

1View Frequently Asked Questions

Table of Contents

Who should I contact for data related issues?	2
I have linked my accounts, why can't I see my subscriptions in 1View?	2
Why is the Checkout box in the Order List grayed out/not working?	2
Can I view opened documents side by side or open multiple documents at one time?.....	2
Which browsers will work with 1View?.....	2
Where are the Weight and Balance Manuals?	3
Where can I find all applicable Cessna ICA (Instructions for Continued Airworthiness) Supplements?	3
How do I know I am using the latest revision of a manual?	3
How do I print specific pages of a document?.....	3
Can I print on A2 and A3 paper?	3
Can I print a wiring diagram on multiple pages to get a larger image?.....	3
In Internet Explorer, how do I find print preview or printer settings?	4
Why do I get an error when I use Search?.....	4
What are the minimum system requirements for the 1View offline application?	4
Offline: When I first open the offline application why is it slow to load?	4
Offline: Why am I missing libraries on the homepage?.....	5
Are there any tips that may help me while using 1View?	5
How can I view bookmarks in a PDF when using the Google Chrome browser?	5
Why do I have to log in so many times?	5
Can I use a touchpad with 1View?.....	5
I am using an iPad and when I open a PDF I am only seeing the first page of the document. How can I view the entire document?.....	6
How do I change the size of the text in the text panel?	6
What are options for control of vertical scrolling?	6
Who can see my annotations?.....	7
How do I delete my graphics annotations?	7
How do I make sure my annotations get upgraded?.....	7
What is the Export Type 2 Annotation link?	9

Who should I contact for data related issues?

- If you need assistance, please contact the Technical Manual Distribution Center.
- Phone: 1.800.796.2665 (+1.316.517.6215) Email: TMDC@txtav.com
- For technical issues (non-subscription/account related) contact 1view_support@txtav.com
- For more information, visit our website: <https://ww2.txtav.com/TechnicalPublications/>

I have linked my accounts, why can't I see my subscriptions in 1View?

- Select the Company ID dropdown located in the 1View header and select the company ID associated with your subscriptions.
 - You can also change the Customer Number in the dropdown on pubs.txtav.com before clicking the 1View link.
- If you have a single company ID: Login > My Account > My Tools > Click the account number located under the "Technical Publications" heading > Select 1View link
 - This will only be required 1 time to ensure the account information is properly linked, going forward just selecting 1View will display your libraries

Why is the Checkout box in the Order List grayed out/not working?

- If a user does not have the proper eCommerce permissions the checkout icon on the order list screen will appear gray.
- If a user needs eCommerce permissions, they can be requested on the "My Tools" page by clicking the Other Tools link. <https://ww2.txtav.com/MyTools>

Can I view opened documents side by side or open multiple documents at one time?

- Yes
- To open multiple documents: right click on a Model library, Document, or link within a document and select "open in a new tab". This will open a new browser tab with the appropriate page or document displayed.
- To view the opened documents side by side: minimize the browser view to accommodate a single monitor or for dual monitors, click the browser tab and drag and drop the window on the opposite screen.

Which browsers will work with 1View?

- Chrome – 49 or newer
- Firefox – 45.0 or newer
- IE – 9 or newer
- Safari (MAC only) – 9.1 or newer

NOTE: For best performance, we recommend using a current version of Chrome or Firefox

Where are the Weight and Balance Manuals?

- Weight and Balance manuals are located under the “Flight” heading on the Table of Contents page. They can be toggled on/off by checking/unchecking the Maintenance checkbox.

Where can I find all applicable Cessna ICA (Instructions for Continued Airworthiness) Supplements?

- ICA Supplements are available on the service information website: <https://ww2.txtav.com/TechnicalPublications/SI>. From within 1View, click on the Service category on the left-side table of contents and a new tab will open. Scroll to the bottom of the page and check the ICA box under publication type. Enter search criteria and you will be able to view applicable ICAs.

How do I know I am using the latest revision of a manual?

- Using the Online version of 1View ensures the latest available revision is viewed.
- Hovering over a manual in the table of contents will display the latest revision information for the manual.
- The top right header of the viewed page block should display the same revision information as the manual. The top left header will show when that page block (document) was last revised. If it has never been revised, it could show “Original Issue.” It is common that there will be a difference between these two revision levels because not all material is updated during each revision of the manual.
- Blue highlighting on a page indicates revised material in an interactive manual and revision bars indicate revised material in a PDF manual.

How do I print specific pages of a document?

