

## 5" Cabbie's Mate trouble shooting and Previously Asked Questions

This page was updated on 26<sup>th</sup> March 2018

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## **DEVICE RELATED**

### **1. Device does not start up at all**

Please make sure there is power in the battery first, charge it just in case, check the on/off switch and then reset the device from the reset button located at the back of the unit. If it still doesn't start up, please contact our support office for inspection.

### **2. The device is trying to start up but it gets stuck on the start-up screen**

You can try to reset a few times from the reset button but if it is still not starting up. The device operating system is likely to have corrupted and will need updating. The operating system update can be done at JVBrights and costs £20

### **3. Trying to switch off, but the options are unavailable**

Please reset the device and try again. It is very likely this will be resolved but if not, the device operating system is likely to have corrupted and will need updating. The operating system update can be done at JVBrights and costs £20

### **4. My device is not charging**

- a) Check your charger first. Even though the car charger light is on, it may not give enough output to charge the device. Please try another charger first.
- b) Check if the USB socket is damaged. This can also cause this problem.
- c) Connect your car charger directly to the charging socket (not to a multiple charging adapter or USB charger). If at home, try it with your home charger too. If you have another charger, try another charger. If you are using a multiple adapter in your vehicle, please make sure the output of the charging port is 2.1 A. If you are using a multiple USB charger, please also make sure the output of at least one port is 2.1A. Please remember, if you have two ports the power generated is reduced to each port. Please purchase the correct charger adapter. This is the most common problem.
- d) If you are still having a problem, please take your charger and device to JVBrights. We will collect and inspect both of them. Minimum inspection fee is £20 but if the device requires repair, this will not be charged. You will only be charged the repair fee.

### **5. The charging light on the device is on but the battery is not holding charge. Battery only last five minutes.**

- a) Please see above Point 4
- e) If everything else is in order, the battery may be faulty. Please take your charger and device to JVBrights. We will collect and inspect both of them. Battery replacement fee is £30

**6. My USB socket is damaged, can it be replaced**

Yes, it can be replaced. Currently the cost of USB socket replacement is £50

**7. My LCD screen is fading or flickering**

- a) This could be a power issue. Please check Point 4.
- b) If everything else is in order, the LCD may be faulty. LCD replacement is currently £70

**8. My touch screen is not responding**

Please re start or reset device and try again. If possible please try to calibrate screen. If you are still having a problem, the LCD may need replacing (LCD and touch panel come together as one assembled unit).

**9. My LCD is cracked, can it be replaced**

Yes, the replacement cost is £70 and repairs usually take 3 working days.

**10. My device does not connect to GPS or sometimes/often is not following me**

- a) Please make sure device is in view of the open sky to connect to satellites.
- b) Please go to device settings and perform factory reset. Then go to GPS info on the device (next to settings) and reset GPS as well.
- c) If this has not resolved the issue, please take your device to JVBrights for an operation system update. The cost of operating system update is £20

**11. Updater not working on Windows 10**

It seems that Microsoft have updated something and the updater will no longer work on Windows 10. We will be looking into this but it may take some time as our engineer is currently working on another project.

Please download the updater on a PC that has Windows 7. Alternatively, you can go to JVBrights in Gt Suffolk St SE1. Although, they do charge a small fee.

**NAVIGATION AND A-Z SOFTWARE RELATED**

**12. I tap on A-Z and Navigation icons and none of them are responding (it makes a sound but doesn't initiate)**

- a) There is no micro SD card in the device micro SD slot

Please check the device to confirm that there is a micro SD card in the card slot. If not you will need to purchase a new SD card.

- b) Micro SD card connectors have become dirty

Please remove the SD card, clean the brass terminals with a clean cloth and insert the SD card the correct way back into the SD slot and try again. If the device is on when reinserting the SD, you should hear a sound that the SD is sitting in the slot correctly and locked.

