

Jeppesen Tailored Charts for Avionics

Frequently Asked Questions

Q. What is Tailored Charts for Avionics?

A. Jeppesen Tailored Charts for Avionics is an extended service/usage for all customers subscribing to tailored chart services who operate qualifying-avionics equipped aircraft. This service enables your tailored charts to be viewed on front panel avionics displays.

Q. As the customer, why would I want to subscribe to this service?

A. If you currently, or plan to, subscribe to Jeppesen tailored charts and you operate an aircraft equipped with certified avionics that can display Jeppesen charts, there are many reasons to subscribe to this optional service.

- ☑ More options and flexibility to display chart navigation information. All charts within a subscription coverage (tailored and standard) can be accessed independently between EFBs or the front panel.
- ☑ More efficient workflows are possible because the flight deck crew can work independently as needed to plan and execute their tasks. For example, the avionics can display the active phase of flight whereas the EFB can be used for the next phase of flight or other flight-deck purposes.
- ☑ Pilots identify mission or company relevant data more easily and are able to focus more on flying. That means less heads-down time and more situational awareness tools.

Redundancy, redundancy, redundancy. Independent systems and data distribution processes between mobile and avionics provides less disruption to flight operations in the rare event one encounters issues.

See Tailored Charts for Avionics [landing page](#) for more details.

Q. Who should I contact at Jeppesen to learn more about this service?

A. Please contact your Jeppesen sales or account management representative. If you do not have a representative, please fill out the contact us form on this product page and a representative will be in touch with you.

Q. Which avionics equipment support tailored charts?

A. Generally speaking, any avionics systems that can display Jeppesen charts could support tailored charts. However, in some technical cases, the manner in which each avionics system implemented the specifications can vary, resulting in limitations for displaying some tailored charts. Due to the complex nature of this charting service, Jeppesen will only offer tailored charts for systems that have been fully tested and approved. Please contact your Jeppesen sales or account management representative to learn more. If you do not have a representative, please fill out the contact us form on this product page and a representative will be in touch with you.

Q. Are there avionics software configuration settings required before Jeppesen tailored charts can be utilized?

A. In many cases, the avionics system includes optional software upgrades, and depending on the avionics make/model/configuration, the avionics may require the appropriate software update to view Jeppesen charts. This is typically offered by the aircraft OEM, avionics OEM or approved dealer. Jeppesen does not offer these software upgrades so you should consult the OEMs or dealer prior to onboarding Jeppesen tailored charts for the avionics system.

Q. Is Jeppesen Chartlink supported with this service?

A. Chartlink, which is widely offered with many avionics systems, is not supported with the tailored chart service due to technical and process limitations.

Q. Can I include VFR charts in my tailored charts databases?

A. Yes, if the avionics configuration for your aircraft can support Jeppesen VFR charts. Not all avionics systems can handle VFR charts, so please contact your Jeppesen sales or account management representative to learn more. If you do not have a representative, please fill out the contact us form on this product page and a representative will be in touch with you.

Q. Can the avionics display PDF charts?

A. Avionics cannot display PDF charts. All PDF charts must be converted to TCL (Jeppesen proprietary format) in order to be offered. Please contact your Jeppesen sales or account management representative to see how this is done. If you do not have a representative, please fill out the contact us form on this product page and a representative will be in touch with you.

Q. What data distribution tools/solutions can I use to load tailored charts to the aircraft?

A. The data distribution tool/solutions(s) will vary by OEM and aircraft configuration, where often multiple options are available. JDM (Jeppesen Distribution Manager) will be available in most, if not all, cases. Jeppesen tailored charts distribution is integrated with many OEM wireless/autonomous data distribution capabilities for properly equipped aircraft, so those options may be available. You should consult with the airframe manufacturer and/or avionics manufacturer for more information on their solutions.

Q. What is the update schedule?

A. This service is only offered on a bi-weekly update schedule; aligning with Jeppesen standard chart update cycles.

Q. Does this service offer the ability to do off-cycle updates?

A. At this time, Jeppesen is unable to support off-cycle revisions for Tailored Charts for Avionics due to process limitations. Please contact your Jeppesen sales or account management representative for the latest information. If you do not have a representative, please fill out the contact us form on this product page and a representative will be in touch with you.

Q. How long does it take to set up Tailored Charts for Avionics service?

A. For aircraft/avionics configurations that are approved for this service, it can take 60 days or more to setup in production after the contract is signed. To learn if your aircraft/avionics configuration is supported, contact your Jeppesen sales or account management representative. If you do not have a representative, please fill out the contact us form on this product page and a representative will be in touch with you.

Q. Who do I contact if I am having technical issues getting my charts to display on the avionics?

A. For quickest response, please contact Jeppesen Navigation Support at NavSupport@jeppesen.com or visit [Jeppesen Support Portal](#) to enter a ticket online.