

1View Frequently Asked Questions (FAQ)

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General

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

- Yes, here are a few tips to help you while using 1View:
- Although you should not need to refresh this application, two tips can correct some display issues:
 - 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. This works on selecting manuals and documents from the TOC as well.
- Click on a tab and drag it to one side of the monitor to 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.

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.
- Contact your system administrator first if you are losing access in less than four hours after starting 1View.

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.

What are Instructions for Continued Airworthiness (ICA) Supplements?

- ICA supplements may be produced to transmit supplemental instructions for continued airworthiness when a revision to the maintenance manual is not possible within the time constraints for these ICAs.
- ICA supplements will provide supplemental instructions for one or more ICA manuals and is to be used in conjunction with the affected manuals (maintenance manual, wiring diagram manual, etc.) until those instructions are incorporated into the manuals. ICA supplements are numbered consecutively by model in the ATA chapter assignment. Page numbering uses the three-element number, which matches the affected manuals.

- You can find ICAs by selecting the **Service** link on the **Library TOC** in **1View**.
- For instructions on finding ICAs, see the FAQ “Where can I find all applicable ICA (Instructions for Continued Airworthiness) Supplements?” for more information.

What are TMDAs (Technical Manual Deviation Approvals)?

- **TMDA information is Textron Aviation/FAA approved for installation on Textron Aviation airplanes in original or Textron Aviation modified configurations, only. The supersedure/alternate part information for Textron Aviation proprietary parts is approved based on current Textron Aviation approved engineering, as of the date specified.**
- **A TMDA may be produced to transmit engineering-approved information when a revision to the maintenance manual is not possible within the time constraints. TMDAs should only be used until the information is incorporated into the affected manual.**
- **For instructions on finding applicable TMDA, see the FAQ “Where can I find applicable TMDAs?” for more information.**

System Requirements

Which browsers will work with 1View?

- Chrome — 49 or newer (recommended)
- Firefox — 45.0 or newer
- Edge — 42 or newer
- Safari (MAC only) — 9.1 or newer

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

IMPORTANT: Internet Explorer (IE) is no longer supported and will not work with version 2021.12.15 and later.

Why won't 1View load in Internet Explorer?

IMPORTANT: Internet Explorer (IE) is no longer supported and will not work with version 2021.12.15 and later.

- If you try to launch 1View in IE using 1View version 2022.04.13 and later, you will receive an error message. Click OK and the IE browser (or tab) will close.

Do I need to upgrade my 1View application?

- Textron Aviation recommends users access 1View via our online servers where the latest updates to both the application and library contents are always current without users having to take any action beyond maintaining their subscription.
- For users who elect to use the 1View Offline application, you must take action to keep it up to date. When either onscreen message appears, simply click on the **New Version Available** or **Mandatory Version Available** link to download and install the latest application version.
 - If you do not install the latest 1View Offline application, it's possible that you will see different behavior when using both Online and Offline applications.
 - If using the 1View Offline application, see the "Offline" section in this FAQ for additional guidance.

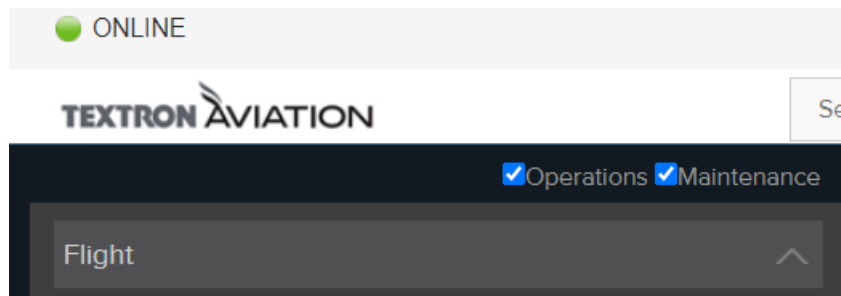
How can I know what updates have been made to 1View?

