of the manual.





## settings



The settings screen is divided in three parts: CO Routes settings, color settings and advanced settings.

CO Routes settings is about the automatic downloading of the CO Routes.

Color settings is about the color settings of the Google Earth log.

Advanced settings is about the settings which have influence on the way the application logs the flight in Google Earth.



## CO Routes settings

If you want to let the dispatch manager automatically install new versions of the CO Routes, check the “download CO Routes” box. Then click “browse...” to select the Flight Simulator 2004 folder (normally C:\Program Files\Microsoft Games\Flight Simulator 9\).

**IMPORTANT NOTICE:** The CO Routes are for the PMDG NG series for Flight Simulator 2004.

## color settings

Click on a color to change the color.

The scroll bar “transparency” indicates how transparent the corresponding object is. 100% is fully transparent (invisible).

Click on “preview” to open Google Earth with a preview.

## advanced settings

Because a Google Earth flightlog will get way too big if every second the position of the airplane would be logged, a system has been developed which only logs the position when the flightpath changes.

At advanced settings you can define how much the flightpath must change to let the position be logged.

### Below FL100:

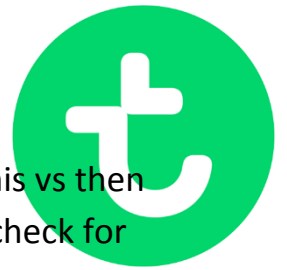
**Heading offset:** if the heading changes by this amount of degrees and the aircraft is below 10,000ft, the position will be logged.

**Vertical speed offset:** if the vertical speed changes by this amount of ft/m and the aircraft is below 10,000ft, the position will be logged.

**Altitude offset:** if the altitude changes by this amount of ft and the aircraft is below 10,000ft, the position will be logged.

### Boven FL100:

These are the same as the settings for when the aircraft is below FL100, but then for when the aircraft is above 10,000ft.



**Use vs offset above this vs:** If the aircraft's vertical speed is above this vs then the application will check the changes in vs, else the application will check for changes in altitude.

**Localizer intercept offset:** localizer is considered intercepted when the little diamond is this percentage from the middle.

**Glideslope intercept offset:** glideslope is considered intercepted when the little diamond is this percentage from the middle.

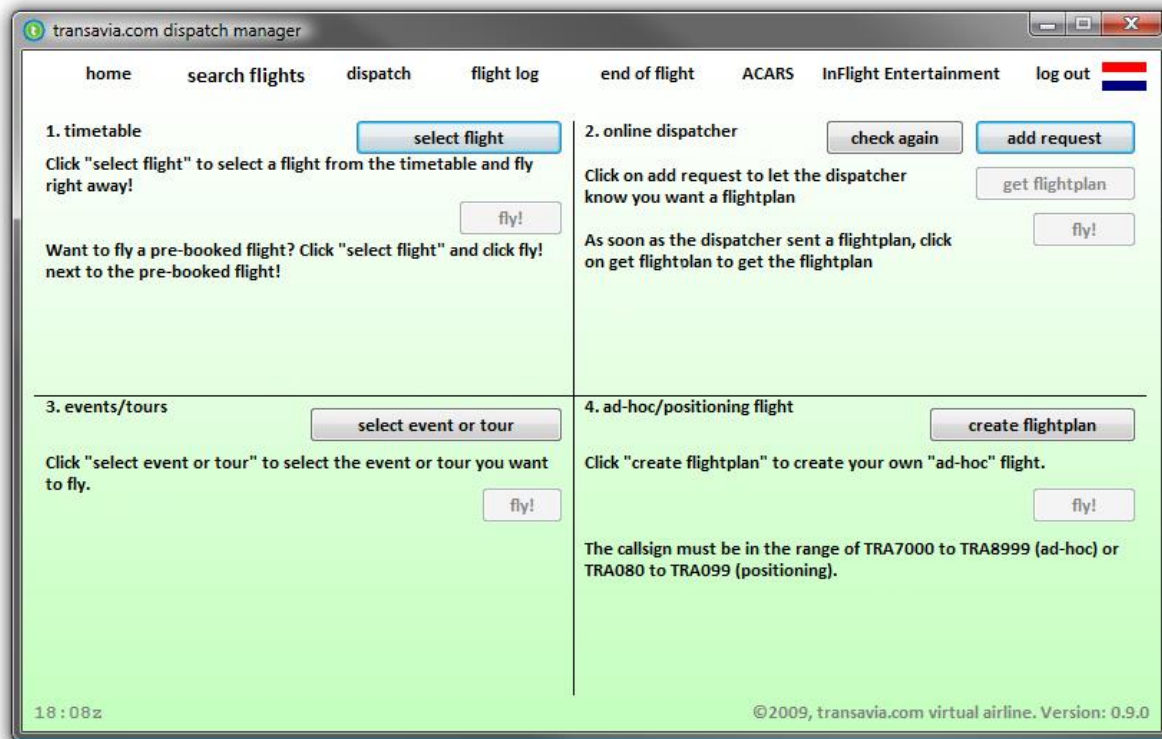
**Ignore ILS below:** ILS will be ignored below this amount of ft above the ground.

