BOEING

V3
FAQ

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737-/600-/700-/800-/900-/900er
Frequently Asked Questions
All Installations

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FAQ - Last updated: October 2007

Please check our web site
http://www.arianedesign.com
for further updates to the FAQ

INFORMATION SHEET

Spetember 2007

This is the FAQ manual for the Boeing 737 Aircraft Series and Technical and/or Operations. This manual is intended for general use for operation of PC / Microsoft operating systems WIndows XP and Windows Vista.

NB: USe of the term "INOP" or "Some systems options only available on OPS versions" indicates the current unavailablity of certain items due to version type limitations (non-OPS).

Administrative Information

Comments regarding this manual may be directed to:

Mailing Address:

> Senior Technical Manager
> 737 Series
>
> e-mail : arainestudios@aol.com
>
> **Please visit our forum for more information and guidance**

IMPORTANT

IF YOU ARE A PILOT OR STUDENT

INTENDING TO USE ANY OF OUR PRODUCTS

FOR TRAINING, WHETHER AT HOME

OR IN A TRAINING ESTABLISHMENT,

YOU MUST CONTACT US FIRST

BEFORE PROCEEDING AT ALL.

Please Note

The Latest FAQ Questions
are at the back of this guide; pages 26-65.

Frequently Asked Questions
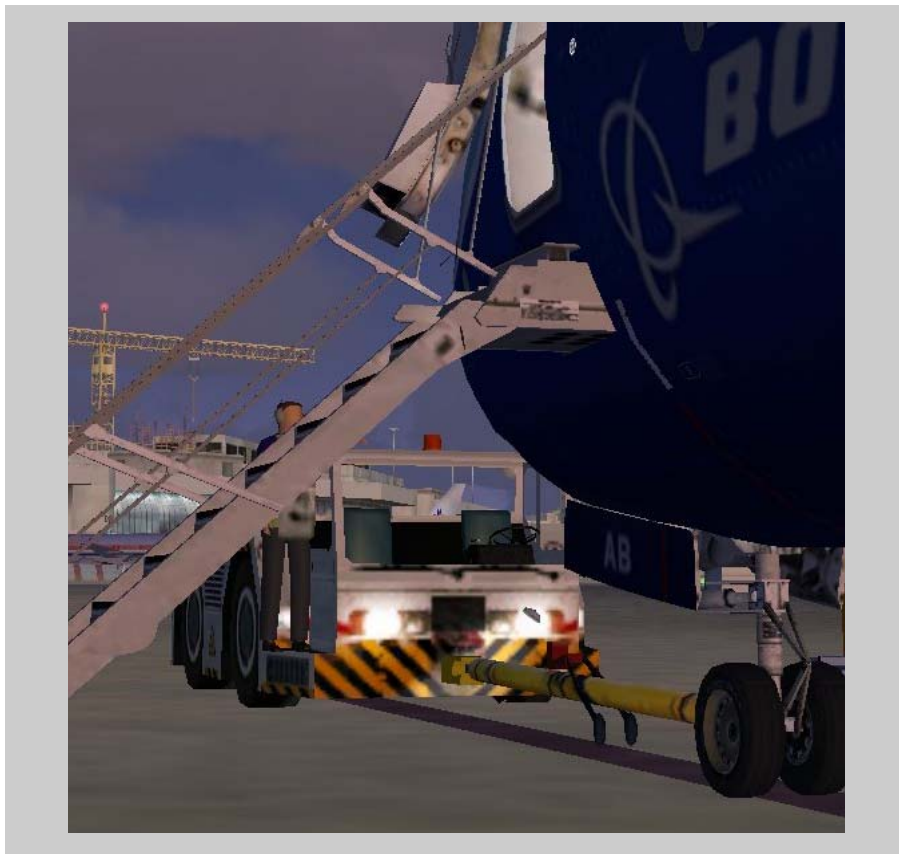
The purpose of this manual is to keep as many questions asked over a period of time for as many issues or scenarios as up to date as possible. Please look for further editions on our web site every quarter where they will appear from time to time in order to keep information up to date on issues and matters arising.

FAQ

Please read through every section carefully and if necessary, print the pages for study or make notes on a separate sheet. Questions are updated as and when new questions are received or new observations are made. Older or out of date questions are deleted and/or replaced. All questions are taken from actual user enquiries, printed 'as is'.

If you do not see an nswer to a query, please notify us as soon as possible so we can add the question or the query to our next edition. arianestudios@aol.com

FAQ QUESTION AND ANSWERS - GUIDELINE
If there are any questions you need answering, please read through these notes before you send the same question to us or we may refer you back here.

Q
I cannot activate the product.
Please make Norton Internet Security ineffective while you do so. If you are running any other firewall such as those fitted to a router internally, please turn them off during activation - unless you have passed our web site www.woodland.com for/with access privelages, all security of a firewall nature may cause any activation to be disallowed. Please undersand that we are using security enabled software to protect your purchase from subsidising others who have obtained our software by dishonest means. Please read other questions regarding activation in this guide.

Q
I still cannot activate an expansion product.
Always follow the instructions to install an expansion product. You should not need to activate it once you have activated the master base pack.

Q
You tell me that I have activated but I have not. Could it be possible that there is a glitch in the system and the order disabled before I got a chance to activate?
It is **IMPOSSIBLE** for you **NOT** to have activated and the order to be disabled. The only time the order was disabled was when the activation is complete, the product is working and the code is then sent to the order page. We now use a new system.

Q
I wanted to copy only your aircraft for use with other panels and I did everything right (I know what I am doing) but I don't see the aircraft in the AIRCRAFT seelction area.
Users who don't see our aircraft in the selection area are not registered correctly.
We use a new system called **SECRYPT** which hides our work when people fiddle with it.

Q
I read the Quick start manual and follow that to go in the cockpit for the first time but when I click on the cockpit door handle the door will not open .
The door is locked from the outside. Move through the door and into the cockpit and make sure power is switched on. Battery power or backup power is enough to lock/unlock the door. You can then unlock it from the inside.

Q
Will Ariane start a forum for advanced aircraft?
The forum is fully operational. Please see our web site.

Q
**When I tried to activate I received a message saying "W R O N G E M A I L
A D D R E S S !"... I've got my E-mail address printed on your receipt in front
of me. What do I do now?**
If the activation is saying your mail is wrong then check that the mail that you used
is the same mail that you ordered it with and is the same mail (ISP) that you are
logged on with. The activation system will look at all those things. Are there spaces
before or after? Are you using a limiting ISDN line or using software that is
checking your entires? If you still cannot log on, use the OFFLINE activation option
at the end of the process and send us the e-mail it makes or the file it saves using the
SEND E-MAIL function (you can find the file in the ARIANE folder).This then
gives us a chance to check your details and marry them up with the order so we can
send you an activation code unique to your computer.

To activate OFFLINE:
1 Load FS2004.
2 Load the aircraft and press SHIFT 2 to call up the FMC *(or the Exp Pack window
will open automatically when the aircraft is loaded).*
3 Please press OFFLINE ACTIVATION area on the FMC
4 Fill in the details.

5   Press SEND E-MAIL
6   Your browser/e-mail service will open and fill in an e-mail for you
7   Press SEND

Once we receive this data and have checked it we will send the activation you need that will then be tied to your computer alone.

IMPORTANT: Please make sure that the mail client you use is up to date. The code you send us must show capital letters - if it does not then your mail client is out of date!

Q
I tried to activate using OFFLINE ACTIVATION but it still does not work

You must paste **ALL** of the mail message from the e-mail into the the ACTIVATE area after pressing OFFLINE activation on the FMC from the word DEAR to tend of the message and the word AIRSHOP. Read the INSTALL GUIDE - unless you read all of the doucments you cannot have followed all of the instructions carefully and may have missed something. Againm make sure there are no spaces before or after the data. **(NB: We receive 100's of mails from users that have not pasted in the entire message like it says in the manual, the email, the FAQ and the support page - we could not cover it enough)!**

Q
I have problems getting OFFLINE or ONLINE ACTIVATION for my product.

If you tried to istall it on one PC and then changed your PC you have to contact us . All old orders are being transferred to a new system so older ones are cancelled and it is not possible to provide access. Read the notes at the beginning of this guide.

Q
The cockpit is shaking too much for me on take off - is there a way I can turn this off?

It is now possible to turn this OFF or ON. Look for COCKPIT SHAKING in the INI file.Look for the words COCKPIT SHAKING and enter 0 as the entry, not 1.

Q
When I load the FMC for ONLINE or OFFLINE ACTIVATION I get an error: INVALID KEY or I cannot ACTIVATE the FMC or EXPANSION PACK at all.

Some systems have possibly loaded files to the wrong place or the file has been corrupted due to the use of either a firewall (router built in) or a software manager. If the files have been placed in the wrong position:

Load the files ending in 'ini' to the ARIANE folder in FS2004
Load the file ending in 'gau' to the GAUGES folder in FS2004

Start FS2004, run ONLINE ACTIVATION and then shut down FS2004.

Q
Can I run any 'self check' to see if I am doing the right thing when activating?
This is how to check the activation: check as follows:
1. Check, that after the succesfull installing of the product in the fs2004 install folder that the folder called ARIANE is there.
2. Check, that in the Ariane folder there is a file called ariane.737ng.900.ini (or 700 or 600)
3. Check, that in the ariane.737ng.xxx.ini file (OPEN IT WITH NOTEPAD - DO NOT USE WORD OR ANY OTHER PROGRAM - USE ONLY NOTEPAD) there is a section entitled:
[FMCCommon]
4. Check that in this section [FMCCommon] there is a record:
KeyFile=ariane.737ng.key.xxx.ini
5. Check, that in the Ariane folder there is a file called ariane.737ng.key.xxx.ini
6. Check, that in the ariane.737ng.key.xxx.ini file there are sections called [ArianeKey.0]
and [ArianeKey.1]
7. Send us the content of the ariane.737ng.key.xxx.ini by copying and pasting it to your e-mail.
 8. If you still have problems, please insert into the ariane.737ng.xxx.ini file in section
[FMCCommon] the record Debug=1 (case sensitive!)

Sample:
[FMCCommon]
Debug=1
 9. Save the changes to the ini file and reload the aircraft and begin the OFFLINE activation process.
10. After the message about the Missing key has appeared - end work with aircraft (close FS2004) and look in the ARIANE folder which can be found in FS2004\ARIANE.
11. The process will automatically create a file called ariane.log - its is a small text file.
12. Copy the contents of this file to an e-mail and send them to us.

Q
All cockpit refresh rates are poor/slow.
VC refresh rate is a known limitation of the FS2004 graphic engine, there is little we

can do to improve it. If we increase refresh rate in that department FPS (frame per second) will degrade and we cannot offer the amoung of 3d and systems working in a VC that we do. That is why we invented 2Di. To offer a 2d like solution.

Q
I have downloaded and unzipped all the zip files for the above. However I have not been able to install the 001.exe file because the following message appears each time I try: CRC error - cannot install etc.
This is a problem caused by the firewall you are using (possibly Norton) - a CRC error is given when you try to unzip it. Turn off your firewall and then try again.

Q
The panel is not fully functional at all - some knobs do not work.
The panels you mention are fully functioning in the areas that both animated and system gauges are inserted. The necessary areas for the function of a SDK-limited aircraft have been automated and made to function. The areas like air condiitoning cannot be simulated in this version - see the OPS version if you are looking for complete functionality.

Q
The engine and sound FX are too loud.
The sound panel sets the volume. Not the sound itself. The sound is set to the volume

it was recorded. It is loud in a real cockpit (and even louder outside).

Q
I get no radio altitude callouts ('1000', '500', '400'...) - its silent.
Check for correct installation.

Q
The flaps markers on the speed tape ('-5', '-10', -'UP',...)I don't see more than these here.
Flap settings on the speed tape are not supported on the PFD CI.

Q
The IRUs don't align.
Please read the manual. The IRS do not align unless your aircraft is stationary and your throttle is set to [0]. IRS alignment is a very exacting process.

Q
Where are the GPWS alerts?
The GPWS sounds operate on approach to touchdown. Your sound settings are dependent on memory and you need to set **MINIMUM** in the sound section if your memory is limited (512mb or under) please make sure you set sound to **MINIMUM**.

Q
Where are the anti-collision lights?
Please read the manual. They are in the light section. If you hover over each light switch, the mouse tells you what that light and every switch that is animated and has this feature does the same. Note also that some tooltips contain the settings like the trim. Make sure that the "hardware rendered lights" option is set to 8. You can adjust it under the FS Options\Settings\Display\Hardware menu.

