

AVOPSIM MANUAL

# FAQ & Support

3 articles · Complete website edition

Includes all article text, tables and available illustrations. Videos and interactive resources are linked. Printed page numbers restart with each article. Use the clickable contents or PDF bookmarks to navigate.

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# Frequently asked questions

Answers on the engine, hardware, licensing, customization, the AI radio and boarding bridge programs, and regulatory status.

## Why build on Microsoft Flight Simulator instead of a proprietary engine?

MSFS 2024 already provides photorealistic global terrain, live and preset weather, day and night lighting and vehicle physics, maintained and updated by Microsoft and Asobo. Reusing it removes the largest development and maintenance cost from the project, which is why an AVOPSIM integration costs a fraction of a purpose-built simulator. It also runs on off-the-shelf PCs and driving controls, so stations are cheap to add and easy to replace, and instructors and trainees pick up an interface that is already familiar. Our effort goes into the part that matters for training: a 1:1 reproduction of your airport, your vehicles and your procedures.

## What are the advantages over training in the vehicle?

Higher first-attempt pass rates, because trainees already know the layout, signage and hotspots before the practical exam. No operational vehicle out of service and no fuel burned on familiarization. Mistakes such as runway incursions, missed hold points or wrong phraseology happen in the simulator, are logged and are debriefed. One instructor supervises several stations instead of one trainee in a passenger seat, and missions pass or fail automatically against your constraints. Night, winter and low-visibility conditions are available on demand.

## Is AVOPSIM an approved or certified training device?

No. AVOPSIM is a training aid. It is not certified or approved by the FAA, EASA, Transport Canada or any other authority, and it does not replace the training, examination or permit your regulator requires. It prepares trainees for those requirements and gives your training department objective records. See [Regulatory status](#).

## What hardware do we need?

A gaming-class PC with a wheel and pedals for a driving station, or a capable laptop with a controller for a desk station. One to three screens and VR are supported. We confirm the final specification for your setup and can supply everything as a turn-key package. See [Station requirements](#).

## Is Microsoft Flight Simulator included?

No. MSFS 2024 Standard Edition is licensed separately at store pricing. AVOPSIM adds the airport, the vehicles, the missions and the instructor tools on top of it. We walk you through procurement through the Microsoft Store.

## Can you reproduce our airport and our vehicles?

Yes. Every integration is scoped from your airport's real layout, fleet list and procedures. The Mission Editor then lets your instructors keep building local scenarios after delivery. See [Deployment process](#).

## How does the AI radio communication program work?

The trainee speaks on a push-to-talk. Speech recognition interprets the call and a virtual ground controller responds. Phraseology and readbacks are scored. The program is in beta and is subscription-based because of the ongoing cost of speech and language processing. See [AI radio communication](#).

## What does boarding bridge training include?

A modeled bridge with its operator console, configured to your gates and aircraft types. Trainees practice pre-docking checks, approach, alignment and retraction, with mission scoring that flags contact and skipped steps. Ask us about a pilot program. See [Passenger boarding bridge](#).

## Does the simulator need an internet connection?

Yes. MSFS 2024 streams world data, so each station needs 50 Mbps or more. We check connectivity, storage and current platform requirements when planning the installation.

## Is there an instructor interface?

Yes. The Examiner Console is a web application that lets instructors monitor several trainees at once, manage missions and assess competency remotely. The Mission Editor lets them author new scenarios without programming. See [Instructor tools](#).

# Contact and support

One year of professional support is included with every AVOPSIM integration.

| Need                                                    | Contact                                                      |
|---------------------------------------------------------|--------------------------------------------------------------|
| Support, quotations, new programs, stations or vehicles | <a href="mailto:support@avopsim.com">support@avopsim.com</a> |
| Anything that is not a sales enquiry                    | <a href="mailto:hello@vantech.dev">hello@vantech.dev</a>     |
| Product information                                     | <a href="http://avopsim.com">avopsim.com</a>                 |

## When you contact support

Include the following so the team can help quickly:

- Your airport and the station name or number.
- The program and mission involved.
- What happened, what you expected, and when it happened.
- Screenshots or a short video if possible.

# Troubleshooting

## ⚠ Draft content

1 unfinished section in this article. Highlighted reminders show what still needs to be expanded.

Common checks before contacting support.

## The simulator loads slowly or scenery appears late

- Check the station's internet connection. MSFS 2024 streams world data and needs **50 Mbps minimum, 100 Mbps recommended** per station.
- When several stations share one connection, the link must carry the total for all stations.
- Confirm MSFS 2024 and AVOPSIM are installed on an SSD with at least 100 GB available.

## Low frame rate or stuttering

- Compare the station with the [station requirements](#). An NVIDIA RTX 2080 with 8 GB is the minimum; an RTX 4080 with 12 GB or more is recommended, particularly with three screens or VR.
- Close other applications running on the station.

## The wheel, pedals or controller do not respond

- Check the USB connections and that the device is powered.
- Confirm the device is one of the supported controls: Logitech G920, Thrustmaster T128 with shifter, or an Xbox-style controller for desk stations.

## Speech is not recognized in the AI radio program

- Check the headset microphone is selected as the input device and not muted.
- Key the push-to-talk before speaking and release it after the call.

## Further troubleshooting

Planned content: AVOPSIM-specific error messages, Examiner Console connection issues and station reset procedures.

## ⚠ Manual section incomplete

Expand this section before final publication. Pending: TO ADD

If the problem persists, see [Contact and support](#).