**Ignore ILS above:** ILS will be ignored above this amount of ft above the ground.

**Ignore ILS above vs:** ILS will be ignored above this vertical speed.



## the search page



The search page is meant to obtain a flightplan. There are four ways to obtain a flightplan:

1. timetable
2. online dispatcher
3. events/tours
4. ad-hoc/positioning flight

### timetable

Click on "select flight" to select a flight from the timetable. If you have booked a flight via the website, these flights also will be displayed, at the top of the table. Click on "fly!" to select a flight.

When you have selected a flight, click on "fly!" to load the flightplan and loadsheet and to continue to the dispatch page.



Note: If a flight which you selected already is online, the dispatch manager will choose a new callsign (it will add 2 to the flight number).

### **online dispatcher**

This function makes it possible to let a flightplan be prepared by an online dispatcher, live. If no dispatcher is online, “no dispatcher online” will be displayed. Else it will look like the screenshot.

Click on “add request” to put yourself in a waiting queue. The dispatcher will then get a message showing a pilot requests a flightplan.

The complete requesting procedure will not be discussed in this manual, take a look at the website for more information.

When the dispatcher sent the flightplan, click on “get flightplan” to download the flightplan and loadsheet. If everything went all right, click on “fly!” to load the flightplan and to continue to the dispatcher page.

### **events/tours**

When events are available, you can select one of the events when you click on “select event or tour”.

If you have already started a tour, you click fly the next leg of the tour by clicking “select event or tour”.

### **ad-hoc/special flight**

An ad-hoc flight is in real life a quickly inserted chartered flight. At the transavia va this option makes it possible to fly flights not related to the timetable. A positioning flight is a flight without passengers to get the aircraft at another position for the next flight.

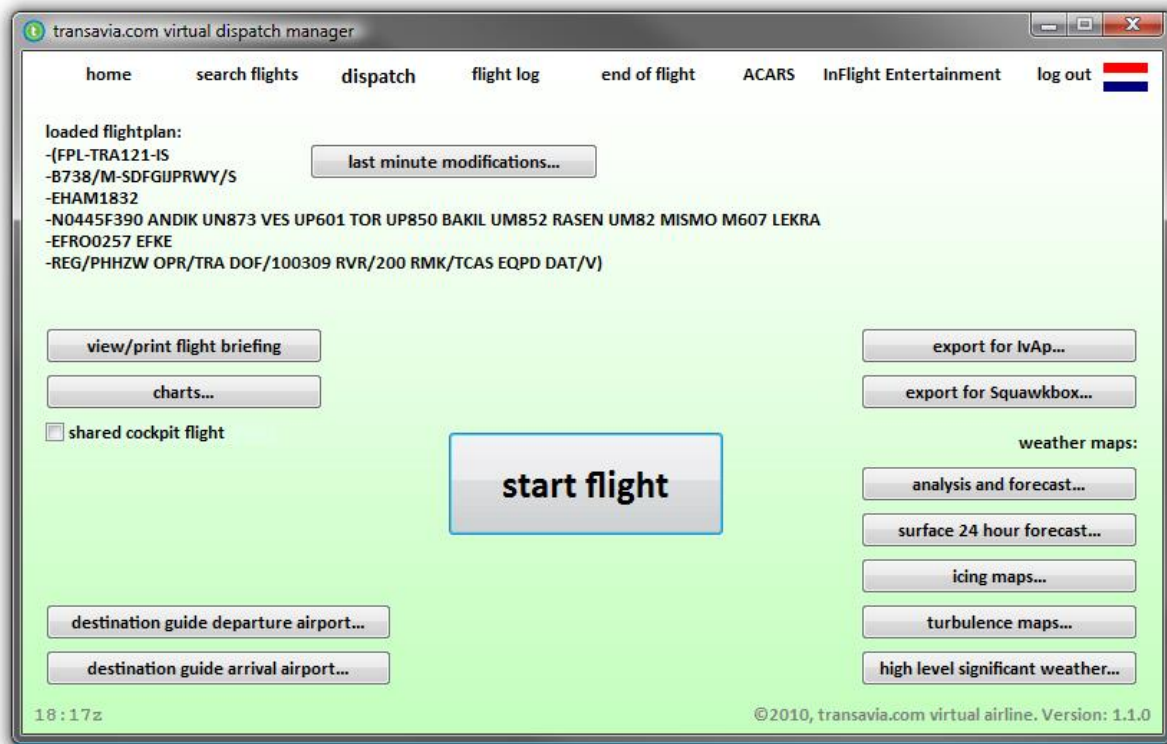
Click on “create flightplan” to create a flightplan. It looks and works the same way as the IvAp flightplan. Read the IvAp manual if you want to know how to fill a flightplan.



