

NAVFone Symbian FAQ

1. **Compatibility**

Q: How do I check if my phone is compatible with NAVFone Symbian?

A: Symbian maintains a comprehensive list of compatible phone. As a general rule, the software is compatible with phones running on the Symbian Series 60 3rd Edition, also known as, Symbian OS Version v9.1.

2. **Software Licensing**

Q: What is the software licensing scheme used?

A: The software license is tagged to the phone IMEI number.

Q: Can I transfer NAVFone_application with purchased map to another compatible phone?

A: Yes and we only allow maximum 1 device transfers.

3. **Search Features**

Q: Can we search by postal codes?

A: In NAVFone, you can effectively search by road name and addresses only.

4. **Navigation**

Q: How do I know if I am connected to GPS?

A: The red arrow on the map will indicate that you are connected to GPS, and it will show your current position. To get connected to GPS, you can select Menu -> Navigation -> Connect to GPS or simply dial "4" as shortcut

Q: Why is my map not moving although I have opt to connect to GPS?

A: Your device may be connected to the GPS receiver but the receiver has yet to acquire valid GPS signal. The GPS will take 2-3 mins to log for signal for the first time.

Q: How do I ensure that I have GPS signal?

A: You have to be in an outdoor environment with clear line of sight of the sky. The GPS signal may be weak if you are in the tunnel or under a canopy. A yellow arrow will be displayed if the GPS signal is lost.

Q: Why do I lose GPS signal although I am outdoors?

A: There various factors that affects the reception of GPS signal eg, tall buildings, cloudy sky, car with heat reflective windscreen etc.

Q: If I do not connect to GPS, can I still view routing information?

A: Yes, you can continue to plan route or simulate the route by selecting "Route Playback" from "Navigation" menu. Alternatively, select "Toggle" to view the different format of route information.

5. **Using "Where is..."**

Q: What is the difference using "Where am I" via GPS and GSM?

A: You can select locating your position via GPS when you are in an outdoor environment as the signal can be best received with a clear line of sight of the sky. The accuracy is about 10-100 metres. However, you may choose to locate your position via GSM either indoor or outdoor environment. Your approximate position will be indicated by a blue circle which is 30-100 metres accurate depending on the density of the network.

Q: When to use "Where am I" via GPS or GSM?

A: GPS can only be used outdoor where else GSM can be used in both indoor and outdoor.

Q: Is there cost using "Where am I" via GPS?

A: No. GPS which stands for Global Positioning System utilized available satellites to determine your position, it does not incur any network charges.

Q: Is there cost using "Where am I" via GSM?

A: Yes, normal GPRS charges will apply as the software will connect to the internet to obtain the location result.

Q: Is there cost incur when I use "Where are You" function?

A: If you are locating another person using "Where Are You" via GSM, normal GPRS charges will also apply to poll for his/her position.

- Q: Can I find my friend using "Where are You" even if he does not have NAVFone?
A: You will only be able to find your friend's position if he/she has the NAVFone on his/her phone.
Q: Can I reject my friend's request in polling for my position?
A: Yes, you will need to set your visibility as "Set Invisible".
Q: Who can poll for my position?
A: Anyone who has NAVFone software installed on their device.

6. **Using "Send Position"?**

- Q: How to "Send Position"?
A: Highlight the places of meeting then click on Options >> SMS Position >> key in phone number (or pick from phone list) >> Key in message (optional) and send.

7. **Using Favourites**

- Q: What are "Favourites"?
A: Favourites (also known as waypoints) are points that can be created and displayed in the map as an icon with a label attached to it.
Q: Why is "Favourites" useful?
A: All Favourites can be saved for later use and easy reference by changing the name for your own location identification without the need to go to Search function.
Q: How to use "Favourites"?
A: It can be used to plan your route as quick start or destination point, easy reference etc. without the need to search through the layers.
Q: Will my "Favourites" remain even though I have switched maps?
A: Yes. However, if your Favourite points are mainly in Singapore and should you load a Malaysia map, your Favourite will still show in the "blue" area as it is in reference to location in Singapore and not Malaysia.

8. **Load Map**

- Q: What countries are available, do I have to purchase them in order to use?
A: Additional maps can be purchased at <http://www.asiagis.com.sg>
Q: How do I continue my navigation if I cross from one city to another?
A: In order not to compromise speed and performance of the application, only 1 city can be activated at one time.

9. **Purchasing of Map and Software**

- Q: Is there limit to how many maps I can purchase?
A: No, but you do need to check the size of your memory card to see if it has enough storage space before you make the purchase. The size of the map data SIS range from 5MB-10MB depending on the data available for the particular city.
Q: Where should I store the map data on my mobile device?
A: It is advisable to store the map data in the memory card as it has bigger capacity for storage and should the user accidentally "hard-reset" the mobile device, the application can still be found within the storage card.
Q: How do I make purchase for more maps?
A: Please log on to the agis Online Store < <https://www.asiagis.com.sg/ecommerce2/catalog/index.php>> to see the city maps available online. Online purchase can be made with Visa credit card or Mastercard.
Q: How do I make purchase for more maps if I do not want to transact online?
A: You can purchase the application at our agis office or at our authorized dealers' shop.
Agis office is at the following address :

49 Jln Pemimpin #05-11, APS Industrial Building, Singapore 577203

10. **NAVFone Activation**

- Q: How is NAVFone activated?
A: Once installed, NAVFone will have to be activated by keying in the license number provided. This information is sent to us for verification via SMS. Once verified, an activation SMS is sent to the phone. Note that normal SMS charges apply during the activation process.

11 **Searching with Yellow Pages**

Q: Is the Yellow Pages search feature available indefinitely for free?

A: This feature is only available as a 1 month free trial. To continue using this feature, please visit our website (www.agis.com.sg) to purchase the application license.

Q: What are the search features available for the Yellow Pages?

A: In Yellow pages, you can search by "Company", "Product & Services" and "What's Nearby".

12 **ERP**

Q: Is the ERP feature available indefinitely for free?

A: This feature is only available as a 1 month free trial. To continue using this feature, please visit our website (www.agis.com.sg) to purchase the application license.

Q: The ERP does not show the cost. How do I turn on the ERP feature?

A: In the NAVFone, go to "Option" -> "Setting" -> "ERP". Use the navigation button on the phone to switch it "ON" or "Off"

Q: During navigation, how is the ERP cost shown?

A: The ERP cost is shown after the routing has been calculated.