

FliteDeck Pro

Administrator Guide

Version 2.9.1 for iOS



FliteDeck Pro Administrator Guide

Jeppesen

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This document supports version 2.9.1 of Jeppesen FliteDeck Pro for iOS.

The minimum operating system requirement for this release is iOS 9.3.
At the time of this release, FliteDeck Pro 2.9.1 has been tested, and is compatible with iOS 10.1.

For the most recent FliteDeck Pro 2.9.1 hardware and software requirements,
see the FliteDeck Pro iOS page on the Jeppesen Customer Support Portal
at: jeppesen.com/fdproios.

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Table of Contents

Introduction

Technical Support	1
System Requirements	1
Update and Deployment Considerations	2
About Initial Download and Data Updates	2
About Updating From a Version Prior to 2.5.7	3
About Assigning Content	3
Supported Content Types	4
Verifying Trusted Developer	4
Managing Automatic App Updates	5
Preventing Automatic App Updates	5
Connectivity Considerations	5
On the Ground	5
In the Air	5

Managing FliteDeck Pro Options

Customer Configuration of Global Settings	7
About the Customer Configuration File	7
Customizing the Configuration of Settings	8
Step 1 - Create the Customer Configuration File	8
Step 2 - Create the Package	12
Step 3 - Upload the Package to JDM Pro	12
Defining a Data Update Policy	13
About Your Data Update Policy	13
Customizing the Data Update Policy	13
Customer-Inserted Charts	14
About Jeppesen Ground Tools	14
About the Customer-Inserted Chart Workflow	15
Customer-Inserted Chart Visual Cue in FliteDeck Pro	16
Company-Specific Engine-Out Charts	16
Flight Plan Integration	17
Company-Uploaded Documents	18

Troubleshooting FliteDeck Pro

Escalation Guidelines	19
iPad Models and Status Bar Icons	20

Sending Log Files via Email	24
Quick Resolutions	24
Under Certain Conditions Taxi Charts Are Not Displaying as Expected	24
The Show at All Scales Option on the Filters Menu No Longer Appears	24
The JeppFD-Pro Settings Do Not Appear in the iPad Settings	25
Unable to Perform an Update	25
Unable to Share Flight Information Between Two iPads	26
Unable to Share a Route from a Flight-Planning App to FliteDeck Pro	26
Server is Missing Enroute Cultural Data	26
Unable to Maintain Bluetooth Connections	27
Unable to Maintain Wi-Fi Connections	27
Unable to Access Company Manuals After Deactivating and Reactivating the App	27
Unable to Display Flight Plans	27
JeppFD-Pro Global Settings Don't "Stick"	27
Slow Performance on Older Devices	27
Forcing the Download of Databases Without Uninstalling FliteDeck Pro	28
Troubleshooting Procedures	28
Sharing a Flight Plan Route From a Flight-Planning App	28
Force-Closing FliteDeck Pro from the Running Application System Tray	29
Deactivating the App	29
Uninstalling and Reinstalling FliteDeck Pro	30
Sharing Flight Information - Device to Device	30
Using FliteDeck Pro Registration Information to Register Another App	31
Verifying that a Recipient is Assigned to a Distribution Group in JDM Pro	31
Error Codes	32

Appendix A: Customer Configuration File Template

Introduction

Jeppesen FliteDeck Pro is a mobile electronic flight bag (EFB) solution designed for commercial and business aviation flight crews. Jeppesen iOS applications are continually modified to be fully compatible with the latest Apple operating system and iOS devices.

This document provides basic troubleshooting and customer configuration information for system administrators who support FliteDeck Pro.

For information on What's New with this release, Issues Resolved, and Known Limitations, see the *FliteDeck Pro Release Notes*.

Technical Support

Jeppesen provides technical support 24 hours a day, 7 days a week.

- **North America Toll Free:** 800-537-7225
- **United States Direct:** 303-328-6175
- **International:** 49-6102-507004
- **Email:** navsupport@jeppesen.com
- **Jeppesen Customer Support Portal** on the Web at:
jeppesen.com/fdproios

Many operators provide their own technical support for FliteDeck Pro. That technical support contact information can be made available to users from within the app through the custom configuration of FliteDeck Pro.

When technical support information is preconfigured, users access the contact information from Settings > Help within the app and also from the JeppFD-Pro global settings Support flyout.

For more information on custom configuration, see [Customizing the Configuration of Settings on page 8](#).

System Requirements

The minimum operating system for FliteDeck Pro 2.9.1 is iOS 9.3. At the time of release, FliteDeck Pro 2.9.1 has been tested, and is compatible with iOS 10.1.

For the most recent FliteDeck Pro 2.9.1 hardware and software requirements, see the FliteDeck Pro page on the Jeppesen Customer Support Portal at: jeppesen.com/fdproios.

Hardware Supported

The list of supported devices for FliteDeck Pro 2.9.1 at the time of this release is the same as that which supports FliteDeck Pro 2.5.3, and later. Note, however, that iOS 10 does not support iPad 2, iPad 3, or iPad Mini 1.

Although FliteDeck Pro is supported on all iPads except the first generation iPads, older devices that run on 32-bit technology, such as 2nd, 3rd, or 4th generation iPads, might experience slower than expected performance. The iPad Air and iPad Mini 2, and later, are recommended devices.

Jeppesen has tested or reviewed FliteDeck Pro 2.9 for compatibility with the operating systems and devices described in [Table 1](#).

TABLE 1: FliteDeck Pro 2.9 Compatibility

iPad Model	Operating System
Pro (9.7-inch model)	9.3, 10.0, 10.1
Air 2	9.3, 10.0, 10.1
Mini 3	9.3, 10.0, 10.1
Mini 2	9.3, 10.0, 10.1
Air	9.3, 10.0, 10.1
4th generation (iPad 4)	9.3, 10.0, 10.1
3rd generation (iPad 3)	9.3
2nd generation (iPad 2)	9.3

NOTE: iOS 10 is available on iPad 4, Air, Mini 2 and Mini 3, Air 2, and both iPad Pro models. Neither iPad 2 nor iPad 3 is supported with the iOS 10 update.

Update and Deployment Considerations

FliteDeck Pro is released through available Apple distribution models. Only one version of the app can be downloaded to the iPad at a time. It is recommended that you force close the FliteDeck Pro app before updating to a new version.

The FliteDeck Pro app and data, including subsequent data updates, requires 2 to 6 GB of available storage capacity on the iPad. The variability in the storage capacity requirement is related to the size of the terminal charts coverage area.

About Initial Download and Data Updates

After FliteDeck Pro 2.9.1 is downloaded, users might need to go to Profile settings and verify that Jeppesen Sanderson, Inc. is a trusted developer on your iPad. See [Verifying Trusted Developer on page 4](#) for instructions.

NOTE: Refer to the following Apple support article for more information on custom enterprise apps: [Guidelines for installing custom enterprise apps on iOS](#).

About Updating From a Version Prior to 2.5.7

If updating from a version prior to version 2.5.7, note the following requirements:

- You must download enroute and cultural data again, and assign new content to all distribution groups before updating. See [About Assigning Content on page 3](#) for more information.
- The download of enroute and cultural data includes the syncing of the new data to already downloaded terminal charts. The time necessary to download and perform the update depends on the speed of the Internet connection and size of the user's coverage area. Advise users to allow for the necessary time to complete the update before they commence the update procedure.

About Assigning Content

FliteDeck Pro requires a data subscription, available separately. The Jeppesen Distribution Manager (JDM) Pro application is a web-based application that distributes data to mobile devices running Jeppesen mobile applications, such as FliteDeck Pro.

JDM Pro manages and delivers content to distribution groups and indicates the status of the mobile devices within your fleet. See the *JDM Pro User Guide* for detailed instructions on managing and delivering content.

NOTE: If you are using JDM Pro 2.0, or later, to deliver content to the FD Pro iOS app, ensure that JavaScript is set to ON in the Advanced setting for the Safari app on the recipient iOS devices. (Settings > Safari > Advanced > JavaScript). This Safari setting is ON by default on the iPad, but some MDM systems may be configured to default this setting to OFF.

If updating from a version later than FliteDeck Pro version 2.5.7, no new content is required to be assigned by JDM Pro.

If you did not update to FliteDeck Pro version 2.5.7, before updating to FliteDeck Pro 2.9, you must assign the content listed in [Table 2](#) to all distribution groups before updating to FliteDeck Pro version 2.9.

TABLE 2: New content to be assigned

Action	Title	Type of Content	Description
ADD	ENRTEV04	j3n_v04	Enroute Data
ADD	CULT_01	j3s_v04	Cultural Data

After the last iPad in your system has been deployed with FliteDeck Pro 2.9, remove the old content from your distribution groups, because they will no longer be needed. See [Table 3](#).

