

## **ANDROID CABBIE'S MATE APP TROUBLESHOOTING AND PREVIOUSLY ASKED QUESTIONS:**

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**1. I have a new device or I have reset my device and I am being prevented from downloading maps and being informed that I have ‘reached the maximum number of devices’**

You will need to reset your licenses in order to be able to install. Please follow the link and instructions to reset licenses whenever you need to: [http://navigationmaster.com/\\_supportCabbiesMate7?sc=sc\\_howToResetAndroidA2ZCabbiesMateAppLicences](http://navigationmaster.com/_supportCabbiesMate7?sc=sc_howToResetAndroidA2ZCabbiesMateAppLicences) link is also available under support tab for android app. Please open the email on the device you wish to install the app on.

**2. I want to purchase an android phone or tablet and would like recommendations.**

We cannot recommend a specific android device. The reason for this is that there are over 18,000 distinct Android devices on the market, device brands and models vary and also the operating

systems they use can vary between the models themselves thus making it extremely difficult and almost impossible for us to know how an App will perform on any one device. For example, our App works perfectly on some Samsung tablets, but then does not work on some of the same tablets if they are using a different operating system version. We therefore cannot advise you on a device as the operating system may be different to the one we have known our app to work on and this could make all the difference. We strongly recommend iOS devices like iPhone or iPad for optimum performance of our Cabbie’s Mate A-Z app.

**3. If I change my Android phone to iPhone, can I transfer my Cabbie’s Mate app?**

Unfortunately, you cannot transfer your Android Cabbie’s Mate app to your new iOS iPhone or iPad since the operating systems are completely different. If you do change devices please make sure you cancel your old subscription as it will automatically renew each year.

**4. On how many Android devices can I install my Cabbie’s Mate app?**

You can install the Android Cabbie’s Mate app on two android devices with the same Google Play account. If you wish to change your android phone, you can reset your license. Please see Point 1.

**5. How much network data do I need if I use my Cabbie’s Mate app?**

The Cabbie’s Mate app does use some data however as android phones have their own A-GPS module, the data usage should be minimal and should not greatly affect your data usage. Our maps are downloaded on initial installation via Wi-Fi and from then on device’s A-GPS module locates your positioning via your cellular network, whereas with Google maps your maps are downloaded whilst you search so in theory our Cabbie’s Mate app should use less data than Google maps. The data usage therefore is negligible. We advise that you use the app with your current tariff for a month to see whether it is sufficient.

If you are buying a tablet we suggest it should be 3 G enabled not Wi-Fi ONLY. Please seek guidance when purchasing. Also if unsure, please keep your eye on your data usage to be on the safe side but any standard pay monthly data plan should be sufficient.

**6. I have downloaded the app but there are no map graphics.**

Our app is not compatible with your device, the Google Play Store give users a 15 minute window in which to request a refund, you can use this option or contact the Google Play Store. We do not take payment or handle the transactions and cannot refund. Our app is blocked from being installed on any incompatible devices that we are aware of but it is impossible for us to be aware of them all due to the large number of distinct android devices on the market, in this case please notify us of the incompatible device model and operating system version so that we may add it to our list.

**7. I have deleted my Cabbie's Mate app or purchased a new android phone. Do I need to pay to download again?**

You will never have to pay again for the **SAME A-Z MAP version** you have already purchased as long as you are using the SAME Google Play Store account details.

- a) If you are on subscription, please download the same subscription option you paid for.
- b) If you are a NON-subscription customer, please select 'Continue' option on bottom left corner to download the original maps you paid for.

**8. I can see new POI's have been released. How can I update my POI's?**

On standard subscription, we update the POI once a year with the map update in spring; in April or May.

On premium subscription, we update the POI in January, April, July and October.

There are no POI or map updates for NON-subscription.

**9. When do you update A-Z maps?**

We update A-Z maps twice a year. There are no fixed dates since we do not know when we will receive the new A-Z maps from Geographers'. Updates are usually released in April/May and October/November.

