

Aerosoft One

User Guide – v1.0.0

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What is Aerosoft One?

Aerosoft One is a client that can be used for installing and updating products and displaying news and product information.

Getting Started

First of all: Thank you for installing Aerosoft One! We hope you are satisfied with the application and it's features so far! Below you will find instructions for the most important features you can use in Aerosoft One.

Features

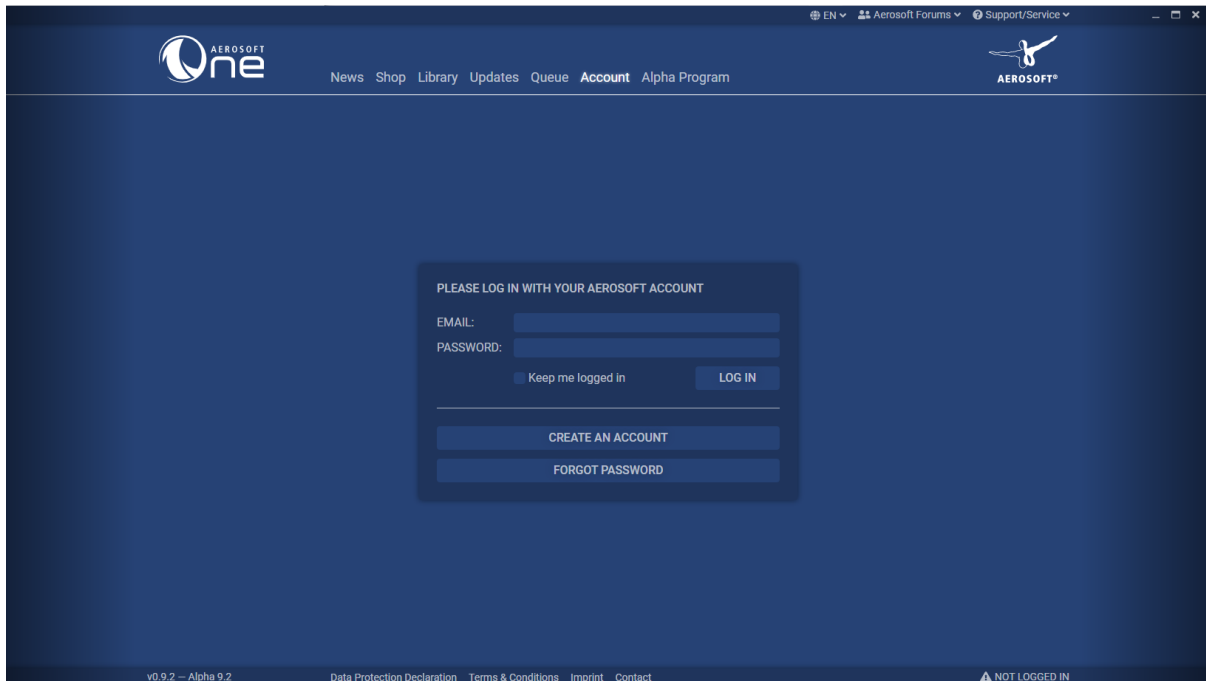
Cross-platform Support

Aerosoft One can be used on Windows, macOS and Linux.

Simulator	Windows	macOS	Linux
MSFS (auch Steam)	Yes	No	No
Prepar3D v4 und v5	Yes	No	No
X-Plane 11	Yes	Yes	Yes

Logging In

When you start Aerosoft One you will be asked to log into your account. You can use your Aerosoft account, which was created on aerosoft.com.

