CruiseEmail.com

Member Brochure 7.11

Users Guide for CruiseEmail Vessel Stations
Version 2004-02-13
Manual 1_3v8.1

Customer Support
W3ATE@earthlink.net.
CruiseEmail, WGM-1 is located in Ft. Lauderdale, Florida.

I Introduction to CruiseEmail

WGM is a Public Coast radio station offering a gateway to the Internet for the exchange of email messages between ships at sea. The service is also available to land mobiles, operating in remote areas and remote island communities where the local administration has no objection to its use. CruiseEmail allows you to transmit and collect email messages through a master mailbox at the radio station. Each user is allocated a pigeonhole identified by their radio call sign. Email is moved back and forth between the mailbox and the Internet every few hours.

CruiseEmail Marine stations are located: Ft. Lauderdale FL, station WGM-1; Annapolis, Maryland, station WHX; Station KDS is located in Seattle, Washington and Kodiak Island, Alaska, Granada W.I, station J3A692; and Belize, station SRT.
Station SV762 is being completed in the Peloponese, Greece, and cruiseEmail is presently waiting for the license for Malta, Sardinia, Vancover B.C. ,and New Brunswick, N.S.

To use the service you need a computer, a SSB marine-quality HF SSB transceiver, and HF/TNC modem, commonly used is the Pactor. Software is either SeaMail Ship 4.0 or greater or CruiseEmail Messaging Client Software to support SCS PTCII, Kantronics KAM plus, and Timewave PK232 HF modems. SeaMail Ship and CruiseEmail Messaging Client Software run on Windows 95, 98, 2000 and Windows NT and XP with all the correct installed drivers.

Information on equipment required can be obtained from cruiseEmail@earthlink.net
The SeaMail software and documentation are copyright 1997 Xaxero Marine Software Engineering Ltd. Use of the product is at the sole risk of the user. XAXERO Marine Software Engineering Ltd. does not accept responsibility for use or misuse of the product, nor is it liable for any damage caused through direct or indirect use of the software. Copyright 1997 Xaxero Marine Software Engineering Ltd.

Beginning February 2004, CruiseEmail will offer email client software ~ CruiseEmail Messaging. This software will be available either by CD or a download from the CruiseEmail website www.CruiseEmail.com.

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II CruiseEmail FAQ's

Frequently Asked Questions regarding CruiseEmail and SeaMail-Ship software.

II.1.1.1 Who is CruiseEmail?

CruiseEmail is a Public Marine Coast radio station providing digital and voice transmission service, which provides simple EMAIL with access to the Internet

II.1.1.2 What do I need on board to connect to CruiseEmail?

You need a marine SSB or HF Transceiver capable of using our frequencies. In addition to this you need a HF Digital modem with PACTOR capability examples are SCS Pactor IIe, KAM Plus by Kantronics and AEA Pakratt 232 MBX.
You also need a computer and software program titled SeaMail created by Xaxero called seamail-ship or our new software CruiseEmail Messenger.

II.1.1.3 Do I need any proprietary hardware or software to get up and running?

No, many boats already have everything they need to use CruiseEmail e-mail service.

II.1.1.4 Who are the people behind CruiseEmail & SeaMail?

The designers of SeaMail is Xaxero Marine Software Engineering, Ltd New Zealand wrote the client vessel system presently being used. The new CruiseEmail Messenger Client software is written completely be cruiseEmail's network manager.
The entire ISP and Gateway systems are designed and written by CruiseEmail. Dr. John Gregory designs the entire RF communications network system and network integration

CruiseEmail is the telecommunications provider, technical support and engineering group for the system.

The technical team at CruiseEmail has over 40 years of engineering background in communication. CruiseEmail is a professional team dedicated to the boating population to bring an affordable and efficient system to the market place. CruiseEmail is the main business for this service, and is a corporation with 100% support to this service. It is not an association.

II.1.1.5 How easy is it to sign up?

Just log on using your marine call sign. Send your subscription to sysop@cruiseEmail , and sysop will transmit a registration page to your vessel. Fill the form out in its entirety and either mail or transmit it back to CruiseEmail. Once CruiseEmail receives notification, you can start sending emails.

II.1.1.6 Is the service right for me?

If you are looking for a low cost solution to staying in touch with family, friends and business on a daily basis while away, then CruiseEmail is for you. Only with commercial service like cruiseEmail you can conduct your business, either personnel or business related. No commercial e-mailing of any kind is authorised in the amateur radio services. In commercial marine service you can transmit from basically any place in the world without restriction.

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II.1.1.7 Is the messaging instantaneous?

No, you may have to wait for a clear frequency. You are qued one message per sign on session and will automatically re connect to retreive all the remaining messages.
Traffic is forwarded to the central cruiseEmail Gateway station every 5 minutes, so the quickest response back is approximately 6-10 minutes.

II.1.1.8 Are there restrictions on the amount of traffic I may send?

Yes, CruiseEmail has limited the text to 50K characters per EMAIL (5 –10 minute average). We ask that you be courteous to other and send a few messages at a time.

