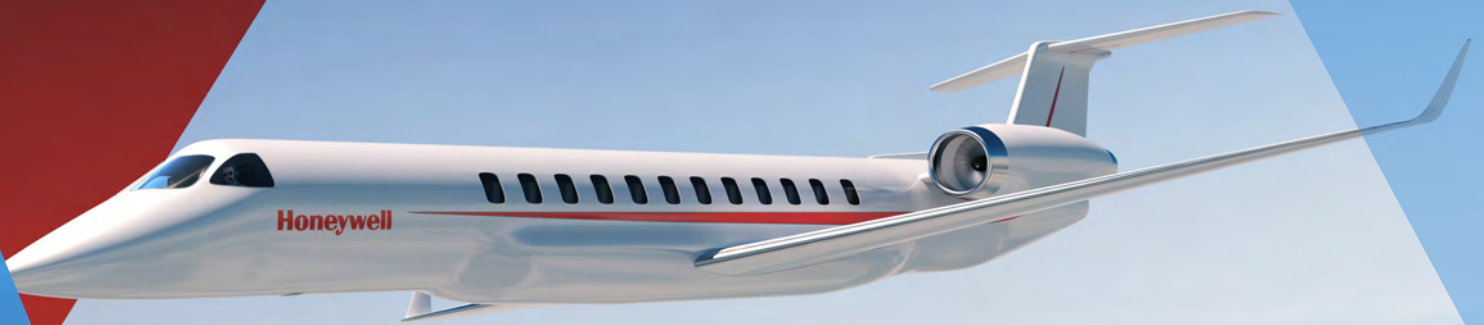


INDS DATA MANAGER



iOS USER GUIDE

For iPad with iOS 13 or later

Honeywell

HONEYWELL – CONFIDENTIAL & PROPRIETRY

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About this Guide

1.1 Purpose

The purpose of this guide is to provide information on the concepts, functionality, and the usage of the INDS Data Manager (IDM) application.

1.2 Scope

The scope of this guide is limited to the functionality and the usage of the IDM application. The technical and architectural information of the application is beyond the scope of this guide.

1.3 Intended Audience

This guide is intended for day-to-day users of IDM application. It is recommended to read this guide before getting started with the application.

1.4 Typographical Conventions

Table 1-1 Typographical Conventions

Convention	Usage
Bold	Indicates Menus, Headings, User Interface (UI) elements
Cross Reference	Indicates a link that points to a different section/figure/table within the guide
Figure	Indicates a figure caption
Table	Indicates a table caption
NOTE	<i>Contains additional/important information related to a section/procedure</i>

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Downloading & Installing IDM

2.1 System Requirements & Prerequisites

Following table lists the recommendation for a client system to install IDM application. You must have active subscription to the data services and an IOS based iPad with administrative privileges to install the application. The recommended configuration guarantees optimal performance of the application.

Table 2-1 Recommended System Configuration

Operating System	iOS <13.0> or later including iOS <15.0>
Storage Space	2GB or more
RAM	Minimum 1 GB
Internet Connectivity	Internet connection with minimum 5 MBPS speed within corporate network. A slow or intermittent connection may cause the download to fail.

2.2 Downloading & Installing IDM

Ensure that you are connected to Internet before you search for IDM application installer in the **App Store**.

To download and install IDM application on iPad

1. Open the **App store** on your iPad, and search for **IDM**.
The **IDM** application installer is displayed.
2. Tap **Install** to install the application.
The progress of the application installation is displayed. On successful installation of the application, the **Open** option is displayed.
3. Tap **Open** to start the application.

2.3 Removing IDM Application

To remove IDM application on the iPad

1. Tap and hold the **IDM** application icon.
The **X** option is displayed on the application icon.
2. Tap **X** option to remove the application from the iPad.

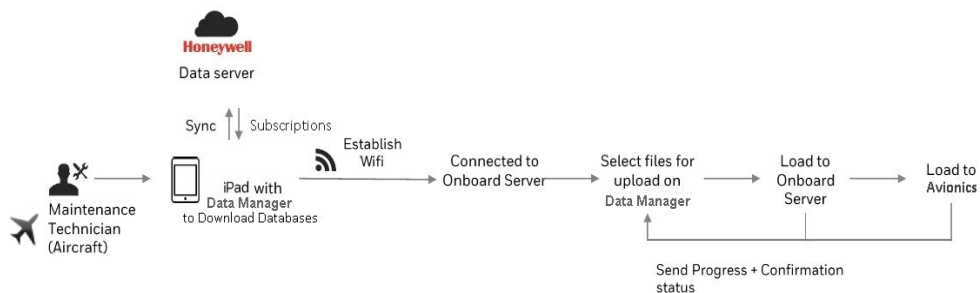
Getting Started

3.1 IDM Overview

IDM is a powerful iOS based application that allows you to view, manage, and download various INDS subscribed databases while managing your account. It incorporates smart navigation data and chart loader along with other data types such as AMDB and terrain data. It offers numerous features that enables you to effectively and efficiently manage your data updates, subset your terminal charts to meet space constraints, view detailed information about your services, and transfer the data to your Primus Apex^(TM) system.

The streamlined user interface of IDM is comprised of several distinct areas and is quick and easy to use. These areas provide you with the ability to view or hide information about your services, status, and update options. IDM application provides the ability to:

- Replace physical delivery of media with electronic delivery.
- Download single/multiple/all databases at a time.
- Quickly manage and download databases using the INDS web server over a secure network.
- Pause and resume database downloads.
- Access to chart serial numbers.
- Support wireless data loading interface, delta data loading, and customized sizing predictions based on available memory on aircraft.



3.2 Getting IDM Credentials

Honeywell aims at providing easy access to databases for both INDS web and IDM application users thus eliminating the need of multiple access credentials. As a part of solution, using a Honeywell ID enables you to access subscribed databases from both INDS website and IDM application.

If you are a new user and do not have a Honeywell ID, you can create AN ID from INDS website. Creating a Honeywell ID is only a one time activity. For more information see, [Creating & Associating Honeywell ID](#).

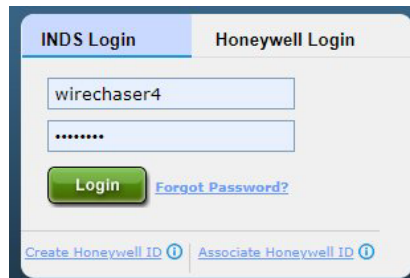
If you are an INDS user and also have an existing Honeywell ID, you can just associate the existing Honeywell ID with that of the INDS user ID and then start using Honeywell ID for both INDS website and IDM application. For more information see, [Associating Honeywell ID](#).

Should you require any help in creating a new ID or associating an existing ID, contact [Support Team](#).

Creating & Associating Honeywell ID

To create a Honeywell ID

1. Open the web browser on your computer and access [INDS](#) website. The INDS website is displayed.



2. In the **INDS Login**, tap **Create Honeywell ID** link. The **Create Honeywell ID** page is displayed.

Support Flight Info

Create Honeywell ID

Please enter below details to create your Honeywell ID

First Name

Last Name

Honeywell ID ⓘ

☐ You agree and consent to Honeywell's [Terms & Conditions](#) and have read and understood Honeywell's [Privacy Policy](#).

Cancel Create

If you are facing any issues, please contact Account Services or INDS Support [here](#)

3. Provide the required details as applicable, select the check box, and then tap **Create**.

The **Almost There** message is displayed which confirms that the activation link is sent to the given email ID and it is valid for the next 24 hours.

Almost There



We have sent an activation email. Please click on the activation link to create your Honeywell ID.

NOTE: Activation link is only valid for the next 24 hours.

Got It

4. Tap **Got it** to close the dialog box.
The page refreshes to display the **INDS website**.
5. Navigate to the email ID and tap the verification link sent from **IDAdministrator@honeywell.com** to proceed further.
The **INDS** password form page is displayed.

The screenshot shows the Honeywell Integrated Navigation Data Service (INDS) account creation interface. At the top, the Honeywell logo is displayed in red, followed by the text "Integrated Navigation Data Service (INDS)" in grey. Below this, a prompt reads "Choose a password to create your Honeywell ID." The form includes fields for "First Name" (containing "inds"), "Last Name" (containing "user"), and "Email" (containing "indsuser76@gmail.com"). There are two password fields: "Password" and "Confirm Password", both currently empty. At the bottom of the form is a blue button labeled "CREATE ACCOUNT" and a link labeled "Cancel Account Creation" in blue text.

6. Type the password as applicable and tap **Create Account**.
The ID activation message is displayed followed by the **Honeywell ID Association** page.

The screenshot shows the "Honeywell ID Association" page. At the top, the title "Honeywell ID Association" is displayed. Below the title is a progress indicator with two steps: "1" (highlighted with a green circle) and "2" (in a grey circle), connected by a horizontal line. Under step 1 is the label "Authentication", and under step 2 is the label "Association". A horizontal line separates the progress indicator from the main content. The main content begins with a congratulatory message: "Congratulations on your new Honeywell ID, please associate it with your INDS account for various benefits." This is followed by a prompt: "Please enter either your existing INDS Web Portal or IDM App credentials to Associate." Below this prompt are two input fields: "Username" and "Password", both currently empty. At the bottom of the form are two buttons: a blue "Cancel" button and a green "Next" button. At the very bottom, a small line of text reads: "If you are facing any issues, please contact Account Services or INDS Support [here](#)".

7. Type the existing INDS\IDM **Username** and corresponding **Password**, and then tap **Next**.
The details corresponding to the provided username are displayed along with option to associate newly created Honeywell ID.

