New Sygic GPS Navigation for Android

22.x — Last update: 29 June 2022

Sygic

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1. Compatibility & Requirements

The **Sygic GPS Navigation** application is compatible with all Android smartphones/tablets that meet the following minimum system requirements:

• Android version 5.0 or higher to use the latest Sygic app version.
• 150 MB of free storage memory for the base app to install.
• access to Google Play Store and Google Services support
• built-in GPS module (or externally connected GPS receiver that is paired/recognized by the device and sends location data to the operating system)
• connection to the internet – necessary to download the app from Google Play Store and to download maps (not required for navigating)

Note that, the app is not tested on car radios or head units that use Android, therefore, we do not guarantee the full functionality of the software on this type of device.

Following hardware specification is recommended for best performance while using multiple app features:

Processor – Quad-Core
RAM – 2GB and above
Storage – 1GB and above

The use of other apps in the background is not recommended on devices that are below recommended system requirements. Please close all other apps to ensure best possible performance.

We recommend **downloading and trying out the app for free**. After your first installation, you'll get a 7-day trial of premium features. You can download it directly from Google Play, here.

You will not be able to download or use the Sygic app, if:

• The Google Play Store app determines your device incompatible (even if it meets recommended system specifications, there may be other technical issues with certain devices or regional restrictions).
• Your device runs a custom ROM, or community based modified versions of the Android OS (these are officially not supported).
• Google Play services are restricted in your country.

Sygic GPS Navigation is an **offline navigation** app, however **some of its features require online access**. The following services and features in Sygic require an active internet connection:

• Downloading maps and voices
• Accessing the Sygic Store
• Signing in to the app with an account
• Traffic service information (traffic jams and road closures)
• Mobile speed camera information
• Fuel prices
• Backing up data using Dropbox

2. Getting started

Sygic GPS Navigation is an offline navigation app and does **not require an internet connection** to search, create routes, or navigate. Please refer to the Compatibility & Requirements chapter to see a list of features that require an internet connection.

Make sure that you have installed **all maps and updates** while in the comfort of your home or at another place with a solid Wi-Fi connection. For longer trips we recommend that you have a **charger with at least 2A electric current output** to avoid depleting the device battery while in use. Furthermore, we recommend placing your device in a suitable phone holder, so that it doesn't obstruct your view as a driver, but also preventing the sun from shining directly through the windshield onto your phone, so that it doesn't overheat.

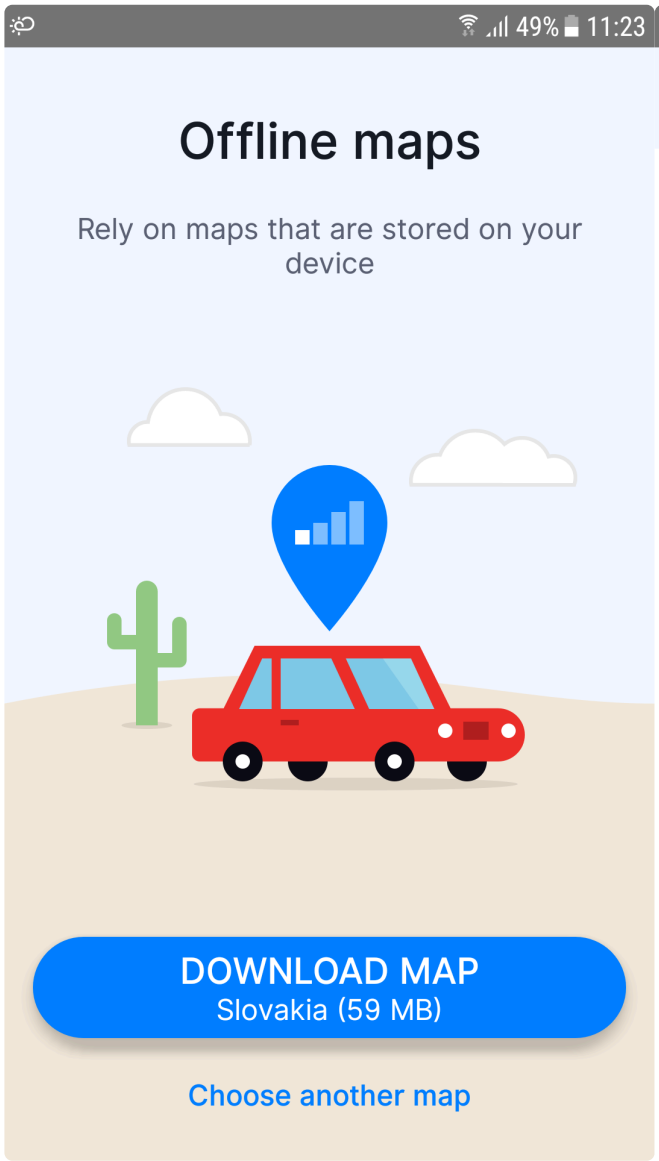
2.1. First start

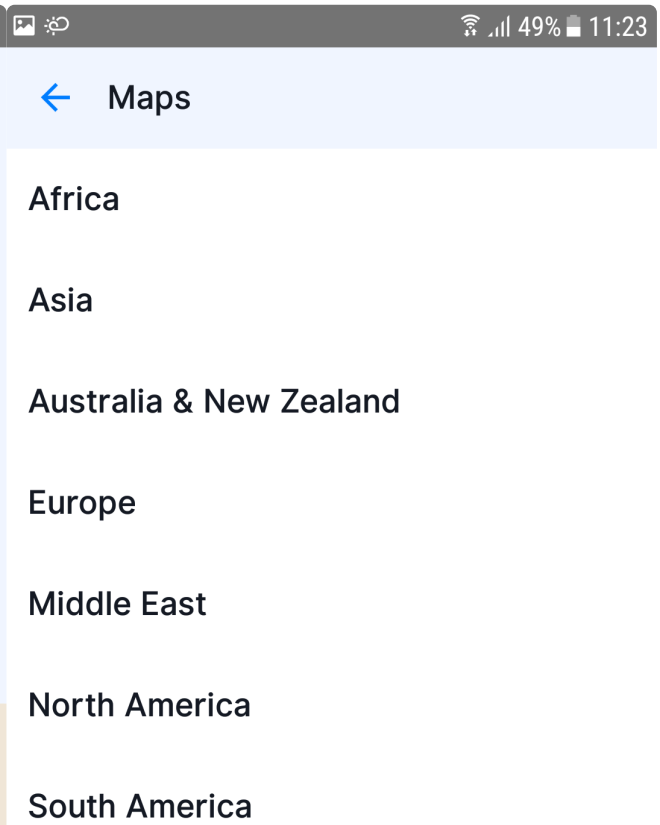
When you download and install the app on your device, with the first start of the app you will be prompted to download your first map. The app will detect your country automatically based on your internet connection, and suggest to download the map of your current country, or you can choose which maps you want to download, by tapping “choose another map”.