- For details on the changes in the latest code releases dating back to the minimum subscription version (for Offline), see 1View Enhancements on the Technical Publications website: <https://ww2.txtav.com/TechnicalPublications/ChangeLog>.
- If you are using 1View Offline and do not install the latest 1View Offline application, it's possible that you will see different behavior when using both Online and Offline applications.

Finding Data

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 ICA (Instructions for Continued Airworthiness) Supplements?

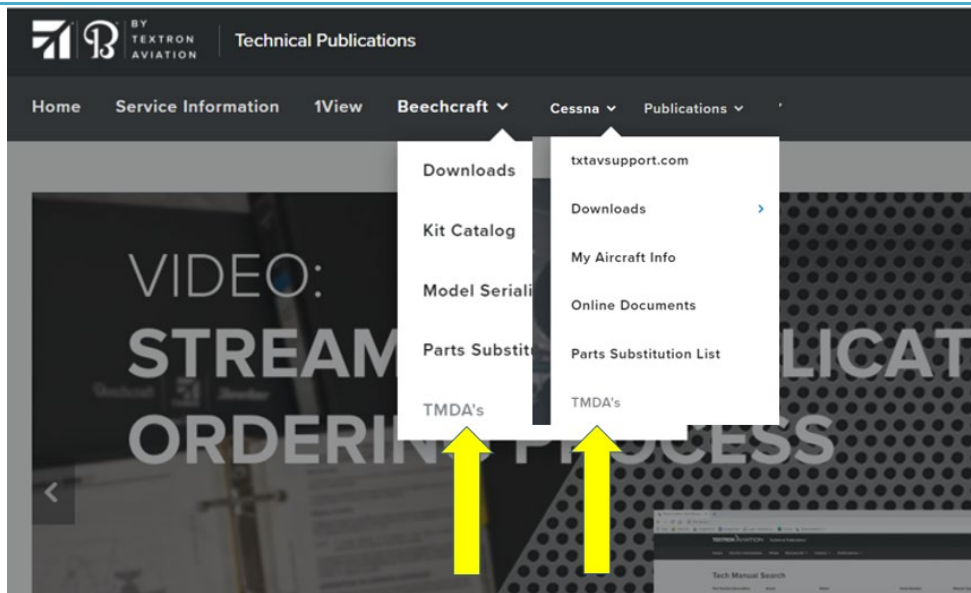
- You can find ICAs by selecting the Service link on the Library TOC in 1View or by directly accessing the Service Information website.
 - ICA Supplements are available on the service information website: <https://ww2.txtav.com/TechnicalPublications/SI>.
 - From within 1View, click on the Service category 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.
- For more information on ICA Supplements, select the ICA Supplements banner on the Technical Publications home page.

Where can I find applicable TMDAs?

- You can find TMDAs by selecting the TMDA button on the top menu in 1View.



- The TMDA button has the red alert when the selected manual, chapter or document has TMDAs issued for it.
- For a general search on TMDAs my Make for your aircraft, select the TMDA dropdown as shown below from <https://ww2.txtav.com/TechnicalPublications>.



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

- Users accessing Online 1View with a valid subscription can be assured of having access the latest, released content.
- Users of the 1View Offline application will have a status icon notifying them when updates are available. If using an Offline 1View installation, see the FAQ “How do I know I am using the latest revision of a manual offline?” for more information.
- You can find the manual’s revision level several ways:
 - 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 (document) displays the same revision information as the manual; that is, the latest revision level. The top left header will show when that page block 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.

Who should I contact for data related issues?

- If you need assistance with subscriptions, account information or general usage/access issues, please contact the Technical Manual Distribution Center:
 - Phone: 1.800.796.2665 (+1.316.517.6215)
 - Email: TMDC@txtav.com
- For technical issues (not subscription or account related), contact 1view_support@txtav.com
- For more information,
 - Select Help from the top menu in 1View.


- Visit our website: <https://ww2.txtav.com/TechnicalPublications/>

Why do I get an error when I use Search?

- Search results do not include Flight manuals or any PDF-only version files.
 - Searches must contain at least three characters.
 - Searches cannot contain only numbers or only noise words (articles, which, that, those, etc.,)
- If using the 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 interactive manuals to which you are subscribed for the Make selected.
- 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 interactive manuals for the model you have open.
- Use the “Find” feature to search for a specific word in the document you have displayed.

