This guide explains how to get started with the Voyager OPEN PERMIT pay as you sail service from GNS.

It includes a summary of the service, how it works, answers to questions you may have and other useful information. If you need any further support you can contact any of the following GNS offices at any time. We will be pleased to help. 24/7.

Get Voyager support
For technical support email support@gnsworldwide.com or contact your preferred GNS office from the options below:

GERMANY
E: customerservices@gnsworldwide.com
T: +49 40 374 811 0

GREECE
E: customerservices@gnsworldwide.com
T: +30 216 400 5000

SINGAPORE
E: customerservices@gnsworldwide.com
T: +65 6270 4060

TURKEY
E: customerservices@gnsworldwide.com
T: +90 216 493 74 01

UK
E: customerservices@gnsworldwide.com
T: +44 191 257 2217
What is Voyager OPEN PERMIT?

Voyager OPEN PERMIT is GNS’s Pay as you Sail service. It gives you open access to near worldwide ENC coverage and allows you to open, view and plan routes without incurring any ENC costs. You only ever pay for an ENC if you actually sail through it.

GNS tracks your vessel completely remotely using your Inmarsat C terminal and AIS position. We use this information to determine which ENCs you have used and bill your company every month. All you need to do is maintain your library of AVCS charts for New Editions and updates either using Voyager software that is provided as part of the Voyager OPEN PERMIT service or using the AVCS update and base disks which we will send to you as and when they are issued.

It is important to note that a small number of AVCS ENCs are not included in this service because the hydrographic offices that produce them do not allow it. These hydrographic offices are Burma, India, Hong Kong, Malacca and Singapore. In these instances you can still get access to ENCs when you need them. Your Voyager software will notify you when you plan a route that uses ENCs from these countries and allow you to order them in the conventional way.

If your company has approved the use of Voyager INSTANT PERMIT, when you order an ENC from one of these countries you will automatically receive it within 10 minutes of making the request. You can read more about this process on page 20 of this guide.

If you aren’t using Voyager OPEN PERMIT, GNS will need to get your order approved by your budget holder before emailing you the permits you need.

Voyager OPEN PERMIT uses the Admiralty Vector Chart Service (AVCS). AVCS is the world’s leading ENC Service for ECDIS, with the widest coverage and more major routes and ports than any other service.
Getting started
Before you start

Important please read

Please make sure you read and follow these simple instructions to ensure your Voyager OPEN PERMIT installation and start up is smooth and trouble-free.

YOUR VOYAGER OPEN PERMIT STARTER PACK

If you are a new Voyager and/or AVCS user, when you take out your subscription to Voyager OPEN PERMIT, GNS will dispatch you a copy of the Voyager software and new AVCS base and update disks by courier either directly to the vessel or via your ship company office or agent.

AVCS - includes the AVCS base data containing the world's entire ENC library and an update disk containing the latest Notices to Mariners and other updates published since the last base data disk was issued. Together these give you access to up to date, worldwide ENC coverage.

VOYAGER - includes the Voyager software application and some useful ‘How to...’ videos. You can choose whether you install Voyager from DVD or USB depending on your preference and the configuration of your PC.

The Voyager ‘How to...’ videos show you:

- Voyager overview
- How to create a route and order products
- How to import updates by web or email
- How to export AVCS 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 updates
- How to request missing Tracings
- How to find the full NtM
• How to print reports

These videos are also available at www.gnsworldwide.com/support

INSTALLING YOUR VOYAGER OPEN PERMIT ENCS
When your Voyager OPEN PERMIT subscription is activated, GNS sends you an AVCS permit by email. This permit unlocks all PAYS ENCs worldwide.

If you are already an AVCS user, all you will need to do is load this new permit file onto your Voyager PC and ECDIS. If you are a new AVCS user, please save this file on the PC you intend to use for Voyager until your Voyager and AVCS packs arrive. We recommend creating a specific folder called “Voyager data” for this purpose.

