



Garmin Aviation Product Support was ranked #1 for Avionics Product Support for the 5th year in a row by *Aviation International News!*



## For the 5th year running, Garmin is rated the best in product support!

### Taking care of customers - it is priority #1 to us.

At Garmin we take great pride in all aspects of our organization. From great product design, to world class manufacturing and of course - industry leading product support.

Once you have made the choice to install Garmin avionics into your aircraft or pick up the latest and greatest in Garmin portable units nothing is more important to us than your satisfaction with it. That is why we work so hard to make sure that if you do need help, from technical support on how to oper-

ate your new unit, to the ever so rare need for repairs.

At Garmin we have a global product support network of service centers and dealers that are local resources to help address and problems that you may have. From there, you have Garmin corporate technical support just a phone call and an email away.

If you have panel mounted avionics, the first step we recommend is to your local Garmin avionics shop. They can quickly diagnose any issues as well as start the process to get you back up and flying as quickly as possible.

If you have a portable issue, give us a call or drop us a line and we will work with you directly. In any case, have good notes

on what looks to be wrong so we can get to the root cause quickly to save you time and get you doing what you enjoy most - flying.

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## G600 Retrofit Flight Display Now Available for Installation

They say that great things come to those who wait - well the G600 is here and we assure you that the wait was worth it. With some of the best LCD displays we have ever seen, the G600 display (GDU 620) both looks brilliant when turned on, as well as once it is installed in the panel. The GRS 77, GMU 44 and GDC 74 (AHRS, Magnetometer and Air Data computer) make up the additional components in the G600 system and are leveraged from the proven and exceptionally reliable G1000 system that is already installed in over 6000 aircraft in the field, with millions of operating hours.

The one comment that we have had from early customers about what they love with the G600, is just how improved the situational awareness is with a vivid moving map, or approach plate right next to your primary flight instruments. Your scan stays condensed and focused without you having to make major movements of your head, a significant benefit during instrument approaches in IMC.

When you head to your local dealer, be sure to get a quote for the install. There are a number of variables that the avionics shop will need to take into account, and the best way to do this is to look at the aircraft when you make your visit. Garmin has introduced a demo program to our dealer network for counter-top displays of the actual hardware and for those willing, to install in their demonstration aircraft. Get a demo today - you will be as impressed as we are!

## WAAS Upgrades Continue

A key component of any G600 installation is a WAAS navigator from Garmin. If you already have a GNS 5xx/4xx series integrated communication/navigation radio, you can still get those radios upgraded. Current pricing for the upgrade is \$3000 per unit and now includes a complete overhaul of the unit.

During the introductory pricing period that expired at the end of last year, only the main board with the GPS receiver was replaced. If there was anything wrong with the a unit to be sent in for an upgrade, from cosmetic to operational, there was an additional flat rate repair charge.

We still get a lot of questions about the upgrade process, and at the risk of sounding like a broken record - get a quote from your local avionics shop after they do a inspection of your aircraft. There is a lot to be gained from the WAAS upgrade such as improved weather data options when connected to a GDL 69/69A, better weather update rates and faster map redraw. If you interface it with a GMX 200 or a G600 you get added benefits of our MapMX interface that includes synchronizing the zoom scale with the GMX 200 or G600.

WAAS approaches are among some of the easiest to fly and offer a stabilized descent with glide path guidance on nearly every RNAV (GPS) approach, not just to LPV approaches. Just one more thing you should have your dealer give you a demo on!

## Top 3 Portable Unit Care Tips & Questions From the Garmin Pilot Operations Support Team:

1. Keep your unit software up to date. "Everything is Ones and Zeros these days..." System software in your portable device is key to working well and we roll out updates regularly that address most issues, so check the website for the latest and greatest operating software version for your portable GPS.

2. How often should I update my database?

Keeping your Jeppesen NavData current is always a good idea. Airport IDs and navigation aids change on a regular basis, so it pays to stay up to date as much as possible. As a side benefit, annual subscriptions also save you money.

3. Just how good is the XM weather data, particularly the nexrad images?

XM Weather is a top of the line product and worth every penny (in our experience anyway.) You need to know that most data is between 5 minutes old at least (like nexrad) to more than 15 minutes old depending on the data type. This is standard for most all datalink weather systems out there, so be sure to use datalink weather for strategic planning and never for storm penetration.

## Saving "Green?"

We all want to do our part for the environment these days, while also saving money on gas. So, why not use the capabilities of your Garmin navigator to its fullest. Interface to a fuel flow computer to get real time fuel and trip stats. File direct to as many destinations as ATC will let you and last but not least, connect to an air data computer to get real-time winds aloft so can cruise as efficiently as possible.



## Welcome to flyGarmin

As a pilot, you have a lot of critical information to manage. With flyGarmin, that task is easier. Get simple fly or no-fly status about your aircraft. Update your aviation databases in three simple steps right in your web browser. Let us keep track of your database subscriptions for you. And purchase new databases with just a few clicks.