II.1.1.9 Will I be billed if my message gets cut of half way through?

Text email service is unlimited, with no additional charges. Charges are for JPEG's, attachments and Weather special services.

II.1.1.10 Is the traffic secure?

No it can be read by anybody with a PACTOR modem who can copy your signal. Secure traffic encryption is the responsibility of the user. As of 9/11/01 we do not offer encryption.

III CruiseEmail Coverage and Stations

This document provides detailed instructions for accessing and using the CruiseEmail service. CruiseEmail operates its SysOp [systems operations] from Ft. Lauderdale, and Central Florida.
CruiseEmail has stations throughout the East Coast down to South America. CruiseEmail has the most extensive RF radio coverage then any other service provider

CruiseEmail System Structure

CruiseEmail is a low cost solution for allowing offshore recreational craft, fishing fleets, research vessels to send EMAIL to and from the Internet. It is aimed at providing low volume text traffic to mobile maritime stations at sea. CruiseEmail works with the radio/modem/computer on the ship. Messages are sent and received from the land-based CruiseEmail gateway stations located throughout the world.

CruiseEmail and CruiseEmail Messaging and SeaMail-Ship work together on your computer to conduct email transmissions. The software on your computer is available to read and prepare emails. CruiseEmail is the ISP [Internet Service Provider] that allows the email to traffic across your HF Modem through Internet to your mail recipient.
Note # SeaMail-Ship client software is being replaced by cruiseEmail Messenger client software.

Primary Station Locations

The Ft Lauderdale, Florida frequencies: There are 5 radio sites within the WGM-1 facility.
Call sign WGM-1

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8065.5; and 8066.6 6768.0
13585.0, 13865.0, 18,170.0 other frequencies are posted on the Fleet Code bulletin

The Florida station WGM-1 has extensive coverage to the Bahamas, Caribbean, Gulf of Mexico, south to the Bahia of Campeche and onto the Pacific with extended coverage to the Galapagos, Isle.

The Annapolis, Maryland frequencies:
Call sign WHX
Primary 8045.5 Check Fleet Code bulletin for high HF frequencies.

Annapolis station WHX has extensive coverage to the North Atlantic covering entire Northeast U.S.A., the Chesapeake Bay south to give complete coverage of the ICW, and offshore reception, direct coverage to Bermuda, north to the Azores and onto the Mediterranean.

The Seattle, Washington and Anchorage, Alaska frequencies:
Call sign KDS
Check Fleet Code bulletin for further information.

All of the North America stations have general global coverage.

The Granada frequencies:
Call sign J3A692
6859.90 MHz.
4439.5 and 8267.9 as an alternate frequency.
Check Fleet Code bulletin for further information.

IV Getting Started: The Hardware Set-Up

Overview

The operation of sending emails on HF/SSB can sometimes be frustrating, and surely takes time and patience. There are some objectives that need to be addressed prior to getting or sending email via SSB.

1. Receiver & transmitter should be a FCC: typed unit. The transceiver should be aligned, and on frequency. Stability [plus & minus 10hz] is necessary
2. A good engineered antenna system for the design of your vessel.
3. Most important, but usually overlooked is a superb grounding system. Highly recommended is grounding plates on the hull of your vessel, which should be connected to anything other than the RF ground system. To review the construction of a good grounding system, go to www.cruiseEmail.com and view the article under technical.
4. If the electrical runs between the computer and the SSB radio is farther than 3-4 feet, it is recommended that RF chokes be installed at both ends of the electrical and communications cables.
   This practice minimizes the possibility of RF pickup into the computer and the TNC [Terminal Node Controller].

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5. The RF electrical run from the auto-tuner to the feed of the HF antenna should not exceed 5-7 feet. It should be kept separate from other electrical and communication lines. A good grounding strap should be a 2 1/2 inch to 5 inch wide copper strap not wire.

For installation instructions please connect to Radio Installation for SSB radios on the home page. Or for consulting assistance for new or old installation contact Dr. John Gregory at W3ATE@earthlink.net. CruiseEmail has engineering services that specialize in SSB installs, for any type of marine vessel.

Modems Types Used for Transmission: PACTOR-SCS "preferred"

RF Radio Modems used for transmission of data over HF radio are sometimes also known as Terminal Node Controllers (TNCs). While their design is more complex than a conventional telephone type modem, their data throughput speed is much slower because they must handle data without error over erratic and noisy 'one-way' radio paths, rather than telephone lines. This complexity and the much smaller numbers sold make HF radio modems relatively expensive.

PACTOR, PACTOR-II, and PACTOR III are the modes selected by most stations offering Email over HF. These provide excellent performance while allowing the widest available choice of compatible HF radio modems.

Those known to work satisfactorily are:

- SCS GmbH PTC-II & PTC-IIE (PACTOR & PACTOR-II)
- Kantronics Inc. KAM'98 & KAM-Plus (PACTOR)
- Other PACTOR only modems that should work but which have not been fully tested by RainMaker Marine Engineering Services.
- MFJ Enterprises Inc. MFJ-1278B, MFJ-1278B/DSP, MFJ-1276 & MFJ-1276T
- AEA Inc. Pk-232 (no longer made).