Honeywell ID Association

1 ————— 2

Authentication Association

Your details as per our records

Customer Number: 9440534

Company Name: INC

To associate, please enter your Honeywell ID ⓘ

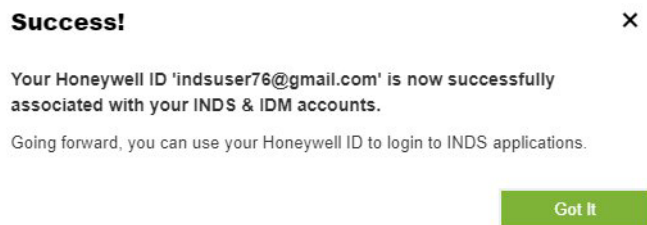
Honeywell ID

Don't have Honeywell ID? [Create Now](#)

[Back](#) [Associate](#)

If you have a mismatch with your 'Customer Number' or 'Company Name' or facing any additional issues, please contact Account Services or INDS Support [here](#)

8. Type the newly created Honeywell ID and tap **Associate**.
The **Success** message is displayed with a confirmation on association of the newly created Honeywell ID.

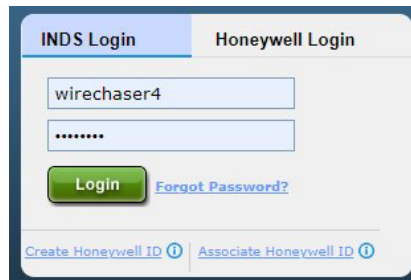


9. Tap **Got it** to close the dialog box and get started using the newly created Honeywell ID for INDS web or IDM application.

Associating Honeywell ID

To associate an existing Honeywell ID

1. Open the web browser on your computer and access [INDS](#) website.
The **INDS website** is displayed.



2. In the **INDS Login**, tap **Associate Honeywell ID** link.
The **Honeywell ID Association** page is displayed.

here'." data-bbox="324 316 784 603"/>

3. Type the existing INDS\IDM **Username** and corresponding **Password**, and then tap **Next**.
The details corresponding to the provided username are displayed along with option to associate newly created Honeywell ID.

Honeywell ID Association

1 ————— 2

Authentication Association

Your details as per our records

Customer Number: 9440534

Company Name: INC

To associate, please enter your Honeywell ID ⓘ

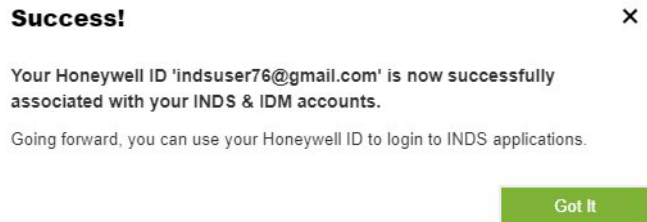
Honeywell ID

Don't have Honeywell ID? [Create Now](#)

[Back](#) [Associate](#)

If you have a mismatch with your 'Customer Number' or 'Company Name' or facing any additional issues, please contact Account Services or INDS Support [here](#)

4. Type the existing Honeywell ID and tap **Associate**.
The **Success** message is displayed with a confirmation on association of the newly created Honeywell ID.



5. Tap **Got it** to close the dialog box and get started using the Honeywell ID for INDS web or IDM application.

3.3 Connecting to CG100 & CG200 Network

You do not need any Wi-Fi certificate to be installed on your iPad to connect to the **CG100 & CG200** device.

To connect the iPad to a **CG100 & CG200** device Wi-Fi network

1. Tap **Settings** icon on your iPad.
The **Settings** page is displayed with the **General** tab selected by default.
2. Tap **Wi-Fi** tab in the left pane.
The list of available networks are displayed in the right side of the page.
3. Tap the network corresponding to the **CG100\CG200** device.
The **Enter Password** dialog box is displayed.

4. Type the **CG100\CG200** device Wi-Fi password as applicable and click **Join**.
The iPad is connected to the device network

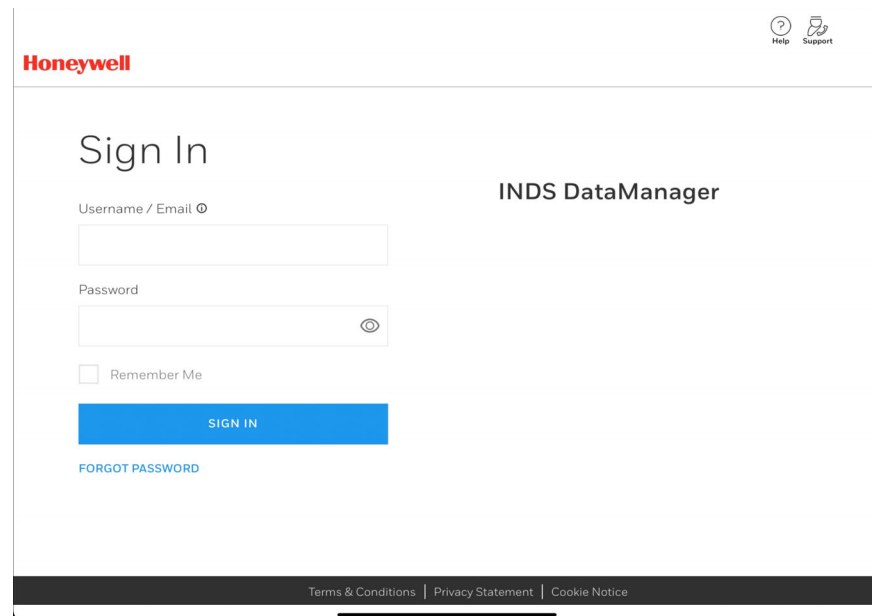
3.4 Starting IDM

To start IDM application

- Tap the newly created **IDM** icon on your iPad to start the application.
The application starts and displays the **Sign In** page

NOTE:

- *Ensure that you are connected to INTERNET when logging on to the application for the first time.*
- *If the iPad is not connected to INTERNET, the following message is displayed. Connect the to INTERNET and then click **Try Again** to login in **Online** mode or click **Offline Mode** to login without INTERNET connection. For more information on Online and Offline mode, see [Login, Session Auto-Refresh, and Logout of IDM](#).*



3.5 Login, Session Auto-Refresh, and Logout of IDM

IDM enables you to login to the application with Internet (**Online**) or without Internet (**Offline**) connectivity. Logging on to the application with Internet enables you to view and download the subscriptions, and load databases to the Avionics. However, when logged in without Internet you can only view the previously downloaded subscriptions, and load the available databases to the connected Avionics.

After logging in successfully with Internet connection, a backup of the downloaded databases is automatically maintained by the application thus enabling you to login to the application in the absence of Internet.

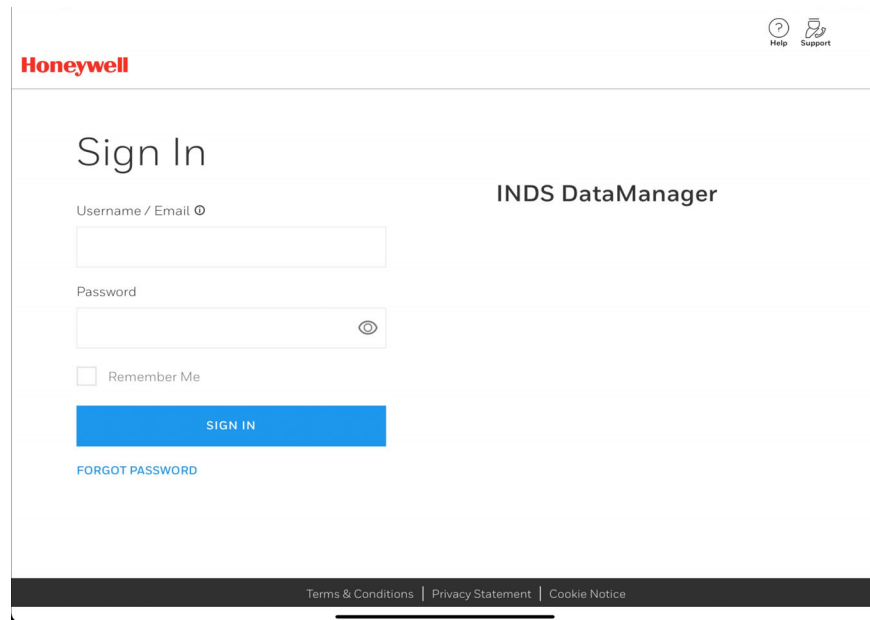
Login to IDM

NOTE:

Ensure that you are connected to Internet when logging on to the application for the first time.

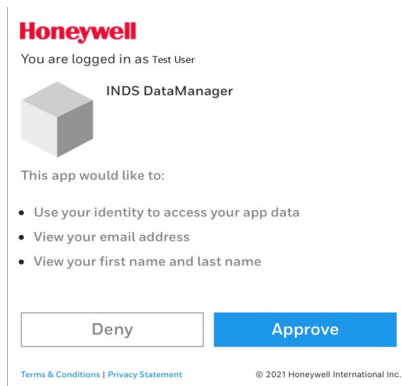
To login to IDM application

1. On your iPad, tap the newly created application icon.
The application starts and displays the **Sign In** page.

The screenshot shows the 'Sign In' page for 'INDS DataManager'. At the top left is the 'Honeywell' logo. At the top right are 'Help' and 'Support' icons. The main heading is 'Sign In'. Below it, there are two input fields: 'Username / Email' and 'Password'. The 'Password' field has an eye icon to toggle visibility. Below the password field is a 'Remember Me' checkbox. A blue 'SIGN IN' button is centered below the inputs. Below the button is a link for 'FORGOT PASSWORD'. At the bottom of the page, there is a dark footer bar with links for 'Terms & Conditions', 'Privacy Statement', and 'Cookie Notice'.

2. Type the Honeywell provided access credentials in the following, and then tap **Sign In**.
 - a. Username/Email
 - b. Password

The **Honeywell** dialog box is displayed.

