

## New to Collins Aerospace?

The following is a quick guide on how to get started understanding subscriptions, setting up subscription services, and accessing publications.


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**NOTE:** To help with understanding the steps below, a Bombardier Challenger 300 (Pro Line 21 with IFIS) with SCID number 832-4118-042, will be used as an example aircraft. Please ensure to select the information appropriate to your specific aircraft. [Any text below in blue will reference the information chosen for the example aircraft.](#)

## A. Familiarize yourself with specific databases for your aircraft

1. Go to [www.rockwellcollins.com/fms](http://www.rockwellcollins.com/fms)
2. Select **Subscription Information** link from the *Database and Software Updates* column on the left side (highlighted in red below).




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[Support](#) > [Database & Software Updates](#) > [Flight Deck Content](#)

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### Flight Deck Content



#### Database & Software Updates

**Flight Deck Content**

- Coverage Maps
- Database Alerts, Exclusions and Certifications
- Subscription Information**
- Subscription Forms
- Simulation Software

To our valued pilots and directors of flight operations,

On Dec. 6, 2018, the Federal Aviation Administration (FAA) posted an Airworthiness Directive (AD) notice of proposed rulemaking (NPRM) for Pro Line 4 and 21-equipped operators equipped with FMS 3.3X through 4.X to address an issue that can occur when a "Climb To" altitude has been edited either manually or by using the Temperature Compensation (Temp Comp) feature. Collins Aerospace (Rockwell Collins) issued an Operators Service Bulletin (OPSB) 0166-17R5 about this FMS issue on July 25, 2018.

The NPRM is the official document that announces and explains the FAA's plan to address a problem or accomplish a goal. All proposed rules must be published in the Federal Register to notify the public and to give them an opportunity to submit comments. The proposed rule and the public comments received on it form the basis of the final rule. The NPRM is available [here](#) and will be open for public comment until Jan. 22, 2019. Collins Aerospace is drafting its own comments and will post prior to the deadline.

#### Customer support

When calling our support line, use this [phone menu](#) to help expedite your call.

[Log in or request an account](#)

[Download Database](#)  
Account required

**Database and IFIS Subscription Questions**  
Phone: 319-295-5000  
Fax: 319-295-8757  
[fmssubs@rockwellcollins.com](mailto:fmssubs@rockwellcollins.com)

**Database Technical Support**  
Phone: 319-295-5000  
[collinsdatabasetech@rockwellcollins.com](mailto:collinsdatabasetech@rockwellcollins.com)

#### Maintenance Diagnostic Computer (MDC)

Download [Maintenance Diagnostic Computer \(MDC\)](#) tables and checklists, as well as updates regarding the product.  
Account required

#### LPV Solutions

More than 3,000 precision approaches get you closer to your destination; saving fuel, saving time. [Learn more](#)

3. Under *New user information and instructions*, select **Pro Line 4\_21 - Flight Database Services** to learn more about the subscription options for aircraft equipped with Pro Line 4 or Pro Line 21.

**Example: Bombardier Challenger 300 would select Pro Line 4\_21 - Flight Database Services**

4. For Pro Line Fusion equipped aircraft, select a specific aircraft type to determine subscriptions available. Select **Pro Line Fusion- Flight Database Services** for a detailed description of the databases.

## Subscription Information

Learn more about Fusion databases

**Flight Deck Content**

Coverage Maps

Database Alerts, Exclusions and Certifications

Subscription Forms

**Subscription Information**

Learn more about PL 4 and PL 21 databases

If you have Pro Line Fusion click the link for your specific aircraft to learn what database options you have

New user information and instructions

**Pro Line Fusion - Flight Database Services** - (Download - 1.54 MB)

- Cessna Citation CJ3 Database Reference Sheet - (Download - 1MB)
- Global 5000/6000 Database Reference Sheet - (Download - 1MB)
- Proline 4\_21 - Flight Database Services** - (Download - 1.5 MB)
- AgustaWestland Situational Awareness Package - (Download - 1MB)
- Gulfstream G280 Database Reference Sheet - (Download - 1MB)
- Embraer L450 & L500 Database Reference Sheet - (Download - 1MB)
- C Series CS 100 & CS 300 Database Reference Sheet - (Download - 1MB)
- King Air Fusion Database Reference Sheet - (Download - 1MB)
- COMAC ARJ21 Fusion Database Reference Sheet - (Download - 1 MB)

Pro Line 4/21 navigation database information sheets

- Jeppesen Sanderson, Inc. Supplied Data - (Download - 240 KB)
- Lufthansa Systems FlightNav, Inc. Supplied Data - (Download - 240 KB)

Applicable part numbers

- List of Applicable FMC Part Numbers

## **B. Identify your XM Radio ID (if purchasing XM Graphical Weather)**

1. To purchase an XM Graphical Weather subscription, the XM Radio ID will need to be identified. Later in this process (See **Section F**), the Radio ID will be needed to set up a subscription with the XM Weather Service Provider.