SCS modems are available from Mike's Electronics, go to our web site www.CruiseEmail.com and visit Mike's Electronics link page. The more economic PTC-IIE has equal performance but controls only a single transceiver, making it very suitable for HF Email. Full details on the capability and control of the modem are contained in the SCS operating manual accompanying the modem.

'Used' Kantronics KAM Plus modems may be available for those with a limited budget.

The modem to computer connection consists of a standard modem cable that mates with the serial communications port on your computer - this cable can be ordered from cruiseEmail.

The Modem to Radio Connection requires a cable made up to suit your particular make and model of HF transceiver. CruiseEmail can provide a drawing and fabricate a cable to mate with most, but not all, HF transceivers. Newer models have a rear accessories connector that makes life easy, where older models can be a problem.

The use of the microphone connector in marine installations is not recommended. This can frequently lead to unstable or garbled transmissions and may result in the radio not being available for normal voice or emergency communications.

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Power for the modem is best obtained from the transceiver's accessory connector, rather than from a separate 12 volt DC source. The modem to radio cable supplied by reputable dealers includes power wiring to the modem from the radio.

Tone levels from the modem to the transceiver must be carefully set for best performance and so as not to cause your transceiver to over deviate it's modulation during data transmissions. Setting levels is fully discussed in the manufacturer's modem manual. The SCS PTC modem is able to be set from your PC using figures provided by PCA to suit the model of transceiver in use. The Kantronics modem is adjusted by removing its cover to gain access to a pre-set control. CruiseEmail's' R&D group has tested and proven tone level to be set for various transceivers. The tone levels from the modems as follows: SCS PTC modems: Set <PSKA 1000> (1 volt peak-to-peak) and <FSKA 600> (600 millivolts peak-to-peak)

Kantronics modems: Insert Jumper Plug K9 and set potentiometer R28 for 600 millivolts peak-to-peak output.

These levels ensure that the tones are at high enough levels not to be interfered with by pick-up on the cable from the modem to the transceiver. In cables manufactured by CruiseEmail, the past two years, places a RF Choke with weight of 31 on each end of the cable from the TNC to the laptop and from the transceiver to the TNC. This reduces the RF level of RF feedback back onto the data elements to the correct value for the particular model of transceiver. Otherwise, follow the manufacturers' procedures.

Tune to the required frequency and wait for a tuning signal. The tuning signal will sound like a warbling continuos tone lasting about 10 seconds. With your modem in
USB mode you should be able to fine-tune the radio so that the tuning bar on the modem shows the LED's at the extreme ends of the scale illuminated and a LED lite in the center on the SCS tuning bar.

Modem Initialisation

CruiseEmail stations WGM-1, Florida, WHX Annapolis, Maryland, scan 5 channels time's 4 radio groups, having the ability for 22 radio frequencies.

CruiseEmail stations in Seattle, WA and Kodak Island, Alaska will be scanning 5 primary channels at a time.

Granada has 5 channels located in the lower channel group for local Caribbean communication

When your radio is properly tuned and nobody else is transmitting, you may link with the station.
PLEASE LISTEN BEFORE TRANSMITTING TO ENSURE THE FREQUENCY IS NOT IN USE!
You link using PACTOR protocol.
To link to WGM-1:
With a SCS modem send the comm and C WGM-1
With a PK232 - send the command PTC WGM-1
With a KAM plus - send the command GTOR WGM-1

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After a few seconds you will get a link confirmation. Since this is your first link, you will receive a registration form for CruiseEmail, which you can fill in at your leisure and send back to us. When the form has finished transmitting you will be disconnected. You are now registered as a temporary member and can pass traffic.

You can now logon again and send or receive traffic.

Note: If you have an SCS, KAM plus or a PK232 and are running Windows 95, 98, NT 2000, XP you may want to use our free terminal software.
This software will organise your mail and provide easy one key logon to the service and all its facilities. This software is available for download from the SeaMail web site.www.xaxero.com/nf602, Or you may contact CruiseEmail at www.cruiseEmail.com.

Please note that in January 2005, CruiseEmail Messaging software will become available.

V CruiseEmail User's Guide

CruiseEmail Messaging or SeaMail Software was written to facilitate fast and easy digital communication, provide a database to store and manipulate the messages and to provide communication with the Windows 95 /NT/XP operating system. Since digital communication is much slower due to the constraints of short wave radio work should be prepared offline. Upon initiating communication with the service provider, the user should pass traffic with a minimum delay. This program provides that fast path. Logon and send your data and logoff again as soon as possible.

The program was designed around the SCS PTC II, KAM PLUS and Timewave PK232 terminal node controllers.

The program is designed to handle mailbox functions:
Read next new message to me
Send messages from me
Program modem

In addition to these functions, fast-path functions exist to logon and off easily and check your message status.

The program stores data about your logon sessions and will allow you to see connect times and billing information.

Database query functions allow you to list messages by type (category) addressee and you can search the entire message database for a keyword.

The user interface is windows standard, fast intuitive and easy to use.

