On November 1st, we announced that Paul DeHerrera had been appointed to the position of Chief Executive Officer (CEO) for the company. Paul transitioned into this new role as his predecessor, Joachim L. (Ted) Naimer, remained as President and Chairman of the Board.

Paul began his career with us in 1994 in the position of Manager of OEM Marketing at our headquarters located in Tucson, Arizona. He then transitioned into the position of Vice President of Marketing and Product Support before being promoted to COO in January 2008.

“At the heart of the company is our culture of high customer service. The day-to-day operations of Universal Avionics are always driven by the promise we make to our customers: to be there when they need us. It is this promise that has guided us for 20 years and will continue to guide us into the future.”

Being named CEO of Universal Avionics was truly an honor and a lifelong dream come true for me. Years before coming to work for Universal Avionics, I had the deepest respect for the company. Twenty years later, that respect has never waned. Back then, Universal’s culture was deeply rooted in building solid relationships with its customer base.

The future for Universal Avionics couldn’t be better, we never stopped innovating through the downturn and very shortly, we will be announcing an array of new products and concepts making it possible for “the rest of us” (those customers who fly aircraft delivered from over twenty years ago to one year ago) to experience and enjoy the latest avionics technologies and flight deck enhancements.

We will continue to develop advanced solutions for the Corporate marketplace, Airline, Military and of course, Rotorcraft. But most of all, we will continue to remember and strengthen what got us here; doing what we promise, showing up when our customers need our help, building innovative products and answering our phone with a friendly human voice saying “Hello, Universal Avionics.”

Paul DeHerrera, CEO, Universal Avionics
SYNCing in the Real World

FMS Synchronous Mode Feature

With the release of FMS SCN 803.0/903.0 for the UNS-1E/1Esp/1F/1L in 2006, a feature called Synchronous (SYNC) Mode was introduced for the FMS software. The feature has been carried forward into software versions released since, including the SCN 1000/1100 series for the UNS-1Ew/1Espw/1Fw/1Lw FMSs. SYNC delivers a convenient way to manage FMS nav functions during flight.

We often hear from pilots that SYNC functionality is a tremendous situational awareness enhancer and can decrease workload considerably. Available in dual FMS installations, SYNC mode automatically and bidirectionally transfers flight information between the FMSs. It works much like crossfill mode, except more flight data is transferred and it is automatic, not requiring manual entry (although manual sync is possible).

SYNC mode is used in various ways among FMS operators based on their familiarity with the system and personal preferences; some pilots will stay in SYNC all the time, while others prefer to remain in Independent, only syncing when needed. Based on feedback from our operators, SYNC is commonly used when:

- The type of approach at an arrival airport is unknown. The two FMSs in Independent mode can each have a different approach and when the arrival approach is given by ATC, the FMS can be manually synced to the arrival approach.
- An approach to the specific runway of a parallel runway airport is unknown. Each FMS in Independent mode can have a different runway and approach and synced to the correct runway when given by ATC.

Strong Product Support Ratings Continue

Professional Pilot’s 2014 Avionics Product Support Survey Results Show Improvement from 2013

We have once again received high praise from operators in Professional Pilot Magazine’s 2014 Avionics Product Support Survey (January 2014). Our overall score increased slightly from last year, with improvements noted in the following areas: Speed in AOG Service, Tech Reps and Support from Manufacturer. We not only scored first in Speed in AOG Service, but also had the best score increase in this service category from 2013. These improvements and consistency in overall ranking reflects our commitment to providing stellar product and customer support services.

Each year, Professional Pilot Magazine mails out a questionnaire asking operators to rate the product support provided by avionics manufacturers. Categories included in this questionnaire consist of Product Reliability, Speed in AOG Service, Cost of Parts, Manuals or CDs, Tech Reps and Support from Manufacturer. Of the 8,512 survey forms that Professional Pilot sent out in October 2013, 999 were returned that met the established criteria for ranking in the 2014 Avionics Product Support Survey.

Thank you to our loyal customers for your continued support; we look forward to another great year of serving you.

Excerpt and quote from Professional Pilot Magazine January 2014 Issue

"We're operating a UNS-1Espw as the FMS for our Citation Excel and performance has been excellent. When you go online or call for customer assistance at Universal it's easy to reach knowledgeable people who know the equipment. Answers are quick and complete and it's clear to see they know their products." – Jeffrey Wood, A&P Citation Excel & Gulfstream IV, DOM, FAA, Washington, D.C.

