V VOYAGER

User guide

Everything you need to know about:

eBook

This guide explains how to get started with the Witherby eBook Reader from Voyager Worldwide.

This guide 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 Voyager Worldwide offices at any time. We will be pleased to help-24/7.

Get Voyager support.
For service and support contact Customer Service at customerservices@voyagerww.com or contact your preferred Voyager Worldwide office from the options right:

Germany
Hamburg
T: +49 40 374 8110

Greece
Athens
T: +30 216 400 5000

Japan
Kobe
T: +81 78 332 3422

Yokohama
T: +81 45 650 1380

Hong Kong
T: +852 2854 3688

Turkey
Istanbul
T: +90 216 493 7401

Singapore
T: +65 6270 4060

UK
Aberdeen
T: +44 1224 595 045

North Shields
T: +44 191 257 2217

USA
California
T: +1 562 590 8744

Contents

General info & backup arrangements of digital products

Important please read

Accepted publications in electronic format
The Maritime Safety Committee, at its 81st session (10 to 19 May 2006), and the Marine Environment Protection Committee, at its 53rd session (18 to 22 July 2005), gave guidance on the carriage of publications on board ships, and approved the IMO requirements on carriage of publications on board ships.

Ref: MSC-MEPC.2/Circ.2

Requirements for digital products carried on board ship
Many flag States have now issued guidance on the carriage of digital products. Such guidance will refer to the main computer and the backup arrangements provided on board. Guidance for the main computer will typically state that the digital publications should be installed on a computer that is always connected to both the main and an emergency source of power. Regarding the backup arrangements, a statement will be given that adequate backup must be provided. How this is implemented depends on the requirements of the flag state, but is generally one of the following:

- already installed on at least one other backup computer on board

- can be installed on another computer on board or reinstalled on the same computer, within a short period of time/available on a CD, portable storage device, or second unlock code.

(Please refer to Flag State Requirements and to Ship's SMS for further clarification)

Situations where a backup license is no longer available on board
Where a ship no longer has an available backup license on board (because the backup license has been used or the respective computer crashed or was replaced), they must make provision to obtain a replacement backup license to comply with flag state guidance as outlined above.

When customers purchase an e-reader title, they are purchasing one license for installation on one pc/laptop. As a courtesy, an additional back up license is supplied to be used in cases where, for example, the pc/laptop crashes or there is a system upgrade requiring reinstallation of the product. There are occasions, however, where the flexibility provided by this solution is not enough. In such circumstances, a new feature in the latest version of the IMO Bookshelf e-reader software (v5.11) provides users with the facility to uninstall a license from one computer and reinstall it on another computer.

However, this would mean they will need internet access on the pc/ laptop they are trying to unregister the previously installed software. And importantly this needs to be done before the system is upgraded that might erase installed software.

If both the main and backup licenses have been unlocked more than 24 months ago, a replacement backup license(s) will be provided free of charge. Should the users case not meet this criterion, however, a new license, complete with backup license, must be purchased at the full price from their usual supplier.

Should users wish to run two concurrent copies of IMO digital titles on two pcs/laptops, they are advised to purchase two licenses from the outset. This will ensure that a backup license is always available in case of system crash/upgrade.

Note:

- The procedure to install the software on a main and back up pc/ laptop is the same.

- READ Codes are generally issued separately for IMO & Witherby Publications depending on purchase however, the same specific READ code can be used to unlock publications on both main and back up pc/ laptop.

- READ codes are sometimes referred to as 'Box Codes'.

- Contact customerservices@voyagerww.com to obtain your READ Code which is issued only after your first purchase.

- Certain publications from IMO are still issued as pdf version (not ebk files), these can be viewed using any pdf viewer.

- Ebk are special files which can only be used and read by the eBook reader (IMO Bookshelf or Seamanship Library).

- Administrative rights are not required for the installation (Single user). However, if the installation fails because your machine is completely locked down, please contact your company's IT department, or your IT administrator, for advice on this.

System requirements

- Windows XP SP2/SP3 / Windows Vista / Windows 7 / Windows 8, 8.1 and 8.1 update (except RT Tablets) / Windows 10 Operating System (32-bit or 64-bit).

- Microsoft .NET Framework 2.0, 3.0, 3.5, 4, 4.5 or 4.6 (always preinstalled, except on Windows XP where .NET 2.0 must be installed manually first in the unlikely situation where it is not installed already).

- Hard Disc space required by the program: approximately 100 MB + 5 MB per eBook (on average).

- Minimum 1024 x 768 resolution.

- USB, CD or DVD drive (only to install the program).

White List settings

Option 1:
Add the following to the White List:

www.seamanship.eu

and

seamanship.eu

and

webservices.witherbysseamanship.com

Option 2:
Add the following IP addresses to the white list:

185.7.228.218 (WPGL office)

And either one of the following depending on which is closer to your location:

Amsterdam 137.117.235.8
Singapore 104.215.157.88

Installation and uninstallation procedure

Step 1.

Insert the Voyager USB into the USB drive on your computer. If you are using a disk to install insert the disk into your DVD drive. The Autorun screen displays.

