

**AVCS**

**ADMIRALTY**  
Vector Chart Service

# Using the ADMIRALTY Vector Chart Service with the eGlobe G2 ECDIS

This guide is based on eGlobe Version 1.0.1.14 ECDIS

The guide should be used in conjunction with the AVCS User Guide, as well as the ECDIS Operators Manual or other documentations as supplied by the equipment manufacturer



United Kingdom  
Hydrographic Office

Version 1.0

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# 1 Data Management

The actual instructions and screen-shots in this guide are based on the version of the eGlobe G2 Series ECDIS installed in the UKHO as detailed on the front cover. There may be minor differences between certain models (i.e. screen layouts may vary).

eGlobe G2 works with different combinations of hardware. This can be either non-touchscreen in combination with a hardware keyboard (incl. trackball) or a touchscreen unit. The touchscreen option can be disabled or enabled via the 'Settings' Tab on the Main Menu, 'Input' box and by ticking or un-ticking the 'Use Touchscreen Settings' option.

This User Guide is mainly aimed at the touchscreen version of the eGlobe software. Unlike other ECDIS systems, the eGlobe G2 ECDIS does not require a dongle with a license key. If multiple eGlobe G2 ECDIS Units are installed on a Vessel or on-shore (i.e. Master and Back Up ECDIS), the same licensing data (i.e. S63 User Permit Number) is shared by all Units. Chart collection maintenance actions, such as the installation of new AVCS ENC's, have to be done just on one workstation (i.e. Back Up ECDIS workstation) and once accepted on that station, all changes are automatically distributed to all other eGlobe G2 workstations on the network. Therefore it is recommended to keep all eGlobe G2 workstations in "Navigational Mode" and perform ENC installations/updates on one selected workstation.

When the eGlobe ECDIS is first switched on, users get to the following Home screen where they can select the option needed to operate their system. All electronic chart licensing and data management operations are carried out through the 'Navigation Mode' Tab on the Home screen of the eGlobe G2 ECDIS:



**Note:** For easier use of the eGlobe G2 ECDIS, this Menu can be moved to the Left or Right Hand side of the screen (Menu: Settings>Display Box>Select Left Handed or Right Handed)

**Note:** Large collection installation/Updates (i.e. for PAYS) may be quite time consuming. In the eGlobe G2 ECDIS, it is not necessary to leave the "Planning Mode" or "Sailing Mode" for Chart Collection Maintenance. Once Chart maintenance action is started, you may return to "Planning Mode" or "Sailing Mode" and the Chart Maintenance related process (i.e. ENC installation/Update) will continue automatically in the background as it does not require any user interaction except final acceptance of installation/update results.

**Note:** The "Chart Loader" Tab on the Menu turns yellow whenever the ECDIS Chart Collection requires some attention (i.e. Charts are not up to date, AVCS ENC permits are expired or expiring within next 30 days, ENC's are licensed but NOT installed).

**Note:** In "Chart Loader", select the 'Settings' Tab to adjust Chart Loader settings to your weekly import routines for ENC Updates and new ENC's (i.e. FTP download, External Media)

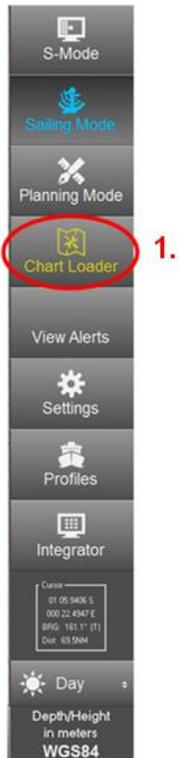
To check Presentation Library (PL) Edition: Go to "Settings" and then in the "Systems Compliance" box the presentation library version is listed.

## 2 The User Permit Number

The User Permit Number is a 28 character alphanumeric string that is unique to each ECDIS installation or group of ECDIS, e.g. multiple bridge installations. The User Permit Number should have been supplied at the time of delivery and must be used when ordering an AVCS licence. If multiple eGlobe G2 ECDIS Units are installed on a Vessel or on-shore (i.e. Master and Back Up ECDIS), the same licensing data (i.e. S63 User Permit Number) is shared by all Units.

To check the 'User Permit Number':

1. Select 'Chart Loader' on the Menu



2. In the 'Chart Loader' window, select the 'Settings' Tab

3. The S63 User Permit then appears in the displayed window



## 3 The Public Key

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The Admiralty Vector Chart Service currently uses the IHO.CRT, issued by the International Hydrographic Organisation, to authenticate its AVCS ENC's.

It is not possible to view the Public Key in the eGlobe G2 ECDIS. This ECDIS is delivered with the IHO Public Key already pre-installed. THE System automatically searches for a valid Public Key on any media being scanned.

Should a new valid Public Key be detected on a media, the system installs it automatically and includes the relevant message into the installation report. For example, a new IHO.CRT can be downloaded from the IHO website and copied to USB media. Then it can be uploaded into the system just by scanning this Media.

## 4 Deleting ENC Data

New AVCS customers who had previously subscribed to other ENC services are required to remove (purge) all ENC Permits and data from the system before installing AVCS.

In the eGlobe G2 ECDIS, it is not necessary to delete ENC Permits separately from relevant ENC Data. These Permits can only be deleted together with the ENC Data. You only need to just select an item(s) to be deleted and the system will automatically recognise its status (i.e. Permit only, Permit and installed ENC Data) and delete accordingly.

To delete all ENCs data from the system:

1. In the 'Chart Loader' window, select 'Chart Inventory'
2. Highlight the Chart(s) to be deleted. If a keyboard is connected to the ECIDS, it is possible to use a standard <Ctrl>+<A> key combination to select all items in the current items list
3. Select 'Delete'

The screenshot shows the 'Chart Inventory' window in the eGlobe G2 ECDIS. The window title is 'Chart Loading | Chart Inventory | Reports | Settings | Review Updates | Manual Updates | Chart 1'. Below the title bar, there are tabs for 'S-63', 'S-57', and 'ARCS'. The main area contains a table of ENC data. The row 'EE5V0833' is selected and highlighted in blue. A red circle highlights the 'Delete' button in the top right corner of the window. Another red circle highlights the 'Chart Inventory' tab in the top left of the window. A third red circle highlights the 'Delete' button in the top right of the window. The interface also shows a map of SWINOUJSKIE and GALERTOWA D. in the background.