For Pro Line 21 users, follow this procedure to determine your Radio ID: [Identifying XM Receiver ID ProLine 21](#)

For Pro Line Fusion users, refer to your aircraft's Pro Line Fusion Operator's Guide for instructions on locating the Radio ID.

## **C. Identify your SCID/HSCD number and Navigation Database (NDB) type**


1. In order to determine what type Navigation Database is needed, the SCID/HSCD number will need to be identified.

Use this procedure to determine the SCID/HSCD # for Pro Line 4 or Pro Line 21 users: [PL 21 Navigation Database and SCID Identification](#)

For Pro Line Fusion users, navigate to <https://portal.rockwellcollins.com/web/support-self-service/self-help-articles> for instructions specific to finding the HSCD # in your aircraft type.

2. Once the SCID/HSCD # has been identified, navigate back to [www.rockwellcollins.com/fms](http://www.rockwellcollins.com/fms). Select the **Subscription Information** link again under *Database and Software Updates*.

## Flight Deck Content



**Database and Software Updates**

**Flight Deck Content**

- Coverage Maps
- Database Alerts, Exclusions and Certifications
- Subscription Information**
- Subscription Forms
- Simulation Software

To our valued pilots and directors of flight operations,

Rockwell Collins announced that Thursday, Dec. 14, 2017 (Cycle 1713 Revision A), we are reinstating the approximately 10,000 flight management system (FMS) navigation database procedures that were removed as a result of the FMS temperature compensation issues first described in our operator's bulletin [OPSB 0166-17](#).

We have released an updated operator's bulletin, OPSB 0166-17R4 detailing a limitation of FMS versions 3.3.X through 4.X and the actions to which operators must immediately be aware and comply. Please note that changing "Climb to" altitudes in departures and missed approaches and the FMS temperature

**Customer support**

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[Log in or request an account](#)

[Download Database](#)  
*Account required*

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**Maintenance Diagnostic Computer (MDC)**

Download [Maintenance Diagnostic Computer \(MDC\)](#) tables and checklists, as well as updates regarding the product. *Account required*

**LPV Solutions**

More than 3,000 precision approaches get you closer to your destination; saving fuel, saving time. [Learn more](#)

[LPV equipped airports](#)

**Resources**

[Database Availability and Effectivity](#)

3. Under *Applicable Part Numbers*, select the link for **List of Applicable FMC Part Numbers**. Use the SCID/HSCD number and FMC part number to determine what type of Navigation database (NDB) is needed.

**Example: For a CL-300 with Pro Line 21 IFIS equipped and SCID # 832-4118-042, this aircraft would use a Type 7 Navigation database.**

## Subscription Information

### Flight Deck Content

[Coverage Maps](#)

[Database Alerts, Exclusions and Certifications](#)

[Subscription Forms](#)

### Subscription Information

#### New user information and instructions

- [Pro Line Fusion - Flight Database Services](#) - (Download - 1.54 MB)
- [Cessna Citation CJ3 Database Reference Sheet](#) - (Download - 1MB)
- [Global 5000/6000 Database Reference Sheet](#) - (Download - 1MB)
- [Proline 4\\_21 - Flight Database Services](#) - (Download - 1.5 MB)
- [AgustaWestland Situational Awareness Package](#) - (Download - 1MB)
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#### Pro Line 4/21 navigation database information sheets

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- [Lufthansa Systems FlightNav, Inc. Supplied Data](#) - (Download - 240 KB)

#### Applicable part numbers

- [List of Applicable FMC Part Numbers](#)




## D. Use a coverage map to determine your NDB needs

1. Navigate to [www.rockwellcollins.com/fms](http://www.rockwellcollins.com/fms) and select the link for **Coverage Maps** under *Database and Software Updates*. Use this to explore the different coverage maps based on the type NDB needed (i.e. Type 4, Type 5, Type 6, etc.)

