

User guide

Everything you need to know about:



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

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

Get Voyager support.

For technical support email 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 216400 5000

Japan

Kobe
T: +81 78 332 3422

Yokohama
T: +81 45 650 1380

Turkey

Istanbul
T: +90 216493 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

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Introduction

Voyager eBook is an eBook reader and catalogue platform that provides access to maritime industry eBook publications in a hybrid online/offline environment, where purchased content is downloaded and cached to your local PC, enabling users to work in offline mode and continue to instantly access the Voyager eBook content when you don't have access to the Internet, such as when a vessel is out at sea.

Voyager eBook runs in a web browser but can also be installed as a web app to your local PC and launched from your operating system start menu or home screen, running in its own app window, just like desktop software.

System Requirements

OS Devices: Windows, Mac, Linux, iPad, Android Tablet

Internet Browser: Google Chrome, Microsoft Edge, Apple Safari

Devices: Windows Desktop, Laptop, Apple iPad, Android tablets

Internet speed: 0.3 Mbps minimum (Note: eBook publication file sizes range from 250KB up to 20MB so customers may want to restrict the downloading eBooks when vessels can connect to Port Wi-Fi)

Logging in

When you first use Voyager eBook you will require a Username. This will be sent to you by our Customer Service team along with a link to access the service. When you first login you will also be asked to set a password. You will then be able to login to Voyager eBook online from any device with internet browser access.



Search

When you use Voyager eBook Online you can search through any of the eBook products we have on offer in our catalogue. You can also search through the selection of products you have under your subscription.



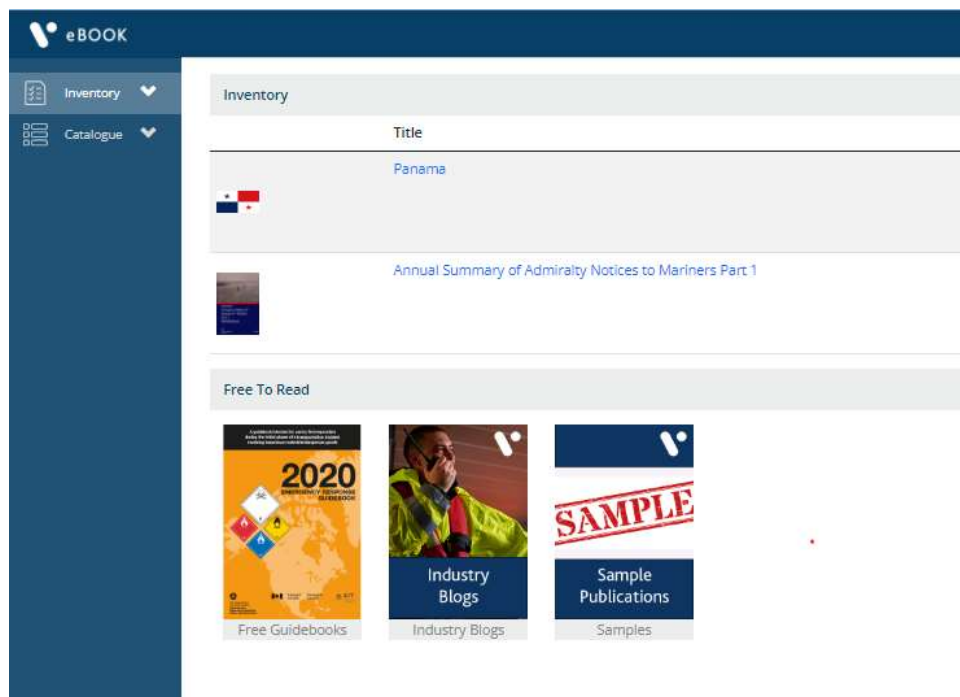
From the left-hand menu, you can click Search. This will provide you with the option to enter a search and apply the search to the catalogue or Holdings. You can further filter your results to either published date or alphabetical and in ascending or descending order.

When you type in a search a drop down of suggestions will appear, clicking one of these suggestions will take you to the product detail page for the selected product. From here you can Add the product to basket if it is not currently part of your holdings or is expiring. If the product is in your holdings, you will also be able to view any updates for the product.

In the suggestion drop down of a search you can also click to view all the results. This will display a grid of all the products that meet your search criteria. From this grid you can hover over any product, this will allow you to add the item to basket if it is not in your holdings, view the product detail or open the book if it is already in your holdings.

Inventory

In Voyager eBook Online you can purchase eBooks from our catalogue. Once they have been added to your account you will be able to access them from the inventory. By clicking “Inventory” in the side menu, you will be able to view the subscriptions and eBooks you have. Clicking on any subscription or eBook will take you to the product details page allowing you to view subscription documents or eBooks.