Display

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.

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

- Select the Company ID dropdown located on the 1View top menu and select the company ID associated with your subscriptions.



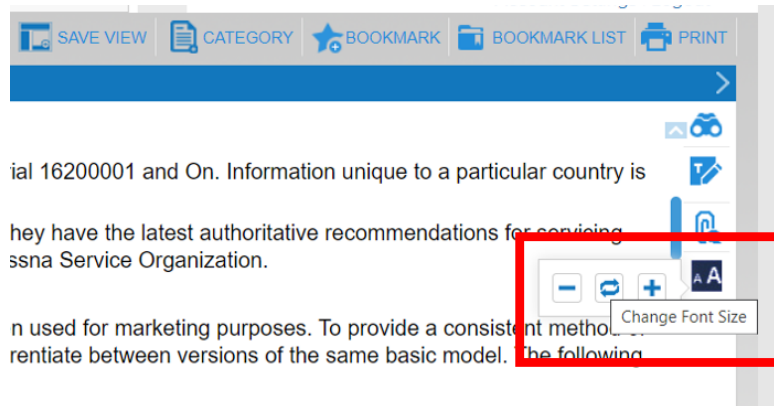
- You can also change the Customer Number in the dropdown on pubs.txtav.com before clicking the 1View link.
- If you have a single company ID: Login > My Account > My Tools > Click the account number located under the “Technical Publications” heading > Select 1View link.
 - This will only be required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

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 onto the opposite screen.

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 **Document Toolbar > 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.

How do I change the size of the images in the graphics panel?

- Several zoom options are built into 1View’s graphic toolbar: **Zoom Default lock/unlock, Zoom Bar and Select Zoom tool**.
- To learn more about these features, visit the **Graphics Toolbar > Zoom** topic in **1View Help**.
- To zoom using the browser feature, click on the image and:
 - 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: Click **Reset**  on the graphic tool bar to return the view to default zoom.

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, view the document by:
 - **Launch a PDF manual (for example any flight manual) and 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.

NOTE: 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 but you can scroll through all pages.

What are options for control of vertical scrolling?

- Using the mouse, spin the scroll wheel forward or backward.
- Using the keyboard, navigate to the window/pane you wish to scroll and use up and down Cursor Arrows on keyboard.