Name	Status	Product	Producer	Installed Edition	Installed Update	Update Date	Latest Edition Available	Latest Update Available	Date Latest
EE3D0014	OK	ENC	EE	1	0	13.05.2014	1	0	13.05.2014
EE40653A	OK	ENC	EE	2	0	07.04.2014	2	0	07.04.2014
EE4C3816	NOT UP TO DATE	ENC	EE	3	0	28.10.2014	3	5	12.05.2014
EE50816K	OK	ENC	EE	3	0	23.05.2014	3	0	23.05.2014
EE5V0833	OK	ENC	EE	1	0	26.06.2014	1	0	26.06.2014
EE60925K	OK	ENC	EE	3	0	18.08.2014	3	0	18.08.2014
EE60929C	OK	ENC	EE	2	0	19.07.2013	2	0	19.07.2013
EE60930D	OK	ENC	EE	4	0	30.05.2014	4	0	30.05.2014
EE60949C	OK	ENC	EE	1	0	08.09.2013	1	0	08.09.2013
EE60952C	OK	ENC	EE	1	0	27.05.2013	1	0	27.05.2013
EE60953C	OK	ENC	EE	1	0	01.04.2014	1	0	01.04.2014

Installation:  Installed  Not Installed  
 Expiry:  Does Expire  Never Expires  
 License:  Licensed  Not Licensed

Installed: 13601  
 Expired: 0 Not up to date: 3412  
 Expiring next 30 days: 0

VECTOR: 0min T.GND position by EPPS1  
 AIS: not filtered NO INPUT

Edit Undo Redo Select Deselect Pick Chart Settings Go to Ship

Day Depth-Height in meters WGS84

## 5 Deleting ENC Permits

If the user has previously subscribed to another ENC service please remove these ENC permits from the ECDIS system before use. The user must select the cells for which permits are to be deleted. In most instances this will simply involve selecting all cells. In certain circumstances it may be required to remove permits for individual cells, in this case simply select the cells for which permits need to be deleted.

In the eGlobe G2 ECDIS, it is not necessary to delete ENC Permits separately from relevant ENC Data. These Permits can only be deleted together with the ENC Data.

To delete ENC Permits:

1. In the 'Chart Loader' window, select 'Chart Inventory'
2. Highlight the Chart(s) to be deleted. If a keyboard is connected to the ECIDS, it is possible to use a standard <Ctrl>+<A> key combination to select all items in the current items list
3. Select 'Delete'

Name	Status	Product	Producer	Installed Edition	Installed Update	Update Date	Latest Edition Available	Latest Update Available	Latest
EE3D0014	OK	ENC	EE	1	0	13.05.2014	1	0	13.0.
EE40653A	OK	ENC	EE	2	0	07.04.2014	2	0	07.0.
EE4C3816	NOT UP TO DATE	ENC	EE	3	0	28.10.2014	3	5	12.0.
EE5R16K	OK	ENC	EE	3	0	23.05.2014	3	0	23.0.
EE5V0833	OK	ENC	EE	1	0	26.06.2014	1	0	26.0.
EE60925K	OK	ENC	EE	3	0	18.08.2014	3	0	18.0.
EE60929C	OK	ENC	EE	2	0	19.07.2013	2	0	19.0.
EE60930D	OK	ENC	EE	4	0	30.05.2014	4	0	30.0.
EE60949C	OK	ENC	EE	1	0	08.08.2013	1	0	08.0.
EE60952C	OK	ENC	EE	1	0	27.05.2013	1	0	27.0.
EE60953C	OK	ENC	EE	1	0	01.04.2014	1	0	01.0.
EE60953C	OK	ENC	EE	1	0	10.08.2013	1	0	10.0.

A Confirmation window will then appear to confirm the deletion of the selected Chart(s). Click 'Yes'. The selected Chart Permit and Data will then disappear from the 'Chart Inventory' Chart List

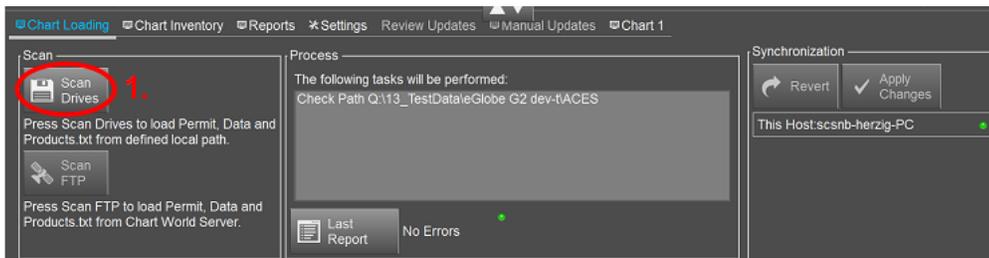
**Note:** If at the bottom of the 'Chart Inventory' screen, the 'Not Installed' option is ticked, the previously deleted Chart(s) will remain on the List appearing on the screen. The deleted Chart(s) will only disappear from the 'Installed' Chart List if ticked.

## 6 Installing ENC Permits

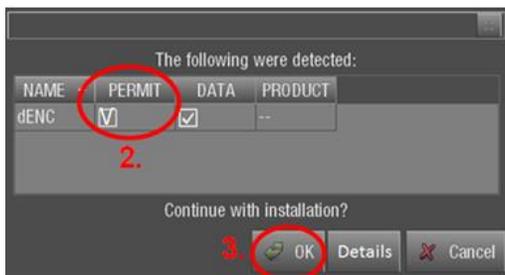
**Note:** Ensure the correct Permit is installed into the ECDIS workstation.