INSTALLING YOUR VOYAGER SOFTWARE
If you are not already a Voyager software user, when your Voyager OPEN PERMIT subscription is activated, GNS also sends you a unique Voyager licence key (LICENCE_KEY.txt) by email. Please save this file on the PC you intend to use for Voyager until your Voyager and AVCS packs arrive. We recommend creating a specific folder called “Voyager data” for this purpose.

As soon as you have received your Voyager media pack you will be ready to start your Voyager installation by following the steps on page 7.

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

telephone and email addresses on page 2 of this guide.
Getting started

If you are an existing AVCS and Voyager version 7 user you can go straight to STEP 3 on page 8 of this guide “IMPORT YOUR VOYAGER OPEN PERMIT PERMIT FILE INTO VOYAGER”. If you are an existing Voyager 7 user but don’t yet use AVCS, go to STEP 2 below. If you are not currently using Voyager or are using Voyager version 6 or earlier please read on.

STEP 1. INSTALL/UPGRADE VOYAGER SOFTWARE
If you are not already a Voyager user, the first step is to install Voyager software on your back of bridge PC. It is important to do this before you load your Voyager OPEN PERMIT ENCs on to your ECDIS. To install Voyager follow the steps on page 10 of this guide.

Installing Voyager will enable you to:
• Manage your ENC inventory more easily
• View the ENCs in your Voyager OPEN PERMIT file on your PC
• Select which updates you require and download them
• Identify ENCs that aren’t available as part of a Pay as you Sail service
• Request and download permits for these “non PAYS” charts should you need them

If you are already a Voyager user using Voyager version 6 or earlier, you will need to upgrade to Voyager 7.2. Version 7.2. gives you the option to download updates for a specific geographic area as well as for routes or all ENCs licenced. You can read how to do this on pages 22 and 23 of this guide.

We will send you the upgrade as part of your Voyager OPEN PERMIT starter pack. To upgrade simply load the upgrade disk into your disk drive and follow the instructions on screen.

STEP 2. IMPORT LATEST AVCS BASE AND UPDATE DISKS INTO VOYAGER
Install your AVCS base and update disks onto your back of bridge PC following the instructions on page 14. NOTE: If you are already an AVCS user, you may already have some AVCS charts installed. In order to ensure you have full access to all the
AVCS ENCs available with Voyager OPEN PERMIT you will need to reload from the base disk.

**STEP 3. IMPORT YOUR AVCS PERMIT FILE INTO VOYAGER**

This step enables you to use Voyager to view and route plan using all the ENCs available within Voyager OPEN PERMIT. The easiest way to do this is to use the Voyager ‘Sync’ function which collects the latest information about your GNS services from the GNS server and automatically applies them. To read how to send a Voyager Sync Update please go to page 15. If you prefer, you can also do it manually by following the instructions on page 16.

**STEP 4. SET YOUR UPDATING PREFERENCES**

The next step is to set your update preferences. This is important to ensure you get access to the updates your vessel needs. Click on Updates, then AVCS | Primar - ENC. Select Manage VOP Zones. This will open to a 3rd level menu. Select the check boxes for the Zones in which you are sailing and click ‘Save’. A pop-up message will appear advising you to send a sync update. Click ‘OK’

From now on whenever you click to Get updates, Voyager will download updates for ENCs in these geographic areas. See page 22 for more details. You can change these preferences at any time.

**STEP 5. DOWNLOAD ANY MISSING AVCS UPDATES**

There may be some time between when the last AVCS disk was dispatched and when it arrives onboard your vessel. To make sure you are fully up to date go to ‘Get Updates’ on the Voyager Home page and select ‘Get Latest Edt. Updates’ to download any missing updates. Alternatively follow the instructions on page 17.

**STEP 6. EXPORT AVCS UPDATES FROM VOYAGER TO LOAD IN YOUR ECDIS**

To ensure that the AVCS files you load into your ECDIS are fully up to date, export AVCS updates from Voyager following the instructions on page 18.