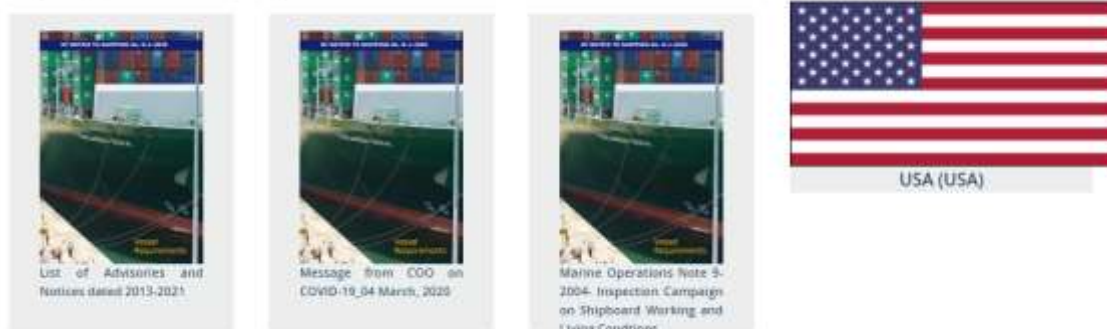


You can also add specific items to your favourites for quicker and easier access by hovering over an item and clicking on the star button. These items can then be accessed under the “Favourites” sub menu option.

Any recent items you have navigated to can be accessed from the inventory sub-menu “Recent”.

If you have any expired items, you will see a notification at the top of the main Inventory screen, this will provide a link to take you to the expired items. You can also access this from the sub menu option “Expired”.

My Expired Subscriptions



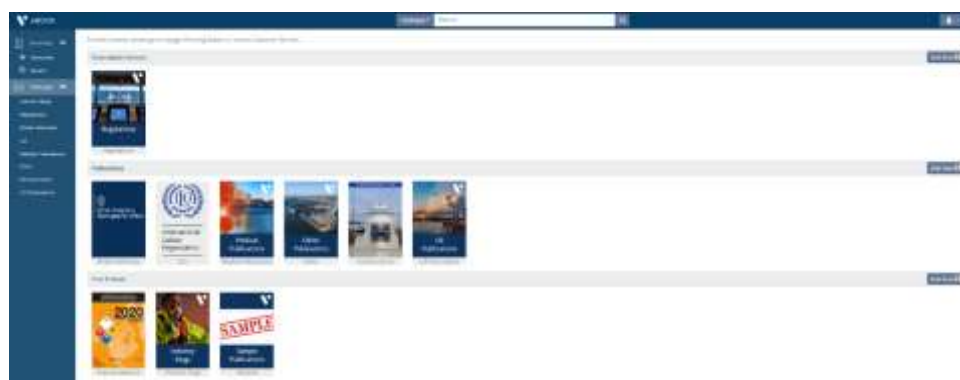
Within the Expired section you can see all items under your subscriptions that have expired. You have the option of viewing the product info here. To renew an item, go to Voyager Planning Station (vessel) or Voyager Fleet Insight (shore) to place an order.

Catalogue

Within the Catalogue you will find a wide selection of products available for you to purchase. In the sub-menu and main window, you will find the different content we have available categorised by provider.



Clicking on one of the product categories will take you to a full list of all products under that category.



Hovering your mouse over an item will display the option to view the product info. To purchase an item, go to Voyager Planning Station (vessel) or Voyager Fleet Insight (shore) and place an order in the usual way.

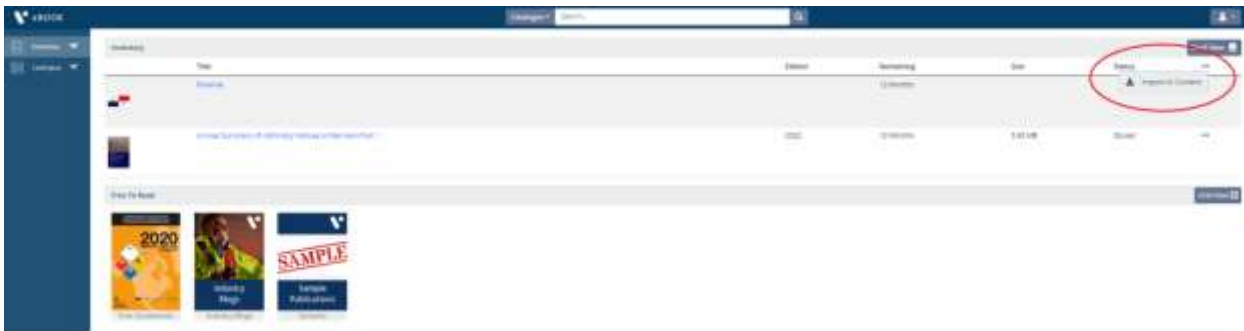
Import content from USB

Importing Data

In order to prevent users from having to download large amounts of data, we have developed Voyager eBook with the ability to import data into a local machine.

Within the account section of Voyager eBook Online you can import offline content, change your password, access the help documentation for Voyager eBook Online, view the terms and conditions and end user licence agreement or logout of the application.

