



ORBX

Commercial Self-Service Portal

USER GUIDE FEBRUARY 2017



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Introduction

Orbx has established a Commercial Self-Service Portal on its online store located at <https://orbxdirect.com>

The Self-Service Portal is designed to allow commercial customers, VARs and system integrators to browse, select and transact the purchase of all the Orbx products at commercial pricing.

You can use the shopping basket to quickly establish pricing for your own company's use or generate a quote for your customers. Future updates will add the ability to export the contents of your shopping basket to a CSV or PDF file to allow you to place the pricing into your own quotation software or templates.

Products are installed using our FTX Central application and all installations require an active internet connection on the target PC or PCs to validate the licenses.

Commercial Use

For a full description and the terms of commercial use of Orbx software, please visit the appendix at the end of this user guide.

In summary, as a commercial customer, VAR or integrator - by paying the commercial pricing you have the right to:

- Resell the software for profit with no restrictions on your mark-up or margin
- Exploit the software for profit whether by charging for its use in simulators or other installations
- Install the software onto five (5) Intel-based PCs per simulator device
- Enjoy volume discounts on the commercial pricing (see below)

Please note however that a commercial license does not provide access to our source code nor allow you to decompile any or part of the software or use it in other projects. The license is restricted to using the software "as is" for the supported platforms without modification.

Orbx does not engage in the development of bespoke airports or scenery for commercial customers in general. The exception to this is if there is a substantial project budget where we can justify the allocation of resources to such bespoke work. Contact Orbx at info@orbxsystems.com for any enquires outside the scope of using the commercial products as per this guide and the CULA.

Volume Discount

The table below lists the discount available for purchasing multiple licenses in a single shopping basket session. Please note that the quantity is not cumulative between multiple purchase sessions; the discount applies only to quantities at the time of purchase.

Quantity	Discount
1-5	0%
6-10	10%
11-20	20%
21+	30%

Please contact Orbx at info@orbxsystems.com if there is a requirement for very large volumes of products to be licensed.

Product requirements

Orbx products are designed to work with the following simulators: **Microsoft Flight Simulator X, Lockheed Martin Prepar3D v1, v2, and v3.** Future versions of Prepar3D are planned to be supported as well.

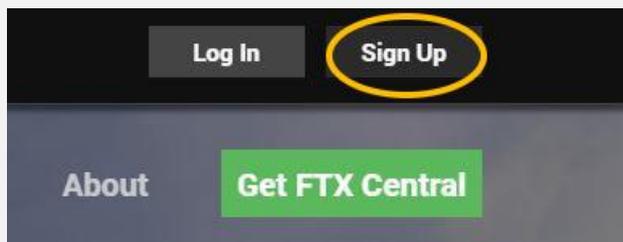
NOTE: Please check the relevant license terms of use for each simulator product you intend to use Orbx commercial products with.

Creating an OrbxDirect Commercial Account

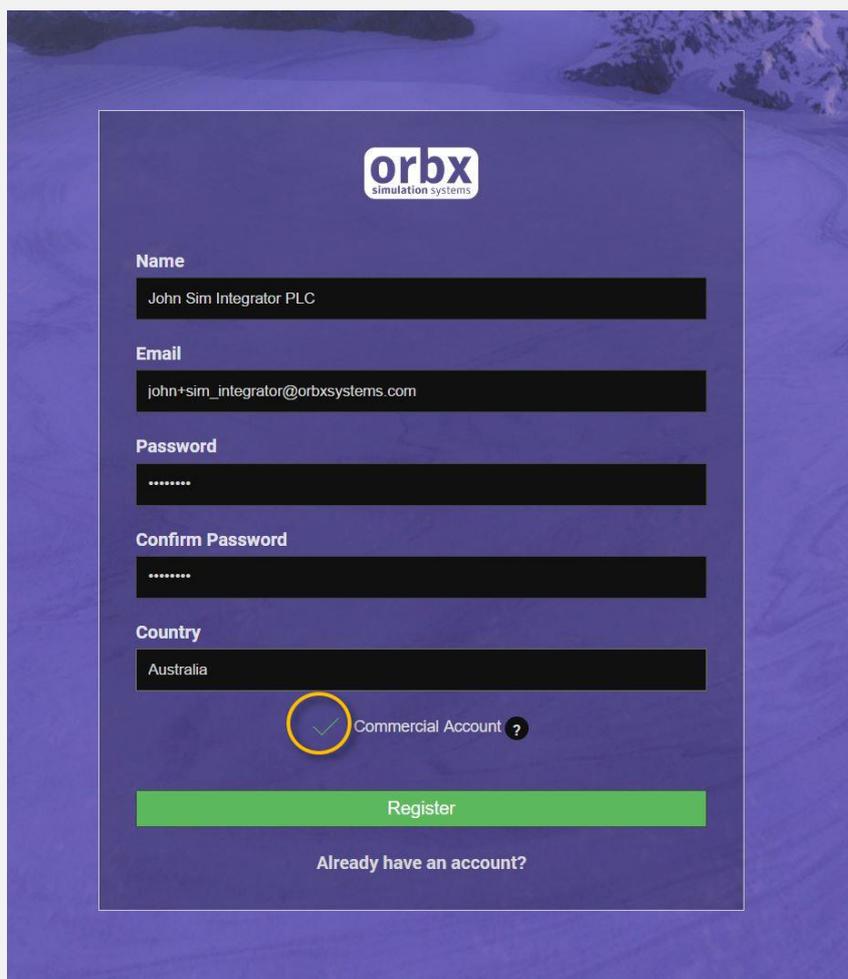
To begin taking advantage of Orbx commercial pricing you must first create a commercial account at <https://orbxdirect.com>

NOTE: If you already have an account at OrbxDirect please email info@orbxdirect.com to request your account to be upgraded to a commercial one. In this instance please skip to the next section about logging in.

At the top left of the website you see a Sign Up button:



Once clicked you will see a dialog where you complete basic details including company name, email address and password. Be sure to tick the **Commercial Account** box.



A screenshot of the OrbxDirect registration form. The form is set against a purple background with a mountain landscape. At the top is the Orbx simulation systems logo. The form fields are as follows:

- Name:** John Sim Integrator PLC
- Email:** john+sim_integrator@orbxsystems.com
- Password:** [Redacted]
- Confirm Password:** [Redacted]
- Country:** Australia
- Commercial Account:** A checkbox with a checkmark and a question mark icon, circled in yellow.

At the bottom of the form is a green 'Register' button and a link that says 'Already have an account?'.