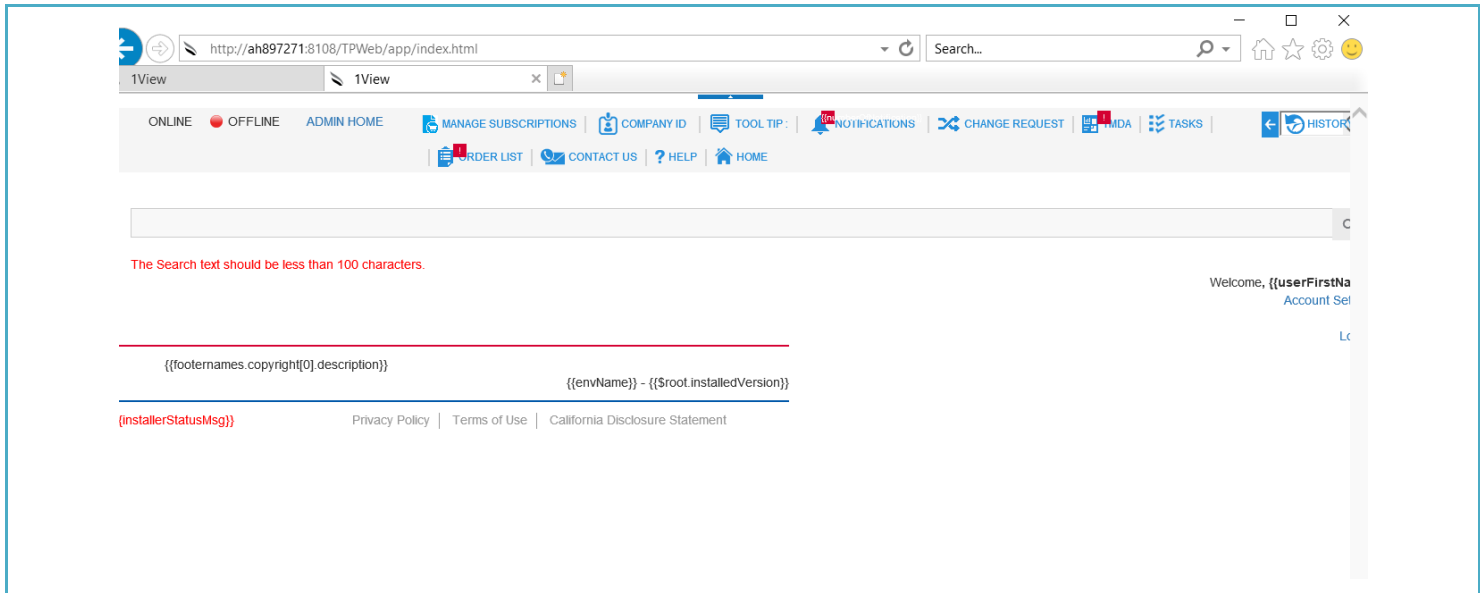


- On a laptop,
 - The vertical scroll region at side area of mouse/touch pad scrolls if this function is set up in Control Panel > Mouse options.
 - Press two fingers onto mouse/touch pad, and drag them simultaneously up or down. Do not use a pinching motion.

How can I correct 1View screen displaying gibberish in the browser?

- Check to make sure you have the latest version of the browser installed.
- See the FAQ “Which browser will work with 1View?” for more information.

IMPORTANT: Internet Explorer (IE) is no longer supported and will not work with 1View version 2021.12.15 and later.



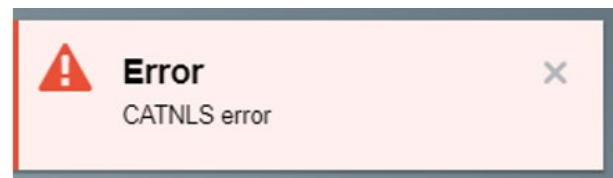
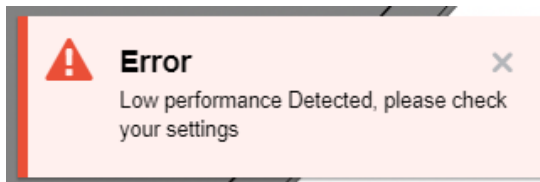
3D Pubs

How do I use 3DPubs in my Manuals?

- 3DPubs is a new feature available only in the Latitude Wiring Diagram Manual and in the Longitude and Sky Courier Maintenance, Parts Catalog and Wiring Manuals.
- To learn more about these features, visit the Graphics Toolbar > 3DPubs topic in 1View Help.
- To launch 3DPubs,
 - Select the green 3D icon in the reference designator column of Wiring Diagram Manuals.
 - Select the green Interactive 3D banner at the top of the graphics panel for Maintenance Manuals and Parts Catalogs.
 - A new browser tab will open, and the locator view will display in the right panel. The graphic will correspond to the 1View page block, figure or reference designator selected.
- Once a graphic is open, there are three ways to interact with it:
 - **Zoom:** use the mouse scroll wheel or click and hold the right mouse button while moving the mouse forward and backward.
 - **Pan:** click and hold the mouse scroll wheel or center mouse button while moving the mouse.
 - **Rotate:** click and hold the left mouse button while moving the mouse

I see a Low performance Detected Error when launching 3DPubs. How should I proceed?

- There are two error messages you may see when launching 3DPubs.



- These messages display when the 3D program is looking for a certain type of video card although it is not required.
- The performance is the same with or without the error.
- To proceed, close the error pop-up windows and continue working as normal.
- Please note this is not an issue with 1View itself. The 3D software developers will provide a solution in a future update.

