

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

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## **CHARGING ISSUES:**

### **1- Device doesn't switch on**

- a) Check if the device is charged and/or charge to make sure there is enough power. If the battery is very empty, it may take half an hour or longer to charge it enough to switch it on. It is better to leave it connected to the home charger overnight before checking again.
- b) Check on/off switch is functioning correctly.
- c) Reset device and then switch on. The reset button is next to the on/off switch.
- d) If it still doesn't switch on, please take your device to JVBrights. We will collect, inspect, repair and return it to JVBrights for your collection.

### **2- Device is not charging**

- a) Check the USB socket on your device, check if the pins are broken. If it's loose or damaged, it needs to be replaced. The replacement cost is £50
- b) Check your car charger. 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 Amp is divided. Please purchase the correct charger adapter. This is the most common problem. We recommend that original car charger we supplied is used on your device. You can purchase a new car charger from our online store or at JVBrights.

### **3- Device is not holding charge**

- a) Check point 2 a) and b) above. If you are using the incorrect output, it will either take longer to charge the battery or it will not have enough Amps to charge the battery.
- b) Check if the device USB socket is loose or damaged.

### **4- Device battery doesn't last long**

- a) When the battery is new and fully charged, if it's not connected to the charger, it should last at least 2 hours when using A-Z and navigation. Please connect your charger when device is in use. If the battery only last 5-10 minutes, please check the suggestions above.
- b) After checking all of the above and it's all okay, there might be a battery problem. Please contact our support office for inspection. Battery replacement is £30

### **5- Charger is connected but battery is going down**

- a) If all of the above is okay, please perform a factory reset and try again. Please remember the navigation and A-Z software will have to be reinstalled afterwards. There is detailed, step by step information on our user manual towards the end in frequently asked questions' (FAQ). Please go to our website [navigationmaster.com](http://navigationmaster.com)>Support>7" android device, look into user manual, 'How do I perform a factory reset?'
- b) After checking all of the above and performing a factory reset, if the problem persists, please contact our support office for testing. We will need to keep the device for a couple of days for testing.

### **6- Car charger light is on but it's not charging**

- a) Please check all of the above first. If there is still a problem, please take your device to JVBrights. We will collect, inspect, repair and return it to JVBrights for your collection.

## **GPS CONNECTION ISSUES:**

### **7- Device doesn't connect to GPS satellites**

- a) Please check the device GPS settings first and make sure that the GPS is enabled. If unsure how to check, please see the user manual on our website.
- b) Please check the sim cover is sitting properly. The GPS antenna is on this sim cover. If you opened the cover, please ensure the cover is closed, clicked down and sitting properly.
- c) Please ensure you fit the device on dashboard the way it's recommended.
- d) If you are under a tall glass building, please move away since the GPS signal may bounce.
- e) If all of the above is okay, perform a factory reset. Please remember, after this, the GPS may take up to 45 minutes to make the initial connection but afterwards it should connect within 5 minutes. Please also note that you will need to reinstall the software after the factory reset- check the user manual for guidance.
- e) If it still doesn't connect, please take your device to JVBrights. We will collect, inspect, repair and return it to JVBrights for your collection.

### **8- GPS takes too long to connect**

- a) Please check point 7 first. Occasionally it may take longer than 5 minutes to connect but this could be GPS signal related, to which disruption could be atmospheric. Try it again later on in a different area before you get in touch.

### **9- Freezes, GPS triangle doesn't follow me**

- a) Please check point 7 and 8. If you purchased the device within a couple of months of it being released (April 2014) and have not had your upgrade for GPS shielding, the device will need to be shielded. We will keep the device for a couple of days for this since it has to be tested on the road afterwards.

### **10- GPS signal is poor, location is not accurate**

- a) Please see related suggestions on point 7, 8 and 9.

## **SOUND ISSUES:**

## **11-No speed cam sound**

- a) This problem may occur if you connected your device to a Wi-Fi network for updating or any other reason. While the device is connected, Google will try to update the voice file but it may not complete if you had finished what you were doing and disconnected. You can see if the voice file download was interrupted by placing your finger on top left corner and swiping down when on the home screen. If you see a text saying 'female voice' it means the update was interrupted. Please connect your device to your Wi-Fi network and wait until the Google voice file download has completed.
- b) Please go to icon which brings up all running apps at the bottom of screen (the last one at the bottom, outside our software, this is part of android buttons and looks like two squares on top of each other) drag down to close navigation and A-Z and re start by tapping on A-Z or navigation. It is likely the problem will disappear.
- c) If there is still no sound, please open up your navigation, go to 'settings' on top right corner and perform 'Reset'.
- d) If the problem is still there, please re start the device.
- e) If the problem persists, please perform a factory reset and try again.
- f) After all this, if you are still having a problem, please contact us.

