



Using the ADMIRALTY Vector Chart Service with PC Maritime ECDIS

This guide is based on the PC Maritime NAVMASTER ECDIS Version 7.1.0.16



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1 Introduction

- > The purpose of this guide is to provide equipment-specific information to assist users in managing their AVCS ENC holdings.
- > This guide should be used in conjunction with the AVCS User Guide, as well as the ECDIS Operators Manual or other documentation as supplied by the equipment manufacturer.
- > The actual instructions and screenshots in this guide are based on the version of the PC Maritime 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).

2 Data Management

All Data Management within the PC Maritime ECDIS is undertaken within the 'Chart Management' window.

 $NavMaster: Chart \rightarrow Management...$

- 1. Select the 'Chart' option from the menu at the top of the screen.
- 2. From the dropdown select 'Management...'

Navr	naste	90											
Eile	Edit	<u>V</u> iew	Chart Navigator	<u>T</u> arget	Chartpoint	Route	Ve <u>s</u> sel	T <u>o</u> ols	Help				
	2		Duplicate		Ctrl+	6			<u>-</u>	* *) 🛃	0	.50
	HIDE		Default scale Q Zoom In Q Zoom Out Standard Disp Contours North Up Rotate Anticlo Rotate Clockw	lay ckwise ise	Pg D Pg U Ctrl+Alt+	n p S							
	2 2 2 50	C	Setup	 abases es			·2.						

This will open the 'Chart Management' window.

nart Management			
General ENC ARCS	Seafarer CM	-Prof	
S-57 CM-ENC Cha	rts Chart Upda	tes History	
	e	1000	Permits
Cell Name	Expiry	Permit	Install
			Delete
			Base/Update
			Copy
			View Log
		>	
11000			
Utilities			
Delete chart data			Delete
		οκ	Cancel Apply

Note: All electronic chart licensing and data management operations are carried out through the "Chart Management" window.

3 The User Permit Number (UPN)

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.

It is not possible to view or retrieve the User Permit Number from the PC Maritime NavMaster. The User Permit Number will have been provided at the time of installation and should be noted within the ECDIS User Manual.

The User Permit Number can be found on the processor label on the ECDIS case as below:





4 Deleting ENC Data

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

When there are installed charts in the ECDIS the user can remove (delete) all of the installed ENCs from the system database (SENC):

Chart Management: ENC tab \rightarrow S-57 \rightarrow Encrypted tab \rightarrow Install \rightarrow Delete \rightarrow OK \rightarrow No \rightarrow No

- 1. Select 'Management...' from the 'Chart' Menu
- 2. Select the 'ENC' tab
- 3. Select the 'S-57' tab
- 4. Select the 'Encrypted' tab
- 5. Select the 'Install' tab
- 6. Select 'Delete'

Insta	Maintenance			Permits
Cel	l Name	Expiry	Permit 📩	Install
·E)	GB			Delete
	AR201130	31/12/2014	AR201	Bace/Lindate
	AR201140	31/12/2014	AR201*	Copu Dase/Update
	AH202100	31/12/2014	AH202	
	LA576266	31/12/2014	CA5762	
	CA576267	31/12/2014	CAE701	Install
<	CA376268	31/12/2014	CA3762	View Log
-				
Warn	ings have occur	red during imp	ort. See log	l I

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7. Select 'OK'



8. Select 'No'



9. Select 'No'



All ENC data will then be deleted from the system.

5 Deleting ENC Permits

If the user has previously subscribed to another ENC service it is advised to 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.