Proxy Accounts

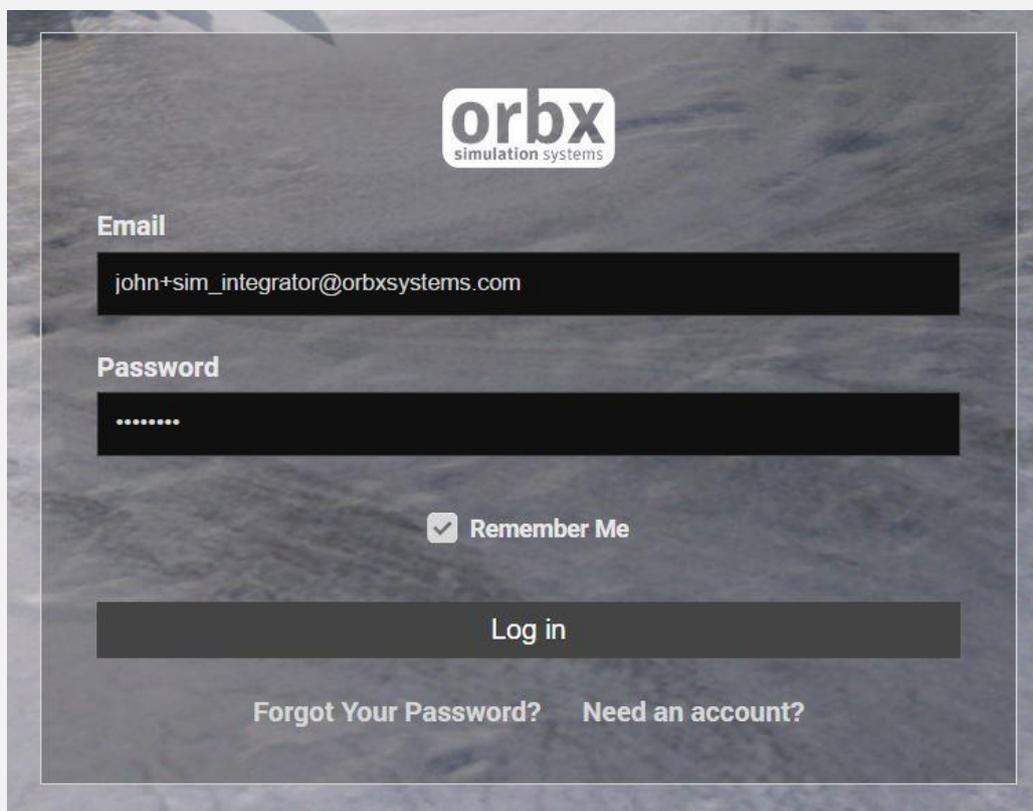
In many cases, you may need to create a commercial account on behalf of your customer so that you can use their OrbxDirect credentials to install products onto their simulator PCs. This is so that the licenses for your customers are kept and maintained in their own separate OrbxDirect accounts and you act as the integrator on their behalf.

In such cases, you will need to use an email and password that either you or your customer controls and then share the login credentials with your customer when they need to use FTX Central at a later stage.

It is important to note that only one unique email address can be used per OrbxDirect account, so when validating a proxy account your customer may need to assist with this.

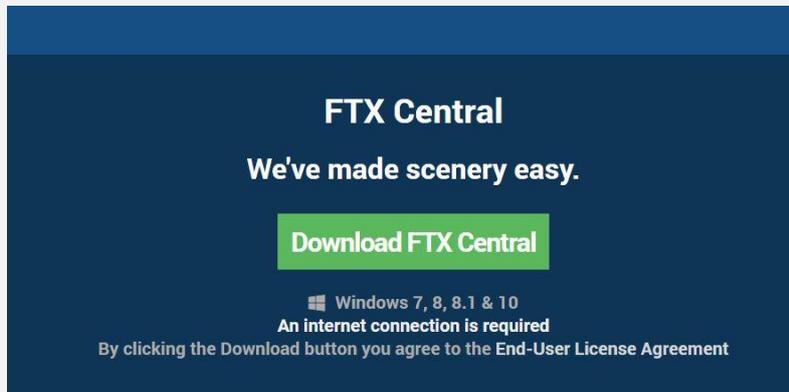
Account Validation and Login

Once you click **Register** a validation email will be generated and sent to the address which was specified. Please check your email inbox including the spam folder in case the orbxdirect.com email domain is not in your trusted list. Click on the link shown in the validation email to activate your account. You may now login in securely onto OrbxDirect.



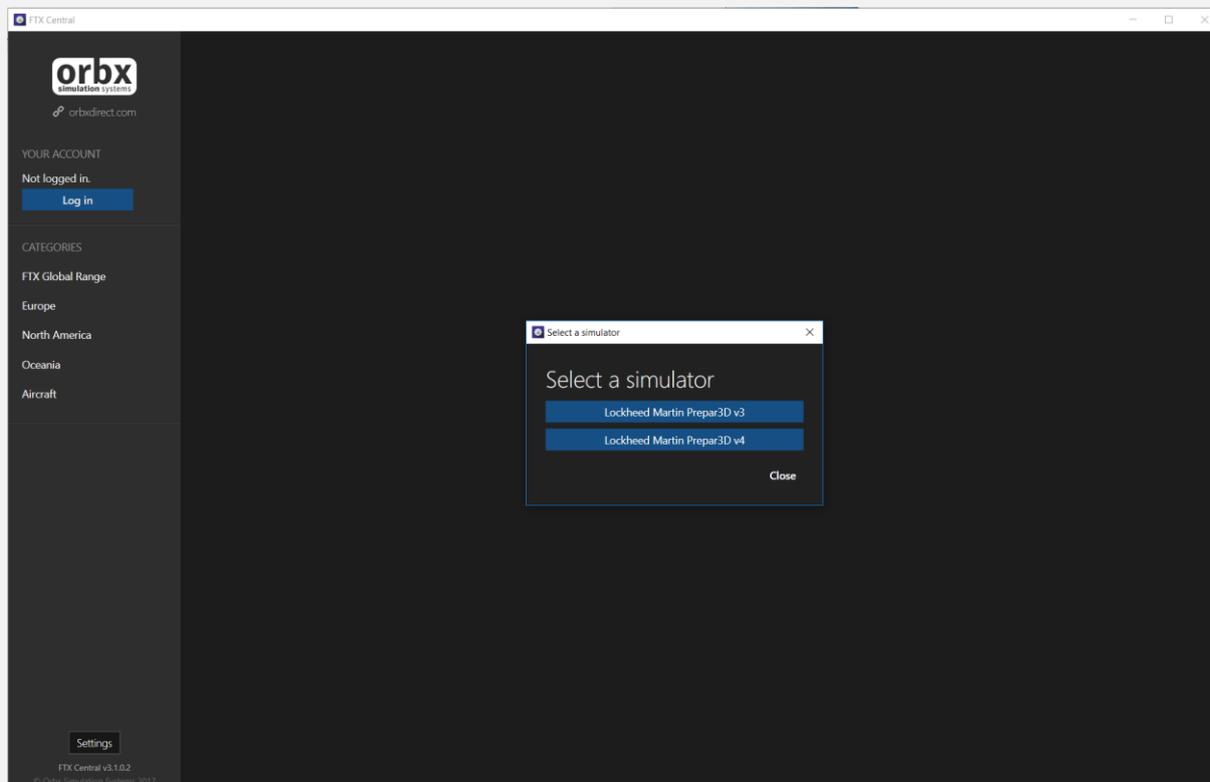
Download FTX Central

To install Orbx products we provide a Windows client application called FTX Central. This must be downloaded and installed onto every PC in your simulator device so you can install and manage all Orbx products. Once logged into the OrbxDirect website you will see a Get FTX Central button:



This application works only with Microsoft Windows versions 7 through to 10, 32-bit or 64-bit. Download and install this to each PC on which Orbx software will be installed.