Step 2.

Double-click on the DVD drive and if a warning message appears click on the Yes button to continue. Or double click eBook-reader-setup application.
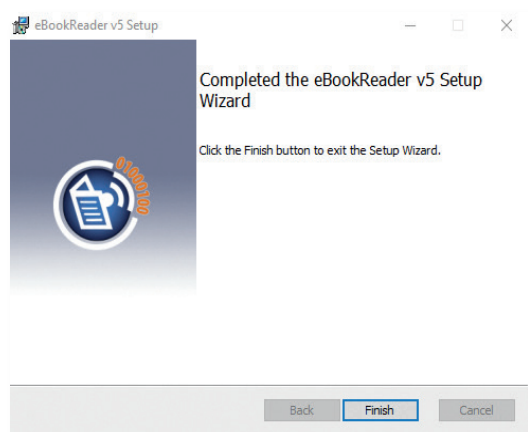
Note: Administrative rights are not required for the installation. However, if the installation fails because your machine is completely locked down, please contact your company's IT department or your IT administrator, for advice on this.

Step 3.

The eBook reader starts to install and InstallShield Wizard screen displays Click Next.:

Step 4.

Click on the Next button and the End User License Agreement screen displays.

Step 5.

It is suggested that you should let the eBook reader install to the default locations, but they can be changed from here if that is what is required. Once you are happy with the settings click on the Next button and the Ready to Install screen displays.

Step 6.

Click on the Install button to start the installation. The installation progress screen displays.
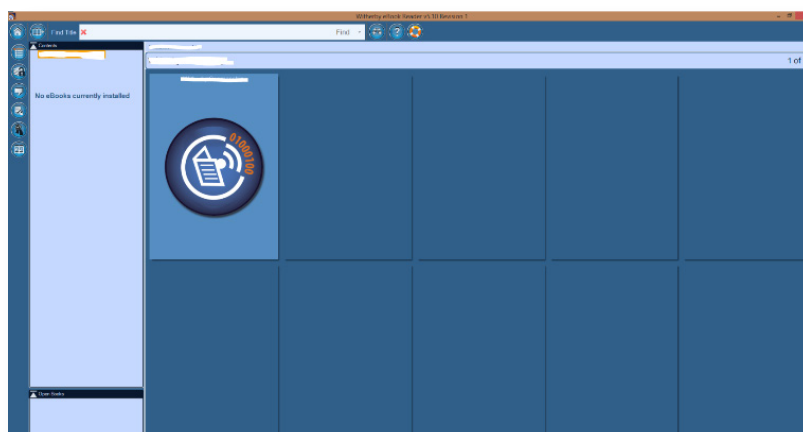
Step 7.

When the eBook reader is fully installed the following screen displays.

Step 8.

Now you should click on the Finish button to complete the installation.

Upon opening the installed software, one the following home screen can be seen.

Note:: You may view certain eBook titles within the software based on which has been preloaded on the USB. Your Voyager USB contains a selection of the most popular technical library publications from the Witherby and IMO publication catalogues, if there are no ebk files during installation no titles can be viewed

Uninstallation procedure

Go to Start menu » Control Panel » Programs & Features (or Add/Remove programs).

Select eBook reader and click [Remove].

Note: The installer will ask you if you want to remove all installed books. Click Yes only if you have unregistered books and want to install the software on a different PC.

Upgrade eBook reader software

You can upgrade to the latest software edition using the following procedure if you have an old edition installed onboard and have internet access.
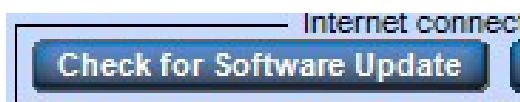
Step 1.
Select the Internet updates

Step 2.
Check for Software Updates

Step 3
Follow the prompts to update

Import EBK and EBU file for users without internet (via DVD/USB)

User will be required to import/ install the latest ".ebk" file for an eBook or ".ebu" file for a subscribed flag state bimonthly update in order to unlock and/or view the content within the software.

Step 1.
Click the 'Import E-Book' function key and it will open the Import eBook.

dialog screen window. Change the default option from ''Download and Install from Internet'' to 'Install from EBK (or EBU/EPU) files already on your PC'.

Step 2.
On the left center window or from left bottom "Browse for folder" direct the folder path to your CD/DVD or a saved folder which contains the EBK/ EBU files.

