



Destinator 9

Troubleshooting Guide

V0.4

August 11, 2009





How do I get started with my Navigation?

- a) Please charge battery for a full 8 hours before first use.
- b) Make sure the power switch is "ON".

Why won't my Device turn on?

- a) Make sure the On/Off switch is turned to "ON".
- b) Make sure the unit is charged for a full 8 hours before use.

How do I update my maps? How often are they updated?

Maps are generally updated twice a year. For more information on map updates, please visit the Destinator NavStore at www.destinatornavstore.com.

How many addresses can I save?

The Destinator software automatically saves the last 64 addresses in the Recent Locations. You can also save up to 64 addresses in the Favorites folder. For directions on saving addresses to your Favorites folder, see the user manual.

Why is it taking a long time to acquire a signal or why is my signal too weak?

There are many factors that may affect your GPS satellite signal such as: The weather (if it's too cloudy, etc., your GPS may experience difficulty in acquiring a signal; you may be in a remote area where there are no reliable satellite signals available; you don't have a clear view of the sky, etc.

The device screen froze. What do I do?

You can restart it by pushing the on/off button for a few seconds until prompted to shut down the device, and then pressing the on/off button again to restart. Please note that if you use this method, it will ERASE all previously saved route information. We are not responsible for any lost information.

Why is my screen too hard to read?

LCD screens in general can be difficult to see in the sunlight. Avoid placing the screen in direct sunlight. Also make sure that the GPS is in day mode during the daytime and night mode during evening, for easier viewing. You can do this manually or you can set your GPS to automatically switch between day and night modes.

My position on the map isn't being updated

The primary cause for your position to not be updated on the map is the GPS receiver does not have adequate signal from the satellites. Low signal can be easily identified by the voice prompt "Signal is too weak" and the car representing your position having a cross through it. This is commonly caused by obstruction of the GPS receiver in the form of overhead bridges, tunnels, tall buildings, severe weather conditions, dense tree cover, etc. The signal level being transmitted from the GPS satellites is extremely low and although the GPS is fitted with a highly sensitive antenna, it is still essential that the unit has a clear view of as much of the sky as possible. If your unit continually loses signal, check the installation location in the car. Please note that when you first turn your GPS unit on in an open area, it may take up to 15 minutes to receive adequate signal. This time may be greatly increased if you are moving during the initial signal acquisition.

My GPS keeps saying "The GPS signal is too weak"

This is commonly caused by obstruction of the GPS receiver in the form of overhead bridges, tunnels, tall buildings, severe weather conditions, dense tree cover, etc. The signal level being transmitted from the GPS satellites is extremely low and although the GPS is fitted with a highly sensitive antenna, it is still essential that the unit has a clear view of as much of the sky as possible. If your unit continually loses signal, check the installation location in the car. Please note that when you first turn your GPS unit on in an open area, it may take up to 15 minutes to receive adequate signal. This time may be greatly increased if you are moving during the initial signal acquisition.

TIP: To decrease the signal acquisition time it is a good idea to leave the GPS switched on whilst you are driving even when you are not using it to navigate. In that way, the unit is in constant communication with the satellites and when you do need to enter a destination, the GPS will already know where you are.