

## **Frequently Asked Questions**

### **Installation**

#### **Q: How is the application installed?**

**A:** Android - the application will be pre-installed on the device within the firmware. It is advised not to remove the application from the device as the only method of reinstallation is by reflashing the phone's firmware.

BlackBerry® - New subscribers or existing subscribers upgrading to the new \$30 smart-phone data plan and getting a new device, will leverage RIM's virtual pre-load process (VPL). Existing subscribers upgrading to the new \$30 data plan and keeping their devices will use the 'clickable' YND link on m.uscellular.com landing page which is in both the "travel" and "applications" folders. Or customer can type in <http://www.uscellular.com/downloadYND> which will point to the TeleNav OTA download site.

Window Mobile - Windows Mobile® devices do not have a comparable VPL push option. New and existing subscribers will use the 'clickable' YND link on m.uscellular.com landing page which is in both the "travel" and "applications" folders. Or customer can type in <http://www.uscellular.com/downloadYND> which will point to the TeleNav OTA download site.

### **Errors**

#### **Q: What does the error 'Cannot Read GPS' mean?**

**A:** Error Message, Cannot Read GPS, is most commonly caused by the GPS receiver within the device failing to acquire a minimum of 4 satellite signals required to provide the device's location. Move the device to an area with a clear view of the sky so the receiver can better acquire the GPS signals from space. The GPS uses signals from satellites so it needs a clear view of the sky. Tall buildings and other objects that block the GPS receiver's view to the sky may make it difficult or impossible to determine the device's location. Sometimes the satellites are not overhead but near the horizon; in these cases, the GPS receiver in your phone must have a clear view of the horizon.

A user can also attempt to get their current Location within the navigation software to refresh your GPS by going to Share & More > Record Location.

#### **Q: What does the error 'Cannot Connect to Server' mean?**

**A:** In order to use Your Navigator Deluxe a data plan is required. The data plan allows you to access nationwide routes, maps and Directory content from the servers using the data communication features of your phone. These services are different from your cellular airtime. To order the appropriate data plan, please contact U.S. Cellular®.

There are possible causes for this error, the device does not have a data plan applied to its account, there is a data network outage with USCC, and the device is outside of USCC's data network.

#### **Q: What is the error Weak GPS, Windows Mobile**

**A:** Similar to the Error, Cannot Read GPS, devices can lose GPS signals once they are acquired. For Windows Mobile devices there is a QUICK GPS setting that will need to be refreshed every 7 days\*.

To download the latest Satellite Data through Quick GPS go to

Start

Programs

Quick GPS

Select Download (by selecting Download the device will refresh its Satellite Data)

Quick GPS is only valid for 7 days.

The Download Time column will indicate the last time Quick GPS was downloaded.

The Valid Time column will indicate how long the Quick GPS signal is valid for. Re-download QUICK GPS once this time has expired.

\*Some device manufactures may have an option to automatically update this information. See Device documentation to see if this option is supported.

**Q: What is the error “No Audio with Bluetooth Headset”?**

**A:** Some users may experience no audio coming through their Bluetooth Headset. If a user has a Bluetooth headset, have them click the “\$” (Speaker) key on the device while in navigation mode so that you will be able to hear the audio prompts. A Bluetooth symbol will be shown in the upper-left corner of the screen if you have redirected the audio through a Bluetooth headset. For the BlackBerry® Pearl Flip (8230), the user should click the "B" key while in navigation mode to hear bluetooth audio.

Not all Bluetooth headsets work in the same manner. Due to manufacturing differences some Device/Bluetooth combinations may cut off some of the initial audio as the channel is being opened.

**Q: What is the error “No Audio Prompt/No Street Names”?**

**A:** Navigation Audio can be customized to No Audio, Street Names only, and Full Audio. This can be done by going to Share & More > Preferences > Navigation Audio.

**Q: What is the error “Address Not Found”**

**A:** It is possible for a user to input an address and receive a message back stating that the address is not found. The first thing that the user will want to do is to verify that the address that they have entered is correct. If the address is correct the next question the user will want to ask is how old is this location? TeleNav updates the mapping data from our map providers 4 times a year. New locations and new construction may not yet be available.

For users who have verified that the address is correct and that it is not a new address should navigate to the closest cross street. Since the address does not appear in the database at that time this is the best method to get the user to their location. The full address, including postal code, should be sent to TeleNav, [US-CC-Support@telenav.com](mailto:US-CC-Support@telenav.com) to have added to the address database or verified that it will be added in an upcoming update.

