



USER MANUALS © 2017 Knowledge Master UK Ltd.

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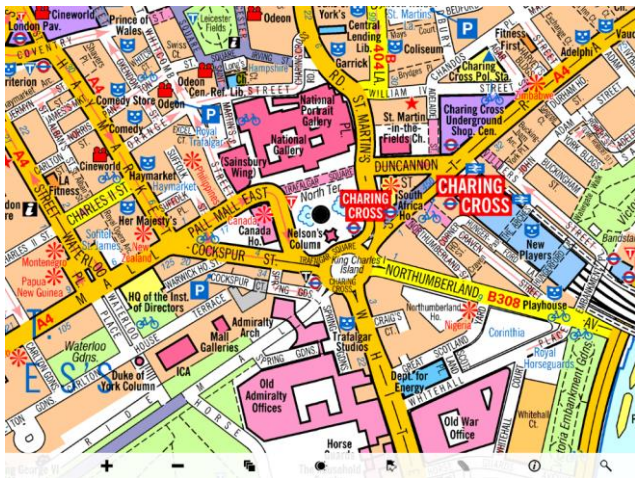
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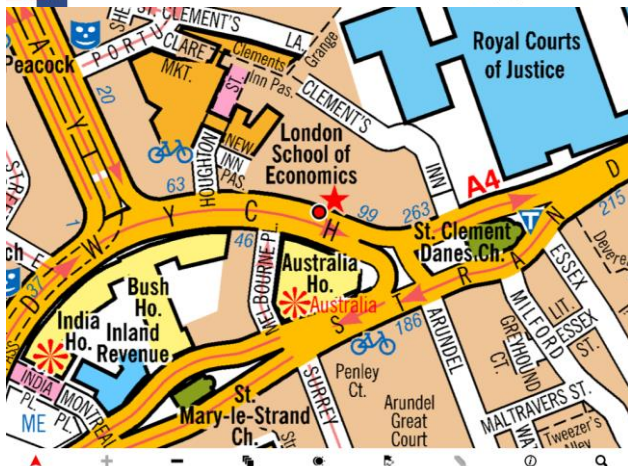
1- A-Z map instructions. Starting the A-Z

When you tap the **A-Z icon** on the Start Menu, you will see the A-Z Greater London map displaying Trafalgar Square (default) until it connects to GPS.

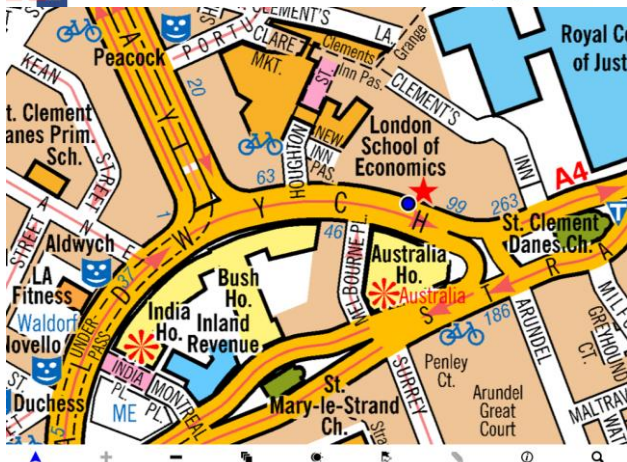
Please also note, the A-Z map has no voice guidance and does not turn in driving direction, it stays North up. There is NO navigation with this app.



Waiting for signal: There is no signal or connection. **Until the GPS connects, it will always show Trafalgar Square.** This is a default setting.



GPS is red: It is connected and centred on the map. This means, you will always be at the centre of screen. As you drive, the map will move and you will always see the streets around your current position.



GPS is blue: It is connected but not centred. If you touch on screen or scroll the map while the GPS triangle is red, this triangle will become blue. **This means, the map will stay still and will not move.** As you drive, you will see the blue triangle move on the map and eventually the blue triangle (you) will be off the map. If you wish to set your current position to the centre, please tap on the GPS triangle symbol. If you have already set a destination and created a cotton line, please click on Centre and from the options please click on GPS.

2- Interface Buttons on Screen

There are 9 buttons on A-Z main screen. Tap on a button to reveal if a sub menu is available.



2.1- GPS Centre icon

List of sub menus; **Centre to GPS**, **Centre to Start** and **Centre to Destination** (**Centre to GPS** is the most important button you will be using).

N 2.2- Navigation Icon

Explained in details on point 7



2.3- Zoom levels icons

Zoom in and out; 6 levels. You can also pinch zoom in and out.