To install AVCS ENC Permits:

1. In 'Chart Loader', select 'Chart Loading' and then click on 'Scan Drives'. The ECDIS will automatically scan for the Permits to be installed



2. Tick the 'Permit' Box on the following window appearing on the screen
3. Select 'OK'

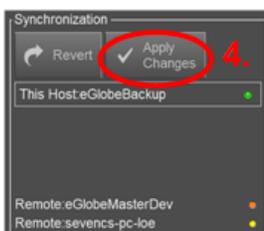


As soon as the installation is confirmed, the system will display the progress bar plus related messages.

The status indicator **No Errors** will show the interim results of the installation if the system detected any errors. The indicator will change to yellow in case some errors were detected during data import. The number of errors is displayed, too. Should critical errors be detected the indicator will change to red, and the affected data will not be imported. The message window will display relevant messages. All messages and actions are recorded in the report file which is accessible via the button Show Report.

The eGlobe G2 ECDIS also gives users the option of downloading their data directly from the Chartworld FTP Server. To use this facility, the ECDIS needs to be linked to the Chartworld's FTP Server prior to starting the download and the 'Update from Chartworld Server (FTP)' needs to be ticked in the 'Chart Loader', 'Settings' window. The eGlobe G2 ECDIS is delivered customised with pre-configurations allowing users to use this FTP Server. This needs to be organised directly with the ECDIS Manufacturer.

4. Once the updates are installed, these changes need to be applied to the eGlobe G2 ECDIS by clicking on 'Apply Changes' in the 'Synchronisation' box on the right hand side of the 'Chart Loading' screen



**Note:** Once all the steps of Chart Maintenance are completed (i.e. Permit, Base and Update media installation as applicable), click on 'Apply Changes' in the 'Synchronization' box

## 7 Installing AVCS DVDs

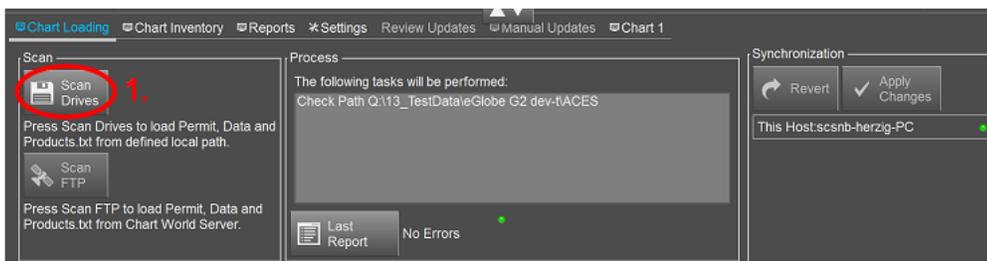
There are currently 2 AVCS DVD Media. **AVCS DVD Media contain all the latest Base and Update data.** It is likely that users will need to install both DVDs in order to load all licensed ENC's. Reference to the *Schedule A* could avoid the unnecessary loading of both DVDs and save the user time.

The process described here should be used in almost all circumstances as it will automatically select data to be loaded according to the permit file installed by the user.

**Note:** Ensure the latest permits have been installed before attempting to install any data

To install AVCS DVD Media:

1. After having inserted the AVCS DVD into the appropriate drive (i.e. D/Q), in 'Chart Loader', select 'Chart Loading' and 'Scan Drives'



2. Tick the 'DATA' Option to install the AVCS Data from the DVD. If the AVCS Data is stored on another source (i.e. Exchange Set on a USB Key), the system will automatically recognise the new source and will install from that location.
3. Click 'OK'



**Note:** The eGlobe ECDIS only enables users to install all data from the DVD at once and does not allow users to select specific country data (\*i.e. B1, B2, B3, etc.) to install

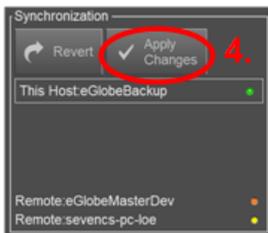
As soon as the installation is confirmed the system will display the progress bar plus related messages.

As soon as the installation is confirmed the system will display the progress bar plus related messages.

The status indicator **No Errors** will show the interim results of the installation if the system detected any errors. The indicator will change to yellow in case some errors were detected during data import. The number of errors is displayed, too. Should critical errors be detected the indicator will change to red, and the affected data will not be imported. The message window will display relevant messages. All messages and actions are recorded in the report file which is accessible via the button 'Last Report' in the 'Process' box.

The eGlobe G2 ECDIS also gives users the option of downloading their data directly from the Chartworld FTP Server. To use this facility, the ECDIS needs to be linked to Chartworld's FTP Site prior to starting the download and the 'Update from Chartworld Server (FTP)' needs to be ticked in the 'Chart Loader', 'Settings' window. The eGlobe G2 ECDIS is delivered customised with pre-configurations allowing users to use this FTP Server. This needs to be organised directly with the ECDIS Manufacturer.

- Once the updates are installed, these changes need to be applied to the eGlobe G2 ECDIS by clicking on 'Apply Changes' in the 'Synchronisation' box on the right hand side of the 'Chart Loading' screen



**Note:** To review all Updates applied to a Chart, go to 'Chart Loader', 'Chart Inventory', Highlight the Chart to be keep pressing on the Chart on the screen. A Drop down Menu will appear. Select 'Review Updates'

**Note:** To then view the Charts, go to 'Chart Loader', 'Chart Inventory', Highlight the Chart to be viewed, keep the Chart on the screen. A Drop down Menu will appear. Select 'Show this Chart'

## 8 Installing AVCS Base CDs

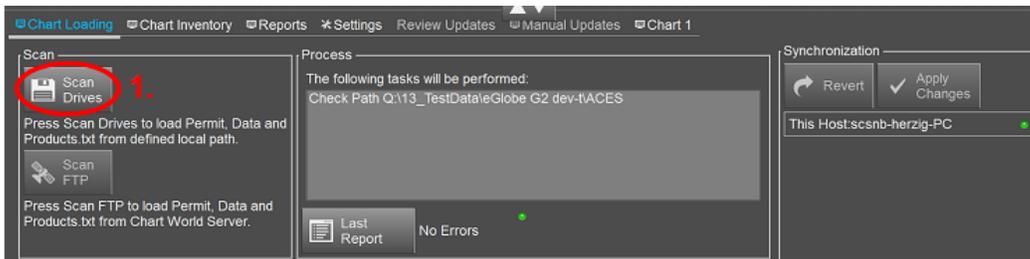
There are currently 9 AVCS Base CDs but this number will grow as more ENC's become available for distribution within AVCS. It is unlikely that users will need to install all of the CDs in order to load all licensed ENC's. Reference to the *Schedule A* can avoid the unnecessary loading of some CDs and save the user time.

