



INDS Data Manager for Windows (IDM) Frequently Asked Questions

Q. What is IDM?

A: IDM for Windows is a Windows-based data delivery application. IDM for Windows optimizes the downloading and programming of your INDS subscriptions.

Q: What are the benefits of IDM for Windows?

A: Designed for ease of use

- Replaces physical delivery of media with electronic delivery. *Operators currently subscribing to physical delivery of media may be eligible for a delivery credit.
- Access to databases days ahead of physical shipments
- Quick, convenient way to manage and download databases using the Cloud over a secure network
- Improved capability to pause and resume downloads
- Instant access to chart serial numbers, eliminating the need to request temporary access codes
- Delta Data Loading (DDL) for terminal charts on equipped aircraft
- Designed to support future enhancements such as wireless data loading interface and customized sizing predictions based on available memory on aircraft

Q: My current databases are too large to upload to my avionics (oversize), can I use IDM for Windows to reduce the size of the database?

A: Yes! We understand the oversize issue, and IDM was built to assist users with creating a reduced size database.

Q: How can I use IDM for Windows to reduce the size of my database?

A: Specifically, the database which must be reduced in size is the Electronic Chart (eChart) database. To reduce this database, you need to use the subset feature. You may subset based on a geographic region or by a specific runway length. The subsetting process is very easy and more information can be found on subsetting within the Help menu of the application. You can also identify airports that must remain in your charts database regardless of the subsetting parameters.

NOTE: For Gulfstream and Dassault aircraft, INDS has preset the runway subset filter to the runway length that will result in the appropriate database size. We suggest that you rely on this preset filter to create your database. Should you choose to manage subset filters yourself, please note that changing any of the preset filters to another value will automatically override the preset and you'll be required to manage your subset filters moving forward. In the event you would like it to be reset to default or to a value that fits your need, please contact INDS account services.

Q: I currently receive a Blue Rev A database from INDS each cycle to resolve the oversize issue. Is the Blue Rev A database available on IDM for Windows?

A: The Blue Rev A database is created using IDM. INDS presets the runway length filter each cycle for each INDS customer based on memory capacity constraints and creates the Blue Rev A database on DVD and ships. If you use IDM for Windows, you will not see the Blue Rev A database available for download, rather you will see the standard Electronic Chart database. As we have preset the runway length filter within IDM, all you need to do is download the Electronic Chart database and load to your aircraft – all the subsetting has been completed for you by the preset runway length filters.

NOTE: Should you decide to use IDM for Windows rather than receive the physical Blue Rev A database, you'll need to delete the temporary JeppView serial number (beginning with VNX) from your avionics prior to uploading the IDM-produced Electronic Chart database. To delete the serial number, overwrite the serial number with 16 zeros ("0") and run a power cycle. For your convenience, your permanent JeppView serial number is available in IDM, under "Service Details" on the Electronic Chart database. Enter your permanent JeppView serial number into your avionics prior to uploading the IDM-produced Electronic Chart database. If you need assistance, please contact us at AeroTechSupport@epicinds.com and AccountServices@epicinds.com.

Q: Does IDM for Windows replace another data delivery solution?

A: Yes and no. It is intended to be another electronic data delivery system. Customers may continue to subscribe to physical delivery or download their databases via the INDS website. However, we believe that IDM offers more benefits to customers and simplifies that data downloading process.

Q: What are the hardware requirements to utilize IDM for Windows?

A: No additional hardware is required. Your existing data loading hardware and method for Primus Apex and Epic INAV will still apply.

Q: Which avionics systems can utilize IDM for Windows as a data delivery tool?

A: IDM for Windows may be utilized to download data for all Primus Epic INAV and Primus Apex avionics systems. Users who are updating Primus Elite and CDSR systems will need to continue to use the INDS website for data downloads or subscribe to physical delivery. Primus Elite and CDSR users will be able to utilize IDM in the future.

Q: What are the system requirements for IDM for Windows?

A:

System Requirements	
Operating System	Win 10 Win 8 Win 7
Platform	Intel x86 Intel x86-64
Hard Disk Space	Minimum: 2 GB+ free hard disk drive space for multiple coverages and software installation. Required hard drive space depends on your data subscription coverage.
Internet Connection	Broadband Internet Connection
External Devices	USB-based removable media DVD
Minimum Screen Resolution	1280 x 960

NOTE: If your system does not meet these requirements, this software might not run as it was designed.

Q: When will IDM for Windows be available?

A: IDM for Windows is available now!

Q: How do customers get the IDM for Windows application?

A: IDM for Windows is a FREE download. [Click here](#) to download and install the latest IDM for Windows application.

Q: Do I need a username and password to access IDM for Windows?

A: Yes – please request a username and password for IDM by e-mailing the account management team at AccountServices@epicinds.com.

Q: Will my username and password for the INDS Website work for IDM for Windows?

A: No. Please request a username and password for IDM by e-mailing the account management team at AccountServices@epicinds.com.

Q: What information is required to set-up my IDM for Windows username and password?

A: Please e-mail AccountServices@epicinds.com your request and provide your primary e-mail address, first and last name, contact phone number, and your role within your company. Also, if you prefer a particular username and password preference, please include this information in your e-mail.

Q: How do I establish my database services with INDS?

A: Contact INDS:

Within the U.S. **1-888-309-7555** Option 1

Outside the U.S. **1-303-328-6948** Option 1

Eastern Hemisphere number: **0044 (0) 1293 842409**, option1

AccountServices@epicinds.com

Q: Who do I contact if I have questions or problems using the application or have problems loading databases into my aircraft?

A: INDS Technical Support representatives are available 24/7.

Within the U.S. **1-888-309-7555** option 2, option 1

Outside the U.S. **1-303-328-6948** option 2, option 1

AeroTechSupport@epicinds.com