Q
TCAS does not work. I hear no sounds and see no aircraft on the CDU/
Please read the manual. It tells you how to turn TCAS on - in the Boeing 737 it is not automatic. You need to turn TCAS on and set it to TA or TA/RA. The TCAS is turned ON using the Transponder panel - we explain this clearly in the TUTORIAL. Please read that PDF.

Q
Navigation lights and anti-collision lights are not showing when I press Shift L - should they be showing on the ground at night too?

Read the manual. Lights do not work using Shift L. Each light is on an independent system. Ground reflections show up at night provided weather is clear or 5/8+.

Q
Take off and flaps speed bugs are wrong.
Please read the manual. Flap speeds are set to data as per 1.2.9.1.2.23 Boeing Ref // Perf and Flight Planning Manual refs. (Revision 2001).

Q
Taxi speed is excesive.
Taxi speed is correct to thrust at 33-34% you will not see any degradation in speed and not need to continually adjustthe speed either. Go slower and set your thrust to 33-34%.Please use the brakes to slow your taxiing.

Q
Pressurization panel is INOP.
The pressurization panel is INOP on this version. We did not promote or mention pressure as operational on this version.

Q
I don't see a welcome screen.
On new versions we no longer use the welcome screen.

Q
I succesfully downloaded the software but when tried to unzip it, the program asks for a password. I tried the chart ID and the transaction ID but non of them is working.
Windows (XP and later versions of ME) feature an UNZIP program that is incompatible with WINZIP versions 8.0+. Please download the free trail version of WINZIP from www.winzip.com. When you unzip the program also disable any firewall or virus software you are running. Our files are certified virus free by our secure ISP processing and pose no threat to our system.

Q
I would like to ask if the series 800 with winglets will be also compatible with the series.
There is a new 800 out (V3). The older 800 cannot be merged with the new technology using newer processes. Please see newer versions.

Q

Download works .....4 files , file 3 contains the aicraft. But I can't find a cockpit in this plane. Only some sub panels?

You have not registered the aircraft 3d elements correctly. Please turn off FS2004. Go to the ARIANE folder and locate a file called LibInst2004.exe and run it. Then load FS2004 and check again. If not, check the location of the aircraft is correct and check to make sure that the location of the ARIANE folder contains at least 14 files.

Q

How do I get more FPS?

FPS is a big issue, but it mostly depends how the user configures FS. There is no way to get amazing FPS on low-end systems under 1.5 ghz with 512Mb RAM. For mid end systems around 1.8ghz with 1.0g RAM we suggest you disable 3D clouds, lower the sound quality, decrease the number of AI aircraft and reduce the autogen level. Another area of conflict and potentially FPS linked issues is 3rd party DLLs and other addon options. We highly recommended you remove such software from the FS modules folder to improve performance *(Although our product does not need FSUIPC it is a very good program and most third party addons need it to run their software but ours does not)*.

Suggested base system configurations to run VCe with acceptable FPS:
INTEL based system
P4-2.4, 512 or 1 Gig of DDR400 RAM, ATI RADEON
or// Nvidia FX series with 128mb of RAM

AMD based system
AthlonXP 2100, 512 or 1 Gig of DDR400 RAM, ATI RADEON
or// Nvidia FX series with 128mb of RAM

You may expect the following FPS range on such type of PC
High density scenery, real weather(clouds 2 layers), medium density
detailed 3D clouds, max traffic, max autogen - **9-15 FPS**
High density scenery, real weather(clouds 2 layers), max density
simple clouds, max traffic, max autogen - **14-25 FPS**
Default generic scenery, real weather(clouds 2 layers), medium density
detailed 3D clouds, max traffic, max autogen - **20-35 FPS**
Default generic scenery, real weather(clouds 2 layers), max density
simple clouds, max traffic, max autogen - **27-50 FPS**
Steps to improve FPS
Turn off unused\inactive CDU displays, it can be done by right-mouse clicking the

display. The panel sfg is a high performance panel.cfg. This action can give you an additional 7-12 FPS on systems. Turn off all active background services like antivirus programs, tray icons etc. Close all program's running in the background Remove as many **add-on** modules from FS as you can. **Other recommendations.** It is highly recommended that you use the windowed FPD and ND displays during the flight. To undock\dock display click on the screens.

Q
My sound goes fuzzy or breaks up
The mission of Ariane's quality assurance program has always been lower FPS for all users. After optimization we have about 18000 polys in the VCe environment. MS recommends in the SDK that we try to stay under the maximum count of polygons in a VC. For example, and from what we gained from the report, there is a sound problem with a VCe cross poly count conflicting with the texture buffer causing degradation to occur with the sound first. Load on the CPU is already very high. There is a similar issue with dense scenery and large amounts of 3D clouds. Replace 3d clouds with simple clouds and the problem will be resolved and you will see an increase in FPS.

Q
I thought your stuff would make my PC run faster
You cannot expect us to come up with something that makes hardware run faster. Our work is already the fastest aircraft/cockpit/sound environment on the market.

Q
Missing passenger cabin section
There isn't one. Check our site for the new BBJ - we have found a way to overcome the boundary problem.

Q
The engines don't start
Reload the aircraft. Check the fuel level, add fuel if required. **Do not try to start engines with the CENTER FUEL TANKS empty.** Set the switches exactly as directed in the **NORMAL PROCEDURES CHECKLIST**. If you follow these steps there is no need to get the APU running state to start the main engines. The rule is:
Ctrl F4 - (press it several times)
Fuel ON
Electrics ON
Hydraulics ON. If all else fails press Ctrl F4 - press it several times and use Ctrl E

Q

Can the wheel well light switch be made to work?

There is a problem in adding any more light FX to the model, we have reached the limit of the FXs linked to this model. Leave it with us - we are always looking for ways to stretch the envelope. Again, we try as much to keep within the SDK.

Q

I cannot see the aircraft details or the VC cockpit

You did not run the **FS2004Libinst.exe** program at the end of the installation. You may have unchecked the end box in error or because you were worried how the program might change your scenery files or a check program may have stopped it from running. The exe only adds a few lines to the end of the CFG. Either go to the **ARIANE** folder and run the **2004Libinst.exe** again or check that you have this set of commands added to your scenery.cfg file.

[Area.0**XX**]
Title=Ariane BGL Library
Local=Ariane
Remote=
Active=TRUE
Required=FALSE
Layer=**XX**

The two markings of **XX** in **bold** show you where you must add the next mumber in the sequence. i.e. If the previous area is **038** then the section above will be **039**.

Q

Does the Grnd Pwr unit work?

Use shft+ctrl+P to call up the GP unit, make sure that your engines are NOT running and that your parking brake is activated.

737 Operations FAQ

Q
The airstairs move in and out too fast
Both the stairs and the doors are made according to SDK and this does not allow us to add an edited airstair speed or adjust the speed of it.

Q
The landing lights reflection is not defined enough on the side.
The FS effects graphics engine is not the brightest effect over textures which would constitute a larger frame issue at dusk when combinations of the textures are used. There is no alternative way to make all of the lights separate and to use textures would mean FS placing even more textures into the shared video memory.

Q
When I zoom in on the panel the textures are blurred.
You have to choose between speed & size of textures to get sharpness up close. The optimum distance a pilot sits away from the panel was tested with a.5 zoom factor/difference and we chose optimum size to give best quality at distance on 1024x768 and 1280x10324 systems to cater for low end users & power users.

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737 Operations FAQ

Q
Why is it not possible to see the flight attendant in the galley
The model outside is different to the model inside. The same reason you cannot see the engines when you look out the cockpit. In the real Boeing 737 Ng you cannot see the engines behind you.

Q
Can we edit out the seats and yokes?
You can show/hide various visual elements by editing the following entries in the **ariane.737ng.ini** file:-

HideCaptChair=1
HideFoChair=0
HideCaptYoke=1
HideFoYoke=0
HideExtras=1

The names are self explanatory and the example shows you the FO elemtns as being turned off where **0=FALSE/NO and 1=TRUE/YES**

Q
What NAVdata do you use?
The data in the database is compiled using DAFIF **(Digital Aeronautical Flight Information File)** a product   provided by NIMA *(the National Imagery and Mapping Agency)*.   This global database has currently 9,887 airports, 11,192 navigational aids, and 37,266 waypoints. In addition to the DAFIF database there is an additional 9,000+ airports from the FAA database that you can optionally include in you system. The majority of these additional airports are private or limited use facilities, in the United States and it's territories. Our database includes SIDS\STARS.

Q
Will there be updates for NavDATA?
Please check our SUPPORT and our NEWS pages for news. We are talking to navdata.at and are releasing a NavDATA Manager which may be out at this time.

Q
The dome light shows through the roof.
This lights up the overhead switches in the VC, but the ambient glowing FX is too bright and sometimes you can see it thru cockpit. If we lower it, the FX will be too

bright in the VC interior and you may lose the authentic VC night lighting. Power users can experiment with the lighting position:-
light.14 = 4, 54.5651, 0.0, 5.85, ariane_737ng_vc_display_light
Note: 5.85 is the vertical position of the FX

Q
In flight the turn is not sharp enough to stick to the line
As in life, the FMC cannot calculate the LNAV path if the turn exceeds the 30 degree bank profile - even though ti could, it is designed not to thus the aircraft does not exceed the angle and turns back to intercept the next waypoint. The calculation fora turn is based on the IAS or M and it is very important for the FMC to verify the profile speeds, especially for SID\STARs waypoints since most STARS and/or SIDS turn calculation are based on a 240 knots KIAS speed limit.

Q
I am entering 174.7 for Boeing 737-900 - Is it the correct weight?
ZFW is entererd as 130.2 Fuel =44.2 thus making 174.2 or 174.4 or 174.7. How is fuel calculated and how is ZFWcalculated when the entry in the CFG is different?
MTOW and the fuel tanks capacity are the same for both the 800 and the 900, MTOW =174.7. The difference is in payload and empty weight.Please see the TUTORAL for instructions on entering the corect GW.

Q
What is rule for entering CG in percentage? Is there a rule?
No rule here, the FMC needs to have CG entered to calculate the trim setting. The new FMC rates this for you. No rocket science needed.

Q
About antialiasing and display performance for (POWER USERS ONLY)
Look at the INI file for [FMCCommon] section. There are 2 entries controlling gauges and their related antialiasing

FontAntialiasing=0   //0...5, Best=4
LineAntialiasing=0   //0...5, Best=4

value 0 means no antialiasing (the best performance but the lines on
the ND and PFD display may look jagged if you use this value)
value 5 means max vectors smoothing and low FPS

Q

After following the instructions in "QUICK START" after calling up the FMC by pressing [SHIFT] [2], the FMC has no display (as if powered-off).

You may be starting my situation with a "cold and dark setup." Turn on Grnd Pwr and then turn on the battery or APU. Refer to the Quick Start Manual and follow the Normal Procedures for a cold dark start.

Q

I load the Aircraft for the first time and I can open the flight deck door and snow will appear on the Window. If I shut FS and reload the aircraft I start in the flight deck and the door will not open and snow will not set on the window.

This is not correct. Please read the manual for procedures for unlocking the door and for an explanation regarding icing conditions.

Q

I cannnot open the passenger and cargo doors except the main passenger door. Aren't there some shortcut keys?

There are no shortcut keys for doors. You can use the door handles to open the front doors in the galley. On the flight deck on the FWD overhead panel above you there are a number of warning lights - if you click on these buttons and then go outside you can see the doors open. Also, if you use the [and] keys you ca open up another window so you can open them from inside and see them open outside at the same time. This is all copvered in detail in the manual.

Q

I lost some Dates in my Windows XP System and had to Install it again and now it doesn't work, please help me to activate it again.

Losing dates on WIn XP does not invalidate the software. If the secure software is loaded to any other machine (the security system will know), your software CANNOT be activated - the order is disabled. You must use the same machine you used to order it.

Q

It must be possible to install the program as often I want.

The new security system does not give users the opportunity to load it as many times as wanted. One activation is given.

Q

My FMC is showing writing that is off to one side.

We thought this could be a result of Win 2000 but also found out that users who had this problem had not dopwnloaded all of th Windows updates. Please do so. Also download the latest GDi.DLL PLUS update from the Microsoft web site (oir see our SUPPORT section) - also update your graphics drivers to the latest version. Also

check refresh rates. Right Mouse click your desk top/Display Resolution/Settings and click on MONITOR tab and select Screen Refresh Rate as 60Hz. Click APPLY and press OK.If the problem has not been resolved, please supply us with the details of the graphics card you are using and the version of Windows and all relevant details and software etc;

Machine/Memory RAM

Graphics Card Make and Memory

Win XP/Vista Version

Other Software loaded and in use during FS2004. If we cannt resolve it you may need to contact your graphics card supplier about this.