The process described here should be used in almost all circumstances as it will automatically select data to be loaded according to the permit file installed by the user.

**Note:** Ensure the latest permits have been installed before attempting to install any data

To install AVCS Base CD:

1. After having inserted the first AVCS Base CD identified in the Schedule A into the appropriate drive (i.e. D/Q), in 'Chart Loader', select 'Chart Loading' and 'Scan Drives'



2. Tick the 'DATA' Option to install the AVCS Data from a Base CD. If the AVCS Data is stored on another source (i.e. USB Key), the system will automatically recognise the new source and will install from that location.
3. Click 'OK'



As soon as the installation is confirmed the system will display the progress bar plus related messages.

The status indicator **No Errors** will show the interim results of the installation if the system detected any errors. The indicator will change to yellow in case some errors were detected during data import. The number of errors is displayed, too. Should critical errors be detected the indicator will change to red, and the affected data will not be imported.

The message window will display relevant messages. All messages and actions are recorded in the report file which is accessible via the button Show Report.

This process should be repeated until all required Base CDs have been installed.

The eGlobe G2 ECDIS also gives users the option of downloading their data directly from the Chartworld FTP Server. To use this facility, the ECDIS needs to be linked to Chartworld's FTP Site prior to starting the download and the 'Update from Chartworld Server (FTP)' needs to be ticked in the 'Chart Loader', 'Settings' window. The eGlobe G2 ECDIS is delivered

## 9 Installing AVCS Update CD

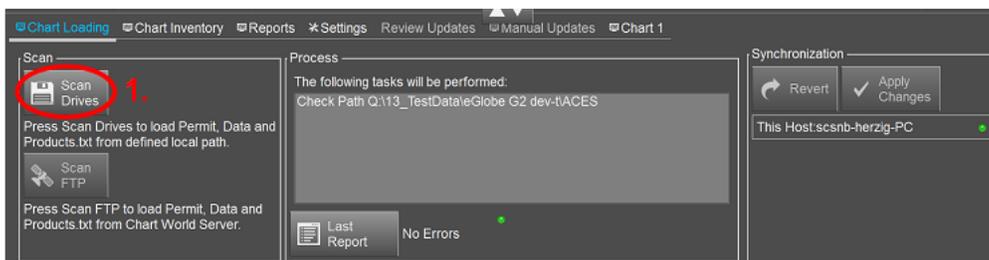
Note: The AVCS update disc will indicate which Base disc week must have been installed. It is important that users do not attempt to load an Update CD that is not consistent with the Base CDs

**Note:** Check the AVCS Update CD for the required Base CDs to be applied first.

**Note:** Base CDs are re-issued about every 6 to 8 weeks. The AVCS Update disc will indicate which Base disc week must have been installed. It is important that users do not attempt to load an Update CD that is not consistent with the Base CDs.

To install AVCS Update CD:

1. After having inserted the first AVCS Base CD identified in the Schedule A into the appropriate drive (i.e. D/Q), in 'Chart Loader', select 'Chart Loading' and 'Scan Drives'



2. Tick the 'DATA' Option to install the AVCS Data from a Base CD. If the AVCS Data is stored on another source (i.e. USB Key), the system will automatically recognise the new source and will install from that location.
3. Click 'OK'

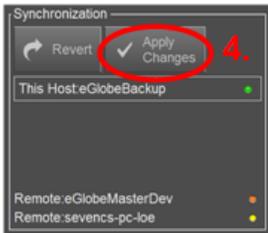


As soon as the installation is confirmed the system will display the progress bar plus related messages.

The status indicator **No Errors** will show the interim results of the installation if the system detected any errors. The indicator will change to yellow in case some errors were detected during data import. The number of errors is displayed, too. Should critical errors be detected the indicator will change to red, and the affected data will not be imported. The message window will display relevant messages. All messages and actions are recorded in the report file which is accessible via the button 'Last Report' in the 'Process' box.

The eGlobe G2 ECDIS also gives users the option of downloading their data directly from the Chartworld FTP Server. To use this facility, the ECDIS needs to be linked to Chartworld's FTP Site prior to starting the download and the 'Update from Chartworld Server (FTP)' needs to be ticked in the 'Chart Loader', 'Settings' window. The eGlobe G2 ECDIS is delivered customised with pre-configurations allowing users to use this FTP Server. This needs to be organised directly with the ECDIS Manufacturer.

- Once the updates are installed, these changes need to be applied to the eGlobe G2 ECDIS by clicking on 'Apply Changes' in the 'Synchronisation' box on the right hand side of the 'Chart Loading' screen



**Note:** To review all Updates applied to a Chart, go to 'Chart Loader', 'Chart Inventory', Highlight the Chart to be viewed, keep pressing on the Chart on the screen. A Drop down Menu will appear. Select 'Review Updates'

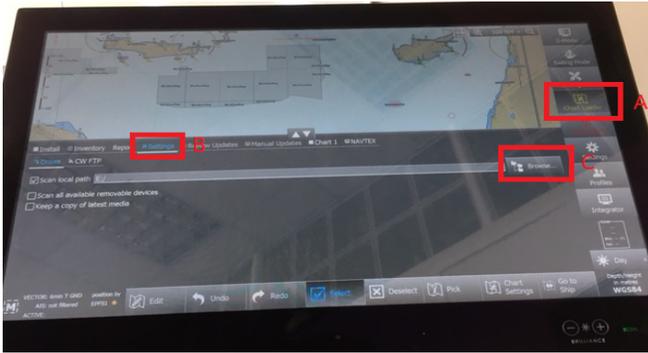
**Note:** To then view the Charts, go to 'Chart Loader', 'Chart Inventory', Highlight the Chart to be viewed, keep pressing on the Chart on the screen. A Drop down Menu will appear. Select 'Show this Chart'

## 10 Installing Exchange Set using USB media

The exchange set contained the latest Notices to Mariners' corrections, New Editions and New Charts issued since the last update for their AVCS holdings. The exchange set can be downloaded using online chart updating software.

