

**Instructions for Downloading Databases from
Collins Aerospace Flight Database Services Website**

Link: [Collins Aerospace Flight Database Services Website](#)

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SUPPORT

Database Tech Support – Data Content and Database Downloading

Monday-Friday 7:30 a.m. – 4:30 p.m. CST

Telephone: 1.319.295-5000 - *Option 1 > Option 2 > Option 1*

After Hours Customer Support:

Telephone: 1.319.295-5000 - *Option 1 > Option 1*

E-mail: CollinsDatabaseTech@rockwellcollins.com

Customer Support – Database Aircraft Uploading and Data Loaders

Telephone: 1.319.295-5000 - *Option 1 > Option 2 > Option 2*

Email: CustomerServices@rockwellcollins.com

Database Subscriptions

Database Subscription Department

Monday-Friday 7:30 a.m. – 4:30 p.m. CST

Telephone: 1.319.295-5000 - *Option 3*

Fax: 1.319.295-8757

E-mail: fmssubs@rockwellcollins.com

Database Alerts, Exclusions, and Certifications

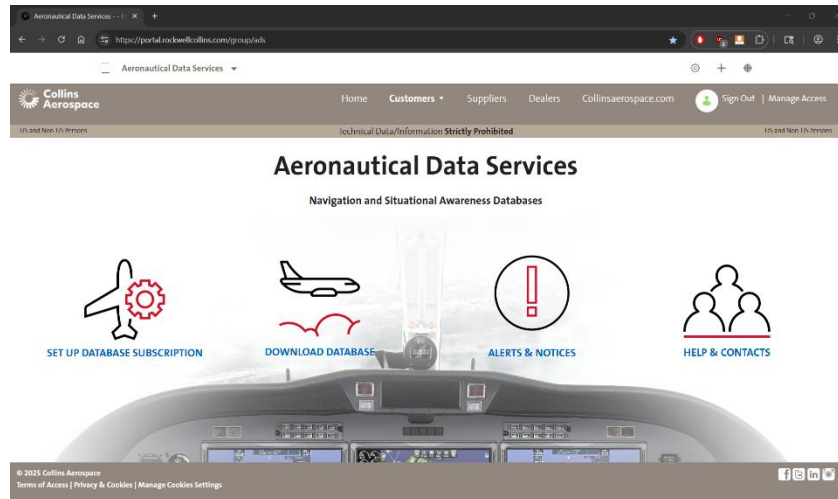
Link: [Navigation Database Alerts](#)

Downloading and Extracting Databases


Go to the Collins Aerospace Database Services web site - <https://portal.rockwellcollins.com/web/ads>

Click on the **Download Database** link.