The callsign of an ad-hoc flight must be in the range of 7000 to 8999. The callsign of a special flight must be in the range of 040 to 099. The callsign must start with TRA (transavia) or TDK (transavia Denmark).



## the dispatch page



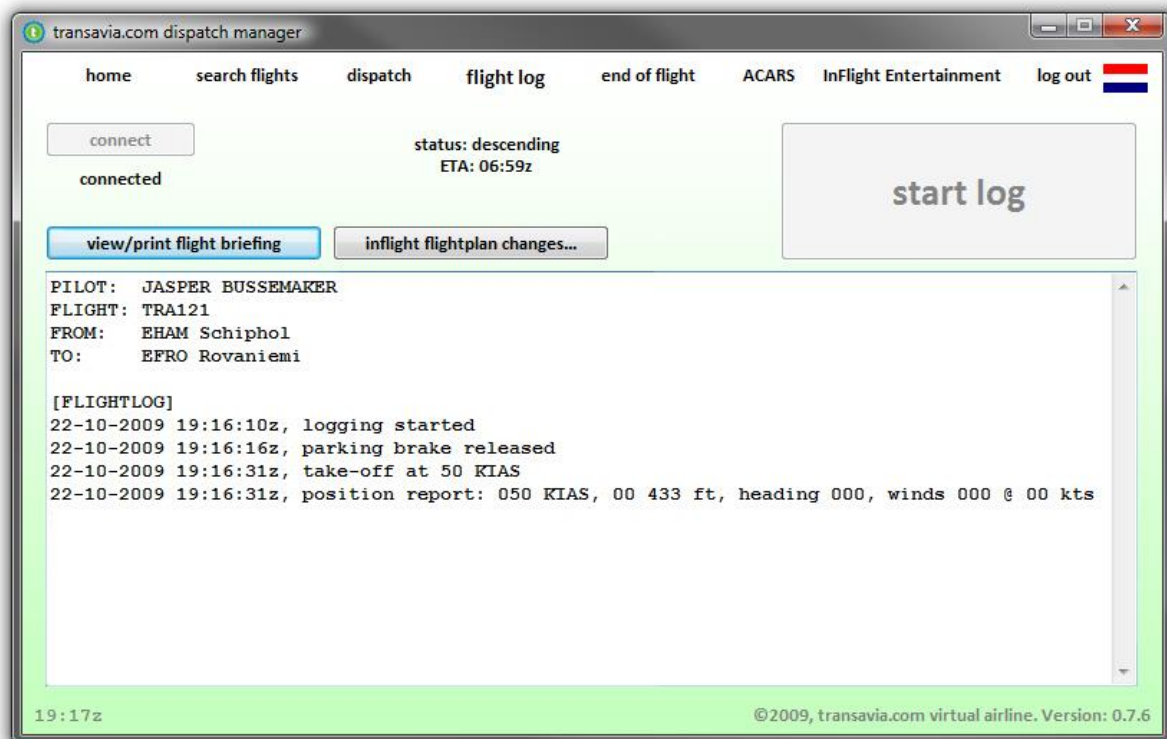
On the dispatch page you can make last minute modifications to your flightplan (“last minute modifications”), print the flight briefing (“view/print flight briefing”), export the flightplan to IvAp and download charts.