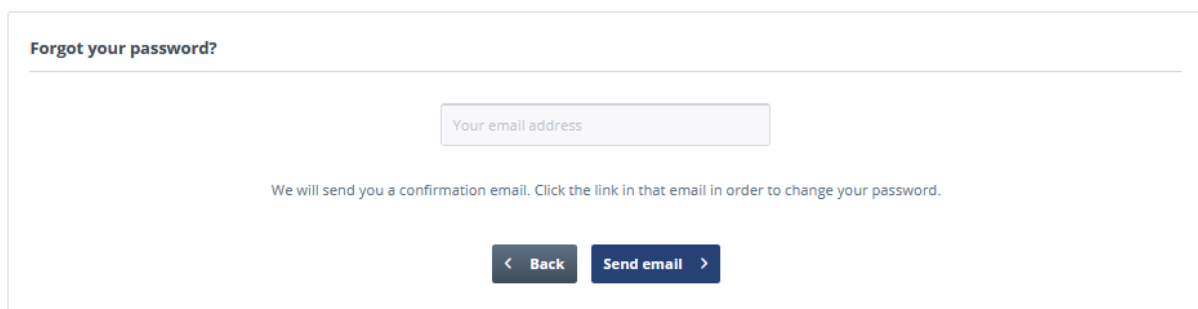


Login in Aerosoft One

Forgot Password

If you forgot your password, you can use the feature “Forgot Password” to regain access to your account.

After you press the button “Forgot Password” you will be redirected to a website on which you can enter your E-Mail-address. Within a few minutes you will receive an E-Mail from Aerosoft which contains a Link to reset your password.



Resetting the Password

I'm a new customer

Salutation*

Please complete all required fields and use only Latin characters (exception: e-mail address and password).

First name*

Last name*

Your email address*

Your password*

Re-enter your password*

Your password must contain at least 8 characters.
The password is case sensitive.

Phone

Date of birth

Day Month Year

Your address

Street and number*

Additional address line 1

Zipcode* City*

Germany

The shipping address does not match the billing address

The fields marked with * are required

I have read the [data protection declaration](#).

Continue >

Erzeugen eines Accounts

Creating an Account

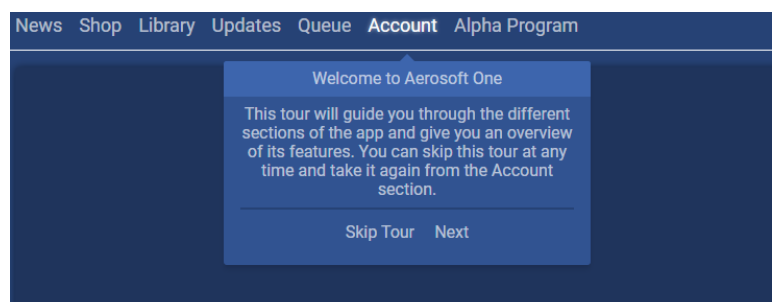
If you haven't created an Aerosoft account already you can use the button "Create an account" to get to the Account page from Aerosoft. You can create an account with your data there.

When you are finished you will receive a confirmation E-Mail to activate your account and after that you can log into Aerosoft One and get started.

App Tour

When you log into Aerosoft One for the first time a window for the App Tour will appear on the top of the application. In this tour Aerosoft One's most important features will be explained.

You can repeat this tour in your account settings as many times as you want as well.



