## **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.

PASSWORDS			
Make passwords visible 🦻			
Device administrators View or deactivate device administrators			
Unknown sources Allow installation of apps from unknown sources			
Verify apps Disallow or warn before installation of apps that may cause harm			

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

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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.

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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.