

ABSTRAK

Service interphone system merupakan salah satu sistem yang terdapat didalam *communication system* pada ATA Chapter 23 di *Aircraft Maintenance Manual* (AMM), yaitu pada *chapter 23-41-00*. Sistem ini digunakan untuk komunikasi internal di pesawat antara *pilot* dengan *ground crew*, *pilot* dengan *flight attendant*, antara sesama *ground crew*, dan antara sesama *flight attendant*. Pada *attendant handset service interphone system* di pesawat Boeing 737-NG terjadi *loss of sound* yang mengakibatkan suara tidak terdengar pada *attendant handset* di *attendant station*.

Metode yang dilakukan adalah observasi, dengan cara terjun langsung ke lapangan guna mengetahui secara pasti permasalahan-permasalahan yang ada, serta melakukan pencarian data dari berbagai sumber yang telah dipublikasikan secara luas maupun secara sempit seperti *Aircraft Maintenance Manual*, *Fault Isolation Manual*, buku, serta internet. Masalah *loss of sound* pada *attendant handset* diatasi dengan cara melakukan *troubleshooting* pada komponen-komponen yang menjadi *possible cause* dari masalah tersebut.

Setelah dilaksanakan *troubleshooting*, ditemukan bahwa terjadi masalah pada *remote electronic unit* (REU), sehingga perlu dilakukan penggantian komponen REU. Setelah dilakukan penggantian komponen, dilakukan pengecekan ulang untuk mengetahui bahwa kegagalan tidak muncul lagi pada *service interphone system*.

Kata Kunci: *Service interphone system, attendant handset, troubleshooting.*

ABSTRACT

Service interphone system is one of the systems contained in the communication system in ATA Chapter 23 in the Aircraft Maintenance Manual (AMM), namely in chapters 23-41-00. This system is used for internal communication on the plane between pilots and ground crew, pilots and flight attendants, among ground crew, and between flight attendants. In the attendant handset service interphone system on the Boeing 737-NG there was a loss of sound which resulted in the voice not being heard on the attendant handset at the attendant station.

The method used is observation, by going directly to the field to find out exactly what problems exist, as well as searching for data from various sources that have been widely and narrowly published such as the Aircraft Maintenance Manual, Fault Isolation Manual, books, and the internet. The problem of loss of sound in attendant handset is solved by troubleshooting the components that are the possible causes of the problem.

After carrying out the troubleshooting, it is found that there is a problem with the remote electronic unit (REU), so it is necessary to replace the REU component. After replacing component, rechecking is done to find out that the failure does not appear again on the service interphone system.

Keywords: Service interphone system, attendant handset, troubleshooting.