## **12-No navigation voice command sound**

Please see above suggestions on point 13.

## **13-How can I adjust the volume on device?**

- a) There is a volume adjuster on top left corner, next to the on/off switch.

## **14-I don't want any sound, I adjust the sound to a minimum but every time I switch on, it alters my volume.**

- a) Initially, we set the default volume on maximum but this was too loud for most people. We have now changed the sound to 50%. Most of the devices sold are on this new volume setting which is just right. If your device sound keeps rising to maximum volume, unfortunately you cannot set the volume on a minimum level. This requires a trip by appointment to our office to be set internally. Please take your device to JVBrights. We will collect, inspect, repair and return it to JVBrights for your collection this will cost £20

## **TOUCH SCREEN / LCD ISSUES:**

### **15-Touch screen is not responding**

- a) Please make sure there is enough power, re start the device and try again.
- b) If it's still not responding, please take your device to JVBrights. We will collect, inspect, repair and return it to JVBrights for your collection.

**16-Some letters on keyboard is not responding**

- a) Please see above

**17-The screen is cracked, can it be replaced?**

- a) Yes, the LCD can be replaced. It takes around 3 working days and costs £70.

**UPDATES:**

**18-I can't update poi**

- a) If you are qualified for free updates or have purchased poi updates, you should be able to update. To update you need Wi-Fi or 3G network connection.
- b) If all your free updates have been used, you can purchase poi updates from our website, <https://www.navigationmaster.com/store>. You will receive a download code via e mail, you then should open up the A-Z, tap on the info button (i), tap on 'downloads', tap on 'enter download code' and enter the code received and tap on 'download' to receive your first of 4 consecutive POI update.

**19-It won't let me update A-Z and/or navigation improvement update. I get 'Parsing error'**

- a) Please perform factory reset and try again. (Please remember to reinstall the software)
- b) If there is still a problem, please take your device to JVBrights. We will collect, inspect, repair and return it to JVBrights for your collection. This will cost £20

**20-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.

**A-Z MAPS AND SOFTWARE ISSUES:**

### **21-A-Z map is very slow when scrolling the map**

- a) Please close ALL opened apps and try again.
- b) Please disable Wi-Fi and/or BT if they are not being used since the device may be trying to connect a free Wi-Fi network or BT device while you are driving which may cause this problem.

### **22-White square around GPS triangle**

- a) This is extremely rare. Please drag down the A-Z to close and re open. The problem should disappear. We are looking into this. Please take a screen shot and send it to us.

### **23-White square appears randomly on map**

- a) This is also extremely rare too. Please drag down the A-Z to close and re open. The problem should disappear.
- b) Please re install the a2z apk, from the SD card. No need to re install the map at this point. It's the same steps you do after factory reset.
- b) If the problem persists we may need to replace the SD or re load the A-Z map again. Please take a screen shot and send it to us.

### **24-No POI category option in A-Z**

- a) This means there is no POI file in A-Z. Something must have gone wrong and the poi file has been removed. This is extremely rare. If you have free poi updates or purchased poi updates, please check for available downloads. Downloading poi's will display the POI category again and fix this problem.

## **NAVIGATION MAPS AND SOFTWARE ISSUES:**

### **25-Black lines on screen and no map graphics**

- a) Please use the 001004 code on the device and update the navigation. This should fix the problem. This fix is around 200MB, Wi-Fi connection is required.

### **26-No tool bar line graphic on navigation tracking mode**

- a) Please see above
- b) If the problem persists, please take your device to JVBrights. We will collect, inspect, repair and return it to JVBrights for your collection. The fee is £20

### **27-Navigation cannot calculate the selected route**

- a) Please ensure GPS is connected and you have good signal.
- b) Please go to navigation settings and 'reset' navigation.
- c) If the problem persists, please contact us. We will ask you to enable the GPS logs to identify the problem. You will need to come in within a couple of weeks for the log extraction and disabling the logs. Please take your device to JVBrights. We will collect, inspect, repair and return it to JVBrights for your collection. The fee is £20

### **28-No road names on navigation map**

- a) Please use the 001004 code on the device and update the navigation. This will fix the problem. This fix is around 200MB, Wi-Fi connection is required.

### **29-Why do I get 'no licensed found' message**

- a) You will get this message if you initiate the navigation or A-Z too quickly as soon as the device is switched on. You must wait around 20 seconds after switching the device on until the license is checked by the device internally. Please drag down to close navigation, A-Z and try again. If you still have the same problem please re start device and wait for 20 seconds before initiating navigation or A-Z.
- b) If the problem persists, please contact us. You may need to come in so we can check if your license files are in place. If not, we may need to replace the SD and re license. Please take your device to JVBrights. We will collect, inspect, repair and return it to JVBrights for your collection. The fee is £30