When you run FTX Central for the first time it you need to log in using the blue button on the left pane. If FTX Central detects more than one version of a simulator installed on the PC it will prompt you to choose which simulator you want to work with.



Initially the FTX Central main area will be blank until products are added to the simulator either by downloading directly from the Orbx servers or using previously backed up ZIP files for each product (we discuss this later).

As you purchase products using your OrbxDirect account they will appear as thumbnails in the main FTX Central interface under various categories. For example, if you purchased the **FTX Global BASE** product the thumbnail will appear under the **FTX Global Range** tab shown on the left panel, or if you purchase **FTX England** its thumbnail will appear under the **Europe** category in the left panel.

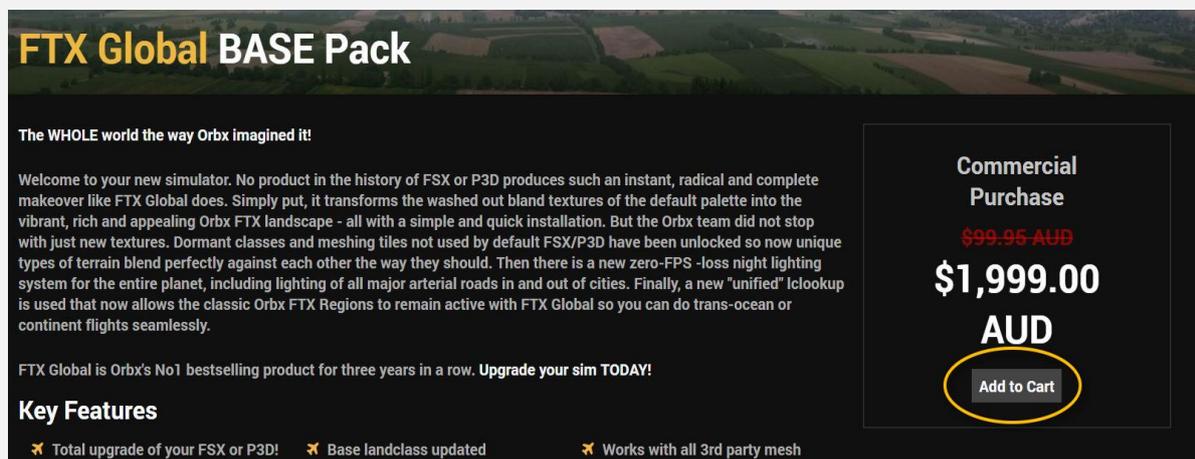
The next section will guide you through the process of purchasing a license on OrbxDirect and then installing it via the FTX Central application.

Purchasing Products

To recap; all product licenses are purchased from the OrbxDirect website, and all products are installed using the FTX Central application. They are two distinct elements of the overall purchase and installation process but they are linked together very closely.

To purchase a product license simply browse through the OrbxDirect website Products section where you will see them listed under FTX Global Range, Europe, North America, Oceania and Aircraft. These categories may expand to other parts of the world as Orbx releases more regions.

In this example, we will purchase the FTX Global BASE Pack, FTX Global VECTOR and FTX Global openLC Europe and add them to the shopping basket. Browse to the product page for FTX Global BASE Pack:



FTX Global BASE Pack

The **WHOLE** world the way Orbx imagined it!

Welcome to your new simulator. No product in the history of FSX or P3D produces such an instant, radical and complete makeover like FTX Global does. Simply put, it transforms the washed out bland textures of the default palette into the vibrant, rich and appealing Orbx FTX landscape - all with a simple and quick installation. But the Orbx team did not stop with just new textures. Dormant classes and meshing tiles not used by default FSX/P3D have been unlocked so now unique types of terrain blend perfectly against each other the way they should. Then there is a new zero-FPS -loss night lighting system for the entire planet, including lighting of all major arterial roads in and out of cities. Finally, a new "unified" lcllookup is used that now allows the classic Orbx FTX Regions to remain active with FTX Global so you can do trans-ocean or continent flights seamlessly.

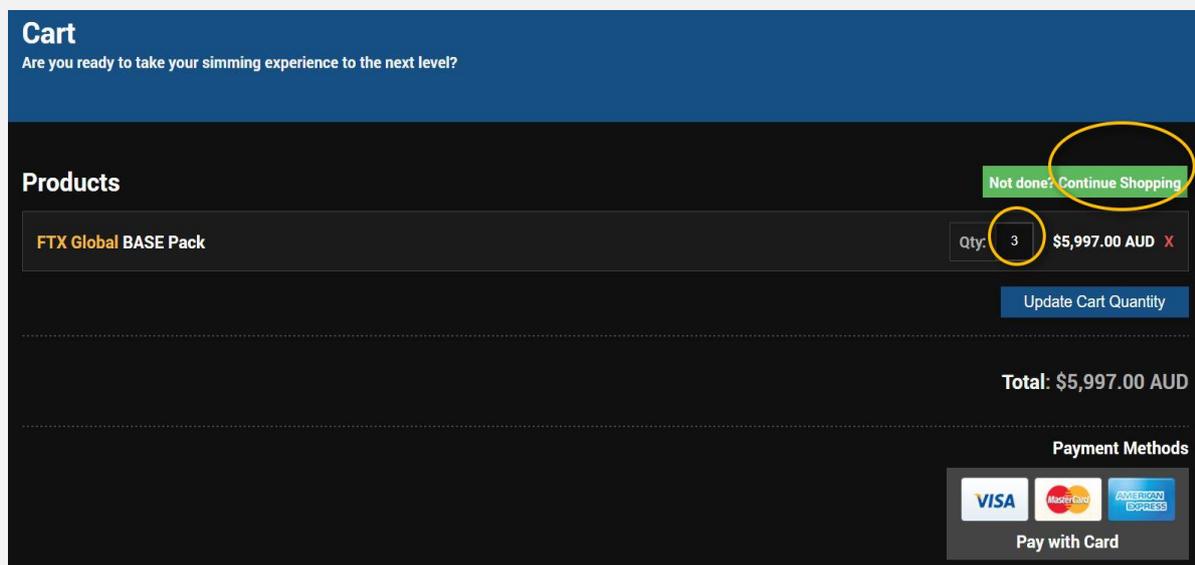
FTX Global is Orbx's No1 bestselling product for three years in a row. **Upgrade your sim TODAY!**

Key Features

- ✘ Total upgrade of your FSX or P3D!
- ✘ Base landclass updated
- ✘ Works with all 3rd party mesh

Commercial Purchase
~~\$99.95 AUD~~
\$1,999.00
AUD
 Add to Cart

Click on **Add to Cart**, update the quantity required and if then click on **Continue Shopping**.



