This ‘How to’ guide explains how to use Voyager PLANNING STATION for your most frequent tasks

If you would like additional help with Voyager PLANNING STATION at any time, click on the small question mark / help button in the upper left of every Voyager screen.

There is also a series of useful ‘How to’ videos included on your Voyager USB. These videos show you:

• Voyager PLANNING STATION overview
• How to create a route and order products
• How to import updates by web or email
• How to export AVCS ENC updates
• How to print weekly chart and publication corrections and set them to applied
• How to add charts and publications to your inventory
• How to request missing AVCS ENC updates
• How to request missing Tracings
• How to find the full NtM
• How to create trading areas to reduce update sizes

These videos are also available on our web site at www.gnsworldwide.com/support

Get Voyager Support

You can contact a member of your GNS Customer Service team 24/7 at customerservices@gnsworldwide.com. Alternatively, call the relevant number below:

GERMANY
tel: +49 40 374811 0
GREECE
tel: +30 216 400 5000

SINGAPORE
tel: +65 6270 4060
UK
tel: +44 191 257 2217
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Recommended system requirements

Before you start please make sure your PC meets Voyager’s recommended system requirements.

Please note: You will also need the admin rights for your onboard PC to install Voyager PLANNING STATION successfully.

Recommended Requirements
The following requirements are recommended and are a requirement when using Voyager’s ENC display and route validation tools.

<table>
<thead>
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<th>Requirement</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet connection</td>
<td>3G, GPRS, Broadband, Wifi or Iridium Openport</td>
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<tr>
<td>Computer processor</td>
<td>Intel Core i5 Processor (2.5 GHz Dual Core)</td>
</tr>
<tr>
<td>Computer memory</td>
<td>8 GB RAM</td>
</tr>
<tr>
<td>Hard drive</td>
<td>256GB SSD Hard Drive (20 GB spare)</td>
</tr>
<tr>
<td>Operating system</td>
<td>Windows 10 Pro</td>
</tr>
<tr>
<td>Screen resolution</td>
<td>1366 x 768 pixels or higher</td>
</tr>
<tr>
<td>Printer (paper updates only)</td>
<td>Colour inkjet</td>
</tr>
</tbody>
</table>

Minimum Requirements
If you are not using Voyager’s richer features such as the ENC viewer or route validation then the following specification is sufficient.

<table>
<thead>
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</tr>
<tr>
<td>Hard drive</td>
<td>256GB SATA Hard Drive (20 GB spare)</td>
</tr>
<tr>
<td>Operating system</td>
<td>Windows 7 SP1</td>
</tr>
<tr>
<td>Screen resolution</td>
<td>1366 x 768 pixels or higher</td>
</tr>
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<td>Printer (paper updates only)</td>
<td>Colour inkjet</td>
</tr>
</tbody>
</table>
Section one: Weekly tasks

This section explains how to use Voyager PLANNING STATION to help you do the weekly tasks associated with keeping your digital and paper chart and publication inventories up to date and compliant.

Helpful Tip
For certain processes detailed in this How to guide there may be different instructions depending on whether you are using web updating or email update. To find out which update method you are using, select “Configuration” from the top menu bar in Voyager PLANNING STATION then “Update Settings”. Make a note of the Update method displayed.

You can change your update method at any time by following the steps on Page 30 How to change your update method.
How to update Voyager PLANNING STATION

The Voyager Update updates Voyager PLANNING STATION with the latest product information. It is important to get these update every week to ensure that you always have the latest updates for your digital and paper holdings.

If you are using Web updating to get your Voyager Update click on “Download”. Voyager will download your updates immediately.

If you are using email updating, to get your Voyager Update click on “Import a Voyager Update”. Browse to where you saved your most recent email update files. Select the first file and click “Open”. Voyager will continue with all other files automatically.

A green line will appear to show you the process. During the update process you will also see a small blue bar on the bottom of the window, where Voyager informs you about the current status of the update process.

After the update process is completed, Voyager will ask you to restart the software. Click on “OK”.
How to export AVCS ENC updates to ECDIS

Click on “Create ENC update for my ECDIS” on right hand menu on the home page. Alternatively you can also click on “Updates” on the Voyager menu bar.

The Updates window will open. In the left hand column click on “AVCS-ENC”. Note if you are using Primar ENCs select Primar-ENC from the available options. In the next column, select the year and the week for which you want to generate the update.