Note: Select the folder and the application will automatically detect the ebk/ebu files within this folder and display as below with status.
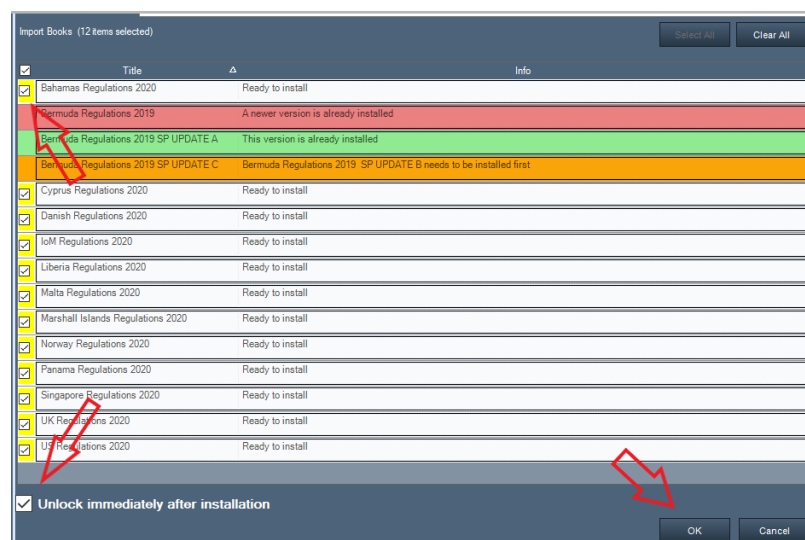
Green – Already installed / White – Not onboard, ready to install / Red – New Edition out and already installed on the system and the DVD or folder contains old edition data for those ebk/ ebu file.

If the eBook title is not captured or seen within the window even after selecting the correct folder, the ebk/ ebu file might be corrupted.

Step 3.
Select the eBook(s) titles or update you have purchased and planning to unlock.

Step 4.
Tick or untick "unlock immediately after installation" option based on the preference and select OK.

Step 5.
This will commence installation of ebk/ ebu files as required. Select ok once installation is complete.

Once imported the application will prompt whether you would like to proceed to unlock the imported eBooks, follow the prompt window to unlock using UNLOCK PROCEDURE within this guide.

Step 6.
If you have unticked "unlock immediately after installation" or do not wish to unlock the eBooks after installation you will be able to view the front cover of the titles but under locked status.

*Importing eBooks that are not purchased could result in reduced system performance as the DVD content is about 3GB.

Note: The user will require the latest version/edition of .ebk file for new edition/publications available and imported before unlocking the same.

In case you do not see the correct title or old edition of the publication you have purchased within the list contact Voyager Worldwide.

Send a request to customerservices@voyagerww.com to receive the latest Voyager Worldwide eBook Library DVD. Please quote code OTH 1127. In case you do not see the correct title or old edition of the publication you have purchased within the list contact Voyager Worldwide.

Flag State Regulations
These are annual subscriptions and updated bimonthly.

These bimonthly updates to flag state regulations do not need to be unlocked separately if the main flag state regulation ebk file is already unlocked, you just need to import the correct .ebu file.

Once in every two or three months an update to flag state regulations will be consolidated and sent. If no notices or updates have been issued by flag state administration no update file will be received.

The updates will be sent to the vessel via Voyager Worldwide eBook Library DVD or via flag state regulation update USB as required.

Flag state regulations updates are suffixed A B C or D following the subscription year.

If you notice the Flag state regulations or any other purchased eBooks are prefixed "Superseded" this means, there is a new version of the eBook available for purchase. please get in touch with customerservices@voyagerww.com.

Import EBK and EBU file for users with internet

Step 1.

Use the 'Import E-Book' function key and choose default option "Download from Internet".


Step 2.

Enter your license code READ-XXXX-XXXX-XXXX-XXXX as shown.

Note: This will be provided by Voyager Worldwide customer services after your purchase of eBook(s).

Step 3.

Once READ Code is entered please select "Download, Install and Unlock". This will show the list of eBooks purchased for that READ Code license, select all available eBooks and click "Download Selected".

Note: View the list of purchased eBooks (with locked/ unlocked status) by clicking "Show the list of all eBooks…" or "Just show my books". There can be more than one READ Code for one vessel based on the publication purchased.
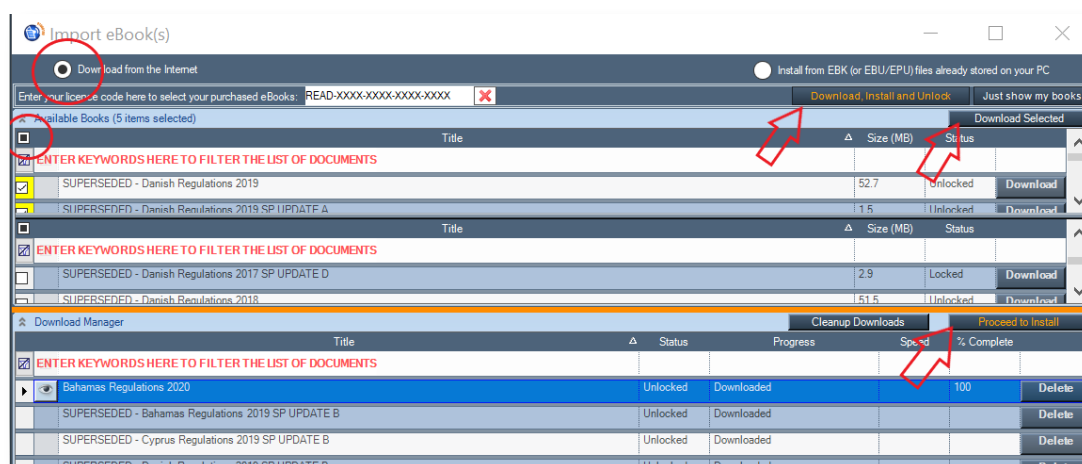
Step 4.