TABLE 3: Old content to be removed

Action	Title	Type of Content	Description
REMOVE	ENROUTE	j3nenroute	Enroute Data

TABLE 3: Old content to be removed

Action	Title	Type of Content	Description
REMOVE	CULT_IFR	j3scultural	Cultural Data

See [Supported Content Types on page 4](#) for more information.

Supported Content Types

At version 2.5.7, FliteDeck Pro introduced new enroute and cultural data to improve usability. Users who updated to version 2.5.7 were required to download new data.

TABLE 4: Supported Content Types by FliteDeck Pro Version

Bold = required content

FD Pro 2.5	FD Pro 2.5.7	FD Pro 2.7.x	FD Pro 2.9
Terminal Charts	Terminal Charts	Terminal Charts	Terminal Charts
j3nenroute (ENROUTE)	j3n_v04 (ENRTEV04)	j3n_v04 (ENRTEV04)	j3n_v04 (ENRTEV04)
ETEXT (SATPDF_*)	ETEXT (SATPDF_*)	ETEXT (SATPDF_*)	ETEXT (SATPDF_*)
ECNPDF (ECNPDF)	ECNPDF (ECNPDF)	ECNPDF (ECNPDF)	ECNPDF (ECNPDF)
j3scultural (CULT_IFR)	j3s_v04 (CULT_01)	j3s_v04 (CULT_01)	j3s_v04 (CULT_01)
srtmterrain (TER_30)	srtmterrain (TER_30)	srtmterrain (TER_30)	srtmterrain (TER_30)
FDPro_Customer_Config	FDPro_Customer_Config	FDPro_Customer_Config	FDPro_Customer_Config
		CICCHARTS	CICCHARTS

Verifying Trusted Developer

After FliteDeck Pro 2.9.1 is downloaded, users might be required to access iPad Profile settings and verify that Jeppesen Sanderson, Inc. is a trusted developer on your iPad.

► **To identify Jeppesen Sanderson, Inc as a trusted developer:**

1. Tap the iPad Settings icon.
2. Tap **General**.
3. Tap **Profile**.
4. Tap the **Jeppesen Sanderson, Inc.** flyout.
5. Tap **Trust Jeppesen Sanderson, Inc.**
6. Tap **Trust** to confirm.

Refer to the following Apple support article for more information on custom enterprise apps: [Guidelines for installing custom enterprise apps on iOS](#).

Managing Automatic App Updates

Apple iOS 7, and later, offers automatic background app updates. When a device is fully charged and connected to the Internet, it downloads and installs free app updates without requiring any interaction from the user. This feature might not always be desirable.

Preventing Automatic App Updates

You might want users to prevent automatic FliteDeck Pro updates to avoid downloading at an inopportune time.

► **To disable background app updates:**

1. Tap **Settings** from the iPad Home Screen.
2. Tap **iTunes & App Store**.
3. Under Automatic Downloads, switch **Apps** to OFF.

NOTE: Preventing the automatic update of the app does not affect the availability of reoccurring data updates to FliteDeck Pro.

Connectivity Considerations

On the Ground

iPads have both Wi-Fi and Bluetooth wireless technologies built-in. Wi-Fi enables an Internet connection, and Bluetooth enables a connection to nearby devices. If an iPad is enabled for cellular service, the iPad can connect anywhere that the cellular service is available.

FliteDeck Pro requires a reliable Wi-Fi or cellular Internet connection to download updates. To share flight information between two iPads running FliteDeck Pro, the iPads use a Wi-Fi or Bluetooth connection.

NOTE: FliteDeck Pro displays ownship based on the GPS receiver. In Track Up orientation, the ownship symbol and enroute map might shift when the aircraft is not moving.

In the Air

All models of iPads that are third generation or newer have built-in Wi-Fi and Bluetooth connectivity. The internal iPad GPS receiver uses Wi-Fi signals and nearby cellular towers to triangulate position so that the iPad can quickly find its position.

While the iPad GPS receiver works well and provides good GPS accuracy, it might not be reliable in all flight decks while airborne. Users can opt for an external GPS device to work with the iPad as a back-up.

Managing FliteDeck Pro Options

FliteDeck Pro can be customized through various options, including:

- [Customer Configuration of Global Settings](#)
- [Customer-Inserted Charts](#)
- [Company-Specific Engine-Out Charts](#)
- [Flight Plan Integration](#)
- [Company-Uploaded Documents](#)

Customer Configuration of Global Settings

Using the customer configuration file, you can define user settings and restrictions in FliteDeck Pro according to the requirements of your company.

About the Customer Configuration File

You use a customer configuration file to define:

- Any or all of the FliteDeck Pro global settings
- Technical Support contact information available from within the FliteDeck pro app
- Option to enable Show at All Scales for airports, waypoints, and nav aids
- A company-specific schedule for data updates

Once you customize the settings, you package the customer configuration file and distribute it to FliteDeck Pro using Jeppesen Distribution Manager Pro (JDM Pro).

After the app is downloaded, the configuration is used in place of user settings and becomes part of the recipient's configuration.

NOTE: Include only the settings you want to control at the company level in the configuration file. Any of the settings that are not defined in a configuration file remain under user control.

You can author different configurations for use with different user groups within your operation.

For example, pilots who fly domestic routes might have a different configuration from pilots who fly international routes. Each configuration is packaged separately, given its own title, and uploaded to JDM Pro, where it is assigned to the appropriate distribution groups. Only one configuration can be assigned to a device.

In addition, operations that use different versions of FliteDeck Pro (that is, FliteDeck Pro iOS and FliteDeck Pro Windows) can combine the configurations into one file as shown in [Customer Configuration File Template on page 37](#).

NOTE: Different versions of FliteDeck Pro might not have all the same configuration options. Options that do not pertain to a version of FliteDeck Pro are ignored.

Customizing the Configuration of Settings

You complete three steps to upload and distribute custom content to FliteDeck Pro:

[Step 1 - Create the Customer Configuration File](#)

[Step 2 - Create the Package](#)

[Step 3 - Upload the Package to JDM Pro](#)

See the *JDM Pro User Guide* for more information about uploading packages and assigning them to distribution groups.

Step 1 - Create the Customer Configuration File

The customer configuration file becomes part of the FliteDeck Pro recipient's configuration. The file is downloaded and used in place of the default options in FliteDeck Pro global settings.

A pilot can change an option in FliteDeck Pro global settings when that item does not have a corresponding value in the customer configuration file.

► To create a customer configuration file:

1. Using a plain text editor such as Notepad or TextEdit, create a configuration file from the template provided by your Jeppesen representative.
2. Validate the structure and settings of your configuration file.

Refer to the setting options in [Table 5 on page 9](#) or the XML schema (version 1.3) illustrated in [Customer Configuration File Template on page 37](#).

Note the following points:

- Aside from the version attribute, you can omit any item. Omitted items are available on the device settings and remain under user control.
- Use either the words *ON* or *OFF* for bilevel elements. (A bilevel element, such as Enable Moving Map, is either switched on or off.) Using *ON* makes the option available on the device settings.
- To tailor the configuration for different applications, you can associate any top-level element with the version of the application. Top-level elements include ApplicationBehavior, Enroute, TerminalCharts, Weather, and Services. Non-associated elements are used for all versions.

3. Save the file with the name *CustomerConfiguration.xml*.

NOTE: Specify UTF-8 encoding when you create the XML file.

TABLE 5: Customer Configuration File Settings

Setting	Values in config file	Controls the option on the device to . . .	Default in device settings	Applies to FliteDeck Pro Version
Application Behavior				
SleepMode	ON, OFF	Set Sleep Mode to ON or OFF. Switching Sleep Mode to OFF reduces the device battery life, but ensures that FliteDeck Pro stays on during flight.	ON	FD Pro iOS 2.5+, Windows 8.3+
AllowFlightSharing	ON, OFF	Share flight information between two iPads actively running FliteDeck Pro.	OFF	FD Pro iOS 2.5+
DisplayATCClearances	ON, OFF	Display and load ATC-cleared routes.	OFF	FD Pro iOS 2.5+, Windows 8.3+
Enroute				
MovingMap	ON, OFF	Track aircraft position, recenter the enroute map over the aircraft location, or view the enroute map in Track Up orientation.	OFF	FD Pro iOS 2.5+, Windows 8.3+
DisplayOwnship	ON, OFF	Display the ownship symbol on the enroute map.	OFF	FD Pro iOS 2.5+, Windows 8.3+
DisplayVFR-Theme	ON, OFF	Display the VFR enroute theme.	OFF	FD Pro iOS 2.7+, Windows 8.3+
AllowShowAllFilters	ON, OFF	Show airports, nav aids, and waypoints on the enroute map at all zoom scales.	OFF	FD Pro iOS 2.7.1+, Windows 8.3.1+
Terminal Charts				
DisplayOwnship-Approach	ON, OFF	Display the ownship symbol on approach charts.	OFF	FD Pro iOS 2.7+, Windows 8.3+
DisplayOwnship	ON, OFF	Display the ownship symbol on the airport diagram.	OFF	FD Pro iOS 2.7+, Windows 8.3+
DefaultZoomLevel	ZOOM_FIT_FULL ZOOM_FIT_WIDTH	Select a preference for the default zoom level of terminal charts.	ZOOM_FIT_FULL	FD Pro iOS 2.5+, Windows 8.3+
SpeedThreshold	30, 40, 50, 60, 70, or 80 knots	Set the speed threshold at which the automatic switch to a taxi diagram occurs and the speed threshold at which the ownship appears on the airport diagram.	40 knots	FD Pro iOS 2.5+, Windows 8.3+
Weather				
METARAndTAF	ON, OFF	Display terminal weather.	ON	FD Pro iOS 2.5+, Windows 8.2+
EnrouteWx	ON, OFF	Display enroute weather over the enroute map.	OFF	FD Pro iOS 2.5+, Windows 8.2+
TemperatureUnit	FAHRENHEIT, CELSIUS	Select the preference for the temperature unit.	FAHRENHEIT	FD Pro iOS 2.5+, Windows 8.2+
DefaultFormat	RAW, DECODED	Select a preference for the terminal weather format.	RAW	FD Pro iOS 2.5+, Windows 8.2+