Now you have the chance to filter specific NtM week or update type using the drop down menus.

From Top to Bottom:

a. Update Type (ENC/AIO)

b. Period (from week to week, or selected week)

The Voyager standard filter setting is:

a. Update Type (All)

b. Period (All)
Click on “Export ECDIS Update” and select your flash drive by browsing to its location. The final result will have the same structure as on the Base DVD so that it can be easily loaded into your ECDIS.

Take the USB stick to your ECDIS and follow the manufacturer instructions for the update process.

Please note: Voyager exports AVCS in the AVCS Base Disc Format. This means that, when you import into the ECDIS, you have to import folders in the correct order as follows:

1. M01X02 folder
2. M02X02 folder
3. V01X01 folder (if you have AIO)

There are some ECDIS where you need to go one level deeper in the M01X02 and M02X02 folders and import B1, B2, B3, etc.
How to export AVCS ENC updates using V-DRIVE

From the left hand menu on the Voyager Home Screen click Update V-DRIVE. Voyager will prompt you to insert your V-DRIVE into the USB port of your PC.

To update, click Update V-DRIVE. Voyager will then gather up the Update files and Permit required by your ECDIS and transfer them to the V-DRIVE. Your ENC PERMIT files will be in INFO\PERMITS on the V-DRIVE.

Once you have successfully updated your ECDIS with V-DRIVE, re-insert V-DRIVE into the back of bridge computer where Voyager is installed. You will then be prompted to confirm that you have updated your ECDIS.
How to update ADMIRALTY Digital Publications (ADP)

For the first computer you can do this update at the same time as importing the Voyager Update file. Voyager will ask you at the end if you would like to update your ADP software with the existing update file. If you click “yes”, the Voyager software will update the ADP software in the background. If you would like to do it later, or if you accidently click “no”, the following steps will guide you through the process. To update the ADP software on another computer you should follow the same steps.

Click on “Updates” on the main Screen

The Updates screen will appear. Select “Digital Publications” from the column on the left hand side of the window. In the next column select the “period” and the “week” you want to update.

Click on “Export Updates” and browse to the location where you want to save the update file.
How to update ADMIRALTY eNPs

As with ADP updates on the preceding page, for the first computer you can do this update at the same time as importing the Voyager Update file. Voyager will ask you at the end if you would like to update your eNP software with the existing update file. If you click “yes”, it will update the eNP software in the background. If you would like to do it later, or if you accidentally click “no”, the following steps will guide you through the process. To update the eNP software on another computer you should follow the same steps.

Click on “Updates” on the main Screen.

The Updates screen will appear. Select “Digital Publications” from the column on the left hand side of the window. In the next column select the “period” and the “week” you want to update.

Click on “Export Updates” and browse to the location where you want to save the update file.
How to print NavArea warnings

Click on “View active NavArea Warnings” on the right hand side of the main window.

The Updates window will appear. Select the week and year you require in the next column. Double click on the row to open up the editor file showing you the selected information.

Click on “File” and select “Print” or use the CTRL+P function to print the Warning.
How to view NavArea Warnings

Navigate to the “PLANNING” section and simply click on “Navarea Warnings”.

Click “Submit” report.

Please note: If no information is shown within this section, this means that no Navarea Warnings are applicable to the route.

In the PLANNING section, click “Passage Plan Options”, and select which additional information you want to be shown within the report.

Please note: You can either choose All or tick specific areas.

Click “Save Passage Plan” or “Open Plan” to view this report.
How to print tracings, blocks & NtM corrections

To print paper tracings, blocks and Notices to Mariners, click on “Manage” on the BA Paper Chart Corrections line.

The Updates window will appear. Click on “Print filtered NtMs” to print all corrections including T&P NtMs. You can also select a specific period, a folio, active or passive charts or the type of updates you require including NTM, Tracings, Blocks, Cautionary notes, depth tables, T&Ps active and/or cancelled for which you wish to download updates.

When you print out your tracing make sure that the printer setting is set on “Actual size”. Click on “Print” to complete the process.
How to print paper publication corrections

Click on “Manage” at the line of Paper Publication Corrections. This will bring you to the Updates area in Voyager.