1. Login with your Database Service user name (e-mail address) and password.



2. If you need password assistance, please call 888-721-3094 (U.S. and Canada). All other locations- +800-72130941



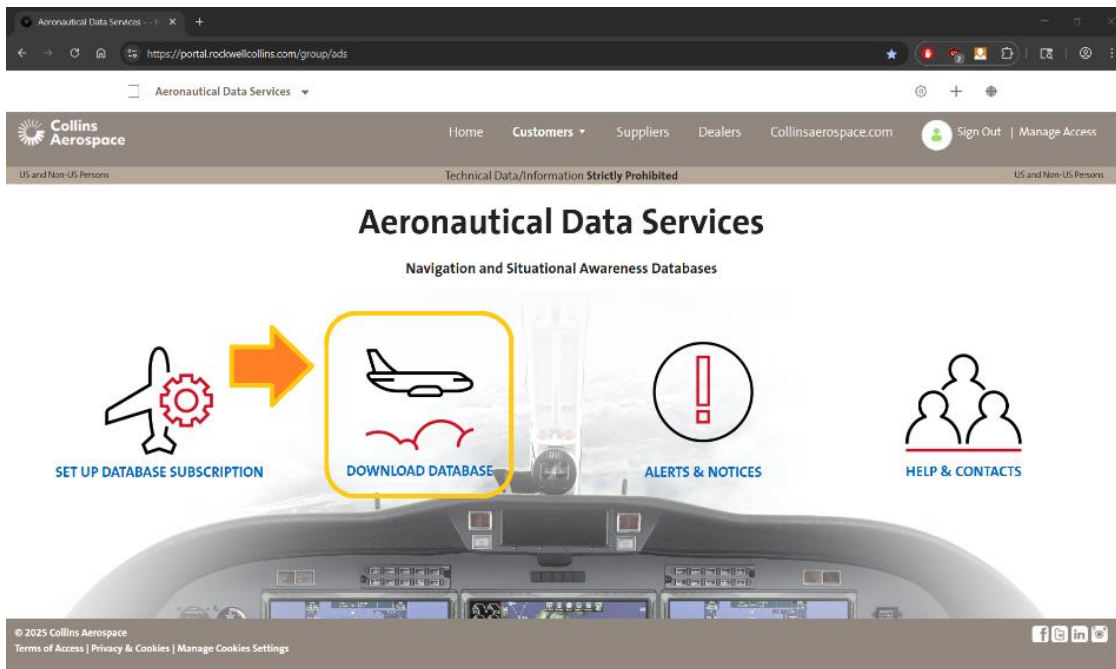
Email

Password

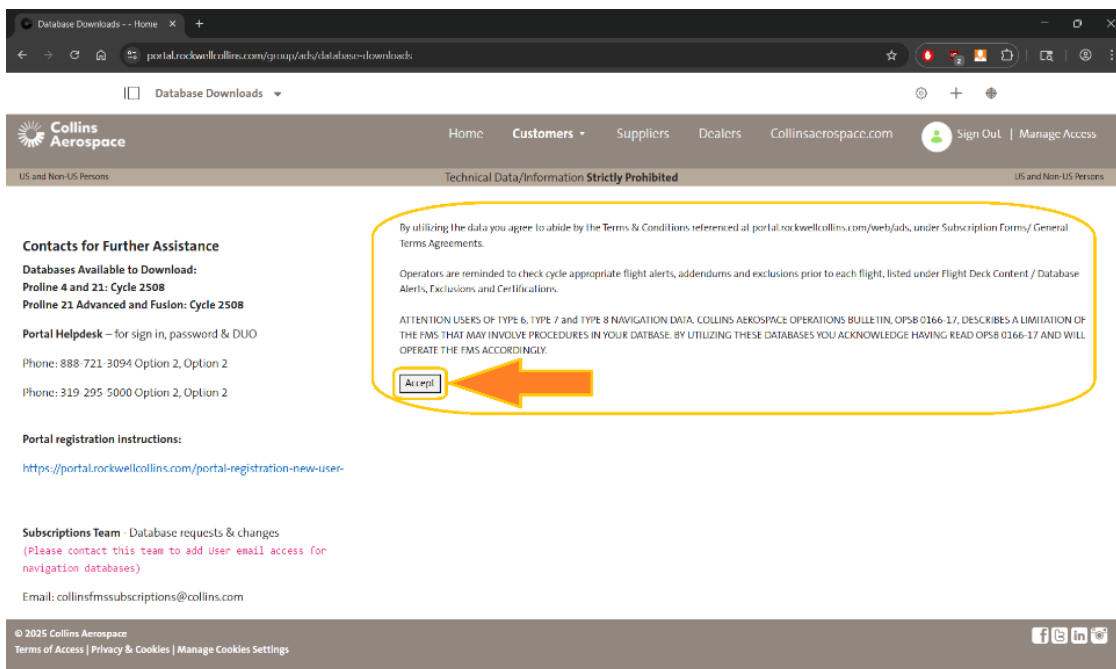
Log In

[Create new account](#)
[Forgot password / Reset password](#)
[Help](#)