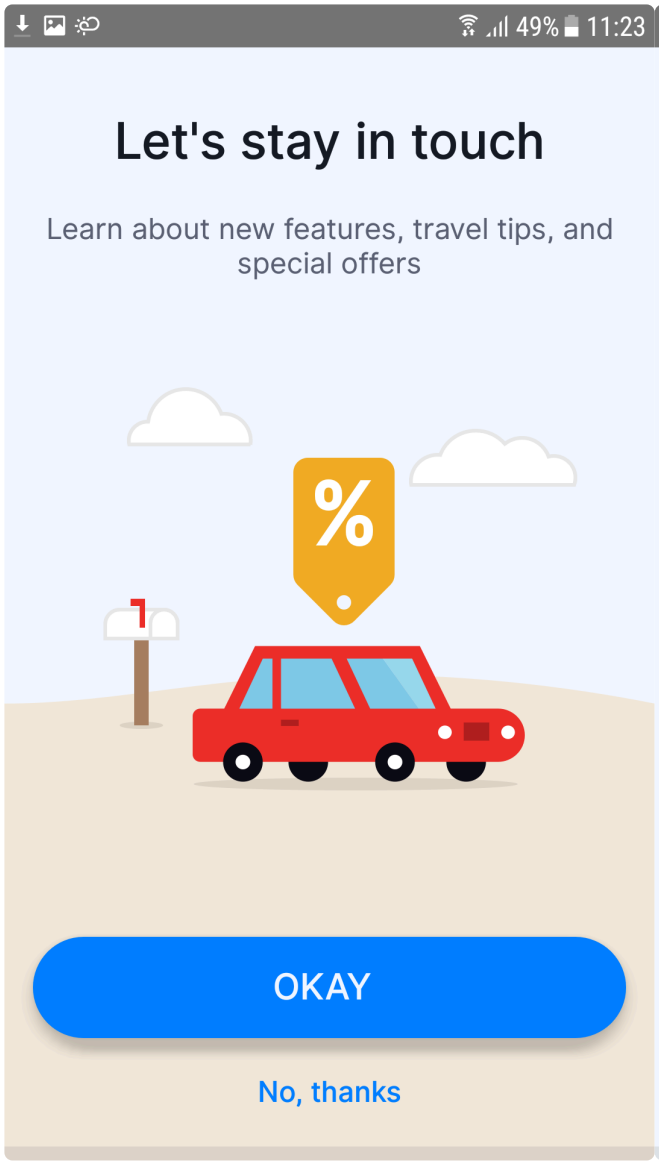
After you select what maps to download, you can enter your name and e-mail address, to receive information about promotional offers and new app features, or you can bypass this step by tapping “skip” at the bottom of the screen.

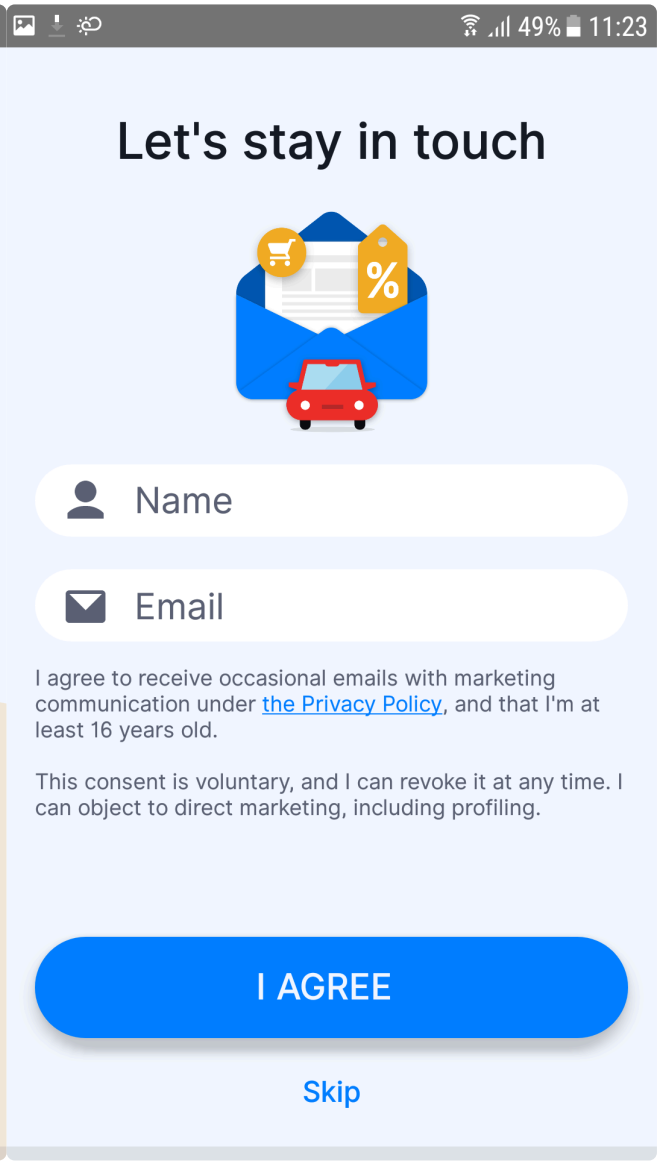
When everything is set, the app will ask permission to access the device location, which is necessary in order to determine your position.

In case you would experience trouble with downloading maps, please refer to the [problems with downloading maps](#) section.






49% 11:23
Let's stay in touch
Learn about new features, travel tips, and special offers
OKAY
No, thanks

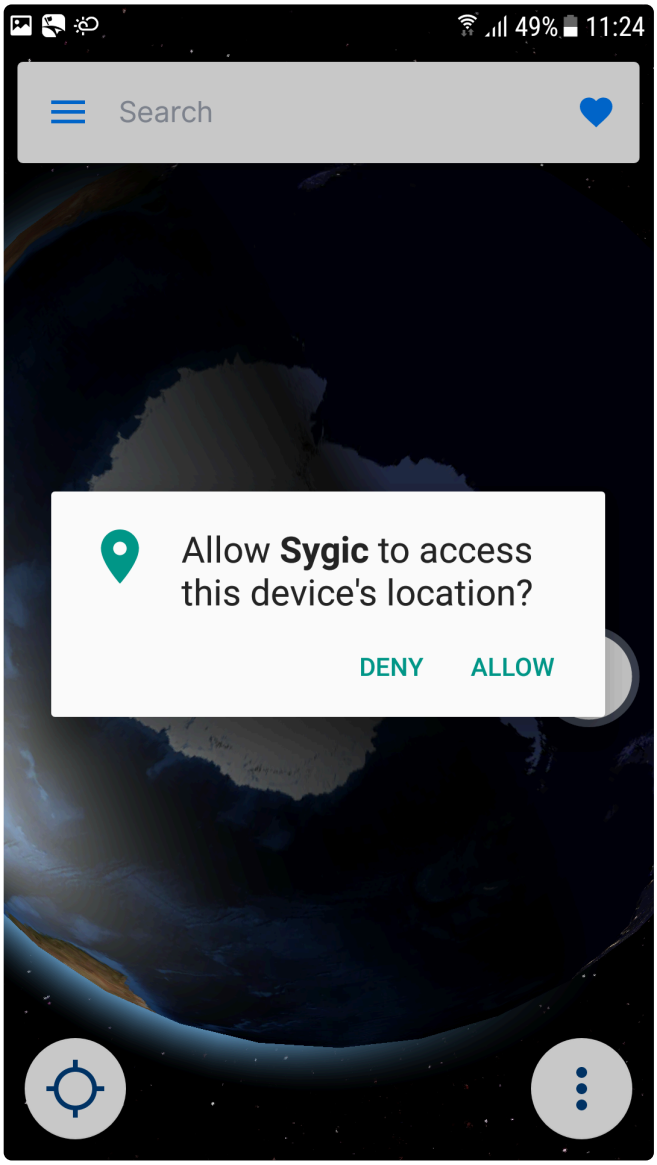

49% 11:23
Let's stay in touch
Name
Email
I agree to receive occasional emails with marketing communication under the Privacy Policy, and that I'm at least 16 years old.
This consent is voluntary, and I can revoke it at any time. I can object to direct marketing, including profiling.
I AGREE
Skip