To print all updates at the same time, click on the field “Print Filtered NtM’s” below the filter function. Alternatively if you only want to print a single NtM double click on the specific correction you want to print. You can also filter corrections to select only those for a specific period, active or passive or limit corrections to specific sections.
How to export a chart correction report

Click on “Updates” on the upper part of the main window.

The Updates window will appear. In the first column, select the product you require e.g. “BA Paper Charts”. In the next column select the actual week for which you have applied the chart corrections. Scroll down to the very end of that column and click on “Export report”. A further column will open up where you can select to save as PDF or CSV file.

Browse to the location where you want to save the file. You can then print this report and/or file it. This works in the same way for all other options including ADP, AVCS, ARCS and paper publications.
How to update inventories and manage old editions

When you have old edition charts or pubs, Voyager will give a Warning on the left hand side of your home screen. To update an inventory click on “Manage” in the “BA Paper Chart Editions” line. These steps are the same when you click on “Paper Publications Editions”.

The “Updates” window will open and Voyager will display all charts with an Old Edition Date. Double click to select a chart.

The window that pops up when you double click allows you to change settings of the chart e.g. the Edition Date. If you now click in the field with the date, a selection field will open up, where you can change the date. After all changes are done, select “Save”.

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How to send a Sync update

Sending a Sync update ensures that GNS’s systems are correctly synchronised with your copy of Voyager and ensures we send you the correct updates for your inventory each week.

When you have finished all your chart corrections and you have completed all your updates and documentation, you now have to send an update of your database to GNS. Note if you have Voyager installed on more than one PC, you only have to send a Sync update for your main Voyager computer.

If you are using web updates:
If you are using web updates, when you click the “Send a Sync update” button, Voyager will connect to our server and do the synchronization automatically.

If you are using email updates:
To do this, go to the Voyager home screen and click on “Send a Sync update” and follow the instructions on screen.

Voyager will automatically open your email program and prepare the email. To complete the Sync process just press send without making any changes to the email.
Section two: Frequent tasks

This section explains how to use Voyager PLANNING STATION for other common tasks for example, to support a change of trade.

Helpful Tip
For certain processes detailed in this How to guide there may be different instructions depending on whether you are using web updating or email update. To find out which update method you are using, select “Configuration” from the top menu bar in Voyager PLANNING STATION then “Update Settings”. Make a note of the Update method displayed.

You can change your update method at any time by following the steps on Page 30 How to change your update method.
How to plan a route and order products

To identify paper charts, an ENC or a publication required for a route click on “Plan a new Route”

Voyager will take you to the Planning window. Select “Route Information” to open an existing route file. The existing route will appear on the chart, in the top half of your Voyager window.

You can also build a new route in Voyager, by selecting “new Route” in the from “Route Information”.

To view the products required for the route click on “Products” on the left hand column as shown above. In the next column you will be able to select the products you want to use; in this example BA paper charts. The charts required for the route will be displayed. Any charts that are not in your chart inventory will be shown with a red outline.

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You can select which charts you want to display, e.g. only harbour or coastal charts. At the end of your selection, click on “Submit”. Voyager will show up all charts that you filtered, in the area of your route. Left clicking on a chart will display the chart number. If you click on the chart number another field will appear that gives you the options: “view details” or “add to basket”. If you click on “add to basket”, it will be transferred to your basket directly, and you can continue with further orders.

Your order basket will allow you to double click all items. When you are sure about your order, just click on the left side on “Submit order”.

If you order electronic charts or publications, at this point you have the chance to request the update file for the product you are ordering at the same time.
To import an AVCS base or update disks, first select the Updates tab from the Voyager home screen.

We recommend you do this to avoid having missing updates for ENCs you are using.

If you do not tick the box to receive updates for the new ENCs you are ordering, it is likely that Voyager will give you a missing update alert. To download missing updates at any time follow the instructions on page 25 of this guide.

Your email program will open directly, after you accepted the terms of GNS for the order and click “Yes”. Follow the on screen instructions to complete the ordering process.

How to import an AVCS ENC base or update disks

To import an AVCS base or update disks, first select the Updates tab from the Voyager home screen.

Select “Folder/Disc Import”. Browse to the location of the ENC base or update disc you wish to import from the “Browse for Folder” window. Select “OK” to begin the import. You can watch progress of the import in the blue Info Bar at the bottom of the screen. Repeat this process for both the second disk and AIO disk.
How to import a new AVCS ENC permit file

To import a new AVCS permit file into your Voyager software, click on “Manage ENC Permits”.