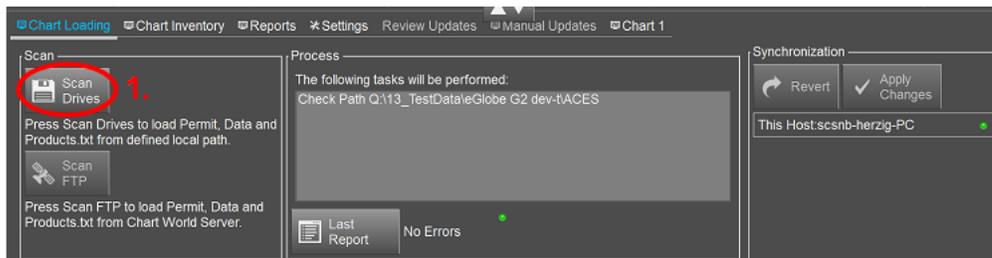
To install AVCS/AIO Exchange Set using USB Stick:

**Note:** Do not save PERMIT.TXT together with the ENC/AIO Exchange Set.

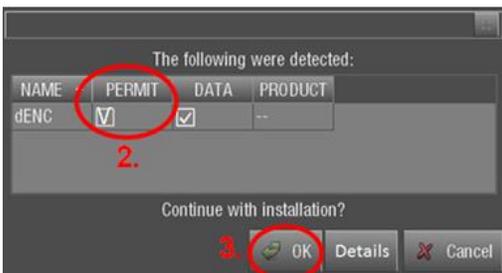


Before you begin go to (A) 'Chart Loader' then (B) 'Settings' tab and then (C) 'Browse' to USB media drive.

1. In 'Chart Loader', select 'Chart Loading' and then click on 'Scan Drives'. The ECDIS will automatically scan for the Permits to be installed

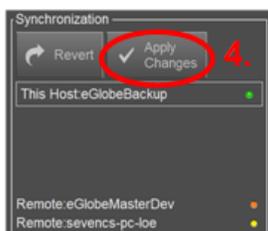


2. Tick the 'Permit' Box on the following window appearing on the screen
3. Select 'OK'



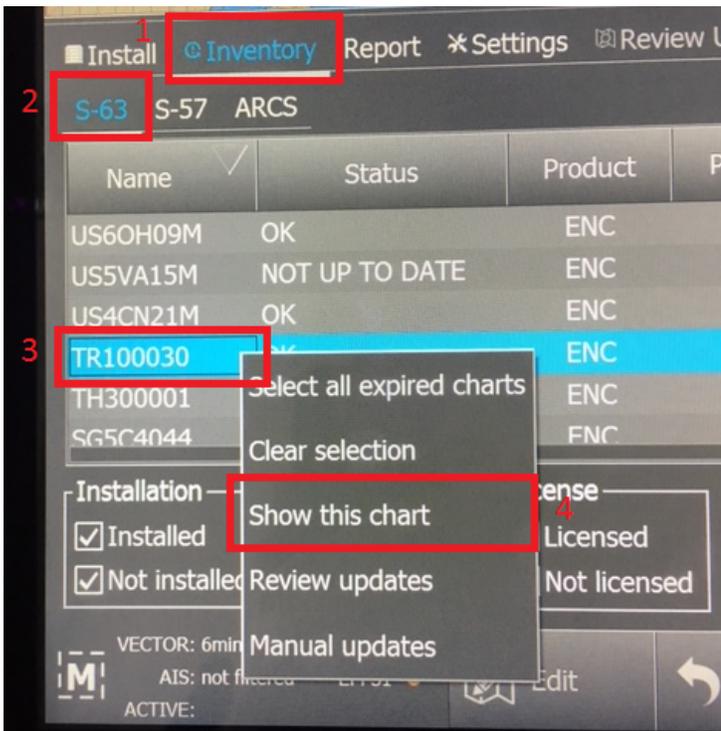
As soon as the installation is confirmed, the system will display the progress bar plus related messages.

4. Once the updates are installed, these changes need to be applied to the eGlobe G2 ECDIS by clicking on 'Apply Changes' in the 'Synchronisation' box on the right hand side of the 'Chart Loading' screen



## 11 Viewing an ENC

To view ENC data:

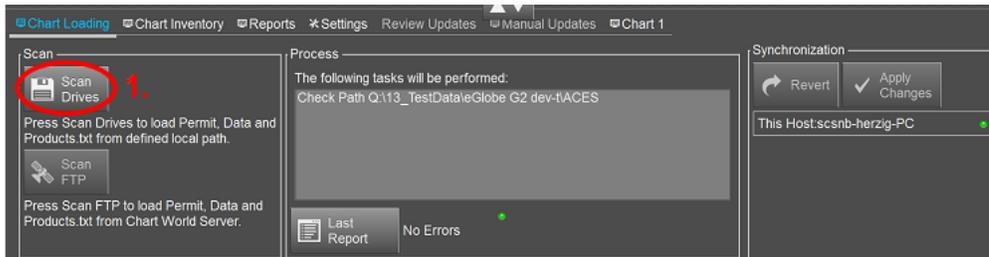


1. Select Inventory
2. Select 'S63' tab.
3. Select the ENC you wish to view by tapping and holding finger down for a couple of seconds.
4. Select 'Show this chart'.

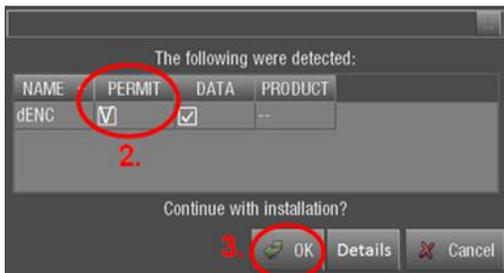
## 12 Installing AIO Permits

To install AIO Permits:

1. In 'Chart Loader', select 'Chart Loading' and then click on 'Scan Drives'. The ECDIS will automatically scan for the Permits to be installed

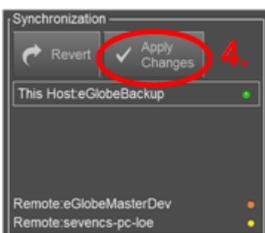


2. Tick the 'Permit' Box on the following window appearing on the screen
3. Select 'OK'



As soon as the installation is confirmed, the system will display the progress bar plus related messages.

