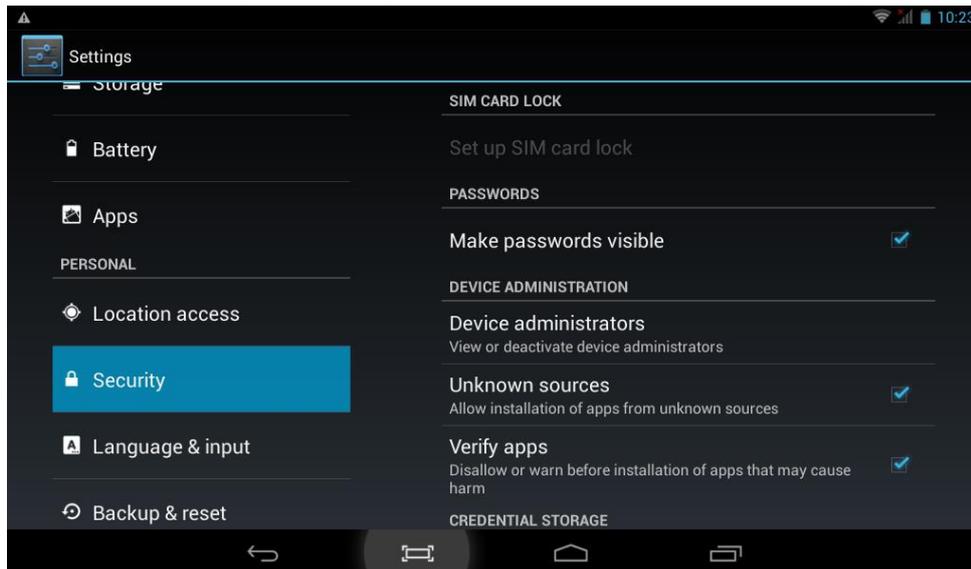


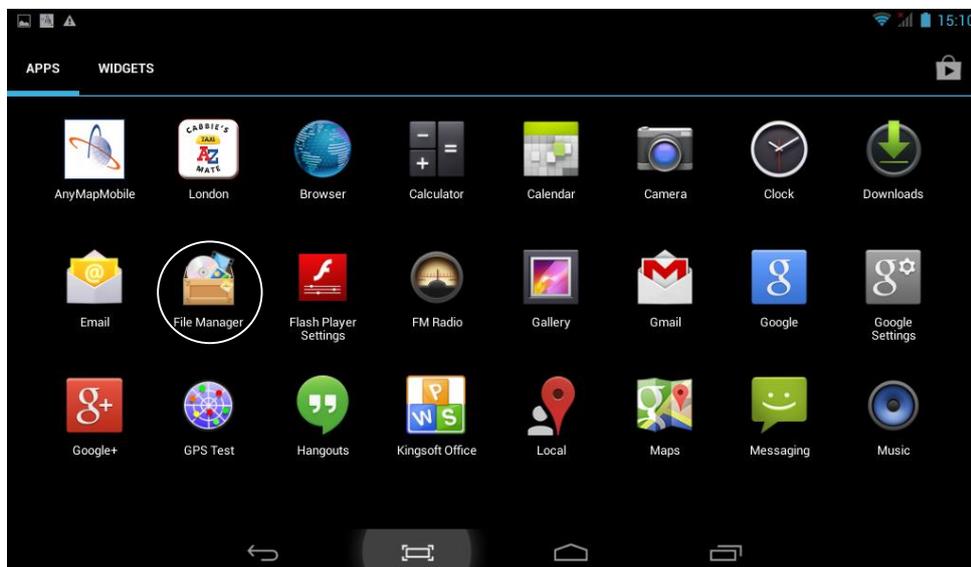
Problem: Customer has performed factory reset and neither Navigation nor A-Z is opening.

Solution: You will need to check the settings and reinstall the software. Please open the Android menu (circle icon with dots on home screen) and find the 'Settings' option. Please open 'Settings' and switch the wifi on and connect. Please then scroll down to 'Location Access' and ensure the GPS is turned on (the switch should be to the right and coloured blue) please ensure access to my location and the wifi & 3g option are both ticked.

Please then scroll up to 'Security' and tick 'Unknown Sources' to allow you to reinstall the software.



To do this please go back to the 'Menu' and search for 'File Manager'



Please select 'SD card' and select the 'A2Z.apk' file and install and tap on 'Done'. Please then do the same with the 'AnyMapMobile.apk' file.



USB storage
Available 4.99 GB
Total space 5.3 GB

SD card
Available 4.9 GB
Total space 7.39 GB



A2Z

AnyMapMobileNavigator

LOST.DIR

A2Z.apk
Size 4.64 MB

AnyMapMobile.apk
Size 7.94 MB



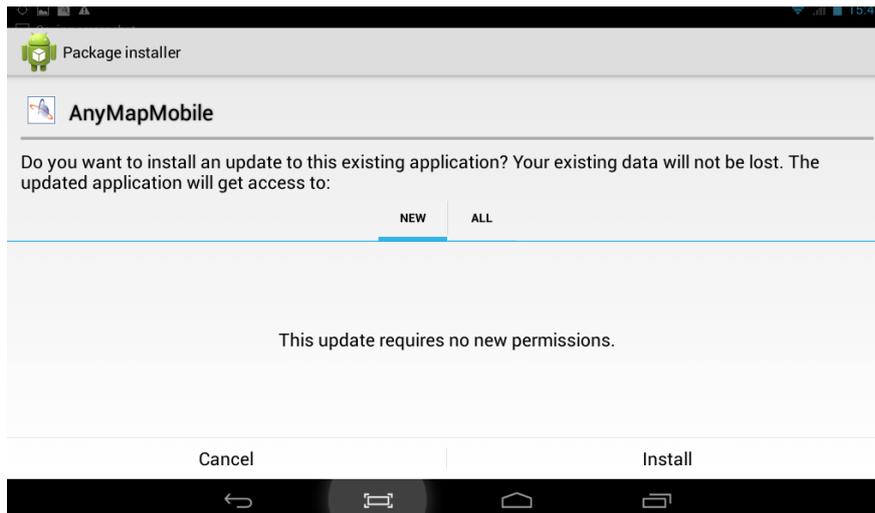
Cabbie's Mate

Do you want to install an update to this existing application? Your existing data will not be lost. The updated application will get access to:

NEW ALL

This update requires no new permissions.





You now need to relicense the Navigation. Please do this by going back to the homescreen and tapping on the Navigation to open it. Please then close the navigation window and open the A-Z window. Both should now open without issue and toggle back and forth.

Please tap on the 'Menu' icon (circle with the white dots) and search for the 'Settings' option.