The selected eBook will then start to download in a queue. Once downloaded, select "Proceed to Install".
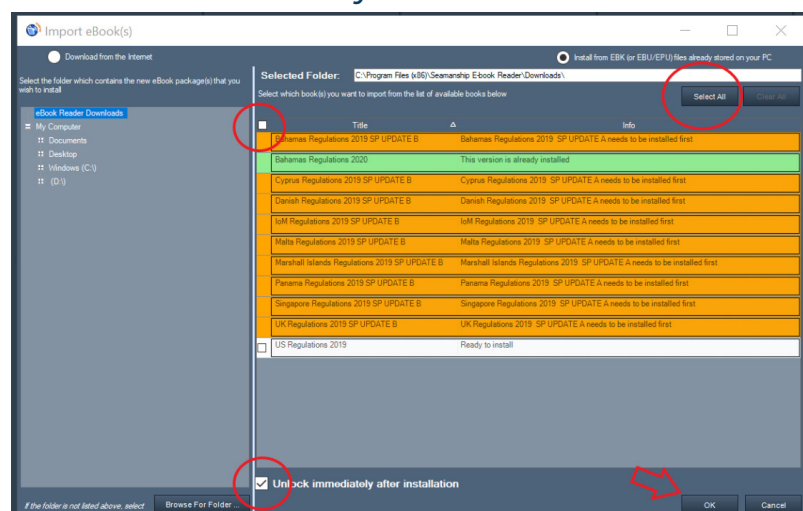
Step 5.
You will be presented with the "eBook Installer" pop up.

Step 6.
Select the eBook(s) you wish to install/import, either by choosing "Select All" or individually choosing from the option.

Step 7.
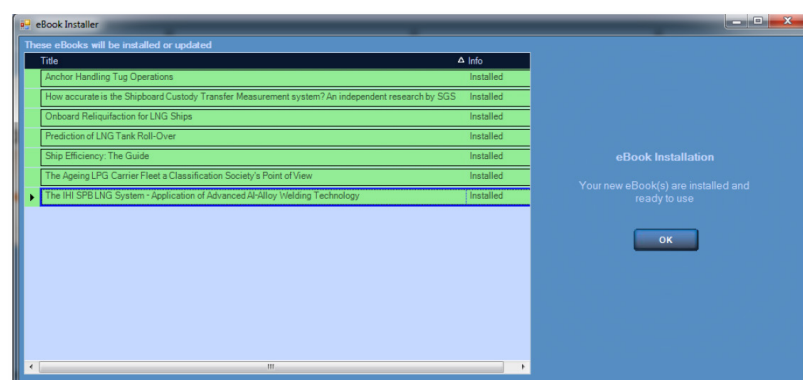Tick "Unlock immediately after installation" and click OK.

Step 8.
Once the download is complete, you will be presented with a screen showing the download and installation process.

Step 9.
Select OK once the installation is complete.

Once imported the application will prompt whether you would like to proceed to unlock the imported eBooks, follow the prompt window to unlock using the UNLOCK PROCEDURE within this guide.

If you have unticked "unlock immediately after installation" or do not wish to unlock the eBooks after installation you will be able to view the front cover of the titles but under locked status.
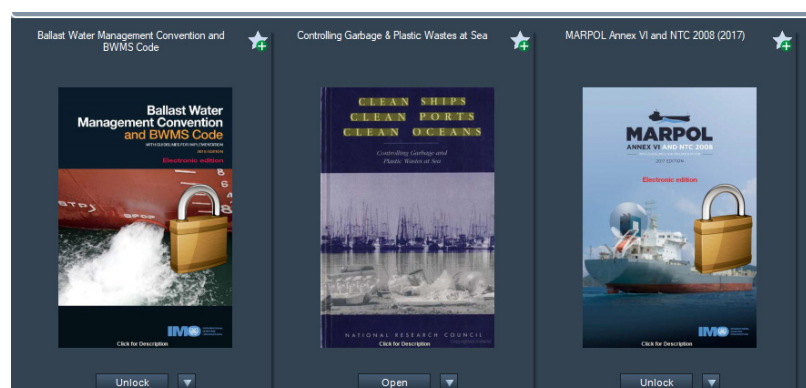
*Importing eBooks that are not purchased could result in reduced system performance as the DVD content is about 3GB.

Note: You will need the latest version/edition of .ebk file for every new edition/publications. Contact Voyager Worldwide Customer Service customerservices@voyagerww.com to receive the latest Voyager Worldwide eBook Library DVD – OTH 1127.

Flag state regulations
These are annual subscriptions and updated every bimonthly.

The bimonthly updates to flag state regulations do not need to be unlocked separately if the main flag state regulation ebk file is already unlocked, you just need to import the correct .ebu file.

On a bimonthly basis it is essential to check for "available books" under this section especially to ensure you receive regular updates. If no notices or updates have been issued by flag state administration, no update file will be received.