## **Features**

**Q: What are some of the features of the application?**

**A:** See information below on Weather and Commute Alerts. There are also several other search variables such as Fuel Finder. In addition, the application will find any business that is listed in the yellow Pages or white pages. It can also find WiFi Hot Spots and there is a “Spot Marker” feature that allows one to mark where their car is parked.

**Q: What is Weather Forecast?**

**A:** The Weather Forecast feature provides the user with current and weekly weather information based on their current GPS location. To access this feature select Share & More and then select Weather. This will retrieve the current weather information and allow the user to view the next week’s forecast.

**Q: What is Commute Alert**

**A:** A commute alert provides a daily route alert for traffic before the user begins driving. The user may setup a maximum of 20 commute alerts. They can receive a text message or an email that gives the user traffic information and estimated delay time for the route that was specified.

To enable a commute alert go to:

Share & More  
Select My Stuff  
Select Commute alerts  
Select Create a New Commute Alert

The user can also sync their Commute alerts at the TeleNav website at <http://uscc.telenav.com>

**Q: What are Route Types?**

**A:** Navigation Route Style can be changed by going to Share & More > Preferences > Navigation.

There are four Route Styles to choose from: Fastest, Shortest, Prefer Streets, Prefer Highway, & Pedestrian.

**Q: How often are Map Updates completed?**

**A:** Mapping information is updated four times a year. Please notify TeleNav of any missing address or locations that a user notifies support about. Information can be sent to [US-CC-Support@telenav.com](mailto:US-CC-Support@telenav.com)

**How To and Tips**

**Q: How do you Navigate to a BlackBerry Contact**

**A:** The Contacts that a user has on their BlackBerry device can be navigated to, provided the contact has an address. To do this:

Select Drive To within the application  
Select Contact

If user's contact is not listed make sure the address is properly submitted under the BlackBerry Contact Profile.

**Q: Can a Your Navigator Deluxe user send address information to another navigation user?**

**A:** The user can send a copy of an address from their My Favorites to another Your Navigator Deluxe user. To do this the user would go to My Favorites and highlight the favorite they would like to share. Then they would select the Menu Key and select Share Address. Then they would enter in the phone number of the person they would like to send the address to or select a contact from their Blackberry Address book.

**Q: How can a favorite (address) be deleted?**

**A:** To delete a favorite:

Select Share & More  
Select My Stuff  
Select My Favorites  
Highlight a Favorite and Press the Menu Key  
Select Delete to remove a Favorite from the My Favorites list

**Q: How can traffic delays be avoided?**

**A:** During the course of normal navigation the user may receive a Traffic Delay notification. To avoid traffic, setup the application to automatically avoid/reroute follow these steps:

Select Share & More  
Select Preferences

Select Navigation  
Select AVOID  
Checkmark to avoid HOV Lanes, Tolls and/or Traffic Delays  
To finish, Select DONE

**Q: How does the software service know traffic volumes?**

**A:** The vendor purchases this information from traffic providers. For additional details, the following link may be helpful. <http://www.telenav.com/products/tn/features.html> Also, here are the top 50 cities that are included: <http://www.telenav.com/products/tn/supported-markets-popup.html>

**Q: How is battery life impacted by Your Navigator Deluxe?**

**A:** The GPS will not work if the device's battery charge level is below about 15%. Starting with a freshly charged standard battery, we have used navigation for around 4 hours before it became necessary to connect the charging cable. If a user gets a low battery warning, have them connect a charging cable as soon as possible. In some cases, they may need to wait a while for the battery to become sufficiently charged so that the GPS receiver will work.

**Q: How do I conserve battery life on my device?**

**A:** There are a few things you can do to conserve battery life.

1. Use **Turn Icon Mode** during Navigation

This view allows you to see the next two consecutive turns in your navigation route.

The name of the street you are currently on is displayed at the bottom of the screen. About two minutes before the next turn, the street name changes to the one you will turn onto.

- **Android:** During navigation mode, select **Menu**, select **Nav Mode**, and choose **Turn Icons Only**.
- **BlackBerry:** During navigation mode, select **Menu** and choose **Turn Icons Only**.
- **Windows Mobile:** During navigation mode, select **Options** and choose **Turn Icons Only**.

2. Set the backlight to **On at Turns**

- **Android:** Go to Share & More >> Preference >> Navigation >> Backlight and change option to "At Turn." This option turns the backlight on only when a turn is approaching.
- **BlackBerry:** Go to Share & More >> Preference >> Navigation >> Backlight and change option to "At Turn." This option turns the backlight on only when a turn is approaching.
- **Windows Mobile:** Go to Share & More >> Preference >> Navigation >> Nav Backlight and change option to "Device Settings." You may need to go to the Windows Mobile menu outside of the Your Navigator Deluxe application to make sure your device's backlight configurations are on power-saving mode.