- If printing pages of a PDF document from 1View – Select the printer icon from the PDF toolbar (appearance may vary depending on browser) and then select the desired page range.
- If printing pages of an interactive manual from 1View – Select “Save as PDF” from the print dialog. After PDF has been generated, select File > Print, then choose desired page range.

Can I print on A2 and A3 paper?

- After selecting “print” you can change your printer options to select the paper size of your choice, however, some images are not currently scalable and will not print larger even when a larger paper size is selected.

Can I print a wiring diagram on multiple pages to get a larger image?

- Yes, if the option settings are available on your machine.
- Select: Print (Graphic Only) > Print > A new tab will appear > Print > Properties > Layout > Poster
 - Select your desired “poster” settings to print this diagram on multiple pieces of paper

In Internet Explorer, how do I find print preview or printer settings?

- After selecting print and document print window (print preview) has opened, the following options are available to open the printer settings dialog box:
 - On keyboard, press Ctrl + P
 - Hover mouse cursor in lower middle area of print preview. This causes the pdf toolbar to appear where you then click the printer icon.
 - In the browser window, go to File Menu and then select Print, or if available, select Print Preview.

Why do I get an error when I use Search?

- Search results do not include Flight manuals of any PDF-only version files.
- If using advanced search feature, refine your search to include additional manuals.
- If using the search box from the homepage, your search results will include the findings from all the maintenance manuals to which you are subscribed.
- If using the search box from the TOC page or from within any document, your search results will include findings from all the documents in the maintenance manual for the model you have open.
- Use the “Find” feature to search for a specific word in the document you have displayed.

What are the minimum system requirements for the 1View offline application?

Windows	Vista
	Windows 7
	Windows 8
	Windows 8.1
	Windows 10
MAC	OS X El Capitan

Offline: When I first open the offline application why is it slow to load?

- If you have installed the offline application as “standalone” your machine is now acting as the server, which is different than the online application where you would be accessing Textron Aviation servers.
- Upon first opening the offline application the webpage appears to load slowly because your machine is spinning up the web server and running several background processes which each take some time to start up.
 - If you use the offline application multiple times a day, we recommend you open the application one time and leave it running on your machine throughout the day. This will allow you to access the application more quickly without having to wait on the server to start up.


Offline: Why am I missing libraries on the homepage?

- Visit the Library Manager (Admin Home) to download and install libraries.
 - Once installed, libraries will display on the homepage.
 - Ensure an error did not occur during the download or install process.
- Click “Manage Subscriptions” to purchase additional libraries and renew subscriptions for expired libraries.

Are there any tips that may help me while using 1View?

- Yes, here are a few tips to help you while using 1View
- F5—In all modern internet browsers, pressing F5 will refresh or reload the page or document window.
- Pressing and holding the control button and then pressing F5 button will clear the internet cache and refresh the page or document window.
- F11—Enter and exit full screen mode.
- Right click on a link and select “Open link in new tab” allows you to view multiple documents at the same time in separate browser tabs.
- Click on a tab and drag it to one side of the monitor will snap that tab to the location. Repeat for another tab and you can view two documents side-by-side on the same monitor. You can follow this practice to use multiple monitors as well.

How can I view bookmarks in a PDF when using the Google Chrome browser?

- Each browser handles PDFs differently. To view the PDF bookmarks in Chrome, click on the bookmark icon . This opens the bookmarks. Click on the bookmark to open the desired content. Some bookmarked sections are further divided and may have an arrow next to the entry. Click the arrow to expand the section and click on the appropriate bookmark to open the desired content.

Why do I have to log in so many times?

- When you start actively using 1View you will remain logged in for a maximum of four hours. Using 1View restarts the four-hour timer. You will not have to log in frequently if you are using 1View unless there are other internet or network connection issues.

Can I use a touchpad with 1View?

- Yes
- To select an item, tap on the touch pad.
- To scroll, place two fingers on the touchpad and slide horizontally or vertically. This will zoom on the graphics panel.

I am using an iPad and when I open a PDF I am only seeing the first page of the document. How can I view the entire document?

- Your 1View subscription also allows you to use the new 1View mobile app for iOS devices. To download and install, visit Apple's App Store and search for Textron Aviation or 1View.
- If you continue to use Safari or another browser app, once you launch a PDF manual (for example any AFM), select a section (document), press & hold your finger on the right pane (remember this is an image panel), you will get a pop-up asking if you want to "Save," "Open," or "Copy"? Select "Open" and you can now scroll through that entire section.
 - You will have to repeat the step to "Open" when switching between sections (documents).
- If you do not see an option to "Open," select "Copy," open a new browser tab and paste. This again launches only that section (document) but you can scroll through all pages.