Flag state regulations updates are suffixed A B C or D following the subscription year.

If you notice the Flag state regulations or any other purchased eBooks are prefixed "Superseded" this means there is a new version of the eBook available for purchase. Kindly get in touch with customerservices@voyagerww.com
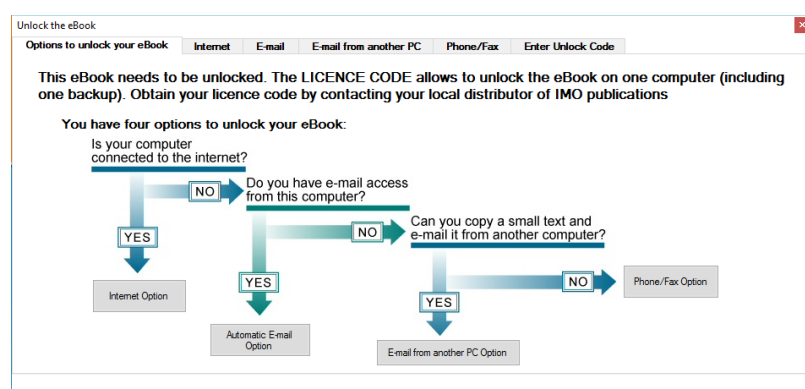
Unlock procedure for users without internet (via email)

Step 1.

Choose "Email" tab if the pc/laptop which you are trying to unlock has no internet connection but has email.
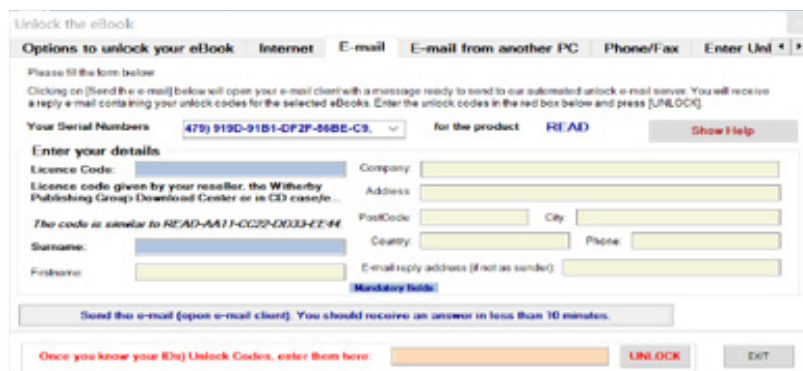
Or

Choose "Email from another pc" tab if the pc/laptop in which you are trying to unlock has neither internet or email. t.

Step 2.

Enter the fields as required.

Note: License Code: READ Code provided by Voyager Worldwide, Surname/ Firstname: Vessel Name, Email reply address: Vessel Email Address.

Step 3.

Once the correct information is entered, proceed to "Send the email" tab.

Step 4.

If you have selected the "Email" tab this will automatically generate an email

to unlock.server@emailws.com if or you have selected "Email from another PC" copy and paste the generated email content to the pc/laptop connected to the internet or with email without altering any information within. (do not include signatures).
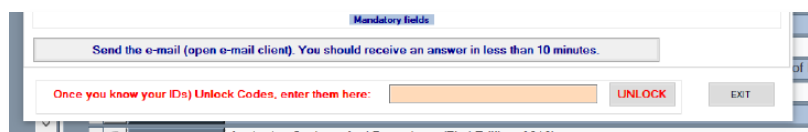
Send

From ⌄	n̲.̲e̲x̲a̲m̲p̲l̲e̲...̲
To	⃝ unlock.server@witherbys.com
Cc	
Bcc	
Subject	Unlock READ

[Unicode: yes] (please always include this in your message)
[Box Code: READ-XXXX-XXXX-XXXX-XXXX]
[Serial Number: 3XXX-4XXX-5XXX-AXXX-6X]
[Surname: Vessel] [Firstname: Name]
[Company: Voyager Worldwide]
[Address: Boon Leat Terrace]
[PostCode: 119844]
[City: Singapore]
[Country: Singapore]
[Phone: 62704060]
[Reply Address: vessel.email@shipping.com]
[Newsletter: yes]

Note: The email is an autogenerated server, changing the email content will result in unsuccessful registering/unlocking. Email Subject: Unlock READ

Step 5.