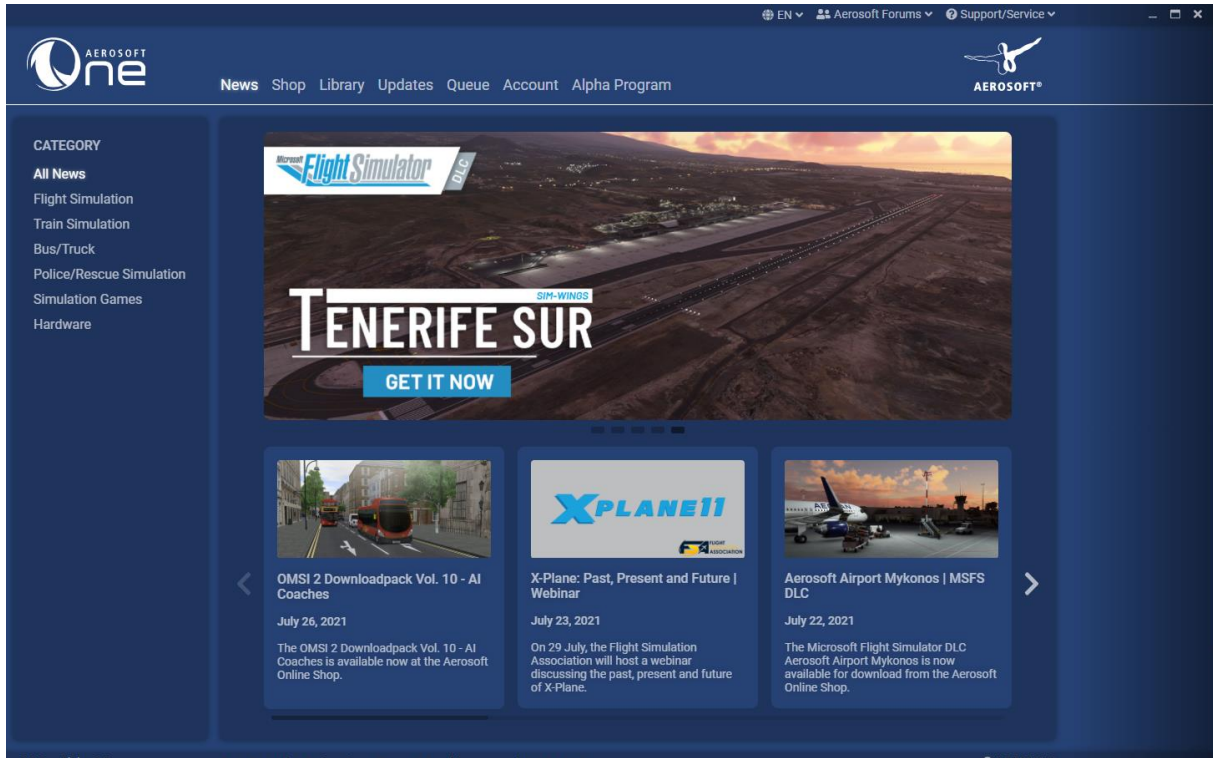
Introduction in Aerosoft One

Aerosoft One User Interface

News Page

The News Page in Aerosoft One displays all the recent news about products and other general information from Aerosoft. The news can be filtered by different categories.

By clicking on the particular entry, you will be redirected to the corresponding page in the Aerosoft Shop.

