# PRESS RELEASE

Here at BlackBox Simulation we know the customer matters, and some of you are understandably becoming frustrated or speculating about the current projects, our methods and even the future of our company. To this end we have decided to put together this press release in order to end such speculation, answer some of your most common questions, calm some nerves and illustrate that we really are on the right path to join the leaders in flight simulation.

Where is the A330 update , how come its taking so long?

Yes, we'd be the first to agree... It's taken too long so far. We vastly underestimated the implications of turning this product into a complete Airbus Long-Haul experience with the addition of the A340. Along with all the obvious visual additions of 4 engines, different overhead panels etc. We have had to completely re write the Fadec system and the throttle control/calibration methods. During the course of this re-write significant improvements have been made to the aircraft performance and not just the usual flight simulator method of a single set of flight dynamics shared of several visual models.   *Our A330/A340 series of aircraft each have their own flight performance accurately simulated across all engine types and variants.*

Ground Distance To Altitude
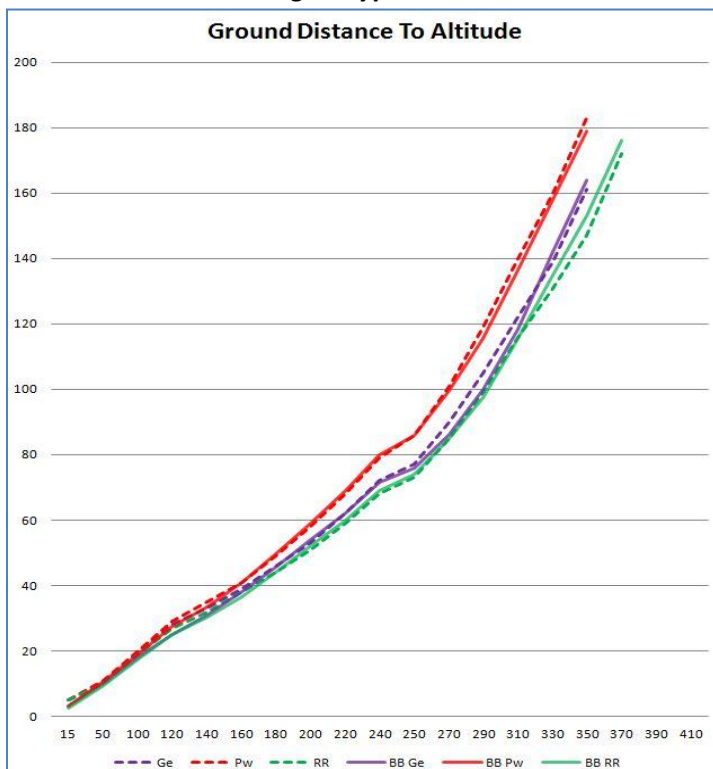
That's the A330-200, A330-300, A340-300 & A340-600 with Pratt & Whitney, General Electric & Rolls Royce engines where applicable, all with differing performance characteristics typically within 3% of the documented figures, well within the requirements to be used in an FAA certified Level 6 flight training device. A bold claim sure, but as an example take a look at the comparisons between real world data and BBS flight models climb performance for the A330-200.

Microsoft FSX & Prepar3d have many known quirks when it comes to engine performance such as under powered thrust output above FL270 and almost no temperature effects other that typical STD temperature falloff with altitude. This was not satisfactory for us in order to reach the desired performance accuracy so we have bypassed all of these limitations with some serious behind the scenes voodoo.

So ….. what does this all mean I hear you shout …

Well for the technically minded amongst you, an example would be the real world a330-200 with PW4168a engine type. This engine is flat rated at ISA+15 with 68000lbs thrust so setting full TOGA take off throttle at sea level will output 68000lbs of thrust from -54 degrees up to 30 degrees OAT. Thanks to the above mentioned voodoo and a lot of strong coffee, our FSX simulated aircraft can match this with precision.

Did we mention **EPR** ….?