Chart Management: ENC tab \rightarrow S-57 \rightarrow Encrypted tab \rightarrow Install \rightarrow Delete \rightarrow OK

- 1. Select 'Management...' from the 'Chart' Menu
- 2. Select the 'ENC' tab
- 3. Select 'S-57' tab
- 4. Select the 'Encrypted' tab
- 5. Select the 'Install' tab
- 6. Highlight the permit folder required for deletion and select the 'Delete' option from the 'Permits' section



7. Select 'OK'



The selected permits will then be deleted.

eneral ENC ARCS S-57 CM-ENC Cha Licence Encrypted	Seafarer CM arts Chart Upda Unencrypted	-Prof tes History	
Install Maintenan Cell Name	ce Expiry	Permit	Permits
		>	Base/Update Copy I and Install View Log

6 The Public Key

The Admiralty Vector Chart Service currently uses the IHO.CRT, issued by the International Hydrographic Organisation, to authenticate its AVCS ENCs. The IHO Public Key is included in all AVCS media

To view the installed Public Key follow the below steps:

Chart Management: ENC tab \rightarrow S-57 \rightarrow Encrypted tab \rightarrow Maintenance \rightarrow View

- 1. Select 'Management...' from the 'Chart' Menu
- 2. Select the 'ENC' tab
- 3. Select 'S-57' tab
- 4. Select the 'Encrypted' tab
- 5. Select the 'Maintenance' tab
- 6. Select 'View'

General ENC ARCS Seafarer CM-Prof	
S-57 CM-ENC Charts Chart Updates History	
Licence Encrypted Unencrypted	
5A Security Certificate/Public Key Install	View 6
Data Server Id/Type Issue Week Publication D	Number
Utilities	
Delete chart data	Delete
OK Cano	el Apply

The installed Public Key will then be displayed.

Certifica	te					? 🛛
General	Details	Certificati	on Path			
	Certi	ficate Info	ormation			
This	• All issu • All appl	ate is inte ance policie lication polie	ended for es cies	the followin	ng purpose(s):	
	Issued	to: IHO S	5-63 Schem	e Administrat	or	
	Issued	by: IHO S	5-63 Schem	e Administrat	or	
	¥alid fr	om 06/02	/2013 to	03/03/2033		
			Install	Certificate] [Issuer State	ment
						ок

If the Public Key currently installed differs from the IHO.CRT the user will need to install the IHO.CRT. To do this insert any AVCS S63 1.1 Base or Update CD into your ECDIS and follow the steps below:

- 1. Select 'Management...' from the 'Chart' Menu
- 2. Select the 'ENC' tab
- 3. Select the 'S-57' tab
- 4. Select the 'Encrypted' tab
- 5. Select the 'Maintenance' tab
- 6. Select the 'Install' tab

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har	t Management 2.
Ge	eneral Line ARLS Seararer LM-Pror
C	S-57 CM-ENC Charts Chart Updates History
	Litence Encrypted Unencrypted
	Install Maintenance 5.
	SA Security Certificate/Public Key
	Data Server Id/Type Issue Week Publication D Number
1	Utilities
[Delete chart data Delete

- 7. This will open a file selection dialog headed 'Select SA certificate file'
- 8. Locate and select the IHO.CRT and click 'Open'

Select the SA	certificate file				? 🛛	8
Look in	: 🥝 DVD-RAM	Drive (D:)	~	3000	.	
My Recent Documents	ENC_ROOT	8.				
Desktop						
) My Documents						
My Computer						
	File name:	IHO		~	Open	8
My Network	Files of type:	Certificate files (*.crt)		~	Cancel	

9. You will then be asked 'Do you have a public key to install?'. Click 'Yes'.



10. Select the IHO.PUB file from the appropriate location and click 'Open'.

Select the pub	lic key file				? 🔀	
Look in:	01X01 (D:		~	O 🜶 🕫 🛙]+	
My Recent Documents	ENC_ROOT	10.				
Desktop						
My Documents						
My Computer						
	File name:	IHO		•	Open	
My Network	Files of type:	Public Key files (*	.pub;*.txt)	~	Cancel	

The IHO.CRT and the IHO.PUB files have now been installed and AVCS data can be loaded into the ECDIS.

7 Installing ENC Permits

To install AVCS ENC Permits into the ECDIS use the 'Chart Management' window:

Chart Management: ENC \rightarrow S-57 \rightarrow Encrypted \rightarrow Install \rightarrow Install \rightarrow Open

- 1. Select 'Management...' from the 'Chart' Menu.
- 2. Select the 'ENC' tab
- 3. Select the 'S-57' tab
- 4. Select the 'Encrypted' tab
- 5. Select the 'Install' tab
- 6. Select 'Install...'