Click on “export for IvAp...” to save the flightplan in the IvAp format. When you then fill a flightplan in IvAp, you can just click on open and load the saved flightplan. The same is possible for Squawkbox flight plans to fly on the network of VATSIM.

If you are going to make a shared cockpit flight, check the “shared cockpit flight” checkbox and select with who you are sharing the cockpit. If the other pilot isn’t shown in the list, make sure his/her dispatch manager is running.



## the log page



On the log page you can view the flightplan. If needed you can view the flight briefing once again or make modification to your flightplan.

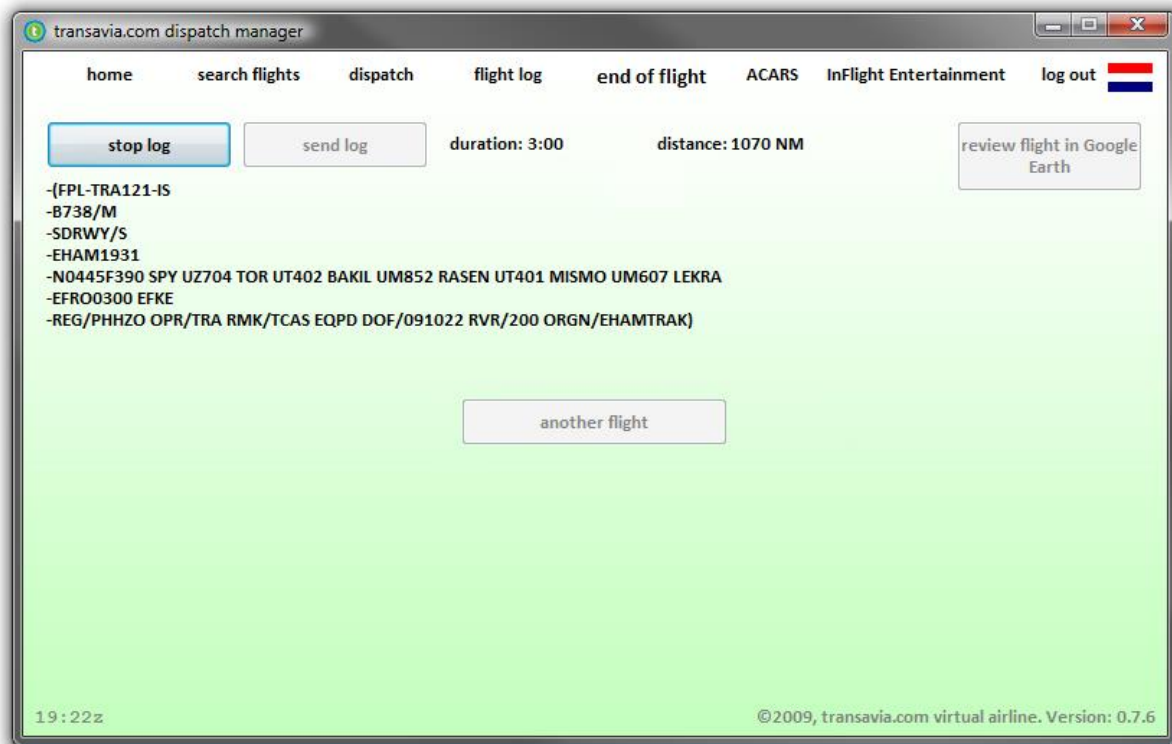
If you want to make adjustments to your flightplan, you can only make adjustments regarding the speed, altitude, route, estimated flight time and remarks.

Next to the start log button the flight status and the ETA (Estimated Time of Arrival) is displayed.





## the end flight page



On the end flight page you can send your flightplan and view the flight in Google Earth.

To make this functions available, you must first stop the log. This is possible once you have arrived at your destination. Click on “stop log” to stop the log.