- c) Micro SD card is corrupted or damaged

If possible, test by trying an SD card from an identical Cabbie's Mate card, perhaps from a friend, to see if the unit is working. If that does not cause the device to function correctly please take the device to JVBrights for inspection. If the SD card is damaged, you will need to purchase a new SD card with new maps. If the SD card is corrupted and has wiped out maps and licenses, you will need to purchase a new fully up to date SD card and maps. Occasionally we are able to re load the same maps from our clean data providing the license files have not been wiped out.

### **13. A-Z or navigation tries to start up but I get a split A-Z screen or I just get A-Z maps but no navigation**

Please re start device and initiate the navigation application first to determine the problem. If there is a problem, navigation will not start up. Most problems are linked to the navigation application. If you see a split screen and navigation doesn't start up, it means the navigation application is corrupted, please use the 001001 code and update your navigation application the same way you update your POI's. PLEASE ENSURE THE DEVICE IS ON THE MAIN SCREEN AND NEITHER NAVIGATION NOR A-Z BUTTONS ARE TAPPED OR TOUCHED.

RE START DEVICE IF YOU HAVE ALREADY INITIATED NAVIGATION OR A-Z.

### **14. When I use navigation, there is no map displayed, I can only see many black lines.**

This means the navigation application is corrupted, please use the 001001 code and update your navigation application the same way you update your POI's. PLEASE ENSURE THE DEVICE IS ON THE MAIN SCREEN AND NEITHER NAVIGATION NOR A-Z BUTTONS WERE TOUCHED. RESTART THE DEVICE IF YOU HAVE ALREADY INITIATED NAVIGATION OR A-Z.

### **15. I've tried to use 001001 code to fix the navigation corruption but the problem is still there**

Please use the 001007 code to replace the whole navigation software. This update will keep your license but replace all the current navigation files on your SD card. This will NOT give you newer navigation software and takes about 15-20 minutes. Please do not use this code unnecessarily otherwise if your connection breaks it may cause more problems.

### **16. I get a message 'AnyMapMobileNavigator has encountered a serious problem and needs to shutdown'**

- a) Re start device and try again. It is likely that the problem will be resolved. If not please do the following:
- b) Perform factory reset
- c) Update the navigation application with 001001 code
- d) If there is still a problem, update again using 001007 code
- e) If the problem persists, please take your device to JVBrights for inspection

17. I get a message '**VisionCE encountered problem needs to shut down**'

- a) This is extremely rare. Please re start device and try again. If the problem still persists try the following:
- b) Perform factory reset and try again
- c) If this message still appears, you will need to take your device to JVBrights so we can re load the A-Z maps (the same one you have on your SD card, this will £30). Alternatively, you can purchase new maps from our online store and update your device at home. New map updates cost £65 and include 4 consecutive POI updates.

18. I get a message '**Application resource shortage, too many applications running, need to be shut down**'

- a) Re start device. It is likely everything will be in order but if not, please try the following:
- b) Initiate navigation and 'Reset' navigation from the navigation settings.
- c) Perform factory reset
- d) If the problem persists, you will need to take your device to JVBrights for operating system update.

19. **Can I update my device to have the toggling software to enable me to switch from A-Z to navigation?**

No, this is no longer available.

20. **My navigation map is too old; can I purchase a new map?**

No, this is no longer available.

21. **My A-Z is too old; can I purchase a new map?**

Yes, this can be purchased via our website online store or at JVBrights with an additional installation fee.

22. **Can I purchase POI updates?**

Yes, this can be purchased via our website online store or at JVBrights with an additional installation fee.

**23. I've updated my POI but when I search, the new POI are not there**

Please make sure you check the POI category again. Please run the update again and check if the POI update is available. If so please update again. If you are still having the same problem, you will need to come in for inspection. Sometimes, the SD card can be corrupted and it can read but not write. If this is the case you will need to purchase a new SD card. Please see point 18.

**24. Can my non- switchable device be changed to switchable?**

Unfortunately, we cannot change non- switchable devices to switchable. We no longer have the software to make this possible.

However, our apps now link to Google and iOS maps for navigation. Please see the link for more information on our app <https://www.navigationmaster.com/>

**25. I purchased map or points updates online and have not received a download code.**

A purchase invoice is sent to you via email, your download code can be found there.

If you do not receive this email please check your junk mail as it may be there.