The screenshot shows a 'Honeywell' login dialog box. At the top is the 'Honeywell' logo. Below it, it says 'You are logged in as Test User'. There is a 3D cube icon and the text 'INDS DataManager'. Below this, it says 'This app would like to:' followed by a bulleted list: 'Use your identity to access your app data', 'View your email address', and 'View your first name and last name'. At the bottom, there are two buttons: 'Deny' and 'Approve'. Below the buttons, there are links for 'Terms & Conditions' and 'Privacy Statement', and a copyright notice '© 2021 Honeywell International Inc.'.

NOTE:

*Clicking **Deny** redirect you back to the **Sign In** page.*

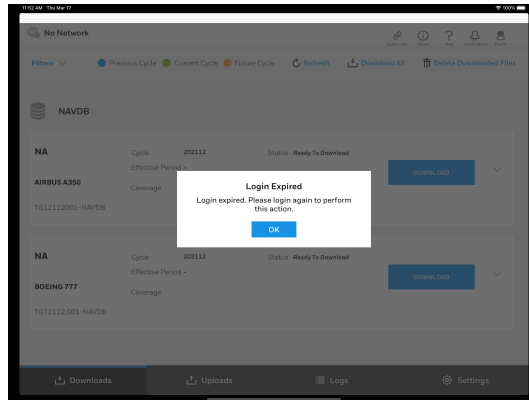
Getting Started

Login, Session Auto-Refresh, and Logout of IDM

3. Click **Approve** to proceed further with the login process.
The **Downloads** page is displayed by default.

Session Auto-Refresh

After successfully logging on to IDM, application auto-refreshes every two hours of login session to ensure that the login session does not expire. If the session expires the following message is displayed prompting you to login again to resume using the application.



Log out of IDM

To log out of IDM application

1. On the top right of the application, tap the user icon > **Logout**.
The **Logout** confirmation dialog box appears.
2. Tap **Yes** to logout of the application.

Familiarizing IDM

4.1 Familiarizing User Interface

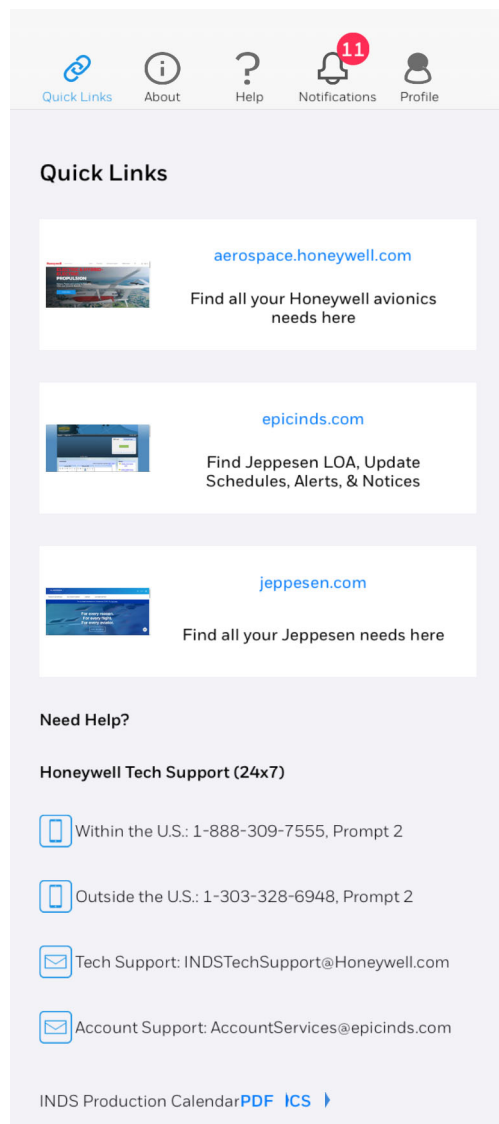
The IDM user interface follows a simple tabbed and pane layout that enables you to navigate between them and accomplish the task at ease. This application provides a mechanism to:

1. Login to the IDM with or without Internet (Online and Offline) connectivity.
2. View the list of subscribed INDS databases and download them.
3. Connect to the CG Device installed on the aircraft through a connected network on the iPad.
4. Access the INDS databases that are downloaded successfully on the iPad.
5. View the available/existing databases and select the required databases.
6. Load single/multiple downloaded databases from the iPad to the connected Avionics.
7. View the application logs if required.
8. Send the application error logs to Honeywell servers on demand.

4.2 Quick Links

The Quick Links pane displays the following good to know information starting from various web links (that may be required to navigate) to the support information.

- Web links to Honeywell Aerospace, Jeppesen, and Epic INDS Portal
- Hypertext to INDS Production cycle calendar
- Support information (Call & Email)



4.3 About Page

This page provides the following information on the IDM application.

- Short overview of IDM application
- Version of the Installed IDM application
- Part Number details
- Links to End-user License Agreement & Privacy Document.



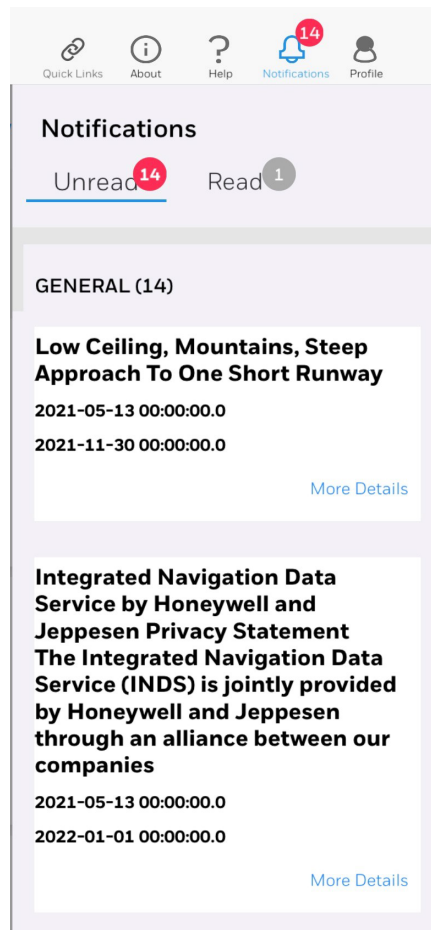
4.4 Help

Displays the PDF version of the help document that provides information on various concepts, functionalities and usage of the IDM application.

4.5 Notifications

Notification is a message that provide you information on reminders sent by Honeywell on current or upcoming application releases, communication on database releases, account and subscription management, and so on. These notifications enables you to manage IDM application and/or the subscriptions with Honeywell & Jeppesen in an efficient manner.

The **Notifications** icon on the top right of the application displays the **Notifications** pane with the list of is **Unread** and **Read** notifications. The **More info** link at the end of each notification displays the detailed view of the message. As and when you open and read a message from the **Unread** notifications section the message is moved to **Read** notifications section. You can also mark a message as unread by selecting the **Mark as Unread** check box at the end of the message.



4.6 Profile

Displays the name of the logged in user along with the Logout option that enables you to logout of the application and close the login session.

4.7 Tab Panel

The **Tab Panel** appears on the bottom of the application and enables you to navigate between the **Downloads**, **Uploads**, **Logs**, and **Settings** pages as required.

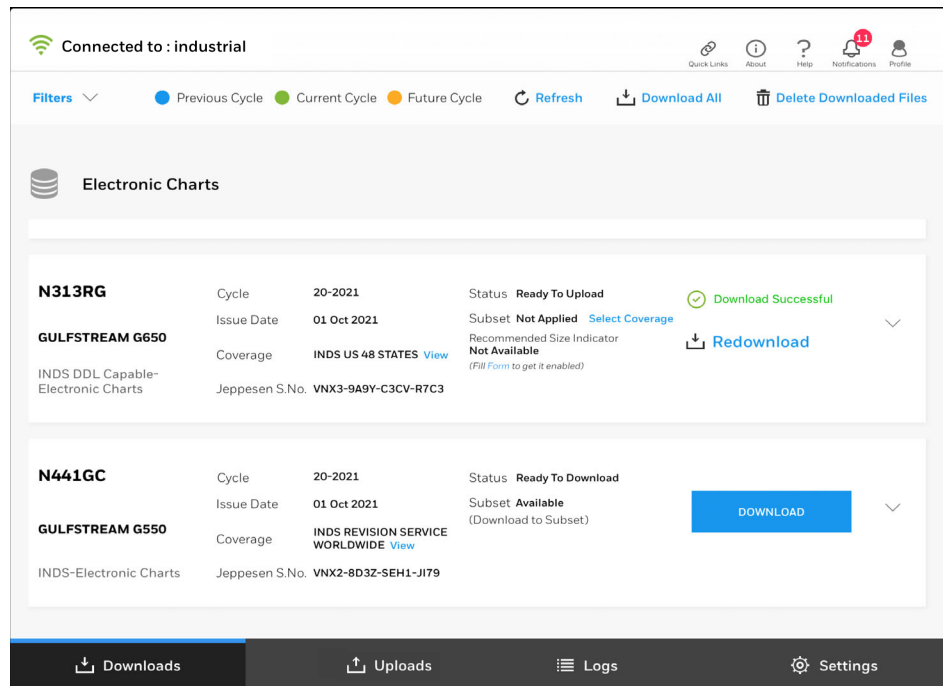


Downloads

Data Subscription

After successfully logging on to IDM, all the database subscriptions associated with the logged in account are displayed in the **Downloads** page with the **Aircraft View** selected by default. If your aircraft information is listed as Aircraft [Unassigned], you

can contact [IDM Application Technical Support](#) to have the information updated in your records.



Each database subscription is displayed in a separate service line. Terminal chart data coverages associated with a JeppView serial number are combined on one service line. For example, if the Canada/Alaska terminal chart coverage is subscribed with the Europe coverage, they are combined and displayed in on one line.

The database subscription records includes the Current Cycle, Issue, Coverage, and status. However, you can view additional details (such as DDL Capable, coverage map, associated documents and so on) apart from the one displayed in the service line, by tapping the expand icon next to **Download** button.