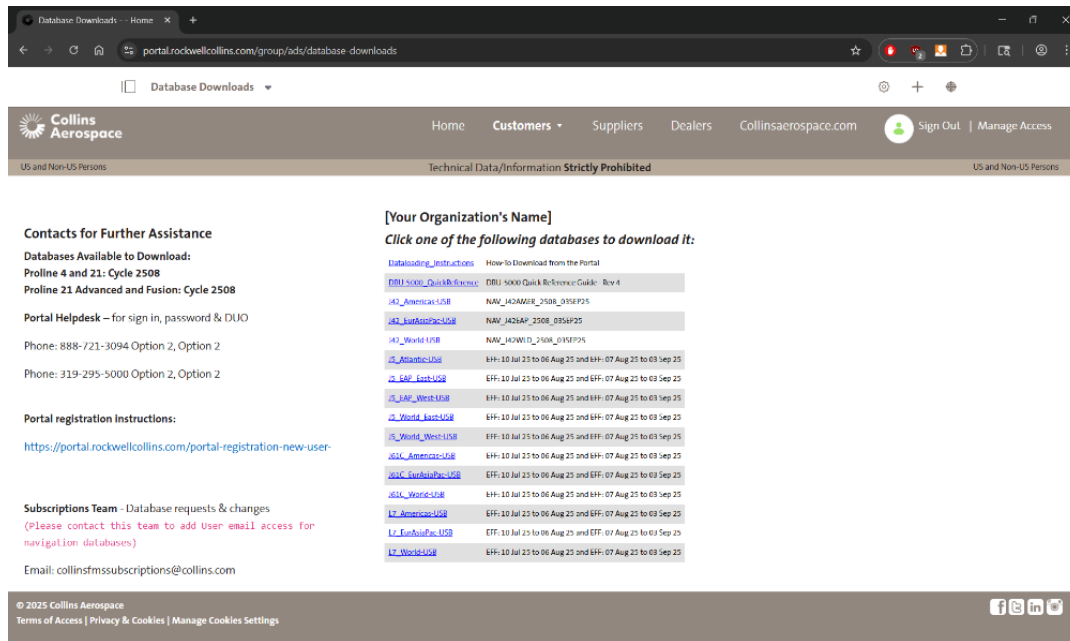
3. Select Download Database



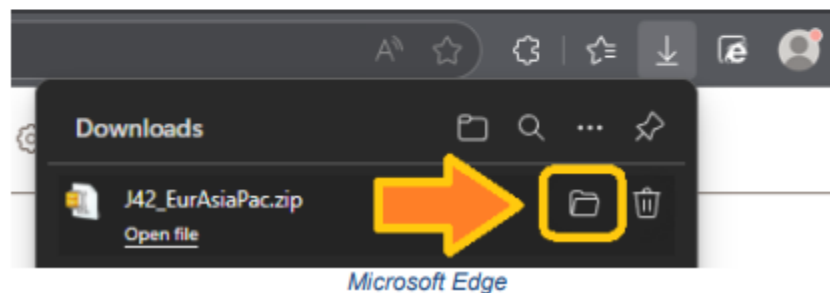
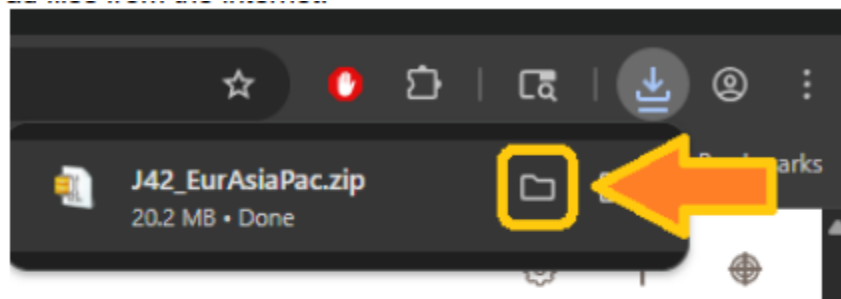
4. A disclosure message will appear. You must click the “Accept” button to view your databases.