We value your privacy

We and our partners use technology such as advertising identifiers to personalize content and ads. Click below to consent to the use of this technology across our app. You can change your mind and change your consent choice at anytime.

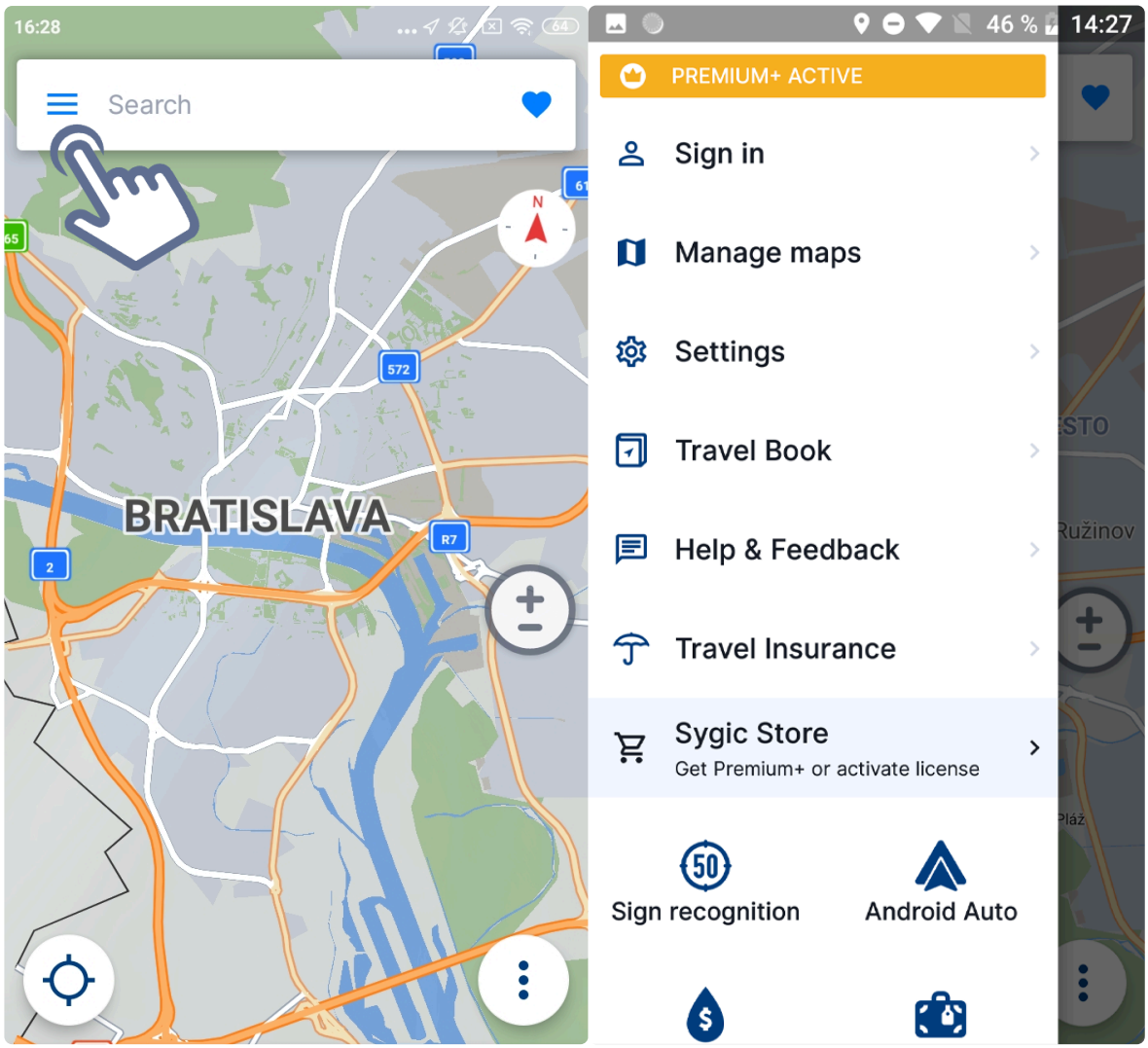
I AGREE

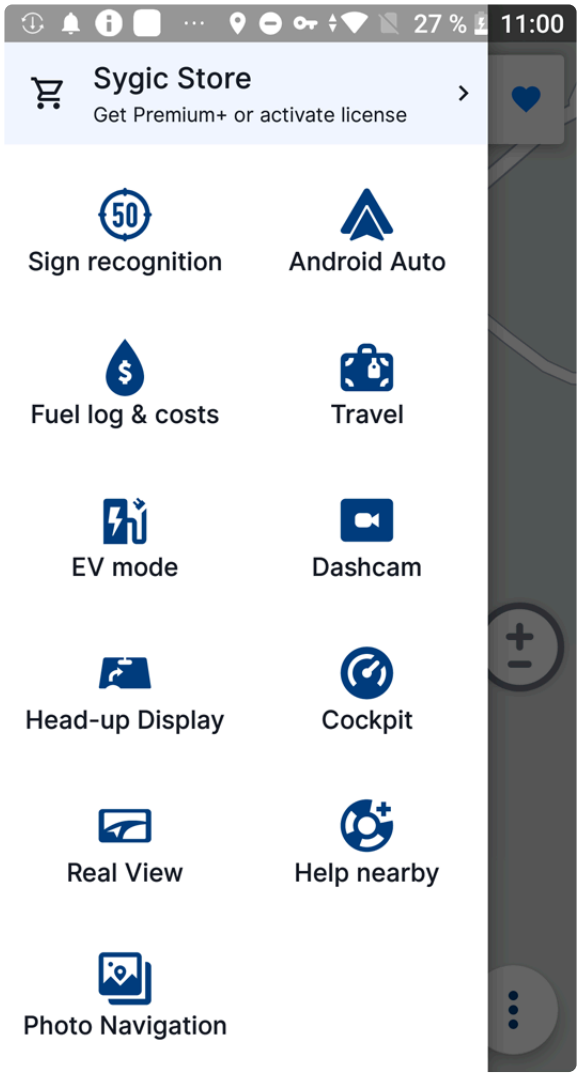
Show details



2.2. Main Menu

The **main menu** can be opened from the map screen by tapping on the ☰ icon in the top left corner, or by swiping with your finger from the left edge of the screen towards its center.