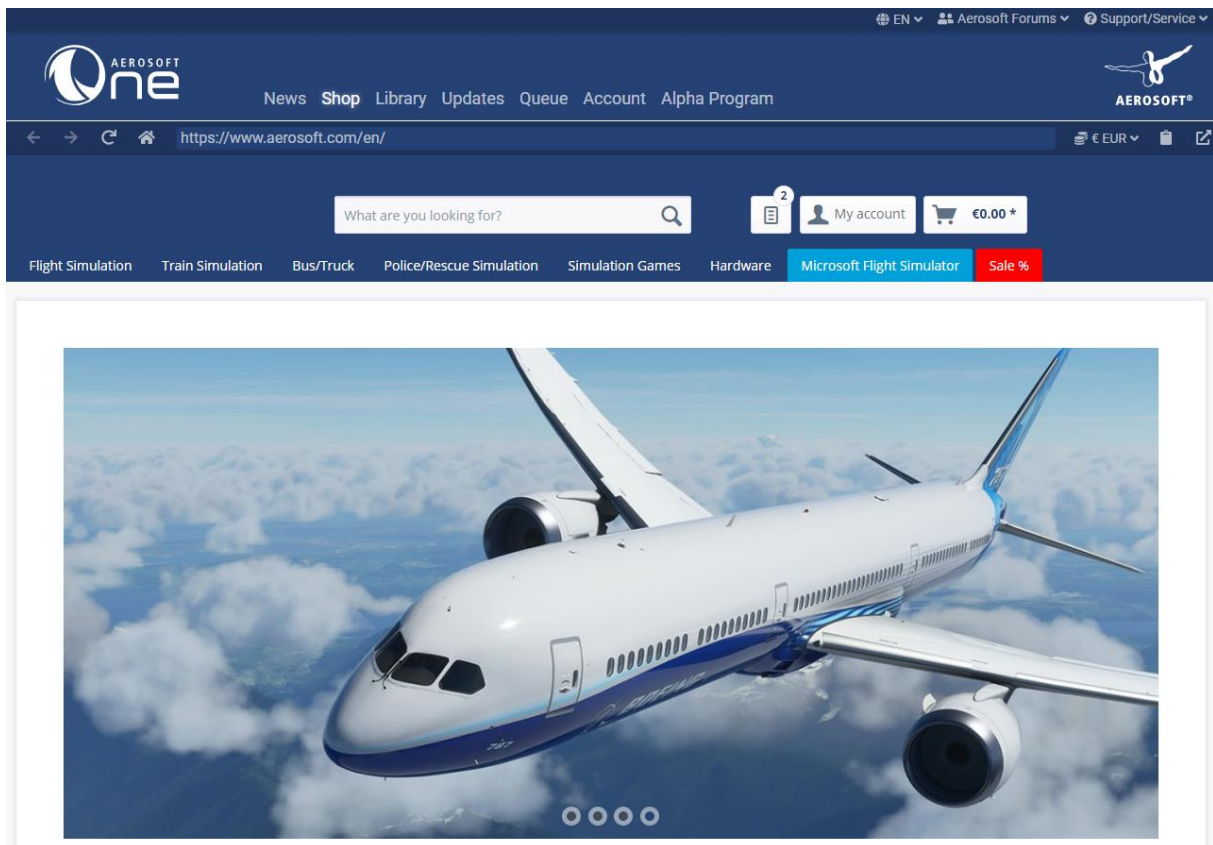


News Page Aerosoft One

Shop Seite

Through the Shop page you can directly reach the Aerosoft Shop. You can buy products there as usual etc.

In the navigation bar of the shop, you will find the URL you are currently on. Next to the URL field there are several buttons. On the left side you can see the arrows (←&→) for navigating through the page history of the shop. Next to it is the arrow (↻) that allows you to reload the shop page. There is also an option to click on the little house to get to the shop's home page. To the right of the URL, the currency for the shop can be selected (note here that the application switches to English when \$USD is selected). In addition, you can have the current URL copied to the clipboard so that you can paste it somewhere and have the current URL open in the browser.



Shop page in Aerosoft One

Library

Simulations & Add-Ons

In the library you will find all of your purchased products which are supported by Aerosoft One as well as the products that are not supported by Aerosoft One. Generally, Aerosoft One supports only recent Add-Ons, while older products fall under the category “Other Add-Ons”, therefore are not considered to be supported by Aerosoft One.

To prevent having to work through a list of hundreds of products we differentiate between the categories “Available Add-Ons” and “Installed Add-Ons” for each simulator, where you can additionally find individual products through the search function.

The add-ons can be downloaded by clicking on the button “Install” and the progress can be viewed in your Queue.

Dependencies

In the category “Dependencies” you can find all dependencies, which are used or can be used by your add-ons. These can be installed and uninstalled there as well.

We distinguish between the following dependencies:

Missing

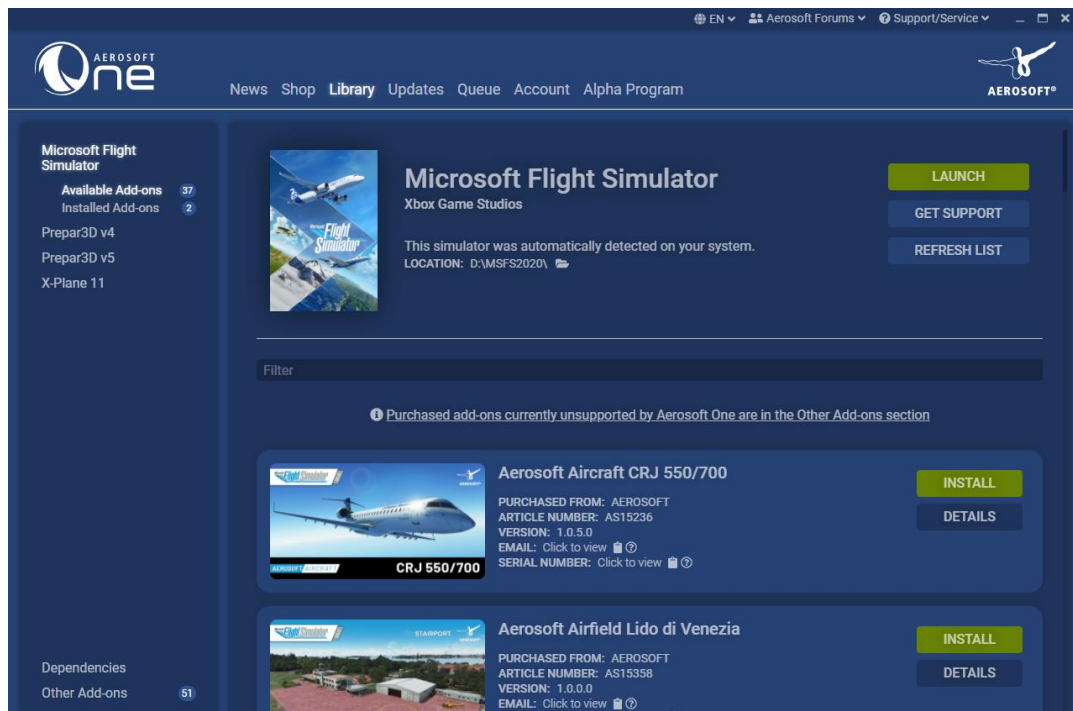
These dependencies are required by some of your installed add-ons but don't exist on your system yet. Your add-ons might not function properly without them.

