

**STEPS TO BE FOLLOWED WHEN DCS INTERRUPTION OR SLOWNESS**

<b>1</b>	If the system you are using, does not open or there is a slowness, try to close all the links and get the access again. If the access is not available, then;
<b>2</b>	If you are using CRANE-ACENTE 3.7/ 3.7A /3.8 / 3.8A, try to open CRANE-PAX 3.7/ 3.7A /3.8 / 3.8A (Printer type is the current Printer you are using)
<b>3</b>	If you are using CRANE-PAX 3.7/ 3.7A /3.8 / 3.8A, try to open CRANE-ACENTE 3.7/ 3.7A /3.8 / 3.8A (Printer type is the current Printer you are using)
<b>4</b>	If you are using CRANE 3.7, the printer type must be AEA-SOCKET (TRAVSYS STATIONS) / CUTE-SOCKET (SITA STATIONS) / ARINC-SOCKET (ARINC STATIONS). If both links do not have access, follow the steps below.
<b>5</b>	Contact to the the Local IT department to determine if there is any problem at the airport. If it is not Local IT problem, the image of the received error message should be sent to <a href="mailto:guestcontrol@flypgs.com">guestcontrol@flypgs.com</a> / <a href="mailto:sistemdestek@flypgs.com">sistemdestek@flypgs.com</a> and please contact to Guest Control by calling +90 533 716 1308.
<b>6</b>	If the station cannot get the interruption time from GCC as definite information within 5 min, in order to prevent any delays, Station decides to switch to Fallback system, if it is suitable for use. If a system outage occurs during boarding process and Mobile DCS is available, you can continue boarding through Mobile DCS.
<b>7</b>	In case of get Through Check-in error for transfer guests, check-in is made to the intermediate point and baggage is tied up to the final destination.
<b>8</b>	On Fallback, loadsheet should be prepared manually from the "Manual Operations Page" on Pades. On Fallback, click the "Edit" button in the "Flight Management" section. The figure is accessed from the "Figure" section. You can contact with Pegasus Operations Department or Area Audit Department for the manual loadsheet process.
<b>9</b>	If main DCS system runs or back to its normal speed during using Fallback, you can switch to use main DCS.
<b>10</b>	Please check out "Fallback Information Card" to switch from Fallback to main DCS system.