<u>C</u>	ell Name	Expiry	Permit	Permits	
				Install	6.
<	111			Base/Update Copy I and Install View Log	
Utilities Delete o	chart data			Delete	

7. Locate and select the 'PERMIT.TXT' file for installation and click 'Open'

elect permit	file location				? 🔀
Look ir	r: 🗢 Removable	e Disk (E:)	~	3 🕫 🖻 🖪	•
My Recent Documents	PC Maritime	7.			
Desktop					
My Documents					
My Computer					
	File name:	PERMIT		~	Open
My Network	Files of type:	Cell permit files (*.pmt;*	.txt)	~	Cancel

8. The ECDIS will then install the PERMIT.TXT file. The cell permits will display under a '1[GB]' folder within 'Chart Management'.

Install Maintenance	rypted	Dormite
Cell Name	Expiry	Peri A Install
E [Unassigned]	1	
E 168		Delete
AR201130	31/12/2014	AR: Base/Update
AR201140	31/12/2014	AR: Copy
AR202100	31/12/2014	AR: 🖉 and
CA576266	31/12/2014	CAE Install
CA576267	31/12/2014	CAE View Log
		Now Login
lities		

8 Installing AVCS Base CDs

There are currently 9 *AVCS Base CDs* but this number will grow as more ENCs 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 ENCs. 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 AVCS data

 $\label{eq:chart Management: ENC \rightarrow S-57 \rightarrow Encrypted \rightarrow Install \rightarrow Install \ldots \rightarrow OK \rightarrow Multiple \ Exchange \ Set \rightarrow Drive \rightarrow OK \rightarrow OK \rightarrow NO$

- 1. Select 'Management...' from the 'Chart' Menu
- 2. Select the 'ENC' tab
- 3. Select the 'S-57' tab
- 4. Select the 'Encrypted' tab
- 5. Select the 'Install' tab. Insert the first AVCS Base CD into the drive.
- 6. Select the '1[GB]' folder and click 'Install..'.

Insta	Maintenance	1	1 - 20	Permits
Cel	I Name	Expiry	Peri	Install
b. <	E-[][68]	21/12/2014	A.D.	Delete
	AR201130	31/12/2014		Base/Update
	ΔB202100	31/12/2014	AR:	Copy
	CA576266	31/12/2014	CAS	Mand
	CA576267	31/12/2014	CAE	Install
	CA576268	31/12/2014	CA5 🔽	Install
<			>	View Log
Utilities				

Note: If the 'Copy...' and 'Install...' buttons are greyed out then AVCS permits have not been installed

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7. Select 'Multiple Exchange Sets' and click 'OK'



8. Select 'Drive' from the 'Chart Source Selection' window

	Chart Source Selection 🛛 🔀
	Select data source
8.	Drive Browse Cancel

9. Make sure that the latest AVCS Base media is in the CD Drive and click 'OK'



10. 'Chart Management' will then copy the required data from the AVCS Base media

Install	Maintenance			
Cell N	lame	Expiry	Pen 🔨	Install
<	AR201130 AR201140 AR202100 CA576266 CA576268 III	31712/2014 31712/2014 31712/2014 31712/2014 31712/2014 31712/2014	AH AR CAS CAS CAS	Base/Update Copy I and Install View Log

11. Once completed the ECDIS will ask for the next AVCS Base media. Insert the AVCS Base media relating to the message and click 'OK'



Note: Only install the AVCS Base Media required as per the **Schedule A**. If the AVCS Base Media mentioned in the 'Navmaster' message does not require installation click 'Cancel', this will then change to the next AVCS Base Media in numerical order. Repeat the process as required

12. The NavMaster will then ask whether you have recent update media. Select 'No'.

NAVMAS	iter 🛛 🕅
?	Do you have recent UPDATE media as well?
	Yes No 12.