Optional

These dependencies are not mandatory for your add-ons functionality but can expand them.

Installed

These dependencies are used by some of your add-ons. Uninstalling these might produce errors within your installed add-ons.



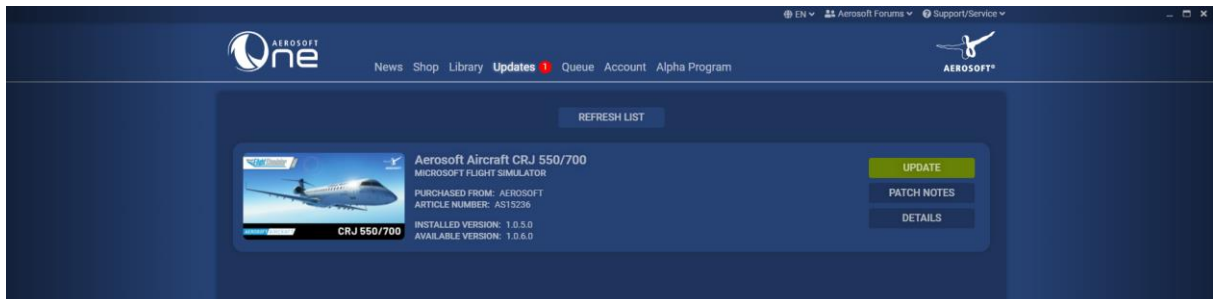
The screenshot displays the Aerosoft One Library interface. At the top, there is a navigation bar with the Aerosoft One logo, a language dropdown (EN), and links for Aerosoft Forums, Support/Service, and a user profile icon. The main navigation menu includes News, Shop, Library (selected), Updates, Queue, Account, and Alpha Program. The left sidebar shows the Microsoft Flight Simulator section with 37 Available Add-ons and 2 Installed Add-ons, listing Prepar3D v4, Prepar3D v5, and X-Plane 11. The main content area features a large card for Microsoft Flight Simulator, which is automatically detected on the system and located at D:\MSFS2020. Below this, a filter bar and a message indicate that purchased add-ons currently unsupported by Aerosoft One are in the Other Add-ons section. Two add-on cards are visible: 'Aerosoft Aircraft CRJ 550/700' (Article Number: AS15236, Version: 1.0.5.0) and 'Aerosoft Airfield Lido di Venezia' (Article Number: AS15358, Version: 1.0.0.0). Each card includes an 'INSTALL' button and a 'DETAILS' button.

Aerosoft One Library

Updates

In the tab Updates you will find all of the recent available updates for all of your products and you have the option to download them as well. With this feature the ASUpdater will not be needed any longer because installing and updating products are now combined in this tool.

If you download an update, this will be listed in your Queue as well.