Once you have received the auto reply email containing the unlock code, you will need to enter only Unlock Code in the red font box and click "UNLOCK". Users can also use the "Unlock" Tab to unlock multiple eBooks.
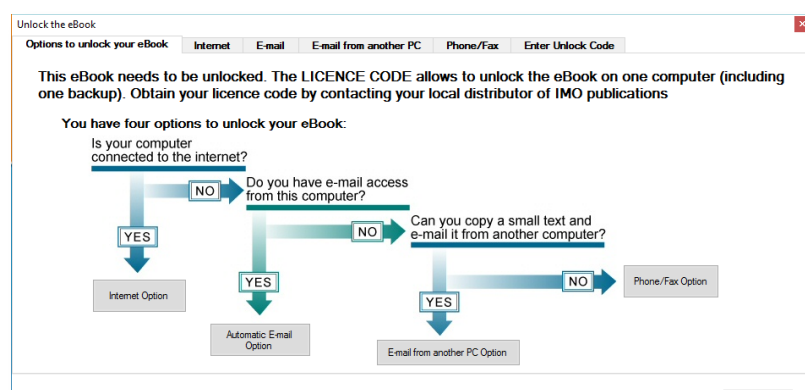
Unlock procedure for users with internet
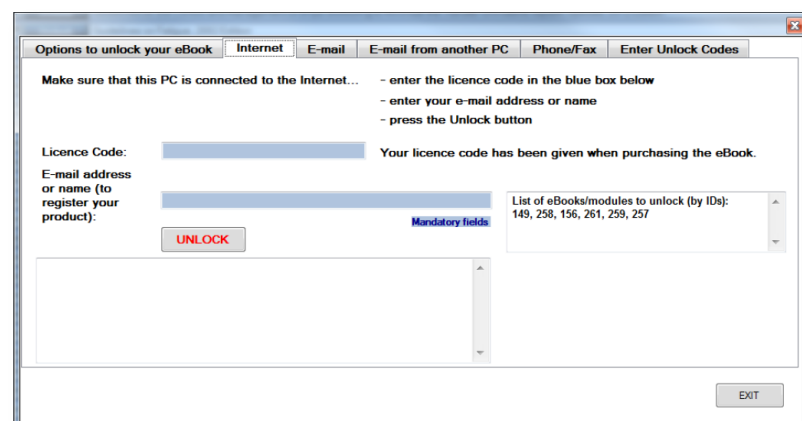
Step 1.

Choose the "Internet" tab if the pc/laptop you are trying to unlock has internet connection.

Step 2.

Enter the fields as required.

Note: License Code: READ Code provided by Voyager Worldwide, Surname/Firstname: Vessel Name, Email reply address: Vessel Email Address.

Step 3.

Click on the UNLOCK button. The unlock process starts.

Step 4.

When the eBooks have been unlocked, the eBook reader closes and then re-opens at the cover page of the last eBook on the list.

Selecting multiple eBooks
for unlocking

If you have unticked "unlock immediately after installation" or you want to unlock the eBooks later you, will be able to view the front cover of the titles but under locked status. You can select one or multiple titles for unlocking as follows.

Step 1.
Select icon "unlock multiple eBooks" within the Bookshelf software.

Unlock multiple ebooks
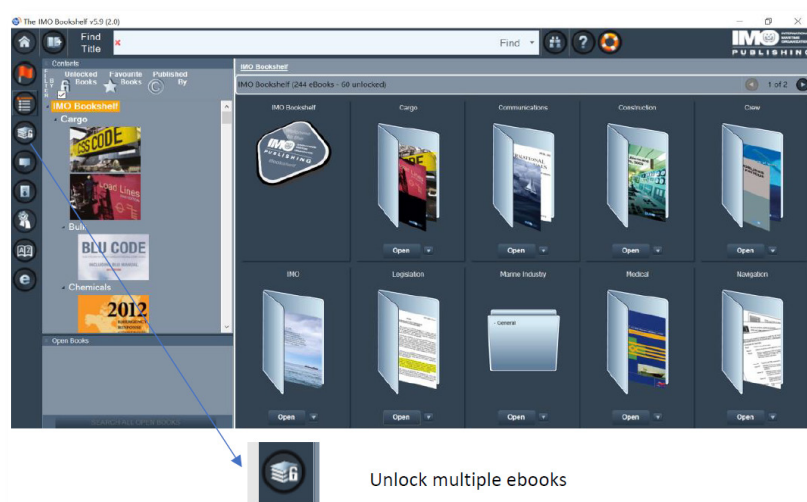
Step 2.
Confirm all required publications when the correct edition is available within the list to unlock.

Step 3.
Either select or tick the product description or product code.

Select/ Tick the box near to the eye symbol.
The selected ebook will be then complied on top of the screen once ticked.
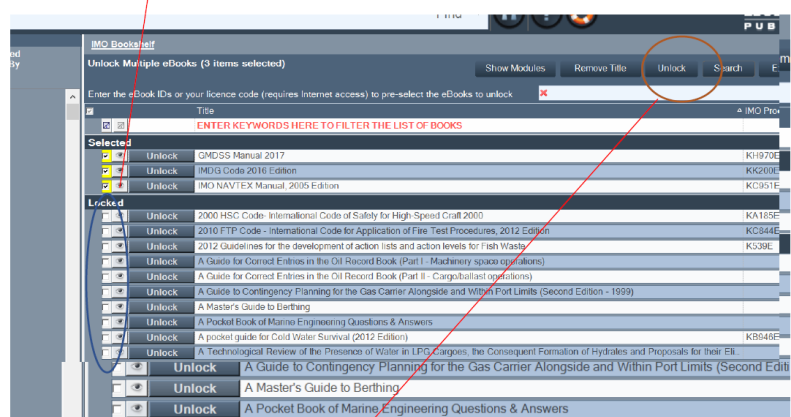
Select Unlock once all required books for unlocking is selected.