Note: It is possible to install AVCS Update Media at this point if required. Simply insert the AVCS Update Media as directed and select 'Yes' this will then copy the Update Media across and then install all copied data.

The	NavMaster	ECDIS	then	completes	the	installation.
		LODIO	u ion	00111010100	u io	notanation

S-57 CM-ENC Cha	ts Chart Updates	History
Licence Encrypted	Unencrypted	
Install Maintenanc	e	
Cell Name 	Expiry	Permit Install Delete Base/Update Copy I and Install View Log
Utilities Delete chart data	a la supri canaci	Delete

Note: Make sure that all the required AVCS Base CDs have been inserted and the import operations completed before installing the latest Update CD. Updates cannot be applied unless the ENC base file is present in the system database.

9 Installing AVCS Update CD

The Weekly AVCS Update CD must only be inserted into the CD Drive after having installed the latest required AVCS Base Media.



Note: AVCS 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.

Chart Management: ENC \rightarrow S-57 \rightarrow Encrypted \rightarrow Install \rightarrow Install $\dots \rightarrow$ A Single Exchange Set $\rightarrow OK \rightarrow$ Drive $\rightarrow OK \rightarrow OK$

- 1. Select 'Management...' from the 'Chart' Menu.
- 2. Select the 'ENC' tab
- 3. Select the 'S-57' tab
- 4. Select the 'Encrypted' tab
- 5. Select the 'Install' tab. Insert the AVCS Update CD into the Drive
- 6. Select the '1[GB]' folder that click 'Install .. '

5. (Install Maintenan	ce		
	Cell Name	Expiry	Permit 📐	Install
6 .	GB			Delete
	ZA5N00	10 <u>31/12/201</u> 4	ZA5N0	Delete
	ZA5N00	20 31/12/2014	ZA5N0	Base/Update
	AR20113	30 31/12/2014	AR2011	Copy
	AR20114	10 31/12/2014	AR2011	and 🖌
	AR20210	0 31/12/2014	AR202	Install 6
	CA57628	6 31/12/2014	CA5762	View Log
			>	Mow Login
	1941840	THE COMPANY	on diana.	. 300 00

7. Select 'A single Exchange Set' and click 'OK'



8. Select 'Drive'



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9. Insert the latest AVCS Update CD and click 'OK'



10. Insert the Base CD requested and click 'OK'

NAVMAS	TER 🔀
	Insert your AVCS : Disk 04 of 09 Please supply a BASE exchange set.
10.	OK Cancel

Note: Repeat this step if directed to do so by the ECDIS.

11. The update will then complete and any updates will be applied.

	Unencrypted		
Install Maintenan	ce		- British - St
Cell Name	Expiry	Permit 🔼	
E-GB			
ZA5N00	10 31/12/2014	ZA5N0	Delete
ZA5N00	20 31/12/2014	ZA5N0	Base/Update
AR20113	30 31/12/2014	AR2011	Copy
AR20114	40 31/12/2014	AR2011	and
AR20210	0 31/12/2014	AR202	Install
CA57626	6 31/12/2014	CA5762 😒	
< III)	>	View Log
	Constant of the	a state of	
	THE REAL PROPERTY.	in 2009-4 fa	

10 Installing AVCS DVD

When using the AVCS DVD Service only one disc needs to be installed because it contains all the base ENCs and updates up to the date of its issue.



DVD contains Base and Update data for complete AVCS service each week

Week numbers are given as examples only and do not represent the data issued by the UKHO

Note: The loading process within the ECDIS will be very similar to that required for the AVCS CD Service however there are some minor differences which are detailed below.