Screen Layout

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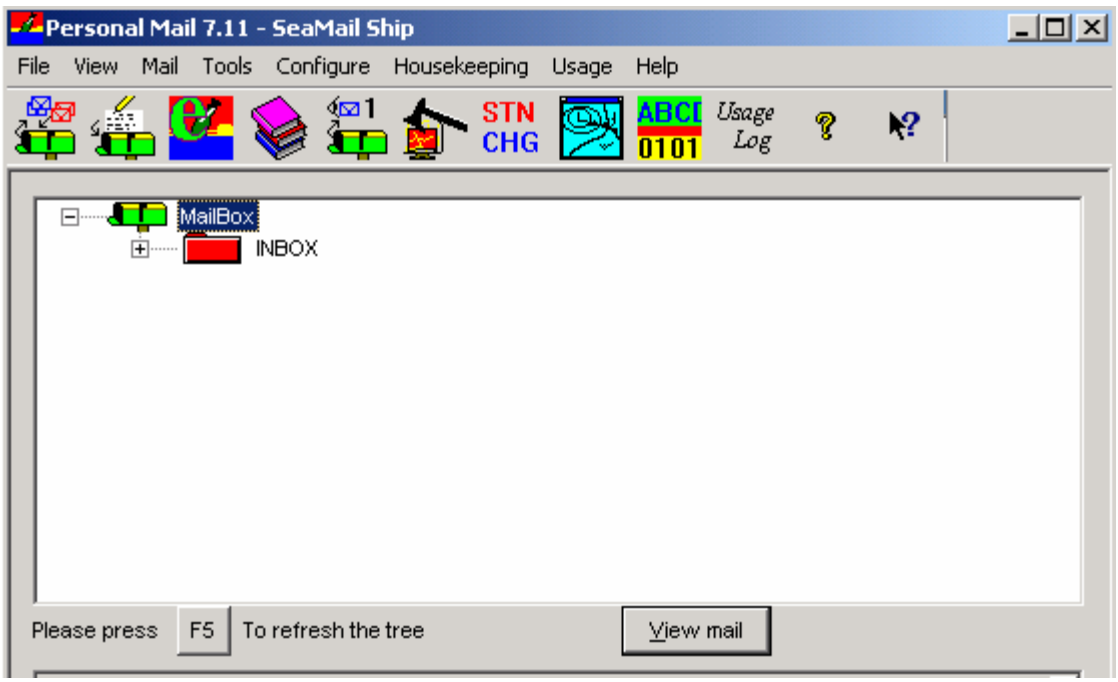
The main screen is divided into two sections. The top section is a tree view of the mailbox showing all the folders in the mailbox. The lower section is a terminal window where communication between the modem/service-provider is displayed.

The tree view can be manipulated with a mouse or using the arrow keys:
Up/Down: navigate the tree
Left: collapse the branch
Right: Expand the branch.

Pressing enter on a valid message will arrow you to view that message.



During a connect session with CruiseEmail, the terminal will be logged in the lower window and should the need arise; the terminal log can be saved as a message.

The bottom status bar displays the logon/off status and the basic mode you are operating in. When a user creates a message the message is stored in folder OUTBOX. When a message is received, it is stored in INBOX. When a folder is empty, it does not show on the main screen's tree display.

Folders may be created or messages moved from one folder to another when viewing the message.

The Short Cut Toolbar:

From left to right you have the following shortcut buttons, which allow your traffic.

Send/Receive

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Available only on the SCS modems – will clear all outgoing mail and read any incoming mail in one operation. Available only on the SCS modems – will clear all outgoing mail and read any incoming mail in one operation.

Read /Create/ Send mail – Prepare new mail

Provide new message pad for creating messages

Address book

Browse and edit names and addresses in your personal address book. In the dialog, you can add new addresses, edit existing entries, delete entries and also browse all mail to or from an addressee.

Read next message:

Log on (if not already on) and read next message, and store it in the inbox folder. Allows the user to read the next message, attempts logon and read next message.

Force Termination (shut down/reboot):

A brutal way of terminating the link.

If propagation is poor and no packets are getting through, then this will turn off your modem and cut the radio link between you and the CruiseEmail station. Example:

If you do not connect within 6-10 attempts [transmitter turning on and off 8 times] then do a force termination. Reason is that your not connecting and that your holding up the receivers and transmitters at the control station for 80 seconds, and stopping other that can connect from getting on the system.

Searching the Message Database

The message database is organised in folders or categories. These are displayed on the top tree view. You can search for mail by addressee by selecting the name from the address book and pressing the Show MSG button. Alternatively you can search the entire message database for a single keyword or phrase. The search is not case sensitive. In both the latter cases, a list of messages will be shown. You may view but not edit the message by pressing the view button. You can also delete the message.

Logon:

Connects to service

Logoff

Disconnects from service

Weather Bulletin Icon.

This only works if you have the Xaxero software, which is sold separately by Xaxero.

CruiseEmail does not support Xaxero Weatherfax 2000 software.