**STEP 7. INSTALL AVCS ENCs, PERMITS AND UPDATES IN YOUR ECDIS**

Load your AVCS base disks along with your Voyager OPEN PERMIT file into your ECDIS. When installation is complete follow instructions on screen to also install the latest AVCS updates and ensure your ECDIS is fully up to date. If you are using multiple ECDIS onboard repeat this process for all systems.

Congratulations you are now ready to start using Voyager OPEN PERMIT.
Step by step instructions
How to install Voyager

1. Recommended system requirements
Before you start please make sure your PC meets our recommended system requirements. You will also need admin rights to your onboard PC to install Voyager successfully.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet connection</td>
<td>3G, GPRS, Broadband, Wifi or Iridium Openport</td>
</tr>
<tr>
<td>Computer Processor</td>
<td>2 GHz Dual Core</td>
</tr>
<tr>
<td>Computer Memory</td>
<td>4 GB</td>
</tr>
<tr>
<td>Hard drive</td>
<td>20 GB</td>
</tr>
<tr>
<td>Screen Resolution</td>
<td>1366x768 pixels or higher</td>
</tr>
<tr>
<td>Printer (paper updates only)</td>
<td>Colour inkjet</td>
</tr>
</tbody>
</table>

2. Insert the Voyager Disk or USB
Insert the Voyager Installation Media (DVD or USB) in the Voyager media pack into your PC and browse to the DVD or USB drive in Windows Explorer.

3. Launch Voyager Setup
Double click on Voyager Setup.exe on the provided DVD and USB.

4. System check
Voyager will check your system for required pre-requisite components to install. *Note: Windows may prompt you to confirm you wish to proceed. Please accept this prompt to continue with the installation.
5. Check the Terms & Conditions
Read and accept the terms and conditions by selecting the check-box on screen.

6. Install Voyager
Click ‘Install’ to begin the installation of Voyager.

7. Configure Voyager
Once Voyager is installed, click ‘Launch Voyager’ and the Configuration Wizard will open. Follow the instructions on screen to configure Voyager for you.

8. Import your Voyager licence key
The Voyager licence key unlocks Voyager. You will have received your VOYAGER LICENCE_KEY.txt file by email. Follow the instructions on screen to locate your licence key and import.

9. Select your preferred update method
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.

For Web users: If required update proxy settings.
For email users: Set the vessel email address and file size limit.

Click “Save”.
10. Import your latest Voyager updates
If you are using Web updating for your Voyager update now click on “Download a Voyager Update” on the right of the Voyager home page. Voyager will download your updates immediately.

If you are using email updating, we will have started sending you weekly Voyager updates when we activated your Voyager subscription to ensure that when you install Voyager onboard you have access to any changes that have happened in the time between when the Voyager media pack was despatched and when you receive it on board. Import these updates by choosing “Import a Voyager Update” on the right of the Voyager home page and browsing to where you saved them (this should be in the Voyager data file you set up earlier). Select the first file and click open. Voyager will continue with all other files automatically.

Helpful hint: Your Voyager installation disk has the week number in which it was created written on it. Use this date to help you ensure you aren’t missing any weekly updates. If you are just follow the process on page 17 to request the ones you need to bring Voyager fully completely up to date.

After the update process is completed, Voyager will ask you to restart. Click “OK” to do this.

11. Update your correction log
Click ‘ Initialise’ and select the week number up to which all your paper corrections have been applied.

12. Launch Voyager
Now you can start Voyager by clicking “Launch”.

13. Send your first Sync update
Sending a Sync update ensures that your copy of Voyager stays correctly synchronised with GNS systems and ensures we send
you the correct updates for your inventory each week.

To send your first Sync update, go to the Voyager homescreen, click on “Send a Sync update” and follow the instructions on screen. Voyager will automatically open your email program and prepare an email. To complete the Sync process just press “Send”. Do not make any changes to the email.

This process is also described on page 15 of this Guide.

Helpful hint: If you have Voyager installed on more than one PC, you only have to send a Sync update for your main Voyager computer.