4. Once the updates are installed, these changes need to be applied to the eGlobe G2 ECDIS by clicking on 'Apply Changes' in the 'Synchronisation' box on the right hand side of the 'Chart Loading' screen



**Note:** Once all the steps of Chart Maintenance are completed (i.e. Permit, Base and Update media installation as applicable), click on 'Apply Changes' in the 'Synchronization' box

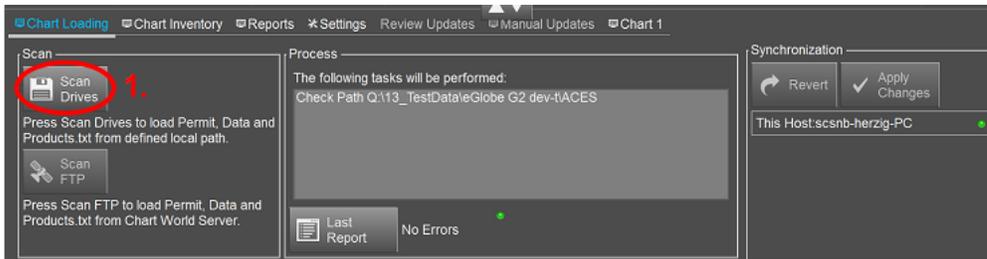
## 13 Installing AIO CD

To install AIO CD:

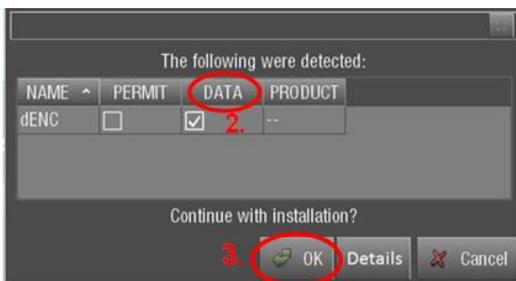
**Note:** Ensure the latest permits have been installed before attempting to install any data

To install AIO DVD Media:

1. After having inserted the AIO DVD into the appropriate drive (i.e. D/Q), in 'Chart Loader', select 'Chart Loading' and 'Scan Drives'

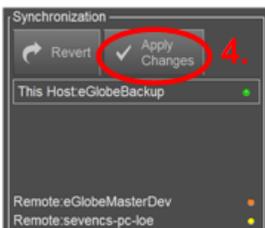


2. Tick the 'DATA' Option to install the AIO Data from the DVD. If the AIO Data is stored on another source (i.e. Exchange Set on a USB Key), the system will automatically recognise the new source and will install from that location.
3. Click 'OK'



As soon as the installation is confirmed the system will display the progress bar plus related messages.

4. Once the updates are installed, these changes need to be applied to the eGlobe G2 ECDIS by clicking on 'Apply Changes' in the 'Synchronisation' box on the right hand side of the 'Chart Loading' screen

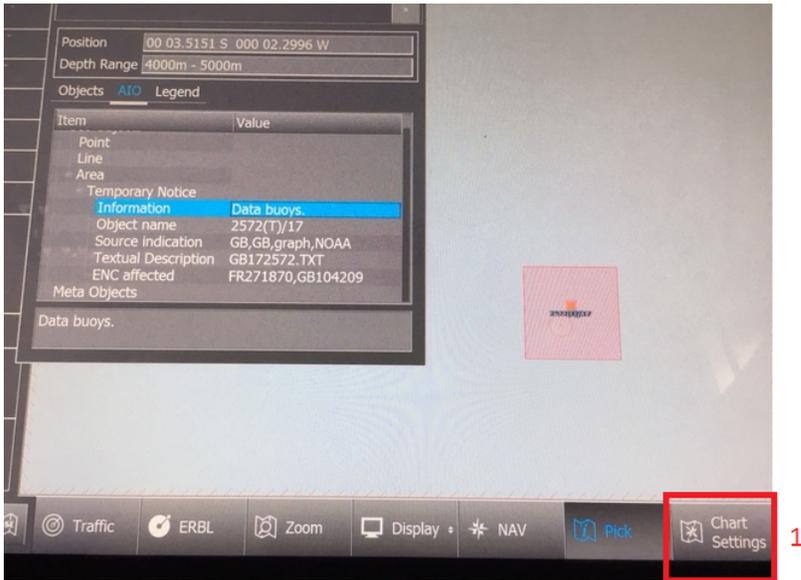


**Note:** Once all the steps of Chart Maintenance are completed (i.e. Permit, Base and Update media installation as applicable), click on 'Apply Changes' in the 'Synchronization' box

## 14 Using the AIO

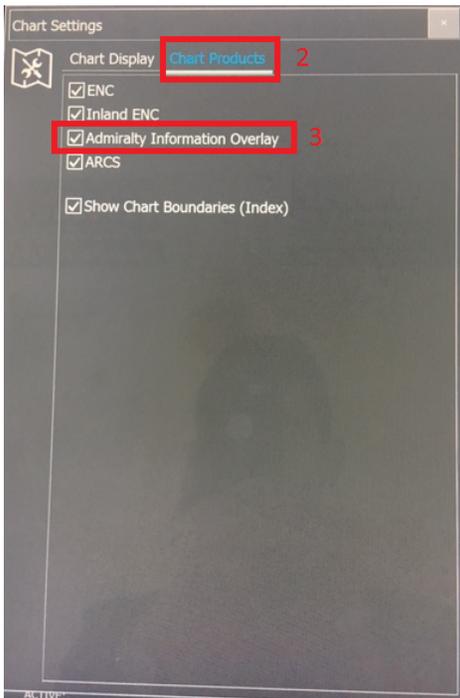
To enable AIO data:

1. Select 'Chart Settings'.



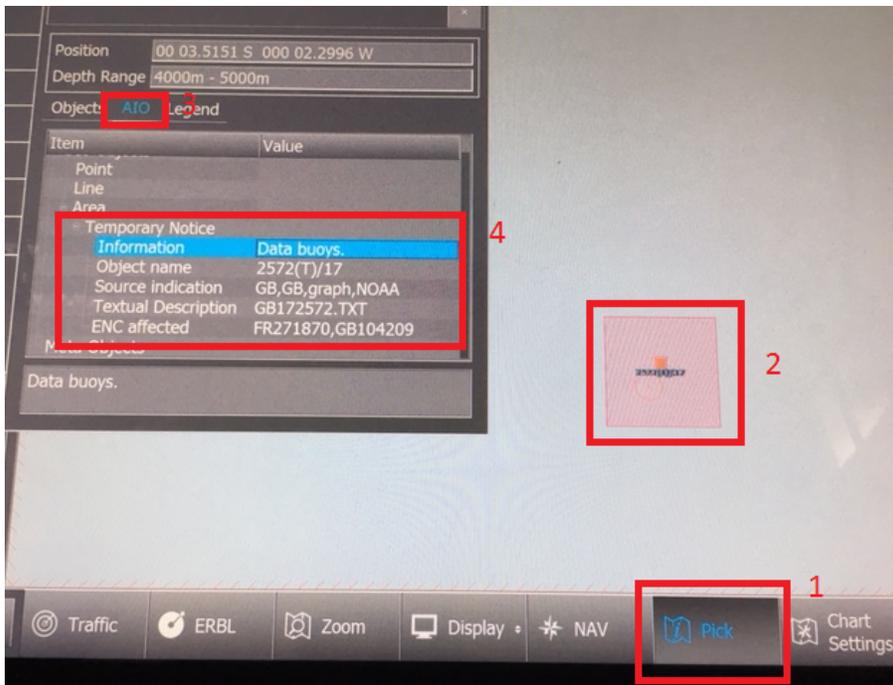
2. Select 'Chart Products'.

3. Ensure the box named 'Admiralty Information Overlay' is ticked.



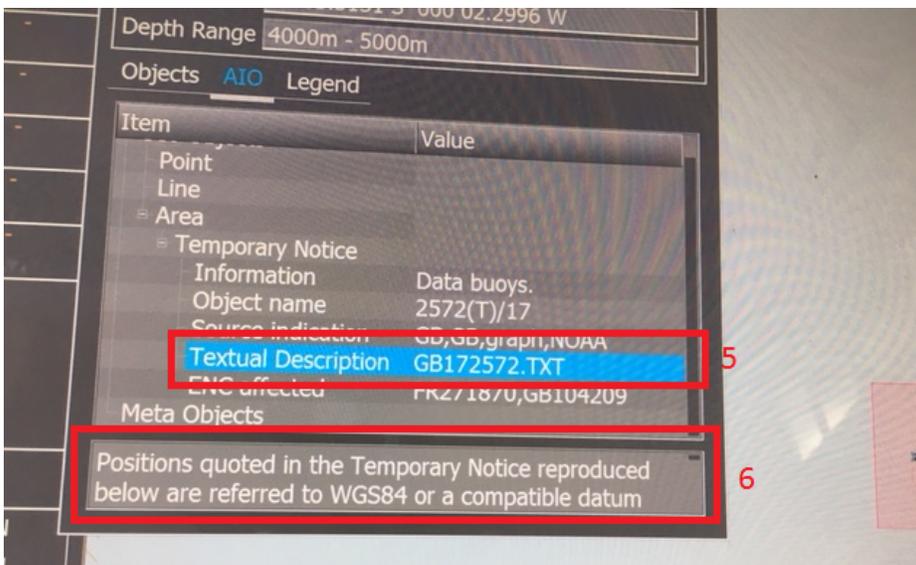
To view AIO data:

1. With the chart open select 'Pick'
2. Select the AIO polygon shown as a red polygon by tapping on it.
3. A selection box will then appear. Ensure you have the 'AIO' tab selected.
4. The AIO polygons attributes will then be displayed below.



5. Select the 'Textual Description' box.

6. The AIO description in the note file is then displayed.



## 15 Systems Checks

The user has the option to review the status of all installed ENC's on the eGlobe G2 ECDIS. [Generate Report for Complete Report of all activities](#)

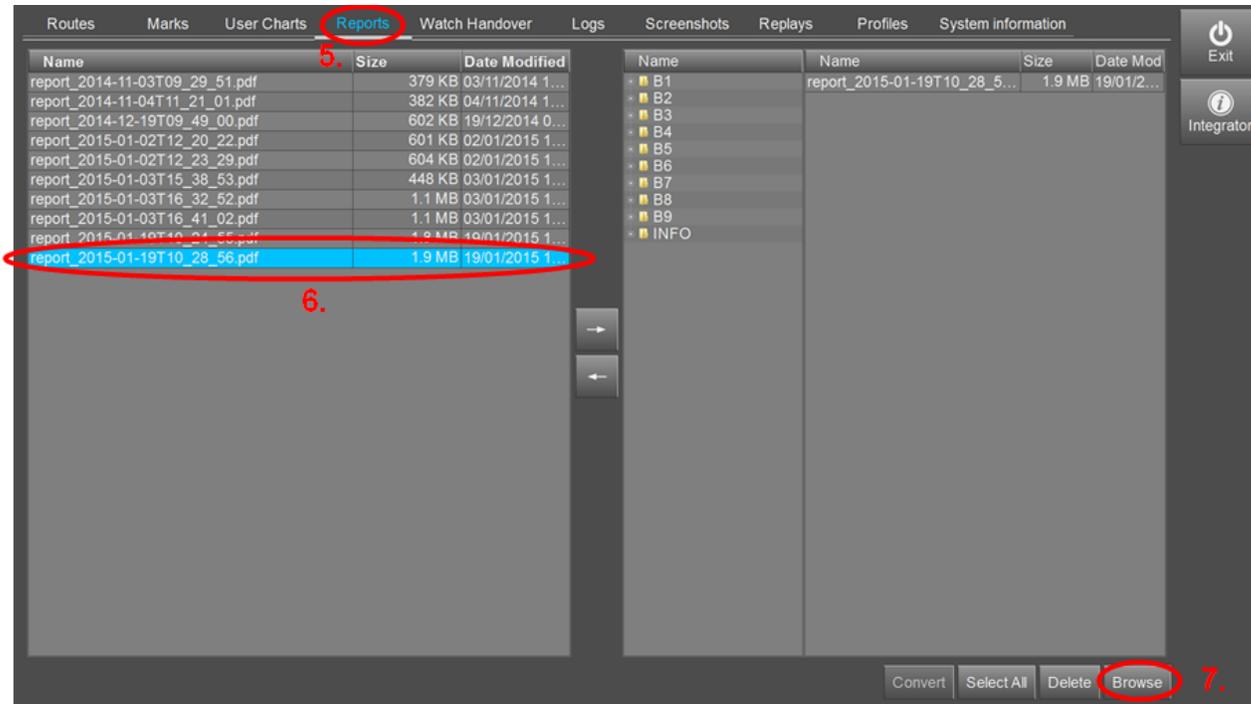
1. In the 'Chart Loader' window, select the 'Reports' Tab
2. Select 'Generate Reports'. The Report will be automatically sent to the 'File Manager' Menu which is accessed through the 'Integrator' Menu
3. Select 'Integrator' on the same page