2.4 Map Switcher icon

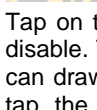
There are 4 A-Z maps in your Cabbie's Mate device. Super Scale **Central London map**, **Greater London map**, **Extended Greater London Main Road map** and **Great Britain Road Atlas**. Tap on the icon to switch to another map. Continuesly tapping on this button will cycle through all A-Z maps.

If a different map is selected, the device will remember this map and will centre on this map. Your Cabbie's Mate will also remember your preferred zoom level too.

The Greater London Map covers an area extended to Hatfield in the north, Reigate in the south, Slough in the west and Brentwood in the east.



2.5- Day and night mode icon.



2.6- Route plotting icon

Tap on this button to enable Route Plotting, tap again to disable. This function is for knowledge boys and girls. You can draw a multi point line anywhere on the map. Simply tap the screen at your start point and then continue tapping to plot your route. A vector line will be drawn between each point, giving you a visual reference for potential routes. Please use the clear button to delete or 'undo' to go back one step.



2.7- Eraser icon

This button clears cotton line only.



2.8- info icon

Tap on this button to get to the 'Download' button for available updates, brief user manual, maps coverage information and license information.



2.9- Search icon

Tap on this icon to search for **Street, Postcode** and **POI**.

There is no hide button on our new Cabbie's Mate A-Z. When you tap anywhere on screen, all menu buttons will

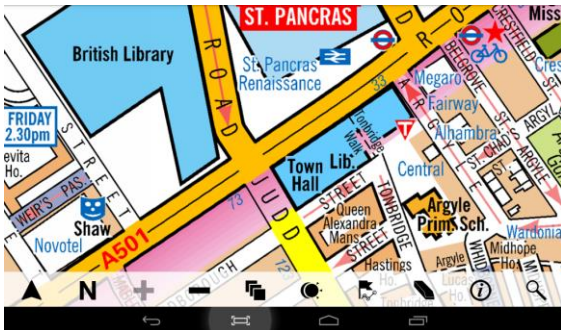
be hidden. Tapping again on screen will make all buttons visible.



2.10- Trace icon

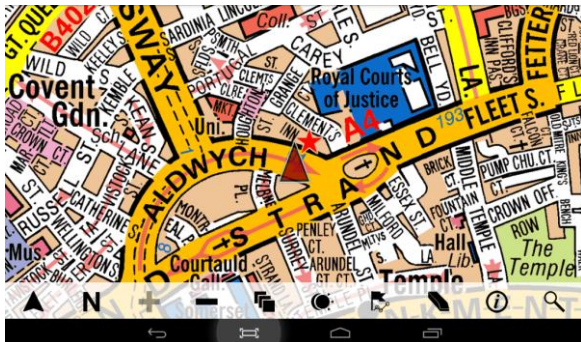
Explained in details on point 8

3- Congestion charging zone

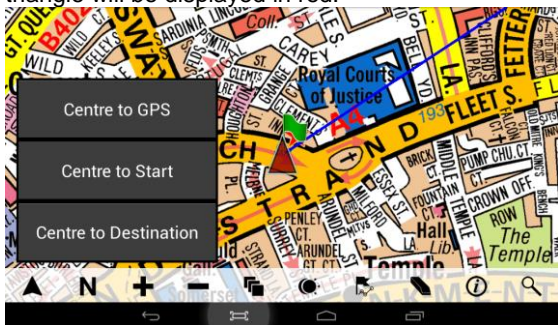


Please note, the pink shaded area below Euston Road indicates the Congestion Charge zone border.


4- or Centre



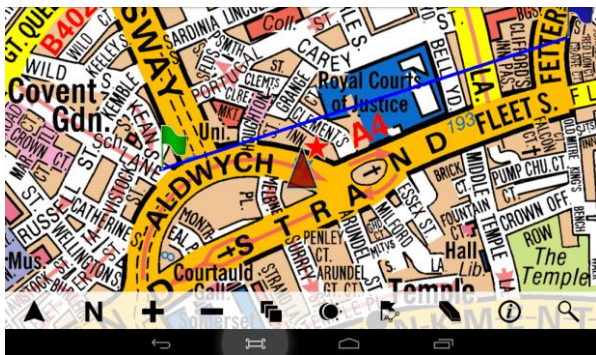
When there is no destination selected and no cotton line on the map, the Centre button will centre the GPS current position. The GPS triangle will be displayed in red.




'Centre to Start' and 'Centre to Destination' options will only be available after an entry is found via Search and a cotton line is drawn from your current position to the destination.

Tap on  or **Centre**, for Current **GPS** position, **Route Start** or **Destination** options.

