

## **Cabbie's Mate iOS iPhone-iPad Apps trouble shooting and Previously Asked Questions**

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**1. I already have the 2012-13 and/or 2013-14 Cabbie's Mate apps, will I lose the old apps if I update to subscription?**

Yes, the app will be overwritten. Old NON-subscription apps are not compatible with the latest iOS.

If you wish to continue using your non-subscription app you should not update your iOS, delete the app or change your phone. Any of these will stop your non-subscription app from working.

If do any of the above your non-subscription app will not work on your iOS device and you will need to purchase a subscription.

**2. If I change my iPhone to Android, can I transfer my app?**

Unfortunately, you cannot transfer your iOS app to your android phone or tablet 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.

**3. I bought a new iPhone/iPad, how do I transfer my Cabbie's Mate app to my new iPhone/iPad?**

a) **If you are a subscription customer**, please go to the 'App Store' icon on your device and search for 'Cabbie's Mate'. It will then allow you to download the app on your new iPhone/iPad.

b) **If you are using the NON-Subscription Cabbie's Mate App**, you cannot transfer this old app. This IS NOT compatible with iOS10. If you wish to continue to use your app, please DO NOT update your iPhone or iPad's operating system. Please also switch OFF the auto updates function on your device so that your device does not update automatically when we release an updated Cabbie's Mate app. If you download and install the new updated app, your Cabbie's Mate WILL stop working.

With the iOS10 update, the A-Z map data had to be removed from the App Store since this map was over 3 years old. This means, if you update your iOS, update your app, delete the app or perform a factory reset on your device, you will no longer be able to download the A-Z maps you paid for.

As long as you do not update your operating system, do not update the app, do not delete the app and do not perform a factory reset, you should be able to use the non-subscription Cabbie's Mate app for as long as you want.

Our legal obligation is to make sure the app you paid for works on all available compatible Apple iOS devices at the time of app purchase. Although we have no legal obligation, we have been providing fixes for the app after an iOS update and have been providing customer support via e mail without additional charges. We have been spending time and money to do this but unfortunately we have to draw a line. With the iOS10 update, we will not be providing support for the non-subscription app. If you feel this is not fair and your app should work for life, please direct all complaints to Apple, since it is their iOS updates that are causing apps to stop working.

#### **4. On how many iOS devices can I install my Cabbie's Mate app?**

If you are a subscription customer, you can download the Cabbie's Mate app you paid for on as many iOS devices as you own, providing your Apple ID used to purchase the app and the Apple ID on the devices are the same. Please make sure you download the same option you paid for. For example, if you paid for the Standard option and download the standard version, you will not be charged but if you download the premium, you will be charged since you did not pay for this.

You will never have to pay again for the SAME app version you have already purchased as long as you are using the SAME iTunes account details. You can find a list of purchased apps by going to the App Store > Updates > Purchased > All, scroll down to find the app you have purchased and you can reinstall it from here.

If you are a non-subscription Cabbie's Mate customer, please see Point4 above.

#### **5. 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.

#### **6. 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 Apple update the iOS and the app requires modifications to make it compatible

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

Yes, there is.

- 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 the 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>

## **8. When Apple release a new iOS update (iOS10), will my Cabbie's Mate app work? When should I update?**

- a) If you are using an old app like 2012-13 or 2013-14 we advise you not to update the iOS since these apps are at least 3 years old and had to be removed from the App Store, there will not be any fix for these to make them compatible with the new iOS. If you update the iOS, they WILL stop working.
- b) If you are subscribed please allow at least a month before updating the iOS. We will need to test the subscription based app, make changes and submit for approval before release. The approval period may be longer than usual at this time since all apps are queuing up for approval. When we release an update or fix, this will come to your device automatically if your device is enabled for auto update.

## **9. How much network data do I need if I use my Cabbie's Mate app?**

The App does use some data however as iPhones 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 your 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 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.

For example, one of our test devices is a 3G enabled iPad2 but we do not have a sim card inside. It locates the current position without using the 3G network data. If you are buying an iPad, we suggest it should be 3G 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.

## **10. Which iPad is suitable for Cabbie's Mate App?**

Only the 3G model comes with GPS or Assisted GPS, the Wi-Fi only model does not. You will need the cellular version of the iPad (3G) but will not need a sim card. We, ourselves have an iPad 2 3G model and the app locates us without having a sim card and data plan, we would therefore recommend a 3G model however you should seek advice from Apple for further information.

## **11. I cannot purchase the subscription based app, why is a message saying 'in-app purchases are not allowed'?**

There are a number of reasons for this message, most likely it could be that the device is setup on home sharing but does not have permission to make purchases or it could be that purchases are

disabled. Check the latter by going to Settings > General > Restrictions > Allowed Content > In-App Purchases and making sure that purchases are enabled.

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

If you have already installed the maps on this device previously and deleted the app or performed a factory reset, next time, install the app first and then when you get started, tap on 'Download' button and if this is not available please tap on 'Restore' to be able to download all available maps. Please also make sure you have at least 2GB of free space and connected to a secure Wi-Fi network.