Cart
 Are you ready to take your simming experience to the next level?

Products

FTX Global BASE Pack Qty: 3 \$5,997.00 AUD X

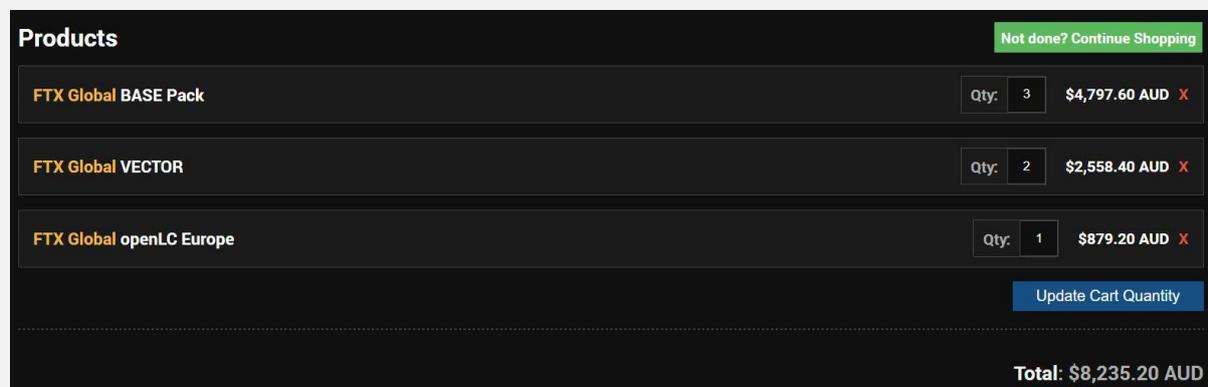
Update Cart Quantity

Total: \$5,997.00 AUD

Payment Methods

VISA MasterCard AMERICAN EXPRESS
 Pay with Card

Now locate the FTX Global VECTOR and FTX Global openLC Europe product pages and add them to your cart:

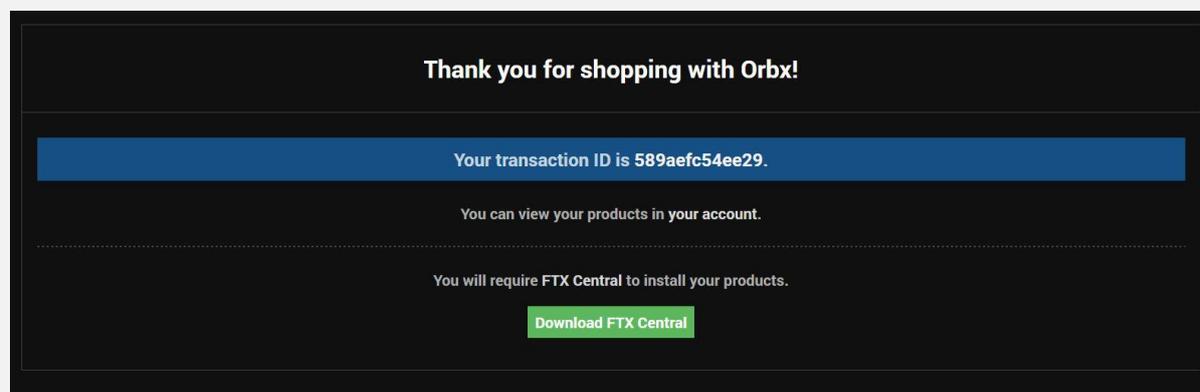


Product	Qty	Price (AUD)
FTX Global BASE Pack	3	\$4,797.60
FTX Global VECTOR	2	\$2,558.40
FTX Global openLC Europe	1	\$879.20
Total:		\$8,235.20

Once you have added the products required including the quantity for each, select **Pay with Card** to complete the transaction. Please note that the volume discount pricing will automatically be shown based on the quantities selected.

NOTE: You can store your credit card information securely with Stripe, the company Orbx uses for its payment gateway. Your card details are not stored on Orbx servers. Using this facility from Stripe allows you to speed up the purchasing process using stored card information.

Once the payment has gone through you receive a confirmation screen and also a confirmation email.



Thank you for shopping with Orbx!

Your transaction ID is 589aefc54ee29.

You can view your products in your account.

You will require FTX Central to install your products.

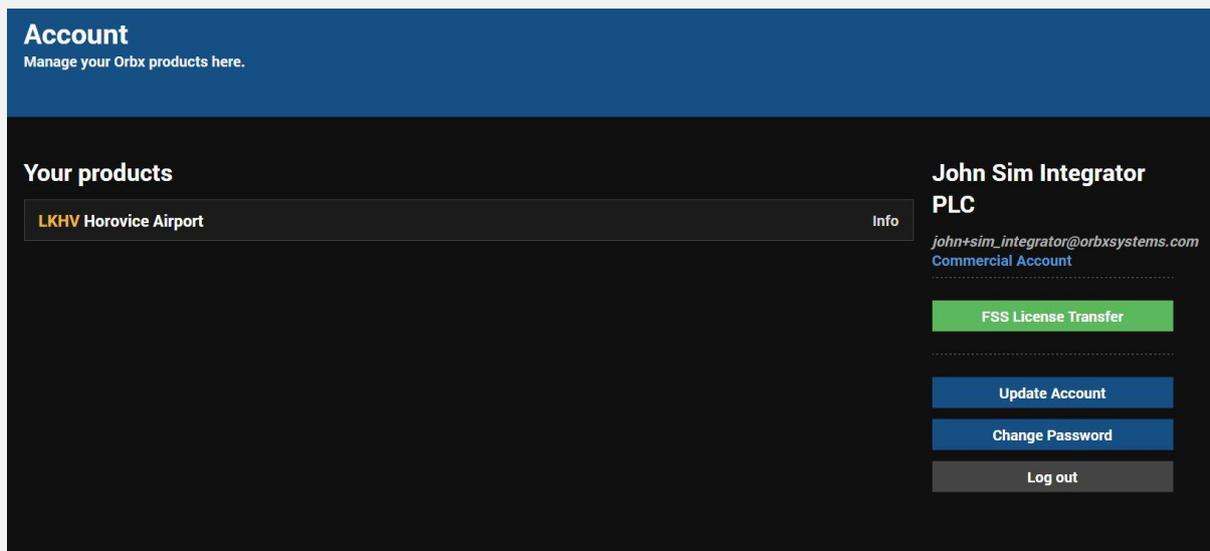
[Download FTX Central](#)

You can use the Shopping Basket to also generate quotations, by simply not transacting the purchase until you're ready. The contents of your shopping basket are saved on our website and is persistent between session across any devices you access it from.