4.1 Centre to GPS



Tap on the **GPS triangle**  or **Centre** button and select **Centre to GPS** button from the sub menu. This option will show your current position and the triangle will be red.

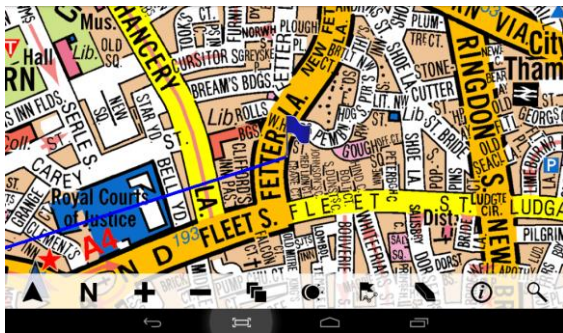
After whatever you were doing, this button should be tapped to show your current position. **This is one of the most important buttons on this device.**


4.2 Centre to Route Start



Tap on **GPS triangle**  or **Centre** button and select **Centre to Start** from the sub menu. This option will show the starting point.

4.3 Centre to Destination



Tap on the **GPS triangle**  or **Centre** button and select a **Centre to Destination** from the sub menu. This option will show the destination point.

Show / Hide (there is no button or icon for this)

Tap on screen to hide all buttons, re tap on screen again to make them visible when required



5- Map Switcher

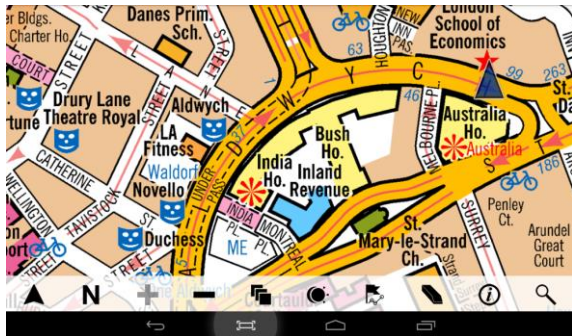
Tap **Map Switcher** for **Super Scale Central London map, Greater London map, Extended Greater London Main Road map** and **Great Britain Road Atlas** options.

If the GPS is connected and is displaying your current position, you can only view maps within the map coverage area. Central and Greater London Maps can not be viewed if you are outside the coverage area unless you scroll the map to the area covered by the Greater London map. If you have selected the Central London map and are driving towards outer London, as you exit the Central London map coverage area, the map will automatically change to Greater London map coverage area. When exiting the Greater London coverage area, the map will change automatically to the Extended Greater London Main Road map and then to the Great Britain Road Atlas.

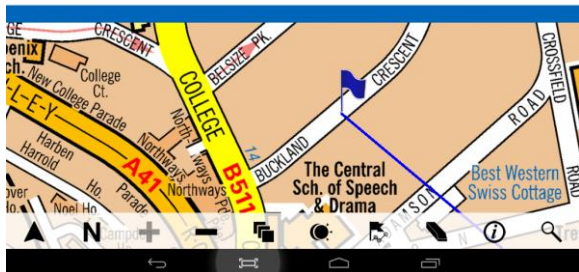
When coming in from outside Greater London (Great Britain Road Atlas coverage area) into Greater London area, the map will **not** change automatically. When you enter the Greater London Map area please Tap on **Centre to GPS** to see your current position on the Greater London map.

To scroll the map just touch the screen and move your finger in the direction you wish the map to move.

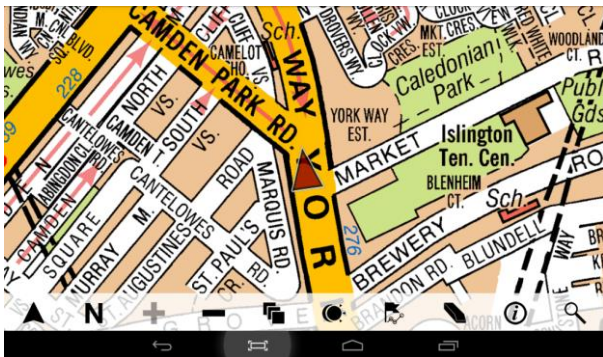
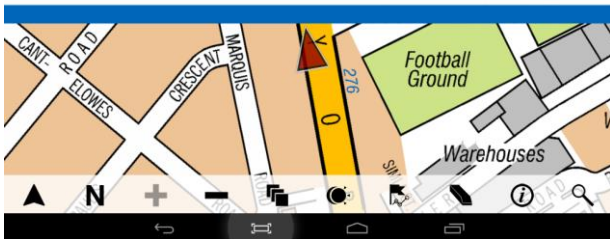
5.1 A-Z Central London map