**Example:** For a CL-300 using a Type 7 database that operates only inside the U.S. and Canada, the appropriate choice would be either a Jeppesen or Lufthansa Type 7 AMERICAS coverage region.

### Flight Deck Content



**Database and Software Updates**

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## E. Complete the forms to start your database subscription service

1. Navigate to [www.rockwellcollins.com/fms](http://www.rockwellcollins.com/fms) and select the link for **Subscription Forms** under *Database and Software Updates*.

### Flight Deck Content



**Database and Software Updates**

- Flight Deck Content
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2. Select the link applicable to your aircraft.

For Pro Line 4 and Pro Line 21 users, select the link titled **Navigation Database** under *Business & Regional- Pro Line 4/21*. For all other users (including Pro Line Fusion), select the link applicable to your aircraft.

**Example: For a CL-300 aircraft with Pro Line 21 I would select the Navigation Database link under Business & Regional- Pro Line 4/21.**



## F. 3<sup>rd</sup> party Service Providers for Jeppesen charts and/or graphical weather

1. To have Jeppesen electronic charts for your aircraft, you must download a subscribed charting database through the Jeppesen website. Please contact Jeppesen at 1-800-553-7750 or [ba-customerservice@jeppesen.com](mailto:ba-customerservice@jeppesen.com) to set up a subscription.
2. To have XM Graphical Weather services, you can download the database through the Collins Aerospace database portal (similar to your Navigation Database). In addition, you must create an XM Subscription with the service provider. Please contact XM Weather at 1-800-985-9200, and have your Radio ID available (see **Section B** of this document).

## G. Downloading databases from the Collins Aerospace Portal

1. Navigate to [www.rockwellcollins.com/fms](http://www.rockwellcollins.com/fms). Login in or create an account using the **Log in or request an account** link on the right hand side under *Customer Support*.
2. Then select the **Download Database** link once you are logged in.

### Flight Deck Content



**Database and Software Updates**

**Flight Deck Content**

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- Database Alerts, Exclusions and Certifications

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**Customer support**

When calling our support phone menu to help expedite your request.

**Step 1**

Log in or request an account

**Step 2**

**Download Database**  
Account required

Database and IFIS Subscription Questions  
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Fax: 319-295-8757  
[fmssubs@rockwellcollins.com](mailto:fmssubs@rockwellcollins.com)

Database Technical Support  
Phone: 319-295-5000  
[collinsdatabasetech@rockwellcollins.com](mailto:collinsdatabasetech@rockwellcollins.com)

**Maintenance Diagnostic Computer (MDC)**

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3. Use the following link for instructions on downloading databases to a USB Flash Drive:  
[Database Web Download](#) (PDF) or [Database Download Instructions](#) (Video)

## H. Loading databases to the aircraft

1. Determine what type of data loader is on the aircraft and use one of the following links for instructions on how to load databases.

CPAS-3000 users: [CPAS Installation Guide](#)

PCD-3000 users: [PCD Installation Guide](#)

DBU-5000/5010E users: [Non-IFIS Data Loading](#) or [IFIS Data Loading](#)

Pro Line Fusion users: [Fusion Data Loading](#)

## I. Setting up IFIS Jeppesen Charts

1. After successfully setting up the Jeppesen charts subscription by contacting Jeppesen, (see **Section F**) and downloading the Jeppesen charts database from the Jeppesen JDM portal, the last step will be to finish setting up the IFIS Jeppesen charts on the aircraft. First, obtain the Subscription number (VNX #) and/or any 10-character Region Codes (access codes) from Jeppesen.

2. Next, use the following procedure to configure the chart information.

For Pro Line 21 IFIS users: [IFIS Chart Subscription Setup](#)

For Pro Line Fusion users: [Entering Jeppesen Subscription Code And Checking Operation of Jeppesen Charts](#) (Video)

**NOTE:** Questions regarding specific subscription services, or regarding databases that are available on the Collins Aerospace portal, please contact the FMS Subscriptions Group at (319) 295-5000 Option 3, or via email at [fmssubs@rockwellcollins.com](mailto:fmssubs@rockwellcollins.com), Monday through Friday from 7:30 AM CST to 4:30 PM CST.