14. Installation complete
Congratulations you have successfully installed and updated Voyager for the first time. You can now start using Voyager to route plan, identify the correct charts and publications for your intended voyage, get access to digital and paper product updates and much more.

Helpful hint: Refer to our helpful Voyager How to Guide to see how easy it is to use Voyager to assist with your route planning, updating, product ordering and other tasks.
How to import an AVCS base or update disk

To import an AVCS base or update disk 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 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. 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.
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”.

A window will appear that gives you the chance to browse to the position where you stored the received Permit.txt file.
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 export AVCS ENC updates to ECDIS

Click on “Create ENC update for my ECDIS” on the right side of the window. Alternatively you can also click on “Updates” on the upper part of the window.

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:
- Update Type (ENC/AIO)
- Period (from week to week, or selected week)

The Voyager standard filter setting is:
- Update Type (All)
- 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 that 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 order ENCs using Voyager

A small number of countries do not allow their ENCs to be included in Voyager OPEN PERMIT, you can order permits for these ENCs via your Voyager software. When you plan a route, your Voyager software will identify if any ENCs you need are missing from your permit.

To order and download permits for these ENCs, simply select the products you want and click Add to Basket. Then 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 21 of your Voyager How to 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 request updates for a specific trading area

Your Voyager software lets you to download updates for specific trading areas or zones. The Voyager updating zones match the Admiralty Digital Radio Signals (ADRS) 6 areas.

Using these updating zones to keep your ENC library up to date significantly reduces update file sizes whilst enabling you to sail in a region with confidence that all the ENCs you may use are fully up to date.

To update ENCs in your trading area(s) follow these simple steps.

Click on Updates, then AVCS | Primar - ENC. Select Manage VOP Zones. This will open to a 3rd level menu.

Select the check boxes for the Zones for which you wish to download updates and click ‘Save’.

A pop-up message will appear advising you to send a sync update.

Click ‘OK’

Select ‘Get Updates’ > ‘Get Latest Edt. Updates’
How to request updates for a specific route

From the PLANNING tab in Voyager, first plan or select the route you wish to execute.

Click on Updates, then AVCS | Primar - ENC. This will open to a 3rd level menu. Click on Update Status combo box and select “All”.

A pop up box will appear showing the number of files and the download size for update.

Select “Get Selected Updates” to start the download.

Select “Close” on the pop up once it displays Download Complete.
Frequently asked questions

HOW DOES THE SERVICE WORK?
Vessels get a single AVCS permit that unlocks all PAYS ENCs worldwide. They use that permit to install worldwide ENC coverage on all ECDIS on board as well as on Voyager. As vessels sail, the ECDIS automatically opens the correct scale ENC to navigate safely.

Standard Voyager OPEN PERMIT: Customers are invoiced for the service fee at the start of their Voyager OPEN PERMIT contract and then are sent a monthly invoice for the ENCs each vessel has sailed through.

Fixed Price Voyager OPEN PERMIT: Customers either pay annually in advance on a single invoice or pay monthly in installments as with a GNS Bundle.

HOW DOES GNS TRACK VESSEL POSITIONS?
GNS polls the vessel position every 60 mins using her Inmarsat C terminal and AIS positions - that means there’s no additional hardware (or installation) costs. We record the vessel position and use it to derive which ENCs the vessel is sailing through. AIS data is used to augment the hourly SAT-C polling to provide a more accurate track and as a backup should any SAT-C points be missed. GNS recommends that vessels keep AIS switched on to provide maximum tracking accuracy. Failure to do so may result in less accurate tracking and higher ENC costs being incurred.

HOW ARE ENC CHARGES CALCULATED?
Charts purchased within PAYS services generally incur a premium. PAYS premium prices are imposed by Regional ENC Coordination offices on behalf of their members who create the ENCS.