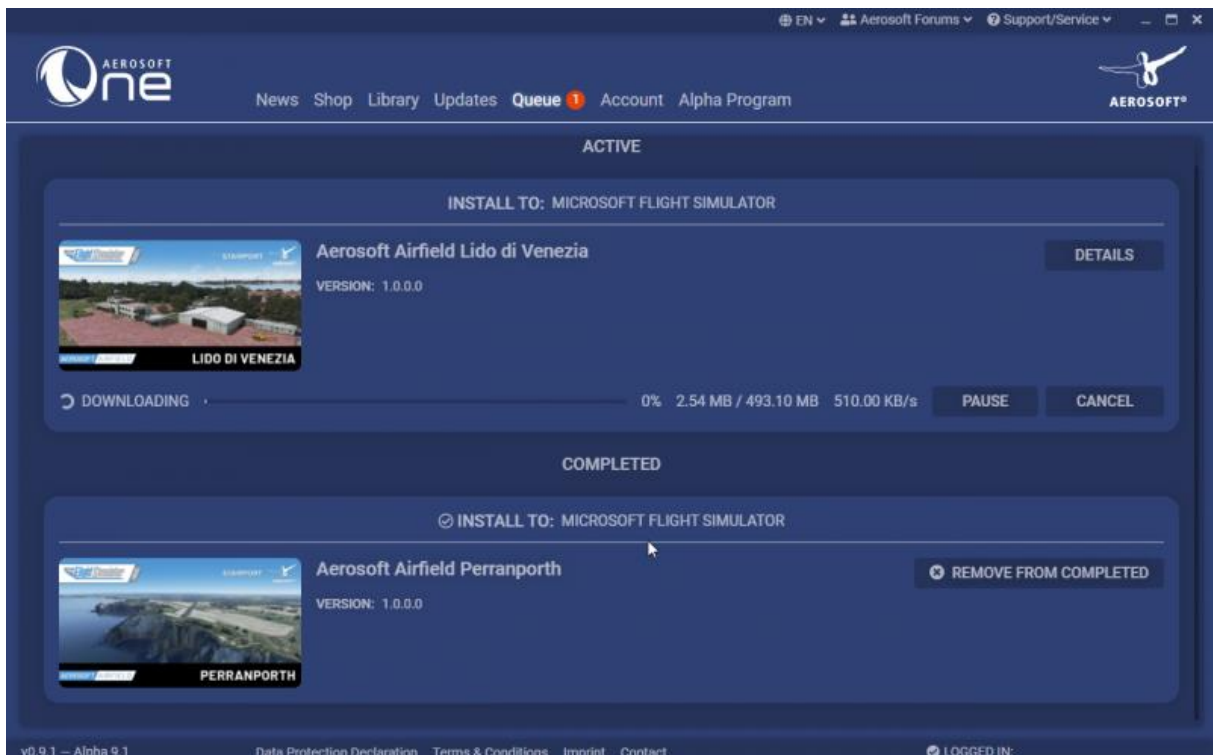


Update View

Queue

In the Queue all of your current active downloads and queued downloads are listed and will be downloaded one after another.

Here you can cancel your download or pause and resume it later as well.



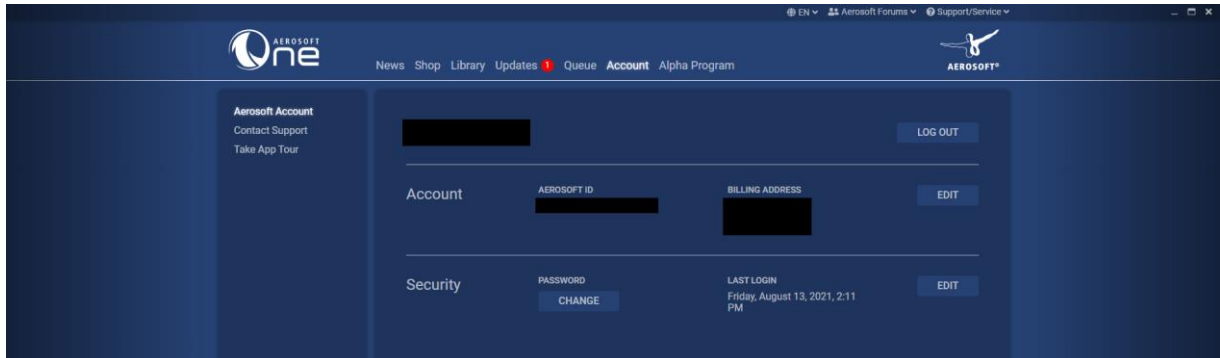
Download View in the Queue

Account

You can find a short account overview here where your first and last name, your E-Mail-address and your billing address can be checked.