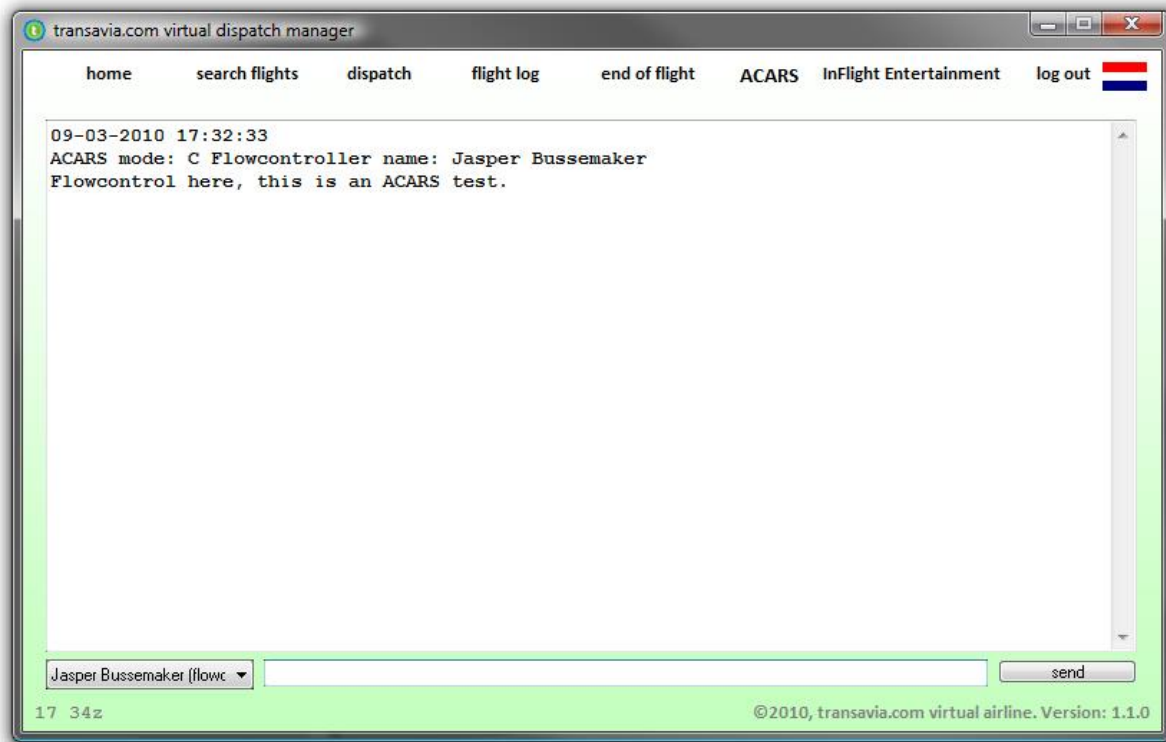
Click on “send log” to send the log. Your number of flown hours and your number of flights will be updated automatically.

Click on “review flight in Google Earth” to view the flight in Google Earth. To do this you must have installed Google Earth on your computer. Download Google Earth [here](#).

You can always view your flight afterwards, because the flightlog will be saved in the folder “transavia virtual - files” in your “my documents” folder.



## the ACARS page



On the ACARS page the pilot can use ACARS to contact other pilots or to contact flowcontrol or dispatch (the departments of OCC - Operations Control Center). ACARS is short for Aircraft Communications Addressing and Reporting System, the system the airplanes use to communicate with the ground.

When you receive a message via ACARS, the following happens:

- If FS is running the message will be displayed in FS.
- If the program is hidden, the icon in the system tray will start to flicker.
- The word “ACARS” will flicker.
- A sound will be played.

Use the list below the big textbox to select to who you want to send a message. Then enter your message in the textbox next to the list and click “send” or press the enter key to send the message.

**Note:** It can take a few seconds until the message is received by the recipient.



**Note 2:** In a recent version of the dispatch manager the ACARS functions are disabled temporary, this to put less stress on the servers. In the future it will be enabled again.



## a flight in steps

Here I will describe a flight in easy steps.