It's fairly simple to model flight performance based on N1 controlled engines however realistic EPR readouts and control simulations have been few and far between. Our Airbuses operate flawlessly in EPR mode or with the push of some overhead buttons or perhaps a system failure, they can also be accurately flown in N1 rated mode.
We have not gone the old fashioned route of using typical scalars on n1 or n2 values as some other developers aircraft use. The BBS systems are realistically calculated EPR values from various pressures and thrust readings. A real world EPR gauge doesn't give a high reading in reverse thrust application unlike the faked values used by some other developers.

What else can we expect from the A330 v.8 release ?

Well, apart from the obvious addition of The New A430 aircraft (A340-300 & A340-600) and the vast improvements in flight dynamics and performance as outlined above. The A330 v0.8 release will also include the addition of everything that went in to the A320 v0.8 such as independent captain and first officer primary flight display and navigation displays, Working ADIRU's including basic failures etc.

specific new additions for this A330 release are outlined below
        (this is not the complete list of additions)

- Brand new A330 & 340 virtual cockpits
- Brand new A330 & A340 2d Panels
- GSX and AES configuration files
- Fully independent landing gear bogie animations
- Reworked all exterior lighting
- A330 MRTT animated refuelling hoses
- Inclusion of the long anticipated load & Fuel Manager
- Custom ground friction fixes (no extras required)
- All cabin & cargo doors controlled from MCDU
- Many autopilot fixes
- Keys Only, Single, Dual & Quad throttle support (all aircraft regardless of engine count)
- New A330 & A340 specific ECAMs

And much much more....

Smoothly Animated

Skinned HDU Hoses

FSDream Team GSX

Aerosoft Airport Enhancement Services

Will we have to pay for the A340 addition ?

Absolutely NOT, the A340 addition is a completely free upgrade to new and existing customers.
We are also considering the option to release the A340 as a standalone package at a lower price of approximately €25.00 for those who are interested in some serious long haul work without requiring the A330 as well.

Have you forgotten about the A320 updates ?

Not at all, in fact quite the opposite. Our products share the same codebase wherever possible meaning all upgrades to the FADEC system, autopilot, ground frictions etc are automatically included with minimal work involved the next time we compile the DLL's for the A320 range. Our goal is to reduce the time between update launches for these two products. Ideally launching both A330 & A320 v0.9 updates within a few weeks of each other.

Where has the technical support gone ?

Technical support is a real problem for us at the moment. We have tried several different systems containing support tickets, forums and knowledge base articles so far. Each solution we have tried has had its own shortfalls when it comes to workflow, integration etc and the majority of support requests which could be easily handled by a fully automated system still seems to come through on email or facebook anyway, taking up valuable development time from our current team of just 2 human beings with food and sleep requirements who are unable to operate on a 24hr basis. (Although we still do from time to time!)

However, Fear not!

We haven't given up , most urgent support request do tend to get addressed even if occasionally we do need an additional nudge. Our new year's resolution (yes we are already thinking to 2015 and beyond) is to address all support issues, beginning with a new more integrated system, several website refinements including better access to repaints and user edits and the addition of a new & dedicated technical support person. This will all start happening just as soon as these latest updates are sealed and delivered.

So back to the burning question...... When can I get the A330 update ?

This is a difficult one to answer realistically without being burned again as facebook has shown. We simply will not release until it is up to standard and we are certain its ready ... there has been a vast amount of work put in over the last year or more and this all now needs retesting confirming its correct operation with all the various interdependencies of systems etc.
What we can say for certain is that It is REALLY is close, It will be worth the wait and it will definitely arrive in 2014.

So were hoping that has helped to alleviate the concerns some customers have been voicing recently.

As usual we are open for business via email or on facebook should you require answers to anything not addressed above or just to add your 5 cents. We shall now get back into some heavy coding and development work in order to bring you what is going to be a truly remarkable series of airbus aircraft for your flight simulator experience.

Graham Waterfield & Antony Waterfield

BlackBox Simulation