Print

When 1View opens a print tab, how do I find print preview or printer settings?

- After selecting Print and the document print window (print preview) has opened, the following options are available to open the printer settings dialog box:
 - On keyboard, press Ctrl + P.
 - In the browser window, go to File Menu and then select Print, or if available, select Print Preview.
 - Set up a default PDF Viewer for your browser (see browser instructions).

Can I print on A2 and A3 paper?

- After using 1View's Print feature to create a print PDF, 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?

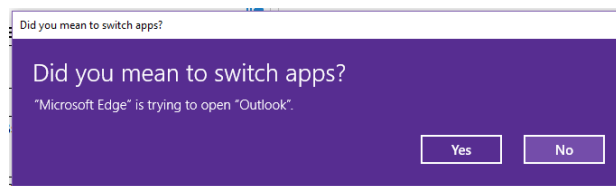
- Yes, if the option settings are available on your machine.
 - After using 1View's Print feature (Print (Graphic Only) > Landscape Large (Print Mode), a new browser tab will appear with the PDF output.
 - Select Print > Properties > Layout > Poster or Print > Settings > Paper size.
 - Select your desired "poster" settings to print this diagram on multiple pieces of paper.

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.

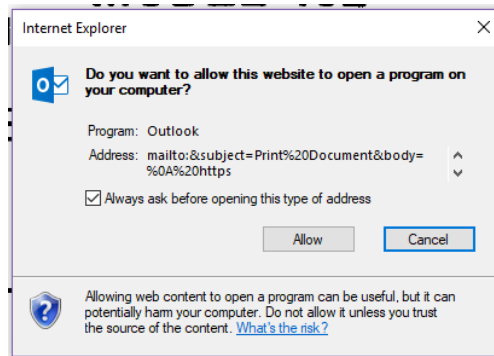
Using Edge browser, I receive a pop-up when using the Email option in print. How can I use this feature in Edge?

- You may see the following pop-up when selecting the Email option in print.

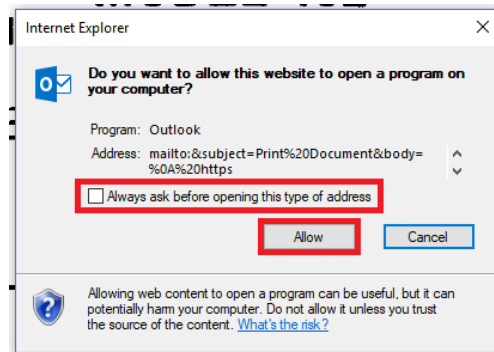


- Selecting Yes will open Outlook and allow you to send your message, but the next time you use the Email option in print you will receive the same pop-up message.
- To remove the pop-up message permanently, select No and follow these steps:

- Open Internet Explore and navigate to a document in 1View.
- Click Print and select the Email option.
- You will receive the following pop-up message:



- Uncheck the “Always ask before opening this type of address” and click Allow.



- This will disable the pop-up message. The next time you use Edge and the Email option in print you'll no longer see the pop-up message.

Parts

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 get CSV file output for my Parts Catalog?

- Yes.
 - These exist for Beechcraft and Hawker IPCs.
 - This feature will be added to all Cessna products as we continue making speed and format improvements for Parts Catalogs.
- A parts list exported in a comma separated values (CSV) format will be available for download with each revision, compatible with several common spreadsheet programs (such as Microsoft Excel).
- Check for download availability from <https://ww2.txtav.com/TechnicalPublications>:
 - Navigate for your Make using the top menu Beechcraft > Downloads > Illustrated Parts Catalogs or Cessna > Downloads > Illustrated Parts Catalogs.
 - From the Illustrated Parts Catalogs page, you can filter by Make, then find your Model. PDF files are on the left and CSV files are on the right when available.

I've noticed formatting is not the same or has changed in my IPCs or WDMs?