Chart Management: ENC \rightarrow S-57 \rightarrow Encrypted \rightarrow Install \rightarrow Install $\dots \rightarrow$ A Single Exchange Set $\rightarrow OK \rightarrow$ Drive $\rightarrow OK$

- 1. Select 'Management...' from the 'Chart' Menu.
- 2. Select the 'ENC' tab
- 3. Select the 'S-57' tab
- 4. Select the 'Encrypted' tab
- 5. Select the 'Install' tab. Insert the AVCS DVD into the Drive
- 6. Select the 'GB' folder that click 'Install .. '

5.	Install Maintenance			5.000-000-00-00-00-00-00-00-00-00-00-00-0	
	Cell Name	Expiry	Permit ∧	Permits	
6 .	GB		\rightarrow		
	ZA5N0010	31/12/2014	ZA5N0	Delete	
	ZA5N0020	31/12/2014	ZA5N0	Base/Update	
	AR201130	31/12/2014	AR2011	Copy	
	AR201140	31/12/2014	AR2011	and	
	AR202100	31/12/2014	AR202*	Install	6
	CA576266	31/12/2014	CA5762 😒	View Lea	IT.
			>	view Log	
			-		
1	National State	and occurred o	ungnost	566300	
	Nantos	we occured o	lang pica t	566 100	

7. Select 'A single Exchange Set' and 'OK'



8. Select 'Drive'

	Chart Source Selection					
	Select data source					
8.	Drive Browse	Cancel				

9. Insert the latest AVCS DVD into the drive and select 'OK'



The ECDIS will then install all of the licenced AVCS cells from the AVCS DVD.

art Management General ENC ARCS S-57 CM-ENC Cha	Seafarer CM	-Prof tes History	
Install Maintenand	chencrypced]
Cell Name ⊕GB	Expiry	Permit	Install Delete Base/Update Copy ✓ and Install View Log
Warnings have oc Utilities Delete chart data	curred during i	mport. See log	Delete

12 Installing AIO

The Admiralty Information Overlay (AIO) should only be installed when the relevant AVCS S-63 1.1 Data has been installed. The PC Maritime ECDIS links the AVCS and AIO data and therefore both sets of data should be of the same week.

Chart Management: ENC \rightarrow S-57 \rightarrow Encrypted \rightarrow AIO $\rightarrow \dots \rightarrow$ Install \rightarrow Drive \rightarrow OK

- 1. Select 'Management...' from the 'Chart' Menu.
- 2. Select the 'ENC' tab
- 3. Select the 'S-57' tab
- 4. Select the 'Encrypted' tab
- 5. Select the 'A/O' tab
- 6. Select the '...'

hart Management
General ENC ARCS Seafarer CM-Prof
S-57 CM-ENC Charts Chart Updates History
Licence Encrypted Unencrypted
Install Maintenance AIO 5.
Currently Installed To:
Location of Permits Install Delete
Warnings have occurred during import. See log.
Utilities
Delete chart data Delete
OK Cancel Apply

7. Locate and select the 'PERMIT.TXT' file for installation and click 'Open'

icence Files							? 🔀
Look in	: 🔁 PC Maritme)		• G	Ø 🕫 🗄		
B	PERMIT	7.					
My Recent Documents							
Desktop							
My Documents							
My Computer							
	File name:	PERMIT			~		en
My Network	Files of type:	Licence Fil	les (*.txt)		~	Car	ncel

8. Select 'Install'

Thart Management
General ENC ARCS Seafarer CM-Prof
S-57 CM-ENC Charts Chart Updates History Licence Encrypted Unencrypted Install Maintenance AIO Currently Installed To:
Location of Permits E:\PC Maritme\PERMIT.TXT
Warnings have occurred during import. See log.
Utilities
Delete chart data Delete
OK Cancel Apply

9. Select 'Drive'



10. Insert the AIO Media as requested and select 'OK'

NAVMASTER	
Please insert the AIO W	eek 12/14 disc
10. OK Cance	1

Note: To successfully install the AIO the data must be of the same week as the AVCS data that has been installed.

