

INDS Technical Support

Within the U.S.

1-888-309-7555 Option 1

Outside the U.S.

+1-303-328-6948 Option 1

Email

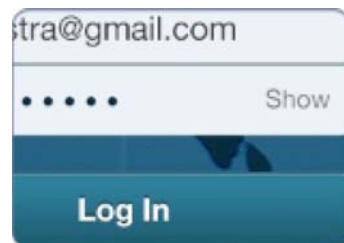
AccountServices@epicinds.com

What's New

Updates to Version 1.5

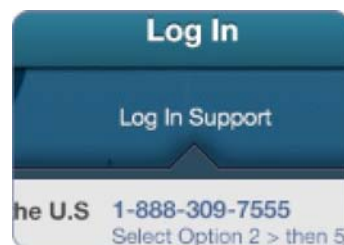
- Support for Honeywell DLMU-W wireless configuration
- Subsetting electronic charts

Logging In To INDS



Logging In

Enter your username and password. Tap the Log In button. Tap Show to see your password as you enter it. The INDS app will keep you logged in.



Log In Support

Tap the Log In Support link for help logging into the INDS app.



Logging Out

To log out of the INDS app, tap the iPad sidebar button located on the top left to open the sidebar and then tap the Log Out button at the bottom.

Downloading Data To Your iPad



Downloads Available

A badge will appear when downloads are available. Tap More to view more information.



Downloading Data

Tap the Download button next to the available service to begin downloading the service.



Downloading All Services

Tap the Download All button to download all available services. Any service can be canceled but only one can download at a time.

Tap the refresh button (inside green box) to refresh the list of services.



App Switching Warning

Important! Do not switch away from the INDS app to another app, or minimize the INDS app on your iPad while a data download or a data upload to Apex is in progress.

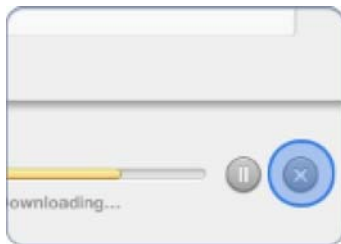
Switching away from the INDS app will pause your download or cancel your

upload, requiring you to resume the download or start the upload process from the beginning.



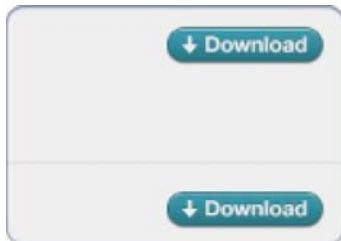
Pause Downloading Services

Tap the Pause button to pause a service from continuing to download.



Cancel Downloading Services

Tap the Cancel button to terminate a downloading service.



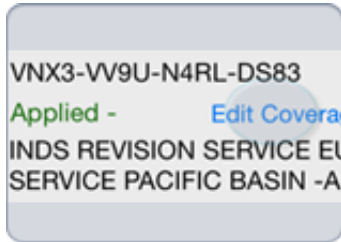
Download Once, Use Many

Customers that subscribe to the same services and coverages for multiple aircraft will see a performance improvement in the download times. IDM will download the first coverage selected in the normal processing time. Each subsequent download of the same coverage will be faster, almost instantaneous in the case of NavData and Terrain.



NavData in the 10-day Window

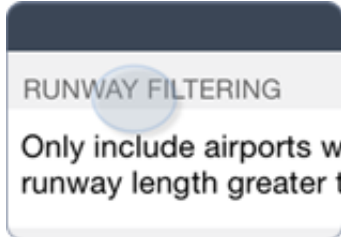
Two cycles of NavData (current and future) are available for download, approximately 10 days prior to effectivity. Green represents the current cycle while orange represents the future cycle. The current cycle is always listed first. Once the new cycle becomes effective, the flags will disappear and only the current cycle will be available for download.



Subsetting Charts

Subset your electronic charts by specifying a smaller geographic area or by runway length before uploading. This is helpful if your avionics system has limited storage capacity.

Subsetting requires that you first download the full coverage to the iPad before subsetting the charts. Once the charts have been downloaded to the iPad, click on the Edit Coverage link to access the subsetting dialog.