We will update the shopping basket page soon with buttons to allow exporting the basket to a CSV or PDF file.

Installing a Product

Once the product licenses have been paid for they appear in your Account page on the OrbxDirect website. You can review all your previous purchases from this page. In the following example, we show an account with just a single license purchase, and will use LKHV Horovice Airport as the product we are installing via FTX Central.



Account
Manage your Orbx products here.

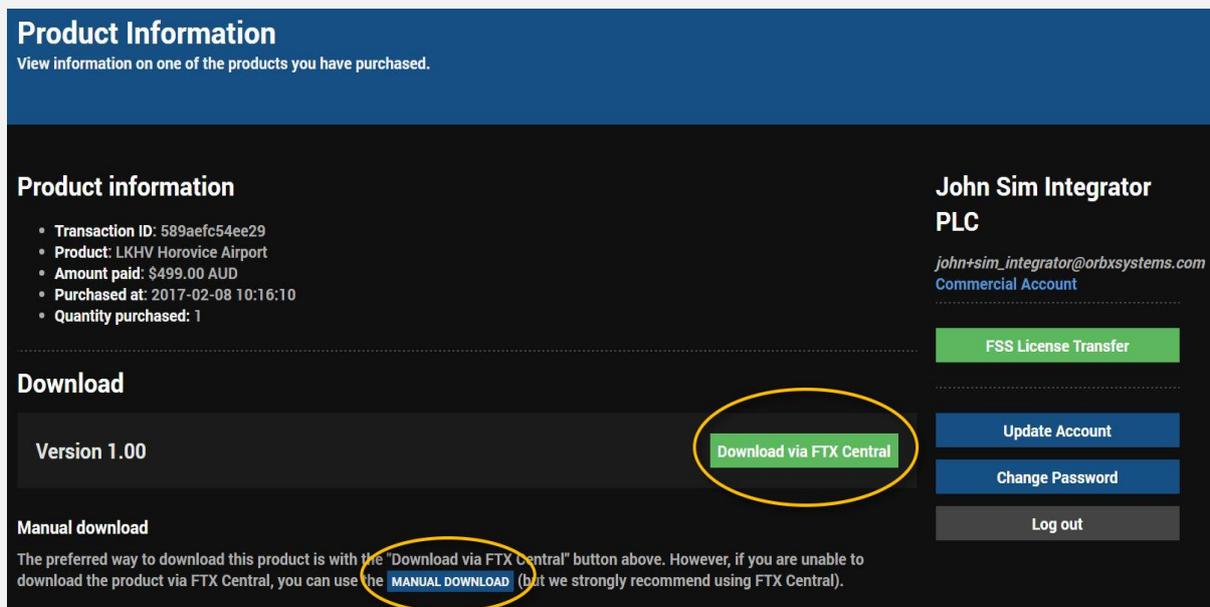
Your products

LKHV Horovice Airport	Info
-----------------------	------

John Sim Integrator PLC
john+sim_integrator@orbxsystems.com
Commercial Account

- FSS License Transfer
- Update Account
- Change Password
- Log out

When clicking on a product listed on your account page, it will bring up details of the transaction and provide installation options for you:



Product Information
View information on one of the products you have purchased.

Product information

- Transaction ID: 589aefc54ee29
- Product: LKHV Horovice Airport
- Amount paid: \$499.00 AUD
- Purchased at: 2017-02-08 10:16:10
- Quantity purchased: 1

Download

Version 1.00

Download via FTX Central

Manual download

The preferred way to download this product is with the "Download via FTX Central" button above. However, if you are unable to download the product via FTX Central, you can use the **MANUAL DOWNLOAD** (but we strongly recommend using FTX Central).

John Sim Integrator PLC
john+sim_integrator@orbxsystems.com
Commercial Account

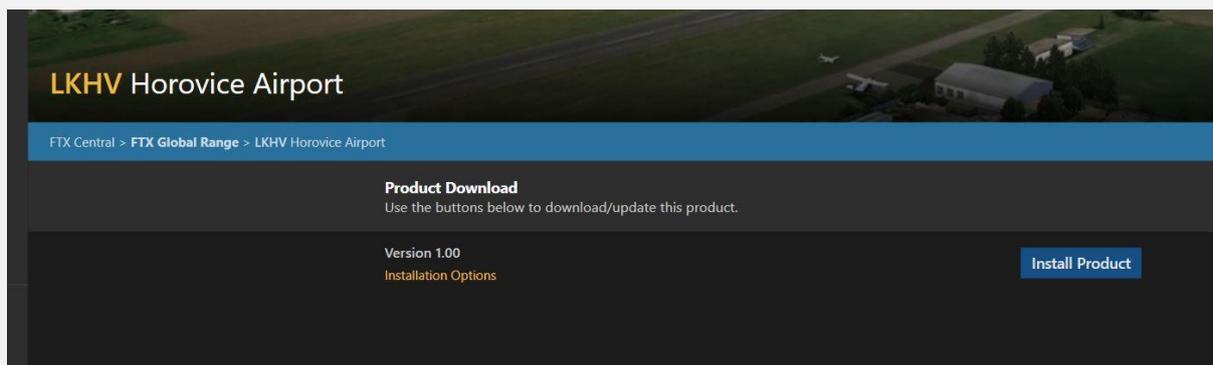
- FSS License Transfer
- Update Account
- Change Password
- Log out

You have two choices at this point:

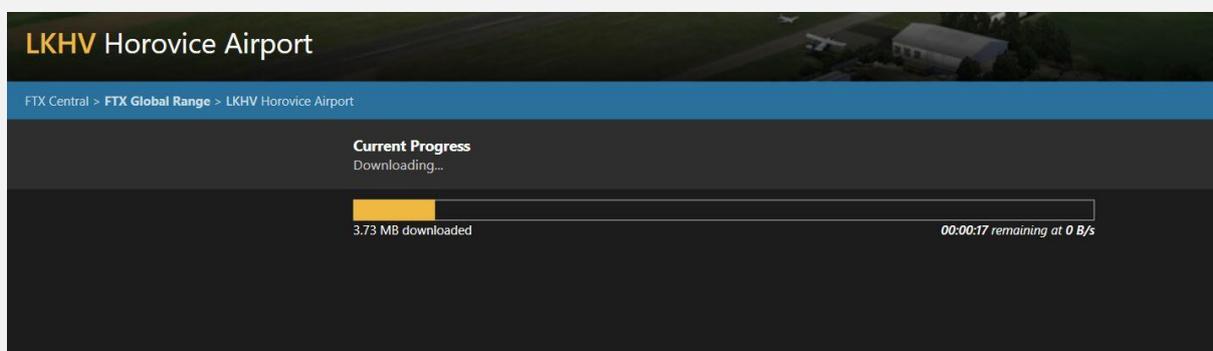
1. Download via FTX Central
2. Manual Download

Both require the use of the FTX Central application.