TABLE 5: Customer Configuration File Settings

Setting	Values in config file	Controls the option on the device to . . .	Default in device settings	Applies to FliteDeck Pro Version
Services				
CompanyManuals	<Username>, <Password>	Access company-uploaded documents from the Manuals button on the FliteDeck Pro toolbar. Enter the Jeppesen Document Management Service (e-Link) account information to enable this service.	(none)	FD Pro iOS 2.5+
FlightPlanning	<URL> <Username>, <Password>	Import routes from a flight-planning system that is set up to share routes with FliteDeck Pro. Enter the Flight Plan account information to enable this service.	No entries	FD Pro iOS 2.5+, Windows 8.3+
Updates				
OperatorPolicy-Hours	0 to 23	Use an operator-designated setting for the maximum hours a data update is available for download. If this element is omitted, or the value exceeds the maximum grace period, the default maximum grace period threshold for hours (23 hrs) is used.	23	FD Pro iOS 2.5+ Windows 8.3+
OperatorPolicy-Days	0 to 6 (weekly) 0 to 7 (biweekly)	Use an operator-designated setting for the maximum days of the data availability grace period threshold. If this element is omitted, or the value exceeds the maximum grace period threshold, the default maximum grace period threshold for days (0 days) is used.	0	FD Pro iOS 2.5+ Windows 8.3+
AirwayManual	TRUE, FALSE	Receive standard Jeppesen Airway Manual text.	TRUE	FD Pro iOS 2.5+ Windows 8.3+
TailoredText	TRUE, FALSE	Receive Jeppesen Tailored Airway Manual text.	FALSE	FD Pro iOS 2.5+ Windows 8.3+
TailoredTextCycle	BIWEEKLY_ EVEN BIWEEKLY_ ODD WEEKLY	Use the operator-selected setting that defines the cycle your Jeppesen Tailored Airway Manual text is published. If you do not subscribe to Jeppesen Tailored Airway Manual text, omit this element.	WEEKLY	FD Pro iOS 2.5+ Windows 8.3+
		See Defining a Data Update Policy on page 13 for more information.		

TABLE 5: Customer Configuration File Settings

Setting	Values in config file	Controls the option on the device to. . .	Default in device settings	Applies to FliteDeck Pro Version
Support				
	<Toll-FreeNumber> <Domestic-Number> <International-Number> <Email> <Web>	Show your operation's technical support information from: <ul style="list-style-type: none"> • The Help button under Settings and from JeppFD-Pro Global Settings (iOS) • The Support link in App Settings (Windows) 	Jeppesen support information	FD Pro iOS 2.5+ Windows 8.3+
Control				
PreventDeactivation	TRUE, FALSE	Prevent (when set to TRUE) users from deactivating FliteDeck Pro on their devices.	FALSE	Windows 8.3+
PreventClearing-CustomContent	TRUE, FALSE	Prevent (when set to TRUE) users from removing content they added (for example, saved flights, current flight, user waypoints, and so on).	FALSE	Windows 8.3+

Step 2 - Create the Package

The next step is to add the configuration file and upload it directly. JDM Pro lets you select all necessary parameters through its user interface. The only specified selection is the content type, which must be *FDPro_Customer_Config*.

► To create a zip file

1. Select the configuration file.
2. Do one of the following actions:
 - On a Windows PC, right-click and select **Send To**, and then select **Compressed (zipped) folder**.
 - On a Mac, select **File**, and then **Compress '<filename>'**.

This action produces a .zip file called *CustomerConfiguration.zip*.

NOTE: Make sure you zip the *CustomerConfiguration.xml* file without any directories, and using a tool compliant with PKWARE APPNOTE.TXT 6.3.0, or later.

Do not change the name of the configuration file or the zip file.

Step 3 - Upload the Package to JDM Pro

After you create and package the file, upload it to JDM Pro.

Through JDM Pro, you can select all necessary parameters. The only specified selection is the content type, which must be: *FDPro_Customer_Config*.

► To upload content

1. From the Content page, click **Add Content**.
JDM Pro displays the Select a File box.
2. Click **Browse**.
3. Navigate to the content .zip file that you want to import, select it, and click **Open**.
4. Click **OK**.
JDM Pro runs a virus check on the content, and then displays the Content Metadata box.
5. Add metadata information or modify the information that appears in each field:
 - For fields that already contain metadata, verify that the information is correct. Change any information, if necessary.
 - For fields that do not contain metadata, enter the appropriate information in each field. A red asterisk indicates a required field.
6. If you want recipients to be able to download the data immediately after it becomes available, select the **Deliver Immediately** check box.

NOTE: FliteDeck Pro for iOS indicates that updates are available to the user only when the current content expires or is nearing expiration. If you select **Deliver Immediately**, JDM Pro overrides these conditions so that FliteDeck Pro notifies the user when this new content is available. FliteDeck Pro for

Windows downloads new content as soon as it comes available and immediately notifies the user of the update.

7. Click **Continue**.

JDM Pro uploads the file.

Defining a Data Update Policy

When you define an update policy for terminal charts and Airway Manuals, you specify the maximum grace period between the time the data becomes available and when it is no longer current. The default grace period is 0 days, 23 hours.

About Your Data Update Policy

To control how data updates are communicated and managed in FliteDeck Pro, first define a policy that specifies when revisions become active. This policy cannot exceed the maximum grace period.

Customizing the Data Update Policy

To customize the time period for which terminal charts and Airway Manuals are available to users in FliteDeck Pro, set a policy that falls within the maximum grace period.

► To define a data update policy

1. Identify whether your Jeppesen Tailored Airway Manual text or your company terminal charts are distributed on a weekly cycle.

Define your customized grace period according to the follow criteria:

- If either are distributed on a weekly basis, use the weekly maximum grace period.
- If either are not distributed on a weekly basis, use the biweekly maximum grace period.

TABLE 6: Default maximum grade period

Updates	Maximum Grace Period
Weekly (7 days)	0 days, 0 hours to 6 days, 0 hours
Biweekly (14 days)	0 days, 0 hours to 7 days, 0 hours

2. Enter the update policy criteria into the customer configuration file. [Figure 1](#) shows an example of the data update section.

```
<Updates>
  <OperatorPolicyHours>23</OperatorPolicyHours>
  <OperatorPolicyDays>0</OperatorPolicyDays>
  <AirwayManual>TRUE</AirwayManual>
  <TailoredText>TRUE</TailoredText>
  <TailoredTextCycle>WEEKLY</TailoredTextCycle>
</Updates>
```

FIGURE 1: Sample update criteria in the customer configuration file

The following diagram represents how the example scenario extends the maximum grace period (represented by the amber bar in the FliteDeck Pro Updates screen) by 2 days, 12 hours.



Without a customized updates policy identified in the customer configuration file, or if the customized policy defined exceeds the default grace period threshold of 0 days, 23 hours, the default grace period is used. Refer to the following diagram.



Customer-Inserted Charts

The phrase *customer-inserted charts* refers to charts that your company creates and distributes to display in FliteDeck Pro. Only terminal charts for airports that are within the Jeppesen terminal chart coverage area display in FliteDeck Pro.

NOTE: The ability to insert charts that your organization creates for use in FliteDeck Pro is optional. Contact your Jeppesen account manager for more information.

About Jeppesen Ground Tools

After these charts are created, the following Jeppesen ground tools are used to package and distribute the charts to registered mobile devices in the fleet.

- **Content Delivery Agent for the Desktop for JDM Pro (CDAD for JDM Pro)** — An application that runs in the background and checks JDM Pro for new content.