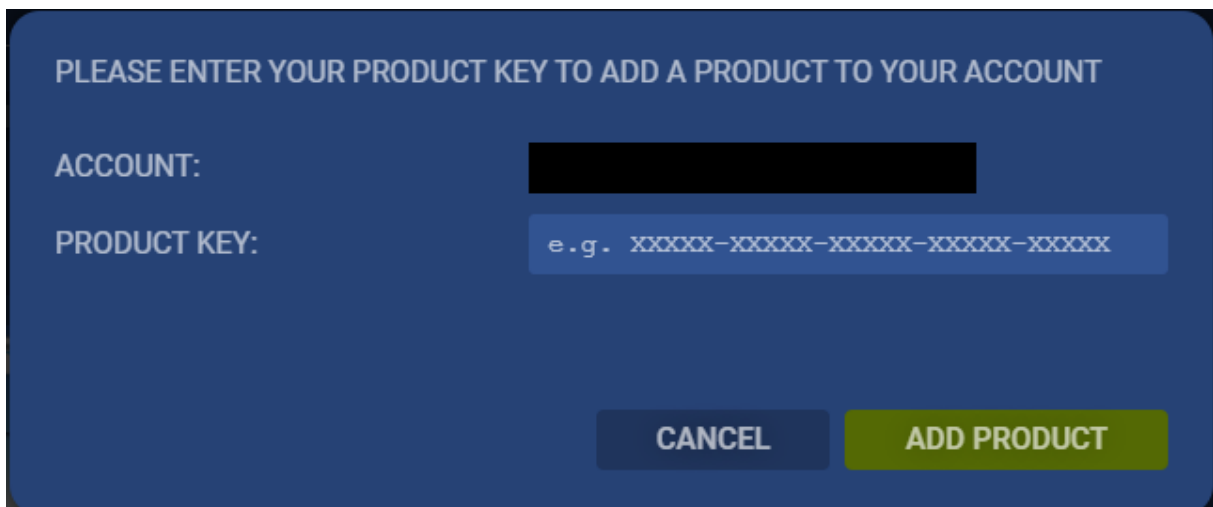
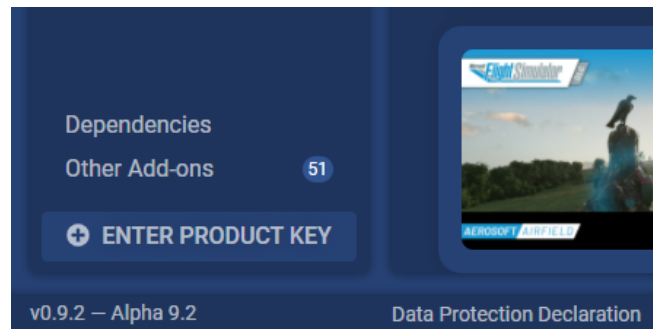
The tab “Contact Support” allows you to send questions regarding Aerosoft One to our support.

You can also restart the App Tour here as many times as needed.



Activating an external product

The library offers you the possibility to activate products from external shops for your account. To do so you have to click on the button “Enter product key” and after that you are prompted to enter your product key into the specified field. After entering the correct key and clicking on „Add Product” the new product is now available in your library



Installing a product

If you want to install a product, it must first be purchased through the Aerosoft Shop. This is done either in a web browser or on the store page in Aerosoft One.