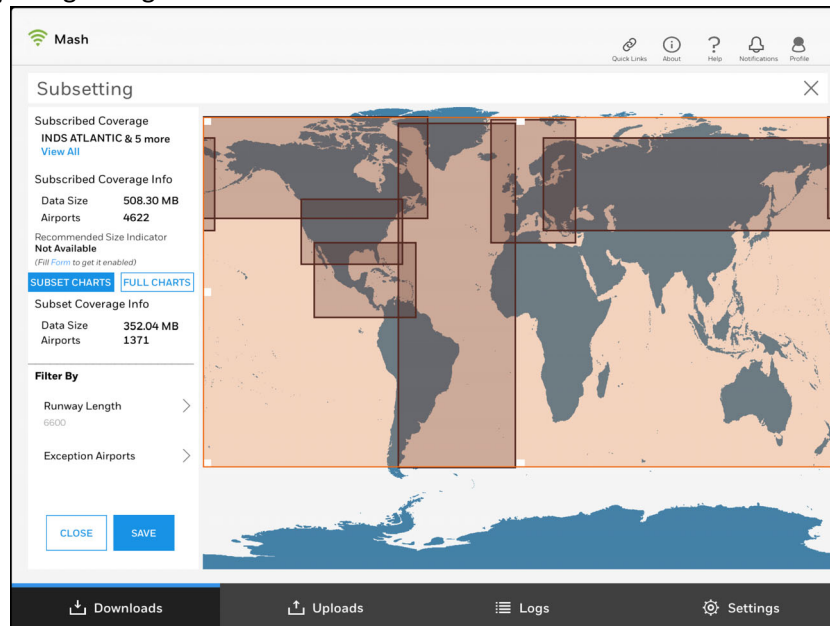
In addition to the above, You can refresh the list of database subscriptions by tapping the **Refresh** option on the top of the page.

Subset Charts

Sub-setting charts is used to apply custom runway filters and exception airports. You can customize your charts to add your home runway, include runways of any length, or even remove entire regions to reduce the file size and upload time on the aircraft.

An added feature of IDM is the ability to subset electronic charts coverage by specifying a smaller geographical area or by runway length before transferring it to the media. This is helpful if the media or avionics system has limited storage space. Subsetting affects only the amount of data copied to the media and loaded into the avionics. Subsetting requires you to first download the full coverage charts to your iPad and then subset the required data. When charts are downloaded to your iPad, all the charts in the selected service are loaded regardless of your subsetting selections.

The subset settings preference is stored on a server and are synchronized with IDM when you sign in again.



IDM also allows you to include the list of required airport in your transferred electronic charts dataset. These airports might otherwise be filtered out when using subset by geographic regions or with the runway length filter.

The data size under **Subscription Coverage** is full coverage and there is no way to go above this size. Subsetting charts will change the final file size of the charts dataset. Different platforms have different memory limitations. To avoid complications when uploading, subset to a chart file size smaller than Rev A filtered charts posted on the INDS website (~569MB). For information on performing subset, see [Subsetting Terminal Charts](#).

Recommended Size for Charts

Recommended size indicator in IDM provides you information on the charts that are being loaded in the aircrafts are within/exceeds the size available in the Avionics. Further, based on the indication, you can perform the subset operation accordingly. For more information on performing subset operation, see [Subsetting Terminal Charts](#).

IDM provides the Recommended size indicator based on the requested details (EB/Part Number) shared by the OEMs. Following is the list of various indicators that guides you in the application.

- After downloading the Charts database:

If the downloaded charts database has recommended size enabled and the subset is within the recommended size, the following indicator is displayed in the subscription next to the **Subset** label.

Status **Ready To Upload** ✓ Download Successful

Subset **Not Applied** [Select Coverage](#) ▼

Recommended Size **In Limits** ↓ Redownload

If the downloaded charts database has recommended size indicator enabled and the subset exceeds the recommended size, the following indicator is displayed in the subscription next to the **Subset** label.

Status **Ready To Upload** ✓ Download Successful

Subset **Not Applied** [Select Coverage](#) ▼

Recommended Size **Exceeded**
(Perform subsetting to limit the size) ↓ Redownload

If the downloaded charts database do not have recommended size enabled, the following indicator is displayed in the subscription next to the **Subset** label.

NOTE:

If you have not provided the EB/Part Number to Honeywell, Please refer to communication [Request to Update INDS Subscription Information](#) and send the details as appropriate.

Status **Ready To Upload** ✓ Download Successful

Subset **Applied** [Edit Coverage](#) ▼

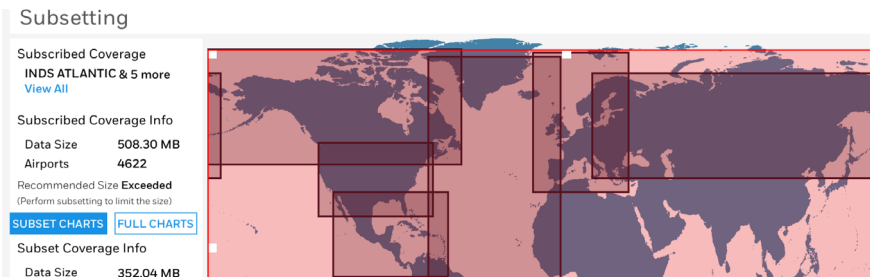
Recommended Size Indicator **Not Available**
(Fill [Form](#) to get it enabled) ↓ Redownload

- When performing subset operation:

If the subset performed is within the limit, the subset tool is colored **Green**.




If the subset performed is exceeds the limit, the subset tool is colored **Red**.



Cycle Dates and Overlap Periods

The current cycle dates are displayed in the **Downloads** page. You can get more information on cycle dates by tapping the expand icon next to **Download** button. The current cycle effective date range and the next cycle are listed for data services like navigation data. The current cycle issue date is displayed for terminal charts services, as well as the next cycle issue date. Since terminal charts do not have an effective date, they must be used as soon as they are available.

The same navigation data service is displays twice during the cycles overlap. The current cycle is still effective and continues to display until the expiration date. The upcoming cycle is also displayed as it is available for download. If you observe the navigation data effective dates, you can observe the overlap between the expiration date and the next cycle download availability date. The overlap period extends for approximately 10 days. A green icon is displayed representing the current cycle and an orange icon is displayed for future cycle, see figure below.

	Cycle	1909
	Effective Date	15 Aug 2019-11 Sep 2019
	Coverage	Asia, Australia, South Pacific, Pacific
<hr/>		
	Cycle	1910
	Effective Date	12 Sep 2019-09 Oct 2019
	Coverage	Asia, Australia, South Pacific, Pacific
<hr/>		
	Cycle	1909
	Effective Date	15 Aug 2019-11 Sep 2019
	Coverage	Americas
<hr/>		

Update Schedules

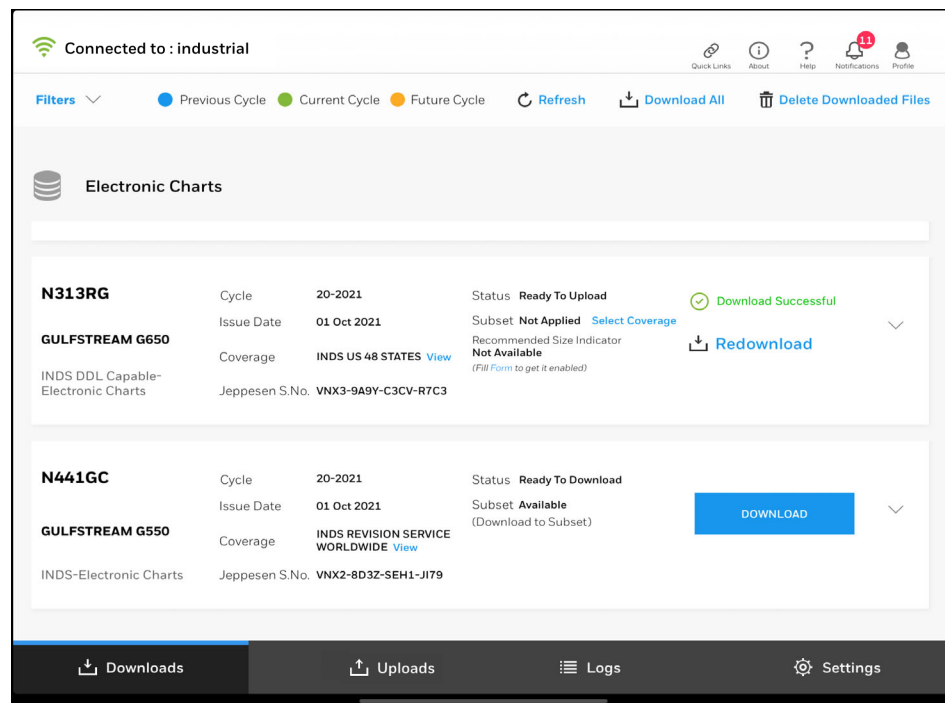
Plan ahead by marking your calendar with your next data update. The INDS [Production Schedule](#) can also be accessed from **Quicks Links** in IDM application.

Downloads Page

This page appears by default when you start the application and displays a list of subscribed databases. The view of the page can be controlled based on the following selection in the **Filter** list on top left of the page.

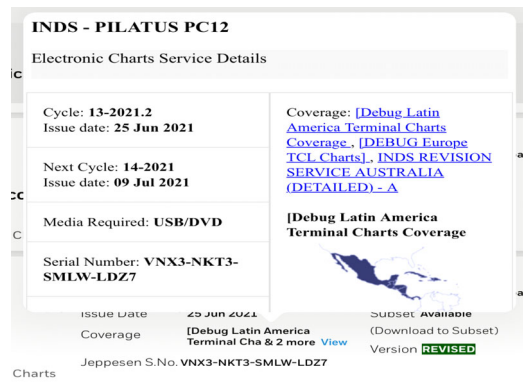
- **View** - Displays the **Aircraft View** and **Datatype View** options. Tapping **Aircraft View** displays the list of databases (Charts, INAV, EGPWS, and so on) based on subscribed tail numbers. The **Datatype** view option displays the list of subscribed databases along with the aircraft tail number.
- **Aircraft** - Displays various databases subscribed for the selected tail number. You can tap **All** to view all the subscribed databases associated with the tails.
- **Status** - Displays the **All**, **Ready to Download**, **In Progress**, or **Ready to Upload** statuses. You can tap each option as required and view the details.