Download via FTX Central prompts you to launch the FTX Central application where you then click on the product thumbnail that shows *Not Installed* to begin the download process.



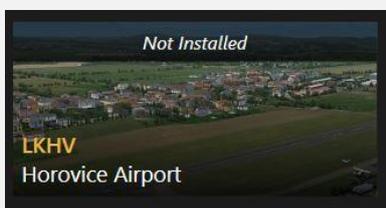
Click on the blue **Install Product** button to download and install the product to the PC. This process download the product in chunks and extracts ZIP files on the fly. You will see a progress bar like this:



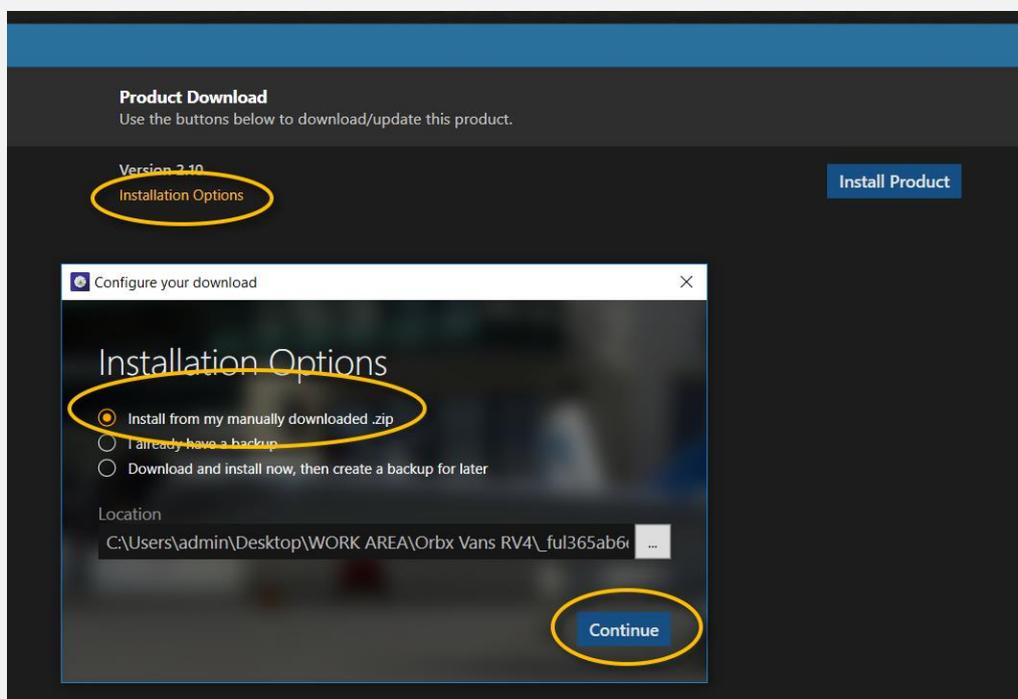
Manual Download prompts you for a file save location on your PC, where a long obscurely named ZIP file will be saved. We strongly recommend that you create a unique folder name for every product you download so that you can quickly identify the product being saved, since the zip file name will not offer any clues as to what the product is.

The advantage of the Manual Download option is that you can archive Orbx product installer ZIP files onto an external HDD and install them on multiple PCs on site without having to re-download the product for each PC. Note however that each PC you install Orbx products onto will need a live internet connection to validate the licenses on the OrbxDirect server.

Installation of a manual download is similar to a normal FTX Central install; run the FTX Central application and click on the product thumbnail where it shows *Not Installed*:



The key difference is that we now click on the orange **Installation Options** link which will bring up a dialog where you select **Install from my manually downloaded .zip** – this will prompt you for the location of your saved ZIP file, preferably in a folder name you can recognise, for example *Orbx LKHV Horovice Airport* or similar.

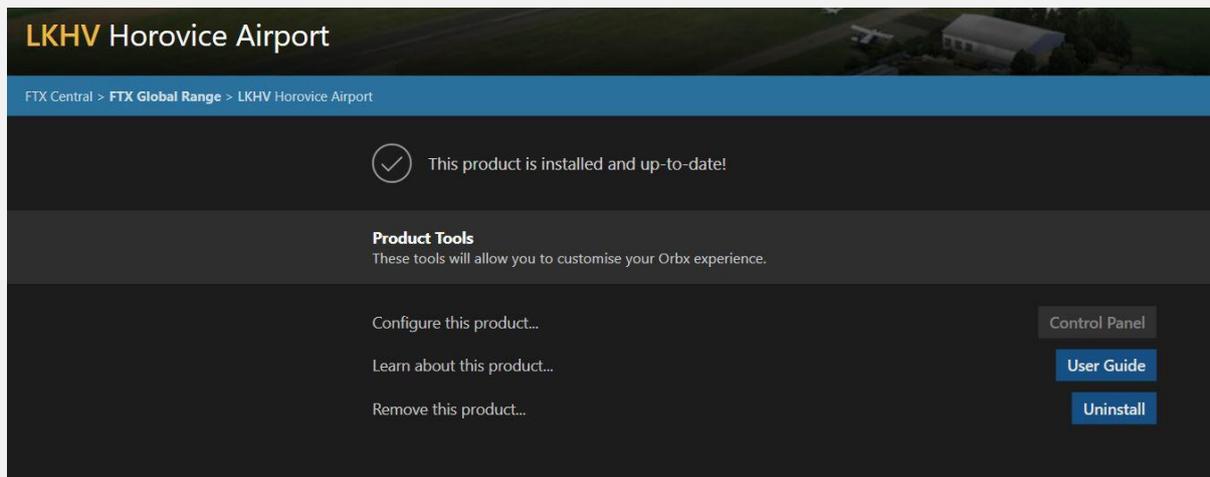


Once you have located the ZIP file, click on continue and you will see a progress bar which now extracts your local files from your saved folder.

Product Options

Once a product has been successfully install its thumbnail in the main FTX Central interface will show as normal without the *Not Installed* text tag.