Menu:

- **Sign In** – Sign in to the app using your Sygic account. Google and Facebook login options are also offered.
- **Manage Maps** – View the list of maps you have downloaded, allows you to download more maps, or update them, when available. Also makes it possible to view map version.
- **Settings** – Options for customizing the application functions based on your preferences.
- **Travel Book** – Shows a history of your travels and statistics about previous routes you have driven
- **Help & Feedback** – Here you can access our FAQ, send us feedback, or rate our application.
- **Sygic store** – In-app store with our current offer of Premium+ susbcription.

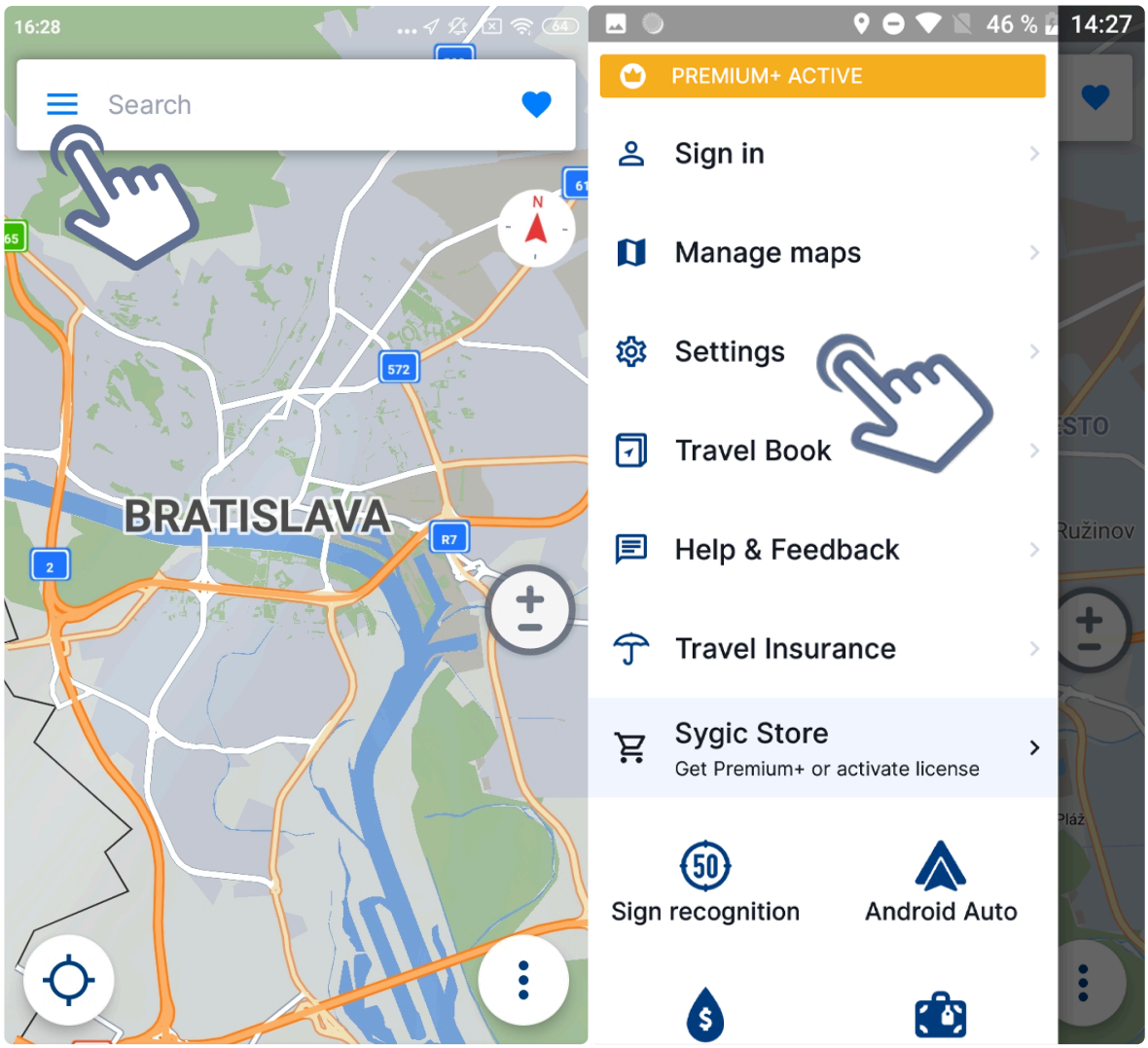
Dashboard:

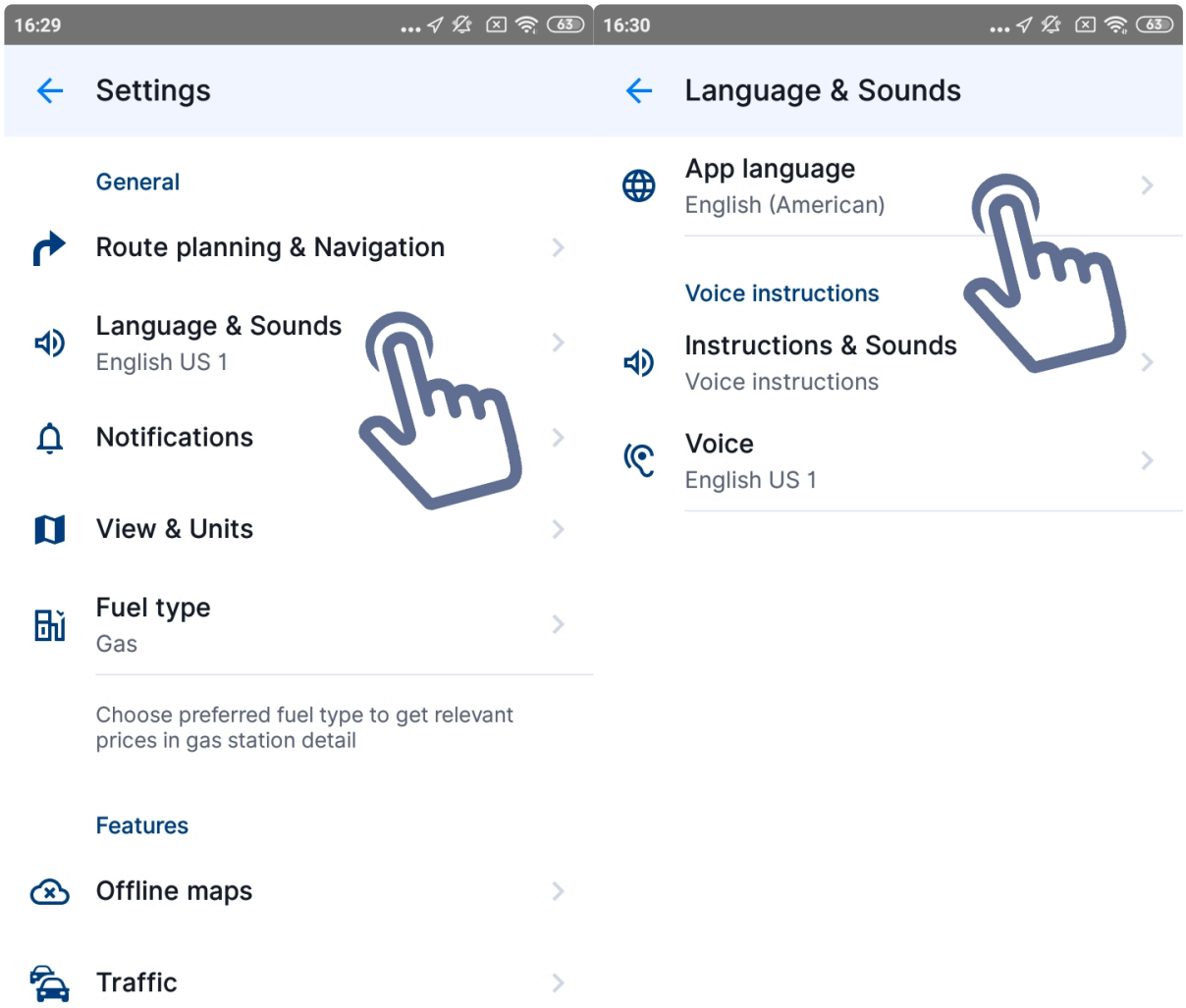
- **Sign recognition** – This feature recognizes speed limit signs as well as dynamic speed limits on LED screens, and it shows the current maximum allowed speed.