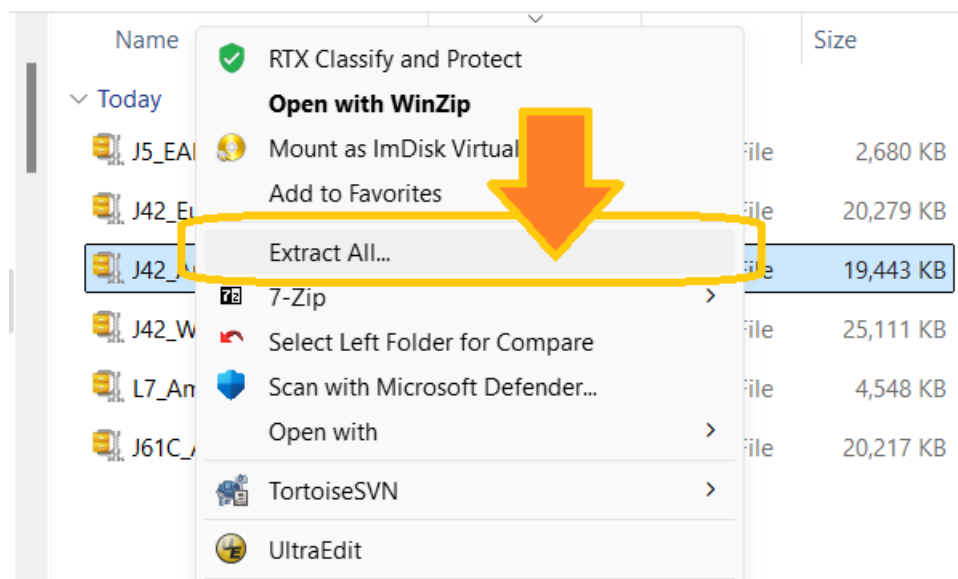
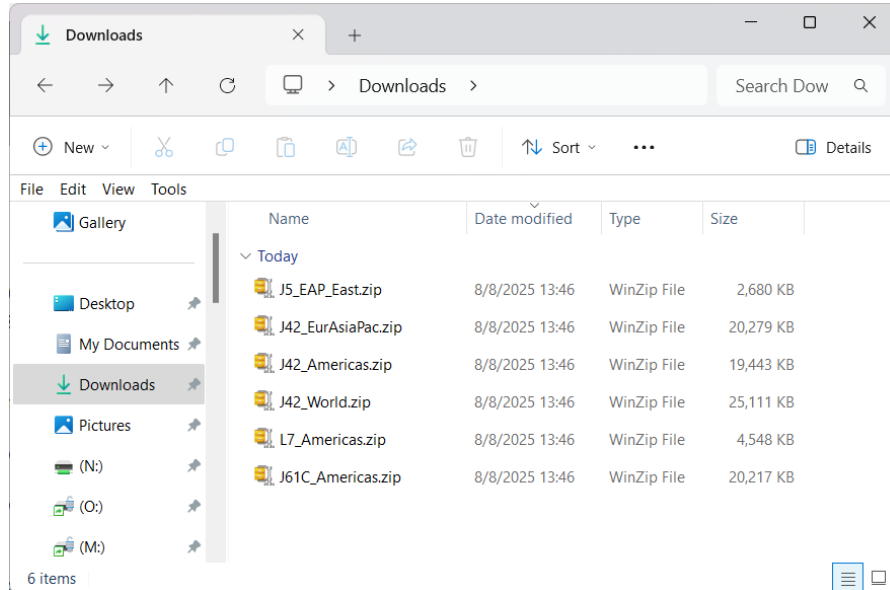
- Click the database you'd like to download.



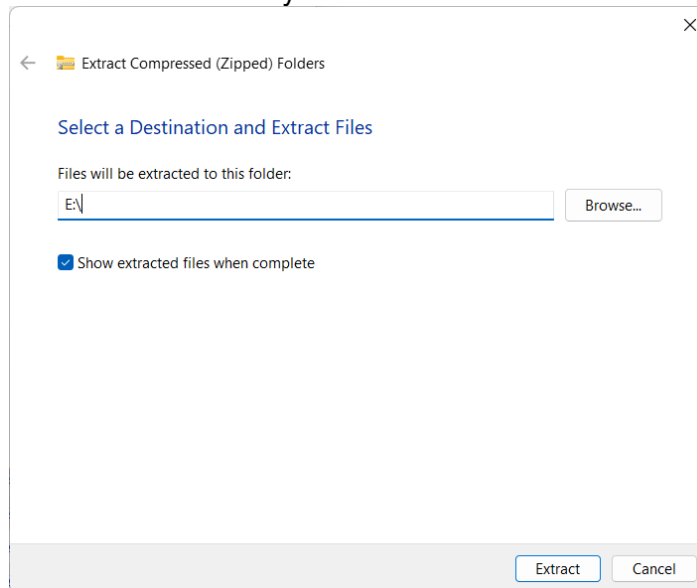
- Click the **Downloads** folder for your appropriate browser and open the folder where you choose to download files from the internet.



