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Database Services Web-site Questions

1. **Can I change my User Name and Password?**
    You can automatically reset your password on-line. If you are having problems resetting your password, you may contact the Collins Aerospace Global Service Desk via email by clicking the "Support" link at http://rockwellcollins.com/Contact_Us.aspx, or via telephone at one of the following numbers:

Location	Phone
U.S. toll-free and Canada	888.721.3094
U.S. Virgin Islands	1.800.7213.0941
Australia	0011.800.7213.0941
Brazil	0021.800.7213.0941
China, France, Germany, Italy, Netherlands, New Zealand, Philippines, United Kingdom	00.800.7213.0941
Hong Kong, Japan, Singapore, Switzerland, Thailand	001.800.7213.0941
Korea	002.800.7213.0941
South Africa	09.800.7213.0941
All other locations	+800.7213.0941

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2. **Why am I unable to access the Database Services Web-site?**
    If you experience error messages saying "We're sorry, the system could not log you in" or "Please double-check your password," you must contact the Collins Aerospace Global Service Desk via email by clicking the "Support" link at http://rockwellcollins.com/Contact_Us.aspx, or via telephone at one of the following numbers:

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U.S. Virgin Islands	1.800.7213.0941
Australia	0011.800.7213.0941
Brazil	0021.800.7213.0941
China, France, Germany, Italy, Netherlands, New Zealand, Philippines, United Kingdom	00.800.7213.0941
Hong Kong, Japan, Singapore, Switzerland, Thailand	001.800.7213.0941
Korea	002.800.7213.0941
South Africa	09.800.7213.0941
All other locations	+800.7213.0941

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3. **When is the new Navigation Data released?**
   The data cycle is every 28 days. To see a complete list of cycle dates, please refer to the *Database Availability and Effectivity Schedule* listed at http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/Navigation_Databases.aspx . The standard PL21 database download is available approximately 13 days before the date it becomes effective (or the "Begin Date"). The PL21 Advanced and Fusion database download is available approximately 8 days before the date it become effective.

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Subscription Questions

1. **What is the price of a subscription?**
   Prices vary according to coverage region and database type. Subscription Forms can be found at the following link: http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/Navigation_Databases/Subscription_Forms.aspx.

   Select the database you are inquiring about and the prices will be listed within the form. If you have further questions, call 319.295.5000 – Option 3 or e-mail fmssubs@rockwellcollins.com.

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2. **What geographic regions are covered?**
   Coverage Maps are located on the Flight Deck Content page, located at http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/Navigation_Databases/Coverage_Maps.aspx.

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3. **What are custom databases?**
   For an additional fee, custom databases can be prepared. They may contain company routes, gates, selected geographic regions, and customized runway length limitations. These custom databases may or may not contain tailored records from a Type 1 LOA database supplier. If you would like to order a custom database, please contact fmssubs@rockwellcollins.com.

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4. **What are tailored records?**
   Tailored records are customized database elements or processes such as SIDS or STARs that are coded by a Type 1 LOA database supplier and added to the data that Collins Aerospace receives on a 28-day basis.

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5. **How do I add information to the database?**
   Start by contacting Database Technical Support at CollinsDatabaseTech@rockwellcollins.com. Depending upon the nature of the request, a formal request may have to be processed through a Type 1 LOA provider. An FMS Navigation Database Specialist can help you determine how best to proceed.

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6. **What is the difference between database types?**
   The different database types conform to the different Flight Management Computers (FMCs) that are certified to fly in a particular aircraft. Due to software limitations in the different FMCs, different database types may contain less information then other types.

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7.   **Which database do I need? FMS Part Number, Type 4? Type 5?**
To determine which database you need, you must know the SCID number or Collins Aerospace Part Number of the Flight Management Computer (FMC). Once you have that information, visit the following web-site
http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/Navigation_Databases/Subscription_Information.aspx and locate the List of Applicable FMC Part Numbers. Use this list to determine which database will load into your aircraft.

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8.   **Where do I find the SCID number for my Flight Management Computer (FMC)?**
The SCID number is displayed two-thirds of the way down on the Status Page of the Control Display Unit (CDU), under the heading "Program."