Q
I am getting a cockpit that lacks the detail in your screen shots.
Go to SETTINGS/DISPLAY in the FS2004 menu and set:

AIRCRAFT
Virtual Cockpit Gauge Quality to HIGH
HARDWARE/Device Settings
Mip Mapping Quality to MAX
Hardware Rendered Lights to MAX
Check Render to Texture
Check Transform and Lighting
Check Anti-ALiasing
and set filtering to TRILINEAR
Also, download the HI RES TEXTURE sets - some cards like ATI Radeon do not fully support mip mapping we use. Hi-res textures we now sell solve the problem.

Q
I cannot access the site or download my order or it times out at 98% because your server cuts me off.
Try as often as you can - the server could be very busy at times due to large amounts of traffic donwloading new product/s - non busy times are best (at around 2300 GMT). Our server is set to time out after 5 hours - there is no problem there.
Have you configured your security settings to our site? ie: Is your firewall (such as Norton or McAffee) allowing access to www.woodlandworld.com?

Q
It says I can only activate once - does this mean if I havea hard disk crash that I cannot activate it ever again?
We explained how to protect yourself from this occurring in the beginning of the

manual. We will not make exceptions. We do not give out links or new pass keys.

Q
I already purchased the product, and have some of your previous B737s.
Can I still qualify for a rebate on the 737NG?
This scheme has been wirthdrawn - watch for offers as they become available.

Q
If a discount is possible, how can I send you the transaction codes etc. safely (e-mails are easily interceptable)?
Send us your e-mail only that you ordered them with and we will use that to check. AOL is possibly one of the safest ISPs which is why we use their in-built, fortified systems for support.

Q
Some things I have encountered are: a) turning knobs: left mouse button turns to the right instead to the left (right button turns left)
There are some knobs set up with a reverse logic. Know your cockpit. Please read the reference and information sections of the manual.

Q
A problem with entering the Ground Weight (174.7 for the 900). Sometimes it works but mostly I get the message: "invalid data entry" (maybe because of not having full tanks?)
If you sit at the gate or on the ramp for a while with your engines running, you are using fuel up and your fuel weight is going to change and affect your GW/ZFW. You will need to go to the FUEL section and set FUEL AS WEIGHT and then check the GROSS WEIGHT. **Then check the figure again and enter (eg) 174565 as 174.565**

Q
Autobrakes RTO setting doesnt' switch back to DISABLE after T/O
The autobrakes do not reset on the 737 - you have to turn them off.

Q
What about a shortcut system via CTRL+key like the one for the A320PIC where several "views" can be defined (would help the transition from 2D to VC and the use of the VC a lot).
An MCP is now included as part of the general package as a 2d panel (shift +1).

Q

I have still a low end PC. Is it normal that when changing the numbers on the MCP (e.g. heading, course etc) I experience a considerable lag until the knob turn has an effect to the numbers displayed? It's hard to dial a certain value...
It is a FS problem in the FS VC logic area - we cannot do much about it because of the load on the VCe with all the technical systems we have. Use the pop up displays if you need speedier refreshing. SHIFT+1 will provide a 2d MCP. SHIFT+5 will show you the value of the SPD and ALT and SHIFT+6 will show you heading etc. These pop up displays are very valuable in planning and flying.

Q
When I get my new, faster PC, can I expect that the VC gauges are drawn fluently or is this a VC "feature"? Currently without the zoomed instruments (which are superb), I cannot fly even with everything set to minimums in the FS settings. Use the pop up panels. FYI, the frame speeds on VCe are much faster than the frame rate per second on the default Boeing 747 in FS2004! We think we've taken it as far enough forward as we can at this time but we agree that there is always room for improvement.

Q
I'm missing radio callouts when landing. Do I have set something wrong?
See your sound menu in FS2004.

Q
I'm enjoying the new 737-Ng, but unfortunatly I'm not able to find the TOGA switch. According to the Manual the switch shoud be located somwhere near the throttle levers. I can see a kind of pushbutton at the lower right end of the

throttle quadrant, but this switch has no funcion (i'm not able to push it, no "grab" symbol).
To activate TOGA set the AT to the tabled takeoff range SPD on the MCP
Press and hold down Ctrl + SHIFT and then press G. The aircraft will proceed to set the N1 to the TOGA N1 range / AT table N1 range for T/O. Note that some TOGA ranges will require long runways and accurate trim settings (usually in the range of 3.2 to 4.3 % trim rec.). To manually set the TOGA buttons see earlier in this guide.

Q
Will the trend vector on the ND be implemented someday?
We are working on a Technical Upgrade and will be looking toward FSX.

Q
When I do a landing, the GS indicator sometimes jumps and it's looking that I am above GS for a second, then the indicator properly rearranges; what's wrong here?
The GS is an FS fault at a lot of airports. Try a different runway to check that the GS in S is operating properly.

Q
I'm missing the flaps indicators on the speed tape, maybe I overlooked something or aren't they implemented?
Yes they are implemented. The flap indications will be shown at each flap setting. As you engage the next setting, you will note that the area between overspeed and stall is narrower.

Q
The FD seems to be not very accurate on approaches.
Don't use FD on approaches. Engage APP and let the MCP do the work.

Q
I recently deleted my hard drive in error I lost my orders and products. I lost my receipts too but all I have is my e-mail to get you to find them. Can you spend some time and get them all to me?
We regret that due to the number of people who repeatedly lose receipts and ask us to search our huge database to locate them and service them that an admin fee must now be charged for lost receipts to be traced, reset and re-issued. We apologise for the fee but there is so much admin work involved where there is little or no information. **Please click on the new admin section on the website.**
Q

I cannot get the ground unit to appear. Your instructions say to hold down the CTRL key and then the SHIFT key along with the G key.
We updated the manual and it should read CTRL SHIFT P to bring up the GRD PWR unit. Make sure the brakes are set to ON. **CTRL SHIFT G is for TOGA.** To set TOGA, turn on the Autothrottle and press CTRL SHIFT G.

Q
Concerning lockups. 3 out of every 5 flights that I get on the system will just stop responding on the ground or in the air. I run a P4 3.2 HT Extreme Edition, with 2GB of RAM and a 256MB DDR ATI Radeon 9800XT. I have FS2004 set to extreme density. First, are you up to date with Service Updates? W are now on Service Update 1.3.
It is not the detail - our VCe offers very competitive frames/FPS. We apologise for any inconvenience caused. (FYI ONLY: We note that the error report does not show the FMC.gau to be at fault as was reported earlier but the FS9.exe or the FS2004 FED.DLL).
A lock out like this might be a result of the database conflicting with the existing data in FS2004 - when the FMC loads the company route or the flight plan, make sure that the data that is loaded on the LEGS page and does not show a leg that is something like 3048 nm/miles out of your way, DELete this LEG and then insert the same LEG again into the deleted space using the LSK aside it. Close up any DISCOs and re-check the entire LEGS on the flight plan. If you experience a lock up on the same flight, try selecting a different SID or STAR or GPS or ILS approach. It could be a TRANSITION or a RUNWAY EXTENSION on the STAR or the legs data for a GA may cause confusion as the FMC looks to read it.
Q

Does the new model range for the Ng feature dynamic shine?

The aircraft feature an updated version better than "dynamic shine" our version combines a realistic shining effect without too much contrast or 'shine lock out' inherent in most shining effects. Too much 'shine' looks unreal.

Q
Can the FMC use FS 2004 Flight Plans?

Yes. You can edit them and add SIDs and STARs and you can also call them up as COMPANY ROUTES.

Q
Is it possible to load FS Navigator Plans with a specific utility?

We are researching (and developing) this idea. It is possible. Please see the forum.

Q
Where do I need to download updates from in the future? I'm used to use the "view old receipts" page for updates. Unfortunately, my order has been disabled becuase of the FMC activation process.

Updates will be provided for through the SUPPORT pages - we are looking at a new service that will be faster and easier to get updates downloaded that requires your password that links only to users PC.

Q
What about the wing lights and the taxi lights - they seem to be the wrong way.

There is now a service update to fix this. Please check the version you are running.

Q
Will it be possible to combine the new panel with the BBJ or 737-800 models?

It may not be possible - this is new technology and new aircraft that are not compatible. Like MS, we cannot make things reverse compatible.

Q
I tried and tried to activate but no success. What could I be doing wrong?

1   Turn off "ADWARE STOPPERS" such as "AdAware popup-stopper" or anti-virus running.

2   Try opening a connection using "IE" vs. AOL.

3   Try using the EXACT letters of your email address as it is on the receipt - the registration process is case-sensitive so it is best to COPY and PASTE your details.

The information filing on the activation system is critical in that you need to make

sure you have no firewall connected, that you enter the exact information only by copying and pasting method and that you make sure there are no spaces before or after each entry.

Q
The FS Short keys N and NN do not work - I am using a German copy of FS2004.
Check your assignments - FS German keyboards may have different key NAV assignments in FS2004 German Versions.

Q
My cockpit is blurry
See the note on SETTINGS by using SEARCH. Check your order for a texture fix for users whose cards do not support mip-maps.

Q
The autopilot is disconnecting.
It could be that you have something on FS2004 that is turning it off - try removing modules like FSUIPC and see if it makes a difference. Try loading a default FS aircraft first and then loading our VCe Aircraft - see if that makes a difference. The system was tested on four different system types and no reports of AP failure came up so we suspect it could be software interfereing.

Q
I cannot see the MCP figures very easily and the change/refresh rate is slow.
Always open your pop up CDUs (SHIFT 5 / SHIFT 6 etc) - use your HOTAS on your joystick and your sideways movement (see MANUALS) to swing the MCP into view and or open another window to bring the MCP into view - as you change

the dials and buttons on it, they will be instantly seen on the pop ups.

Q
I cannot tune the radios - only the left digits change.
Radios can be tuned using the right mouse-left mouse option. Locate the mouse over the radios and note where the [=] and the [-] appears. Note that the left hand mouse changes the freq. pre the decimal point and that the right hand mouse changes the freq. after the decimal.

Q
Can I use FS NAVIGATOR 4.xxx for uploading flight plans?
We are looking at supporting other third party software.
Q
There is no fuel and load planner.
Aircraft and fuel loader is located on the FS menu. Its adequate for needs and does the same thing (except for the pretty pictures).

Q
Are you going to support hardware like GO and Precision Contorls?
Yes. We are developing software to accomodate the range and there is a support document that explains how to get them all to work with our products.

Q
I have re-activated the VCe panel after a reboot. Everything works OK but I cannot see the IRS panel; there is a black rectangle instead (when pressing

shift+4).
You are missing a bitmap file from the PANEL folder. Try to reload the program.

Q
I seem to be having problems with VNAV. The profiles are not responding how I expect them to and I get crashes.
It could be possible that if the FMC is not programmed the AT uses MAX THRUST for climb and AP cannot hold the speed.

Q
I planned a flight from Newark to Punta Cana. I noticed that the imported flighplan was showing one of the waypoints to be:-
KEWR - MDPC 1500 nm (FS2004)
KEWR - MDPC 30000+ nm (739 FMC)
When you plan a flight and then refer to the LEGS page and notice one of the entries on the LEGS shows a waypoint on the FMC that shows 3000 NM + (for example) it was chosen from a double selection when comparing our Data and FS data. As in any programming of the FMC, DEL the entry showing 3000 NM.
Re-enter the name of the waypoint again and LSK it into the space.
The FMC program will then offer you a selection of waypoints including the one that is miles away. Check your LAT and LON location and choose the fix or waypoint nearest your flights planned location. Re-enter the new waypoint into the FP using the LSK next to the entry where you DEL'ed the wrong WP. ACTIVATE the correction and close up the DISCO.

Q
There is no cockpit showing - I cannot see it at all.
Press the [S] key first. There is no 2d cockpit. First make sure that you have an entry in your scenery.cfg file that includes Ariane. If you do, make sure that Ariane is at the bottom of the list (the last number). To edit your sceenry.cfg file doubel click on it. When it asks what program to use ALWAYS choose notepad. Then look for an entry like:

Title=Airane BGL Library
If yo do not have this entry then click once on the LIBINST.EXE file in the ARIANE folder to auto-install the Ariane Scenery Library

Q
The TUTORIAL says go to a ramp to start the aircraft - I don't have a ramp.
Make sure that when you click on the AIRPORT entry in FS2004 AIRPORT MENU

that you go down to the Runway/Starting position on the base of the menu entry for airports and click on the arrow to the right of the words Active Runway. Scroll down until you find all of the ramp designations beginning with something like PARKING 2 - RAMP GA LARGE and chose one by clicking on it.

