FREQUENTLY ASKED QUESTIONS

Q: What is a NaviTab™?

A: NaviTab™ from Nautisk™ is a unique new concept that replaces your onboard Navigational Publications library. Hundreds of vital books have been uploaded onto a hi-spec hand-held device, suitable for use both onshore and on the bridge.

Q: Do we need special network requirements to be able to connect the NaviTabs to the onboard network?

A: The NaviTab™ is configured with a unique User and Administrator password, and the passwords are not given out for security reasons. If by some reason, you need to do tasks that require the Administrator password please contact our Support team. If it is agreed to perform the task, our Support Team will connect to the NaviTab™ via remote support (TeamViewer) and they will perform the task(s).

The built-in Windows firewall is configured to deny all traffic to/from the NaviTab™, except the traffic specifically configured for NaviTab™, which is allowed. This means that browsers cannot be used to surf the web, nor open typical "WiFi registration pages" being used on Internet café's, hotels etc. If you are using solutions like this onboard and the NaviTab™ is to be used on the WiFi network, the NaviTab's MAC-address should be whitelisted in your "Café solution" so that it can connect without requiring this registration page. This also means that diagnostic tools like ping, nslookup etc. are blocked.

The NaviTab™ is configured to use a DHCP server to get IP address etc. automatically. It will not be configured to use static addresses. The command ipconfig can still be used to see if the NaviTab™ has actually gotten an IP, correct gateway and dns servers.

Please make sure that your network is configured to allow the traffic specified in the **NaviTab™ Firewall settings document (attachment 1)**, and that you have a DHCP server on the network you connect the NaviTab™ to.

Q: Do I need a password to get access to the NaviTab™?

A: The NaviTab™ is configured to automatically log in as the regular NaviTab™ user. If the NaviTab™ for some reason is asking for the password to log in as the NaviTab™ user, you can restart the device and it should log in automatically. Choose Restart or hold the power button down for 15 seconds to force a power off, wait 5-10 seconds and turn it on again.

Q: Is it possible to purchase IMO publications directly on the NaviTab™?

A: Yes, you can easily purchase IMO publications directly from the NaviTab™ Store. To order a publication, tap on the price and then click on the Buy button to order and download the publication. The newly purchased IMO publication will automatically download (when the NaviTab™ is connected to Internet) and it will show up in the Bookshelf when the download is completed.

Q: Do I need to purchase the same IMO publication on both NaviTabs?

A: No, you do not. You have one Main and one Backup NaviTab™ which will synchronize all purchased publications. This means that the newly added publication will automatically show up on the second NaviTab™.

Q: How do I know if the IMO publication is corrected? And how do I find the correction?

A: When a publication has been corrected, you will find an icon with the exclamation mark on the right upper corner of the publication. To see the correction please click on the icon, the yellow window opens and the link will take you to the correction.

Q: How do I open the IMO Supplements?

A: By tapping the three dots in the top right corner within an open IMO publication, it reveals if there is a Supplement available. Tap the yellow Supplements icon to open the relevant Supplement.

Q: How do we update the IMO publications?

A: The IMO publications within the NaviTab™ bookshelf will update automatically as long as the NaviTab™ is connected to Internet. A red or green ribbon will tell you if a publication has been updated (green) or if a new edition is available (red).

Q: Can we activate ADP and eNP on the NaviTabs to have all the digital publications at the same place?

A: Due to some Publisher restrictions, the ADP, eNP and Witherby publications have to be opened in external applications. Contact Support if you need help with the activation.

Q: How do we update the eNP and ADP publications?

A: You may download the latest updates at any time as long as you have an internet connection.

Q: How do we know if all the publications are up to date?

A: The NaviTab™ application have a correction report to summarize all of the corrections and supplements which have been downloaded and applied to your bookshelf. The eNP and ADP software have their own certificates that shows the eNPs/ADPs that your license is subscribed for and how up to date they are.

Q: Can Nautisk™ Support connect to the NaviTab™ if I need assistance?

A: Yes. TeamViewer for remote support can be opened directly from the NaviTab™ application. Give the TeamViewer ID and password to Support for them to connect.

Q: Is it possible to have multiple users in the NaviTab™ application?

A: Yes, we recommend that you create multiple users, so that you can create your own annotations. This means that it is not possible to transfer annotations between users or between main and Backup NaviTab™. The NaviTab™ also remembers what page you last read in a publication, so you can continue where you left off.

Q: Can you block crew from ordering IMO publications from the NaviTab™ Store?

A: Yes, that is possible. You can for example have one user that is allowed to order, and other users that are not allowed to order. This way it is easier to keep control over the order process.

Q: How do we change the NaviTab™ pen's battery?

A: The NaviTabs have a pen that runs on a regular AAA battery. You can change the battery by holding the pen clip and screwing the top of the pen. This opens the pen so you can to take the battery out to change it.

Q: Is it possible to upload our own company files so they can be viewed on the NaviTab™?

A: Yes, you can upload your own company files so they can be viewed within the NaviTab™ bookshelf. Please contact Support for more information.

For questions or support on NaviTab™, please contact us on:

SUPPORT LINE
Tel: +47 48 48 96 48
support@nautisk.com

ATTACHMENT 1.

NaviTab™ Firewall Settings:

The vessel's firewall should allow the following, all traffic is TCP:
What: **Nautisk™ servers** (all publications in the NaviTab™ app)
Port: 10494
Destination (Host / IP): ectp.neptune.nautisk.com

What: **TeamViewer** (for remote support)
Port: 5938
Destination (Host / IP): *.teamviewer.com

What: **UKHO e-NP and ADP**
Port: *
Destination (Host / IP):
137.135.243.254
62.172.108.45
62.172.108.10

What: **Windows Time service** (not required but preferable)
Port: 123
Destination (Host / IP): time.windows.com

What: **Witherby e-Reader**
Port: *
Destination (Host / IP):
185.7.228.218
65.52.147.2
137.116.154.239

* - means all hosts / ports

In addition to the above, DNS lookup should be opened.