**10. When do you update the app?**

The map update and the app update are two different parts. The app is updated:

- a) When a major bug or crash is reported
- b) If there are a few reported bugs
- c) If we make changes or improvements
- d) If Google update the android operating system and the app requires modifications to make it compatible

### **11. Is there a user manual I can read or download?**

Yes, there are.

- a) There is a simple brief user manual on the app. Please tap on info (i) button on the tool bar of the app and then tap on user manual.
- b) Please click on the link below to read or download the user manual

<http://navigationmaster.com/manuals/Support/User-Manuals-for-iOS-and-Android-apps.pdf>

### **12. I cannot download all available maps, what am I doing wrong?**

Please make sure you have at least 2GB of free space and are connected to a secure Wi-Fi network. If you still cannot download, please see Point 6 above.

### **13. I downloaded all available maps but I cannot see the Super Scale and Greater London Map**

You must be in the relevant map coverage area to be able to see the map. For example, if you are outside the Super Scale map area and are in the Greater London map area, when you switch maps, you cannot see the Super Scale map unless you manually drag the Greater London map within the Super Scale map coverage area and then switch the map. This applies to all other maps too. Another example is if you live in Chelmsford and work in Greater London, but downloaded the Cabbie's Mate app at home, when checking the map on the app, you will see the Great Britain Road Atlas only since you are out of all other map coverage areas except this. You should manually scroll the GB Road Atlas to the City and/or West End then switch maps to see all purchased maps. The same applies to the search facility. If you are in the GB Road Atlas coverage area and would like to search a place within Greater London, you must manually scroll the GB map to the Greater London map coverage and switch the map to the Greater London map, you will then be able to search a street, postcode or POI within Greater London.

### **14. I have downloaded Cabbie's Mate app on an android tablet but GPS circle on map does not follow me or it does not update my current position often enough.**

Please check your GPS settings on the device and enable GPS. If it is still not following you, it is very likely your tablet does not have GPS. Wi-Fi only devices may not have GPS module. They will only work if the device has 3G.

### **15. I have non subscription app and downloaded subscription by mistake.**

You need to request a refund from the Google Play Store.

After your refund please delete the app, re start your device and re install the app from the Google Play Store. When you are asked to choose a you need to select the first option

'continue'. This will let you download the app you purchased previously without subscribing. The only time the 'continue' option is not displayed is if you have not purchased the app before or are using a different Google account.

You will also need to reset your license before you re download the app. You can do this using the link below.

[https://www.navigationmaster.com/\\_supportCabbiesMate7?sc=sc\\_howToResetAndroidA2ZCabbiesMateAppLicences](https://www.navigationmaster.com/_supportCabbiesMate7?sc=sc_howToResetAndroidA2ZCabbiesMateAppLicences)

**16. My non subscription app stopped working. Do I have to purchase subscription app?**

No you do not have to purchase a subscription, you can re install the app you already purchased from the Google Play Store. When you are asked to choose a subscription you need to select the first option 'continue'. This will let you download the app you purchased without subscribing. The only time the 'continue' option is not displayed is if you have not purchased the app before or are using a different Google account.

You will also need to reset your license before you re download the app. You can do this using the link below.

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**17. I have tried everything in the trouble shooting and my app still doesn't work or my problem is not shown in the trouble shooting.**

Please delete the app, re start your device and re install the app again from the Play Store. You will not be charged for the same app you have already paid for. If this does not correct your problem, please contact us for further support at [info@navigationmaster.com](mailto:info@navigationmaster.com)

**18. My app is not working after updating my device.**

Please delete the app, restart your device and download again.

**19. I have enough free space on my device and SD card, but I am being asked to make more space to download available maps.**

Please remove the SD card from your device. Then delete the app, restart your device and download again. You can insert the SD card after the app and maps downloaded on your device.