CDAD for JDM Pro also provides the reference dataset used by the EFB Content Packager. For more information, see the *Jeppesen Content Delivery Agent for the Desktop User Guide*.

- **EFB Content Packager** — A Windows-based application that enables a user to assign metadata to the customer-inserted charts, and then package the charts for distribution using JDM Pro. For more information, see the *EFB Content Packager User Guide*.
- **Jeppesen Distribution Manager Pro (JDM Pro)** — A web-based application that enables a user to manage and distribute customer-inserted charts to the registered mobile devices in the fleet. For more information, see the *JDM Pro User Guide*.

NOTE: Your company is responsible for any content that it creates and displays on recipient devices. Be sure to include a quality assurance process before distributing content to recipient devices.

About the Customer-Inserted Chart Workflow

After the charts have been created and saved in the Customer Content folder, the workflow for getting the charts to display for the flight crew in FliteDeck Pro consists of three phases, as shown in [Figure 2](#).

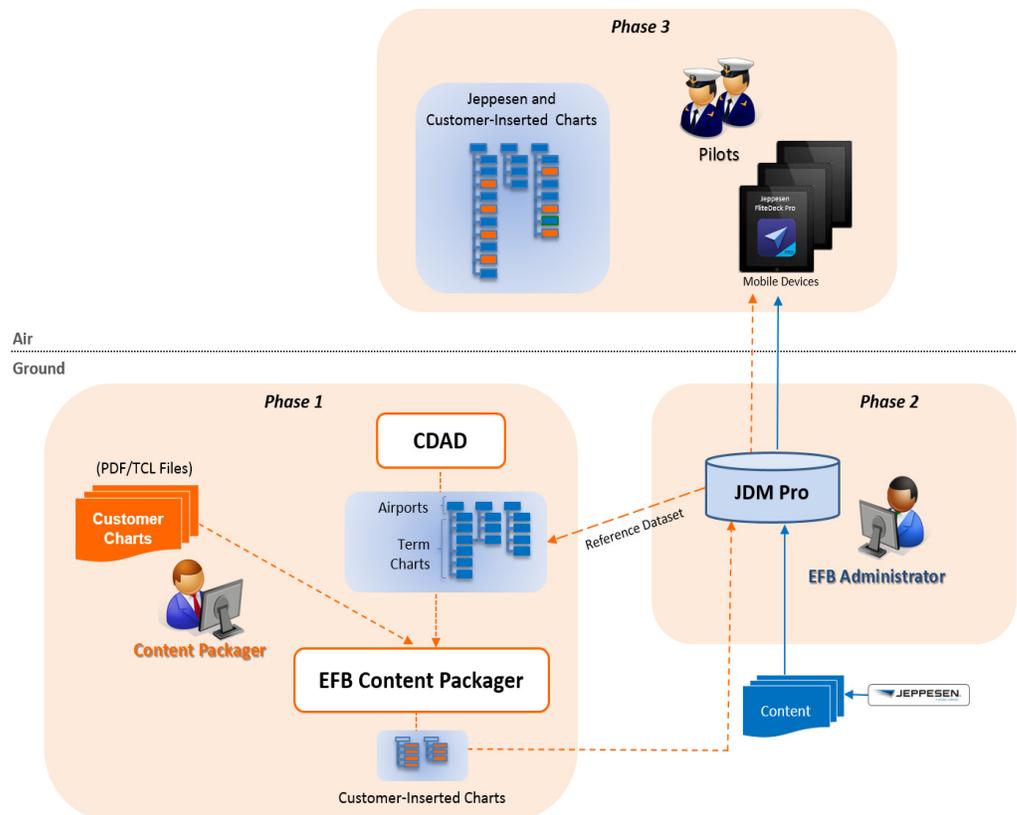


FIGURE 2: The workflow for customer-inserted charts for mobile devices

Customer-Inserted Chart Visual Cue in FliteDeck Pro

RWY 07C

Approach ILS Rwy 07C
CAT II - ADD 15TH
99-01 **Non-Jepp Chart**

RWY 08

FliteDeck Pro provides a visual cue in the terminal chart list when a terminal chart is a customer-inserted chart. The text “Non Jepp Chart” appears in the chart list on the same line as the chart index number.

NOTE: The ownership symbol does not display on customer-inserted charts, nor will an automatic switch to a customer-inserted 10-9 chart upon landing occur

Company-Specific Engine-Out Charts

Engine-out charts are company-specific, and therefore display from the CO (company) terminal charts category button when they are viewed. This chart type is available only if your company subscribes to Jeppesen tailored charting services.

Engine-out charts are directly related to, and used with, specific departure procedures and on rare occasions, approach procedures. FliteDeck Pro identifies the presence of engine-out charts for departure procedures only.

When a pilot selects a SID that has an E/O procedure, the Associate Engine-Out Chart popover displays.

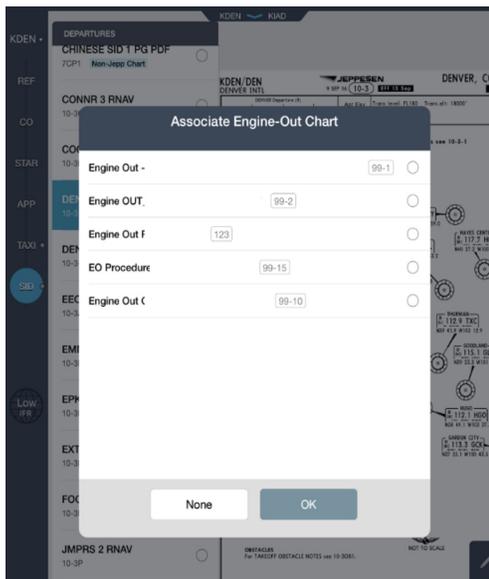


FIGURE 3: Associate Engine-Out Chart popover

EEONS 5 RN.
10-3J

E/O

EMMYS 5 RN
10-3K

EOKEE 4 RN

After the pilot selects an E/O procedure to associate with the SID, an amber E/O button is displayed for easy access whenever that SID chart is viewed.

You can create and publish an engine-out chart either as a standalone graphical chart (10-7) or as inline textual information. When these charts are created, the chart type is set to ENGINE OUT. FliteDeck Pro uses this chart type as its only means of determining if a chart qualifies as an engine-out chart. For more information, see [Customer-Inserted Charts on page 14](#).

Flight Plan Integration

FliteDeck Pro users can import a route from any flight-planning system that is set up to deliver flight plan routes to FliteDeck Pro. The format of the flight plan route to be imported must be in ICAO 2012 format.

NOTE: To import flight plan routes valid credentials must be entered under Services > Flight Plans in FliteDeck Pro global settings. Contact your Jeppesen account manager for credential details.

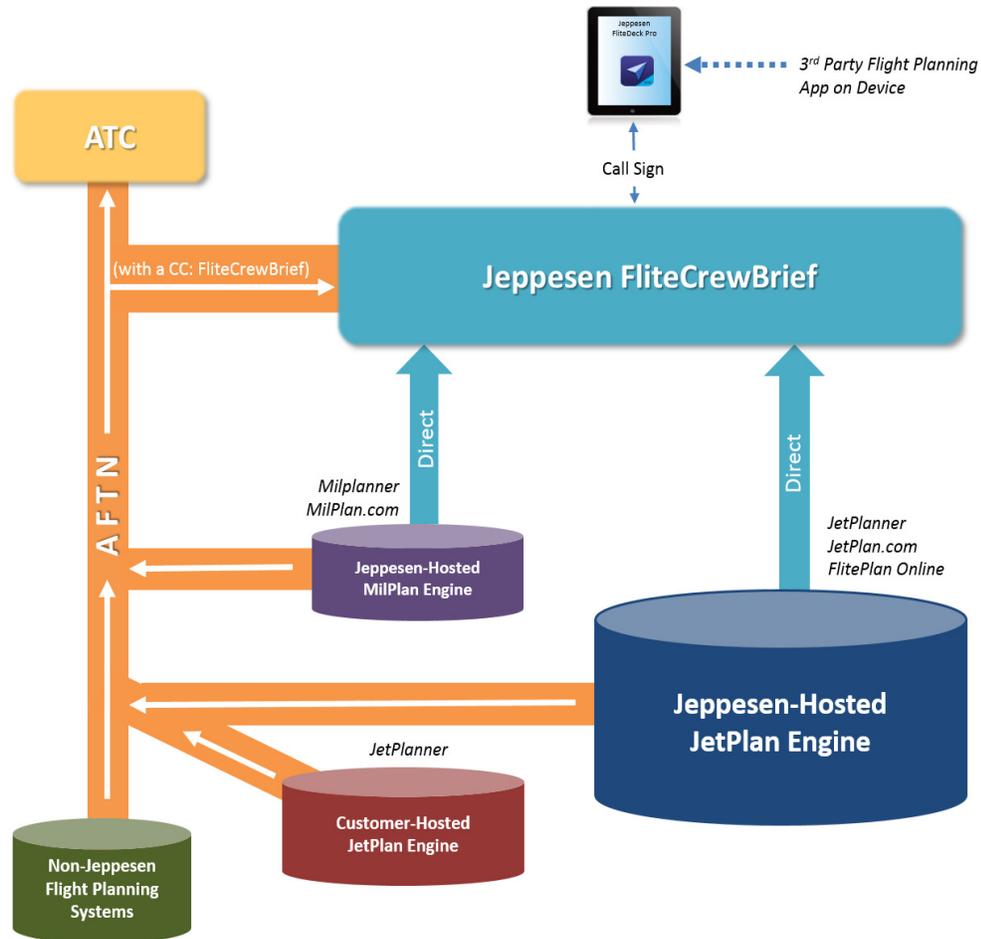


FIGURE 4: Flight Planning System Integration

Users can import flight plan routes into FliteDeck Pro when the flight plan is created using:

- Jeppesen flight planning solutions (for example, JetPlan.com, FlitePlan Online, or JetPlanner). Using these applications the flight plan route is automatically sent to the Jeppesen FliteCrewBrief server when the flight plan is filed with ATC over the Aeronautical Fixed Telecommunication Network (AFTN).

FliteDeck Pro communicates with the server using the aircraft call sign.

- Flight planning and briefing apps that have agreements with Jeppesen to implement the app-to-app flight plan data sharing feature.
For example, Boeing Electronic Flight Folder or the Aviator app.

The Aviator app manages interactions between cooperating FliteDeck Pro, Boeing Electronic Flight Folder (EFF), and Onboard Performance Tool (OPT) apps. See the *Aviator Administrator Guide*, or contact your Jeppesen account manager for more information on these apps.

- Non-Jeppesen flight planning systems where the flight plan is filed over the AFTN. The flight plan route can be sent to the Jeppesen FliteCrewBrief server when the flight plan is filed.

Company-Uploaded Documents

There are two ways a company can make their own documents available to users from within FliteDeck Pro.

The first way is to enter their Jeppesen Document Management Service (e-Link) account information to enable this service in the FliteDeck Pro global settings (under Services > Company Manuals).

The other way to make company-uploaded documents available from within FliteDeck Pro is to package and distribute using JDM Pro.

Troubleshooting FliteDeck Pro

This chapter describes basic FliteDeck Pro troubleshooting guidelines.

Escalation Guidelines

If you are unable to resolve an issue by using the resources in this guide, you can escalate the issue to Jeppesen Technical Support. See [Technical Support on page 1](#) for contact information.

Gather as much of the following information as possible. By providing this information, you help to ensure a rapid resolution.

Technical support with the following information:

- Recipient name.
- Complete description of the issue, including a detailed workflow leading up to the issue (screen shots or video of the issue are most helpful).
- Error code, if any.
- Type of device. See [iPad Models and Status Bar Icons on page 20](#).
- iPad status. The bar at top of the iPad gives information about the current iPad status. See [iPad Models and Status Bar Icons on page 20](#).
- Type of network used (Wi-Fi or cellular).
 - If cellular, 3G or 4G?
 - If Wi-Fi, describe the location from which accessing data. For example, hotel, FBO, home.
- iPad General Settings:
 - iOS version
 - Multitasking Gestures
 - Lock Rotation
 - Background App Refresh
- JeppFD-Pro global settings:
 - Sleep Mode
 - Allow Flight Sharing
 - Display ATC Clearances
 - Moving Map
 - Display Ownship
 - Display Ownship on Taxi Charts
 - Display VFR Theme
 - Display Ownship on Approach Charts
 - Display Ownship on Taxi Charts
 - Default Zoom Level
 - Arpt Diagram (10-9) Speed Threshold

- Display Enroute Wx
- Display METAR/TAF
- Version
- Terminal Charts Coverage Codes
- Services > Flight Plans (username, password, and URL)

NOTE: The actual Flight Plan credentials for username, password, and url are abstracted so that the pilot only sees that a default is set, not the actual values

- Services > Company Manuals (username and password)
- Registration Info

Jeppesen Technical Support might ask the user to send log files. For more information, see [Sending Log Files via Email on page 24](#).

iPad Models and Status Bar Icons

[Table 7](#) and [Table 8](#) provide information about iPad models and status indications that might be helpful when documenting an issue. [Table 9](#) defines the status bar icons..

TABLE 7: iPad Models

Model	Year Introduced	Model Number*	Capacity
iPad Pro (9.7-inch model) (Wi-Fi + Cellular)	2016	A1673 A1674 or A1675	32, 128, 256 GB
iPad Pro (12.9-inch model) (Wi-Fi + Cellular)	2015	A1584 A1652	32, 128, 256 GB
iPad Mini 4	Late 2015	A1538	16, 64, 128 GB
iPad Mini 4 (Wi-Fi + Cellular)	Late 2015	A1550	16, 64, 128 GB
iPad Air 2	Late 2014	A1566	16, 64, 128 GB
iPad Air 2 (Wi-Fi + Cellular)	Late 2014	A1567	16, 64, 128 GB
iPad Mini 3	Late 2014	A1599	16, 64, 128 GB
iPad Mini 3 (Wi-Fi + Cellular)	Late 2014	A1600	16, 64, 128 GB
iPad Air	Early 2014	A1474	16, 32, 64, 128 GB
iPad Air (Wi-Fi + Cellular)	Late 2013	A1475	16, 32, 64, 128 GB
iPad Air (TD-LTE) (Wi-Fi + Cellular)	Early 2014	A1476	16, 32, 64, 128 GB
iPad Mini 2	Late 2013	A1489	16, 32, 64, 128 GB
iPad Mini 2 (Wi-Fi + Cellular)	Late 2013	A1490	16, 32, 64, 128 GB
iPad Mini 2 (TD-LTE) (Wi-Fi + Cellular)	Early 2014	A1491	16, 32, 64, 128 GB

TABLE 7: iPad Models

Model	Year Introduced	Model Number*	Capacity
iPad (4th generation)	Late 2012	A1458	16, 32, 64, 128 GB
iPad (4th generation) (Wi-Fi + Cellular)	Late 2012	A1459	16, 32, 64, 128 GB
iPad (4th generation) (Wi-Fi + Cellular) (MM)	Late 2012	A1460	16, 32, 64, 128 GB
iPad Mini	Late 2012	A1432	16, 32, 64 GB
iPad Mini (Wi-Fi + Cellular)	Late 2012	A1454	16, 32, 64 GB
iPad mini (Wi-Fi + Cellular) (MM)	Late 2012	A1455	16, 32, 64 GB
iPad (3rd generation)	Early 2012	A1416	16, 32, 64 GB
iPad (3rd generation) (Wi-Fi + Cellular)	Early 2012	A1430	16, 32, 64 GB
iPad (3rd generation) (Wi-Fi + Cellular) (VZ)	Early 2012	A1403	16, 32, 64 GB
iPad 2	2011	A1395	16, 32, 64 GB
iPad 2 (Wi-Fi + 3G) (GSM Model)	2011	A1396	16, 32, 64 GB
iPad 2 (Wi-Fi + 3G) (CDMA)	2011	A1397	16, 32, 64 GB

Source: <https://support.apple.com/en-us/HT201471>

*The model number appears on the back cover

TABLE 8: iPad models

Model	Year Introduced	Model Number*	Capacity
iPad Mini 2 (TD-LTE) (Wi-Fi + Cellular)	Early 2014	A1491	16, 32, 64, 128 GB
iPad (4th generation)	Late 2012	A1458	16, 32, 64, 128 GB
iPad (4th generation) (Wi-Fi + Cellular)	Late 2012	A1459	16, 32, 64, 128 GB
iPad (4th generation) (Wi-Fi + Cellular) (MM)	Late 2012	A1460	16, 32, 64, 128 GB
iPad Mini	Late 2012	A1432	16, 32, 64 GB
iPad Mini (Wi-Fi + Cellular)	Late 2012	A1454	16, 32, 64 GB
iPad mini (Wi-Fi + Cellular) (MM)	Late 2012	A1455	16, 32, 64 GB
iPad (3rd generation)	Early 2012	A1416	16, 32, 64 GB
iPad (3rd generation) (Wi-Fi + Cellular)	Early 2012	A1430	16, 32, 64 GB
iPad (3rd generation) (Wi-Fi + Cellular) (VZ)	Early 2012	A1403	16, 32, 64 GB
iPad 2	2011	A1395	16, 32, 64 GB
iPad 2 (Wi-Fi + 3G) (GSM Model)	2011	A1396	16, 32, 64 GB

TABLE 8: iPad models

Model	Year Introduced	Model Number*	Capacity
iPad 2 (Wi-Fi + 3G) (CDMA)	2011	A1397	16, 32, 64 GB