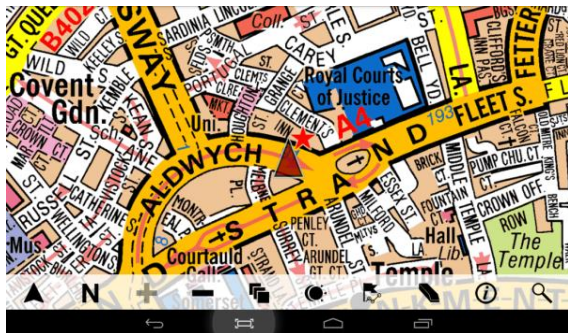
When you tap on **Map Switcher** you will see the Super Scale **Central London** map if you are in the Central London map coverage area. This detailed map has a smaller coverage area. It covers from Chiswick in the west to City airport in the east. From Kennington in the south to Swiss Cottage in the north. If scrolled in **Super Scale Central London Map** coverage mode, when you reach the limit of the map, a white area with no map will be seen, **because there is no more detailed map covering this area**. Should you need to see beyond the Central London coverage area, please tap on **Map Switch** which will show the rest of the coverage area on the Greater London map.



If the Central London map is in use while driving, the Central London map will change to the Greater London map as you drive through the end of map coverage area. Likewise if you drive beyond the Greater London map area the map will change to Greater London Main Road map and then to the Great Britain Road Atlas.

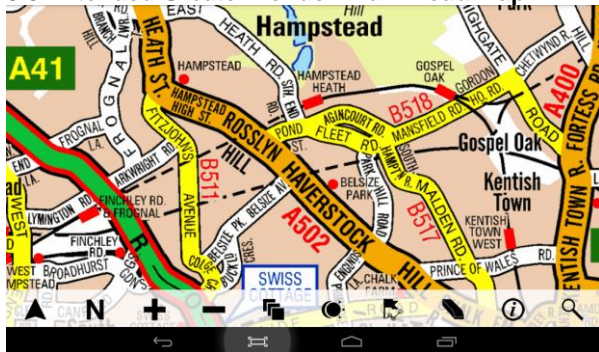


5.2 A-Z Greater London map

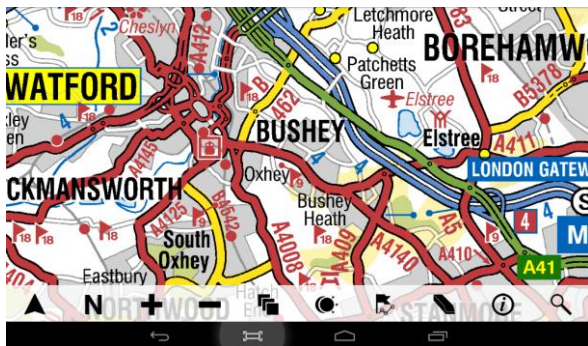


When tapping on **Map Switcher** you will see the Greater London map, if you are in the Greater London map coverage area and outside the Central London map area. When Centre GPS icon or **Centre to GPS** is used, it will always centre you on the map you are using.

5.3 Extended Greater London Main Road map



5.4 A-Z Great Britain Atlas



When you tap on **Map** you can select the Great Britain Road Atlas. If you are looking for a village, town or a City outside London, you need to be in this map. This will only give you general information.

Remember, A-Z maps are all about London. If you wish to go to a place outside London and you have an address or a postcode, you should use the navigation.

6- Search

The arrow pointing to the left is the undo button. Use this to delete one section or character at a time if you have made an incorrect entry.

The arrow pointing down will open the search page list. You can tap on it to open the search page at any time when searching street, postcode and poi. This will enable you to use the scroll up or down buttons.

6.1 Street Search

There is no “The” and apostrophe (‘) in the data. There is also no abbreviation of names or places. Index data is extended in full. For **St Saint, for **Gt** Great should be typed.**

**The Vale: Should be searched as Vale,The
St Peter’s Sq: Saint Peters Square
Gt Acre Ct: Great Acre Court**



☐ A to B mode
 Clear
Close

1	2	3	4	5	6	7	8	9	0	<
Q	W	E	R	T	Y	U	I	O	P	
A	S	D	F	G	H	J	K	L		
Z	X	C	V	B	N	M				
space										@ & , (↓
<input checked="" type="radio"/> Street <input type="radio"/> Postcode <input type="radio"/> POI										

Tap on **Street** to search for street (this is a default setting). Unless it has been changed to Postcode or POI, it will always highlight the **Street** search option.