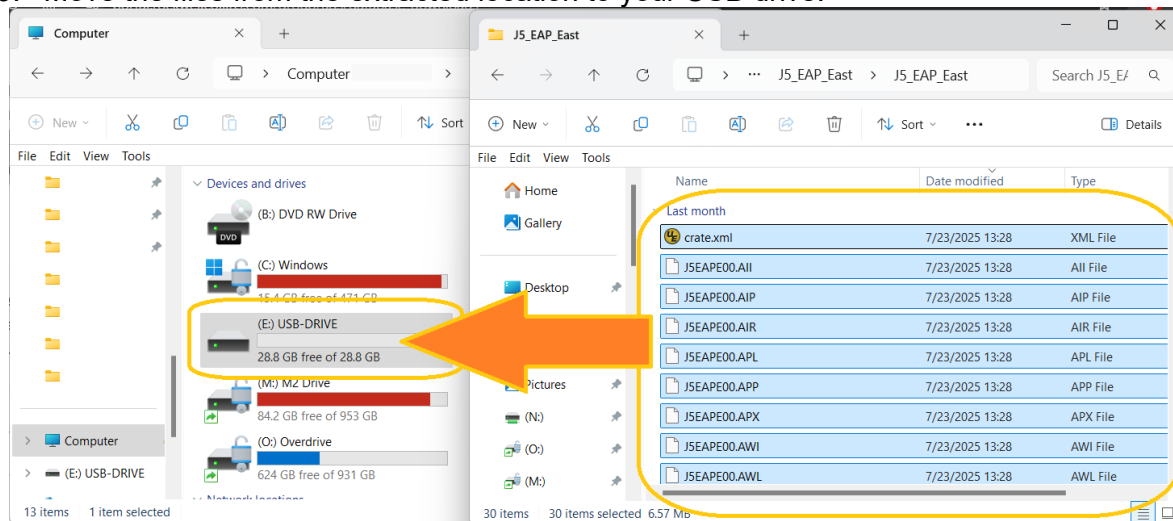
7. After navigating to the folder where your downloads are, right-click on the ZIP file of the database you'd like to extract. Depending on the program you use to unzip folders, your selection may vary.



8. Extract / Unzip the files to a location you can find.



9. Move the files from the extracted location to your USB drive.



10. Navigate to the USB drive folder. You should see the new files that were created during the unzipping process. You may now remove your USB drive and proceed to upload the databases into the aircraft.

Non-Enhanced DBU-5000 Pro-Line 4 or Pro-Line 21 non-IFIS Equipped Aircraft

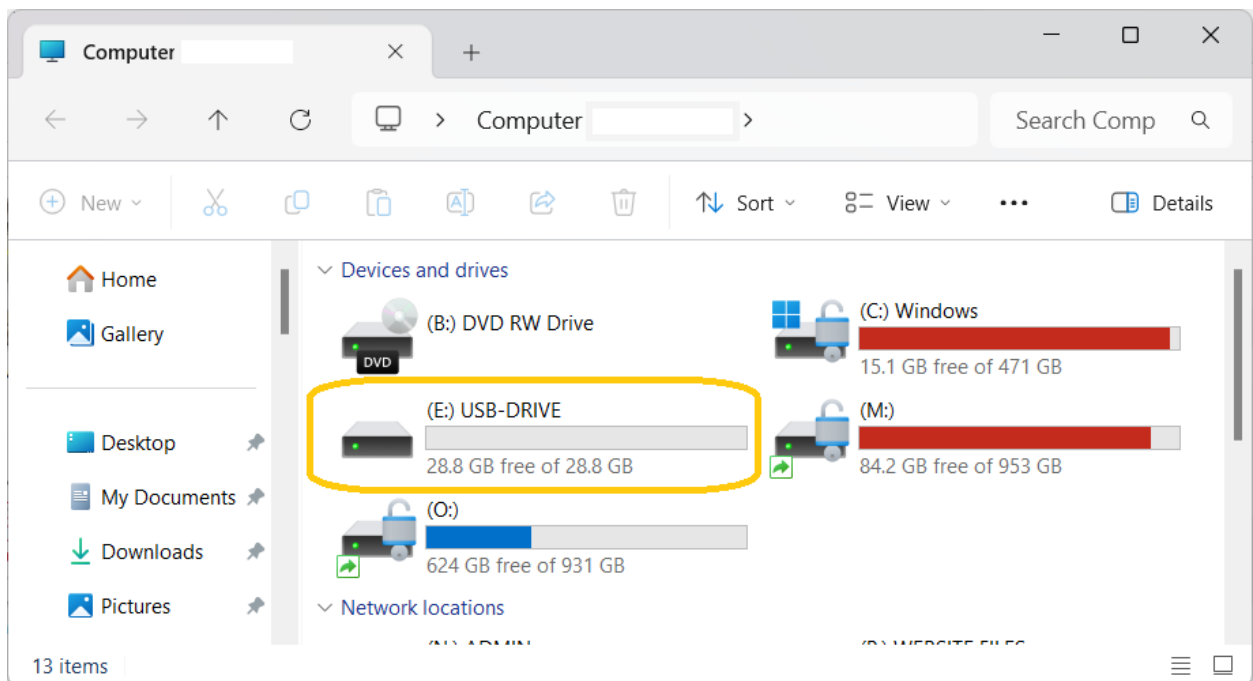
If you have a Non-Enhanced DBU-5000, the database files must be *unzipped* to the root directory of the USB memory stick and only one database can be loaded at a time.

