



NAVFone PPC FAQ

1. Q: How often Agis release update for the maps?

A: Maps update should be available once a year (where so available). This is subject to change by Agis at its discretion.

2. Q: How do I find out about new updates to existing maps?

A: Please visit http://www.asiagis.com.sg/agis2/agis_support.asp for map updates. We will also send an e-mail notification for registered customer whenever there is any update.

3. Q: Is the update of existing maps free or chargeable?

A: The 1st year update is free while there will be a nominal fee for all subsequent updates.

4. Q: Am I able to transfer my existing software license if I change new device or memory card?

A: Yes. We allow one free transfer. There is an administrative fee of S\$30.00 for subsequent transfers.

5. Q: Where can I get the Machine ID for the online registration?

A: Once the installation is done, run NAVFone PPC and you will find it on the activation page., on your device.

6. Q: NAVFone PPC 2.0 is successfully installed a “Machine ID” error occurs when attempting to register online. The Machine ID shows: “AAAA”.

A: After installation, make sure the entire “agisNavi” folder is located in the memory card and NOT in any other directory. The correct Machine ID is 24-characters long.

7. Q: Am I able to view the building name or block’s number from the map for 3D navigation?

A: Building Name or Block’s Number is only available in 2D navigation mode. In 3D navigation mode, only the road name is visible.

8. Q: How do I switch between 2D and 3D navigation mode?

A: Tap on the navigation map to display the Quick Access Menu and select the option provided.



9. Q: What are the system requirements to use NAVFone PPC?

A: At least Windows Mobile Pocket PC 2003, Windows Mobile 5.0 Pocket PC or Windows Mobile 6.0 Classic/Professional.

10. Q: What other languages available for the voice prompt during navigation?

A: The languages available are: English, Mandarin & Malay.

11. Q: Can I copy the Navigator's files in the microSD card to the phone memory and run the installation from phone memory?

A: Not recommended, as the files size is too big. The best solution is to install storage card.

12. Q: If my microSD card is corrupted, how can I use the Navigator again?

A: If the memory card is corrupted even after reformatting, contact agis at 65- 63914500 or email us at support@asiagis.com.sg to request for license transfer. (Note: We allow one free transfer. There is an administrative fee of S\$30.00 for subsequent transfers.)

13. Q: Where do I purchase additional maps?

A: Please visit our online store at www.asiagis.com.sg.

14. Q: How do I activate newly purchased map which I have already installed?

A: Go to agisNavigator>Setting>Map>Register. Visit the registration website at www.asiagis.com.sg/register, key in the required information and click Submit to obtain activation code. Back to your device, key in the license number and activation code.

15. Q: Am I able to navigate from Singapore to Malaysia without changing the maps?

A: No. You will need to change to the correct country map in order to navigate.