Subset by Runway Filter

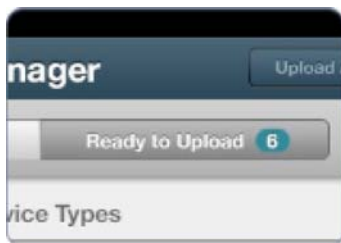
Subset your electronic charts by specifying a runway length filter before uploading.



Subset by Geographic Region

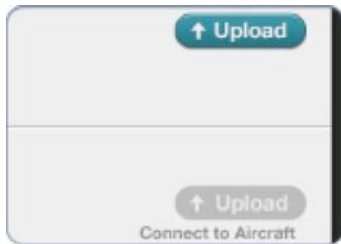
Subset your electronic charts by moving the geobox on the map. Grab the handles to change the size of the box or move it across the map. The shaded boxes indicate your coverage area.

Uploading Data To Your Aircraft



Uploads Available

A badge will appear when uploads are available. Tap More to view more information.



Uploading Data

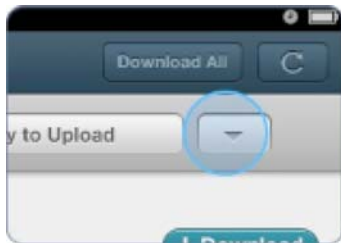
Tap the Upload button next to the available service to begin downloading the service. You can only upload data to one aircraft at a time.



Cellular Connection Warning

Important! If your iPad has a 3G/4G cellular connection, it is recommended to turn off this connection while using the INDS app, especially when uploading data to the aircraft. We recommend using the Wi-Fi connection.

Services Filtering



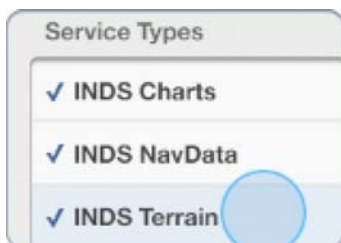
Opening the Filter Drawer

Tap the drawer button to open or close the filter services drawer.



Filtering By Aircraft

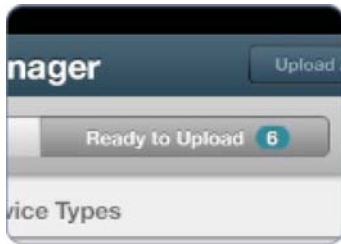
Tap an Aircraft tail number to remove it from view of the list that is located below the drawer.



Filtering By Service Type

Tap a Service Type to remove it from view of the list that is located below the drawer.

Understanding Badges



Badges

Badges are small oblong circles with numbers in them. Badges indicate the amount of work to be performed on the particular tab. In this example, there are 6 services that are ready to upload.



Application Badges

Red badges on the INDS icon indicate the number of services available for download.

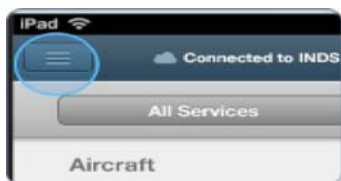
Database Revisions



Revisions Within a Cycle

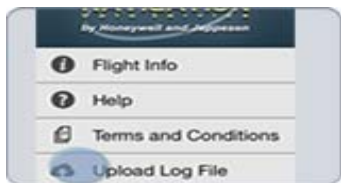
If the “Revised” badge is present, download that cycle of data again due to data improvements within the cycle. Revised cycle databases will be noted as such - 12-2014.2, 12-2014.3, etc.

Sidebar



Sidebar Button

Tap the Sidebar button to open the sidebar and view additional INDS features. For more specific help on your avionics, please reference the link in the Sidebar menu for Flight Info.



Upload Log File

Tap the Upload Log File option to send your log files to technical support for troubleshooting. You must be connected to an internet-enabled wireless network (not the aircraft) when uploading the log file.



Sidebar Link Warning

Important! Selecting a link in the sidebar will open a page in the Safari web browser. You can use the iPad Home button to return to the INDS application.