CruiseEmail sends the weather on the tool bar marked Mail, click-on services, and then click-on weather. Make sure the channel is clear first, as the click-on will start your transmitter sending.

CruiseEmail will give you a menu as to areas to gather weather information. This list is quite extensive.

Encrypt Traffic. This service has been deleted since 9/11/01

Send traffic over the air encrypted – See warning in encryption section.

This function has been turned off since 9/11/03. The software CruiseEmail Messenger has deleted this function.

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Bill Log

Shows current item usage based on connections made. You may optionally reset the billing to zero via the reset button. Please remember that CruiseEmail is now unlimited email service. The billing information shows logon time, connect time, units charged, and a billing reference. Connections less than 30 seconds are billed at 0 units.

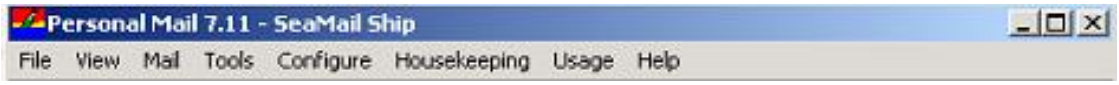
Help About:

Shows current version and copyright information.

Context Help

Creates a context help cursor. Take this cursor to the item you want help from and click for detailed help.

Menu Bar Descriptions



File

Exit - terminate the program.

View

Toolbar shows or hides the toolbar

Status Bar: Shows or hides the status bar

Refresh mailbox: Re-organises the messages.

Tools

The sub menu will read weather and then under weather will be Advance. This opens another sub menu.

Configure:

Sub menu:

Properties: From the configuration menu, the properties dialog allows you to configure the system.

Com Port:

Enter the com port with is connected to your Terminal Node Controller or to your Pactor.

Service: You enter your call sign and selcall here and the call sign and selcall of your service provider. The service list box shows the possible modes of operation.

Your vessel call sign

Your provider call sign. This would be WGM-1 for the first provider and then any other station as your secondary connect station, as example J3A692 for Grenada or SRT for Belize.

Then move onto Advance in the sub menu and enter the Mark/Space tones. Presently they are 2100 Mark and 2300 space. This will change soon, when the System Operations Center sends everyone info to change to a different mark and space frequency

The cruiseEmail radio stations will be changing to 1400/1600 soon to allow all station with Pactor 1,2,3 capibility.

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Logon

Connects to service

Logoff

Disconnects from service

Monitor

Puts the modem in general receive mode so you can see what is being sent by other users. This fuction serves as a great way to know that your receiver is exactly on frequency prior to sending a e-mail transmission not knowing that your exactly on frequency. With an authorized FCC certified radio this is not an issue.

FEC monitor: This mode will not be present in Version 7 and above.

Allows you to monitor NAVTEX/FEC messages. If you are monitoring the half-hourly traffic lists, if there any mail is waiting for your callsign, the system will stop and you will hear a sound prompt alerting you that there is mail waiting for you

Save Buffer

Saves the terminal buffer into a new message in the Inbox

Key Stroke Commands

Send Custom Command (CTRL& A pressed at the same time):

Presents you with a message box to send a custom command to the modem.

Control Keys:

The following control keys are available to send special commands to the modem during a normal SeaMail session; these commands would not be used.
CTRL B - Sends your call sign and selcall to remote site.
CTRL C puts you into modem command mode (KAM Plus)
CTRL D - Stops transmission and terminates link
CTRL E - Sends your call sign and selcall to remote site
CTRL T - Sends the time to remote site
CTRL Z - Reverses the link (PACTOR)

Parse terminal buffer

Reads the buffer and attempts to sort it into messages. This will sort NAVTEX messages and the traffic lists.

Terminate link

Turns off the RS232 connection

Program Modem

Resets the modem and programs it.

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Status Bar Descriptions:

There are three elements to the status bar at the bottom of the screen. The first box shows a description of the current item the cursor is over. The second box shows the mode of operation. The third box show whether the user is logged-on/off. This status bar also shows which radio station you are connecting to. The radio station gets changed over by clicking on the ICON STA/CHG on the top of the page.

Getting Started: Compose an EMAIL Message

1. Set-up the Address Book

The address book is a list of Internet names and addresses. This dialog has the following functions:

New Address

Allows you to enter a New address:
Name: The recipient of the mail [Dr. John Gregory]
Address: The internet address e.g. [w3ate@earthlink.net]
Comment: Notes for your convenience

Edit:

Allows you to change the fields in the address book

Show MSG [message]:

Shows messages for the highlighted recipient. Double clicking on an item in the message list will show the message but you will not be able to change it.

Delete:

Deletes the entry from the address book.

Use the 'Address Book' button to open the address book. Enter the names and email addresses of those that you will regularly correspond. The 'Sysop' address in the address book is there to enable you to send free messages to the System Operator at CruiseEmail systems operations [sysop] concerning any matter. *Replies from 'Sysop' are also free.*

2. Prepare New Mail – 'Read / Create/ Send mail'

Prepare your messages ahead before logging-on by clicking on the 'Read/ Create/Send mail' button. This will prompt you for an Internet address by displaying the address book. You may select an existing entry or create a new address. If you cancel you can manually address mail in the create/send mail dialog, which is presented next. Then click on the name of the person to which you want to send your message and a pre-addressed message pad will appear.