☐ A to B mode
 Clear
Close

Victoria Road (W3)
 London

1	2	3	4	5	6	7	8	9	0	<
Q	W	E	R	T	Y	U	I	O	P	
A	S	D	F	G	H	J	K	L		
Z	X	C	V	B	N	M				
space										@ & , (↓
<input checked="" type="radio"/> Street <input type="radio"/> Postcode <input type="radio"/> POI										



Start entering the street name required. Please enter as many letters as you can to narrow the search down. In some cases the cursor (blue highlight) will move forward to the next word automatically, but sometimes you will need to enter space when the space button is highlighted.

It is designed to predict what you are typing and it may enter more letters than your input. Please always check where the blue cursor is to avoid any mistakes. This may confuse you at the beginning but will speed up your search when you get used to it.

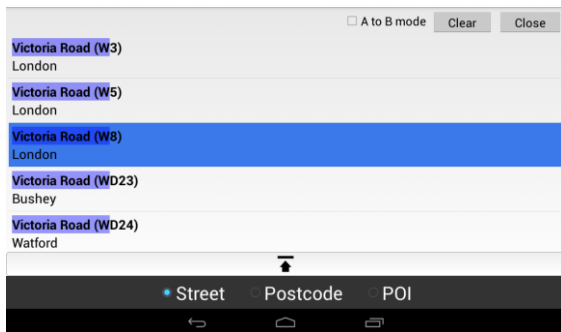
Please key in letters until the cursor moves to the postcode section at the end, if there is more than one entry listed. In most cases the cursor will predict and complete the name.

When the cursor is in the postcode section, you can type the beginning of the postcode (N, S, E, W...) to narrow your search. This will save you scrolling up and down. In some cases the cursor will stop just before the postcode. You will need to tap “(” on keyboard for the cursor to move forward into the postcode section.

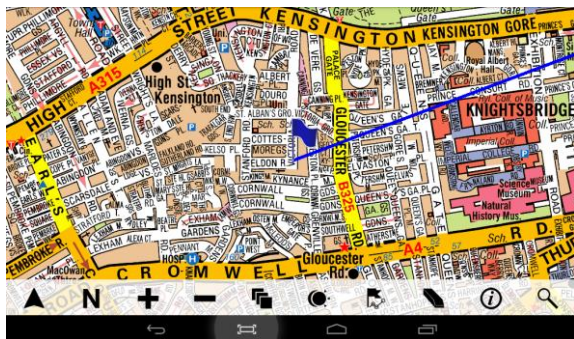
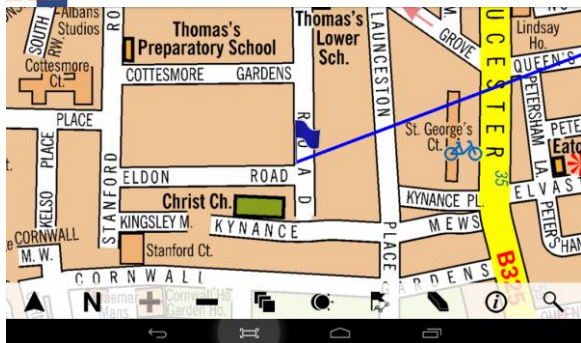
In some cases you may need to move back the cursor while searching by using the arrow button pointing left. This is situated on the top right hand side of the keyboard.

When the cursor is in the postcode section and **W** (covering west London) is entered, all entries in West

London postal code area will be listed. If you tap on arrow pointing down, the page will be opened and the page below can be seen. If the required road name is **Victoria Road (W8)**, please enter this while searching to bring this entry on top of the list. This will save you scrolling up and down. Entering the first letter(s) of the other Greater London map post codes will produce the same result.



When the required street name is on the list, please tap on it and your entry will be shown on the map with a flag and the direct line will be drawn automatically from your current position to your selected destination.

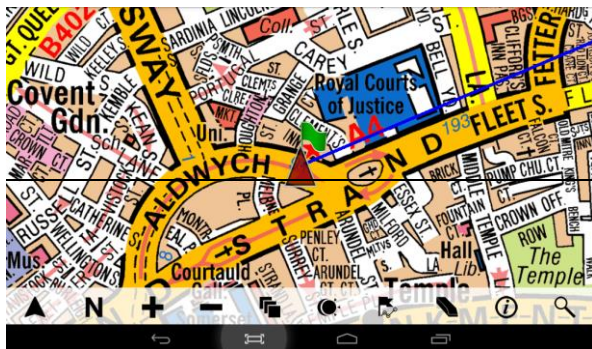


You can zoom out or change maps to see more coverage area. When you are satisfied you know where your destination or found entry is, please tap on **Centre to GPS** to go to your current position. **Your search result will be**