- **Android Auto** – Android Auto Connectivity
- **Fuel log & costs** – Shortcut to the Fuelio app
- **Travel** – Shortcut to the Sygic Travel app
- **EV mode** – Mode for electric vehicles
- **Dashcam, Head-up Display, Cockpit, Real View** – direct access to these four optional add-on features
- **Help nearby** – Information you might find useful if there is an emergency; button for dialing the phone number of emergency services, display of the nearest fuel station, hospital, police station and pharmacy
- **Photo Navigation** – Navigate to a geotagged picture (a photograph which is associated with a geographical location by geotagging) from your phone gallery

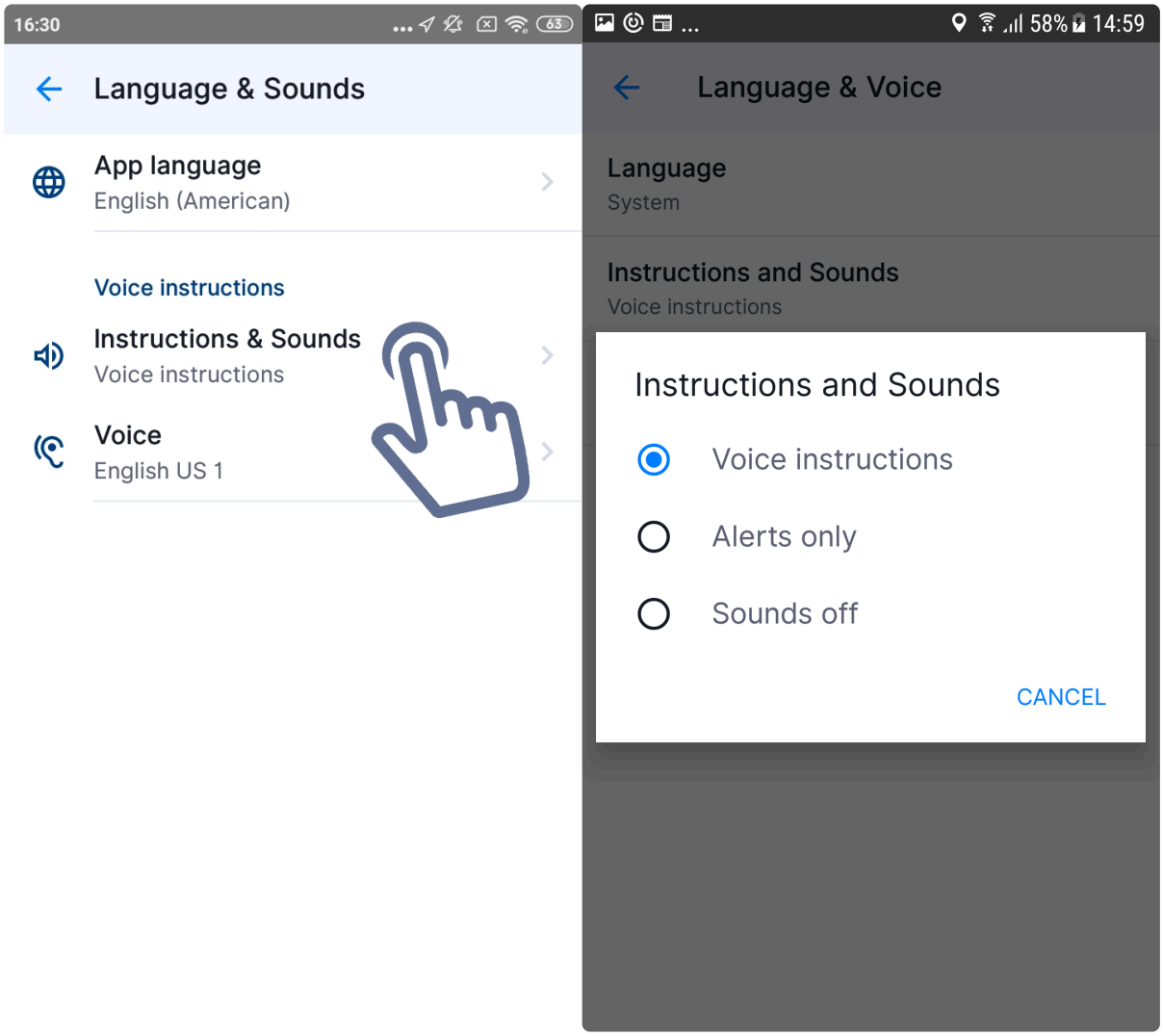
2.3. Language and Voice Settings

To change the language of the app, go into the app's **Main Menu** → **Settings** → **Language & Sounds** → **App language**