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Make sure you enter a ‘subject,’ while the ‘position’ line is optional. ‘Save and exit,’ then repeat the whole process to prepare another message. By now you will have an ‘outbox’ sitting on the desktop, containing the messages waiting to be sent.

You may compose your EMAIL message in the box provided in the Read/ Create/ Send dialog box or in the Windows word processor of your choice. The Read/ Create/ Send dialog accepts data from the clipboard. Press SHIFT/ins to paste text from the clipboard into the message area. Text from the message area can be similarly copied to the clipboard by highlighting it with the SHIFT and UP/DOWN arrow keys and pressing CTRL INS.

When you are composing a new message, the message is placed in the OUTBOX folder. When you are browsing an existing message (i.e. you accessed the message by double clicking the message icon on the mail box screen) then you may change the folder or create a new folder.

If you save a message longer than 6000 bytes, it will be split into two messages. You will be warned if this is the case.

Key F5 on your keyboard may be pressed to tidy up the desktop.

Seamail.doc in the Xaxero folder is a file that you may wish to print out as a guide to SeaMail operation. The latest documentation can be downloaded from the web site at www.cruiseEmail.com.

Read/ Create/ Send mail: Dialog Box Description

This is the most complex dialog in the system and is the central point where mail is created or browsed. In this dialog you address and compose messages. You can also browse existing messages and move them to different folders or create new folders. This dialog also allows you to read in text data or write the file to text. There is also a Print function to allow you to print your message to a Windows standard printer.

In version 7 and above there is a cc: box, which allows you to send multiple listings. This will allow you to send the same e-mail letters to many recipients.

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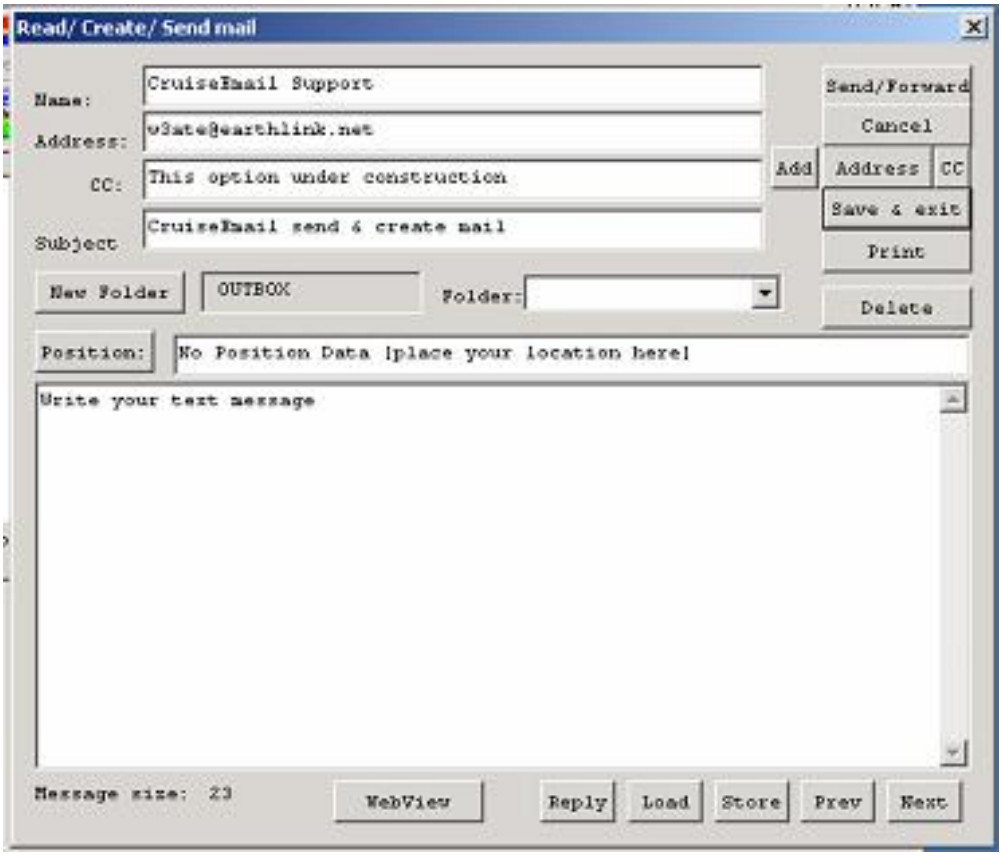

Read/ Create / Send mail -- Button and Field Descriptions

Buttons

Send/forward	*Attempts to log on to service and send message*
Cancel	*Returns to main screen discarding all changes*
Address	*Brings up the Address dialog*
Save and exit	*Saves changes and returns to main screen*
Print	*Prints the message*
Delete	*Deletes message from database*
New Folder	*Allows the creation of a new folder when browsing an existing message*
Reply	*Reply to the message*
Read	*Reads text from disk and append it to the message*
Write	*Writes message to text file*