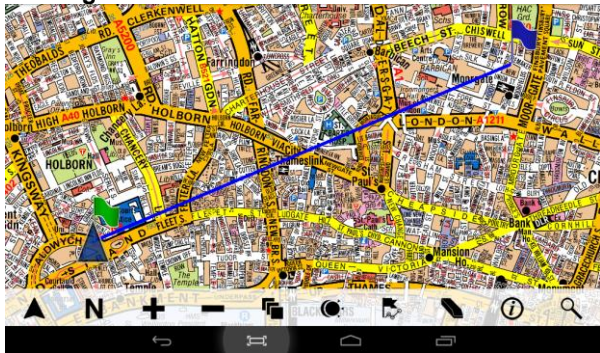
saved until it is deleted. The searched entry or address can be viewed via Search page button.

There is no Navigation 'N' button on the android app. This is only available on our devices with navigation software.

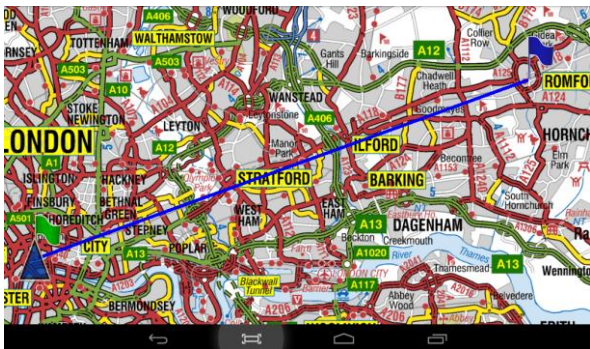
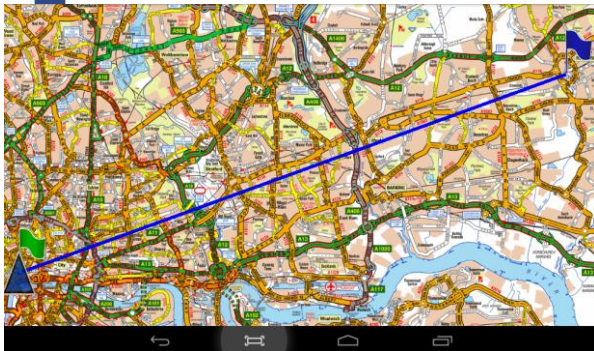


You can zoom out as much as possible to see more coverage area.

Viewing the direct line



If the destination is too far and the line can not be viewed easily, please tap on map and view your line on either of the Greater London maps or the Great Britain Road Atlas.



6.2 Postcode Search

☐ A to B mode
 Clear
Close

EC1N 2AD

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Q	W	E	R	T	Y	U	I	O	P	
A	S	D	F	G	H	J	K	L		
Z	X	C	V	B	N	M				

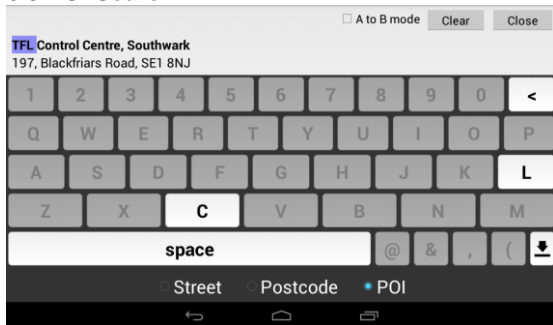
space
@
&
,
(
⬇

☐ Street
☒ Postcode
☐ POI

Tap **Postcode** to search for postcodes in Central and Greater London Map area.

Space should be used after the first section of postcode if needed. For example: AL1 1AD

6.3 POI Search



Tap **POI** to search for a hotel, club, restaurant, bar, pub or any other categories.

There is no “The” and apostrophe (‘) in the data.

Examples:

The Savoy: Should be searched as Savoy.

The Radisson Edwardian Grafton Hotel: Should be searched as

Radisson Edwardian Grafton Hotel or just Grafton Hotel.

Search Tips:

While in the Greater London map you can not search for names outside the map coverage area. To look for places



outside London, go to **Map**, tap and select the **GB Road Atlas**.

The Vale: Should be searched as Vale,The
St Peter's Sq: Saint Peters Square
Gt Acre Ct: Great Acre Court

After each word, please use the space key where necessary at the bottom left of the keyboard. While typing a name, in most cases the curser will move to the beginning of the next word for quick search.

Please key in letters until the curser moves to the postcode section at the end. In most cases curser will predict and complete the name. This will save you scrolling up and down.

When the curser is in the postcode section, you can type the beginning of the postcode (N, S, E, W...) to narrow your search. In some cases the curser will stop just before the postcode. You will need to tap "(" on keyboard for the curser to move forward into the postcode section.