Q
What is the best sound setting to get it as real as it was when you recorded it on the flight deck?
Try to reset your sounds in your sound menu to obtain a better mix. Even though we recorded the sounds on a real flight deck, a change in the sound settings can mask or lessen the effect. Go to the FS sound menu and pull the engine sounds back to 27 units - this is because you can then turn your sound up to the max to compensate; thus elevating wind, rain and exterior sounds - if you have a stereo set or a set of speakers with a good bass unit then the sound is ever better.

Set:
Engine to 27-37 *(experiment with this setting and turn up your sound on the lower settings).*
Cockpit to 100
Environ to 100
Nav to 60
Lessons to 0
and ATC to 100
Using these settings will give you the best engine mix - you will hear rain when it rains on the windscreen like it does sound and the ATC will be able to he heard clearly as if it was on headphones in situ. With ATC we prefer to fly the way real pilots do with text auto ATC box off and no text at all.

Q
I want to buy your B737-Ng VCE but my Flightsim is on a computer that has no Internet access...will it be possible to install without Internet Access?
Acitvate using OFFLINE activation. Send us a shipping order for a CD, we will then send a CD to you. You e-mail us a key request and we match the machine you install it on.

Q
I have a COUGAR JOYSTICK and find that it crashes to desktop when I change views.
The Hotas has new version (3.1) drivers, these may be in conflict with Software.
Q

I deleted my files in error, can I re-install and re-download again?

You must contact us for re-activation and we need to have your ORDER ID and PASSWORD. Each request will be considered on merit.

Please keep a back up of files in case and if you think you need to re-install and come to us for advice first before you re-format. There are only 2 files to save - these are your key files in ARIANE and the FMC gauge.

FMC can be found in **c:\ etc.\FS2004\GAUGES**

Key files can be found in **c:\ etc.\FS2004\ARIANE** - save all of them

(Not scenery, texture or Navdata folder contents). These files are set to your PC only - you cannot reload them to another computer or create a fresh set. We advise that you keep a copy of these files and copy them back to their folders after a re-install.You do not need to re-download your files - simply re-install them and enter your code after sending us the ORDER ID.

Q
I cannot see the Flight Deck.

Check the aircraft from the otuside to see if the pilots are missing - if they are then the scenery cfg is not updating to include our flight deck or the scenery.cfg has reached a possible limit. Also check the scenery.cfg file to see if there are TWO Ariane entries?

Q
ZFW in fmc could not be entered.

To check the correct calculation of ZFW, you do not enter 174.4 each time (as per the Tutorial)! if you have used fuel during taxi or any time on the apron then the ZFW will change (of course it will, fuel has mass and so its weight changes as it is expended). Since any weight of the fuel from 1% to 99% will change your ZFW, you need to get FS to calculate it for you. To do this, go to the menu and pull down the FUEL section. Get it to calculate FUEL for WEIGHT by ticking the box and then cliok at the figure.

Example: If the figure says 156,742 then the entry in the FMC will be 156.74.

Q
When you select the range knob and choose 20 nm the Captain's Inboard Display shows 10 nm, is that correct?

Yes. 20nm is a displayed range (from the aircraft position to the upper edge of the display) and the label is 10 nm placed on 1/2 the range on the display center marked as a help to check the range from the aircraft to the object on the range marking.

Q

Does EQUIP COLLING System work?

The cooling system is not supported on some versions but the lights TEST will show correct EQUIP COOLING operation as LOW.

Q

Sorry but after reading all the manuals I didn't find any tutorial called SEA-SFO - where can it be found?

The manual called TUTORIAL takes you on a flight from KSEA to KSFO - if you read it, the guide explains how.

Q

If I need to reinstall again, could I use the same codes you sent me or do I need new ones?

Provided it is the same computer (yours) then the code is the same - simply re-install and re-enter the information or// copy the files from the Ariane folder (not SCENERY or TEXTURE folders) and the arianefmc.gau gauge. After installing the FS204 again if you have to, re-isntall and then re-copy the files to replace the ones you installed and you will not need to re-activate the product.

Q

I need some information regarding the Captain's or Co-Pilot's inboard display. They don't come on at all - just blank.

Read the Normal Procedures sections of the Flight Operations Manual - Follow it all the way through from page 39 to make sure you have power to the flight deck. When you load an aircraft that has powered down the systems for any reason, our program re-detects a possible shutdown and needs to be turned on correctly.

Q

The Pushback Truck only pushes back but does not turn.

Check your key board and look in FS2004 ASSIGNMENTS and make sure there are no assignment conflicts for the arrow keys and other keys assigned to the modes.

Q

Whenever I start with the Ariane 737-Ng there's no ATC and no Autopilot. I changed the aircraft from the Ariane 737 to another 737 and there was no ATC. I turned on the battery switch in the other aircraft and switched back to the Ariane Ng and everything worked.

If another aircraft's settings are saved in a situation or loaded prior to our aircraft being loaded and you then select our aircraft then it does stand to reason that some

systems may have been disabled or changed. In the case of a receiving crew, we respectfully point out that it is the responsibility of the Captain.

Q
When I am in the cockpit I press "Shift + 2" and the FMC appears but without any text. I can press CLR & DEL on the FMC and press the LSK 6R but there is no pop-screen for activation.
All this has changed - please read this manual from the beginning.

Q
Grnd Pwr Switching cannot be turned off - its wrong because on another panel it works.
You cannot turn Grnd Power OFF unless you have it connected. Connect Grnd Power (Cntrl-SHIFT and P) and you can turn it ON or OFF.

Q

**Some switch labels on the OH are misplaced (e.g.: Battery "off" switches the
battery on)**

This was an old Service Update issue: SU v1.3.

Q

**I can see taxy lights, wing lights and landing lights on the external model, but
no beacon, position and strobe.**

This was an old Service Update issue: SU v1.0.

Q

**I had a situation when I couldn't get the IRU to align: that was when I didn't
enter the position in the FMC, only batteries were on and both switches placed
at ALIGN: the ALIGN lamps only flashed. I then put the switch back to OFF,
entered the position in the FMC, closed the generator trips and tried again: no
way to get rid of the flashing ALIGN lamps. Re-loading the aircraft helped.**

If you read the manual it tells you that if your engines are running it is likely that the
aircraft is moving. If it is, it will not allow ALIGNMENT. Guidance before
ALIGNment is as follows:

1 Parking brake set to park.
2 Throttle fuly off.
3 Hit F1 key three times
 Then set IRS to ALIGN.

Q

**Stringing the waypoints on the RTE page is not possible: whenever I enter a
new TO waypoint, it is inserted on top of the list (followed by some kind of
discontinuity, THEN...) instead at the end of it (where I enter it at the position
where the dashes are). Stringing on the LEGS page is a problem.**

When inserting LEGS make sure you insert the LEG alongside the LSK key you
want it to be in order of its use.

Q

**On ground, TCAS is fully active; do I need to switch to ABV to get rid of the
continuous warnings?**

You should not have TCAS ON, on the ground. Every aircraft you pass will set it
off. Turn it off until you leave 500 ASL.

Q

TOGA was not possible (CTRL-SHIFT-G) at all. Is there a click spot on the panel?

We don't have any click spots on the panel - see the location of the TOGA buttons.

Q

After takeoff I engaged VNAV and LNAV but VNAV is not working.

There are clear company procedures for VNAV use depending which airline/VA you fly. LNAV can be engaged shortly after passing 500 AGL (only by example here) but do not engage VNAV until the aircraft has been trimmed and set according to the departure procedures for that airport (and if app': the airline). As a general rule you could be using TOGA to flap retraction ALT (company respecting) and VNAV for flap retraction to CLIMB - this is one method of managing the AFDS/MCP for take offs but it will vary dep. on company procedures. Airlines differ on procedure.

Q

FD only did only lateral but not vertical guidance even though FMA showed VNAV and LNAV in green.

FD does support both guidance modes. Check your particular settings and flight modes. VNAV PATH DESCENT is not yet supported on the FMC. The AFDS controls the pitch only to maintain the SPD dep on the command mode selected. ON descents it is common to use VS or non VNAV descents. *FYI: In research of 203 pilots at a major airline (1997) it wa found that 73% of pilots used VNAV in the CLIB phases but only 20% used it in descent and only 5% for approaches. So the accepted method is not to use VNAV in descent.*

Q

Though I selected CLB-1 as N1 limit, the EICAS showed CLB.

CLB will show on the EICAS identifying CLB as the profile not the type.

Q

A/T was not working correctly and independently from CMD: though the A/T switch was in the ARMED position, the indicator lamp lit and the FMA showed N1 active, throttle levers were unclutched and freely movable, A/T didn't control the levers. Only when I made the attempt to engage CMD, A/T seemed to engage somehow because thrust went up and stayed there. But because FD became active shortly after, I was able to move the levers again even though N1 was still announced as being active.

The A/T is operating correctly in all modes of flight. If it does not operate correctly you may not be set up correctly so please check your settings.

Q
I'm missing radio altitude callouts on a descent thorough 1000 ft at all.
Please see Service Update: SU v1.1.

Q
Maybe because of the non-working TOGA, the FMC didn't do the transition to the CLB segment.
TOGA is working. The FMC does not do transitions to CLB "segments" - the AFDS from the MCP does.

Q
I got some TCAS RAs, and the corresponding advisories on the PFD. What I don't looked for is if there were advisories on the VS indicator as well. Could you please confirm that RAs are displayed in completeness?
TCAS 2 is complete.

Q
Are there flaps markers on the speed tape?
Please load Service Update: SU v1.1.

Q
Are there FO callouts for V1 and ROTATE?
Standard Boeing call outs (recorded) are included but calls for "V1" etc. sound unrealistic.

Q
How do I see the windows ice up?
The icing FX depends on the OAT, IAS and window heat switch status. Fly the aircraft up to CRZ and above i.e. FL30 and each window section will start to ice up in 7-9 minutes for each window that the window de-ice is not turned on.The best situation to test to see if your windows ice up is the default "winter wonderland" weather theme. You have to wait about 7-9 minutes to let the windows freeze up.

Q
How do I see the contrails?
The contrails will only come on and off in certain weather conditions. The cotnrails are not cruise level smoke FX clones. The contrails are real models that refer to weather and humidity settings within the math and logic of the models. To see them more easily select the defaut"gathering storms" situation and then load yourself to any airport not above AGL 540 feet (EHAM is good).

Q

I am running only a 1.5 and 512mb of RAM and FS freezes up

You need more memory and we recommend it in th e product specs. If you took a chance with a low end user machine we admire your bravery. Lets try to help. First read the FAQ about FPS settings.Go to the control panel and open the SYSTEM shortcut. Choose the ADVANCED tab and the PERFORMANCE option In PERFORMANCE choose the ADVANCED tab and you should see the virtual memory CHANGE option down further on the page. Press CHANGE and select the SYSTEM MANAGED SIZE option. Press the SET button to the right. The system will ask you to reboot.

Q

When I press "A" for activation (red screen), nothing happens. I thought it might be a problem with my graphics card or driver. The "A" worked fine, but the dialog-box was not displayed within the (full-screen) window.

We are advised by a number of users that it is helpful to press the "ESC" key and press "A" a number of times (about 5 times is suggested), then you will be able to see the dialog-box. The same issue is reported with "RWI", a freeware plugin, which opens a window, so you can search for NAV frequencies and automaticly adjust the NAV, ADF or COM radios. If this does not work please try pressing the "ALT-TAB" option, and after switching back to FS(if not crashed) use the activate-then-press-ESC-solution". This is suggested to be linked to a graphics card issue and nothing to-do with our product. There seems to be a problem that standard windows dialog boxes do not always display, when running the graphics card in pure 3D mode (full screen). It is also suggested that if a card is an old Geforce 3 to update the card.

Q

When I select aircraft model 737-600 CFM 56-7B22 click OK, there are no engines in the cowling of the rotating aircraft on the screen, this surely indicates a problem.

The engine 'problem' is MS lack of code to illustrate the very advanced effects. The engines, when turned off and when the aircraft is static parked, will 'windmill' as wind blows through them. Depending on the level of wind you set, the engines will react and will turn at the degree the wind blows through them. MS cannot display such advanced code. The same is true of the vertical stabiliser or rudder - it will move in the wind depending on the level of wind that is set. This is also in the manual and also in our FAQ and is a comment on our forum...