ARE ALL ENCS AVAILABLE VIA VOYAGER OPEN PERMIT?
Burmese (Myanmar), Hong Kong, Indian and Singaporean (including Malacca) ENCs are not currently available via PAYS services. In these cases, Voyager PLANNING
STATION identifies missing charts during route planning so additional permits can be requested as required. Customers can choose to also use Voyager OPEN PERMIT to ensure vessels get fast and efficient access to non PAYS ENCs.

DO VESSELS HAVE TO REBUY AN ENC EVERY TIME IT’S SAILED THROUGH?
No, PAYS ENCs are active/valid for 3 months from the date a vessel sails through them. They do not have to be repurchased every time.

WILL VESSELS LOSE ACCESS TO ENCS PREVIOUSLY BOUGHT?
No. Any ENCs bought before switching to Voyager OPEN PERMIT will continue to be available for the duration of the licence period. If vessel’s sail through them during that time you will not pay again.

WHAT HAPPENS TO ENCS IF A SUBSCRIPTION IS CANCELLED?
Access to any ENCs purchased is retained until their permits expire which will be 3 months from the date you first sailed through the area covered.

DO NON PAYS ENCS HAVE TO BE BOUGHT EVERY TIME THEY ARE SAILED THROUGH?
If buying on a conventional PAYS tariff non PAYS ENCs are supplied on standard terms. Voyager will advise when cells in a route are missing and must be purchased. Customer has option to purchase for shortest possible permit length or for a longer period [if frequently transiting the area]. Permits purchased this way are active/valid for a minimum of 3 months from the date the permit is requested.

HOW BIG ARE THE UPDATE FILES?
Voyager OPEN PERMIT provides worldwide access to ENCs. The weekly update for the full data set can be between 50 and 100MB per week. Voyager enables vessels to limit the updates to a specific route or geographic area relevant to where she is sailing to reduce the update file sizes by up to 95% each week. Updates can be sent via web or email.

HOW DOES UPDATING WORK?
Weekly updates for a worldwide ENC permit are large so when GNS activates a Voyager OPEN PERMIT subscription, ENC updates are disabled for all ENC except for those you have previously purchased so that you can define your own updating preferences to minimise update sizes.
When GNS activates an Voyager OPEN PERMIT subscription, ENC updates are disabled for all cells except those previously purchased. Vessels define their own updating preferences as part of the set up process to minimise update sizes. They do this based on VOP ENC Updates Zones - see pages 6 and 22 of this guide. Once the Zones are configured, vessels simply select ‘Get Updates’ from the Voyager home screen when they want to update. The Voyager Home screen also notifies when new updates are available. In addition, ENC updates are automatically enabled every time vessels sail into an ENC, so the vessel gets them the next time they do an update. Vessels can also draw a route and download the missing updates for a route - see Page 23. Voyager only ever downloads missing updates to minimise data costs.

ARE THERE ANY SPECIAL HARDWARE REQUIREMENTS?
No. GNS uses the vessels existing Inmarsat C terminal and AIS to track vessel movements. No additional hardware is required. You will, of course, need a PC, on which to run your Voyager software, and an ECDIS.

WHICH VOYAGER SERVICES ARE INCLUDED WITH VOYAGER OPEN PERMIT?
Vessels get Voyager ‘Essentials’ which provides inventory management, product catalogue and route planning functionality plus AVCS updating. Other services can be added to Voyager should you require them.

DO VESSELS NEED TO UPGRADE TO VOYAGER 7.2?
Vessel’s don’t have to upgrade, but we do strongly recommend it because Voyager 7.2 gives you the additional option of downloading updates for a specific area in addition to updating by route or globally for all active permits.

HOW MUCH DISK SPACE WILL A VESSEL NEED?
Worldwide ENC coverage is approximately 4.5GB so it’s important to be sure that vessels have the necessary ECDIS and PC disk space and processing power available to manage that volume of data. There may be some issues with the ability of older ECDIS to manage a global ENC permit file. Any PC should also meet the specification stated in the Voyager User Guide.
Enhance your shipping operations with data-led navigation

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