

## 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](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 1<sup>st</sup> 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: 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 in order 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, on your device.

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, 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.

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 Pocket PC 2003, Windows Mobile 5.0 Pocket PC or Windows Mobile 6.0 Classic/Professional.

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

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

12. 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.

13 Q: After I have installed the Navigator from the microSD card with the license code, can I use it on another GPS phone?

A: Not recommended, due to different screen size.

14. 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](mailto: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.)