Click on the thumbail to bring up the options screen for the product:

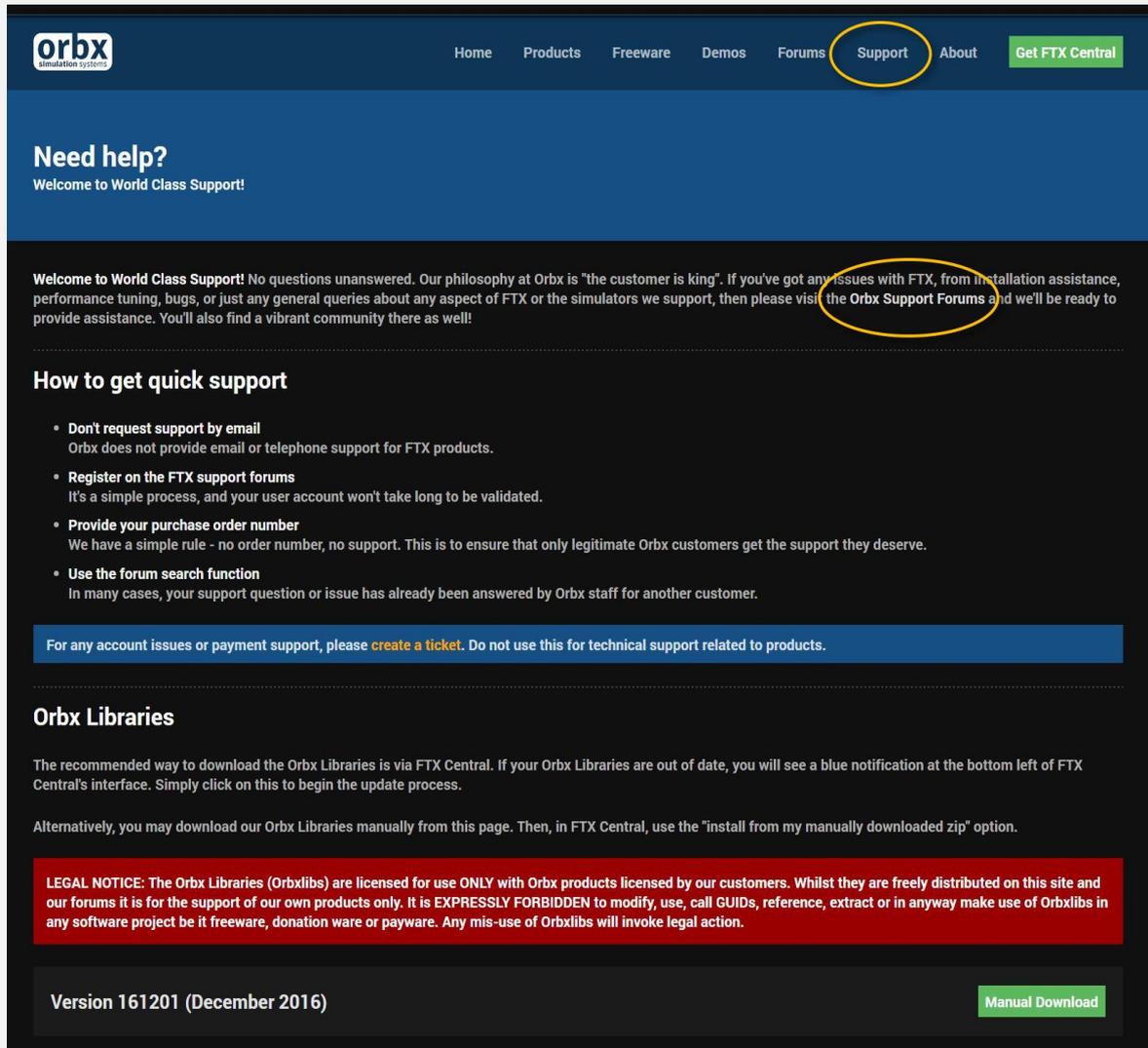


From this screen, you can configure the product using its Control Panel (note that not all Orbx products have a control if it is not required), display the User Guide PDF document, or perform a one-click uninstall.

Commercial Product Technical Support

Orbx has created a dedicated private support forum for all commercial customers. You will need to register on our FTX forums to obtain technical support.

You can access the forums by clicking on the **Support** menu from the OrbxDirect home page, and then the **Orbx Support Forums** link:



orbx simulation systems

Home Products Freeware Demos Forums **Support** About [Get FTX Central](#)

Need help?

Welcome to World Class Support!

Welcome to World Class Support! No questions unanswered. Our philosophy at Orbx is "the customer is king". If you've got any issues with FTX, from installation assistance, performance tuning, bugs, or just any general queries about any aspect of FTX or the simulators we support, then please visit **the Orbx Support Forums** and we'll be ready to provide assistance. You'll also find a vibrant community there as well!

How to get quick support

- **Don't request support by email**
Orbx does not provide email or telephone support for FTX products.
- **Register on the FTX support forums**
It's a simple process, and your user account won't take long to be validated.
- **Provide your purchase order number**
We have a simple rule - no order number, no support. This is to ensure that only legitimate Orbx customers get the support they deserve.
- **Use the forum search function**
In many cases, your support question or issue has already been answered by Orbx staff for another customer.

For any account issues or payment support, please [create a ticket](#). Do not use this for technical support related to products.

Orbx Libraries

The recommended way to download the Orbx Libraries is via FTX Central. If your Orbx Libraries are out of date, you will see a blue notification at the bottom left of FTX Central's interface. Simply click on this to begin the update process.

Alternatively, you may download our Orbx Libraries manually from this page. Then, in FTX Central, use the "install from my manually downloaded zip" option.

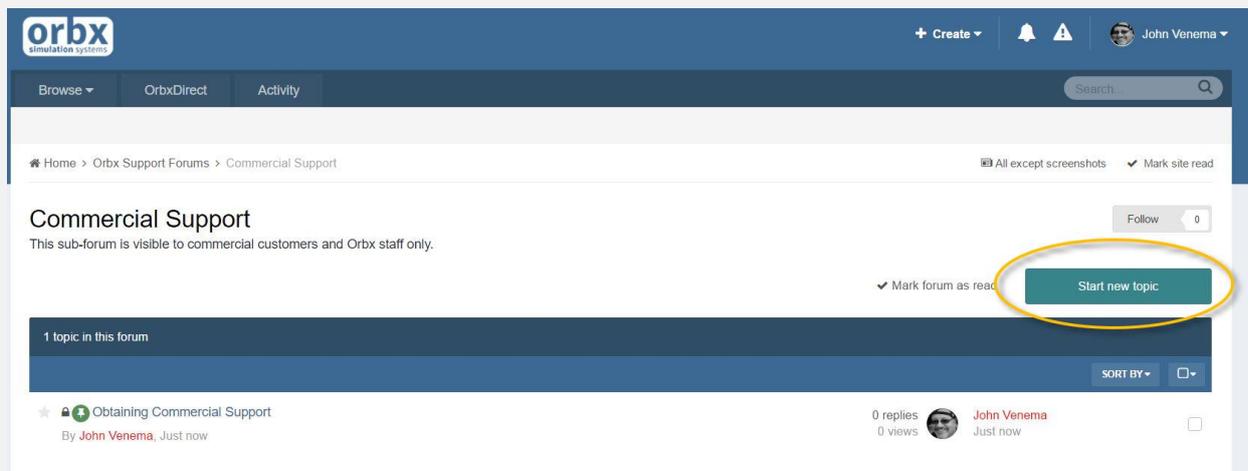
LEGAL NOTICE: The Orbx Libraries (Orbxlibs) are licensed for use ONLY with Orbx products licensed by our customers. Whilst they are freely distributed on this site and our forums it is for the support of our own products only. It is EXPRESSLY FORBIDDEN to modify, use, call GUIDs, reference, extract or in anyway make use of Orbxlibs in any software project be it freeware, donation ware or payware. Any mis-use of Orbxlibs will invoke legal action.