In some cases you may need to move back the curser while searching by using the arrow key to the left. This is situated on the right hand side of the keyboard.

Due to having received the street index and building names index in one database from Geographers' A-Z, we are unable to separate the building names. These building

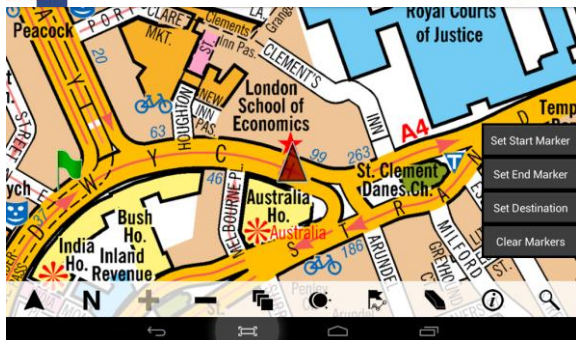
names are marked/drawn on A-Z map and should be searched in the street index. We are adding building names on our POI database as we update.

Please search both **Street** and **POI** indexes if trying to locate a building.

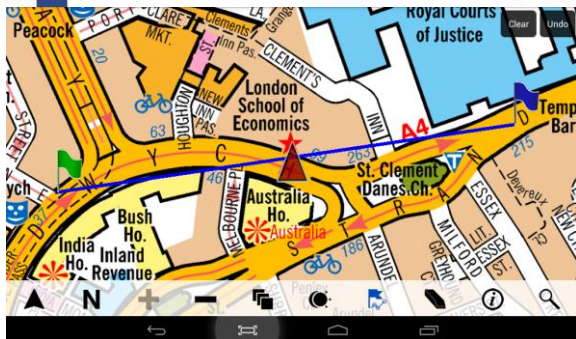
6.4 - Cotton Line and Point 'A' to 'B' facility



You can draw a cotton line without searching the start or destination points. The search facility is activated by holding your finger down on the screen for longer than one second. When you do this, you will be asked if you would like to set a start marker or destination.



Once you have placed your start marker, you can scroll to any other location in order to place a destination marker. The destination marker is placed by, again, holding your finger at the location for more than one second. A straight blue line (cotton line) will be drawn between the two markers as reference allowing the user to determine the optimal route.



If you do not select a start marker and select a destination marker instead, a straight line (cotton line) will be drawn between your current GPS position and selected destination point.

You can also set a start and destination marker when in search mode by selecting the 'A to B' mode. This will show a start (green) and destination flag (blue) for each entry.

To select a start from the Search page, select the 'green flag' button. Select a start point from Street, Postcode or POI index.

The entry will be marked on the map with a green flag as a starting point.



☒ A to B mode

Manor House
 Underground Station

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3

4

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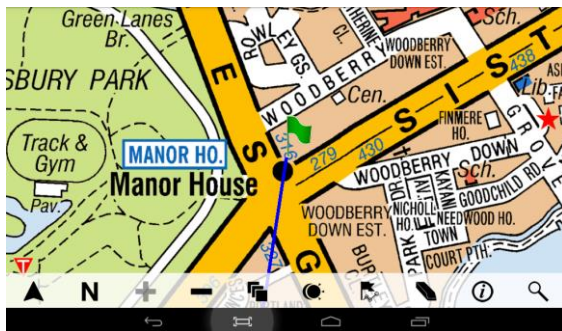
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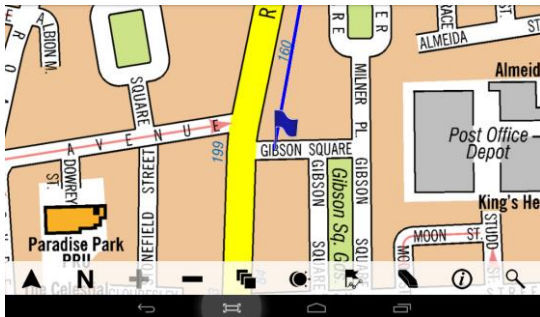
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☐ Street
☐ Postcode
☒ POI

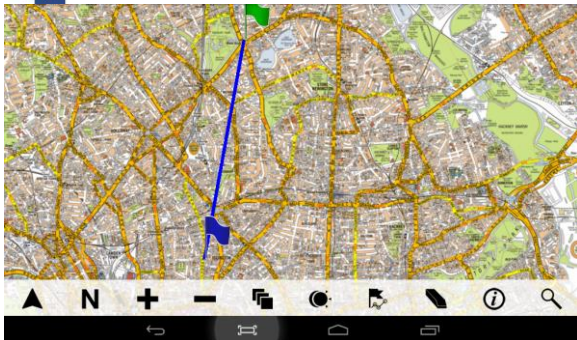


To create a destination point, clear the search and select 'A to B'. Select a destination point from the Street, Postcode or POI index. Type your destination entry and tap the 'blue flag' button. This will be displayed on the map as your destination and will be marked with a blue flag. A blue cotton line from

selected point 'A' to selected point 'B' will also be drawn automatically.