3. During long navigation sessions, use of the vehicle power adaptor is encouraged.

**Q: Can the language be changed to be Spanish for the reading of the directions?**

**A:** Yes, following are the prompts for changing the language.

Select Share & More-> Preferences-> Navigation Audio-> Guide Tones-> Spanish

## **GPS**

### **Q: Why do I get the “GPS Location Settings” prompt when I first launch the application?**

**A:** All US Cellular smartphones are configured with the Location settings turned off. You need to turn on the Location settings so your GPS location can be detected, and for features such as navigation to work within Your Navigator Deluxe. You will get a prompt message when you first launch the application with instructions on where to change the Location settings. You must choose “Exit” and manually change the Location settings.

- **Windows Mobile Only:** After changing the Location permission settings, select the checkbox, “Do not show this again” so that the prompt message will not appear when you next launch Your Navigator Deluxe.

### **Q: How can I get a route when there is no GPS?**

**A:** When there is no GPS, the Navigator is not able to provide turn-by-turn navigation in real time. However, you can get a static route with a summary of turn-by-turn directions, detailed traffic information, and a map view of your entire route. To do this, select **Drive To** and enter a destination. Then, while the software is attempting to get GPS, click on the **Edit Route** button. In the screen that appears, click on the **Origin** choice and type in your current address. When you click **OK**, the Navigator will show a screen with turn-by-turn directions. You can click the **Menu** button to access Traffic and a static map view of your route.

### **Q: How accurate is the GPS?**

**A:** GPS accuracy can range from 20m (approx. 65 ft) to 100m (approx. 328 ft). Most of the time, the GPS is accurate to less than 50 meters (approx. 164 ft).

### **Q: What is ideal GPS environment?**

**A:** The GPS requires an open, clear view of the sky. Buildings, covered parking areas, tunnels, and dense foliage can cause the GPS receiver to be unable to locate a GPS satellite or may cause extended initialization time (time to first GPS fix).

If you are parked in a covered parking lot or near a tall building, it is recommended that you move into an open area and then begin to use the Your Navigator Deluxe service.

### **Q: Why does the GPS not work near buildings and other tall objects?**

**A:** The GPS uses signals from satellites so it needs a clear view of the sky. Tall buildings and other objects that block the GPS receiver’s view to the sky may make it impossible to determine your location. Sometimes the satellites are not overhead but near the horizon; in these cases, the GPS receiver in your phone must have a clear view of the horizon.

### **Q: How do I know that the GPS has a signal?**

**A:** The Your Navigator Deluxe application alerts you if you do not have a valid GPS signal. If this happens, move to an area where there is a clear view of the sky so the receiver can be able to receive GPS signals from space.

**Q: What happens if I'm using Your Navigator Deluxe for driving directions and I lose the GPS signal while driving across a bridge or through a tunnel or lose the GPS signal for some other reason?**

**A:** Your Navigator Deluxe remembers the speed at which you were driving before losing the GPS signal. Your Navigator Deluxe continues to give you driving directions based on an estimate of the projected distance that you may have traveled at your last recorded rate of speed. Your Navigator Deluxe recalculates your current position when you regain a GPS signal and adjusts your driving directions accordingly.

### **General Questions**

**Q: Why do I need the carrier's data service?**

**A:** The data plan allows you to access nationwide routes, maps, and Directory (Business Finder) content from the Your Navigator Deluxe servers using the data communication features of your phone. These services are different from your cellular airtime. To order the appropriate data plan from U.S. Cellular, please contact our customer support directly.

**Q: Does Your Navigator Deluxe use up my voice plan minutes?**

**A:** Your Navigator Deluxe uses data to provide its navigation functions. Using data does not use any of your voice minutes. However, calling the Voice Address Input System does use about 75 seconds per address entered. The Call Business feature internal to the Your Navigator Deluxe application also uses voice minutes.