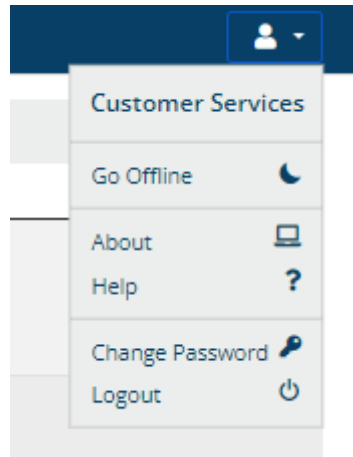
If you have been provided with a Voyager eBook USB to import into your Voyager eBook Online, you can import this from the User Account drop down. Clicking on “Import Offline Content” will take you to a view of all the content available in your inventory. Here you can see the status of the files available to you and, if not downloaded, download any files if you have internet access.



At the top of the screen, you will see the option to choose a file. Click the button and you will be presented with a popup window to select a file. Navigate to the file you need to import and click OK, this will import the contents of the file selected. This allows you to avoid downloading large amounts of data over the internet.

Change password

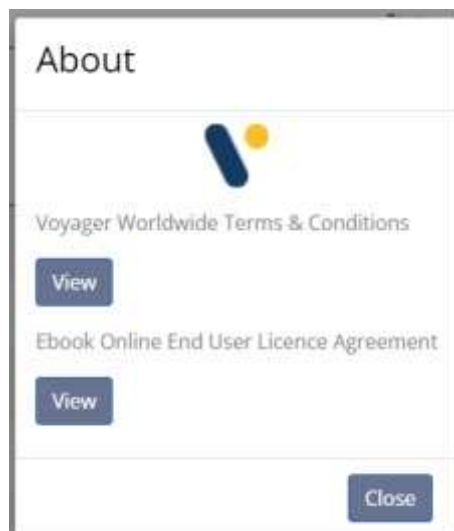
If you wish to change your password, click the “Change password” button from the User Account dropdown. you will be asked to provide you current password as a security step. Once you have provided this you can then provide the new password you would like to change to and submit.



If you are sharing your Voyager eBook with other users, remember to tell them if you change the password at any time.

Other User Account information

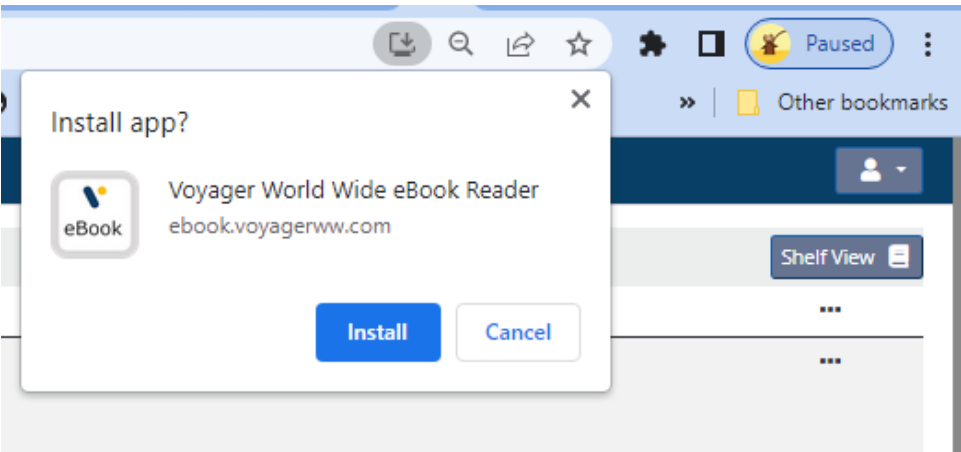
Clicking on the “About” option in the User Account dropdown will give you access to the Terms & Conditions of Voyager eBook Online and the End User Licence Agreement.



Should you wish to logout of Voyager eBook Online, click the “Logout” option from the User Account dropdown. This will log you out of the session on your browser and return you to the Voyager eBook Online login screen.

Offline Mode

Voyager eBook Online caters to both online and offline access. When in Online mode you will have full access to all Voyager eBook Online functionality. If you lose connection, eBook will notify you that you are running eBook in offline mode.





While in Offline mode, you will only be able to access your inventory of items. Clicking on inventory will show you all the items you have purchased, however, you will only be able to open items that you have already downloaded or imported.

Preparing for vessel inspections

To prepare for vessel inspections, it is recommended that you do the following.

1. Log into the Voyager eBook platform
2. Import all content from USB
3. Download any new missing regulation circulars/ publication new editions
4. View content either in “Offline Mode” or Install Voyager eBook Offline Application. You can either use Chrome or Edge or Safari.

Technical Support

Should you need any support when using Voyager eBook, you can click on the Support button in the top right corner which will take you to the Technical Support page. If the information you need cannot be found in the Knowledgebase section, you can contact customerservices@voyagewww.com

Safe. Port to Port.

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