CAD/Flight Log Interface

**Purpose:** This information clarifies how your CAD software integrates with Air Method’s Flight Log system when you are running a version of your CAD vendor’s software that sends flight data directly to it. Details are provided on troubleshooting problems, capabilities of our Operational Control Center and known issues with plans for future versions.

**Overview:** Flight Log CAD integration consists of a service hosted by Air Methods on the Internet that “listens” to receive flight data in a specifically defined format. That data is sent from proprietary CAD software (e.g. Flight Vector, RescueNet Dispatch, Golden Hour etc.) that Air Methods does not control. Vendors who have chosen to have their systems send flight data to us have written special functionality into their software to be able to do so. This may require specific a certain release version of the CAD software, a special module or some customization by the vendor. Please check with your CAD vendor for details.

Your CAD software determines which flights to send over the Internet to an import queue in Air Methods’ Flight Log. Your communications specialist uses the Air Methods Flight Log website to import the flight information, which then populates the Flight Log form the same as if it had been entered manually. This assures that the imported data goes through the same inspection and integrity checks as a manually-entered flight.

Your CAD system might not export the flight information you are entering when you expect it to; it may require more information before it will export a flight than you would be required to enter manually in Flight Log. Please consult the information in 1.a below and if necessary contact your CAD software vendor to discuss the criteria they use to determine when to send data to Air Methods’ Flight Log.

Air Methods Flight Log does not accept all the information that you enter into your CAD system, nor does it necessarily accept the information in the same format as entered into your CAD system. Your vendor may translate the data you entered into your CAD system to the required format as defined in the Flight Log. Integrating to Air Methods Flight Log does not change its behavior further than the ability to import the same information from your CAD system than would be required if entered manually.

**Problem Diagnosis:** If your flights do not appear in Air Methods Flight Log as you expect, please follow this troubleshooting procedure:

1) **If the flight does not appear in the import queue:**
   a) Please check with your CAD vendor or the CAD vendor’s documentation to verify that the CAD system should have exported the flight.
      i) **Flight Vector** will export as soon as a trip is built and an aircraft assigned.
      ii) **Zoll’s RescueNet Dispatch** will export as soon as the trip is created and a monitored vehicle assigned.
iii) **Golden Hour** will export as soon as there are any Dispatch Times in a segment or partial segment, but there must be at least one Departure Dispatch Time; i.e. must be en route.

b) If the flight should have exported, please try again or wait until you have added the next segment. Communication problems to the Air Methods Flight Log web service over the Internet are rare, but not impossible.

c) If the flight has still not shown up, contact the Air Method’s Service Desk at 800-806-1923 (303-749-1329) and/or email servicedesk@airmethods.com. Please have the Program Name and Flight Number available and include it in your email.

2) If the flight shows in the Flight Log queue but does not import, or it imports but data is missing or incorrect contact the Air Method’s Service Desk at 800-806-1923 (303-749-1329) and/or email servicedesk@airmethods.com. Please have the Program Name and Flight Number available and include it in your email.

3) If the flight information is properly imported from the CAD system, but you have problems manipulating it in Flight Log (known issues):

a) When users select a flight segment and edit its contents they need to select the [Update] pushbutton next to save those edits. The current version of Flight Log does not enforce that rule. Therefore, a user is able to edit a segment and select the [Save] pushbutton instead in the Flight Data pane and the flight segment edits are lost. The next version of Flight Log will not enable the [Save] pushbutton while the Flight Segments grid is still in edit mode; i.e. until [Update] has been selected.

b) Position reports dates are calculated and cannot be edited by the Air Methods Operational Control Center (OCC) personnel. The date is derived from a formula involving the request date and the date on the server. It can be incorrect for flights that occur over midnight. The next version of Flight Log uses the date on the client machine (communications specialist’s PC) as the position report date. The date field will be editable, as well. Thus, if a position report that occurred before midnight local time is entered after midnight local time, the user will be able to change it to the previous day’s date.

c) Location names may not appear in Air Methods Flight Log when the data from your CAD system is imported. There can be problems matching coordinate data between the two systems which will be corrected in the next version of Flight Log.

d) Flight Log is designed such that flight segments cannot be inserted, as it was expected that segments would be added to Flight Log as soon as they occur. In practice, this does not always occur. If you are using the CAD integration and you can insert a segment in your CAD, you can re-import the flight and segments but you will lose any edits you had made. The ability to insert flight segments will be studied for the next release, but no design decisions have yet been made.
e) For any other problems, contact the Air Method’s Service Desk at 800-806-1923 (303-749-1329) and/or email servicedesk@airmethods.com.

4) If the flight information properly imports and is accepted in Flight Log, but you need any assistance maintaining your Flight Log entries, please contact the Air Methods Operational Control Center (OCC).

While the OCC is not staffed to troubleshoot technical issues with Flight Log, they can build and edit Flight Log entries for you should an urgent need arise. **The OCC cannot edit completed flights.**

When contacting the OCC for assistance, it is very helpful if you have the communications center name/location and aircraft N-number readily available. Following are common issues communications centers encounter that require the OCC’s assistance:

a) **Outages.** The OCC can build and maintain Flight Log entries for communications centers during computer/internet outages.

b) **Inaccurate times.** The OCC can edit lift and land times.

c) **Inaccurate segments.** After the times for a segment have been entered, only the OCC can edit the departure and arrival waypoints.

d) **Difficulty entering information.** If for some reason Flight Log will not accept an input, the OCC will make the entry.

e) **Inability to complete.** If you cannot complete the Flight Log, the OCC can help determine why and complete the Flight Log.

f) **Pilot not available.** If you are unable to build the Flight Log because the pilot is not available in the drop-down, the OCC can help determine why the pilot is not available and rectify the situation.