Step 4.
Once selected, click on Unlock icon and proceed to unlock using the UNLOCK PROCEDURE within this guide.

IMO supplement update procedure

IMO Updates are issued for various reason under titles Supplement, Erratum & Agendum. Users of these IMO publications need to maintain the most up to date information/ edition onboard to remain compliant.

Updates for Voyager Worldwide customers are sent via various methods. Either by email or update files are included within the OTH 1127 Voyager Worldwide eBook Library DVD, IMO Supplements folder.

Users with access to the internet can either download these updates online using e-Reader software or from the IMO website.

(For users without internet, saved the zip file received from email or from the DVD on to your desktop)

**Step 1.**
Open e-reader and select Internet Updates and choose "Available Updates - Last checked dated_____" tab.

Step 2.
If you do not have internet access, click on "Import email update", and direct to the saved zip file path and select open.

This will automatically import the update to your e-reader.

or

If you have internet access, click on "Check for Content Update". A pop up "Do you wish to check for updates now?" will appear, select "Yes". This will show the latest title names available.

Select the updates you wish to download under Supplements, Erratum & Agendum and click "Download'.

Note: A pop up "Your internet updates list is already up-to-date" will appear if user system is updated.
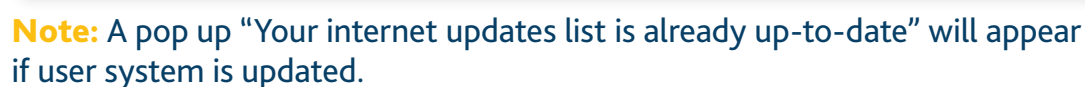
Step 3.
Now select the 'Downloaded Updates' folder and you will notice the available supplement would have been imported with the respective title annotation. Double click on the title to view the text contents.

Note: Any IMO publications purchased and ebk files imported from latest OTH 1127 Voyager Worldwide eBook Library DVD after the issuance date of these updates (Addendum, Corrigendum, Erratum) will have these supplements already included within the ebk file. A separate update may not be required.

Please contact Voyager Worldwide Customer Service, customerservices@voyagerww.com for further clarification or to receive these update files. Alternatively, the latest available update files can be found within the Voyager Worldwide eBook Library DVD (OTH 1127).

# How to uninstall & reinstall eBook licence for users with internet

The following procedure can be used to unregister and reregister the eBook license in situations where a system upgrade reinstallation of the product is needed.

Step 1.
Open the IMO Bookshelf

Step 2.
Click on the lifebuoy icon on the top ribbon and select "Unregister an eBook" under pop the up Technical Support Options.
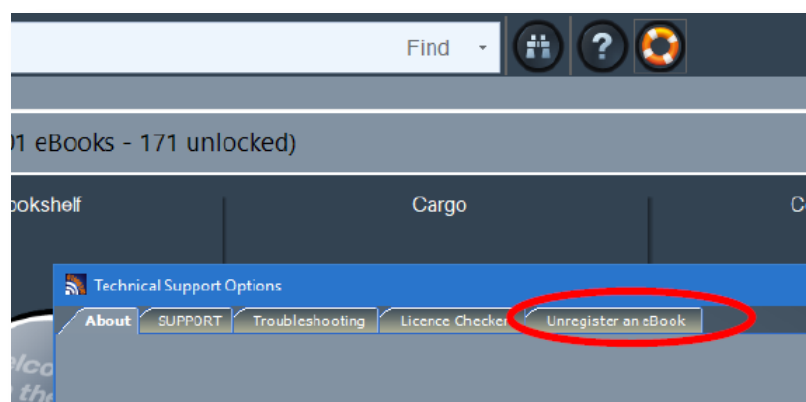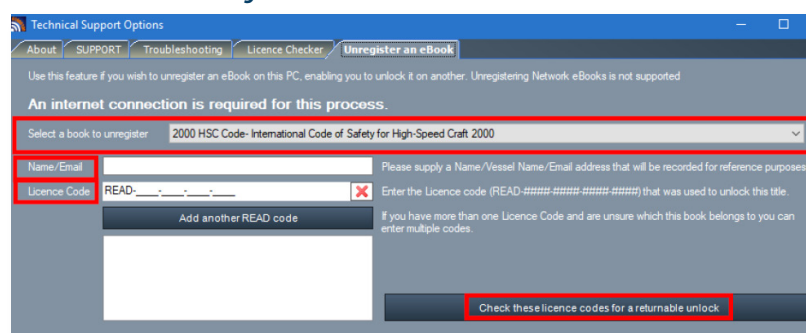

Step 3.
From the 'Unregister an eBook' window, select the e-reader you wish to uninstall from the dropdown Menu.

Step 4.
Enter your vessel name or your email address in the box labelled 'Name/Email' and enter your READ/License Code in the box labelled 'License Code'.

to use, you can supply all of them by clicking on Add another READ code' and entering each one.

Step 5.