You can tap downward arrow icon or **Download** buttons next to the databases on this page to view additional details (Current Cycle, Issue Date, Next Cycle, and so on) along with associated documents corresponding to the databases, or download multiple databases at a time from the server. After downloading a database, the **Download Successful** status is displayed along with the **Re-Download** option next to the database. These buttons enables you to subset the charts to reduce the size of the database, and download the database again. Additionally, you can tap **Refresh**, **Download All**, or **Delete Downloaded Files** buttons on the top right of the page to refresh the page, download all the databases at a time or delete all the downloaded database file at a time.



NOTE:

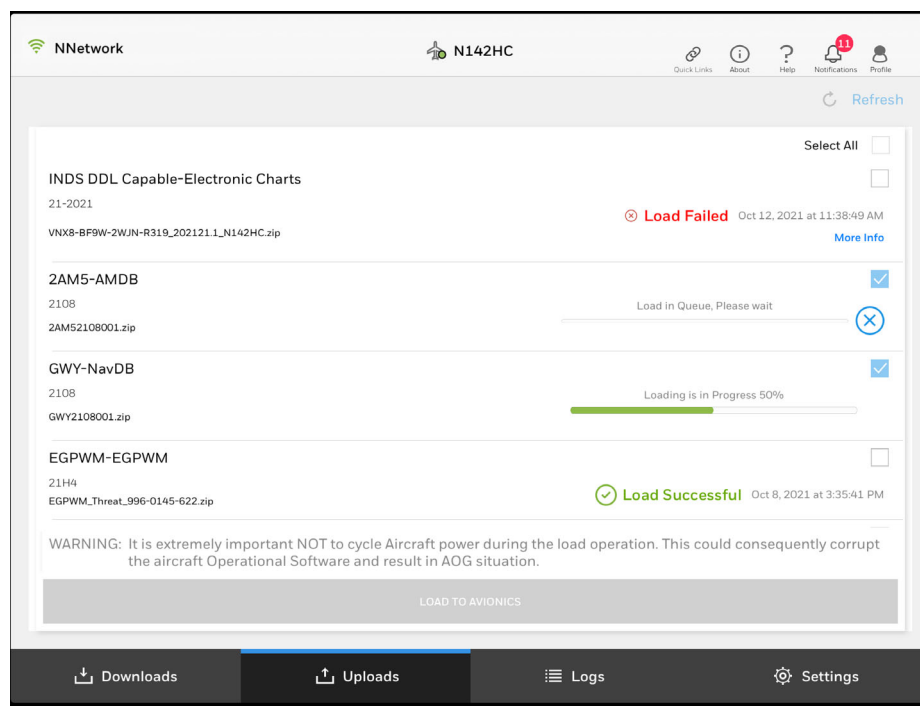
- You can copy (tap **View** link next to **Coverage** label and then tap **Copy** shortcut in the dialog box) the contents of the subscription to the clipboard and further use it to share it when reporting issues to support team and so on as required.



- You can **Pause/Resume** the download operation by taping the   buttons if required.
- You can **Cancel** the download in progress by taping the  button next to the progress bar.
- In the event of a download failure, the **View Details** link below the **Download** button displays the reason for failure (example: network not connected or so on).

Upload

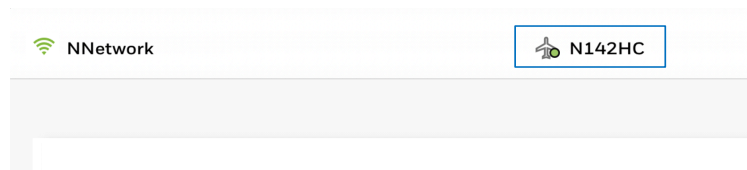
The **Uploads** page displays the list of all the downloaded databases (using **Downloads** page) corresponding to the connected Aircraft. After navigating from **Downloads** page to the **Uploads** page, the application automatically starts connecting to the CG device installed on the aircraft, and the following icons confirms successful connectivity between the application and the device.



- The **Wi-Fi** icon displayed on the top left of the page shows the name of the device network to which the iPad is connected. In the event if the iPad is not connected to any device network, the status **No network** is displayed. Connecting the iPad to a device network is a one time activity, and multiple device networks can be connected if required.



- The **Aircraft** icon displayed next to the **Wi-Fi** element shows the tail number of the aircraft on which the connected device is installed.

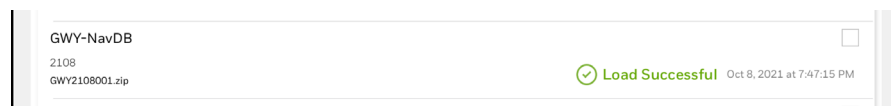


This page enables you to select all/multiple databases at a time using the **Select All** check box, or by selecting each database individually prior to initiating the load. During the load operation, the progress bar is displayed next to the database followed by the status along with the **Date** and **Time-stamp** corresponding to each transaction.

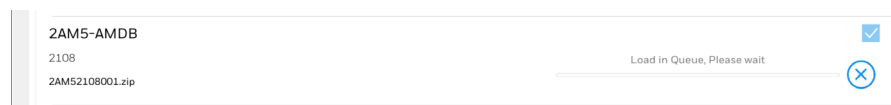
- Load in Progress** is displayed next to each database which is currently being loaded along with the percentage of completion.



- Load Successful** is displayed at the end of the load operation if the load to avionics is completed successfully without any errors.



- Load in Queue** is displayed next to the databases that are in queue and scheduled to be loaded next. You can also click the cancel icon next to the database to cancel the load for the queued database.



- Load Failed** is displayed next to the database for which the loading to avionics has failed due to certain reason. The **More Info** link next to the failed database displays the reason for failure.



The **Refresh** option on the top right of the page enables you to refresh the page. However, it remains disabled during the load operation. Additionally, the scrollbar appears on the right of the page if the available databases are more than the page size and enables you to scroll down the page and view the list of databases.

NOTE:

The check box next to each database scheduled for loading is disabled during the load operation and is enabled only after completing the load operation. This allows you to select the database again and try loading it if required.

After initiating the load operation for one or multiple databases, you can scroll through the page to select more databases as required, and schedule to load next.

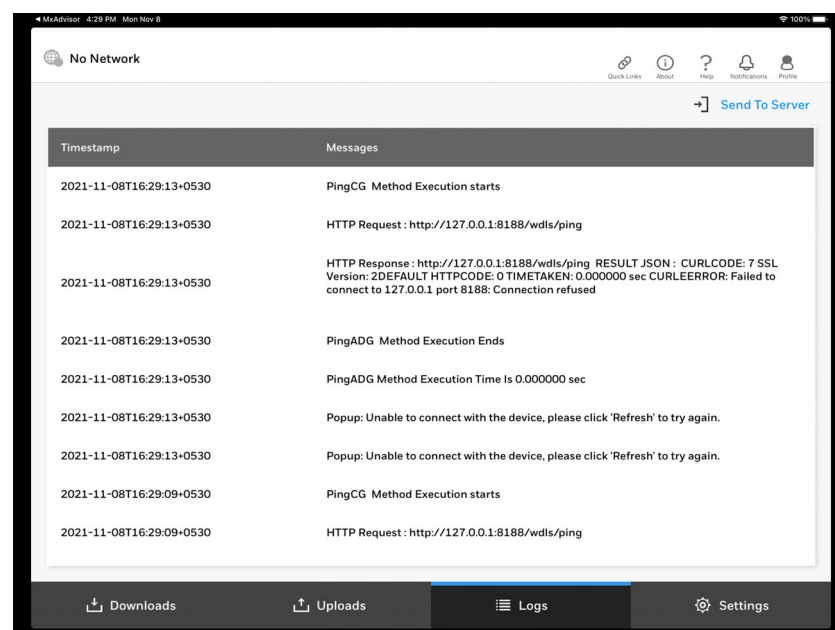
WARNING:

It is extremely important that when all four displays show red cross, NOT to cycle Aircraft power. This could consequently corrupt the aircraft Operational Software and will result in an AOG situation.

Logs

This page appears only after selecting the **Logs** tab on the top of the **IDM** application. As soon as the application connects with the device the logs from the device are downloaded in the Logs directory and the list of application logs are displayed in a tabular format with the following headers.

- **Date and Time**- Displays the date and time stamp on which the activity was performed.
- **Messages** - Displays the activity that was performed in the application.



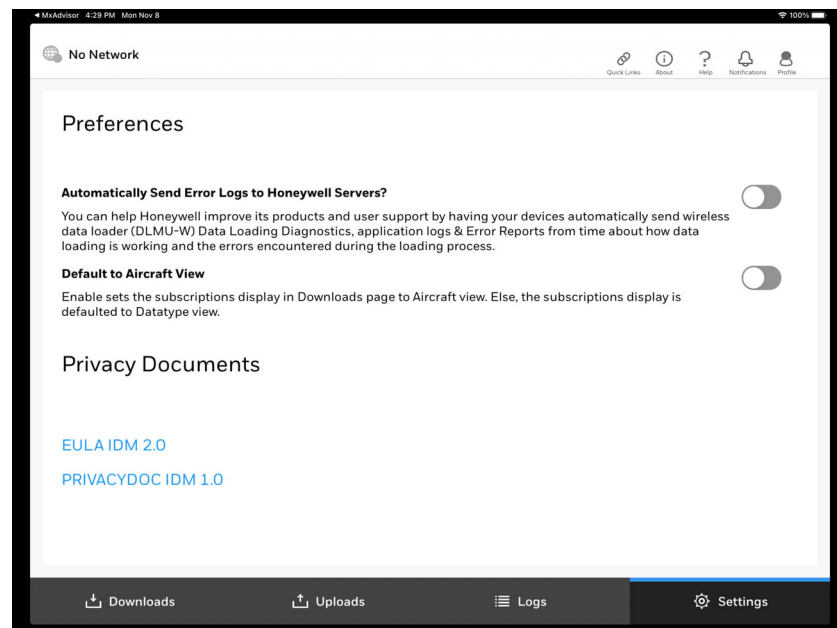
The application logs are created based on the various actions/activities performed in the **IDM** application and follows the **Last In First Out** (LIFO) approach. The latest logs appear on the top of the table. The vertical scroll bar on the right of the page helps you to view the logs. You can tap **Send to Server** on the top right of the page to push the logs to the server.