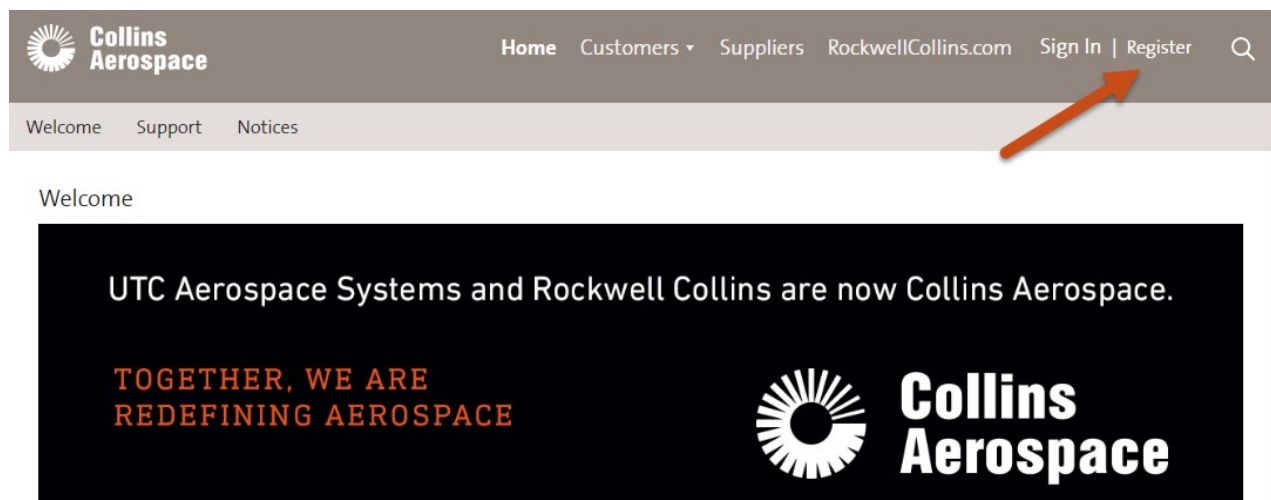
For technical questions regarding the above procedures, please contact Collins Aerospace Avionics Support at (319) 295-5000 Option 1, Option 1, or by email at [avionicssupport@rockwellcollins.com](mailto:avionicssupport@rockwellcollins.com).

## J. Creating a publications account and accessing publications

To gain access to Technical Publications through Collins Aerospace, please visit:

[Portal.RockwellCollins.com](https://portal.rockwellcollins.com)

Upon selecting Register, you will be prompted to enter detailed information in regards to your account request.



Welcome - - Home
New User Registration

Secure
https://profile.rockwellcollins.com/rcWebApp/selfRegister.do

### New user registration

**Create Account** -> Confirmation -> Review Terms of Access -> Request Capabilities

**Provide your profile information to begin registration**

\* indicates a required field

**Describe your primary reason for requesting a Rockwell Collins account \***

- ☐ To access catalogs, technical publications, downloads, dealer resources, reliability data, and other tools.
- ☐ To access the Supplier Portal, a collection of resources for suppliers to Rockwell Collins.

User ID (Email address):  \*

First name:  \*

Middle initial:

Last name:  \*

Job title:  \*

Company:  \*

Name of supervisor:

Address line 1:  \*

Address line 2:

City:  \*

State, Province or Region:  \*

Postal code:  \*

Country:  ▼ \*

Work phone number:

Work phone extension:

Best time to call:  ▼

Rockwell Collins point of contact:


Comments:

**Create your password**

New password:  \* [View password policy](#)

Confirm password:  \*

**Validation code:**

☐ I'm not a robot


Once you have completed the form, select the submit button at the bottom of the page. You will then receive information about your request. If you do not receive any email in regards to your request, please use the ID information and call 319-295-2000 for 24/7 assistance.



### New user registration

Create Account -> **Confirmation** -> Review Terms of Access -> Request Capabilities

Thank you for your interest in Rockwell Collins.

Your next steps will be to view and accept our Terms of Access and then select the desired capabilities. You will receive an email from [portaladmin@rockwellcollins.com](mailto:portaladmin@rockwellcollins.com). Please add this address to your email address book and check your junk mail folder for messages that may have been inadvertently placed in this folder.

Your request ID for tracking purposes is 1181641. If you have any questions, or if you would like more information, please [contact us](#) and mention communication ID REG-525.

Close

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If your account has been processed successfully you will receive an email with the following information:

#### Rockwell Collins Portal profile created >



[portaladmin@rockwellcollins.com](mailto:portaladmin@rockwellcollins.com) via [Email](#)  
to [portaladmin@rockwellcollins.com](#)

*This message has been auto-generated. Please do not respond to this message.*

Your Rockwell Collins profile has been created with user ID [1181641](#). The next step will be to review and accept our [Terms of Access](#).