Source: <https://support.apple.com/en-us/HT201471>

*The model number appears on the back cover

TABLE 9: iPad Status Bar Icons

Status Icon	Description	What it means
	Wi-Fi	iPad has a Wi-Fi internet connection. The more bars, the stronger the connection.
	Cell signal	iPad (Wi-Fi + Cellular models) is in range of the cellular network. If there is no signal, “No service” appears.
	Airplane Mode	Airplane Mode is on—you cannot access the internet, or use Bluetooth devices. Non-wireless features are available.
LTE	LTE	iPad (Wi-Fi + Cellular models) is connected to the Internet over a 4G LTE network.
4G	4G	iPad (Wi-Fi + Cellular models) is connected to the internet over a 4G network.
3G	3G	iPad (Wi-Fi + Cellular models) is connected to the internet over a 3G network.
E	EDGE	iPad (Wi-Fi + Cellular models) is connected to the internet over an EDGE network.
GPRS	GPRS	iPad (Wi-Fi + Cellular models) is connected to the internet over a GPRS network.
	Do Not Disturb	Do Not Disturb mode is turned on.
	Personal Hotspot	iPad is providing a personal hotspot for other iOS devices.
	Syncing	iPad is syncing with iTunes.
	Activity	There is network or other activity. Some third-party apps use this icon to show app activity.
	VPN	iPad is connected to a network using VPN.
	Lock	iPad is locked.
	Alarm	An alarm is set.
	Screen orientation lock	Screen orientation is locked.
	Location Services	An app is using Location Services.
	Bluetooth	Blue or White icon: Bluetooth is on and paired with a device, such as a headset or keyboard. Gray icon: Bluetooth is on and paired with a device, but the device is out of range or turned off. No icon: Bluetooth is not paired with a device.

TABLE 9: iPad Status Bar Icons

Status Icon	Description	What it means
	Bluetooth battery	Shows the battery level of a supported paired Bluetooth device.
	Battery	Shows the battery level or charging status of the iPad.

http://manuals.info.apple.com/MANUALS/1000/MA1595/en_US/ipad_user_guide.pdf

Sending Log Files via Email

FliteDeck Pro enables users to send GPS log files to Jeppesen for the purposes of technical support.

The iPad must be configured to send email to enable this functionality.

► **To generate a log file**

1. From JeppFD-Pro global settings, tap the **Support** flyout.
2. Switch **Send log files via Email** to ON.
3. Launch FliteDeck Pro.

Quick Resolutions

This section provides instructions to help you rapidly resolve issues. Links to expanded instructions and processes are indicated where necessary.

NOTE: See *FliteDeck Pro 2.9 Release Notes* for the latest known limitations and workarounds.

Under Certain Conditions Taxi Charts Are Not Displaying as Expected

Taxi charts may not display as expected after updating terminal charts data.

Workaround: Select another terminal chart and then select the chart that did not display correctly. The chart displays and functions as expected.

The Show at All Scales Option on the Filters Menu No Longer Appears

To help improve performance, the Show At All Scales option is included only at the discretion of the operator through the custom configuration file. (This option was introduced at version 2.7.1.) As a result, it may have been removed from the map object Filters menu.

The JeppFD-Pro Settings Do Not Appear in the iPad Settings

An iOS bug can create an occasional situation in which JeppFD-Pro settings are hidden from the list of iPad Settings.

If this situation occurs, force-close the app, relaunch FliteDeck Pro, and verify that the JeppFD-Pro settings appear in the list of iPad Settings. If this action does not resolve the problem, power-cycle the iPad.

Unable to Perform an Update

Take the following actions if the user is unable to update FliteDeck Pro.

NOTE: If FliteDeck Pro displays an error message, see [Error Codes on page 32](#) for message descriptions and resolutions.

1. Verify that the device is connected to a strong Wi-Fi or cellular signal. See [Table 9](#) for more information on connection status icons.
 - a. Go to the iPad settings and make sure that **Airplane Mode** is OFF.
 - b. If using Wi-Fi, reconnect to a network in the iPad settings.
 - c. Open a browser session and verify that a typical Internet page can be accessed. For example, some public and hotel Wi-Fi connections indicate a connected status, but do not provide a functional Internet connection to the device.

2. Force-close the app.

Because the iOS operating system runs applications in the background, a force-close can often resolve performance irregularities.

For more information, see [Force-Closing FliteDeck Pro from the Running Application System Tray on page 29](#).

3. If a force-close does not resolve the issue, restart the iPad:
 - a. Press and hold the **Sleep/Wake** button on the top of the iPad until the slider appears.
 - b. Drag the slider to switch off the iPad completely.
 - c. After the iPad switches off, press and hold the **Sleep/Wake** button again until the Apple logo appears.

4. If the previous steps do not resolve the issue, you can attempt an app deactivation. For more information, see [Deactivating the App on page 29](#).

NOTE: Always confirm that the user has an active and stable Internet connection and power source before deactivating the application. After you relaunch the app, it will automatically register and prompt for an initial data update.

5. If the previously described attempts do not resolve the issue, you can perform a reinstall of the app.

For more information, see [Uninstalling and Reinstalling FliteDeck Pro on page 30](#).

NOTE: Be sure to deactivate the app before uninstalling. After a reinstall, FliteDeck Pro automatically completes the registration process and prompts for an initial data update.

Unable to Share Flight Information Between Two iPads

If there is a problem sharing flight information between iPads, take the following actions:

- Ensure that both iPads are actively running FliteDeck Pro.
- Ensure that the **Allow Flight Sharing** setting in JeppFD-Pro global settings is set to ON on both iPads.
- Ensure either a Bluetooth or Wi-Fi connection is established.

If the previous actions do not resolve the problem, note that a device might experience intermittent connection issues with Bluetooth or Wi-Fi. If this situation occurs, the app displays the message *Failed, try again (1)*. Try again to share the flight information.

See [Sharing Flight Information - Device to Device on page 30](#) for more information.

What is Shared Between iPads

When a user taps the Share button, and shares flight information from one iPad to another iPad running FliteDeck Pro, the following information is shared:

- Origin, destination, and any alternate airports
- Nav aids, waypoints (including user waypoints), and airways entered into the route description
- Selected terminal charts for the flight

What is NOT Shared iPads

When a user taps the Share button and shares flight information from one iPad to another iPad running FliteDeck Pro, the following is NOT shared:

- Comments associated with user waypoints
- Highlights on a terminal chart
- Rotated view of a terminal chart
- Customized enroute map object filter settings

Unable to Share a Route from a Flight-Planning App to FliteDeck Pro

If there is a problem sharing flight information between FliteDeck Pro and a flight-planning app, verify that the flight-planning app is set up to share with FliteDeck Pro.

Server is Missing Enroute Cultural Data

A data type is missing from the application. Ensure that new data formats are in the appropriate JDM Pro group. See [About Assigning Content on page 3](#).

Unable to Maintain Bluetooth Connections

Occasionally, while using an iOS device, unexpected Bluetooth behavior can occur. The following are some examples: disconnects, intermittent connectivity, or difficulty finding, pairing, or connecting to a Bluetooth accessory.

For more guidance on using Bluetooth with an iOS device, see [iOS: Troubleshooting Bluetooth Connections](#).

Unable to Maintain Wi-Fi Connections

Occasionally, while using an iOS device, unexpected Wi-Fi behavior can occur. The following are some examples: difficulty locating or connecting to a network, unexpected weak signal, or Wi-Fi disconnects, inability to access the Internet, or not automatically connecting to Wi-Fi when expected.

For more guidance on using Wi-Fi with an iOS device here, see [iOS: Troubleshooting Wi-Fi networks and connections](#).

Unable to Access Company Manuals After Deactivating and Reactivating the App

After deactivating and reactivating FliteDeck Pro using the same credentials (specifically, Company Manuals credentials), company manuals do not download.

The workaround for this issue is to force-close the app after deactivating the application before running the updates dialog. For more information, see [Force-Closing FliteDeck Pro from the Running Application System Tray on page 29](#).

Unable to Display Flight Plans

To import a route from a flight-planning system, the flight-planning app must be set up to deliver flight plan routes to FliteDeck Pro.

The Flight Plans button will not appear in the Flight Info drawer unless valid credentials have been entered in the FliteDeck Pro global settings. This setting is located under Services > Flight Plans.

For more information, see [Flight Plan Integration on page 17](#).

JeppFD-Pro Global Settings Don't "Stick"

Company EFB administrators can configure FliteDeck Pro global settings. Although the user can adjust the settings for the JeppFD-Pro global settings, the changes that the user makes are only temporary. When FliteDeck Pro launches, any preconfigured settings override changes that a user might have made in the iPad global settings. Any settings that were not preconfigured remain under user control.