Settings

This page enables you to send the application logs to Honeywell server. These logs helps Honeywell to further analyze them and enhance the product experience. You can move the slider to the right to enable sending the logs to Honeywell.

NOTE:

You must have an active Internet connection to send the application logs.

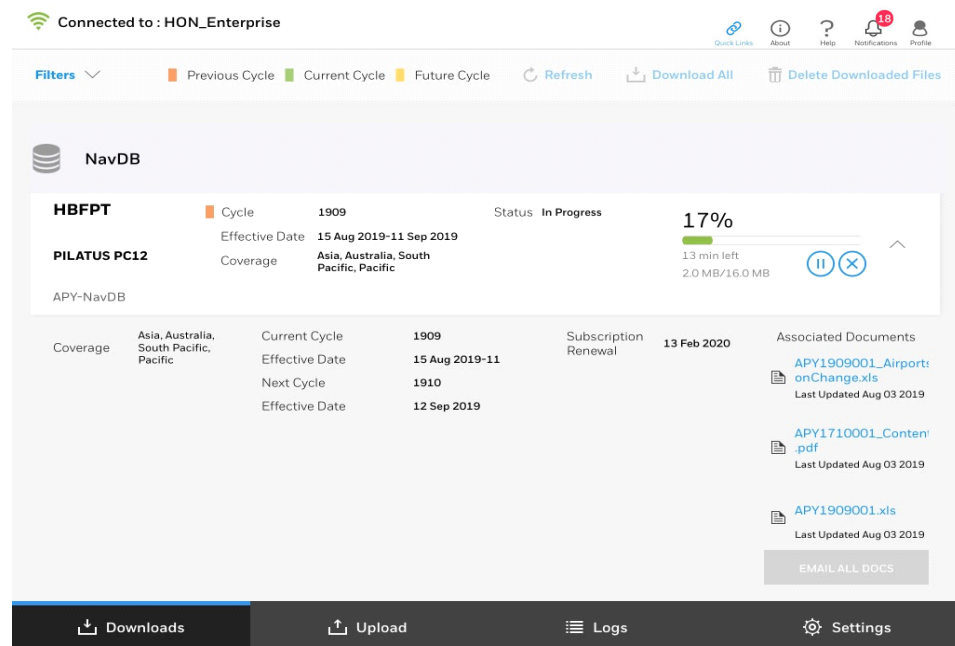


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Working with Databases

5.1 Downloading Databases

You must be connected to the Internet and logged into IDM before starting the download process for your data services. The **Download** option next to a database enables you to download it on to the iPad when Online and load the downloaded database to the Avionics during the Offline mode also. After downloading the database, the status is changes from **Available for Update** to **Ready to Upload**.



The **Download** option next to terminal charts helps to download the full set of data and prepare your terminal chart service for subsetting. After the terminal charts are downloaded to your iPad, you can subset your coverage(s) into smaller region as required.

To download a database

- On the **Downloads** page, tap **Download** next to a service.

5.2 Subsetting Terminal Charts

NOTE:

*The data size under **Subscription Coverage** is full coverage and there is no way to go above this size. Subsetting charts will change the final file size of the charts dataset. Different platforms have different memory limitations. To avoid complications when uploading, subset to a chart file size smaller than Rev A filtered charts posted on the INDS website (~569MB).*

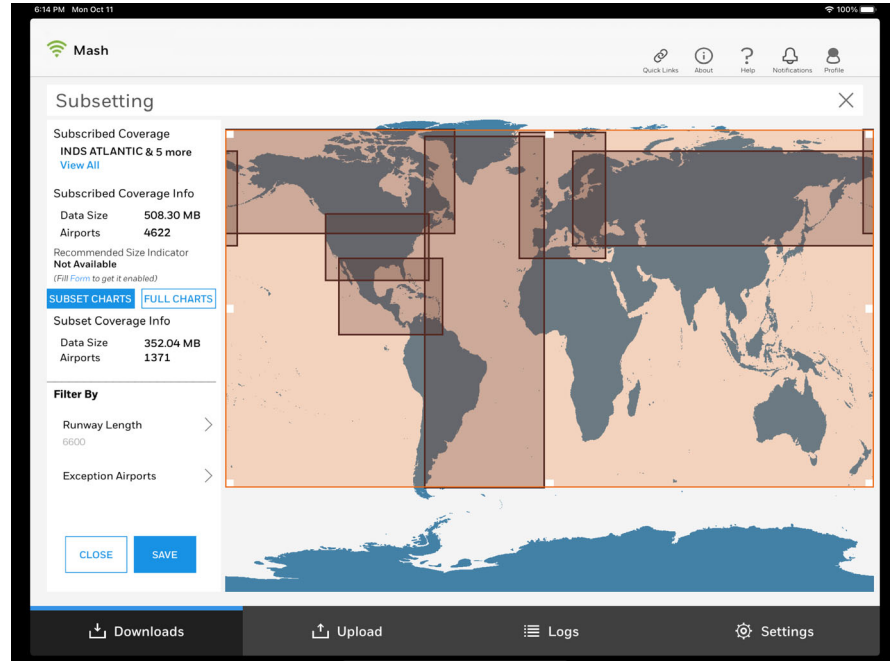
To subset terminal charts and exception airports

1. In the **Downloads** page, tap **Edit Coverage** (option is displayed if the subset is already performed for the selected database) or **Select Coverage** (option is displayed if the subset is never performed for the selected database) next to database.

The **Subsetting** page appears and displays the subscription coverage area marked with a transparent box (Grey color) along with a movable transparent box (Orange color).

NOTE:

- If **Edit Coverage** is selected next to a database, by default, the map view displays the subset coverage with the **Subset Chart** option selected in the left pane.
- If **Select Coverage** is selected next to a database, by default, the map view displays the full coverage with the **Full Chart** option selected in the left pane.



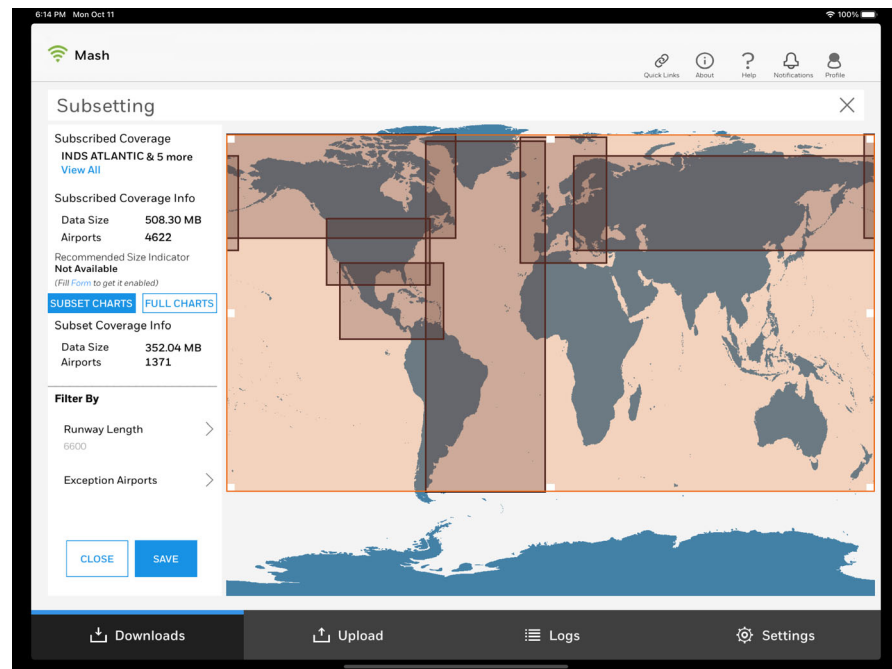
2. Select the coverage area by resizing (pinch) and positioning the movable box within the subscription coverage area, and then tap **Save** on the bottom left of the page.

The **Data Size** and **Airports** under **Subset Coverage Info** are updated based on the applied selection.

NOTE:

If the selection goes out of the subscribed area, IDM displays the error message on the top of the map view.

Oops! You can only subset with-in your subscription coverage



3. Tap > next to **Runway Length** under **Filter By** in the left pane and modify the runway length using the **Specify Runway Length** list as applicable.
4. Tap **Exception Airports** in the left pane and modify exception airports by adding new airports using the **Search Airport** or deleting the existing exception airports as applicable.
5. Tap **Save** to save the changes.
The status of subsetting save operation is displayed.

NOTE:

Subsetting saved will be applied to all the upcoming cycles until it is changed again.

6. After successful saving the subset chart, tap **Close** to close the **Subsetting** page.
The status of the subsetted chart is **Ready to Upload** and is also ready to transfer to media.

5.3 Loading Subscriptions

All the activities in IDM starts after logging on to the application and there are new cycle databases available to download. IDM has a simple pane based user interface that helps to navigate between various features and accomplish the task at ease. Following is the list of activities that gives an idea on the basic workflow in the application.

1. Start the IDM application and login using the access credentials. For more information, see [Login, Session Auto-Refresh, and Logout of IDM](#).
On successfully logging on to the application, the [Downloads](#) page appears and displays the list of subscribed INDS databases.