How do I change the size of the text in the text panel?

- A text size icon is built into 1View. To learn more about this feature, visit the text size adjustment topic in 1View help.
- To zoom using the browser feature:
 - Using the keyboard, hold the "ctrl" key (or Command key on Mac) and press either the "+" key to zoom in or the "-" key to zoom out.
 - Using the mouse, hold the "ctrl" key (or Command key on Mac) and scroll the wheel forwards to zoom in or backwards to zoom out.

NOTE: Hold "ctrl" and 0 (zero) to return the view to default zoom

 - Each browser also has a menu option for zoom. Open the menu and zoom to the desired size.

What are options for control of vertical scrolling?

- On computer mouse, spin the scroll wheel forward or backward.
- On laptop, use vertical scroll region at side area of mouse/touch pad, if this function is set up in Control Panel > Mouse options.
- In the window/pane you wish to scroll, use up and down Cursor Arrows on keyboard.



- On laptop, press two fingers onto mouse/touch pad, and then drag them simultaneously up or down, not using a pinching motion.

Who can see my annotations?

- Annotations are stored by company ID. Anyone with the same company ID can view all non-private annotations.
- Text annotations can be marked as Private. Private annotations will be stored by User ID, making them only available to the individual who created them.

NOTE: Private annotations can only be created and viewed online. They are not available offline.

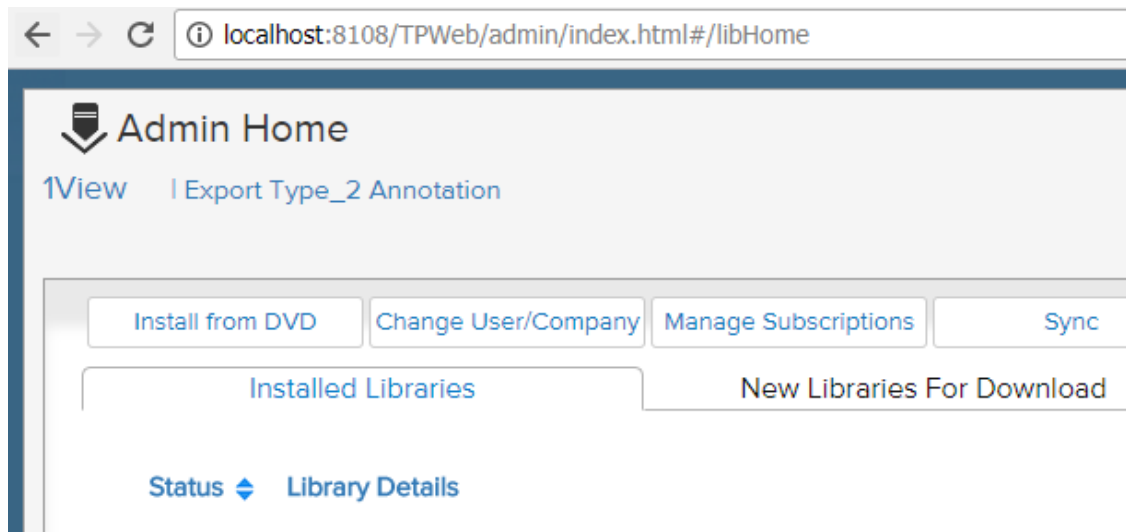
How do I delete my graphics annotations?

- Items on the graphic annotations are deleted one element at a time.
- Select the item (line, circle, textbox, etc.) that you want to delete and select the eraser icon from the toolbar.
- Click the “Clear” button to remove all graphic annotations created since the last Save.
- Click the “Delete All” button to remove all graphic annotations on this document. User will have to click “Save” to save the removal of all annotations.

How do I make sure my annotations get upgraded?

If you have a 2018.04.07 or older 1View Offline version installed and have created or modified annotations in the offline libraries and have synchronized per previous instructions up to the 8:00 PM CDT May 05, 2018 upgrade, then perform the following:

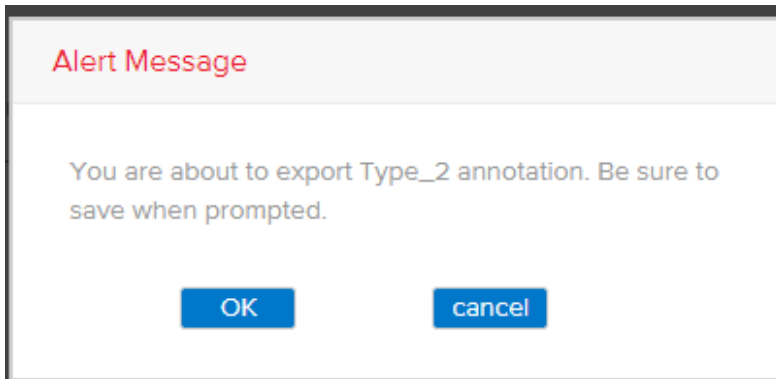
1. Install the newest Offline version patch (2018.05.05).
2. Synchronize annotations now even if you see the “Export Type_2 Annotations” link. This is done through the Offline ADMIN HOME page by pressing the “Sync” button.



