

## CONTINUING AIRWORTHINESS MANAGEMENT OFFICE MEMO

<b>TO:</b> GAM AMO Dept	<b>FROM:</b> Technical Publication
<b>CC:</b> GAM AM, GAM EM	<b>DATE:</b> 23.02.2024
<b>REFERENCE NO.:</b> CAMO/MEMO/2024/21	

Dear All,

Please be informed that the Heliwise will scheduled a service stop and will not be accessible as per said time and date below.

Dear Customer,

Please be informed that the new major update of the Heliwise 2.0 is scheduled to be live next Monday, February 26th 2024 at 06:00 AM UTC. Due to the update, Heliwise servers will be offline from 08:00 AM UTC to 11:00 AM UTC.

During this period, it will not be possible to upload DSNs into the system: for any urgency, Heliwise 4 Mobile can be used to analyze the data.

It is possible to reach the platform at the following web address:

<https://heliwise.leonardo.com>

The following new features will be introduced in this Heliwise release:

- **New functionality: EPC Thresholds Management.**  
Available for AW189 and AW189 H/Cs. The EPC Thresholds Management allows the editing of the thresholds used for the EPC.
- **New improvement: Upload & Debrief performances and reliability increased.**
- **New improvement: Summary page and Arising page.**  
Dedicated buttons for arising clearance now available.
- **New improvement: Summary page and Arising page.**  
Analyze option added for AVDM arising.
- **New improvement: Arising page.**  
Arising Status information added.
- **System improvement: several bug fixes and platform improvements have been applied across the Heliwise 2.0 platform.**

Please kindly consider to forward this notification to whom is concerned.

We will remain at your disposal for any additional information

Best Regards

LH HUMS Support Team

*Thank you and stay safe!*



DEANNA IZZATY BINTI AHMAD SHOUIK  
TECHNICAL PUBLICATION,  
CAMO DEPARTMENT,  
GALAXY AEROSPACE (M) SDN. BHD.