Voyager will open the Holdings window. Select “Import permits”.

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A window will appear that gives you the chance to browse to the position where you stored the received Permit.txt file.

How to update your Voyager licence key

Your Voyager licence key unlocks the different functionality provided by Voyager. You will receive a new licence key when you renew your Voyager subscription or if you add additional modules during your subscription period.

To update your licence key at any time click on “Configuration” in the upper right part of the home window.
On the left side you now have several selections to change settings in your software. Click on “Voyager Licence Key”.

Click on the next column on Import licence key. A window will open where you now have the chance to browse to the location where you saved the new Licence key, e.g. your USB Stick. Select the txt file “Licence Key” and click on open.

How to download missing AVCS ENC updates

The process for downloading missing updates for AVCS ENC updates depends on whether you are using Voyager’s Web or Email service for updates.

Web Service:
On Home Screen Select Manage Missing ENC Updates.
Select “Get Updates” and select “Get Selected Updates”
Confirm the warning
Missing updates will be downloaded and synced into your Voyager database
Email Service:
On Home Screen Select Manage Missing ENC Updates
Select “Get Updates” and then select “Get Selected Updates”
Voyager will create a missing update report. Follow the instructions on screen to send this to GNS. Wait for the auto response to come back with the missing updates and import into Voyager
Note: missing updates are sent to the email address linked to your Voyager installation.

How to find the full NtM

To find Section I, III, VIII
Select Updates > Miscellaneous Updates > BA NTM Sections, where you can select the week you require.

To find Section II
Select Updates > BA Paper Charts where you can select the week you require.

To find Section VI, V, VI, VII
Select Updates > Paper Publications, where you can select the week you require.
Use of T & P Notices to Mariners (NtMs) in ENCs

The use of T&P NM information is considered an essential part of keeping navigational charts up to date, but how do T&P Notices to Mariners work with ENCs and how do you know if they are up to date?

Most countries now include temporary and preliminary information in their ENCs. The information is received on the vessel as a normal ENC update or New Edition. Some nations do not describe the information as ‘temporary’ or ‘preliminary’ in the ENCs; they simply issue updates as required.

As Temporary NtMs expire they are removed as part of the weekly ENC update process. As Preliminary NtMs become permanent, similarly these changes are also reflected in the ENCs.

ECDIS Route Assessment tools automatically assess the T&P information in ENCs because it appears as standard ENC objects and can be accessed from the ECDIS pick reports.

Where countries do not include T&P information in their ENCs, the UKHO’s ADMIRALTY Information Overlay (AIO) provides vessels with the information they need as a digital data set that is displayed over ENCs in ECDIS, GNS’s Voyager and other chart display systems to assist with passage planning.

AIO provides ADMIRALTY T&Ps where the ENCs do not contain T&Ps and where there is ADMIRALTY paper chart coverage. To avoid duplication, AIO does not show ADMIRALTY paper T&Ps where the producer nation includes this information in their ENCs.

Subscribers to Voyager PLANNING STATION paper updating services also have access to a list view of all ADMIRALTY T&P Notices to Mariners for an intended voyage via the Planning module. For information on how to access this feature please refer to the Voyager ‘How to’ Guide.

The T&P policies of individual countries can be found online at www.admiralty.co.uk/avcs and in the INFO folder of AVCS and AIO discs.
How to find active ADMIRALTY paper chart T & P Notices for a route

1. In Planning > Create or import a new route
2. Select Products > Check ‘Paper Charts’ and click on Submit.
3. Click on Updates, then BA Paper Charts, this will open to a 3rd level menu.
4. Click on Print Active Ts & Ps
5. A progress indicator will appear in the Info Bar to illustrate preparation of the files
6. Once this has been completed a window will appear with Active Ts & Ps for the Route. From here you can print the active Ts & Ps. Click on Print then follow the on-screen instructions.

How to view MARPOL zones including ECAs and PSSAs

From the home page click the ‘PLANNING’ tab.

Click on the MARPOL toggle button in the map flyout menu to switch the layer on or off.
The MARPOL Areas can be filtered in Overlays > Marpol.
Selecting an area on the grid will highlight the area on the map.
Selecting an area on the map will provide a pop-up option to display more information.