- Beginning in March 2020, Textron Aviation began reissuing it's Illustrated Parts Catalogs (IPCs) to introduce several enhancements that users will notice immediately. Many of the changes are targeted at making the IPCs more consistent, more useable, and more timely.
- For more information on Parts Catalogs changes, select the Parts Catalogs Speed and Format Improvements banner on the Technical Publications home page.
- Also refer to the IPC/WDM User Guide for more details about these changes: <https://download.txtav.com/webCDN/IPC2020FormatUserGuide.pdf>.

Annotations

Who can see my annotations?

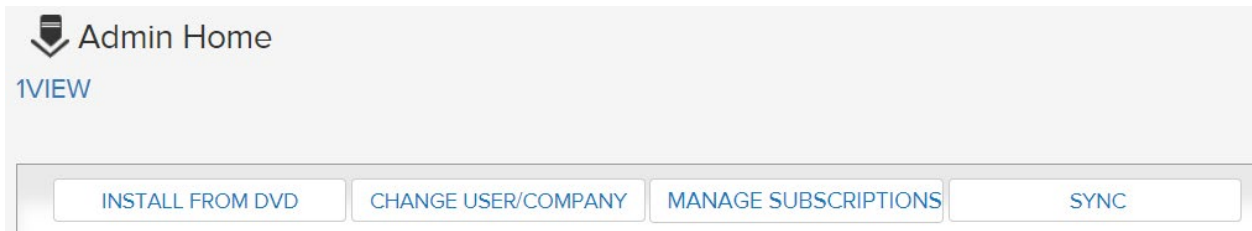
- Annotations are stored by company ID. Anyone with the same company ID can view all non-private annotations.
 - Text annotations can be marked as Private. Private annotations will be stored by User ID, making them only available to the individual who created them.
- NOTE: Private annotations can only 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 and then click “Save” for the removal to be stored.

How do I make sure my annotations get upgraded?

- No action is required if accessing 1View online.
- If using 1View Offline, select the Admin Home page and select the “SYNC” button from the top menu bar.



NOTE: In order to access the same annotations while Offline or Online, verify Scheduled Synchronization for Annotations and History is enabled. This is found on the Admin Home page, Settings tab under Automatic Sync Management, and this function is enabled by default.

Automatic Sync Management

- Scheduled Synchronization for Annotations and History
- Timeframe (10-19)

Offline Application

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

Windows	Windows 10
Windows Server	Windows Server 2019
	Windows Server 2016
	Windows Server 2012
MAC	MacOS Catalina

- **RAM recommendation is at least 1.5 GB available before 1View starts. Example: For Windows, this typically means the machine must have at least 8 GB RAM.**
- **Core/CPU requirements required to support the OS are sufficient to support the application.**
- **Disk space requirements include 1 GB for the application and approximately 1.5 GB per maintenance library and 200 MB per non-maintenance library.**

NOTE: 1View may be installed on older operating systems with extended OEM support but 1View technical support may be limited.

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 are 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.**

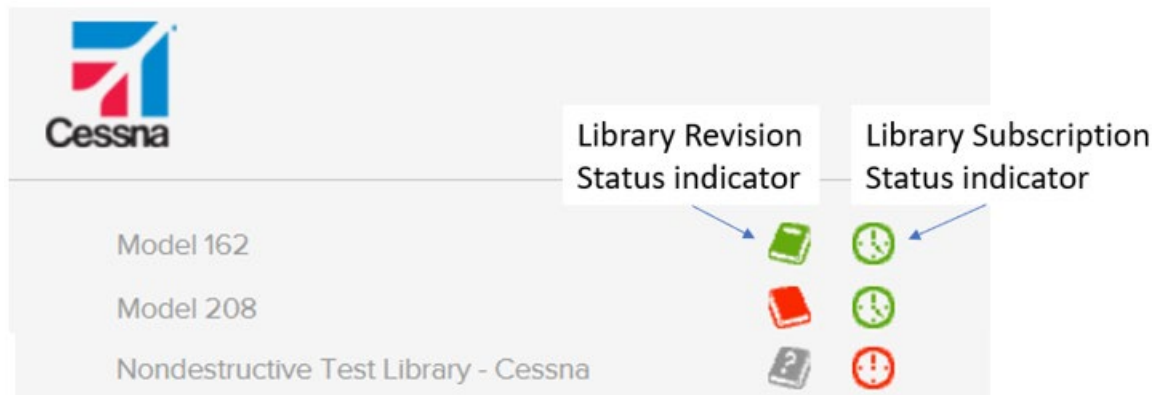
Why am I missing libraries on the homepage?