Slow Performance on Older Devices

Although FliteDeck Pro is supported on all iPads except first-generation iPads, older devices that run on 32-bit technology, such as second-, third-, or fourth-generation

iPads, might experience slower than expected performance. The iPad Air and iPad Mini 2, and later, are recommended devices.

Take the following actions to improve slow performance on these devices:

- Disable as many iOS background refresh processes as possible. To do so, tap iPad settings: General > Background App Refresh and switch as many apps OFF as allowed.
- Hide terrain from the Enroute view in FliteDeck Pro. To do so, tap the Terrain enroute object button from within FliteDeck Pro to switch it OFF.
- Limit the display of enroute weather.

Forcing the Download of Databases Without Uninstalling FliteDeck Pro

You can force the download of the enroute, terminal charts, and manual databases without uninstalling FliteDeck Pro by deactivating the app. See [Deactivating the App on page 29](#) for more information.

Confirm that the user has an active and stable Internet connection and power source before deactivating the application.

Troubleshooting Procedures

This section provides detailed instructions for resolving the issues that appear in the Quick Resolution Guidelines section.

Contact Jeppesen Support if you are unable to resolve any issues.

Sharing a Flight Plan Route From a Flight-Planning App

► To share a route from a flight-planning app on the same iPad with FliteDeck Pro

1. Load the route in the flight-planning app and select the option to share with FliteDeck Pro.

FliteDeck Pro opens and displays a notification that an app would like to share a flight and displays these options: *Load*, *Save*, or *Decline*.

2. Do one of the following steps:
 - To load the route as the active flight, tap the **Load** button.
 - To add the route to the list of Saved Flights, tap the **Save** button.

Force-Closing FliteDeck Pro from the Running Application System Tray

► To force-close FliteDeck Pro

1. Double-tap the iPad Home button.



FIGURE 5: iPad Home Button

The iPad displays a preview screen of each running application. If multiple applications are running, you might need to swipe back-and-forth to locate FliteDeck Pro.

2. Swipe the app preview image upward and off the top of the iPad screen.
3. Tap the Home button to return to the home screen; then relaunch FliteDeck Pro.

Deactivating the App

Deactivating FliteDeck Pro removes all Jeppesen data and clears the activation information from the iPad.

NOTE: Always confirm that the user has an active and stable internet connection and power source before deactivating the application. After relaunching the app, it will automatically register and prompt for an initial data update.

► To deactivate and reactivate FliteDeck Pro

1. Tap the Home button to return to the iPad Home screen.
2. Tap the Settings icon from the Home screen.
3. Under the list of Settings, tap JeppFD-Pro.
4. Switch Deactivate to ON.
5. Return to the iPad Home screen and launch FliteDeck Pro.
6. Tap Proceed to confirm that you want to deactivate the application.

An Activation notice appears and prompts the user with their last registered recipient information.

7. To reactivate FliteDeck Pro, tap Activate.
8. Read and tap Agree to the EULA.

FliteDeck Pro prompts the download of the full database set. This process can take several minutes. The time necessary to download and perform an update depends on the speed of the internet connection and the size of the coverage area. The initial update process cannot be canceled or paused.

9. When finished, tap X on the update screen.
10. Retest for the problem being experienced.

Uninstalling and Reinstalling FliteDeck Pro

NOTE: Always be sure to deactivate FliteDeck Pro before uninstalling it. See [Deactivating the App](#)

1. Deactivate the app.
 Follow steps 1–6 of [Deactivating the App](#). *Do not* tap Activate to reactivate the app.
2. Return to the iPad Home screen, touch, and hold the JeppFD-Pro icon until it starts to shake and an X appears in the left corner of the icon.
3. Tap the X to delete the application, and then tap Delete to confirm the deletion of the app and all of its data.
4. Locate and tap the App Store icon.
5. Tap the Purchased button at the bottom of the App Store screen and download Jeppesen FliteDeck Pro

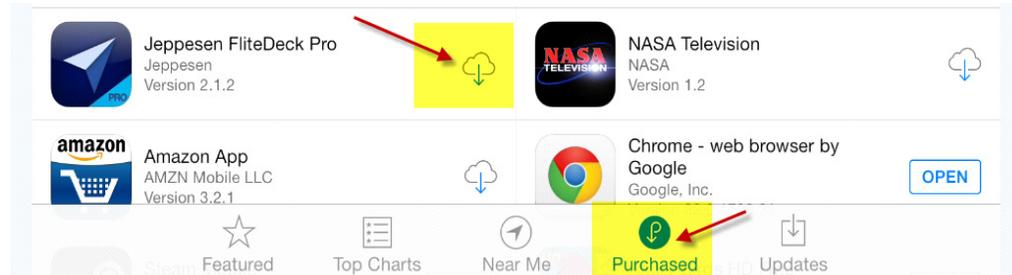


FIGURE 6: Downloading FliteDeck Pro

6. When the download is complete, tap OPEN to launch FliteDeck Pro.
 Once the user agrees to the EULA, FliteDeck Pro prompts the download of the full database set.
 This process can take several minutes. The time necessary to download and perform an update depends on the speed of the internet connection and the size of the coverage area. The initial update process cannot be canceled or paused.
7. When finished, tap X on the update screen.
8. Retest for the problem being experienced.

Sharing Flight Information - Device to Device

► **To share flight information between two iPads actively running FliteDeck Pro**

NOTE: The Allow Flight Sharing setting in JeppFD-Pro global settings for both iPads must be set to ON.

1. Tap the Home button to return to the iPad Home screen.

2. Tap the Settings icon from the Home screen.
3. Under the list of Settings, tap JeppFD-Pro.
4. Switch Allow Flight Sharing to ON.
5. Return to the iPad Home screen and launch FliteDeck Pro.
6. Continue to test for the problem being experienced.
7. Ensure that both iPads have established a Wi-Fi connection or that Bluetooth is set to ON.

The user can share:

- An active flight, by opening the Flight Info drawer and tapping the Share button at the top of the drawer. From the list of nearby iPads, the user selects the iPad with which they want to share; or
- A saved flight (without loading it), by opening the Flight Info drawer and tapping the Saved Flight button at the bottom of the drawer. Tap a saved flight to expand its view, and then tap the Share button for the selected flight. From the list of nearby iPads, the user selects the iPad with which they want to share.

The receiving iPad receives a notification that the sender would like to share flight information and displays these options: Load, Save, or Decline.

Using FliteDeck Pro Registration Information to Register Another App

There may be situations in which you want to share registration information between apps. For example, if Boeing OPT is also on the iPad, users can share registration info from FliteDeck Pro with the Boeing OPT app.

► To use FliteDeck Pro registration information to register other applications on the iPad

1. Tap the Home button to return to the iPad Home screen.
2. Tap the Settings icon from the Home screen.
3. Under the list of Settings, tap JeppFD-Pro.
4. Switch Share Registration Info to ON.
5. Return to the iPad Home screen and launch FliteDeck Pro.
6. Tap OK to confirm that you want to share registration information.
7. Launch the app with which you intend to share registration information.

Verifying that a Recipient is Assigned to a Distribution Group in JDM Pro

For more information related to JDM Pro, see the JDM Pro User Guide.

Error Codes

FliteDeck Pro generates various error codes if it encounters certain conditions. The following table describes the most common error codes.

If you have an issue that is not documented here, ensure that you have a reliable Internet connection. If you do, and the problem still exists, deactivate the app and reactivate it.

If an issue persists after you attempt to correct it, contact Jeppesen Support. (See [Technical Support](#).)

Error	Reason	Resolution
-1	FliteDeck Pro generated a general data download error, most likely due to slow Internet connection.	Check for a reliable Internet connection and ensure that the speed is at least 54 mbps. Then, to attempt the download again, tap Refresh on the Update screen.
101	The device has already been successfully registered. The Recipient state shows as "Active," "In Configuration," or "Out of Configuration" in JDM Pro.	If the device must be activated with a different recipient, deactivate FliteDeck Pro, and then reactivate it. See Deactivating the App . (If the device is already activated with the correct recipient, verify whether the user can retrieve any assigned data. If not, contact Jeppesen Support.)
102	The URL used by FliteDeck Pro for registration is not valid. The registration email is garbled or incomplete.	Generate another registration email and contact Jeppesen Support.
103	One of the following issues might cause this error: <ol style="list-style-type: none"> 1 The connection to JDM Pro server is faulty due to a connectivity issue on the user side. 2 The connection to JDM Pro server is faulty due to a connectivity issue on the server side. 3 The registration message sent to the CDL is garbled or incomplete. 4 The registration email is expired (that is, more than three days old). 5 The user tried to register a device that is already registered. 	Try again later from a better connection. Try again later. Try again later. Generate another registration email. Try to deactivate the app. See Deactivating the App .
105	File processing failed due to a mismatch of the stored and calculated digest values. Processing cannot continue.	The user must request the file again. Any temporary files are automatically removed from the device.
106	This error indicates a generic unzip process failure. Processing cannot continue.	The user must request the file again. Any temporary files are automatically removed from the device.