Q

My only real problem is the NVIDIA Driver for Windows XP and FS9: with the

latest driver (but also with the older one) if you use FS9 in "window mode" (with 2 monitors) if you try to activate the tooltips, when you move the mouse on a switch the image become broken... it is like your monitor is divided into two horizontal section: up you can see your current fs9 image and below the same image but "frozen". *This is also a feature in FSX. Please contact Nvidea to solve the problem which is an issue with their driver. Update or roll back your driver if an update is not available at this time.*

Q

A few days ago I purchased one of your Products (Boeing 737-BBJ Ng) and first I have to say that i am really very impressed from this Product. But I still have a Problem. I start my FS2004, load the Aircraft, start all Systems and take off. But after few minutes or sometimes over 9000 Ft my FS2004 change to black screen and close himself. I reinstall the Aircraft, I change the Soundset and some Display options but nothing finish this Problem. Please help me, because i am so glad to use this Aircraft!!

This sounds like an 'out of memory' problem. Press Cntl+Alt+Del together and see what processes are running. Go to the tab that says PERFORMANCE and leave it running. Start up FS and make sure you are in WINDOWED mode (not full screen - you get more detail) and run FS side by side to the WINDOWS TASK MANAGER/PERFORMANCE page then run the flight and make sure you look at the PERFORMANCE window so you can see if yoru page file rate or memory use is going up. If you press the processes tab and click on the MEM section you can order all the processes you are running to check to see which one is using up your memory. Programs that manage memory wilol fix this problem for you. We suggest you enter MEMORY MANAGER in Google and see what it says.

Q

I purchased your 737-700 v3 installed it and loaded it into FS9, used all default Settings (KSEA, Daytime, Nice Weather, 100% Fuel...) and still see - nothing except the Standby Instruments....Do you know what that could be?

Try running your c:\FS2004\ARIANE\BGL LIBRARY SETUP\libinst2004.exe file. Shut down FS2004. Locate the file using Explorer. Run it. Nothing will show (what it does is invisible). Read the SETUP section of the BASE PACK INSTALL manual. Set your settings like we advise. Start up FS2004. Load the aircraft. Success? If not then please re-install.

Q

Another thing is that I cannot move my view to the throttle quadrant. There is no view from FS for this. How do I set this view?

If you want to 'set it' like a 2d panel? It is not possible. But what is possible is to move the view on the 'pedestal' by selecting it using the ELECTRONIC AFT VIEW and then by moving your view using CTRL [UP ARROW]

Q
I begin the NavData Editor and an announcement says:" The path was not found." What path? I cannot use this editor.
Your registry has been changed/edited or references deleted possibly by the installation of FSX or some other program - we suggest a great tol called the REGISTRY REPAIR TOOL that you can download from the Flight1 web site.

Q
With the BBJ and others, Active Camera works wonderfully, though, as mentioned on the support page, it does from time to time produce an anomolous problem such as disabling Ctl-S. This however can usually be dealt with by turning Active Camera's internal cockpit view off momentarily and then turning it back on and everything works wonderfully again. Or so I thought. Through the test I just now ran, it appears that Active Camera, even when working correctly with the rest of the aircraft, is blocking some of the ini commands, shaking being one of them.
With Active Camera turned off though, as I noticed in a test, the panel remains rock steady. With active camera's internal view and mouse wheel disabled, the panel still remained rock steady, so the workaround seems apparent. Disable Active Camera and it's wheel functions. You can safely remove Active Camera. We use our own version which is 'solid as a rock'. We have not had any response to mails we sent to the makers of AC.

Q
I have read your manuals and scanned your website support, however I can not find any info regarding CH products Flight Yoke, Pedals and Throttle Quadrant. Most of these work well, but I cant seem to configure the start levers on and off via these controls.
That is because the start levers are a control sequence in the VC and not as a key (example = select Engine 1= E+1 and then select Fuel cutoff 1 on = Ctrl Shift F4) the sequence to switch to one engine and then to turn it on cannot be done with one key sequence - it requires two x the number of engines you need meaning four sequential secquences to start two engines. With CH it cannot be done because its not a single sequence resolution - what you could do is to try to select ENG 1 using the key press and then set the fuel cutoff to key activate as SHIFT-CTRL-F4?

Q

I looked in the manual and tried many different settings as well as looking in forums for this answer. I can't seem to turn on the Cabin PAX galley lights.

Cabin lights are on the right hand side of the ligths switch panel in the Gelley Area. Its that box on the wall as you enter on the left. The ligth switches are those two knobs on the right on the panel.

Q

I am sorry but I cannot find a 'clickable' part anywhere in the cockpit which can change the CDU color. The only clickable part I found is on the Fmc Cdu to increase or decrease the brightness.

There are a number of knobs behind your control column and you have to use the keys as described in the manual to move your position to get to them. Each of these knobs controls the displays of the CDUs to brighten (blue) or darken (onyx black) them. There are also a few other buttons to turn on under lighting and backlighting.

Q

I'm getting problemas in Fs 9. After installation of the program (ARIANE - BOEING 737-700 NG VCe V2) I can't see the Cockpit panel. What to do?

This sounds like the library has not installed. It is automatically programmed to install the files at the end of the installation procedure but due possibly to firewall or virus settings it might not have run. Shut down FS. Go to the ARIANE folder, locate the folder called BGL LIBRARY SETUP and run the exe file in it called LIBINST2004.exe. Then start FS2004 and a panel that tell you it is setting up scenery will appear and take a few moments to load and then you can select the aircraft, press the [S] key to go to VIRTUAL COCKPIT mode and the cockpit will then appear. After activation, select the [Ctrl S] view key to bring up the DYNAMIC MENU and select the CAPTAIN position or FO position (or JUMP SEAT views etc.) These are the new 2Di panel sets enabling fast movement between classic 2d panel types and 3d VC modes.

Q

Could you send me the latest FMC NavData files , I tried to download it from your support page but I keep getting invalid ID/ Password error.

It is not a way to get a 'latest' navDATA file; the one you have in your product is the latest file we do. If youa re missing NavDATA on yourFMC or it simply is not there then you can purchase our latest version for all aircraft which will bring every aircraft in a collection up to the latest version. If your NavDATA has been corrupted, please re-install your product to a TEMP folder and use Explorer to find the ARIANE folder NavDATA file and copy it back across ot its location in ARIANE//Navdata.

Q
After installing and activating Boeing 737 BBJ I am unable to see the main panel (2d) and neither other views except fmc and IRS panels. On download, I get 5 applcations: part1,2,3,4, and navdata and manuals. Is it the full files?
Run in VC mode only. Go to ARIANE / BGL Library Setup and run Libinst2004.exe. Nothing shows when it runs. It installs the model library for you. Read the manuals please.

Q
When I press any key the view moves to the rear of the tug and while the tug is moving I am unable to move the view with my joystick to the front view or using the key pad, Only when I stop the tug I can move my view from the rear of the tug to the front of the tug with the joystick but when I click on the throttle on the tug control panel with the mouse the view move to the rear again.what do you think is causing this.
It may be due to another program that has reset the views, it could also be due to some key assignemnts another program has set without you knowing. Go to the FS204 menu and locate JEY ASSIGNMENTS. Reset your key assignments to DEFAULT.

Q
I have tried e-mailing you several times before but received error messages back after a few days each time.
We apologise for the inconvenience. We are looking into why mails are not being sent on. The SUPPORT page gives the details for the backup mail arianestudios@aol.com which is where the server mails are directed to at all times.

Q
I cannot activate from the Red Box - I've tried the on-line method several times and also tried the e-mail option but have not had a reply so far (possibly due to spam filtering etc).
Spam filtering is aggressive. We suggest peeople always paste and copy the mail into the email as it is without any changes (all of it). This is the reason why it contains words like DEAR since spam filters and other programs allow 'Dear beginning' mails. The red box and FMC both share the same activation codes on all versions so you only need one of the codes to activate the FMC (flight management) and the RED BOX (dyanmics) sections.

Q
I cannot get the main "Cockpit" view to work - all other views are OK
but when cockpit view is selected I just get a view out of the aircraft with no cockpit showing at all.
The VC has to be installed. There is a BGL Library Setup file in the ARIANE folder of your FS2004 folder that contains a file called libinst2004.exe - when you run it it

does not appear - it installs all the configuration you need. Please do not run this program when you are running FS2004.

Q
I bought the new Boeing 737-800 Ng and I understand that it can save simple and complicated flight plans and company routes. How do I do that?
There was an update to the manual that was made on the 16th May. (If you purchased the new 800 Ng after this date you do not need the new manual; it is included in all orders after that date). If you purchased it before and have not had notification of the manual please let us know at support or, if you cannot get through to this mail due to spam control or any other reason; then please try our secure, AOL business mail: arianestudios@aol.com.**Plans are saved via the MAINT page by clicking the LSK marked; SAVE FLIGHTS.**

Q
I ordered your new Boeing 737-800, but after the activation I can not longer load my whole Boeing 737-700 fleet (Base-Pack, Expansions-Packs, Upgrade Dreamliner and the special offers).
Please note that with this solution, you do not need to reinstall any other products. The new 800 Ng uses new logics and definitions and a brand new FMC.

Q
I have read ALL your instructions and I have been copying and pasting them into the white box. when it opens up after clicking on the R as instructed when starting fs2004 with your 737. Now in your last mail you have stated that I need to paste the entire mail after DEAR to the end of the mail......I have read and reread all the mails that you have sent me and nowhere is the word DEAR written. I have pasted every mail that I have received from you into that box and I keep getting the same result...it says invalid and then locks up fs2004 so I have to shut it down and start again. I am now thinking that there is something going missing somewhere as I said I have been following your instructions to the letter. All the manuals that you have included tell me how to operate all the functions of the aircraft but they do not explain how to validate it.
The process is described clearly in the manual called BASE PACK INSTALL ADVICE. There is a new version written in a simple, international pictorial language (pictures and arrows). There was a long, 48 page version but people don't like to read it so we made this process easier. This is the process once again: You have to run the OFFLINE activation option to activate/register the product - no need to go online (we dumped the online process due to the hundreds of weird and different firewall configurations people get their machines twisted up with). This is done as follows:

Start up FS2004
Load the aircraft

A red box will appear on the screen
Press the A key
Enter your First and Last names and your email address
Enter your ORDER ID and PASSWORD (Thats the long number at the top of your order starting with letters and ending with numbers and colons).
THe PASSWORD is the set of numbers and latters at the bottom of the order we sent you with the word PASSWORD clearly marking it so you cannot miss it.
Run through the process as described above and check your entries and then press the NEXT button to confirm you want to go to the next stage (there are only three stages).Click the OFFLINE button at the end of the activation program as instructed. The program will automatically start IE6 (Internet Exploer Version 6) and make an e-mail for you to send to us. If IE does not start, please start it yourself and the mail should appear. AOL? You can use IE6. IOther mail service? Install IE6 to get the code and then copy and paste the mail to your mail service and send it to here. Complete instructions are in the BASE PACK / INSTALL ADVICE manual PDF (marked on your order as DOWNLOAD ME FIRST).

Q
On take off with the Ng I get problems with engaging CMD and VNAV.
With an inconsistent cargo and PAX setting the aircraft may be a bit nose heavy. Set the trim to the correct value as specified in the FMC before takeoff then after takeoff push forward on the control column just enough to keep the aircraft in a nose up attitude as it gains speed. Near 250 knots let the nose pitch to produce a positive rate of climb then engage VNAV. The result is usually a decrease in nose up attitude and then a settling out on a good rate of climb with no nose pitching down.

Thanks go to Tom Jones for this note: "With the gross weight of the aircraft being 169661 with the aft and fwd baggage compartment loads being each reduced to 1500 pounds and leaving the PAX loading as is, the FMC calculates a cg value of 26.8% and putting this value in gives a trim setting of 3.52. I used the same takeoff procedures as above and it seems that the aircraft settled out very good on a constant rate of climb with no pitching down of the nose." In both of the above cases use forward pressure on the control stick to keep the nose down enough to gain speed but trim balance it out. It will take some practice to get right.

Q
I want to fly from Honolulu Intl Code PHNL to Keaholie Kona Intl Code PHKO. When I type the Honolulu Airport into the FMC scratch pad, it says not in database.
There was until recently, no way to fly from Hawaii. The data was not covered by our source of Nav. We developed a new interface inside the FMC to add user-own data. When we made the new FMC in the 800 (included in this release) with an editable interface it solved the problem. But it needs a manual to explain it all and you can obtain it from us by writing to us at arianerstudios@aol.com if you get

stuck. Please download the latest NavDATA update from our SUPPORT page.