- **Visit the Admin Home page to download and install libraries.**
 - **Initially, your subscribed libraries appear on the New Libraries for Download tab.**
 - **After they are installed, subscribed libraries appear on the Installed Libraries tab.**
 - **One of these tabs may be greyed out when not applicable; that is, before or after all subscribed libraries have been installed.**
- **Once installed, libraries will display on the 1View homepage.**
- **If libraries are missing on the homepage, make sure an error did not occur during the download or install process using the Admin Home page.**
 - **Confirm the library appears with a green icon on the Installed Libraries tab.**
 - **If not, check the status icon on the New Libraries for Download tab.**

- Click the top menu “MANAGE SUBSCRIPTIONS” button to purchase additional libraries and renew subscriptions for expired libraries.

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

- Users accessing Online 1View with a valid subscription can be assured of having access the latest, released content. Offline users will have a status icon notifying them when updates are available.
- From the Home page, two status icons display indicating the library’s revision status and subscription status:



- **First column indicates the Library Revision status:**
 - Green is current
 - Red is an update is available
 - Grey is an unknown status (Occurs without an internet connection or with expired subscription.)
- **Second column indicates the Library Subscription status:**
 - Green is current and shows expiration date
 - Yellow is about to expire in 60 days or less
 - Red is expired
 - Grey is unknown status (Occurs without an internet connection.)
- **Best practice tip: Have you Offline Admin enable Auto-download/install to ensure library revisions are installed without manually checking.**

Admin Home
1VIEW
USERS | HELP
V. 2022.04.13

INSTALL FROM DVD CHANGE USER/COMPANY MANAGE SUBSCRIPTIONS SYNC

Installed Libraries New Libraries For Download Settings

Change Library Location

Current Path C:\ProgramData\txtav \View\libraries Change Location Reset To Default

Automatic Library Management

Automatic Library Download
Timeframe 12 pm-6 pm (10-19)

Automatic Library Install
Timeframe 12 pm-6 pm (10-19)

Automatic Download

All Libraries Selected Libraries

Why can't I sign into (authenticate) my Offline application?

- If you cannot sign into the 1View Application after installing a new Offline version, it could be older than the minimum subscription version (MSV) or it could be a subscription problem, firewall, or other proxy issue. Remedies include the following:
 1. Confirm you have the latest version installer for the 1View Application from <https://ww2.txtav.com/TechnicalPublications>.
 2. Contact your company's IT Admin group to correct any firewall or proxy issues.
 3. Contact Textron Aviation's Technical Manual Distribution Center (TMDC) for subscription updates or further assistance:
Phone: 1.88.796.2665 (+1.316.517.6215)
Email: TMDC@txtav.com

Why am I seeing the Minimum Subscription Version alert?

- If you see the MSV alert, your 1View Offline installation is older than the minimum subscription version (MSV) required for Textron Aviation to ensure you will have accurate subscription information and to be able to continue downloading new library revisions. This alert will continue to display until you update to at least the minimum subscription version (if not the latest update). You will be able to continue accessing any libraries you have downloaded but you cannot be sure they are current.
- For complete details, see the 1View Minimum Subscription Version FAQ document: https://download.txtav.com/webCDN/1VIEW_Minimum_Subscription_FAQs.pdf.

What do I do if I see the Minimum Subscription Version alert?

- If you are seeing the minimum subscription version (MSV) alert, you need to install a newer version of the 1View Offline application. On the 1View Home Page, click OK on the Alert then

click on the **New Version Available** or **Mandatory Version Available** link at the bottom of the screen.

- Optionally, you can download the Update (patch) installer from the Technical Publication website: <https://ww2.txtav.com/TechnicalPublications> to install at any time.