Fields

Name	*Name of recipient*
Address	*Internet address*
Service	*For future use*
Subject	*Message subject*
Position	*User defined for placing yacht position*
Folder	*Allows browsed message to be moved to existing folder or new folder*

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3. How to Transmit EMAIL Messages Using CruiseEmail

The LED Tuning Indicator on the Modem should show random flickering with receiver noise in the absence of any data signals. When CruiseEmail stations or another station transmits, the display should "Split," with the two outer LEDs being the brightest. The LEDs are tracking the two tones carrying the data. If your radio is off frequency, the display will not be symmetrical, with perhaps only one LED on. This should not happen with correctly programmed commercial marine radios. Just make sure that the 'Classifier' control is centred. However "Ham" radios are not so stable and you will have to very carefully tune your VFO a little up or down, using the display as a tuning indicator, until the signals are centred and the outer LEDs are both on brightly.

PLEASE LISTEN BEFORE TRANSMITTING TO ENSURE THE FREQUENCY IS NOT IN USE!

The Green 'Logon' button will start your HF transceiver pulsing back and forth between transmit and receive. Within a few pulses, you should start to hear the warbling reply of WGM, the LED display should "Split" and the welcome message from WGM should print out in the lower window on your PC. Whenever you Logon to WGM, read the welcome message. You will see your call sign followed by DE WGM (This is WGM) and QRU ("Q-Code" for "I have nothing for you") or QTC1 ("I have one email for you to collect"). When you see the instruction to GA (Go Ahead), WGM is waiting for you to make the next move. If the Logon and Link fails to establish, the modem will keep pulsing the transceiver for about 80 seconds.
You should cut this transmission short by clicking on the 'Force Termination button' (The 'cut-link' or 'Axe' button).
If you do connect successfully, DON'T use the 'force termination' to logoff, as WGM will continue to try and re-establish contact for several minutes, and shut all radios down, thinking that your vessel is in distress and all stations will start looking for your vessel signal.

4. How a Shore based recipient replies to a CruiseEmail message

Messages incorrectly addressed or longer than 15k may be returned shortened or deleted. To reply to a ship, the mail must be sent to the return Internet address. Your call sign [example] WDB1234@cruiseEmail.com.

Instructions for return mailing are automatically inserted at no charge at the beginning of each EMAIL message you send.

VI CruiseEmail Additional Services & Features

The following services and features are available through CruiseEmail and CruiseEmail Messaging. Not all items except elements are free of charge.
General Weather, Propagation and frequency, and CruiseEmail bulletins are free.

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Customized Bulletins

Go to the tool bar, click on mail, click on services, then wait and LISTEN to make sure that the channel is clear from traffic. Then click on any of the following

- **Weather:** This bulletin has information on weatherfax frequencies, and Internet weather pages that can be optioned from the Internet direct with only CruiseEmail service.

- **Satellite Elements:** NOAA elements for use with polar orbiting weather reception software. CruiseEmail uses this page to transmit all the frequencies in its radio system.

- **Fleet Code**: Either synoptic figures or station operations data. Dr. John Gregory prepares this bulletin at CruiseEmail Systems Operations Center. It gives the latest propagation analysis of the best time and frequency to use to connect to any of the CruiseEmail stations. Naval Observatory, in Washington, D.C, gathers all the input data for this report.

Backup database

Copies all messages and addresses to a new file MAILDB.BAK. You can restore the old database by deleting file MAILDB.MDB and renaming MAILDB.BAK to MAILDB.MDB.

Provider Call Sign: Shore station call sign

Normally WGM-1 Florida, or WHX [Annapolis, Md.]
This will be changed after June 1, 2004 for all providers.
When the all vessel bulletin is announced, WGM-1 call sign will revert back to WGM [only].

VII Billing Information

Service begins when you logon using your marine call sign and send your subscription to sysop@cruiseEmail CruiseEmail will transmit a registration page to your vessel that you fill in its entirety and either mail or transmit it back to CruiseEmail. Once CruiseEmail receives notification, you can start sending emails. Each vessel is responsible to remember there subscription due date. When your due date expires, your inbound service will be terminated. To inform cruiseEmail sysop as to your intentions, you will be able to send a message to sysop@cruiseEmail.com only.

Annual Fees and Special Features and Services Information

Annual Fee

CruiseEmail charges an annual flat fee of $235.00 USD dollars for unlimited minutes per month, and a no limitation per day.
You have 5 days to send in your payment using personnel or corporate check, money order or bank wire transfer . All moneys are in USD.

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You are able to view your billing on your SeaMail or CruiseEmail Messaging software under the tool bar ICON 'Billing'.
The only extra billings is JPG's, Attachments, and Special Weather Bulletins.

There are restrictions on the amount of traffic you may send to keep the costs as low as possible. The maximum length of a message is 50 kilobytes. This service will be ion Pactcr 3 mode only.

Special Service Charges

There are extra charges for special weather data, attachments, and JPEG's, at a cost of $0.25 per transmission
After April 2004 , there will be additional charges for Special Features and Services above standard text email. These Special Features will be 0.25 cents per connection This will also include JPEG's and attachments and specialized weather reports.