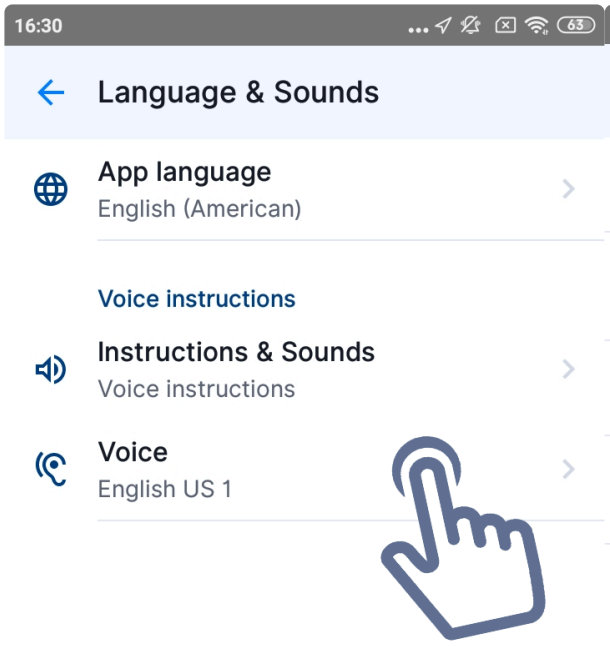


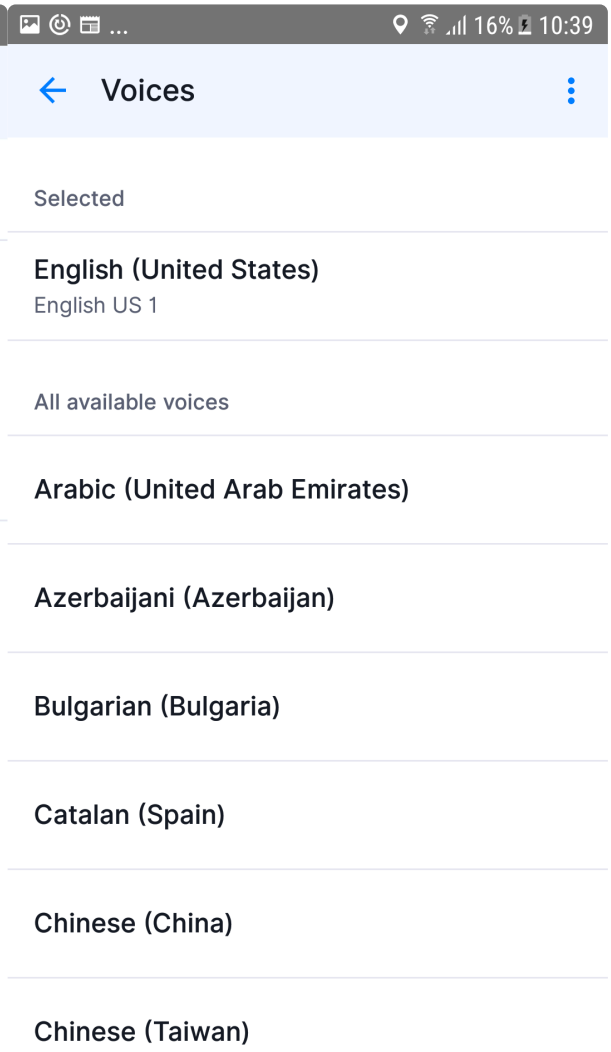
Here you can also choose to play **Voice instructions**, **Alerts only**, or turn **Sounds off** via the **Instructions & Sounds** button.

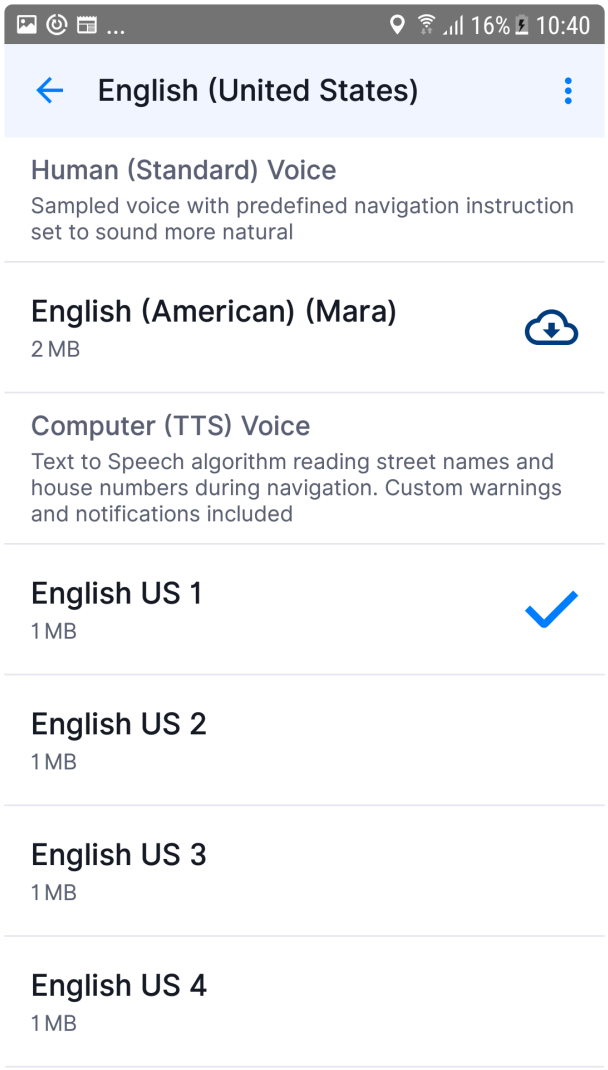


If you would like to change the voice used for navigation instructions, go into **Main menu** → **Settings** → **Language & Sounds** → **Voice**.

You can choose between Human (Standard) voices and Computer “text-to-speech” (TTS) voices. In the voice menu, at the top you can see which voice is currently used, and below that you can see all the other voice languages which are available to be selected. You can choose a different voice simply by tapping on the language you want to use to see if there are multiple voice options to choose from. Standard voices are provided by our Sygic app, while TTS voices are loaded from the operating system in your device, so their availability may vary.
Note: Standard voices sound more natural, while TTS voices can announce street names.


16:30
Language & Sounds
App language
English (American)
Voice instructions
Instructions & Sounds
Voice instructions
Voice
English US 1