Q
I am trying to make up a flight plan that is accurate to the real world flight plan. What I have noticed is that some of your Sids and Stars are old and do not have some of the new Sids and Stars in the database. For example, Los Angeles Intl. For example using the PERCH 9 departure. And the Ficky transition. From time to time, these things are updated. Is there any way you can download the updates into your FMC?
Yes. You can add them. We are working on the ability to change or delete present NavDATA entries and we suggest, for the time being, you can save the PERCH 9 DEP as say, "PERCH_9" so you can read it (and any others) as new SID or STAR data until we develop the interface more fully to edit the source data; see our NEWS page for more info.

Q
Sometimes if you fly on the VATSIM network on line they use the latest data for Sids and Stars.
That is now no problem. In time we hope to have a page called NavDATA on our site which will allow people to upload and download their own updated work.

Q
Another problem is trying to program the FMC for ZFW and GW weights. For example, I went into FS and set the fuel gross weight for 170.178 and then I typed that into the gross weight on the FMC as per instructed. Guess what, it said that is was invalid. So, I went back and changed the weight again and it said invalid. So I went to the FMC to type in the ZFW instead of the GW to see if it would take and no go.
You must ref GROSS WEIGHT - its the fourth line down. It is marked as GROSS WEIGHT in FS - not fuel weight or Max Gross Weight. If you get a problem with it, then PAUSE FS and then enter it. It will then take the entered data. (Note: this is a constantly changing variable because if your engines are running you will be using fuel and thus the weight will be changing by the second).

Q
I went to the take off page on the FMC and tried to complete it and I went back to try to type in the fuel weights and "same thing". Maybe I am doing something wrong. I have not encountered this before in any other FMC.
Typing in the correct weights and the correct structure requires that the same rules are followed as per FMC/Boeing CBT. Certain simtoys do not follow correct FMC procedures so there is likely to be a learning curve involved with our product.

Q
Is there a reason why the letterings and gauges on the VC is unclear?

FS 9 is set up per your instructions. And the lettering and nomenclature on the panels are fuzzy. When I try to get a close up on it, you cannot read it.
You are not set up correctly - pleaase recheck our recomended settings.

Q
I try to enter data and your FMC causes my sim to crash.
Our product has been tested and does not do this. The sorts of crashes are down to software you are using that is not keeping to the MS SDK or software that is interfereing with our work. But in order to ensure that you have a good install of FS2004, please check:

1
FS9.1 patch? Loaded? Was it run/installed from INSIDE the FS2004 folder? If not then file corruptionmay occur.

2
Is your FS folder using the correct default? c:\program files\microsoft games\etc.? if not then you amy have problems. Always run the program the way the maker designed it to run. Run it your way and you can expect problems.

3
Have you purchased the most up to date version of our software? Version 2.5 is the latest one and the 80 0Ng is the latest version of ALL new work that must be purchased. (Sorry but we cannot make fre work for ever - not even MS does that).
The problems you experience might be as a result of running older software. Please update it.

Q
I am unable to enter any data into the FMC. It always tells me Not In Database. The AIRAC is 2007. Generally, I fly from the vicinity of Long Island, New York. Primarily, KISP, KLGA and KJFK.
We do not use AIRAC direct source any longer. We are writing a guide on how to add your own data since our new FMC can now allow editing of data as well as the import of flight plans from FS2004 as well as a SAVE function to allow you to save comlicated plans saving loading them up again - this section is very much going to be in a changing phase of development due to the fact that NOAA issued a stop on the free use of their data so we have had to go look somewhere else for NAVDATA. The same problem is going to affect everyone using FS NOAA data. Ever version after the V2.5 800 Ng comes equipped with an editable database so you can add your own flight planning and data - we are writing a manual (possibly released by the time you read this). With the new 800 Ng we typed in the airports you mention and they can be accessed with no problem.

Q
**There was something I found out yesterday. FS says "Flight Simulator was
unable to load some aircraft or software you can continue to use FS but this
aircraft or software will be disabled File:Gauges\ariane.737.fmc.gau" When I
loaded 600-700-900 with the standard cockpit then I change the panel.cfg from
Ariane.737.fmc To Ariane.737.fmc.v2 like it was in 800 standard cockpit then
the problem was solved there was no problem with the EFIS cockpit.**
Because you are using an updated version of the 800, it is wise to copy all of the
PANEL.cfg and PANEL.EFIS.cfg versions to each aircraft tht you purchased that
are V2 versions. Do NOT do this with V1 versions - you will encounter problems
we cannot support. Also remember to load the SP pack from MS.

Q
**The FMC is giving a problem that on the Perf Init page the last entry, usually
either Crz Lvl or Cost Index causes Flight Sim to crash. What do you suggest,
I've reloaded FS9 with only your aircraft and no matter what I do the FMC
crashes when the last lsk is pressed regardless of whether its Cost Index or
Flight Level.**
This sounds like either a DLL conflict. When you installed the FS9 patch where did
you save it to and from which drive did you run it? You must make sure that your
version of flight simulator is installed to the correct location on the C drive and that
the FS9.1 update patch is installed FROM the FS2004 folder. If you run it from any
other place or another drive you may corrupt or change the structure of files
irrepariably.

Q
**Asymmetric approaches with the starboard engine off leaves me with no sound
at all…. I understand what you say about the sounds but I also believe there
should be some sound and if in PNF seat then it should be a noticeable volume.**
Make sure you installed BOTH sound set files. Regarding entering a flight level of
5000 ft in the FMC it happens when I have a clean build of FS9 with only the boeing
added. First time I tried it it wouldn't accept, returns INVALID ENTRY in the
scratchpad. Again, this sounds like an FS9.1 patch problem where the patch has not
been installed correctly. Please refer to our Technical Partners for further guidance
by accessing this area on our web site.

Q
**I purchased the Southwest Expansion Package for the 737-700 Ng V2. I got
everything loaded and saw that the activation code was needed so I put in my
code from the 737-700 and guess what? It will not activate!**
You must make sure that you are using a NEW activation code. Each successive
upgrade requires a new activation to stop piracy of parts. Make sure FS is not
running. Locate your new, activated Dreamliner BASE PACK 700 package using
Explorer (Make sure it has been activated, this is very important). Locate the single

MODEL folder. Copy that MODEL folder over to each of the individual aircraft folders of the expansion pack and then start FS and select the aircraft you wish to fly. They will all load without needing activation since they use the activated version that has laready been registered.

Q
Also, on the 900NG, I can not select the right VOR frequency, I can not change the decimals and I believe it is a BUG. Otherwise your work is awesome!!! I do not regret getting it.
The answer to this question is in the main manual. You change the decimals using right and left mouse buttons on the RIGHT window and then, when finished you click the central trs button to transfer the selected frequencies to LIVE on the left.

Q
I still can´t see the 2d Cockpit or the Virtual Cockpit in the Lauda airplane 737-600. I have done everything but nothing shows.
You purchased a 600 Ng Expansion Pack aircraft only. You cannot activate a BBJ and then only buy an aircraft. You need to buy the complete pack for a 737-600 (Please buy the 600 Ng BASE PACK) which are very different from the parts of a BBJ. Different FMC, configuration, flight characteristics, performance, fuel, management, flight deck, etc. Each package is complete in the BASE PACK product. If you would like to fly Expansion Packs for the 600 Ng you must have bought the BASE PACK for the 600 Ng and the same for the 700Ng Exxpansion Packs you need the 700 Ng BASE PACK etc. Also note that there are two versions of Expansion Pack. Version 1 Expansion Packs will not work on V2 aircraft. You need to choose the right Expansion pack for the right aircraft. V1 and V2 packs were clearly marked in the product section. V3 is best.

Q
I purchased the SWA original pack (promotion pack) and the Upgrade in Dec 2005. Are there any Service Updates to be installed since my purchase ? I have no access to any downloads in your support and upgrade Section . I am being asked for my order ID and Password . Where can I find those ?
For each product you bought the ORDER ID will be relevant to that section. For example: A manual you are missing from the Base Pack will need the ORDER ID from the Base Pack to get in to the SUPPORT SECTION for that product to get it again. There are not any service updates to the V1 product.

Q
If I want to re-install, do I have to include the pushback ext. in the basepack installation, or are they included in the v2. upgrade.
Parts were included in tha told release. You should install all the original software in DATE ORDER of each exe file. This is easy to do. Copy all of the exes to a TEMP Explorer folder and then press the DATE MODIFIED field at the top of the page.

This will place them in date order for you. Run the EARLIEST dsate FIRST and then work your way up the list. (Tip: Make sure FS2004 is not running).

Q
I noticed on the 700 model that in "create a flight" the engine nacelles are empty. Have you encountered this and do you have a work around or replacement file?
There will not be an update due to this version of FS. Its due to some new software we are using. MS does not recognise it so it cannot render it. The new software is the engine and rudder 'movement' logic. Sit the 700 on the ground and set up the wind at the right direction and at varying speeds and the engine fans, when stationary, wlll revolve in the wind. The additional logic for the rudder will move it from side to side depending on how strong the wind is.

Q
I jump to the pushback truck to push the aircraft and when I jump back into the cockpit, the views are all gone.
Here is a good go-roud to limit any 'viewing programs' that may be changing values or settings. During the pushback go to the top down view to better guide the aircraft back. If you go to the top down view then when you get the aircraft positioned then go back inside the cockpit is when the instrument panel disappears. If you don't go to the top down view and do the complete push back sitting on the cart, as it should be, then when you go back inside the cockpit all views are ok.

Q
My 600 is now updated and all is working great. My next question is for my 900 Version. It is not installed as of now. Is there anything I have to do, other than just install it now, so that I do not mess up my 600 installation? I have the 900 V1 and the Expansion pack (tug). You sent me activations for this computer before I did the update for the 600. How to get round installing old on top of new while keeping up to date and keeping current activated product 'LIVE'
If you want to install any older Versions (900 V1 etc;) , take care to note the dates of the exe files. You will be installing older files if you have upgraded to any V2 versions or versions that date after the 900 (which will include the 600, 700 and 800 and BBJ) by installing on top of newer updates or files. The best way to carefully re-install an older product is to do so manually following these instructions as best you can. Install the 900 to a TEMP(orary) folder and hand copy the files over. It should be easy to do this by opening two explorer windows and then copy from left to right or vice versa, whichever is your preference when copying files. How do you open 2 windows? If you have a WINDOWS key next to your ALT key on yor PC you can hold this down and press SHIFT twice. If you do not have a windows key, no problem; go to your START button and press the EXPLORER tag twice. When you get two Explorer windows open, right mouse click on the taskbar and chose TILE HORIZONTALLY and then set up the TEMP folder on the right and the FS2004

folder on the left. Copy from right to left all the files into their respective folders, one by one.When you get to a messge that says DO YOU WISH TO OVERWRITE XXX FILE DATED WITH THIS ONE XXX DATED whatever, then note that you should not copy an older file over a newer one.This way, you can then load up your 900, run the two activation processes and send us them both so you can paste one into the activation for the pushback (RED BOX) and one into the FMC (FMC activation).That should get you flying OK with both of the products while keeping the newest files so you can benefit from them all with as many products as you have either - V1 or V2. If you want to make sure that there are no problems at all, we really suggest you upgrade each to V3. This will make sure you fly at the 'cutting edge' with all of your fleets since V3 is closest to FSX development technology.

Q
Is there a cerain speed where the rudders no longer work once in the air. I got the CH rudders but when flying your planes the rudder doesnt work once in the air even when coming in for landing but once im on the ground i see the rudder moving again.
If you are not getting enough rudder response then look at your yaw damping switch on the overhead? It should be set to OFF so there is no damping. Also, note that at speed you cannot wang the rudder over and see it move like a piece of entertainment while fast air flow is forcing the horizontal hinge edge to stay aligned or facing to the line of the fuselage or in other words, flat to the adjacent surface of fin facing. Its OK - thats normal**.**

Q
My fonts and numbers on the MCP are all blurred and look out of focus. I have tried many different settings and screen resolutions like 1280 x 1024 and 1024 x 768 but its not helping. Any ideas?
This reply from one of our users: *(our sincere thanks go to Lars Althaus for this answer). I have a Geforce 7800 GTX-Card and the newest driver (81.98). Before I tried driver-settings from a german website (www.j-jeran.de) which produced the failures (only Ariane-planes). Then I went back to the card-default-settings and it`s o.k.. I think it has to do with the Anti-Aliasing-Features which should be set to "Software-Controlled"* .