2. Tap **Download** next to the database to download the required databases.

Or

Tap **Download All** on the top of the [Downloads](#) page to download all the databases at a time.

The progress of the database download is displayed along with the **Pause / Play** and **Cancel** options. Tap the options as required to Pause, Resume, or Cancel the download during the download process. On successful download of the database, the **Download Successful** status is displayed next to the service and the status of the service is changed to **Ready to Upload**. and the **Re-download** option is also displayed.

NOTE:

You can subset the database if required. For more information on subsetting databases, see [Subsetting Terminal Charts](#).

3. Tap **Uploads** tab to proceed further with the loading operation.
The iPad starts establishing the connection with the CG100/CG200 device installed on the aircraft. For more information, see [Connecting to CG100 & CG200 Network](#). After connecting successfully to the device network, the **Wi-Fi** and **Aircraft** icons on the top of the page displays the SSID of the device network and aircraft tail numbers next to them along with the list of downloaded subscriptions corresponding to the connected aircraft. For more information, see [Upload](#).
4. Select single, multiple, or all subscriptions as applicable, and then tap **Load to Avionics**.
The progress of the load is displayed next to the subscription. On successful completion the confirmation message **Load Successful** is displayed along with the **Date** and **Time-stamp** next to each transaction. For more information on various load scenarios, see [Upload](#).

Troubleshooting

Unable to view latest database subscription in IDM

After logging on to the IDM application, the **Downloads** page is not displaying the latest subscribed database.

Please click **Refresh** on the top right of the IDM application to refresh the page and view the latest cycle databases. If the issue still persists, it may be a subscription issue. Please contact [INDS Accounts or Support Team](#) to get a resolution for this issue.

Unsupported database upload

The following error is displayed when you try to load the Loadable Software Airplane Parts (LSAPs) to the **Avionics**.

ERROR
LSAP(s) upload to OnBoard Server has been stopped
Unsupported LSAP(s)
Redownload the LSAP(s)

OK

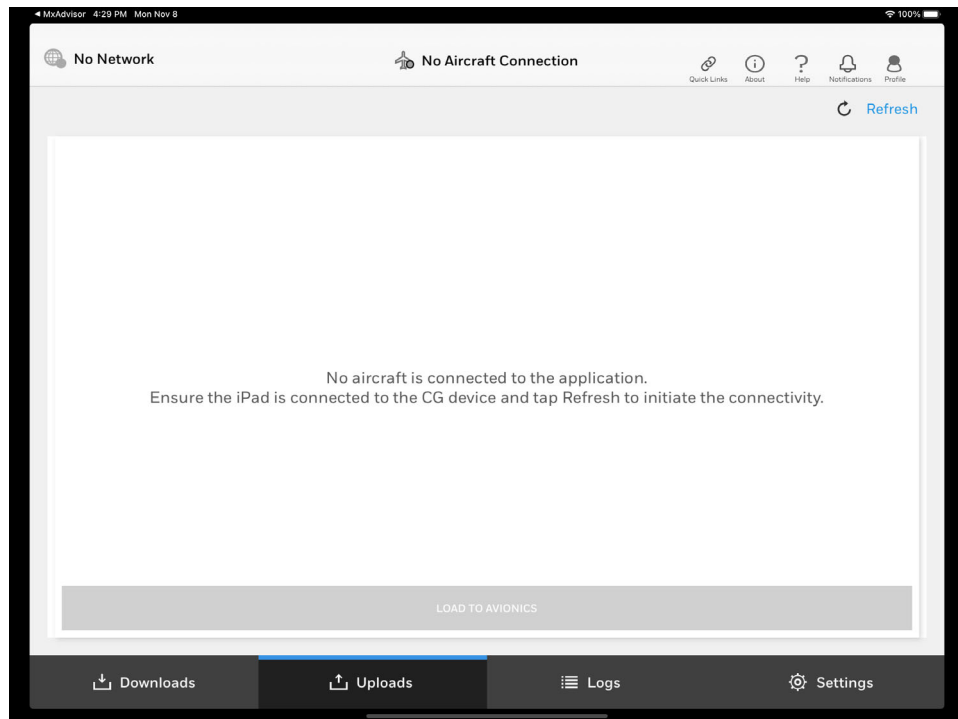
This error is displayed when an unsupported file format is selected to be loaded to the avionics. Select a valid file format as applicable or Redownload the file again as it might have got corrupt.

Database load failed during the load process

WARNING:

It is extremely important that when all four displays show red cross, NOT to cycle Aircraft power. This could consequently corrupt the aircraft Operational Software and will result in an AOG situation.

The following error is displayed due when the connectivity between the iPad and the device is lost or not there.



Ensure the iPad is connected to the CG device and tap **Refresh** to initiate the connectivity.

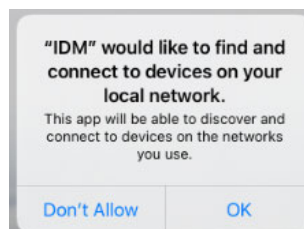
IDM not connecting to CG100/CG200 Device post iOS 14.x upgrade on iPad

NOTE:

*Before performing the below mentioned steps, ensure that the device is powered on.
For detailed instructions, see also [Instruction Manual IDM_4_0_6 App on iOS 14](#).*

To connect to CG100/CG200 device post upgrading to iOS 14.x on iPad:

1. Login to IDM application using valid access credentials.
2. After successful Log in, connect the iPad with your CG device network by tapping **Settings** > **Wi-Fi** option available in iPad. The Local Network pop up is displayed.



3. Tap **OK** to connect the IDM application to the CG Device.

Frequently Asked Questions

What is IDM?

It is an iPad application that provides wireless navigation, charts and terrain database updates to the aircraft.

What is significant about IDM?

This application eliminates manual onboard loading of flight data and allows for a quicker update routine all through a few taps of a finger onscreen.

How does IDM work?

IDM downloads the data from the INDS website using a Wi-Fi connection from your iPad. It then wirelessly transfers data into the avionics using the connected CG100/200 device installed on the aircraft.

What are the hardware requirements to install IDM?

See [System Requirements & Prerequisites](#) for information.

Can I connect my iPad to the cellular network while uploading to the aircraft via IDM?

No you must not. Ensure to turnoff the cellular network while connected to an aircraft gateway.

How do i know if i have latest applications installed on my iPad?

A formal communication from Honeywell on the release of new application version shall be sent which can be viewed in **Notifications** section of IDM application. Download the application installer from the App Store by searching for INDS IDM or IDM Honeywell.

How much does IDM cost?

Application can be downloaded for FREE from the App Store.

Whom do i contact to get access credentials for IDM?

For information on varied support we provide, see
https://inds.epicinds.com/epic/newsroom/Customer_Support.jsp

How do I confirm if the database is downloaded successfully on my iPad?

On clicking the **Download** button next to a database, the progress of the download is displayed. On successful download, the **Download Successful** status is displayed along with the **Re-download** link which can be further used to download the database again if needed. Also, the following Status next in each subscription item confirms the status of the database.

- **Ready To Download** - Displayed when the database is available to be downloaded and the **Download** button is displayed for the subscription.
- **In Progress** - Displayed after the **Downloads** button is clicked, and the download is in progress.
- **Ready to Upload** - Displayed after the selected database is downloaded successfully and it is ready to be uploaded on to the aircraft.
- **Unavailable** - Displayed for the databases that are not available to be downloaded by the customer and the **Download** button next to this subscription will be disabled. User need to contact **Account Services** team to check on the details.

I am not able to see Edit Coverage link next to Database

The **Edit Coverage** link is available only after downloading the database. Please click **Download** to download the database. On successfully download, the **Re-download** option is displayed along with the **Edit Coverage** link next to the database.

How do I clear subset that Is set on the charts database?

You can clear the previously set subset criteria by performing the following:

1. Download the charts database from the **Downloads** page.
2. Click **Edit Coverage** next to the downloaded charts database.
3. On the **Subset** window, select **Full Charts** option under **Subscribed Coverage Info** in the left pane and then click **Save**.
4. Close the **Subset** window and click **Edit Coverage** again to verify that subsetting is cleared.

How do I change subset that Is set on the charts database?

You can change the previously set subset criteria by performing the following:

1. Download the charts database from the **Downloads** page.
2. Click **Edit Coverage** next to the downloaded charts database.

3. On the **Subset** window, use the subset tool and perform the subset again as required and then click **Save**.
It is recommended to keep the subset charts within the Recommended Size limits. For more information, see [Recommended Size for Charts](#).
4. Close the **Subset** window and click **Edit Coverage** again to verify that subsetting is changed.

Can I delete all downloaded databases in IDM?

Yes, all the downloaded databases from the **Downloads** page on the iOS device can be deleted at a time by just clicking the **Delete Downloaded Files** option on top of the application. However, the logged in user must have **Administrative** privilege for the same.

Can I download all the databases from the Downloads page in IDM?

Yes, all the databases from the **Downloads** page can be downloaded at a time by just clicking the **Download All** option on top of the application.

What does it mean if the Recommended Size indicator show the status Not Available

If the downloaded charts database do not have recommended size enabled, the **Not Available** indicator is displayed in the subscription next to the **Subset** label. This means that the EB/Part Number corresponding to the Avionics is not updated on INDS website portal. Please refer to communication **Subject: Request to Update INDS Subscription Information** sent earlier and send the details to **Account Services** team as appropriate.

NOTE:

*This indicator just provides information on the status and never stops you to neither **Download** a charts database nor **Subset** downloaded charts as needed. For more information on Recommended Size feature, please see [Recommended Size for Charts](#).*

What does it mean if the Recommended Size indicator show the status Exceeded

If the downloaded charts database has recommended size indicator enabled and the subset exceeds the recommended size, the **Exceeded** indicator is displayed in the subscription next to the **Subset** label. You can prefer to either subset the charts further to get the size **In Limits** before loading the charts, or try loading the charts on to the avionics neglecting the indicator status.