If this does not work, please 'Reset All Settings'. Please go to Settings > General > Reset and then select 'RESET ALL SETTINGS' you will not lose any data or pictures you downloaded

If you are still not able to download, please sync your iPhone/iPad with a Mac book and not a Windows PC; it should let you download all of the content through the iTunes.

If you are still having a problem, please contact us. We will give you instructions to send us crash report.

## **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. Downloaded all maps but it does not show my current position**

It is likely that you have not enabled location settings when you installed the app. You need to go to Settings > Privacy > Location services > scroll down to the app and switch it to 'Always or while using'

## **15. I am on subscription, how will I update my A-Z maps and or poi when released?**

When updates are released, a message 'updates are available or a newer map is available' will be displayed on your device provided you did not opt out of receiving Cabbie's Mate push notifications when downloaded the Cabbie's mate app. Even if you opted out, the update will be displayed under the App Store icon on your device. You can then select and update manually. If your device is enabled to download the updates automatically, the maps will be downloaded onto your device as soon as a Wi-Fi network is available.

**16. I have downloaded my Cabbie's Mate app on an iPad but the 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 do not have GPS module. They will only work if the device has 3G.

**17. I already have a subscription and I'm being asked to subscribe again.**

App Store occasionally may not be able to detect your subscription on the first check. However, if you have already subscribed but it asks you to subscribe again, when you select subscribe, the system will tell you that you have already subscribed and will let you to download maps. It is not technically possible to pay for the same thing twice. Please make sure you are selecting the same subscription type that you previously purchased.

**18. My app keeps crashing.**

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

If this does not work, please also try the following:

Delete the app.

Go to Settings > General > Reset and then select 'RESET ALL SETTINGS' you will not lose any data or pictures you downloaded.

Download the app again.

This should resolve your problem.

**19. I'm trying to download all maps but the download is failing.**

The internet connection to our server is most likely broken and cannot continue with the download.

When a connection is broken, the Cabbie's Mate makes 5 attempts to connect, if it cannot then the warning message appears.

Please delete the app, re start your device, re start your home Wi-Fi, download the Cabbie's Mate app from the App Store again and install all available downloads.

This should fix the problem. If it doesn't please try again a few hours later.

**20. 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.**

If you are using the subscription app, please delete the app, re start your device and re install the app. If you are using the non-subscription app version, if you delete, you will not be able to install again (see section 4)

*NON SUBSCRIPTION CUSTOMERS, PLEASE BE AWARE, IF YOU DELETE THE APP YOU WILL NOT HAVE IT BACK SINCE THESE APPS ARE NO LONGER SUPPORTED AND DUE TO THE AGE OF MAPS, THEY HAVE BEEN REMOVED FROM THE APP STORE.*

*IF IN DOUBT, PLEASE CONTACT US BEFORE DELETING.*

If this doesn't correct your problem, please contact us for further support at [info@navigationmaster.com](mailto:info@navigationmaster.com)

**21. How do I cancel my subscription?**

Your subscription will appear in your account along with any other subscriptions you may have and can be cancelled there.

Please see the link below for details on how to manage all your subscriptions.

<https://support.apple.com/en-gb/HT202039>

**22. How can I contact the App Store?**

Please contact Apple using the link below.

<https://idmsa.apple.com/IDMSWebAuth/login.html?appldKey=6f59402f11d3e2234be5b88bf1c96e1e453a875aec205272add55157582a9f61&language=GB-EN>

**23. I am trying to download the app, but it shows a blank screen with a black dot.**

This occurs when you try downloading the app using 3G/ 4G or have a poor internet connection. Please delete the app, RESTART your device and download again from the App Store. Please make sure you have at least 2GB of free space and are connected to a secure Wi-Fi during download. Make sure the Wi-Fi strength is strong.

**24. I am trying to search for points or postcodes, but the keys are greyed out. How can I fix this?**

All files have not been downloaded. Please delete the app, restart your device and download again. Please make sure you have at least 2GB of free space and are connected to a secure Wi-Fi during download.

## **25. My app is displaying a white screen.**

This problem occurs when the app and maps are downloaded via 3G/4G rather than a secure Wi-Fi at home or your Wi-Fi connection was broken during the app or maps download.

If your screen is completely blank, please delete the app, RE START your device and download again via a secure Wi-Fi at home. You must NOT download via 3G/4G.

If you can see the tool bar please send a 'report a problem' email to [info@navigationmaster.com](mailto:info@navigationmaster.com) before and after download, along with a message explaining the problem in detail with some screen shots.

## **26. I cannot navigate on my iPad.**

For navigation to work on your iPad you will need a sim card with data, however the app does not use much data.

Alternatively, you can use your phones hotspot function and use your phones data.

If your iPad has a sim card with data and the navigation is not working, please delete the app, restart your device and download again.

## **27. The GPS on my Wi-Fi only iPad no longer works.**

This is due to an iOS update. We have not made any changes to the app that would stop the GPS from working. To resolve this problem, you can purchase a Bluetooth GPS receiver for your iPad.