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9.   **Where do I find the Collins Aerospace part number for my Flight Management Computer (FMC)?**
On the outside casing of the FMC module, located on the white lever.

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10.   **What is meant by a "J" database and an "L" database?**
"J" databases are created with data received from Jeppesen. "L" databases are created with data received from Lufthansa. They both download from our web-site and upload into our data loader products in the exact same way.

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11.   **Can you add a database to my web account?**
Yes, please contact Database Subscriptions at 319.295.5000 – Option 3 or e-mail fmssubs@rockwellcollins.com.

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Jeppesen Chart Questions

1.   **What is the web address for Jeppesen Chart downloads?**
http://www.jeppesen.com/aviation/business/proline21.jsp

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2.   **What is Jeppesen's telephone number?**
You can contact Jeppesen Customer Support at 800.553.7750 or 303.328.4244.

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3.   **Can Collins Aerospace help with my Jeppesen subscription?**
Collins Aerospace can help you load your Proline 21 Jeppesen Charts, but if you need assistance obtaining a Jeppesen Key Subscription Number or Region Access Code, or anything pertaining directly to your Jeppesen account, you must contact Jeppesen directly at 800.553.7750 or 303.328.4244.
If you need assistance loading your Jeppesen charts, your Jeppesen Key Subscription Number, or Region Access Code, please contact Customer Services at CustomerServices@rockwellcollins.com or by telephone at 319.295.5000, Option 1-Option 1.

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4.   **Where do I get my Jeppesen chart codes**?
You can contact Jeppesen Customer Support at 800.553.7750 or 303.328.4244.

5. **What is a Jeppesen Key Subscription Number?**
    This number is also referred to as the Jeppesen Jepp View Serial Number. This number contains 16 characters (letters and numbers); 4 blocks of 4 each, no dashes between, no spaces, all "caps." (VJX8LX8MP1Z6FQDM)

6. **What is a Jeppesen Access Code?**
    A Jeppesen Access Code allows the operator to enable different regions of the Jeppesen Charts. The access code is also referred to as the Jeppesen JeppView Subscription Code or Coverage Code. It contains 10 characters (letters and numbers); no dashes, no spaces, all "caps." (EGL98W2PVK)

7. **How often are Jeppesen Charts released?**
    The Jeppesen Chart cycle is every two weeks. For a more specific schedule, please contact Jeppesen directly at 800.553.7750 or 303.328.4244.

8. **When can I load my Jeppesen Charts?**
    According to Jeppesen, you can load your CD once you receive it. If loaded prior to the effective date, the dates on the MFD Database Effectivity page will be in yellow and there will be a cautionary note stating the charts are not current. This is the intended operation of the FMS as the charts are designed to include a certain degree of overlap. The new chart information will represent the most up to date available and the dates will change to white and current as soon as it becomes the effective date

Graphical Weather

1. **What is the Graphical Weather Overlay and how often is it updated?**
    The Graphical Weather Overlay is the background map on which real time weather graphics are displayed. Datalink (DL) and XM graphical weather overlays are updated annually and released prior to their annual expiration date of December 31.

2. **Why is my XM weather not working?**
    Call XM weather 800.985.9200 to ensure your subscription is current, then contact Collins Aerospace Customer Service and ask for the FSU Product Support Manager, 319.295.5000 or e-mail at customerservices@rockwellcollins.com

3. **What is the difference between the XM web-site data and the Collins Aerospace Weather Overlay on my Database Download Account?**
    The XM web site provides the weather service itself (the actual picture of the current weather conditions) as depicted by the multicolor blobs, whereas the Collins Aerospace XM Weather download provides the state and regional boundary overlay that allows a pilot to know where the weather is occurring.

4. **What is XM Weather's telephone number?**
    You can contact XM Weather's Customer Support at 800.985.9200

IFIS E-Map Questions

1. **What's the difference between IFIS E-Maps and Jeppesen Charts?**
   Jeppesen Charts are a graphical, digital representation of Jeppesen paper charts showing airport diagrams, approaches and departures for the areas to which the subscription is valid.
   IFIS E-Maps are graphical overlays containing world coverage of high and low level airways, and controlled / restricted airspace and world geographic and political boundaries and background maps.