All scroll, map and zoom facilities can now be used to plan or overview the route.



N

7- Navigation Function:

Switch Between A-Z and iOS Navigation (For subscription app only)

Voice commands with street names and visual instructions can be seen and heard in both navigation and A-Z maps.

We have added an 'N' navigation button on the Cabbie's Mate app tool bar, same as on 5" and 7" Cabbie's Mate units. This means, when you search for a street, postcode or POI on A-Z, after the entry is found, you can tap on the 'N' button and your destination will be plotted on the iOS navigation map and the route will be



calculated automatically from your current GPS position. It will be ready to navigate to this destination without re-entering the same address on the navigation map.

You will also be able to scroll the A-Z map, press and hold on any place with your finger and select it as a destination, after it is displayed on the A-Z map, you can then tap on the 'N' navigation button and it will plot your destination, calculate your route from your current GPS position on the iOS navigation map, ready to navigate. You will have 2 or 3 route options to choose from before navigating. When you wish to go back to A-Z map, just tap on 'Back to London A-Z' on top left corner to go back. You can always switch between A-Z and iOS maps if you are navigating. If you stay on A-Z while navigating, there will be a navigation direction tool bar on top which you can follow while you are using A-Z.

We have also enabled the A to B function on A-Z to work on the iOS maps too. Users can select a starting point from the A-Z search facility or by scrolling the map and selecting the starting point. Then select a destination again the same way for example Manor House to Gibson Square. Not only does it draw a cotton line on A-Z map without being there, but also by tapping on the 'N' button, it will plot this route on the iOS



navigation map and create a route list for you to see. Please note search function for A to B is only on iPad, iPhone users should scroll and select.

A-Z -iOS navigation link will work on all iPhones but it will only work on iPads if the iOS map is already working since this requires data or if you are at home with Wi-Fi. A-Z can be used on all iPhones and 3G/4G iPads as usual.

8- Trace Function:

The new trace function can be very useful, especially if you drive into a large estate or go somewhere you are not familiar with and would like to get back to the main road or back into town.

It is also useful if your customer complains that you have gone the wrong way at the end of a journey. Tapping on the trace button will make the route you have driven visible, this will then enable you to show the customer the route you have taken. You can also draw a cotton line from your journeys starting point to your destination-

This function can also be very useful for knowledge boys and girls when completing their runs or pointing.

We have two blue trace lines. One is constantly drawing a blue trace line as you drive when the app is open, but it's hidden; to see the trace, tap on the snake looking icon, the icon will become blue and the trace will be visible. When



you want to hide it, tap on the trace icon again. The trace line will be deleted if you exit the app completely or at 5 am every morning automatically.

The second blue trace line starts automatically as soon as you select a destination and a cotton line is drawn. This will be visible as you drive until you reach to your destination or 50 meters close to your destination. The trace line will then be deleted automatically after 2 minutes. If you change your route or stop short of 50 meters from your destination, when you clear the cotton line or select another destination, the previous line and cotton line will be removed.

In summary, this is how it works:

- 1) The route is constantly recording as soon as the user opens the app (it resets at 5am)
- 2) The blue trace line is shown when the user presses the trace button to show it.
- 3) When a destination is selected, a second (blue) line is visibly traced from the start position to the destination and stops recording when the user gets within 50 metres of the destination.
- 4) The blue trace line is cleared 2 minutes after reaching the destination.

9- Frequently Asked Questions – Troubleshooting

We have detailed up to date troubleshooting document on our website under Support.

My Cabbie's Mate has connected to GPS before but now it is not connecting.

Please go to 'settings', check 'Location access' and tick 'Access to my location' make sure 'GPS satellites' is turned to on.

The GPS is not following me on the map.

You may be in poor reception area, occasionally this could happen. It is very likely to happen when you are near tall glass buildings because GPS signal bounces.

I cannot check for available downloads, A warning message says 'Could not load available downloads at this time. Please check your connection'. What should I do?

Either your Wi-Fi connection is not set to your available network or our system is down.

First please check if you are connected to your Wi-Fi network. Try to get online to make sure you have connection. If you can get online it means our server is down. Please try again later.



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