3. When synchronization completes, check again for the “Export Type_2 Annotation” link. These are annotations that were not synchronized and will no longer display in 1View. *This link provides a one-time opportunity to save this information and will disappear after being clicked.*

4. If you want to export these old annotations to review and potentially re-enter as new annotations, then press the link.

a. Click “OK” to continue.



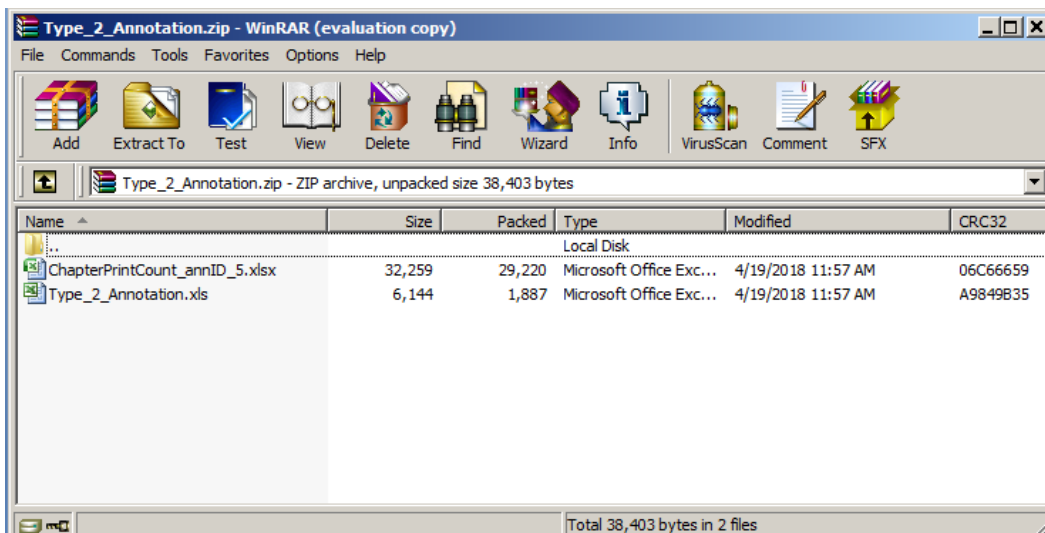
b. Depending on your browser, you will see a message similar to the following. You must choose Save or the export will not be successful and the link will no longer display.



c. The file will be saved/downloaded to the default location for your browser.



d. The spreadsheet in the downloaded zip file will contain details about the type 2 annotations, the content, and any associated attachments.

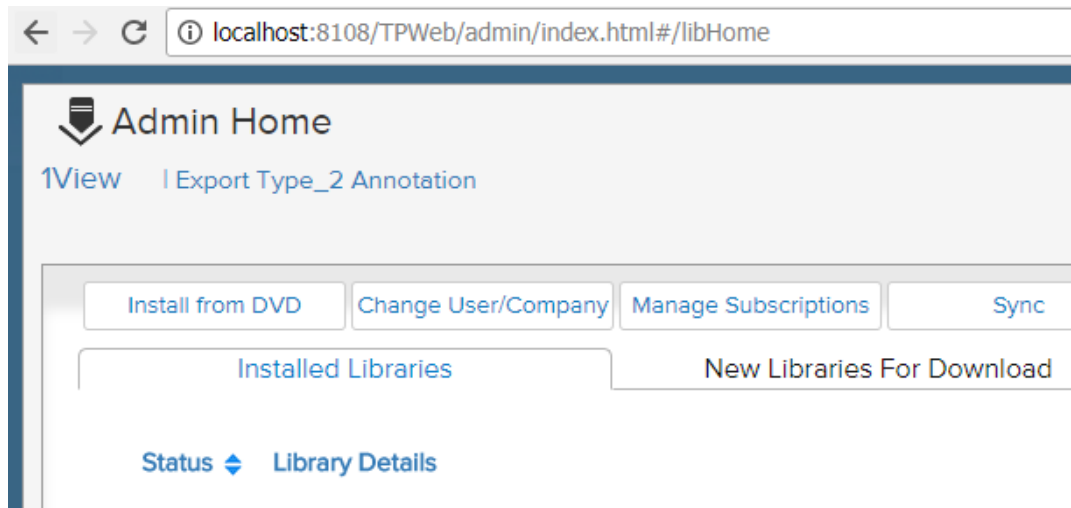


5. In order to access the same annotations while Offline or Online, verify Auto Synchronization for Annotations is enabled. This is found on the Settings tab of the ADMIN HOME page and is enabled by default.