NOTE:

*This indicator just provides information on the status and never stops you to neither **Download** a charts database nor **Subset** downloaded charts as needed. For more information on Recommended Size feature, please see [Recommended Size for Charts](#).*

What does it mean if the Recommended Size indicator show the status In Limits

If the downloaded charts database has recommended size indicator enabled and the subset applied is within the recommended size, the **In Limits** indicator is displayed in the subscription next to the **Subset** label. This mean that the downloaded charts database fits within the space available in the avionics and you can directly load the charts database without performing any further subsetting.

NOTE:

*This indicator just provides information on the status and never stops you to neither **Download** a charts database nor **Subset** downloaded charts as needed. For more information on Recommended Size feature, please see [Recommended Size for Charts](#).*

Where can I find the support details in IDM?

You can find support information in the following screens:

- **Before Sign In** - Click Support icon on the top right of the Sign In page.
- **After Sign In** - Click Quick Links on top if the app to view support contact numbers and email addresses.

Can I copy Subscription details in IDM?

Yes. Click **View** link next to Coverage. The service details dialog box is displayed. Clicking the **Copy** button in the dialog box copies the subscription details to the clipboard and can be further used to share the same through email to support team when required.

What is Offline Login in IDM and how does it help?

When the iOS device on which the IDM is installed has no internet access, the application displays **No Network Connection Available** page with **Try Again** and **Offline Login** buttons.

Offline login refers to the process of logging into the application without the internet connectivity. This option enables to:

- View the subscriptions that are already downloaded earlier in the **Downloads** page when Online.
- View the list of downloaded subscriptions corresponding to the connected aircraft/tail in the **Uploads** page and then load them (single, multiple, or all) to the avionics as required with just a click on **Load to Avionics**.

Does the iPad on which the IDM application is installed need to stay connected after initiating the Load to Avionics?

No, the load process will be continued though the application is not connected. However, disconnection of the application must be done only after completing more than **55%** of the load operation.

I logged in to the IDM application with Internet. However, after some time I can see that the Downloads button next to subscriptions in Downloads page is disabled. Why?

The scenario arises due to interim/unstable network connectivity. As and when the network is lost, IDM goes in Offline mode disabling the Download button next to subscriptions.

What is LSAP?

The full form of LSAP is Loadable Software Airplane Parts. In the context of IDM, LSAP is the subscribed INDS database (example: NavDB, Terrain, EGPWM, Charts, and so on) available in the **Downloads** page.

What is the difference between Revision Date & Effective Date for a database?

In the context of subscribed INDS databases, Revision date refers to <TBD>. Whereas, Effective date is the last date before which the database is expected to be loaded on to the airplane.

Can i download the future dated Chart subscription and load them to Avionics?

Yes, you can download the future dated charts and load them to the aircraft as soon as they are made available on IDM. There is no restriction as such to download/load it to the aircraft.

What is Effective date for charts?

EFFECTIVE DATES HELP STANDARDIZE THE WORLDWIDE FLOW OF AERONAUTICAL INFORMATION AND UPDATES. The International Civil Aviation Organization (ICAO) developed the Aeronautical Information Regulation and Control (AIRAC)¹ system, which has associated with it a series of effective dates. These dates occur on Thursdays at 28-day intervals and ensure significant changes only take effect on the predetermined AIRAC effective dates. Furthermore, aeronautical authorities are required to publish any changes under the AIRAC system with defined lead times to allow information to be distributed in advance of its effective date.

Charts do not always include an effective date, but they will always have an issue date. Again, charts that do not have an effective date are considered effective (usable) upon receipt. Charts that include an effective date should only be used on or after that date, and if you really want to be exact:

- **FAA and Canada**—Aeronautical information in the U.S., U.S. territories and Canada is generally effective on the designated effective date at 09:01 Coordinated Universal Time (UTC). The effective time applies to airspace, airways and flight procedures. It allows for implementation between 01:00 and 06:00 local standard time. Local authorities may change the date or time of implementation due to local operational considerations. Check NOTAMs and contact local ATC for information.
- **International**—ICAO guidance specifies that aeronautical information should be effective on the designated effective date at 00:00 UTC. However, national and local authorities often change the effective time to allow for implementation during the local night or at other times due to local operational considerations. When an effective time other than 00:00 UTC is used, ICAO requires that it be published in the official Aeronautical Information Publication (AIP) of the country. Check NOTAMs and contact local ATC for information.

What is the difference between Issue Date and Effective Date i see on charts?

LET'S COVER ISSUE DATES FIRST and then effective dates. Chart revisions are issued on Fridays, which we refer to as issue dates. We make every effort to mail revision envelopes and update disks, and provide electronic chart downloads, by this date. When a revision is associated with an effective date, our Friday issue date ensures you receive any charts before they become effective (typically the following Thursday). Charts that do not carry a specific effective date are considered effective (usable) upon receipt.

Issue dates are Jeppesen-specific production schedule references and are not directly associated with effective dates.

Most chart services that originate from our Denver, Colorado, location are issued every two weeks. This means chart customers receive an envelope of revised charts, an update disk or electronic chart download every other week.

Most chart services that originate from our Neu-Isenburg, Germany, location are issued every week or every two weeks, depending on the geographic coverage of the service. European coverages have weekly revisions and coverages outside of Europe are issued every two weeks.

My iPad is connected to CG100/200 device Wi-Fi. However, IDM application is displaying No Network next to Wi-Fi icon. What shall i do?

Ensure that the Location services (**Settings > IDM > Location**) is enabled on your iPad.

My iPad is connected to CG100/200 device Wi-Fi and Wi-Fi name (SSID) is also displaying in IDM. However, IDM is displaying No Aircraft Connection next to Aircraft icon. What shall i do?

If the iPad has iOS 14 or above, then check if the Local Network (**Settings > IDM > Local Network**) setting is enabled. If it is not, please enable the option to resolve this issue.

My iPad is connected to CG100/200 device Wi-Fi. However, IDM freezes or stops communicating with the device. What shall i do?

Ensure that the CG100/200 devices are updated with the latest software as per the latest service bulletin. To confirm software status, contact your Pilatus Service Center or Pilatus Technical Support directly.

- Confirm that the Aspen Connected Gateway CG100P wireless data loading system is to the latest revision, Software Revision K, Version 2.4 as per Pilatus Service Bulletin 46-008 rev(x) for the PC-12 NG aircraft.
- Confirm that the Aspen Connected Gateway CG200P wireless data loading system is to the latest revision, Software Revision L, Version 2.4. as per Pilatus Service Bulletin 46-009 rev(x) for the PC-12 NGX and PC-24.

There are no LSAPs displayed in Uploads page. Why?

Following could be one of the reason for this issue:

- Either the iPad on which IDM application is installed is not connected to the CG device installed on the aircraft. Try connecting the iPad to the aircraft to view the downloaded subscriptions.
- or
- Subscriptions corresponding to the connected tail were not downloaded on the connected iPad. Download subscriptions in the **Downloads** page and then navigate to **Uploads** page to view the downloaded subscription corresponding to the connected tail.

Database load failed during the load process for PC-12NG / PC-12NGX / PC-24 aircraft. What shall i do?

Ensure that the latest Service Bulletin is incorporated. Aspen Connected Gateway CG100P may not function correctly with IOS 13 software and above. Without the latest software, loading faults and possible AOG situation may occur.

- Confirm that the Aspen Connected Gateway CG100P wireless data loading system is to the latest revision, Software Revision K, Version 2.4 as per Pilatus Service Bulletin 46-008 for the PC-12NG.
- Confirm that the Aspen Connected Gateway CG200P wireless data loading system is to the latest revision, Software Revision L, Version 2.4 as per Service Bulletin 46-009for the PC-12 NGX and PC-24.

Loading Freezes at 64%, 96% or 99% for PC-12NG and PC-12NGX aircraft. What shall i do?

Refer to Pilatus TR-37 manual for more details, and perform the following instruction to resolve the load freeze issue.

1. Do not power off the airplane
2. Close the IDM application by double pushing the iPad Home button and swiping up the window.
3. Pull the WLAN DATA LOAD Circuit breaker located on the Left Hand Circuit Breaker Panel (Pilot side) and wait for 1 minute.
4. Push the WLAN DATA LOAD Circuit breaker back in. Wait 2-3 minutes for the Router to come back Online.
5. Reconnect the iPad to the Router and then reopen the IDM application.
6. Tap **Upload** and wait for the progress bar to show 100% and see the success notification.
7. Cycle power on aircraft - wait 2 minutes before re-applying power.

NOTE:

This procedure can be exercised for only PC12NG and PC12NGX aircrafts but not for PC-24 as there is no switch or circuit breaker for the CG200 Aspen Gateway on the aircraft.

If the issue still persist and you are not able to upload the databases after performing the above instructions, use CMC RT terminal to upload the databases.

I have iOS 14 installed on my iPad. Does IDM support iOS 15?

Yes, IDM application is compatible with the iOS 15 released by apple.

SUPPORT & CONTACT INFORMATION

We at Honeywell are committed to providing world-class support (Technical and Customer) to our partners and customers. Our centralized dedicated team ensures to deliver the best and help you overcome any issues you face.

IDM Support

Honeywell Technical Support (24x7)

Within the U.S.: 1-888-309-7555, Prompt 2

Outside the U.S.: 1-303-328-6948, Prompt 2

Support Email ID

Tech Support: [INDSTechSupport](mailto:INDSTechSupport@Honeywell.com) Honeywell.com

Account Support: [AccountServices](mailto:AccountServices@epicinds.com) epicinds.com

When contacting technical support, please provide the following information:

- IDM problem you are experiencing and the steps to reproduce it
- Operating system version on which the application is installed
- IDM application version which is available by clicking **Help > About**

You might need to provide your customer number when contacting Account Management or Technical Support.