1. Start your flight simulator.
2. At the same time, start the dispatch manager.
3. If you haven't been logged in yet, you must log in. Else continue at step 4.
4. Go to the search page by clicking on "search flights" at the top bar of the window.
5. Now there are four ways to choose a flight, read the chapter "the search page" for more information.
6. Click on "fly!" to fly the selected flight.
7. You are now on the dispatch page, click on "view/print flight briefing" to view the flightplan and the loadsheet.
8. If you fly on IVAO, click on "export for IvAp..." and save the flightplan.
9. Now put the aircraft on the departure airport and start IvAp or Squawkbox. If you fly on IVAO you can load the previously saved flightplan.
10. Return to the transavia virtual dispatch manager and click on "start flight" and then on "start log".
11. Now minimize the application, it will appear in your system tray (the right part of the taskbar) as a small transavia logo.
- 12. Fly you flight!**
13. Once you have arrived at the gate at your destination, click on the little transavia logo to recover the transavia virtual dispatch manager.
14. Click on "end of flight" to go to the end flight page. Then click on "stop log" to stop the logging.
15. Now click on "send log" to send you log!
16. If you want you can now watch your flight in Google Earth, to do this click "review flight in Google Earth". Do make sure your flight simulator is closed before you click the button, because Google Earth is a very heavy application for your computer.

A flight viewed in Google Earth:



Do you want additional functions with Google Earth, like realtime tracking, making an animation of your flight or viewing other traffic?

Try the [BlackBox flightlogger!](#)



## troubleshooting

These are the known issues of the transavia virtual dispatch manager. Some can be solved, some cannot.

If the dispatch manager crashes during a flight, the flight can still be added to the database.

Go to **my documents\transavia.com virtual - files\flightlogs** and locate the .txt file with the flight data of your last flight.

Send this file to the flight operations coordinator and he'll add it to the database.

**Symptoms:** The dispatch manager won't start and doesn't show up.

**Cause:** Something goes wrong with the initialization of the winxp style buttons.

**Solve:** *Go to the dispatch manager installation directory (by default C:\Program Files\travadispatcher) and delete or rename the "tradis.exe.manifest" file.*

**Symptoms:** At startup you receive the message "Component MSINET.OCX or one of its dependencies not correctly registered".

**Cause:** The MSINET.OCX component is not registered.

**Solve:** *Go the start --> run and type "regsvr32 msinet.ocx" (without the quotation marks) and hit enter.*

### Doesn't work?

Make sure the file MSINET.OCX is actually present in the C:\Windows\system32 folder. The file comes with the installation of the dispatch manager; so if it is not present in the system32 folder, copy the file from the installation folder of the dispatch manager (by default C:\Program Files\travadispatcher).

### Still doesn't work?

Make sure you have got administrator rights on your account and if you are using Windows Vista or Windows 7 make sure User Account Control is off.

**Symptoms:** You disappear from the "who is flying" page and the dispatch manager can't send your flightlog.



**Cause:** The dispatch manager can't make connection to the internet, because its blocked by the firewall.

**Solve:** *Before you start the dispatch manager, add the tradis.exe and InternetFail.exe file to the save list of your firewall. If that doesn't help, try disabling your virus scanner.*

**Symptoms:** The dispatch manager gives the error "cannot update updater" or the updater could not update the dispatch manager.

**Cause:** The dispatch manager or the updater don't have enough writing permissions in the installation folder of the dispatch manager.

**Solve:** *Install the latest version of the dispatch manager manually or run the dispatch manager in administrator mode (right click --> run as administrator).*

**Symptoms:** When you open the timetable it gives the message that you didn't login.

**Cause:** Internet Explorer blocks cookies.

**Solve:** *Make sure Internet Explorer (no matter which browser you use!) doesn't block cookies of the domain <http://www.transavia-virtual.com/>*

**Symptoms:** When you start the dispatch manager you get the message "The transavia.com dispatch manager is already running." or the dispatch manager disappeared from the system tray.

**Cause:** Windows thinks the dispatch manager isn't active anymore and hides the system tray icon.

**Solve:** *Right-click the taskbar, then properties → system tray → adjust. Then make sure the icon of the dispatch manager is always shown. If this doesn't work you have to restart your computer.*

If any of these solutions doesn't work, try reinstalling the dispatch manager. Always make sure you have got the latest version of the dispatch manager.

If the problems persist, contact the webmaster and send the file **debug.log** which can be found in the folder **my documents\transvia.com virtual - files\debug** as an attachment in the email to the webmaster.