

UPDATED March 30, 2021

Mobile Application FAQs

Q: What will be the observed fault on IDM?

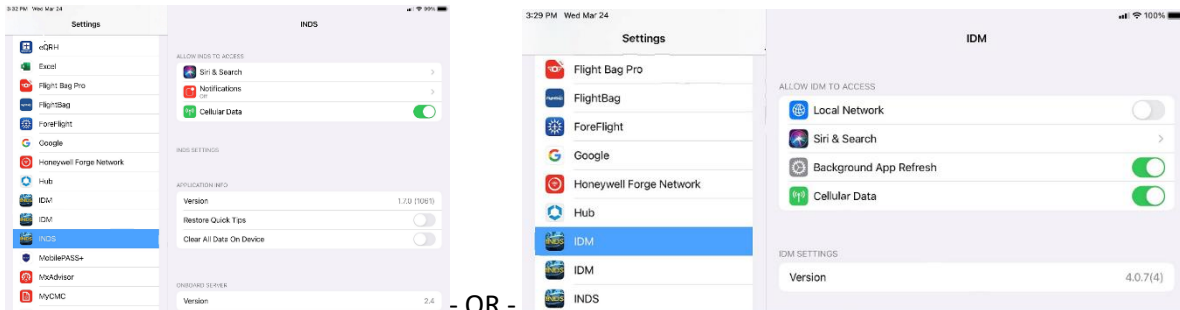
A: Operators will be able to login to IDM, but will be unable to download any data from Honeywell. They will still be able to create media with data downloaded but it will not connect to INDS/ASDS.

Q: What version of IDM resolves this outage?

A: IDM Version 4.0.8 is released and resolves the outage and may be downloaded from the App Store or by logging into the inds.epicinds.com website, select the link [here](#), then select the IDM v4.0.8 'Download IOS App' link. If you used version 4.0.X previously, no further action is required. If you are upgrading from version 1.7, and do not have a Honeywell login or are unable to login to version 4.0.8, please call 1-800-601-3099 or international 1-602-365-3099 (opt 2).

Q: How do I find the current version of IDM that I am using?

A: From the mobile device, go to Settings, and for the IDM or INDS application (see icon definition below), under the APPLICATION INFO you will see the Version.



Q: I download and installed IDM 4.0.8 and installed it on my iPad but under Settings, the Version shows 10132020(3). Is that V4.0.8?

A: Yes, Honeywell is aware of this issue and is working to correct this. Until a new download is available, Version 10132020(3) is equivalent to V4.0.8.

Q: Will I be able to update my aircraft with the INDS database from my mobile IDM application Version 4.0.6 (or previous versions of 4.0.X) or Honeywell Data Manager (Version 4.7.0) if I have downloaded the databases prior to March 30th?

A: Yes. Although you will be unable to connect to the INDS servers to download the databases, you will still be able to sign-in to the application and then connect to the aircraft and upload using IDM.

Q: If I need to change the chart selection/sub-setting prior to the new application being available, and I use Version 4.0.X or the Honeywell Data Manager, how can I do this?

A: Provided the charts database has been downloaded prior to March 30th, a change to the sub-set and creation of the database will still be available to operators.

Q: If I need to download my database from INDS using the Honeywell Data Manager V4.7.0 after March 30th, how do I do this?

A: Operators will need to update to version 4.8.0 when available. At this time there is no workaround.

Q: If I use the Honeywell Forge MxAdvisor and need to download my FHDB or ACMS files during this update period, how can I do this?

A: Offline functionality (ability to download & email fault files), will continue to operate provided user has successfully logged in online prior to disruption.

Q: Will I still be able to change my charts coverage (i.e. change the sub-setting) if I have already downloaded prior to March 25th?

A: Yes, provided the charts database has been downloaded prior to March 30th, a change to the sub-set and creation of the database will still be available to operators. IDM 3.X may be installed if required to download the databases from INDS (Note that the sub-setting selection will not auto-populate from 4.0.X and will need to be configured by the user).

Q: Are IDM versions previous to 4.X impacted by this?

A: No, IOS Mobile IDM Version 1.7 is not impacted by this.

Q: Who do I contact if I'm unable to sign-in to a previous version (1.7) of IDM?

A: Please contact Jeppesen Technical Support:

Within the U.S.: 1-800-732-2800 Opt 2

International: +1 303-328-4587 Opt 2

pctechsupport@Jeppesen.com

Q: How will I know the new version of IDM is available and is there a charge for the new version?

A: Although available currently from the App Store as version 4.0.8 for download, an email from INDS will be sent out when the desktop version is available. The new version is available for download at no charge.