How to view MARPOL zones entry points and times for a route

To plan your route and identify Marpol Special Areas, Emission Control Areas and Particularly Sensitive Sea Areas route intersections open Voyager PLANNING STATION and select ‘Plan a New Route’ from the Voyager home screen What would you like to do? menu.

Create or import a route and select ‘Marpol’ > ‘Submit’ from the Planning menu. Voyager will calculate and display any intersected Marpol, ECA or PSSA areas along the route.
How to change update method from web or email and vice versa

Voyager offers two options for sending and receiving information 1) Web where Voyager directly connects to the internet to transfer data and 2) email where information is exchanged by emails with the option to select a maximum email size.

We strongly recommend you use the Web update method in order to ensure the best user experience.

To change your update method from email to web (or vice versa) click the Configuration icon on Voyager’s top menu.
Select “Update Settings”. Select from “Update Method” either Web Service or Email Service.

For Web Update users: If required, update proxy settings.

For Email Update users: If required, set the vessel email address and file size limit.

Click “Save”.

How to change the onboard edition of an item in your holdings

If you need to amend the onboard edition held in Voyager for a Paper Chart, Paper Publication or Digital Publications in your holdings at any time follow these steps.

Select the Holdings tab and then choose the Product Type of which you wish to update the onboard Edition.

Find the item you wish to update in the grid. Double click on the appropriate item in the grid to open the Item Properties window shown below.

Amend the onboard Edition in the field in Item Properties.
How to find the UKHO approval document for Voyager

You may want to print the UKHO Approval for Voyager and add it to NP133A for example for easy reference.

To find the UKHO approval select Configuration from the top Voyager menu then General Info and Approvals. Click on UKHO Compliance Letter – Voyager 7. Click “Print selected” to print.

How to find your Voyager vessel certificate

You may want to print your Voyager vessel certificate for inspection purposes.

To find your Vessel Certificate select Configuration from the top Voyager menu then select General Info and Certificates. Click “Print selected” to print.
How to back up Voyager data

As with all software and data, it is a good idea to make regular back ups of Voyager so that is you do experience a problem with your onboard PC at any point you can reinstate your Voyager information.

To create a back up click the Configuration icon from the Voyager menu and select Data Settings and select “Backup”.

Click on the 3 dots to the left of Voyager Data Backup Location and use the windows system box to navigate to either an existing folder or to create a new folder. Then click “OK”.

The Backup button now becomes active. Click “Backup” to start the backup process.

You can also set an Auto Backup for your database only or full Voyager data by setting Auto Backup Method to either Database or Full. You can also set the frequency at which Voyager backs-up.

Set the database location, either locally or on a network, and press save. Voyager will auto backup at the frequency selected.
Section three: Ordering products

This section explains how to use Voyager PLANNING STATION to order the navigational products you need.

Helpful Tip
For certain processes detailed in this How to guide there may be different instructions depending on whether you are using web updating or email update. To find out which update method you are using, select “Configuration” from the top menu bar in Voyager, then “Update Settings”. Make a note of the Update method displayed.

You can change your update method at any time by following the steps on Page 30 How to change your update method.
How to order products using Voyager

You can order route specific products in the Planning tab. Products that are not route specific can be ordered Catalogue tab. To order products for a specific route refer to the instructions on page 20 in this guide.

Select the products you want and click Add to Basket. From here either select the BASKET tab or click on Order Basket in Voyager’s top menu, check your basket and when you are happy click “Submit order”.

Accept the GNS terms and conditions and click “yes”. Follow the instructions on screen to complete the ordering process.

If any ENCs have been added to the basket an additional checkbox will appear to tell you the file size and ask you to confirm you do want the file to be sent. We recommend you do this to avoid having missing updates for ENCs you are using.

If you do not tick the box to receive updates for the new ENCs you are ordering, it is likely that Voyager will give you a missing update alert. To download missing updates at any time follow the instructions on page 25 of this guide.
If you are using Voyager INSTANT PERMIT, there is no change to the ordering process. The only thing you will notice is that you will receive your ENC permits more quickly - usually within 10 minutes of placing your order. If you are not using Instant Permit, your order will take longer because it will usually need to be approved by your company’s budget holder before GNS can process it.

