

NAVFone PPC FAQ

1. Q: How often Agis release update for the maps?
A: Maps update is available at least once a year.
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 a nominal fee may be imposed for 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. A nominal administrative fee may be imposed for subsequent transfer
5. Q: Am I able to navigate from Singapore to Malaysia without changing the map?
A: No. You will need to change to the correct country map to navigate.
6. Q: Where can I get the Machine ID for online registration?
A: Once the installation complete, run the NAVFone PPC program and you will find it on the activation page.
7. 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, ensure the entire “agisNavi” folder is located in the memory card and not in any other directory. The correct Machine ID is 24-characters long.
8. 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.
9. 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.

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

A: At least Windows Mobile 5.0 Pocket PC or Windows Mobile 6.0/6.1 Classic/Professional.

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

A: English only is the only language available for current NAVFone PPC version.

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

A: You have to be at 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.

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

A: In Yellow pages, you can search by “Company, “Product & Services” and “What’s Nearby”

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

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

15. Q: Where can I download the user manual on “How to Use the NAVFone”

A: The user manual is available at: http://www.asiagis.com.sg/agis2/support_downloads.php