



Contents

Introduction	2
Installation.....	2
Getting Started.....	2
Add / Update Announcement Pack	3
Remove Announcement Pack	3
Create Custom Announcement Pack.....	4
IMPORTANT – Using a custom sound file?	4
Edit Custom Announcement Pack	5
Troubleshooting.....	6



Introduction

This document will cover usage, and general knowledge of the Passenger2 Announcement Hub.

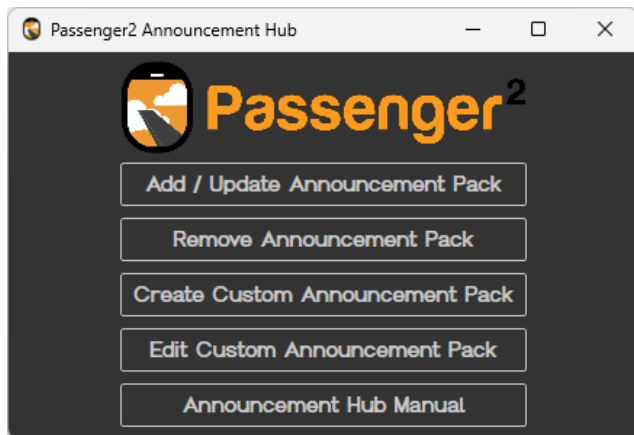
This tool has been designed to help you create custom sound packs without editing any files.

Installation

Simply run the setup file. Once installed, you can find it in your Start Menu or on your desktop if you choose the desktop shortcut option during installation.

Getting Started

Upon opening the application, you will be presented with the main interface. This manual will explain each menu in detail.



!! IMPORTANT !!

Never have Passenger2 open while changing, adding, or removing announcements.



Add / Update Announcement Pack

Select this option if you are adding a pre-made announcement pack.

You can view the announcement packs available on our website [HERE](#).

Note: You will need to log in to download the announcement packs. If you do not already have an account, you can create one for free.

To install an announcement pack:

1. Download your chosen sound pack.
2. Select "Add / Update Announcement Pack" in the application.
3. Choose your downloaded ZIP folder.
4. Click "Open".
5. You will receive a message confirming successful installation.

There is no need to unzip the file before adding it.

You can also use this option to update an existing pack if it has the same folder name.

After installation, you can select your announcement pack from the flight setup screen. Passenger2 Pro users can set it as default within the company manager.

Remove Announcement Pack

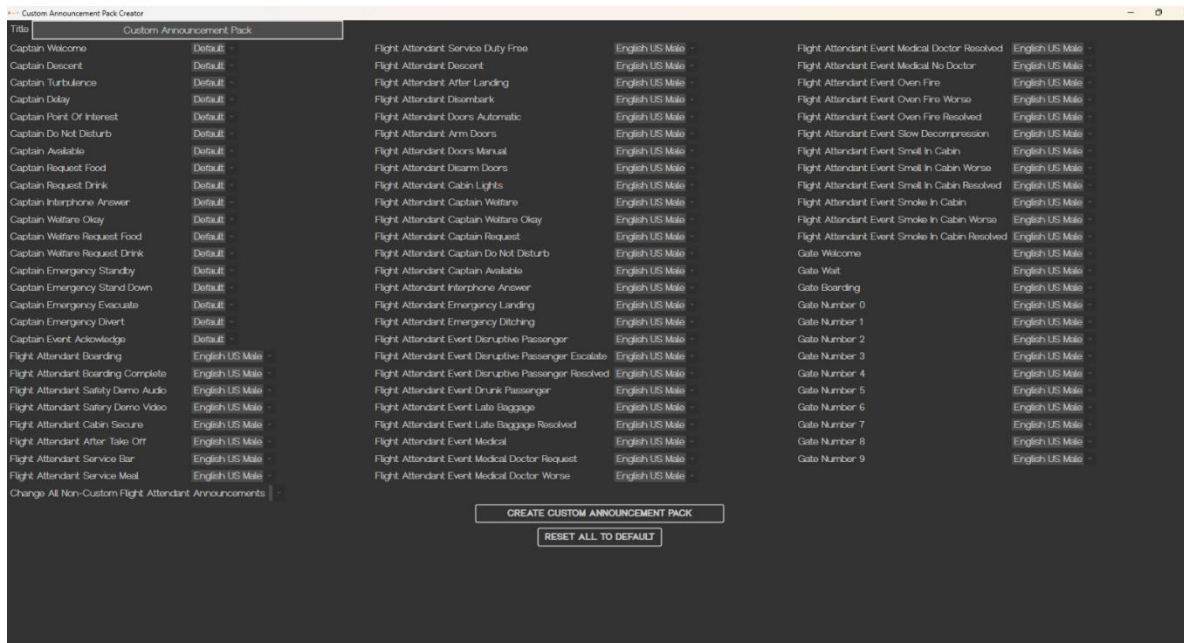
To remove an announcement pack:

1. Click "Remove Announcement Pack".
2. Navigate to **C:\Users\YOUR-NAME\AppData\Roaming\Passenger2\Announcements**.
3. Select the folder you wish to remove.
4. The announcement pack will be automatically removed from both the folder and your config file.

Note: This action cannot be undone. Make sure you want to remove the selected pack before confirming.

Create Custom Announcement Pack

This option allows you to create your own announcement pack by fully customising all the sounds you might hear within Passenger2.



The options you can customise are:

1. Captain Announcements

- Choose between default or custom sound files
- If "Default" is selected, the language setting configured in Passenger2 Settings will be used

2. Flight Attendant Announcements

- Choose between custom sound files or specific language settings
- Option to have different male and female voices for various announcements

IMPORTANT – Using a custom sound file?

File format requirements:

- All custom sound files must be in .OGG format.
- For assistance converting files to .OGG format, visit this website [HERE](#).

Step-by-step instructions:

1. Click on "Create Custom Announcement Pack" on the Passenger2 Announcement Hub.
2. Choose your preferred announcement options.
3. When ready, click "CREATE".
4. Navigate to **C:\Users\YOUR-NAME\AppData\Roaming\Passenger2\Announcements** and click "Select Folder". Then choose "OK".
5. Click "Add / Update Announcement Pack", go to your new announcement folder, select the .zip file, and click "Open". Your new pack will be automatically installed.
6. Select your new pack during flight setup. Passenger2 Pro users can set this as a permanent announcement pack on the company settings page.

Note: Ensure that you have the necessary permissions to access and modify files in the Passenger2 folder.

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Duplication of this manual is prohibited.



Edit Custom Announcement Pack

Use this option to edit announcements in sound packs created using the Passenger2 Announcement Hub.

Note: This option is only for packs you have created using this tool. Do not use it for announcement packs downloaded from the Passenger2 website.

To edit a custom announcement pack:

1. Click "Edit Custom Announcement Pack".
2. Navigate to **C:\Users\YOUR-NAME\AppData\Roaming\Passenger2\Announcements**.
3. Select the folder containing your custom pack and click "Open".
4. Edit your announcement settings as desired.
5. Click "Save". A message will confirm that the settings have been changed.
6. On the Passenger2 Announcement Hub screen, click "Add/Update".
7. Navigate back to **C:\Users\YOUR-NAME\AppData\Roaming\Passenger2\Announcements**.
8. Select the .zip file of the announcement folder you've just edited and click "Open". Your updated pack will be automatically installed.
9. Select your updated pack during flight setup. Passenger2 Pro users can set this as a permanent announcement pack on the company settings page.



Troubleshooting

Support Ticket System

If you encounter any issues or have questions, you can submit a support ticket through our dedicated system.

To submit a support ticket:

1. Visit our support portal [HERE](#).
2. Log in to the support system or create a new account if you haven't already (Note: This login is separate from your passenger2.com account).
3. Once logged in, follow the prompts to submit your ticket.

Important Notes:

- Provide as much detail as possible about your issue to help our support team assist you efficiently.
- Include any relevant error messages, screenshots, or log files if available.