Once you have filled in all the details, click 'Check these license codes for a returnable unlock'.
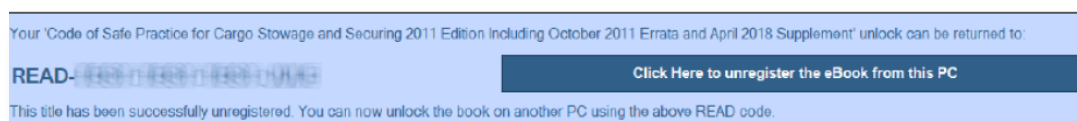
Step 6

The window will now update:

a. If the e-reader is associated with the provided READ code and can be unregistered, the following message will display:

b. Click, 'Unregister the eBook from this PC'

c. The screen will update as below. The e-reader has been successfully unregistered and you can now unlock this eReader on another PC/laptop.

d. If you have not already used both unlocks that are assigned to each e-reader when purchased, the following message will display:
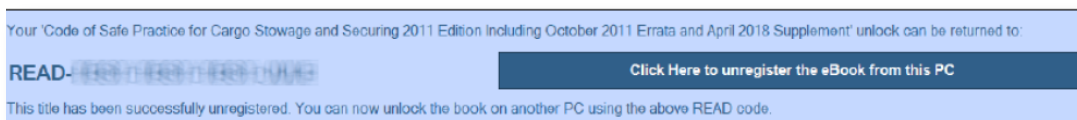
If this message displays, you still have at least one unlock remaining for this e-reader and so you do not need to unregister this e-reader to unlock it on another pc/laptop.

Note that the standalone license allows for e-readers to be unlocked on one pc/laptop only. They each have a back-up license for a second install, but this is only for use if the main computer fails or is replaced. If you see the message in Step 8, then it is most likely that the backup license has not been used yet. You may use this remaining backup license to unlock the e-reader on another pc/laptop, but this should not be used for the e-reader to be access from two pc's/laptops at the same time.

Troubleshooting

Error/ Issue	Reason	Solution
"UNLOCK REQUESTS HAVE FAILED" or "The box/licence code 'READ-AAAA-BBBB-CCCC-DDDD' is not setup to unlock the eBook 'xxx'	Old Edition of the eBook is being selected for unlocking	Please check the IMO or Witherby Product Code to rule out this error. User can check the product code based on below screenshot. Import the latest .ebk file for the title if available within the Voyager Worldwide eBook Library DVD provided, if not request the same from Voyager Worldwide Customer Service. If user has access to internet, download the same as per this guide and "Remove" the old title.
"Invalid serial number or the serial number has a wrong length.	The IMO Bookshelf software version onboard is old. Old versions of the software generate wrong "Serial Numbers" even if the title and editions are correct, hence causing error while unlocking.	Install the latest e-Reader software version available. User can check their software version on top left corner as per below screenshot. To update to the latest version » Select Internet updates » Check for Software Updates and follow prompts to update the software.
"The box/licence code 'READ-AAAA-BBBB-CCCC-DDDD' is not setup to unlock the eBook 'xxx'. Usually this happens when the title has not been purchased".	Wrong eBook is selected for unlocking Or. eBook is not yet purchased	Please check the IMO or Witherby Product Code to rule out this error. User can check the product code based on below screenshot. Various occasions users have selected wrong title when requesting unlock code. E.g. A guide to vetting process and Vessel practical guide to vetting might have been confused. Or Vessel has chosen an eBook which is not yet purchased. Please contact Voyager Worldwide customer service to confirm or quote purchase of eBook which vessel is trying to unlock.
The box/licence code 'READ-AAAA-BBBB-CCCC-DDDD ' doesn't exist in our database.	Wrong READ Code is entered. Or Sever issue	Make sure there READ Code is correct and no space is entered in between or at the end of the code. One vessel can have more than one READ Code so please contact Voyager Worldwide Customer Services for the correct code. Or Please try after few mins.
Unable to unlock eBooks after upgrading to latest eReader software version	Invalid License file within the system.	Click the lifebuoy icon on the top toolbar to open the Support Screen, then select the 'License Checker' tab. On the license checker, click the 'Check Now' button. The program should report that it has found one or more invalid licenses. Click the 'Remove Invalid Licenses' button. You should get a message saying 'Successfully removed eBook IDs ...' If you get an error about insufficient permissions, please repeat steps while running as an administrator.

The IMO Bookshelf v5.11 Revision 2

Latest IMO Bookshelf software version

IMO Product Code

Witherby Product Code

VOYAGER

V VOYAGER
WORLDWIDE

Germany
Hamburg
T: +49 40 374 8110

Greece
Athens
T: +30 216 400 5000

Japan
Kobe
T: +81 78 332 3422

Yokohama
T: +81 45 650 1380

Hong Kong
T: +852 2854 3688

Turkey
Istanbul
T: +90 216 493 7401

Singapore
T: +65 6270 4060

UK
Aberdeen
T: +44 1224 595 045

North Shields
T: +44 191 257 2217

USA
California
T: +1 562 590 8744

QUALITY SYSTEM CERTIFICATION
DNV·GL
ISO 9001

www.voyagerww.com