Version 161201 (December 2016) [Manual Download](#)

Initially you won't have access to these private commercial support forums but once your forum account has been created please email info@orbxsystems.com to request access, providing the email address of your OrbxDirect account.

You can also create a support ticket for any issues related to payments or using the e-commerce gateway. Please do not use the ticket system for technical support however.

Commercial Support Sub-Forum



Orbx provides world-class support on our forums, and it's the only way in which you can receive support for commercial products. Provided you adhere to the forum terms of use and have a legitimate license, you will always be offered our support at no cost as we work toward a resolution to your problem each time.

Use the forum search function

Before you post a question, please try searching for the answer first, using the forum's built in search function located on the forum menu bar. Whilst we provide a private commercial customer support forum please always search the general forums first since resolutions to most problems may have been provided to non-commercial customers.

What to include in your support requests

If at all possible, this is what we'd like to see provided for each request you log:

- A separate post on the FTX support forums for each issue (don't tag new issue reports onto existing threads).
- Include your ORDER NUMBER from your license purchase in your post or forum signature section.
- A screenshot to highlight what you are talking about.
- A descriptive post title which clearly states what the issue is.
- Detailed comments in your post about what you are reporting on.

The Orbx support team is always on standby to assist you with any problems you may have, or will comment on your issue reports. Please remember, our priority is fixing any urgent issues first, and addressing bug reports second. Clearly though, any "show stopper" bugs will be given top priority though.

FTX Community Forums

FTX already has quite a thriving and active user community on the forums, with over 68,000 members as of February 2017. We encourage you to participate in our customer community where you will find tens of thousands of screenshots and videos posted by users, discussions on VR technology, tips and tricks and much more.

We hope to see you there soon!

Thanks for reading!

You've stuck with us through all these pages of information, and we appreciate you taking the time to read the user guide. We hope it gave you some tips and insights.



Commercial Use License Agreement (CULA)

COMMERCIAL USE LICENSE AGREEMENT FOR Orbx Simulation Systems Full Terrain Experience (FTX) Scenery Visual Terrain.

IMPORTANT — PLEASE READ CAREFULLY: This Commercial Use License Agreement (“CULA”) is a legal agreement between the abovementioned party (“The Licensee”) and Orbx Simulation Systems Pty. Ltd. (“ORBX”) for the ORBX software product identified above, which includes computer software and includes associated media and “online” or electronic documentation (“SOFTWARE PRODUCT”). The SOFTWARE PRODUCT also includes any updates and supplements to the original SOFTWARE PRODUCT which may be provided to you by ORBX. By accessing or otherwise using the SOFTWARE PRODUCT, you agree to be bound by the terms of this CULA. If you do not agree to the terms of this CULA, do not license or use the SOFTWARE PRODUCT.

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The SOFTWARE PRODUCT is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The SOFTWARE PRODUCT is sold as a SINGLE SIMULATOR DEVICE commercial license and no software ownership or intellectual property is transferred, only the right to use the licensed software. The SOFTWARE PRODUCT may not be re-distributed, sold for non-profit or profit or subscription fees, repackaged, delivered on CD or DVD media or any other form of electronic media by any other persons or party, website, organization or entity, other than authorized resellers as contracted or authorized by ORBX.

1. GRANT OF LICENSE. This CULA grants the LICENSEE the following rights:

a. The LICENSEE may install, access, and run a SINGLE copy of the SOFTWARE PRODUCT on a SINGLE SIMULATOR DEVICE (controlled by up to five (5) Intel-based PCs) for commercial, for-profit use, in perpetuity, from the time the License Fee has been paid to ORBX or its authorized reseller.

b. This SOFTWARE PRODUCT is for commercial purposes only and may not be used for personal entertainment or private use on any other devices other than the intended-use SINGLE SIMULATOR DEVICE. This SOFTWARE PRODUCT is not part of any formal approved training program under the standards of any aviation regulatory agency or body worldwide, whether private or government. If the LICENSEE wishes to use the SOFTWARE for training then it is the responsibility of the LICENSEE to obtain the relevant certification for the SINGLE SIMULATOR DEVICE which uses the SOFTWARE.

c. Separation of Components. The SOFTWARE PRODUCT is licensed as a single product. Its original component parts created by ORBX may not be separated for use for other software or projects.

d. Trademarks. This CULA does not grant the LICENSEE any rights in connection with any trademarks or service marks of ORBX.

e. Rental. The LICENSEE may rent the SOFTWARE PRODUCT only in the context of its use as installed on the SINGLE SIMULATOR DEVICE. The LICENSEE may charge admission, tuition or other fees for any SINGLE SIMULATOR DEVICE, either for entertainment or training which is authorized by this CULA for use of the SOFTWARE PRODUCT therein.

f. Support Services. This SOFTWARE PRODUCT is provided "as is", however ORBX will provide provision of support services in relation to the operation, installation or remedy of issues arising to the use of the SOFTWARE at its official support website at www.orbxsystems.com, however Orbx reserves the right to

refuse support if the Licensee violates the Support Forums Terms of Use or who can be shown to have an illegal copy of the SOFTWARE in their possession.

g. Termination. Without prejudice to any other rights, ORBX may terminate this CULA if the LICENSEE fails to comply with the terms and conditions of this CULA. In such event, the LICENSEE must destroy all copies of the SOFTWARE PRODUCT and all of its component parts, and uninstall the SOFTWARE from any and all DEVICES in use on their premises.

2. COPYRIGHT. All title and copyrights in and to the original created components of the SOFTWARE PRODUCT (including but not limited to any images, photographs, animations, video, audio, music, and text incorporated into the SOFTWARE PRODUCT), the accompanying online documentation materials, and any copies of the SOFTWARE PRODUCT are owned by ORBX or its suppliers. All title and intellectual property rights in and to additional third party libraries and content (which are used under the terms of those components' distribution) which may be accessed through use of the SOFTWARE PRODUCT is the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This CULA grants the LICENSEE no rights to use such content. This SOFTWARE PRODUCT contains documentation which is provided only in electronic form, and The LICENSEE may print multiple copies of such electronic documentation.

3. LEGAL JURISDICTION. This CULA is governed by the laws of the State of Victoria, Australia.

4. LIMITATION OF LIABILITY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL ORBX BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE PRODUCT OR THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, EVEN IF ORBX HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.