2. **Why do my Geographic and Political Dates not match my Airspace and Airways dates on the Database Effectivity screen?**
   Airspace, Airways, Geographic and Political data are packaged together in the IFIS E-Maps download. The Geographic and Political data is updated annually and always expire on September 30 of the given year. The Airspace and Airways are updated every 28 days on the same schedule as the navigation database. As long as your dates are current on the MFD Effectivity Screen, your data is loaded correctly.

3. **When are the new IFIS E-Maps and Graphical Weather overlays released?**
   IFIS E-Maps come out every 28 days with the navigation database cycle. Datalink (DL) and XM graphical weather overlays are released prior to their annual expiration date of December 31.

Performance and VSpeed Questions

1. **Can you make a Performance or VSpeed database available on my web account?**
   In order to have a performance or VSpeed database, you must have the ten-digit Collins Aerospace Part Number. Once you have the part number, call Database Technical Support at 319.295.5000, Option 1-2-1, or e-mail CollinsDatabaseTech@rockwellcollins.com for assistance.

2. **Where do I find the Performance or VSpeed part number?**
   In order to find the Perf or VSpeed part number, you must contact the Original Equipment Manufacturer (OEM) or locate the information in the applicable Service Bulletin.

3. **Is there a proper loading order for Performance and VSpeeds (VSPD)?**
   Yes, Performance and VSpeed should be loaded in the following order: Perf, VSpeed, and then Navigation Data. If you do not have a Perf, you must load VSpeed first, then Navigation Data. If you have loaded out of order and are experiencing problems, you may need to contact the nearest Service Center to have the Flight Management Computer (FMC) reset.

Certification Questions

1. **Are you DO-200B certified?**
   Yes, Collins Aerospace holds a Type 2 LOA from the FAA.

2. **Where is a copy of the Type 2 LOA?**
All of our Certifications, including Type 2 LOA's, can be found at the following link:
http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/Navigation_Databases/Database_Alerts_and_Certifications.aspx at the bottom of the page under the heading DO-200B/AC20-153B Compliance.

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3. **What is the new database effectivity date?**
Go to
http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/Navigation_Databases.aspx, under the Resources section click on the link called "Database Availability and Effectivity Schedule."

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Microsoft Windows Security Feature Questions

1. **How do I disable security features on Windows XP?**
Refer to your Microsoft Windows XP Users Guide.

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2. **How do I disable security features on Windows Vista or Windows 7?**
Refer to your Microsoft Windows Vista Users or Windows 7 Users Guide.

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3. **How do I disable User Account Controls on Windows Vista?**
Refer to your Microsoft Windows Vista Users Guide.

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Miscellaneous Product Questions

1. **May I get the GPS Predictor Tool added to my web account?**
Please contact GPS Product Support Manager, Scott Mich, 319.295.5000 or e-mail at
customerservices@rockwellcollins.com at to make arrangements to receive the GPS Predictor Tool.
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2. **How do I load the database into the GPS Predictor Tool?**
Unzip the GPS Navigation Database on the same computer that contains the GPS Predictor Tool and it will automatically update the software.

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3. **What is the web address for the GPS Almanac update?**
The Coast Guard publishes this information on the following web-site:
http://www.navcen.uscg.gov/?pageName=gpsAlmanacs Collins Aerospace does not have control of this web-site, and changes to it may affect users of the GPS Predictor Tool. Recently the web-site address and format changed and requires an update to the GPS Predictor Tool configuration settings. For more information, please go to IDOC 0017-07R1 located at: http://www3.rockwellcollins.com/fms/techupdates.asp

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4. **What does RNAV mean?**

Area Navigation (RNAV) can be defined as a method of navigation that permits aircraft operation on any desired course within the coverage of station-referenced navigation signals or within the limits of a self-contained system capability, or a combination of these.

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5. **How do I load this database into a simulator?**
Database Technical Support does not support the loading of navigation software into simulators. We recommend you contact the simulator manufacturer.

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