Error	Reason	Resolution
107	This error indicates a generic deltaset processing failure. The deltaset processing cannot continue.	FliteDeck Pro automatically attempts to download the full version for this data. Any temporary files are automatically removed from the device.
109	This error might indicate a number of issues, ranging from network or server issues to a lack of available disk space.	First ensure that the device has adequate space and that a reliable network connection is available. Then try again later.
110	<p>The download URL that JDM Pro sends to FliteDeck Pro does not point to a file. One of the following issues might cause this error:</p> <ol style="list-style-type: none"> 1 Content is not available yet. A delay of less than 5 minutes is normal between the time that the content is uploaded and the time that it is available. 2 The connection to the JDM Pro server is faulty due to a connectivity issue on the user side. 3 The connection to the JDM Pro server is faulty due to a connectivity issue on the server side. 4 JDM Pro received the data, but the data has not yet reached the remote servers. This process can take from a few minutes to up to an hour. 5 The content assigned in JDM Pro is expired or is no longer in effect. You cannot download an expired file from the remote servers, even if content is assigned in JDM Pro. 	<p>Try again later.</p> <p>Try again later from a better connection.</p> <p>Try again later.</p> <p>Try again later.</p> <p>Assign a non-expired version of the content and try again.</p>

Error	Reason	Resolution
112	<p>FliteDeck Pro did not receive the expected configuration from JDM Pro. This error might indicate “server not found” or “timed out connecting to server.” One of the following issues might cause this error:</p> <ol style="list-style-type: none"> 1 The connection to the JDM Pro server is faulty due to a connectivity issue on the user side. 2 The connection to the JDM Pro server is faulty due to a connectivity issue on the server side. 3 FliteDeck Pro received an expected configuration that is invalid or null. Verify the recipient settings in JDM Pro. 4 FliteDeck Pro made multiple successive requests over a slow network connection. 5 A recipient was deleted from JDM Pro, and then recreated using the same name, without deactivating or re-registering the device. This action causes CDL to contact the server using a valid user name but old registration credentials. In this case, JDM Pro returns an empty response, which CDL interprets as a 112 error. 	<p>Try again later or from a better connection.</p> <p>Try again later.</p> <p>If the recipient settings are correct, try the request again.</p> <p>Advise the user to wait a few seconds between making requests when using a slower or unreliable network.</p> <p>First, deactivate FliteDeck Pro. Then generate a new activation link and use it to reactivate the app. See Deactivating the App.</p>
120	This error indicates a deltaset processing failure.	FliteDeck Pro automatically attempts to download the full version for this data. Any temporary files are automatically removed from the device.
121	Disk space is exhausted.	Clear disk space on the device and try again.
124	<p>The user attempted to register. The CDL has a network connection but cannot connect to the registration server. One of the following issues might cause this error:</p> <ol style="list-style-type: none"> 1 The network connection failed due to a connectivity issue on the user side. 2 The network connection failed due to a connectivity issue on the server side. 3 The JDM Pro server is unavailable. 	<p>Try again later, or try from a better connection.</p> <p>Try again later.</p> <p>Try again later.</p>

Error	Reason	Resolution
125	<p>The user attempted to register but CDL timed out trying to connect to the registration server. One of the following issues might cause this error:</p> <ol style="list-style-type: none"> 1 The device is not connected to the Internet. 2 The network connection is faulty due to a connectivity issue on the user side. 3 The network connection is faulty due to a connectivity issue on the server side. 4 The JDM Pro server is unavailable. 	<p>Obtain a local connection and try again</p> <p>Try again later or from a better connection.</p> <p>Try again later.</p> <p>Try again later.</p>
127	<p>The user attempted to contact JDM Pro but CDL timed out trying to connect. One of the following issues might cause this error:</p> <ol style="list-style-type: none"> 1 The device is not connected to the Internet. 2 The network connection is faulty due to a to connectivity issue on the user side. 3 The network connection is faulty due to a connectivity issue on the server side. 4 The JDM Pro server is unavailable. 	<p>Obtain a local connection and try again.</p> <p>Try again later or from a better connection.</p> <p>Try again later.</p> <p>Try again later.</p>
129	<p>FliteDeck Pro was unable to obtain a network connection.</p>	<p>Ensure that wireless connectivity is turned on in the device settings and that a reliable network connection is available.</p>
133	<p>Enroute, cultural, or terrain data required by the application is not assigned to the distribution group the recipient belongs to in JDM Pro.</p>	<p>Ensure that new data formats are in the appropriate JDM Pro group.</p> <p>See Supported Content Types on page 4 for more information.</p>
136	<p>The JDM Pro certificate stored locally on the device expired or is about to expire.</p> <p>An attempt was made to renew the certificate, but the attempt failed. The application continues to acquire data until the certificate expires.</p> <p>NOTE: Regardless of the error, FliteDeck Pro continues to acquire content successfully until two-way SSL is enabled on the Jeppesen servers.</p>	<p>Contact the JDM Pro administrator.</p>
180-186, 188-189	<p>These errors indicate deltaset processing issues.</p>	<p>The software automatically discards the deltaset in favor of the larger, full dataset.</p>

Error	Reason	Resolution
187	This error indicates a disk space issue.	Free up disk space on the device, and then try again.
199	Terminal charts content is not assigned to the recipient in JDM Pro, or FliteDeck Pro expects new content to be available on the server, but the content is not available yet.	Contact the JDM Pro administrator. The correct content items must be present for the distribution group and correctly added to the recipient registered to the device.
400–600	Error codes in this number series indicate issues that originate in JDM Pro.	Contact the JDM Pro administrator and determine whether the JDM service that you are currently using is experiencing technical issues.
1009	FliteDeck Pro attempted to download data, but there no Internet connection is established.	Obtain a local Internet connection and try again.
3006	FliteDeck Pro is unable to write to a file. Insufficient disk space or a permissions issue might cause this condition.	Free up disk space, and then try to download the data again.
3008	FliteDeck Pro was unable to download data, most likely due to a network issue.	Try the download again, or wait for a better connection and try the download later.
3026	A request failed.	Retry the operation with a better Internet connection, or at later.

Appendix A: Customer Configuration File Template

```

<?xml version="1.0" encoding="utf-8"?>

<CustomerConfiguration version="1.3">

    <ApplicationBehavior>
        <SleepMode>ON</SleepMode>
        <AllowFlightSharing>OFF</AllowFlightSharing>
        <DisplayATCClearances>OFF</DisplayATCClearances>
    </ApplicationBehavior>

    <Enroute>
        <MovingMap>OFF</MovingMap>
        <DisplayOwnship>OFF</DisplayOwnship>
        <DisplayVFRTheme>OFF</DisplayVFRTheme>
        <AllowShowAllFilters>OFF</AllowShowAllFilters>
    </Enroute>

    <TerminalCharts>
        <DisplayOwnshipApproach>OFF</DisplayOwnshipApproach>
        <DisplayOwnship>OFF</DisplayOwnship>
        <DefaultZoomLevel>ZOOM_FIT_FULL</DefaultZoomLevel>
        <SpeedThreshold>40</SpeedThreshold>
    </TerminalCharts>

    <Weather>
        <METARAndTAF>ON</METARAndTAF>
        <EnrouteWX>OFF</EnrouteWX>
        <TemperatureUnit>FAHRENHEIT</TemperatureUnit>
        <DefaultFormat>RAW</DefaultFormat>
    </Weather>

    <Services>
        <CompanyManuels>
            <Username>elink-user</Username>
            <Password>elink-password</Password>
        </CompanyManuels>

        <FlightPlanning>
            <URL>https://myairlines.com/fp</URL>
            <Username>corp-user</Username>
            <Password>corp-password</Password>
        </FlightPlanning>
    </Services>

    <Updates>
        <OperatorPolicyHours>23</OperatorPolicyHours>
        <OperatorPolicyDays>0</OperatorPolicyDays>
        <AirwayManual>TRUE</AirwayManual>
        <TailoredText>TRUE</TailoredText>
        <TailoredTextCycle>WEEKLY</TailoredTextCycle>
    </Updates>
    
```

(Continued on next page)

```
<Support>
  <TollFreeNumber>888-555-1234</TollFreeNumber>
  <DomesticNumber>206-555-2345</DomesticNumber>
  <InternationalNumber>+49-5555-345678</InternationalNumber>
  <Email>lorem.ipsum@myairlines.com</Email>
  <Web>http://support.myairlines.com/efb</Web>
</Support>

<Control>
  <PreventDeactivation>FALSE</PreventDeactivation>
  <PreventClearingCustomContent>FALSE</PreventClearingCustomContent>
</Control>

</CustomerConfiguration>
```