If you are unable to click the link above, please copy and paste the following URL into your browser: <https://profile.rockwellcollins.com/rcWebApp/>

Your request ID for tracking purposes is [1181641](#). If you have any questions, or if you would like more information, please [contact us](#) and mention communication ID REG-525.

#### Customer Portal:

[www.rockwellcollins.com/customer](http://www.rockwellcollins.com/customer)

#### Supplier Portal:

[www.supplycollins.com](http://www.supplycollins.com)



Once you select the link within the email you will be taken to the Terms of Access page:



### New user registration

Create Account -> Confirmation -> **Review Terms of Access** -> Request Capabilities

## Terms of Access

The following are terms of a legal agreement between any user ("you" or "User") of this Web site or Database, and Rockwell Collins. By accessing, browsing, and using this Web site or Database, you acknowledge having read, understood and hereby agree to be bound by these terms and conditions, as modified or amended from time to time and each time you access the Web site or Database, you reconfirm your agreement. Therefore, it is recommended that you frequently review the Terms of Access and policies so that you understand the terms and conditions that apply to your use of the site.

☐ By clicking here I confirm that I have read, understood, and agree to the Terms of Access.

**IMPORTANT!** After accepting the Terms of Access, you will be directed to the login page. If you are not able to log in on your first attempt, please wait 15 minutes and try again, as there may be a delay while our systems synchronize.

After logging in, you can request access to desired capabilities.

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Once you accept the terms of access you will be taken to the Manage Profile page:



[Manage Profile](#) | [Manage Password](#) | [Track Requests](#) | [Manage Access](#)

### Manage Profile

#### Your Profile Information

User ID (Email address):  
First name:  
Middle initial:  
Last name:  
Job title:  
Company:  
Name of supervisor:  
Address line 1:  
Address line 2:  
City:  
State, Province or Region:  
Postal code:  
Country:  
Work phone number:  
Work phone extension:  
Best time to call:  
Rockwell Collins point of contact:  
Comments:

Once you open the Manage Access page, you will be prompted with a list of capabilities that you can enable for your account. Select the Technical Publications and Training checkbox, and then Submit.



[Manage Profile](#) | [Manage Password](#) | [Track Requests](#) | [Manage Access](#)

## Manage Access

### Requested capabilities

View the capabilities you can currently access, as well as the status of pending requests.

### Search for capabilities

Type search criteria in the space provided below and then choose **Find Capabilities**.

### Request Additional Access

Choose additional capabilities that you would like to access, then choose Submit to forward your request to Rockwell Collins. Your request should be processed within two business days.

#### Customer Capabilities

☐ Airline

Access news, contacts and product information specific to Air Transport aircraft owners and operators.

obtain order status.

☐ Technical Publications and Training

Identify, view and download the most current version of a publication, service bulletin, and related documents by part number, equipment type, system, and similar functions. For FMS Navigation Database, please access <http://www.rockwellcollins.com/fms>

☐ Worldwide Rental Exchange Catalog

Access the Rockwell Collins Worldwide Rental Exchange Catalog in Adobe® PDF format

#### Supplier Capabilities

☐ Accounts Payable

View dates that items are scheduled to be paid as well as the history of past payments.

 Quotes

Allows suppliers to view and respond to Electronic Requests for Quotes also known as eRFQs. The portal then completes all quotes and programmatically selects a winning supplier based on a Total Cost of Ownership formula.

☐ Supplier Scorecard

Allows suppliers to view how they are performing on Rockwell Collins Supply Chain Delivery and Quality measures. Provides details on supplier shipments that are early or late, as well as an overall quality score.

After submitting your request, please allow time for our Publications and Training Distribution team to process your account to activate the publications associated to your company.

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[Manage Profile](#) | [Manage Password](#) | [Manage Access](#)

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## Thank you

Most requests are processed within two business days. You will receive an email from [portaladmin@rockwellcollins.com](mailto:portaladmin@rockwellcollins.com) once we have processed your request.

Choose **OK** below to return to the Manage Access page.

If you have not heard back from our team within 2 business days, please contact our Publications and Training Distribution team at [Pubstrain@rockwellcollins.com](mailto:Pubstrain@rockwellcollins.com) or by calling 319-263-4727.

Thank you for choosing Collins Aerospace!