### Sign In

Username: Password:  Remember me.

Login with your myGarmin account  
[Forgot username?](#) | [Forgot password?](#)

Don't have a myGarmin account?  
[Get one now... it's fast and free!](#)

### Important note

flyGarmin only works for users in the following countries: **US, UK, and Ireland.**

If you're not on that list, you can still purchase aviation databases [here](#). We're adding more countries in the near future, so check back soon!

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## Introducing flyGarmin!

During the EAA Airventure Fly-In in Oshkosh, Wisconsin this July, Garmin introduced our new web-based, aviation database management web site. flyGarmin.com is major step forward in simplifying the database management, download and installation process for all Garmin produced aviation databases. This includes SafeTaxi, Obstacles, AOPA Directory and Terrain databases for both portable and panel mounted products. For portable products and the G600, this also includes the Jeppesen NavData database.

## Getting Started

Using flyGarmin is straight forward and "wizard" based. Step one is to create an account. If you already have a myGarmin account, this is the same password. If not, you will need need to click on and follow the instructions using the link in the Sign In window.

Once you have setup an account and are signed in, you will need add your devices. You will notice at the top of the page a series of tabs labeled "Home, Databases, Portables, Aircraft." You may also get a message that you need to install Garmin Communicator. You will need to do this first, and only once to add the software needed to allow FlyGarmin to recognize your unit and install the necessary communication drivers for your USB ports.

Once you have the Garmin Communicator pluggin installed, select the correct tab for your devices. If you have a portable, click on the Portables tab, if you have panel mount avionics, including the GNS family, G600 or G1000, go to the aircraft tab. For portables, you will need to fill in some basic information about your device and will be asked to connect it to the computer so that your System ID and other information can automatically be added. If you have panel mount equipment, you will be asked for information to identify booth your avionics as well as your aircraft. You will need to have your System ID available, which you can find in the Aux pages of your Garmin avionics.

Once you have your portable or avionics setup, you will simply need to click on the name of the aircraft or portable unit to expand to the database menu. From here you will see a list of databases on the left hand side of the screen. From here you click on the name of the database you want to update and then click on the link to "Get Database." From this point on, all you have to do is follow the prompts.

## Sound Too Easy?

The key thing is not to worry so much about these instructions, but to follow the instructions that you will see on your PC or Mac (that's right - Mac's are supported!) screen. If you get too confused or run into issues that you just cannot get past, call our technical support hotline at 1-866-739-5687 (U.S.) or 1-866-429-9296 (Canada). If you are outside the U.S. or Canada, you will continue to use the "old" method for databases until we finish FlyGarmin to deal with international taxes, etc. For help with that process and for contact information for Europe or Asia go to <http://www.garmin.com/support>





## Upcoming Events

### Conventions and Trade Shows:

NBAA Convention, Orlando, Florida - October 6-8, 2008

AOPA Convention, San Jose, California - November 6-8, 2008

### Regional Seminars:

October 1, 2008 - 6 p.m. at Huron Avionics

140 N. Airport Drive  
Kimball, MI 48074

Please call 810-364-2722 or e-mail [info@havionics.com](mailto:info@havionics.com) to RSVP.

Refreshments and door prizes will be provided.

October 16, 2008 - 7 p.m. at Southern Avionics & Communications

2495 A. Michigan Avenue  
Mobile, AL 36605

Please call 254-433-9980 or e-mail [theta@avioinics.net](mailto:theta@avioinics.net) to RSVP.

Refreshments and door prizes will be provided.

Seminar will highlight the features & benefits of the G600.

Other topics will include future offerings from Garmin.

For the latest seminar schedule and information, go to

<http://www.garmin.com/whatsNew/avnSeminars.jsp>

## Contacts

[HTTP://WWW.GARMIN.COM/SUPPORT](http://www.garmin.com/support)

AOG AFTER HOURS MAINTENANCE  
EMERGENCIES:  
1-913-3907-0836 (GLOBAL)

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### AMERICAS/ASIA

MONDAY - FRIDAY:  
7 AM - 7 PM  
CENTRAL TIME (CLOSED HOLIDAYS)

US: (913) 397-8200  
US TOLL FREE: 1-866-739-5687  
CANADA: 1-866-429-9296

1200 E. 151ST STREET  
OLATHE, KS 66062 USA

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### APOLLO AVIATION DATABASES HOURS OF OPERATION

MONDAY - FRIDAY:  
8 AM - 4:30 PM  
PACIFIC TIME (CLOSED HOLIDAYS)

US: (503) 391-3411  
US TOLL FREE: 1-800-525-6726  
CANADA: 1-800-654-3415

2345 TURNER ROAD SE  
SALEM, OR 97302 USA

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### GARMIN EUROPE HOURS OF OPERATION

MONDAY - FRIDAY:  
8:30 AM - 5:30 PM  
WESTERN EUROPEAN TIME

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FAX: +44 (0)23 8052 4004

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