Q
When I load up the main panel and use the 2Di Capt or FO side, I see that the screens displaced on the panel.
We would like to thank Tom Jones for his input on this support issue. The following steps are based totally on the fact that after installation you are on the FO side of the cockpit (it doesn't matter which side you are on in this excercise - simply run through it). When booting up the aircraft for the first time you will be in the 2d mode with no panel showing. Press the key on the keyboard to show the VC and note that you are on the FO side of the cockpit. Press CNTR+S and then the 1 key to put your

self on the Captain's side of the VC. With your hat switch on the control stick pan down to the scale by the Captain's seat. Left click anywhere on the scale. Without doing any thing else, save that situation to your favorite airport and position on the airport by the normal FS procedure. Exit FS. Reboot FS to the saved position and you should be in the Captain's VC position. Press CNTR+S then the 3 key and this should put you in the Caption's 2di mode with all displays showing in their proper position.

Q

I run the old Version 1 900 Ng and I purchased the upgrade to the new version V2 upgrade and now the 900 is not activated anymore and I run the 'key update ex'e and after that I tried to activate with the entire mail from DEAR to the END of the MAIL it doesn't work and says that the 'key inifile' is missing

Some programs used to download files seem to corrupt the files. We suggest users download the patch in our SUPPORT department called 900 Ng INI FILE UPDATE or, if it is unavailable, send a mail to us at arianestudios@aol.com heading it 900 NG ACTIVATION INI FILE UPDATE and we will send you the files to solve the problem.

Q

The Captain seat position cannnot be saved with mouse clicking on the TAPE MEASURE on the floor as 737-BBJ Install & Quick Start describes on page 8. 737-700 V2 Version is the same, too.

The tape is an old feature. When we introduced 2Di we added a new view option With the tape, it was limited to choosing the Captain View OR the First Officer view ONLY. Now you can place your view ANYWHERE you wish. Select your viewpoint. SAVE the SITUATION. Call up viewpoint menu (press Ctrl [S]. Press zero key [0] (not keypad). Open the SITUATION. You will now be situated at the new viewpoint. With this viewpoint set as default, you can walk round the cabin and move to wherever you want and then press the spacebar to move back into this position. The old option of Capt and FO has been replaced with the two options on the menu for choice of either views as opposed to only ONE view.

Comment

During the last reinstall I left the Sas 600 expansion pack to the last. The aircraft still want's fmc activation so I guess it must be something wrong with the installer exe itself. None of the other expansion aircrafts acts that way. Anyhow, after a reinstall of the 700's, the external light switches and tcas worked on the 600's. But it was impossible to get power to the com and nav radios. I then installed the fix, but that really removes the 600 aircraft and cockpit from the sim. They show up under the aircraft selection page, but are completely gone in the sim. I lay myself flat under the carpet. The no power to the com/nav radios on the 600 was a big mistake from me. I have obviously flown the 700 too much lately, and forgot that on the 600 you need to activate both ' Master battery / Alternator switch ' and ' Avionics master ' to

establish power to the radios. On the 700 it's enough to activate ' Master battery / Alternator switch '. So this is no issue at all. It seems like the ' 2Di Tech Upgrade ' really does the trick on this. The external light switches and the TCAS do work! And that was the main issue after all. Now there are no issues left, so I don't need the ' Fix ' that caused cockpit/aircraft loss in the Flightsim either. Everything is fixed by the upgrade.

Q
The LEGS PAGE does not show me all the complete info for the legs. Its is not complete.
All the fields in the ACT RTE page need to be filled in before the FMC gives you the route info (even the planned runway for takeoff). Boot up the BBJ to any airport (not a saved situation). Make sure the engines are running. Stop the engines and turn off all electrical power. Save the situation. Exit FS (if you wish...or...) Open FS and go to the saved BBJ situation. Engines will not be running but aircraft has electrical power. Start engines. Conduct pre-flight checks. Conduct flight planning and file flight plan

Q
I decided to reinstall the BBJ and the reinstallation solved lots of problems, including the displays being out of their frame. I started of by deleting the FS9.cfg in the documents folder. I booted up FS9 and just let it rebuild that file and it puts you back at Seattle-Tacoma. When I boot up the BBJ everything is on and the engines are running. I just go to the airport location where I want to save the situation. I then shut down the engines and save the situation with the battery switch on. The CMD switch stays lighted when depressed.
That shows that the default it is running off does get changed by other software that then does not go back and professionally reset a master FS file but possibly leaves it edited (or messed around with).

Q
Here is the problem. I bought and installed the -700 first then I bought and installed the BBJ. I had to use the code again to reactivate the -700 after installation of the BBJ. Now that I have reinstalled the BBJ the -700 has to be reactivated, the second time and it will not reactivate with the code I now have.
Two things to do here. Install the BBJ first and then the 700. Then run the keyupdate exe files in the Ariane folder with the 700 and/or BBJ in their name. Activate the BBJ and then activate the 700.

Q
I removed the FSUIPC.dll from the modules folder. I then saved several startup situations for the LVLD 767 with the avionics systems in various states starting with a dark cockpit. I then booted up a 767 saved situation with the 767 battery switch off, then booted up the -700 in the saved situation with the battery

switch off. I turned the battery switch on and the CMD light was momentary on then off as usual. All other saved 767 situations was with the battery switch on. I then booted up the -700 and the battery switch was on and pressing the CMD button resulted in a normal situation with the light staying on. Is there a prolem with other software conflicting with the AP funcion?

The best solution is to boot up and aircraft like the default Cessna. Using this method seems to reset this whcih is a known FS bug.

Q
When I try to send the activation mail, my E-mail provider tell's me that AOL is blocking this mail because of SPAM? How can i get past that?

Paste the key into the body of the mail. Do not send attachments. ISPs are now using protections like anti-spam to attract business from a nervous public but you must understand its limitations and set it up accordingly.

Q
When I make the right or left view, i see the PFD, ND and EWD , I can't take them out of there, same thing happens with any other side view, I do see the outside, but infront of that are those 3 screens.

Turn them off by pressing their respective SHIFT KEY assignments. In CTRL/S/3 or 4 views the 2Di cockpits set the views but outside of that set area the pop ups are optional.

Q
If i load the plane after flying another one, and then use the Control+S+3 view, the PFD,ND, EWD, are out of place, they are moved to the right.

Remove Active Camera. Also, look for the line in the INI file relevant to the aircraft you fly. Example: NAME OF AIRCRAFT is Boeing 737 700 Ng then INI = ariane.737ng.700. Look for the section entitled: VITUAL COCKPIT. Go to the end where it says SHACKINGFxOFF=0. Edit is and insert 0 for OFF and 1 for ON after the = sign.

Q
Some times the T/D disspears from the ND, and i don't know why.

It will move and adjust depending on wind and other perf factors. Its calculating the best point for T/D.

Q
I put restrictions over certain fixes, for example to croos xxxxx fix at Fl190, and the FMC accepts this, but the t/d is way too past from there so he doesn't even start the decent before that point, same thing with the speeds.

Adjust your TIME ERROR TOLERANCE (and also remember that this is a £50 product and that also requires fairly advanced user input - with respect of course to the user).

Q

When i try to dowload some things from the support , I get a request for a password whichI dont have, were can I get that password.

The ORDER and PASSWORD location are explained on the first few pages of your BASE PACK INSTALL ADVICE MANUAL. We will admit that the activation is a little thorough. Piracy is as thorough in trying to steal costly work.

Q

When I load the BBJ or 700 or any one of the aircraft from the NG range and then turn on the CMD switch on the MCP the light does not stay and goes off meaning that I have no autopilot.

We have found that some aircraft from payware companies could be changing values in the system files. We are looking into the software that resets the default values for everyone. To get round this problem (and to show you that it is not our software) Boot up the default Cessna first. Make sure you turn ON the battery switch then load up the BBJ/Ng from the aircraft menu. Turn on the battery switch (if it is OFF) then press the CMD button on the MCP and the light will stay on.

You can then turn the CMD switch off and the battery switch off and save the situation and exit to desktop. When you load up the situation again the aircraft will be ready to be pre-flight checked and the CMD switch will work as it should.

Q

I just purchased and installed the BBJ and then I installed the NAVDATA and I am now waiting for an activation code. I also purchased the NEW Version 2 Boeing 737-700 Ng Series VCe about three weeks ago and it worked fine after putting in the activation code sent to me. The problem is after installing the BBJ and the NAVDATA that came with the BBJ, when I try and boot up the737-700 Ng Series VCe, I get the red box asking for and the activation code. I tried the one previously sent that did the activation and it does not work any more. What needs to be done?

Please re-install the 700 Ng and the red box will disappear. They need to be installed in the date order they were released. That stands to reason since updates are included in latest products released.

Q

I just purchased the pack for my 737-700NG yesterday. I must say, very nice addition with the new EFIS. I noticed on the aircraft select screen, since the Dreamliner V2, the engine fans are missing, but are indeed there in the sim once loaded. Is this normal?

Since the release of FS2004 is a while back, we have now superceded the old code that displays aircraft in that window. It only allows standard code. We use non-standard code for animating the engine fans since they turn in the wind when standing static and depending on wind conditions - the same is so for the rudder - it will move in the wind when the aircraft is static subject to the wind condition.

December 17 2004

D7-27371-300-ADS   02.03.04

Q

I am waiting for a shipping order and it seems to have gone way past the usual 14-28 day period. Is there a reason it may not be delivered?

When filling in the order for shipping please do not repeat data like this:

John Smith
31 Sepwroth St, 31 Sepwroth St
31 Sepwroth St, 31 Sepwroth St
31 Sepwroth St, 31 Sepwroth St

We must have a complete address to send to you which should be the same address as your home/send address. Please make sure that you also include your postal/zip code and country. If you do not include certain elements then your order will be placed into an investigation tray where it can take time to look into and you may receive a mail (or not) depending on data that is missing.

Q

I've been trying, unsuccessfully, for the past 2 weeks to register a product I purchased from your web site.

Make sure you send it to the correct address. It would appear after some investigation, that AOL e-mail addresses will not accept mail from a mail server with a dynamic DNS address, which some mail servers use.

Q

I bought 737_BBJ and I asked you the activation for RED and WHITE BOX via OFFLINE process. I received this and the activation is OK, but after this when I load the B737_600 it informs me that the FMC is not activated.

During the instalation of B737_BBJ I accepted all folders as the default. I write below the e-mail referent these ORDERS, please inform how I repair this problem. Like the manual says (and we think its on the support pages too), if you double click ALL the files in the ARIANE folder located in FS2004 folder that are called KEY UPDATE exe. This will solve the problem.

Q

when I load the AIRCRAFT MENU and select the new VERSION 2 Boeing 737-700 Ng the engine blades are missing.

This does not show in the FS program - this is nothing to worry about regarding this issue. The reason the model shows holes where the engines are in the low-detail preview screen in the AIRCRAFT MENU is because we use some hand-coded advanced animation here. FS cannot model it because it is too advanced for what is now getting to be an old program. When standing still in the simulation engines will be subject to wind direction and wind strength. Same for the rudder area.

Q
I have spent some time going through a few manuals... for some reason when I try to go to the classic 2d fixed view (CTRL-s, 3), the PFD, MFD, and EICAS displays are not positioned correctly... any ideas?
You are using Active Camera which is not needed. You need to de-activate Active Camera or remove it before loading the aircraf /FS2004. To turn it off, remove all the options by making sure there are no ticks showing by any options in the Active Camera menu. Then re-load our product.

Q
I am interested in the latest 700NG offering (Version 2 EFIS) -am I correct in saying that one will have to own the 700NG Soutwest pack in order to make use of the VCe Upgrade?
That is correct. The original must also be installed and activated. If the original is not activated you cannot install or load the aircraft in FS2004.

Q
Had installed the 737-700 Ng base-pack and the Lauda-air 737-700 Ng Expansion-pack together with pushback-module. All registered and working fluently for the last three months. After upgrading the base-pack to "Version 2" and activating the "737-700_ver_15_keyupdate" my Lauda-air 737-700 Ng expansion-pack asks for a new registration (pushback module and FMC). The old keys (see below) don't work for that purpose. Any solution?
Best to purcahse the new version V3 which is commonal with all versions V3. Please copy the non winglets MODEL folder from the SWA 700 to the Lauda and then press the 737-700_ver_15_keyupdate exe and start FS and all will be OK.
Because you are using a new model version 2 (.mdl) file in the new version aircraft and the old Lauda model used an older V1 (version 1) MDL file in the older Lauda version. You need to correct that situation by copying and pasting every older V1 you purcahsed that uses the older V1 MDL file with the new V2 version MDL file.To do so, copy the entire conents of the udpated SWA aircraft that has been activated and key-updated to the Lauda MDL folder. Alternatively, if you would like the Lauda 700 Ng aircraft to be fitted with the new look winglets (since lauda does use them) you can copy the activated file contents from the Dreamliner MODEL folder into your Lauda MODEL folder and any and every 700 Ng MODEL folder you wish to upgrade to version 2.

