

## Destinator 9 Frequently Asked Questions

### iPhone Edition

**1. How can I tell if Destinator has detected a GPS signal?**

Destinator relies on the proper operation of the device GPS. It will automatically detect your current location and display it on the map as soon as it receives a valid GPS signal. If the car cursor (or pedestrian cursor) on the map has an "X" mark on it, that means the application has not been able to detect a valid GPS signal. The "X" mark is removed when a valid GPS signal is detected. If you constantly see the "X" mark on the map cursor, even after following all GPS related guidelines provided here, this may indicate a possible problem related to your device hardware. Please check with the manufacturer.

**2. What should I do if Destinator can't detect a GPS signal?**

Please make sure that you select OK when the application requests permission to use your current location upon start up. Also, make sure that you place your device outdoor where there is a good line of site for faster acquisition of a GPS signal - this may take several seconds or few minutes. GPS signal in dense urban areas may not be reliable or easily detected even if you are outdoor. It is recommended that you use a compatible car phone holder, when driving with Destinator, for optimal GPS operation and for your safety. Be sure to place the holder as instructed where there are no obstructions to a line of site for proper GPS operation.

**3. How can I use Destinator with my iPod Touch?**

While not currently claiming compatibility, Destinator may work with iPod Touch but the use of turn-by-turn navigation requires a compatible GPS accessory such as GPS car kit as the iPod don't come with an embedded GPS. Make sure that you follow the accessory installation and troubleshooting instructions if Destinator cannot detect a valid GPS signal after following the above guidelines.

**4. Destinator doesn't detect my location (but Google Maps does)?**

Destinator will automatically detect your current location and display it on the map as soon as it receives a valid GPS signal. Please read and follow the guidelines provided here. Unlike Google Maps on iPhone, Destinator is a navigation GPS application that follows your location as you move around, which requires continuous tracking and update of your GPS position at a rate of one update per second. Please check with your manufacturer if your device GPS is not operating properly before using or purchasing Destinator. You may also consider trying your device with other GPS tracking applications to verify its proper operation.

**5. Can I answer an incoming call without exiting Destinator?**

Answering an incoming call on your iPhone will force Destinator to exit. You may press the Home key and re-launch Destinator while on the call. You may touch on the top green bar to return to iPhone Dialer any time but that will cause Destinator to exit again.

**6. I can't hear Destinator voice prompts?**

Make sure that your device is not silenced. Check the top button of your device on the left hand side, if you see a red dot that means your device is silenced. Push that button up to hear Destinator voice prompts. You may control Destinator voice prompts volume using your device volume keys on the left hand side or by pressing on the volume icon on the map and using the slider. Tap on the map at any time to display the available control icons on the map as well as the NavStrip menu.

**7. Can I listen to my iPod music while using Destinator turn-by-turn navigation?**

Yes. Select Destinator iPod control from the NavStrip menu, choose your song or playlist and enjoy your music. Your iPod music will be silenced when Destinator voice guidance prompts are played.

**8. Can I initiate an outgoing call without exiting Destinator?**

You may select the Call option from the Command Menu or Phone number from Favorites or search results screen, when available, to initiate a call automatically. Doing so will automatically exit Destinator and you'd have to re-launch it again during or after your call is complete.

**9. Can I see Destinator turn by turn directions while on a call?**

Yes. You may press the Home key and (re)launch Destinator while on the call. You will be able to resume a route or initiate a new one without interrupting your call. Destinator voice prompts will be muted during the call.

**10. How can I check for traffic conditions around me?**

Make sure that you have a wireless data connection and that all Traffic settings are turned on in Settings to take advantage of all Destinator traffic features. You should see a Traffic icon on the map when Traffic is turned ON, otherwise select Online from NavStrip Menu and tap on the Traffic icon. Your map will be updated (this may take up to few minutes) to show traffic conditions on different highways and roads using specific color codes depending on current speed. You may zoom in or out, while in 2D map view, or browse the map as you wish to see different or more road conditions. You may also tap on the Traffic icon on map to see recent Traffic Alerts in your area and their corresponding locations on the map.

**11. Do I need a wireless data connection to use Destinator?**

Destinator comes with on-board maps (i.e. the map is stored on your device) and the use of turn-by-turn navigation features does not require a wireless data connection. Destinator connected features such as Traffic, Google search, In-app purchase of Destinator turn-by-turn navigation and traffic, Weather forecast and update of the horizon in 3D view, require a wireless data connection. You may disable the automatic use of your data connection by turning any or all of the connected services OFF in Settings. Destinator would use your data connection upon request when selecting any connected feature such as Traffic Alerts, Google Search and weather forecast from NavStrip menu or Map icons.

**12. Can I browse the map in 3D view?**

While you may browse Destinator map in 3D view, it is recommended that you switch to 2D view for optimal map browsing experience.

**13. Why can't I zoom in and out the map when in 3D view?**

You may zoom-in and out using multi-touch control (two finger gesture) in 2D view. Tap on 3D icon on map to switch from 3D to 2D view.