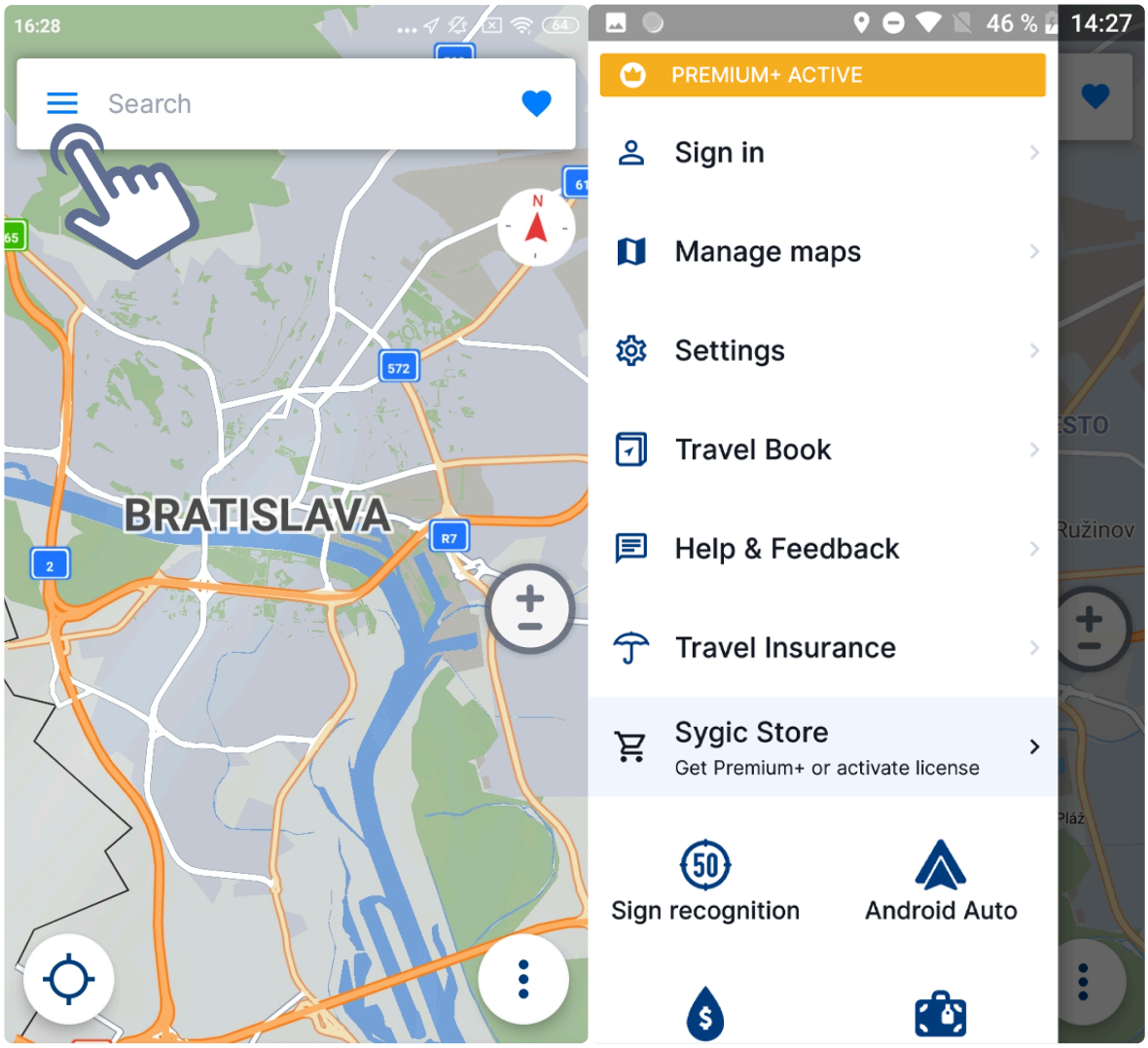

16% 10:39
Voices
Selected
English (United States)
English US 1
All available voices
Arabic (United Arab Emirates)
Azerbaijani (Azerbaijan)
Bulgarian (Bulgaria)
Catalan (Spain)
Chinese (China)
Chinese (Taiwan)


16% 10:40
English (United States)
Human (Standard) Voice
Sampled voice with predefined navigation instruction set to sound more natural
English (American) (Mara)
2 MB
Computer (TTS) Voice
Text to Speech algorithm reading street names and house numbers during navigation. Custom warnings and notifications included
English US 1
1 MB
English US 2
1 MB
English US 3
1 MB
English US 4
1 MB

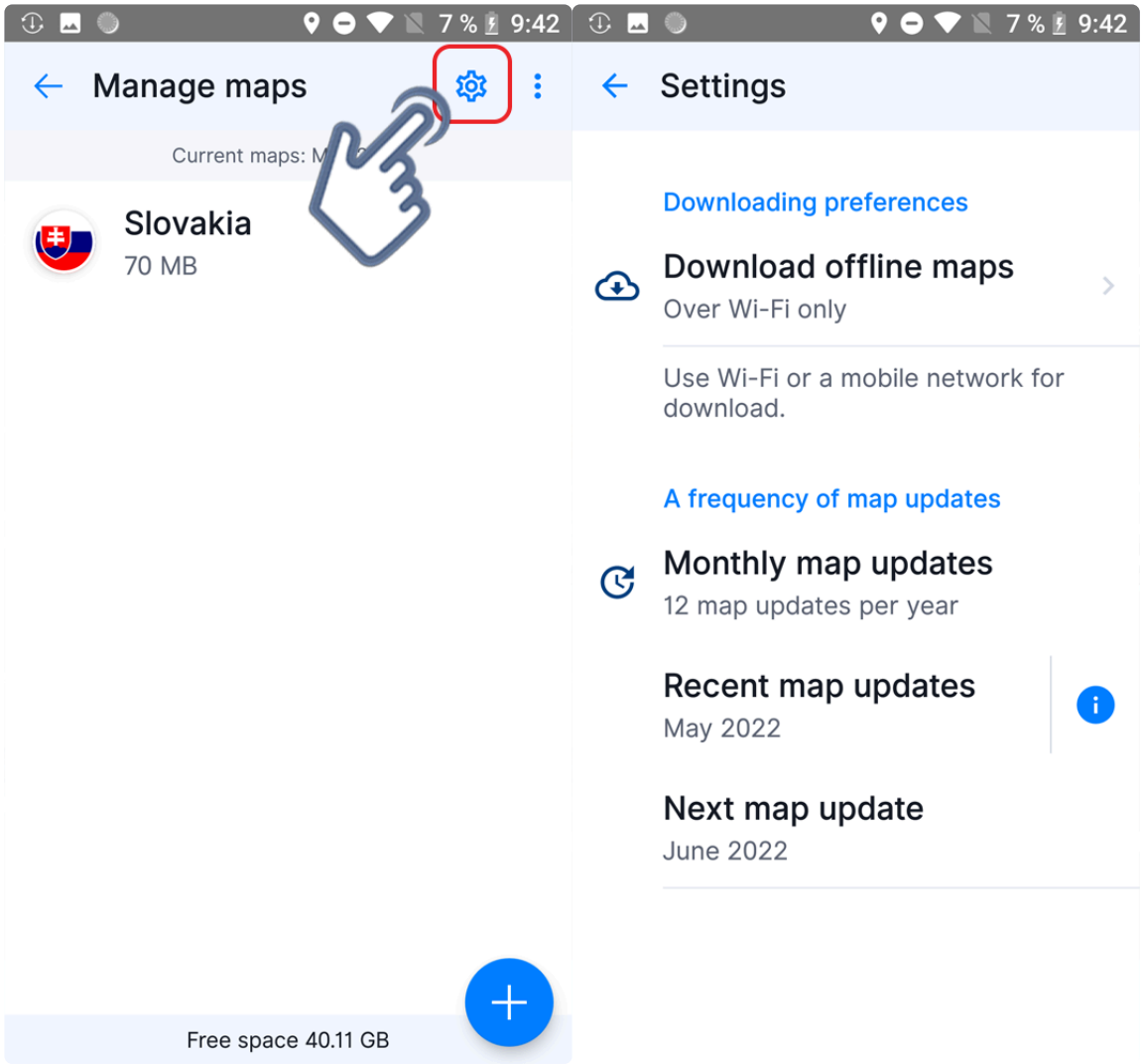
2.4. Map management

Sygic GPS Navigation is an offline navigation, which means that you don't need an internet connection while navigating, but you do need to download the desired maps first.