Enhanced DBU-5010E Pro-Line 21 IFIS Equipped Aircraft

If you have an Enhanced DBU-5010E, you have the ability to create folders and load multiple databases onto the memory stick at one time. On page 10 of this document there are recommendations to manage your USB memory stick folders as shown below.

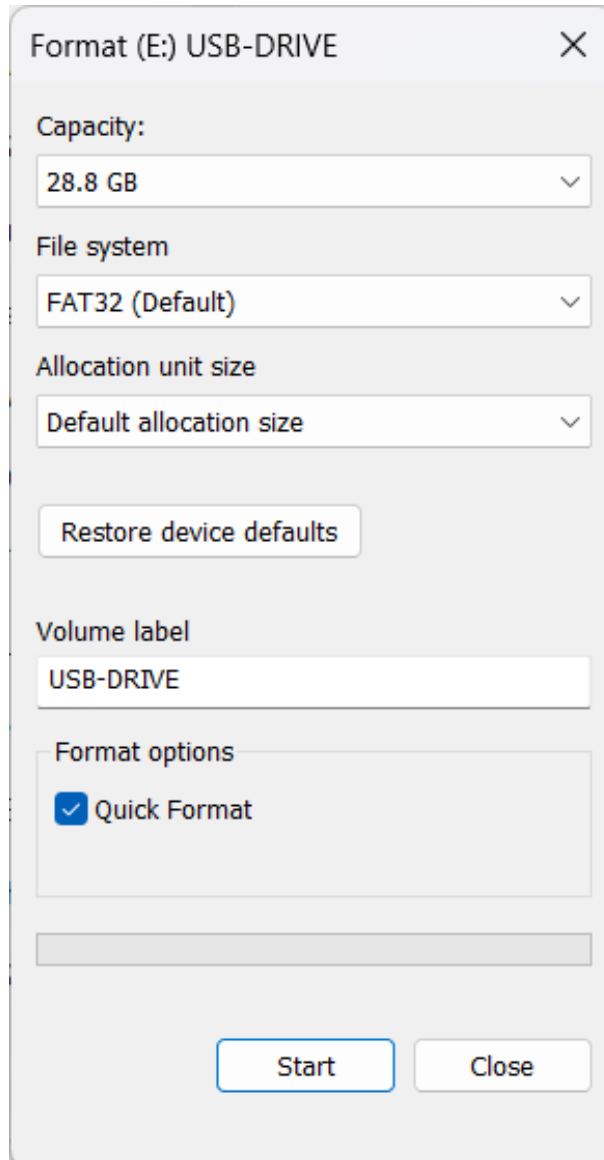
USB Drive Management

1. Begin with a blank, 1 GB (min.), USB memory stick. Insert into USB drive of computer.
2. Open ***This PC*** or ***My Computer*** and select the USB Removable Disk drive. In this example it is (E:).