**14. How can I add new items to Favorites?**

You may add any item from the command menu. The command menu may be viewed from the Go screen by selecting the destination shown on map, by pressing on any point on the map to see the Tap N Go menu (select More for full screen Command Menu), by select any an item from History or search result screen.

**15. How can I switch to 2D map view?**

Tap on 3D (or 2D) icon on map to switch to 2D (or 3D) map view.

**16. How can I get a map update?**

Map updates for Destinator will be made available in the near future. We will be offering new maps and map updates for Destinator in select markets through iTunes. You will be able to purchase new maps, map updates as well as additional location based content and services from within Destinator. Stay tuned!

**17. How can I improve Destinator performance on my device?**

Destinator has been optimized for best performance on most popular iPhone and iPod Touch models. While it performs very well on most devices, it is limited by the device hardware capability and may occasionally run slower than expected (under certain conditions such as simultaneous operation of multiple features including turn-by-turn navigation to a given destination, traffic flow updates and the playing of iPod music) on older device models. You have total control in how you use Destinator and how to take advantage of its rich features as optimally supported by your device.

**18. I can't find a POI that I know is there. Why is that?**

Although the map provider updates their maps regularly, it's possible that your POI had not been included in the POI map data because the POI was not available until after the collection of POI map data, or the POI doesn't fall into a defined POI category. Intrinsic recommends that you regularly check APP Store for updated maps.

**19. Sometimes Destinator takes me the wrong way. Why is that?**

There can be a number of reasons why it seems that the Destinator device is taking on a route that appears to be the wrong way. If you have instructed Destinator to generate the quickest route, it may seem that the device's travel instructions are counterintuitive to the way you would normally travel. Another possibility is that you have selected the correct street address, but the wrong town or city. A consequence that is not uncommon when travelling in a metropolitan region.

**20. Can I use an external GPS receiver?**

Please check with your device manufacture for compatibility with iPhone.

**21. The ETA is inaccurate. Why?**

ETA (Estimated Time of Arrival) is based on a number of factors including the road speeds, the roads you are driving and the routing profile you have configured. The ETA is an estimate. If you're caught in a traffic jam or are slow moving Destinator cannot foresee what delays may be ahead of you. The ETA is updated from your current position to your destination based on no other delays.

**22. Can I uninstall Destinator and re-install it to get another 30 day free navigation and real-time traffic?**

Destinator 9 is currently offered as a Free App that can be downloaded and installed on any iPhone at no cost. However, the 30 day introductory subscription in turn-by-turn navigation and real-time traffic is a limited offer and can only be enabled once per device. To continue enjoying turn-by-turn navigation and real-time traffic after the introductory period, you'd have to purchase a subscription when prompted or by selecting the purchase option that works for you from Destinator NavStore (select Buy from Online submenue).

**23. Would I be able to restore my purchase if I reset my device?**

Yes. Simply re-install Destinator on your device and make sure that you have a data connection when you launch it so that your subscription license can be restored by the Application

**24. What if I need to replace my device, can I restore my purchase on my new device?**

You may download and install Destinator on your new device and enter your iTunes account credentials that you used to purchase it. Make sure that you have a data connection to be able to restore your purchase.

**25. Why did my Free Subscription expire before 30 days?**

In order to continue enjoying your Free 30 day subscription, you need to make sure that you have a data connection so your device can be registered with Destinator remote server. If the app fails to register your device with Destinator remote server after 3 attempts, your free subscription will expire but the App will continue to attempt to reach the server to restore your Turn-by-turn Navigation and Real-Time traffic upon start-up if there is a data connection.

**26. What type of information does Destinator store on its server?**

Destinator will use your device ID to register your iPhone and enable certain features to operate based on your subscription status as required. Your GPS location is used, unless you choose not to allow Destinator to use it when prompted, to determine your current location and may be shared (unless you choose to opt-out and turn this off in Settings) with a remote server to fulfill certain features such as traffic. No other information is collected from your device or stored on Destinator server or any of its 3<sup>rd</sup> party service providers.

**27. How can I purchase Destinator?**

Destinator is offered as a Free App; however turn-by-turn navigation requires subscription and needs to be purchased after the introductory subscription period. Unless you choose not to be reminded again, you'd be offered an opportunity to purchase a subscription of turn-by-turn navigation up-on startup during the introductory free period, when there is a data connection available. After expiration, you will be reminded that your turn-by-turn subscription has expired and would be given an opportunity to purchase it upon startup if there is a data connection available. You may also use Destinator NavStore by selecting the Buy icon from On-line sub-menu to complete your purchase.

**28. Will I be able to use Traffic service after the 1st year?**

Destinator lifetime subscription in turn-by-turn navigation is offered with 1 year free traffic service. You will be able to purchase a traffic subscription after the first year. Make sure that you download the latest available update of Destinator to have access to the latest offers.