Q
I cannot see any cockpit or anything at all. Do I need to run a scenery.cfg install or something.
Please run the LIB INST program in the LIBRARY INSTALLER folder in ARIANE. After the activation go to the scenery cfg file and check the entries follow on in number sequence order. You may have an order of install as 64 but a layer=70? Changed the layer to the same value as the number sequence.

Q
I can call the tug but i can´t get inside the cabin. I hold down the SHIFT key
and press the P key, but nothing happens (?)
Ctrl P

Q
I installed all the aircrafts in order as your website instructed to do, (all
900,600,700 and bbj vce.) When I go to fly them, all my panels are dark with
the engines running. That is correct. Panels are 'dark' until a: you have
correctly activated all of them and b: you have set the electrics and the
switching as per the Normal Procedures for a Boeing 737 Ng. When I on the
battery power, then all the panels come on. Is this normal ? Because if I
reinstall the 600 then all the panel come on then I get no vce cockpit and no
aircraft.
By re-installing an older aircraft you have interrupted the sequence we released
common files such as the FMC (the FMC for the BBJ uses different protocol and
logic so that one does not matter) but the 600, 700 and 900 all share the same logic.
To install correctly, you need to install the products in the order we released them.
You will not need to install the 900 update since it will be updated by the 700 Ng
installation. Just sound.

Q
I read through manuals and look on your website regarding this issue and
found nothing on this matter. What do I need to do?
Install the software in this order - if you wish, you can install the software to another
temporary directory and hand copy the files (if you know how) to the folders that
appear in the temp directory (a case of matching the destination folders with the
names in the temp folders and then chcking that the dates of the files are newer as
they are copied if you use this method), Using this method means that you do not
need to copy any file with the word KEY in it to the Ariane folder. If you choose to
re-install them, first, copy all of the files withg the word KEY in them in the Ariane
folder. Then install them in this order as follows: 900 - 900 Pushback - 600 - 600
Pushback - 700 - BBJ. If you choose to make a fresh install, after installation, use
the keymails we sent to you and paste them into the relevant boxes as prompted after
loading each aircraft. FMC keys will go in the FMC and pushback (red box) keys in
the red box sections that appear when you load an aircraft for the first time after a
new installation). This process will ensure that all of the products are successfully
loaded and working correctly**.**

Q
Is there any guide I can read about activation?
A Guide to Installation and Activation. There are two parts of the installation that
you must follow carefully, as outlined in both the release manual and the Service
Update Manual in detail. Download Advice

* Do not use Netscape.
* Turn off any programs that may conflict with the process of the download.
* Check that your ISP does not limit the download.
* Do not use a download manager. If you have downloaded all of the sections marked with the word DOWNLOAD on your order page, please enter the next stage of the setup - Installation.

Part One - Installation
If you purchased the Boeing 737-900 Ng before the 29th November 12:00 GMT, please make sure you install additonal software in DATE order as shown below. If you purchased the Boeing 737-600 Ng AFTER the 29th November 12:00 GMT

1 Install the ORIGINAL EXE software for the 900 Ng (the 600 Ng requires NO additional updating whatsover).
2 Install the Service Update.
3 Install the MS Update.
4 Install the new MS update Service Patch from our SUPPORT site.

Lastly, if you have updated as above, you may need to run the program marked KEYUPDATE.EXE in your ARIANE folder. Then you are ready to activate.

Part Two - Activation
BEFORE you activate, make sure that your router firewall software is disabled or that your IE5 or IE6 software is rest to LOW.

Q
How do I disable my firewall?
If using a router, pelase refer to our router instructions to disble it or contact your router hardware supplier. You will only need to disbale it once.

Q
What if I use IE5 or IE6?
Your IE5 or IE6 version of the Win XP Firewall and Security Section will be enabled. You need to disbale this for the period of time you activate your software. (Experienced users can allow access from www.woodlandworld.com for our software to be written to). Open IE5 or IE6 and access the TOOLS menu. GO to INTERNET OPTIONS and click on SECURITY. When the security menu has opened, click on the box marked DEFAULT LEVEL and make sure itgoes to LOW. If it does not allow this, reset the level by clicking on CUSTOM LEVEL and tick ALL of the ENABLE boxes. If you come across a box marked SOFTWARE CHANNEL PERMISSIONS choose the LOW setting. In the last setting USER AUTHENTICATION please select the AUTOMATIC LOGON option only in Intranet Zone.

Errors that occur and leave you not being able to activate could include the following: 1   Not having a valid key (Make sure that all youyr files are present in the ARIANE FOLDER. There should be two files called. 2   You are pressing "Offline Activation" and then pressing the "Activate" button with an empty lower activation window. 3   When using Online activation and pressing "Activate" - the message "Wrong email" comes up because you did not enter a valid email (this email is not identical with the mail on the download page) or there is a SPACE after or before the e-mail you entered. 4   You have a firewall running. 5   You are not COPYING and PASTING the nunbers for activation but trying to enter them in by hand. You may make a mistake this way. Always copy and paste these numbers.

READ the instructions we had written specially for the install called QUICK Install Guide. NOTE: If you have previously accessed your order, it will be disabled. If you try to access it again it will reply with a WRONG E-MAIL ADDRESS because it cannot re-access your e-mail section of your order. If this happens as a result of your re-accessing your order for any reason, we require an administration fee to re-enable the order. If you have any problems other that this please write to us at Ariane Support and we will do all we can to help you with activation.

Q
Can I ma\ke my sounds work in FSX?
You can but we do suggest you purchase our new sounds. We have added a completley new sound set consisting of over 76 sounds. For those who wish to have a go at installing their own there was an excellent post on our forum reprinted here:

Here is a little note to any one whom is having difficulty. First you have 6 executable installer files, two of which are for installing the cfg for which sound pack you choose. The other four are the actual sounds, select either both Ariane Boeing 737 - Ng Sound CFM567b 24 STEREO & Ariane Ng CFM567b 28 STEREO FX. Notice the FX on the last one. Install both of these, OR alternatively you will see a file called Ariane Boeing 737 - Ng Sound CFM567b 28 STEREO. The only discernable difference I found was two files had the 24 and the other two 28. Choose either plus the corresponding FX file into this path (might not be your default path if you have FSX installed on a different hard drive, so edit it accordingly) - C:/Program Files/Microsoft Games/Microsoft Flight Simulator X/SimObjects/Airplanes/B737_800/sound. After they are installed you will see within the sound folder of B737_800 in your FSX install, there will be a folder called Aircraft, go into it, then you will find a folder called something along the lines of Ariane Design, go into that then finally you will come across one called CFM567b etc etc. Go into that folder and move all the sound files from the CFM567b folder into just the sounds folder in your B737_800 folder. Next, delete the Aircraft folder, the Ariane Design folder and the CFM567b folder. That type of install is used for FS2004, which is completely incompatible with FSX so delete those folders now go back to your folder where you downloaded the sound pack.

Now it's time to take one of the cfg files from it, they will just look like the other files but you'll see on the filenames 737 Ng Cfm567b 24 Sound Config and 737 Ng 737 CFM567b 28 Sound Config. Depending originally which sound package you installed into FSX (Either the 24 or the 28) use the corresponding cfg. Double click it and an installation wizard will appear the same as it did for installing the actual sound files. Navigate on the browse area of the wizard to this path -

C:/ Program Files / Microsoft Games / Microsoft Flight SimulatorX / SimObjects / Airplanes / B737_800/sound. (Remember, DO NOT use the soundai folder. Ignore it completely, only the sound folder) Once you click next it will install a config file to the sound folder, now we need to go there and edit that sound.cfg. Now, if you've never edited a cfg before, it's quite simple and this is just a minor alteration anyway. However if you have no idea of what your doing then it might seem odd. You should see a file within your sound folder called "sound" (without the inverted comma's). Double click on it, you might be lucky enough for it to open straight in notepad but if not don't fear. A window should appear saying windows doesn't know which program to use to open the file, select the option "Choose a program from the list" and highlight notepad, then press ok. Now you should see a bunch of text all the way down the thing but we're only concerned with the very top. You should find something like this -

[FLTSIM]
product_code=FSIM
alias=ariane design\ cfm567b

On the alias line, delete ariane design\ cfm567b or similar and add B737_800\sound Save the file..... Congratulations! You can now enjoy these great sounds.

[Credit: A big thanks to Brian on our forum for providing this tutorial to get the sounds running in FSX].

Q
Can I use aircraft in FSX?
MS have changed the format and no longer use .gau files, they have switched to .xml format which is more dynamic so gauges cannot be used yet. To use the aircraft (if you have not already done this) you need to add a line:

<SimObjectPaths.=Path to FS9>

To your FSX.CFG file (search for it using FIND). (This means that you copy the last line of the SimObjectPaths section to a new line below it, increment the number by 1 and add the path to your FS9 installation). As always, backup your original FSX.CFG file first. Next time you start FSX, you might a warning message about duplicate names, due to the duplicate default aircraft in installations but ignore it.

Here is what we also suggest FSUIPC users do to stop confusion between default aircraft and third party addon (TPA) aircraft:
Edit the FSX.cfg
(make a backup first of course). Follow this layout:

[Main]
User Objects=Airplane, Helicopter
SimObjectPaths.0=SimObjects\Airplanes
SimObjectPaths.1=SimObjects\Rotorcraft
SimObjectPaths.2=SimObjects\GroundVehicles
SimObjectPaths.3=SimObjects\Boats
SimObjectPaths.4=SimObjects\Animals
SimObjectPaths.5=SimObjects\Misc
SimObjectPaths.6=SimObjects\AI Aircraft
SimObjectPaths.7=SimObjects\Aircraft_3rd Party

Open the FSX directory <DRIVE>:\FSX\SimObjects and create two new directories called: <AI Aircraft> and <Aircraft 3rd Party> (don't copy the '<' or '>' sings -they are there to draw attention to the names. You will need the 'AI' entry for later traffic aircraft. Now you can copy any TPA aircraft into the <Aircraft 3rd Party> folder as per FS9 and keep them well away from FSX AC. Gauges (that are compatible) and are linked to the aircraft can be either placed within the PANEL folder of the aircraft or make a gauges folder within the Aircraft 3rd Party folder and copy them there. We are ongoing in development of FSX files.

Q
Can I add waypoints to the FMC?
To add OWN WAYPOINTS to the FMC, this is the procedure: First copy the file: NavBaseLibrary.dll to the main/root FS folder. Then copy the file: ariane.737.fmc.gau to the Gauges folder. Run FS and select the aircraft that uses this file (i.e. our 737-900 Alaskan). Do not use it on EFIS displays or the BBJ yet (to come). Once installed, start FS, open the FMC and select REF NAV DATA page:Enter name of non-exisiting waypoint, i.e. MYWPT. On screen the wpt name and empty fileds need coordinates, enter coordinates into fileds: When fields are filled in – press the EXEC button ONCE ONLY: The waypoint is now stored in the new database and can be used on every flight you make as a normal fix/waypoint.

For pilots who require a more advanced and upated FMC and NavDATA reference, we now sell the manuals we have redesigned in our OPS section.

Q
I run Vista and have quite a few problems with activation and running it. Is there any place I can discuss these issues and get running the best way?
Our forum has a section specially updated for Vista users**.**

GENERAL TERMS - SUPPORT REVISION

Please note our terms regarding activation and support. We are not responsible for lost keys or lost mail. Some customers are reporting problems with their setups and installations and, as a result of not taking time to read the notes we have included in our manuals (faq's and answers to questions regarding installation) users are taking up unecessary time mailing us for direct answers. We have decided that if users refuse to read the instructions or guide note/faq's in the manual that we provide as a reference for both installation and activation that a service system much like Microsoft operates, will be brought into effect. This new system will charge for each e-mail that asks questions that are covered in the manual. What this means is that users who ask a question will be told that the answer to it can be found in the manual and that if they then require a personal response to their mail that they must pay a service charge.

We regret having to resort to such a system but we do provide a good reference system to help customers to obtain answers to their problems themselves but this is being abused by users deciding that it is easier for them to ask questions via mail than take the time to read the notes we have taken time to prepare to help them.

FAQ - October 2007.

BOEING

737 Operations FAQ

BOEING

737 Operations FAQ