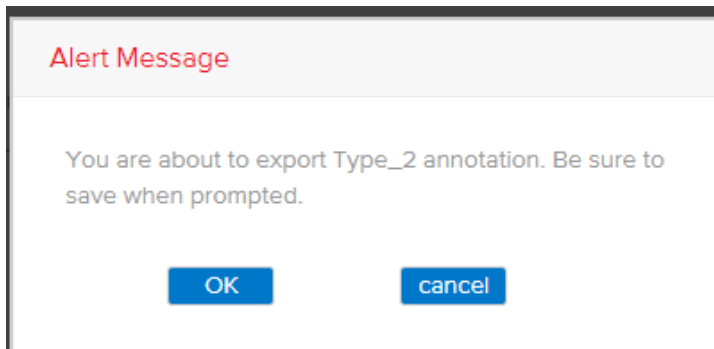
What is the Export Type 2 Annotation link?

If you had Offline annotations in the 2018.04.07 or older 1View Offline version that you did not synchronize per instructions before the 8:00 PM CDT May 05, 2018 upgrade, you will see the “Export Type_2 Annotations” link. (If you were following those instructions prior to that upgrade, STOP and instead follow the instructions in the FAQ: “How do I make sure my annotations get upgraded?”).

1. The “Export Type_2 Annotation” link indicates there are Offline annotations that were not synchronized before the May 5th Online Application was upgraded and they will no longer display in 1View. This link provides a one-time opportunity to save this information and will disappear after being clicked.



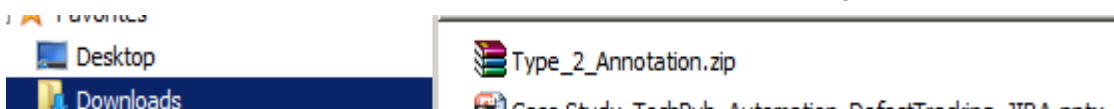
2. If you want to export these old annotations to review and potentially re-enter as new annotations, then press the link.
 - a. Click “OK” to continue.



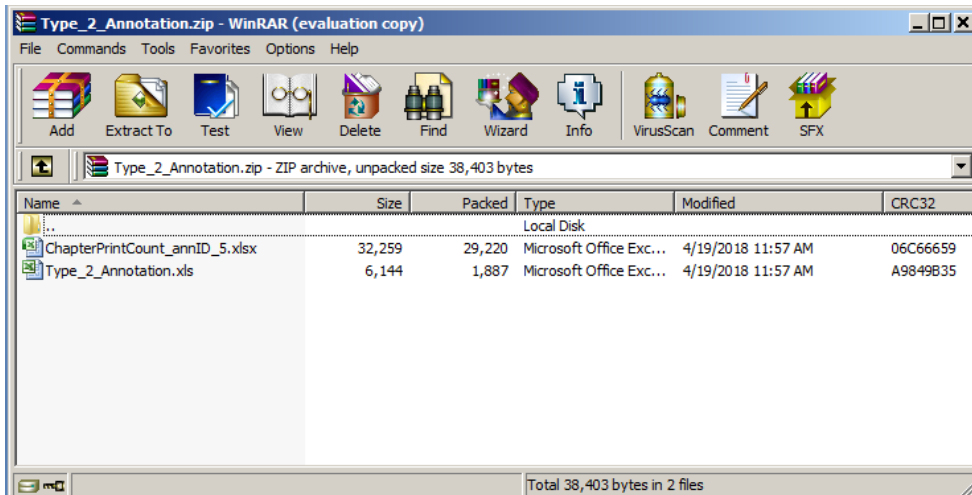
- b. Depending on your browser, you will see a message similar to the following. You must choose Save or the export will not be successful and the link will no longer display.



- c. The file will be saved/downloaded to the default location for your browser.



- d. The spreadsheet in the downloaded zip file will contain details about the type 2 annotations, the content, and any associated attachments.



3. In order to access the same annotations while Offline or Online, verify Auto Synchronization for Annotations is enabled. This is found on the Settings tab of the ADMIN HOME page and is enabled by default.