FREQUENTLY ASKED QUESTIONS (FAQ's)

Q. What is this software all about?
A. Our airports have been created as an expansion packs (add-ons) for use with Microsoft Flight Simulator and Lockheed Martin Prepar3D, and as such you must have a version of the simulator product previously installed on your PC.

Q. Is there a trial or demo version I can look at before I decide if I want to buy it?
A. Yes. Most of our airports offer a trial version in the 'airports' section at our website www.imaginesim.com. The demo has several objects impeding movement around the airport area.

Q. How can I purchase it?
A. By credit card or PayPal. You must first download the software file from the 'Airports' section of our website at www.imaginesim.com or purchase at The Flightsim Store at www.flightsimstore.com. Once you have the file on your hard drive double-click it and the easy to follow install process will guide you through.

Q. Can I get it on DVD or CD instead?
A. No. Sorry, this facility is not available at this time.

Q. How do I install the airport?
A. Once you have finished the purchasing process there will be an executable (EXE) file that will need to be activated. The installation process is automatic when you double-click the EXE file and will install the airport after an online verification into your simulator program. See the "readme.htm" file that comes with your download for full installation instructions.

Q. What if I want to uninstall it later?
A. Click your 'Start' button on the bottom left corner of your Windows desktop. From there choose the option 'All Programs' and go to the Imagine Simulation section. Then onto the relevant airport section and choose the 'Uninstall' option. The process is automatic and once finished the entire airport will have been removed from the simulator. See the "readme.htm" file that comes with your download for full un-installation instructions.

Q. I have started the simulator. What now?
A. You can take a look at your new airport before flying there through the simulator interface. Click the World/Go to Airports tabs and enter the airport ICAO code into the 'Search Airports by ID' box or it's full name into the 'Search Airports by Name' box.

Q. I am at the airport and want to have a good look around. What's the best way?
A. Simply press 'Y' and get into 'slew' mode. Then use the arrow keys, numeric keypad or joystick to investigate the airport thoroughly.

Q. The simulator seems quite sluggish when slewing around the airport. What's happening?
A. The 2D and 3D objects at the airports have been optimized for viewing from approach angles and from ground level, as you would see the airport in real-life from a commercial jet. You will get reduced frame rate refreshing if certain parts of the airport are viewed during 'slew mode' from a low height while the view angle is pointing down. This is unavoidable due to the increased field of vision and the unnatural amount of items in view which the simulator display engine must try to create. Go back down to ground level and the frames will be refreshed at much higher rates, just as you need them to be during taxi.

Q. It's quite jerky when near the terminal buildings or other built-up areas. Why is this and what can I do to make everything run a little smoother?

A. You can optimize your system from within the simulator environment. By decreasing the demands made on the CPU and graphics card you can increase simulator performance. By navigating through the simulator display options you will find lots of check-boxes and sliders that offer choices for display properties.

It pays to experiment with these settings to find the configuration that best suits your individual preferences. Performance optimizing suggestions can be found in the manual that comes with each airport.

Q. Where are the parked aircraft?

A. We no longer provide our own low resolution aircraft at the airport ramps.

Q. Do the jetways move and dock with my aircraft?

A. The jetways provided with the airport are non-functioning and remain motionless. Aerosoft's AES (Airport Enhancement Services) adds jetways, service vehicles, airport personnel, etc. and is available for all of our FS2004 and FSX products. We are also currently researching other techniques for animated jetways and hope to make them available as soon as possible.

Q. When I'm on approach, about 12 to 15 miles out, Prepar3D freezes. It only happens at this and other large airports. What's happening?

A. With airports created by Imagine Simulation and other major developers there are literally thousands of objects that the simulator has to load and get ready to display once you get in range. If the simulator freezes it's a temporary condition that may take a short while before continuing depending on system specifications. It's a 'trade-off' that we continually monitor during development and we hope to strike a good balance.

Q. Will my Artificial Intelligent (AI) aircraft still land, park and take-off from the right places with this airport?

A. Yes. New AI airport mapping is installed along with the other airport files and the process is automatic.

Q. Do airports developed by Imagine Simulation work with other versions of Microsoft® Flight Simulator or Lockheed Martin Prepar3D?

A. We currently develop for Microsoft Flight Simulator FS2004, FSX and Lockheed Martin Prepar3D.

Q. I cannot even load the scenery. My system hangs and eventually I get an 'out of memory' or 'not enough memory' error report.

A. This is a most tricky situation which has caused problems with only a handful of customers in the past. Latest research seems to suggest that it is a Windows OS issue and not strictly an FS issue and it rather depends on which operating system you use. It may be further compounded when using additional third party programs that access DLL files contained in the FS MODULES folder.

We will continue to look into these issues and will release news of updates and patches as and when they become available.

Q. I have seen in the 'Scenery' folder some files that have the extension ZZZ. I didn't change these. What are they?

A. At some of our airports files are installed 'sleeping'. They contain large amounts of objects that might cause average or low specification PC systems to operate sluggishly when used with the simulator. However, if you have a new and up to the minute super machine then rename the ZZZ extension to BGL and the next time you start the simulator there will be extra detail to see at your airport.

Q. Will this airport work with my other scenery add-ons?

A. If you are concerned that this airport will cause problems with your simulator scenery setup then please try the demo version before purchasing to make sure all works well. If you purchase this airport and later find that things start to go wrong with it after installing other scenery add-ons then try moving it to the top of the scenery order list so it is displayed on top of other add-on areas. You can access the scenery order list via the World\Scenery Library drop down menu, then select the airport and move it to the top of the list using the 'Move Up' button. The next time you start the simulator it will position itself at the top of the scenery list display order.

Q. I'm getting error messages when I try an install.

A. If you experience an error during the installation process you may have administrative rights limitations with your operating system. Try right clicking the installer EXE and choose the "Run as" or "Run as Administrator" option from the popup menu.

Q. I can see some thin dark lines forming some kind of grid at the edges of the airport. What's causing this?

A. These are the demarcation lines between the square tiles used to create the ground texturing. Normally these should not be seen but you can minimize the anomaly by experimenting with anisotropic filtering within simulator's display settings.

Q. I'm holding at the runway but I'm not getting any clearance to take-off?

A. If the simulator is reluctant to give you the go-ahead to enter the runway move forward and stop a little closer to the runway.

Q. How can I install into a different version of Prepar3D?

A. If, for example, you originally purchased your airport for Prepar3D v2 but now have v3 installed, or the airport installer cannot find Prepar3D, then please follow the steps below -

1. Create a new folder outside of the main Prepar3D folder. Name it "imaginesim_p3d" or anything else you might prefer.

2. Run the airport installer. When you get to the 'Destination Folder' screen click the 'Change' button and navigate to the location you created in Step 1.

3. When the airport installer has finished start Prepar3D.

4. Click the World/Scenery Library/Add Area/Browse buttons, then navigate to the airport folder that was created in the location you created in Step 1. Confirm all of this by pressing OK.

5. Close Prepar3D completely so that the airport is added and configured.

6. Restart Prepar3D and your airport will be ready to use.

It's not recommended that you have multiple versions of Prepar3D installed at once. However, if you do then some or all of these steps might prove useful when installing your airport.

We can only endorse the procedure above for use with our products. All of the main flight simulator public forums offer additional help and suggestions about installing software into different versions of Prepar3D.