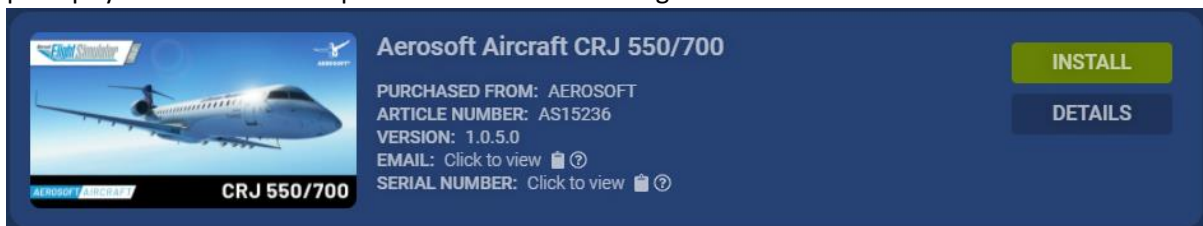
Once you have purchased the desired product, it will be listed in your library.

The installation of the products is completely handled by Aerosoft One. An exception are the unsupported add-ons under the category "Other add-ons" in the library. For these, Aerosoft One starts an external installation for you outside of Aerosoft One in the form of a setup or a download link in the browser.

In the library, just click the "Install" button of the product you want to install and Aerosoft One will completely take care of the installation after choosing the location (it is recommended to choose one of the paths suggested by Aerosoft One, such as "C:\Users\{Username}\Aerosoft One Library\").

Important information: Aerosoft One does not install the product in the directory of the simulator itself, but in the path selected during installation and only creates a reference to the product in the corresponding directory of the simulator.

If you have already installed a product via another setup, Aerosoft One will detect this and will prompt you to uninstall the product and download it again via Aerosoft One.



Installing a product

Updating a product

If there are any updates for your products, they will be displayed on the Updates page as already mentioned. There you only have to start the download of the updates and Aerosoft One will do the rest completely by itself again.

Product Management

When you navigate to an installed product in your library, you have the possibility to select some options regarding the product.



Options for a product

Display product details

If you click on the "Details" button, you will be redirected to the corresponding page in the Aerosoft Shop. There you can read various information regarding the selected product and additionally view screenshots and videos of the product.

Product Manuals

The "Manuals" button takes you to an overview where you can select the manuals for the product (if available). Clicking on one of the manuals opens it in an external window outside of Aerosoft One.

Receive support regarding a product

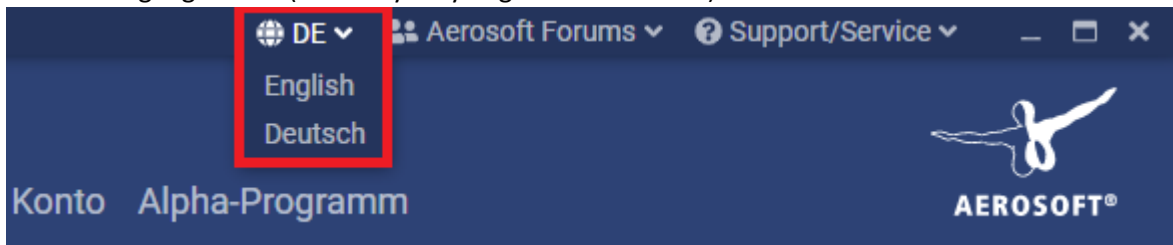
If you have a problem with one of the products, Aerosoft One offers you the possibility to submit a support request by clicking on the "Get Support" button. Here you can describe your problem and send it to us, after which a representative will contact you as soon as possible to solve the issue.

Uninstalling a product

To uninstall a product, you simply need to navigate to the product you want to remove in your library where you will find an "Uninstall" button. Clicking this button will make Aerosoft One remove the product from your system.

Selecting a Language

If you prefer to use Aerosoft One in a different language, you can customize the language in the Top Navigation Menu by clicking on the arrow next to the currently used language and selecting the desired language there (currently only English and German).



Language selection

Support for Aerosoft One

If you are experiencing problems with Aerosoft One, please visit our knowledge base at <https://helpdesk.aerosoft.com/portal/en/kb> to look up instructions and FAQs for known issues.

If the problems encountered are not listed there, please email one@aerosoft.de and include your 'aerosoft-one.log' file, which can be found on your system under `C:\Users\{Username}\AppData\Roaming\Aerosoft One\logs`.

Alternatively, you can refer to the above steps in your account view in Aerosoft One under the 'Contact Support' tab.