



INFORMATION LETTER

GEN-13-128
13 September 2013

TO: All owners and operators of Bell helicopters

SUBJECT: ELECTRONIC TECHNICAL PUBLICATIONS – INTRODUCTION OF THE “OFFLINE LIBRARY” FEATURE

To provide customers with up-to-date Technical Publications in an offline environment, Bell Helicopter is now offering the “Offline Library” feature. This new feature is currently available at www.bellhelicopter.net, and allows users to store any or all of the documents from the website onto their browser's permanent local storage when an internet connection is available. Once the documents are loaded into the Offline Library, users will be able to view them at their convenience using the features and functionality of the website without an internet connection. From the customers' perspective in the field, the benefit is that users will have the ability to view up-to-date content in an offline environment, versus using DVD or previously stored content which may be out of date.

To ensure that stored documents can be maintained at the latest revision status, the offline feature will check the stored documents whenever a user logs on to the website with an internet connection, and it will notify users if updates are required. If updates are required, a simple click of the "Start Update" feature will automatically initiate the update of the required documents. In the event of the loss of the internet connection during an update, it can be reinitiated from where it left off once the internet connection is re-established.

In regards to minimum requirements, the offline library uses state-of-the-art HTML 5 technologies, which will require one of the following browsers to be installed with Windows XP, Vista, Windows 7 or Windows 8 (Note: Browsers IE 7, IE 8 and IE 9 are not compatible with the Offline Library feature):

- Internet Explorer (IE) 10
- Mozilla Firefox
- Google Chrome

NOTE: If the browser being used for the Offline Library is not the default browser on the user's computer, the applicable browser will need to be opened each time that the Offline Library is accessed. It is also suggested that users save www.bellhelicopter.net as a favorite on the browser used for the Offline Library.

To activate the Offline Library, please open www.bellhelicopter.net. Select "Go Offline" and follow the on-screen instructions. The activation process will first determine if the user's current browser is compatible with the Offline Library feature. If the current browser is not compatible, information will be provided to select and download a compatible browser. Once a compatible browser is installed, there will be 3 steps to activate the Offline Library:

- Step 1 will download the "Techpubs Companion". Installation of this Bell Helicopter application is required and allows for the storage of the offline documents on the user's computer.
- Step 2 will activate the Offline Library. This process may take a few minutes depending on the number of helicopter models that the user has access to.
- Step 3 will allow the user to select the documents to be added to the Offline Library:
 - Documents may be downloaded directly from the internet, or
 - As an alternate option, and to avoid lengthy download times via the internet, a drag and drop "Import" feature is also provided for the download of the required files by using the Electronic Publications DVDs. This capability is available on the April 2013 DVD release (or subsequent). Use of the DVDs and the drag and drop "Import" feature is the easiest way to transfer large amounts of data into the Offline Library. The .zip files used for importing are located in the \OfflineDocuments folder of the DVD.

If users require assistance with activation or usage of the Offline Library, or would like to provide comments, suggested improvements, or feedback, please contact publications@bh.com.

If customers do not currently have access to the electronic publications, please refer to [IL GEN-06-106](#) for information on this service and how to obtain a subscription. Please join the 13,000+ BHT customers who have subscribed to the website.