For options and extra billing, you will be billed at the end of each month. Payments can be sent either each month, or a 3 month billing cycle, or a prepaid billing card.

Send payment to
CruiseEmail
P.O. Box 667318
Pompano Beach, Florida
33066
Signature of Vessel owner for agreement of contract.

Service Agreement

CruiseEmail provides a High Frequency single sideband service as a Public Coast Station.
The cost for this service is $235.00 based on 12 months @ unliminted e-mail text messaging and , no limit per day
There are additional charges of $0.25 for for each attachment, JPG's, and Special Weather Bulletins.
WEBGET or Internet access is a separate charge from your yearly subscription. WEBGET is $0.25 cents per complete connection.
All special bulletins, propagation and frequency, special weather alerts are not charged.

Due to HF propagation on HF/SSB caused by the effects of sunspots and HF path probabilities, co-channel interference, modem problems, and the possibility of off frequency transmitters & receivers, along with any acts of "nature", CruiseEmail cannot guarantee reliability and uninterrupted communication.
The end user acknowledges that HF/SSB communication with email is an unsecured mode of communication when sending over the airwaves.
Commencement of service: Service will begin within 24 hours after all registration and connection processes have been completed along with your payment.
You have 3 days to trial the CruiseEmail system. After the 3 days there will be no refund.

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CruiseEmail reserves the right at any time to withhold and or revoke control of customers service for reasons not limited to poor operational practices, poor equipment technical specification causing interference of the operations of this station or it's customers.
Should you have problems connecting due to on board vessel interference, poor operating techniques, high levels of onboard noise caused by such devices as battery charges, noisy inverters, or any other devices, poor or poor RF grounding, CruiseEmail will not be responsible for your communication connecting problems

VIII Modem installation Information

An entire install is located on the www.cruiseEmail.com under technical.

IX Common Problems

IX.1.1.1 I hear a good strong signal but I cannot link.

Check that the radio is properly tuned - in Pactor standby, the tuning indicator should show the LEDs at the extreme ends of the tuning bar to be lit and the remainder unlit. If the radio is as much as 20 Hz off frequency, it is enough to affect your link. This problem is mostly viewed with Ham Radio transceivers that use a VFO type of tuning. It is also observed that many times when your transceiver is not tuned properly, you may activate the CruiseEmail shore sites but your unit being off frequency will not accept the inbound signal correctly, because you are off frequency. Many times this problem is caused by have the RIT or the Clarifier not on center, which changes the incoming radio frequency.

IX.1.1.2 After sending a message I do not get a receipt.

The last line of the message must be /EX and a carriage return for the system to acknowledge your message. When using Seamail-Ship or cruiseEmail Messenger software this is automatically done for you. If your computer does not enter the /EX then you must enter it manually.

IX.1.1.3 The system hangs in mid message and I get disconnected.

Most possible scenario is that local noise on board your vessel is extreamly high,
the radio and your computer is not receiving the epic end of transmission code from the shore station.
If the coast station does not get the command from your vessel , for 30 seconds the link is terminated.

IX.1.1.4 I can read other vessel's mail.

Yes you can because you may be in the monitor mode in the terminal tool bar. But only your mail goes into your private mailbox. Place the system in standby mode by clicking on the red

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Icon. Then press the ALT key along with the "A" key. This will place a cmd prompt screen. Then enter "LISTEN 0" This command will stop all the monitoring features and allow only your mail to be viewed.

IX.1.1.5 I can hear the CruiseEmail station transmitting, but cannot connect to it.

Most of the time or in lease 98% of the time it is caused by having your inverter, battery charger, or some other major noise source turned on during the time that your trying to connect.

IX.1.1.6 My mouse either on my laptop/desktop computer goes crazy. It either freezes, jumps all around, and disconnects when I start to transmit.

98% of the time is that you have POOR ground. This is a major problem even on new boats and you need to connect to the CruiseEmail website and read the proper ground installation procedures provided by Dr. John Gregory, a marine engineering consultant or read under technical on the www.cruiseEmail.com web site.
More extensive reading is Dr. John's new book version of 'SSB for the Mariner".

IX.1.1.7 How can I check your system prior to connect to any of the CruiseEmail stations?

Once everything is turned on, Radio, TNC, Laptop and you have opened to the Seamail-Ship page go to the toolbar click on Tools. Then from the sub menu of Advance click-on Program Modem. Wait 5 seconds as the computer start to talk to the TNC and the laptop software. Once this is completed, you will see on the lower screen the following statements.
Audio tones 2
Connect messages 0
CMD.

This is the prompt to inform you that the system is now ready to be used.

PLEASE REMEMBER THAT NEW SOFTWARE CRUISEEMAIL CLIENT SOFTWARE WILL BE RELEASED SOON. The new cruiseEmail Messenger software will replace the Xaxero software, but the SeaMail-Ship will continue, until the end of 2005.

Thank You,
Dr. John Gregory
CEO & CTO
CruiseEmail

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