**What is Voyager INSTANT PERMIT?**

Voyager INSTANT PERMIT is the name for the Voyager service that sends your ENC orders directly from Voyager to the UKHO’s ENC permit system. This enables you to get very fast access (usually within 10 minutes) to ENC permits whenever you need them. This service is available to all Voyager users. If you would like to activate Voyager INSTANT PERMIT please contact GNS and/or your office.

**How to renew expiring and expired AVCS ENC permits**

To renew existing ENC permits ahead of expiry click on Manage ENC permits on the right hand side of the Voyager home screen.

Voyager will take you to AVCS – ENC where you will be able to set Permit Status to Expiring to view all expiring permits. Note this view will be blank if none are expiring. Click on “Renew Permits”.

Use the checkbox to select the row(s) required, or click on the topmost checkbox to add all the rows to the basket. When all required items have been selected, click on “Renew Selected”. Follow the instructions on screen to complete the ordering process.

To renew any expired permits, repeat the above steps for Expiring permits but set Permit Status to Expired.
Section four: ENC Validation

This section explains how to export an ENC Validation report in Voyager PLANNING STATION. This section is particularly important for users who want to identify hazardous areas within their route and export a report.
How to export an ENC Validation report

In order to enable you to view ENC Validation in Voyager PLANNING STATION, ENC Viewer needs to be installed. Please refer to the Quick Start Guide, titled Setting up the ENC Viewer which is enclosed within your Voyager installation pack.

To set up ENC Validation, navigate to the PLANNING section and simply click on ENC Validation.

You have the option to click on specific hazardous areas you want to view within your ENC Validation report.

Please note: You can either choose All or tick specific areas.
Once you click Submit, an ENC Validation table will appear describing the type of hazards that have been identified including waypoint, ENC cell and exact position.

Please note: If an ENC validation table doesn’t appear, this means there are no hazards within the loaded route.

Your ENC Validation report will now be exported.
Section five: Set-up

This section explains how to set up Voyager PLANNING STATION to suit how you want to navigate. This section is particularly important for users of the Voyager OPEN PERMIT pay as you sail solution that want to make the process of updating ENCs every week as efficient as possible.
How to set up an ENC Update Trading Zone

Use the ENC Update Trading Zone to limit the ENC updates you receive to only those within a specific trading area. This helps make the weekly update process faster and more efficient and reduces communication costs. When you choose this option only those ENCs contained within the area you set will be kept up to date. ENCs outside of the area will not. If your trading area changes you will need to adjust the Trading Zone accordingly.

This option is recommended for users of Voyager OPEN PERMIT Pay as you Sail service. Vessels with a fixed trading area may also find this feature useful.

All ENCs contained within this area will be kept fully up to date. If you change your trading area, you will need to re-define the Trading Zone in Voyager to receive the correct updates.

First, open Voyager PLANNING STATION and select ‘Manage VOP ENC Update Zones’ from the Voyager home screen What would you like to do? menu.

Uncheck the ‘Enabled Updates’ column check box for all other Zones and click ‘Save’. Then select ‘Create Zone’ on the bottom menu. Note: If you already have a VOP Trading Zone created then select ‘Edit Zone’.

On the map, zoom into the vessels area of trading and drop points on the map to draw the shape of the vessels trading area. Join the last point to the first point to complete the shape of the trading area.
Note: You can make changes to this area by dragging any of the points on the map.

Click ‘Save’ on the bottom menu and select ‘Yes’ on the confirmation pop-up. Note: You can also click the centre of the zone and select ‘Custom ENC Zone’ > ‘Save’ on the map pop-up.

A pop-up will confirm the number of ENC’s contained within the area that are now enabled for updates. Click ‘OK’ to close the pop-up.

Select the ‘Update Status’ menu to view the ENCs contained within the vessel's trading area that are enabled for updates. Note: Here you can also check for any missing updates for the cells contained within the area.

Select ‘Home’ and click ‘Send and Sync Update’ from the What would you like to do? menu. Note: A message will be displayed in the bottom blue bar when the sync update is complete.
Select ‘Download a Voyager Update’ from the What would you like to do? menu to get all the missing updates for the vessels operational trading area.

If using V-DRIVE, plug your V-DRIVE USB into your Voyager PC and follow the instructions on page 9.
Service and Support

For service and support visit the help section in your Voyager HUB menu. Alternatively email or call us. We are here to help, 24/7.

You can contact a member of your GNS service and support team, 24/7 at customerservices@gnsworldwide.com or by phoning on the numbers below:

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