The AIO data will then start to install.

lanagement	
al ENC ARCS Seafarer Ch	M-Prof
CM-ENC Charts Chart Upd	ates History
ence Encrypted Unencrypted	
Install Maintenance AIO	
Currently Installed To:	
Location of Permits	me/DEDMIT TYT
	1001 EX13413100
Leader of Leating Trainer and	Install
	View Log Delete
	View Log Delete
opying AIO CD	View Log Delete
opying AIO CD	View Log Delete

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Once completed the PC Maritime ECDIS will display the week number of the data that is currently installed as well as the Edition and Update number of the installed data.

art Management
General ENC ARCS Seafarer CM-Prof
S-57 CM-ENC Charts Chart Updates History
Licence Encrypted Unencrypted Install Maintenance AIO
Carrently Installed To: Week 12/14 : 20 March 2014
Edition 19, Update 24
Location of Permits E:\PC Maritme\PERMIT.TXT Install View Log Delete
Utilities Delete chart data Delete
OK Cancel Apply

13 Systems Checks

The PC Maritime NavMaster will produce a log at the end of every install action whilst in 'Chart Management'. This report log provides the User with information about the process that has just completed, within this report details can be obtained relating to any issues encountered during the install or update of ENC's. This can be extremely useful to identify why cells have failed to install. To view the log file follow the below instructions.

Chart Management: ENC \rightarrow S-57 \rightarrow Encrypted \rightarrow Install \rightarrow View Log

- 1. Select 'Management...' from the 'Chart' Menu.
- 2. Select the 'ENC' tab
- 3. Select the 'S-57' tab
- 4. Select the 'Encrypted' tab
- 5. Select the 'Install' tab.
- 6. Select 'View Log'

Chart N	1anagement			×
Gene		Seafarer CM	-Prof	
3. (S-5	57 CM-ENC Ch	arts Chart Upda	tes History	
	Commission of the second secon	<mark>4.</mark>		
		Unencrypted		
5 . (Install Maintenar	nce		- Permite
	Cell Name	Expiry	Permit	Install
	€GB			Delete
				Base/Update
				Copy
				✓ and
			6.	View Log
	(<)		>	
	Warnings have o	curred during i	mport. See log.	
~ Uti	ilities			
De	lete chart data			Delete
			ОК	Cancel Apply

The ECDIS will then display the most recent log for review.

🖡 Import 2014-01-21 14-46-49 - Notepad	
File Edit Format View Help	
[ENC conversion to SENC format started at 21/01/2014 14:46:49]	~
Converting charts:(SENC) ZASN0010.000 cell verification ZASN0010.000 cell compilation ZASN0020.000 cell and updates up to #8 verification COV creating ZASN0020, Data installed ZASN0020, Data installed Data base (SENC) processing finished. Charts converted:(SENC) Copying Text and Images files.	
All charts were successfully converted.	
[The ENC data conversion to SENC format finished at 21/01/2014 14:46:51]	

14 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.ukho.gov.uk/Support

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 your ECDIS Manufacturer or ADMIRALTY Chart Agent, but in certain circumstances you may need to contact the UKHO Customer Services.

Problem	Contact
Hardware problems: difficulties with the keyboard, mouse, display or main system console, failure of a floppy disk or CD drive or USB port.	ECDIS Manufacturer
Software problems: difficulties with configuring or using the ECDIS system software, interfacing problems.	
Chart installation problems: problems with installing certificates, permits and AVCS ENCs, standard error codes displayed (see AVCS User Guide).	Admiralty Chart Agent
Chart content problems: 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
- > ECDIS/Software Manufacturer
- > Details of error message Including 'SSE' error code
- > Screen shot(s) of error
- > Details of Base Discs used (date)
- > Details of Update CD used (date)
- > Details of Permits used (date)
- > 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 the AVCS emergency permit, please quote:

> Vessel Name

> ECDIS User Permit Number

> Required ENCs

The permits can be sent directly to the vessel by email wherever possible, by fax, or simply by reading the characters out over the telephone or radio.

Please contact UKHO Customer Services using the contact details below:

Support Hours: 24/7	Telephone:	+44 (0)1823 723366
	Facsimile:	+44 (0)1823 330561
	Email:	customerservices@ukho.gov.uk
	Contact:	UKHO Customer Services
	Web:	http://www.ukho.gov.uk/Support

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.



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