**Q: How do I increase or decrease the voice prompt volume and control the backlighting?**

- **Android:** The backlight can be controlled from within Share & More >> Preferences >> Navigation >> Backlight menu. The Navigation Audio can be controlled from Share & More >> Preferences >> Navigation Audio >> Settings. Speaker volume can also be controlled with the volume buttons on the side of the device.
- **BlackBerry:** The backlight can be controlled from within TeleNav's Share & More >> Preferences >> Navigation >> Backlight menu. The Navigation Audio can be controlled from Share & More >> Preferences >> Navigation Audio >> Settings. Speaker volume can also be controlled with the volume buttons on the right-hand side of the device. If the speaker volume is set to at least mid-range and you are still not receiving audio prompts, verify that your device profile is not set to vibrate or quiet. To change your profile settings, choose the Profiles/Sounds icon on the BlackBerry Main Menu (it looks like a loudspeaker).
- **Windows Mobile:** The backlight can be controlled from within TeleNav's Tools & Extras >> Preferences >> Navigation >> Nav Backlight menu. Speaker volume can be controlled with the volume buttons on the left-hand side of the device.

**Q: Why don't I hear audio navigation prompts when I am using a Bluetooth headset?**

- **Android:** For a Samsung Android device, only the A2DP Bluetooth headset is supported. Once it has been paired, all audio will automatically go thru the headset.
- **BlackBerry:** If you are using a Bluetooth headset, be sure to click the "\$" (Speaker) key on the device while in navigation mode so that you will be able to hear the audio prompts. A Bluetooth symbol will be shown in the upper-left corner of the screen if you have redirected the audio through a Bluetooth headset. Hold down the headset button while talking instead of the Space key on the BlackBerry device. Press "\$" (Speaker) again to redirect the audio through the BlackBerry's speaker.
- **Windows Mobile:** Bluetooth settings must be turned on in the Windows Mobile "Programs" menu. Depending on your specific device, the location of these configurations may vary. However, you must pair your Bluetooth outside Your Navigator Deluxe to use it within the application.

**Q: Why can't I get the "Call in Address" feature to work for entering an address?**

**A: BlackBerry:** If you have never placed a call on your new BlackBerry device, the "Call in Address" feature may not work. To resolve this issue, simply place a call from the device's Applications menu. When prompted, type in your home area code and continue with the call. The "Call in Address" feature will now work after you re-launch Your Navigator Deluxe.

**NOTE:** This is a BlackBerry-specific issue that does not affect the Android and Windows Mobile platforms.

**Q: I noticed there are stars next to some restaurants I have viewed or saved. How is popularity rated?**

**A:** Popularity is calculated by the user-generated ratings, averaged by considering the scores of the ratings and the number of users that have rated the location. A location accrues points based on how many stars it is given by Your Navigator Deluxe users. When a location consistently achieves above-average ratings, its popularity count increases. Negative ratings lower the popularity count of the location.

**A: How long are ratings kept?**

**Q:** Ratings and reviews expire after two years.

**Q: How often are your maps updated?**

**A:** Our maps are updated quarterly.

**Q: Why do I need a PIN number?**

**A:** You may need a four-digit PIN to log in to Your Navigator Deluxe for the very first time. It is unique to your account and identifies that your account is active.

**Q: How do I find my PIN number?**

**A:** Your PIN can be found in the Share & More menu. The PIN will default to the last 4 digits of the cellular phone number unless the user manually changes it, You can use this PIN for trip planning on <http://uscc.telenav.com>

**Q: I have recently changed phone numbers. How do I move my subscription over to my new phone number?**

**A:** Please contact U.S. Cellular to change the phone number.

**Q: Your Navigator Deluxe is freezing up on me. How do I fix this?**

**A:** If Your Navigator Deluxe is freezing, power your phone off for about 20 seconds before turning it back on. Once you've done this, try launching Your Navigator Deluxe again. If you are still experiencing issues please contact U.S. Cellular.

**Q: How do I delete my list of "Recent Places?"**

**A:** You may remove multiple addresses by logging into your My TeleNav account online at <http://uscc.telenav.com>. In Recent Places, check the addresses you want to remove. You may also do this from your handset, but you can only remove one address at a time.

**Q: Does Your Navigator Deluxe work outside of US borders?**

**A:** We do not offer data roaming outside of the U.S. at this time. YND needs a data connection to pull down the appropriate maps. Only a small amount of maps are actually cached on the device at any one time.

**Q: Does YND support Pinch Zoom on the Android device?**

**A:** It does not support pinch & zoom on Android at this time. Future releases may support this feature.

**Q: Does the application offer a trip planning website?**

**A:** Yes, the link to the website is <http://uscc.telenav.com>. Directions can also be sent to the phone. Additionally, customers can also go to [www.uscellular.com/yournavigatordeluxe](http://www.uscellular.com/yournavigatordeluxe) to find the access the link to the trip planner website.