4. Once on the 'Integrator' Menu, select 'File Manager'



5. Once on the 'File Manager' Menu, select the 'Reports' Tab
6. Select the required Report
7. Go to 'Browse' on the bottom right hand side of the screen



**Note:** For safety and security reasons, the eGlobe G2 ECDIS is designed to block access to the Hard Drive. Therefore users cannot save Reports to the Hard Drive of their system. The Reports can only be saved to an external location (i.e. USB Key, CD, DVD).

Now select the source location where this Report is to be saved (i.e. USB Key, CD, DVD). Once the source is selected, the Report will be transferred to the right hand column on the screen. To save further Reports to this source location, simply click on the left arrow. As the source location is already recognised, when selecting a new Report and then clicking on this left arrow, the new Reports will automatically appear on the right hand side column.

The Report will then appear within the files of your external source location (i.e. USB, CD, DVD).

**Note:** As a reminder, the "Chart Loader" Tab on the Menu turns yellow whenever the ECDIS Chart Collection requires some attention (i.e. Charts are not up to date, AVCS ENC permits are expired or expiring within next 30 days, ENC's are licensed but NOT installed).

## 16 Troubleshooting

Many of the difficulties that could be experienced when using the Admiralty Vector Chart Service with this system can be avoided by carefully following the instructions in this guide. However, issues that are known to have caused confusion in the past are detailed in the Frequently Asked Questions (FAQ) section which can be found at:

<http://www.admiralty.co.uk>

If you encounter problems that are not solved by referring to the FAQs, you may wish to seek Technical Support. Please see the section below for contact details.

### Who should you contact?

You will receive the most effective support if you address your initial query to either the Manufacturer of your ECDIS equipment or the Chart Agent you obtain your AVCS charts from, but in certain circumstances you may need to contact the UKHO Customer Services.

Problem	Contact
<b>Hardware problems:</b> difficulties with the keyboard, mouse, display or main system console, failure of a floppy disk or CD drive.	ECDIS Manufacturer
<b>Software problems:</b> difficulties with configuring or using the ECDIS system software, interfacing problems.	
<b>Chart installation problems:</b> problems with installing certificates, permits and AVCS ENC's, standard error codes displayed (see AVCS User Guide).	Admiralty Chart Agent
<b>Chart content problems:</b> display anomalies or mismatched data displays.	
Problems that have not been resolved by your Admiralty Chart Agent.	UKHO Customer Services

When reporting a chart related problem it is useful if you can provide the following details :

- > Licence number
- > Vessel name
- > IMO
- > ECDIS/Software Manufacturer
- > ECDIS software version
- > Details of error message – Including 'SSE' error code
- > Screen shot(s) of error
- > Details of Base CD or DVD Discs used (week)
- > Details of Update CD used (week)
- > Details of Permits used (week)
- > Details of Cell number(s) errors apply to
- > Have there been any configuration changes to system(s)
- > Details of User Permit(s) and PIN Number(s)

### Emergency Chart Permit Generation

In certain circumstances it may be necessary for a vessel to get access to an AVCS chart at very short notice, for instance if a route needs to be **diverted due to a medical or safety emergency**.

In these emergency circumstances only, individual AVCS ENC Permits can be obtained from the UKHO **24 hours a day, 365 days a year**.

To obtain an AVCS emergency permit please quote:

- Vessel Name
- ECDIS User Permit Number
- Required ENC(s)

These permits can be transmitted direct to the vessel by email wherever possible or by simply reading the characters out over the telephone or radio.

Support Hours: 0600-2200 Monday -Friday

Telephone: +44 (0)1823 484444

Email: [customerservices@ukho.gov.uk](mailto:customerservices@ukho.gov.uk)

Contact: UKHO Customer Services

Web: <https://www.admiralty.co.uk/>

### Feedback

We hope this User Guide assists you in using the ADMIRALTY Vector Chart Service with this system. If you have any feedback on the content of this particular guide, or the online FAQs, please forward your comments to your ADMIRALTY Chart Agent or directly to UKHO Customer Services.

### About us

The United Kingdom Hydrographic Office is a leading provider of global marine geospatial data. We help to inform maritime decision-making for navigation, infrastructure development and the management of marine resources.

### Serving users worldwide

Our world-leading location based information is available through ADMIRALTY Maritime Data Solutions to users worldwide.

For more information, contact our global network of ADMIRALTY Chart Agents. Alternatively, contact our customer service team.



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[gov.uk/ukho](http://gov.uk/ukho)

Find out more about our market-leading  
ADMIRALTY Maritime Products & Services:

[admiralty.co.uk](http://admiralty.co.uk)    