

1View Frequently Asked Questions

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 more information, visit our website: pubs.txtav.com

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.

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.
- Ecommerce permissions can be requested on the “My Tools” page.
<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.

Where are the Weight and Balance Manuals?

- Weight and Balance manuals are located under the “Flight” heading on the Table of Contents page.

Why do I get an error when I use Search?

- Search results do not include Flight manuals.
- 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 of 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 of 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.

How do I print specific pages of a document?

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

Why are there no categories appearing in the annotations dropdown?

- The Categories dropdown is managed by individual companies. To add, remove, or change a category appearing in the annotations dropdown, select the “Category” icon appearing in the document toolbar.

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.

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.
- Clicking the “Clear” button will remove all graphic annotations that have been created since the last Save.
- Clicking the “Delete All” button will remove all graphic annotations on this document. User will have to click “Save” to save the removal of all of the annotations.

Which browsers work best with 1View?

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

Which browsers will work with 1View?

- Chrome – 49, 50, 51, or most current version
- Firefox – 45.0, 46.0, 47.0, or most current version
- IE – 9, 10, 11, or most current version
- Safari (MAC only) – 9.1 or most current version

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

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: 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.
- Click “Manage Subscriptions” to purchase additional libraries and renew subscriptions for expired libraries.
- Ensure an error did not occur during the download or install process.

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?

- 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.