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For this issue of The Universal Flyer, we asked Paul Damschen, Universal Avionics’ Manager of Airworthiness and Flight Operations, to discuss the Link 2000+ Programme. Here’s what he had to say:

**The Universal Flyer:** What is the Link 2000+ Programme?

**Paul:** The EUROCONTROL Link 2000+ Programme mandates the European implementation of CPDLC. It is intended to substantially reduce voice communications and relieve frequency congestion. The data link permits the exchange of text-based messages between Air Traffic Control (ATC) ground systems and the aircraft, much like text messaging on your mobile phone. It is planned to supplement traditional voice over VHF radio frequencies using VHF Data Link (VDL) Mode 2 protocol. The technology is basically the same as is employed in the FANS 1/A. However, in the case of FANS, CPDLC was intended to allow reliable communications in oceanic airspaces, and is primarily transmitted over Satcom.

**The Universal Flyer:** Are there any mandates for the Link 2000+ Programme?

**Paul:** All current production aircraft are required to be capable of Link 2000+ compliance by 2015. Exemptions have been provided by EUROCONTROL for aircraft requiring retrofit. However, our best information indicates this has stopped and all aircraft will be required to comply by the end of 2015 (as of this interview).

**The Universal Flyer:** What are the benefits of the Link 2000+ Programme?

**Paul:** Link 2000+ is intended to automate three basic controls: (1) ATC communications management to handle repetitive frequency changes, (2) ATC clearances to provide standard clearance commands, and (3) ATC microphone check to enable communication in case of blocked frequencies. CPDLC is an additional communications channel for ATC and pilots and thereby reduces the strain on busy sector frequencies. This offers an alternative, unambiguous communication channel with no risk of misunderstanding. Given the ability to read the text messages, the workload is also reduced for both pilots and ATC. The reduced voice frequency load also increases capacity.

**The Universal Flyer:** What equipment is required for Link 2000+ Programme compliance?

**Paul:** Universal Avionics’ UniLink UL-800/801 CMU is a FANS 1/A+ capable system, and is the only retrofit-capable data link product on the market today. It was also designed to be upgradeable to meet the Link 2000+ mandate. This function will be incorporated in an upcoming software upgrade, SCN 31.0, to the CMU, to coincide with the upcoming mandate.

**The Universal Flyer:** What are some costs of non-compliance?

**Paul:** EUROCONTROL intends to require Link 2000+ for operations over time. The mandatory equipage data has changed over time as ground infrastructure has not been implemented as rapidly as planned. However, once completed, the intent is to require equipage to operate in the airspace. As I previously mentioned, forward fit equipage has now occurred. Retrofit equipage will likely become mandatory by the end of 2015 (as of this interview), or be excluded from European airspace.

**The Universal Flyer:** Where can an operator find more information on the Link 2000+ Programme?

**Paul:** EUROCONTROL maintains a website with relevant links on Link 2000+ topics and information. It can be accessed at: www.eurocontrol.int/services/link-2000-programme.

Look for more pilot tips, tricks and talk from Paul in future issues of The Universal Flyer.

**Did You Know?**

Even with non-Commercial Standard Digital Bus (CSDB) communication radios, the Universal Avionics FMS TUNE function can be configured and strapped to ground. This allows the function to be available for the sole purpose of accessing the LIST of suggested communication frequencies. A DISCRETE IN has to be configured for FREQ MNGT and wired to ground, and the FMS CONFIG/TUNE page must be configured for at least “1” communication radio.

For more information, contact your Universal Avionics Regional Sales Manager.
SYNCing in the Real World (continued)

- A STAR offers two different runways and the specific runway has not been identified. Each FMS in Independent mode can offer both options and be synced to the ATC cleared runway when known.
- The FMSs are installed in a large aircraft and a pilot cannot reach the other FMS. The flying pilot can control both FMSs from his/her FMS.

For more information or to talk to one of our FMS Training Instructors about SYNC mode, contact us at (800) 595-5906 • (520) 573-7627 or customersupport@uasc.com.

GAGAN Becomes World’s Fourth SBAS

In February, it was announced that India’s GPS-Aided Geo-Augmented Navigation (GAGAN) system was awarded certification for Required Navigation Performance (RNP) 0.1 operations. This certification allows GAGAN to become the world’s fourth Satellite-Based Augmentation System (SBAS) certified for operational use, joining the Wide Area Augmentation System (WAAS) in North America, European Geostationary Navigation Overlay Service (EGNOS) in Europe and the northern portion of Africa, and Multi-functional Satellite Augmentation System (MSAS) in Japan. The first flight test to use the GAGAN system is expected to fly an approach in mid-2014.

To learn more about our GAGAN-capable SBAS–FMS, visit www.uasc.com/products or contact a Universal Avionics Regional Sales Manager.