3. **ATTENTION: Formatting a USB Drive will Delete ALL data and information stored on the drive. Please save any data you wish to keep from the drive somewhere safe before proceeding to this next step.**

Now **right-click** on your USB drive and select the **Format** option. Ensure your USB drive is using a **File System** of **FAT32** or **exFAT** to function properly. Keep the Allocation unit size at its **Default** value. You may name your USB drive as you see fit for your own use. You may then Click the **Start** button on the bottom and the USB drive will be formatted and ready for use.



Format (E:) USB-DRIVE

Capacity:
28.8 GB

File system
FAT32 (Default)

Allocation unit size
Default allocation size

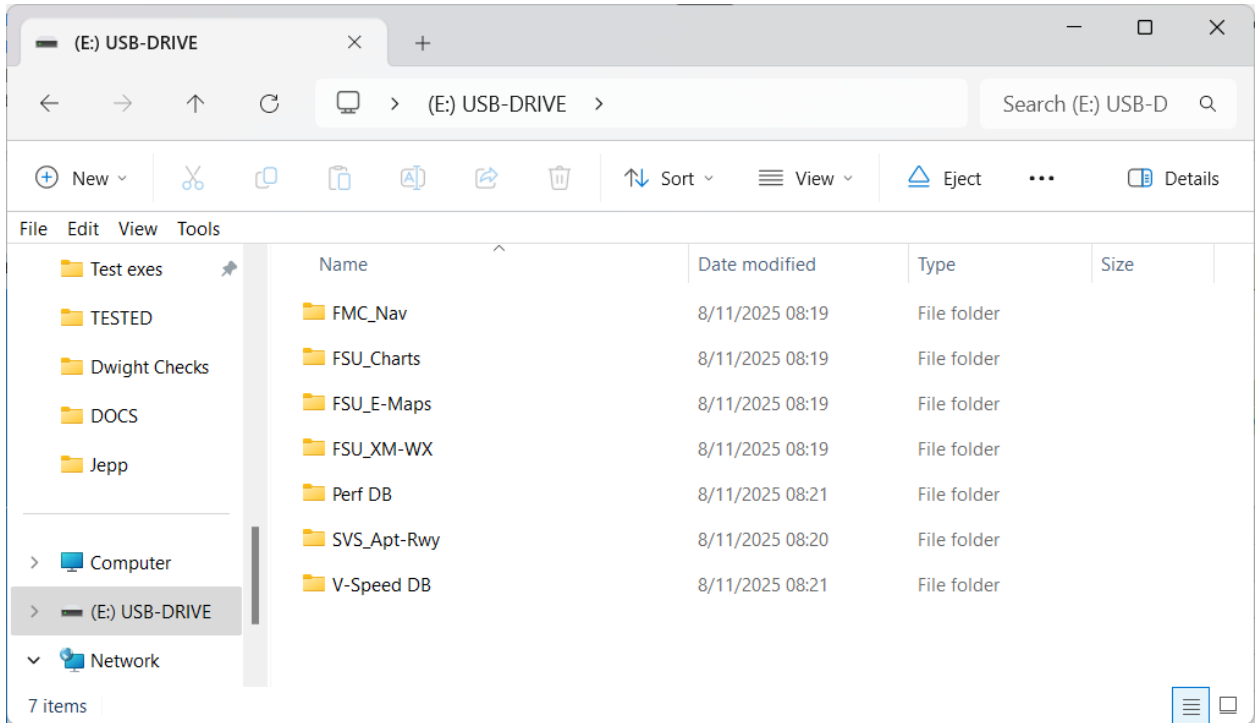
Restore device defaults

Volume label
USB-DRIVE

Format options
☒ Quick Format

Start Close

4. The enhanced DBU-5010E is capable of reading databases located in *folders* on the USB memory stick. This allows you to have all your databases on one stick at the same time. We recommend you set up the following directories on your USB memory stick. These are only recommendations to help organize the databases and may be altered as necessary.



5. If you would like to add more folders, click on the **New** button on the top left of your File Explorer. There you can select **Folder** and name it appropriately for your new database.