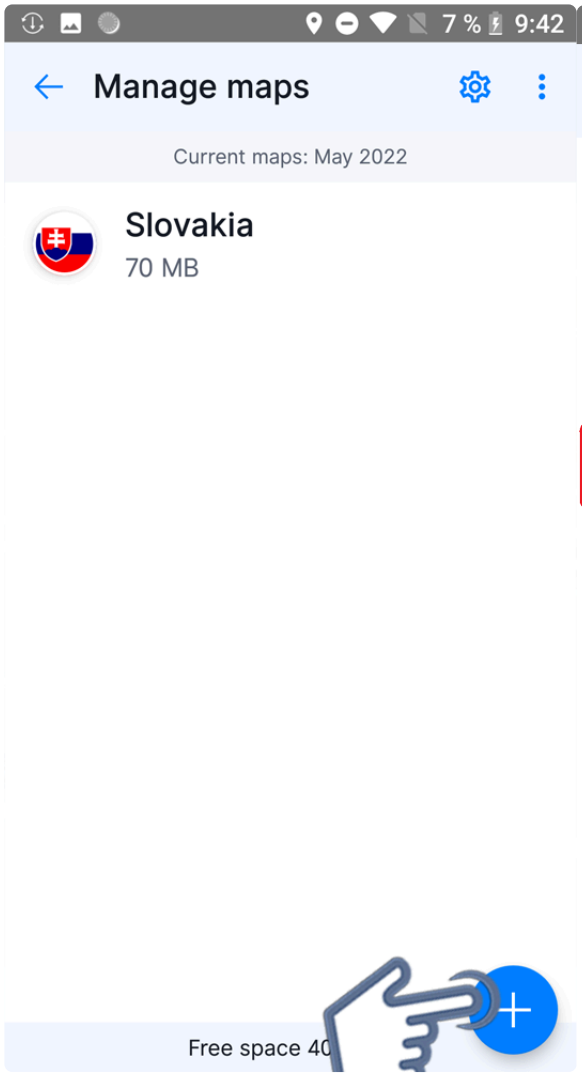
To manage your maps, please go to [Main Menu](#) → **Manage Maps**

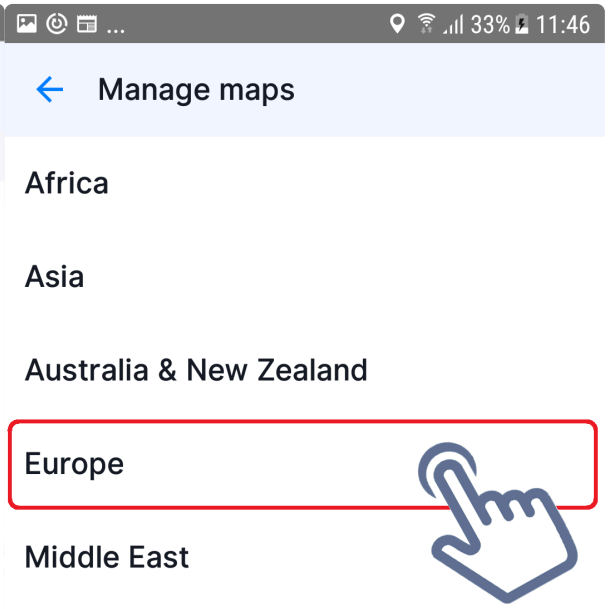


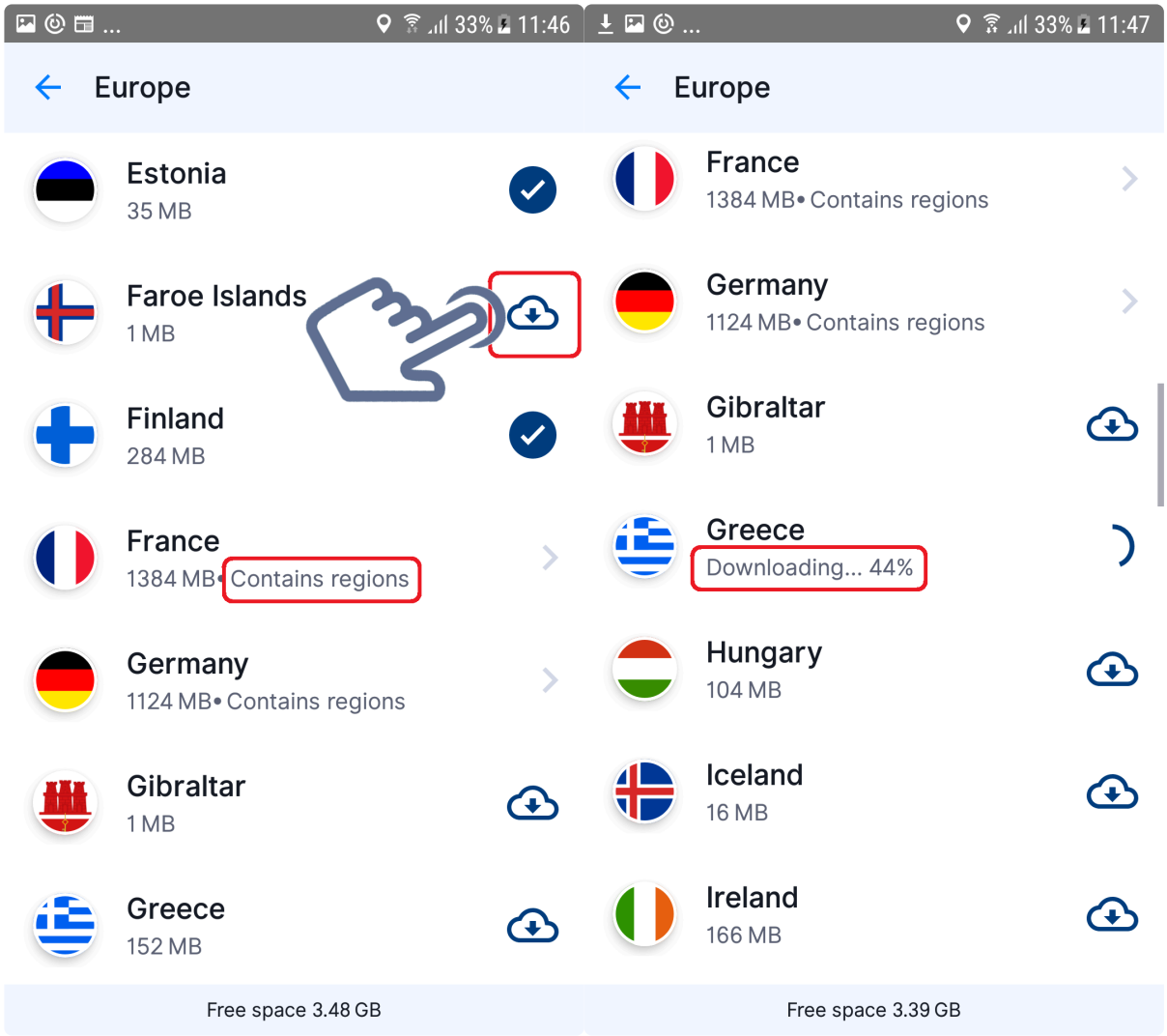
In the upper right corner you can tap on **cog wheel (1)**, to access settings where you can set downloading preferences, and view information about previous and upcoming map releases.



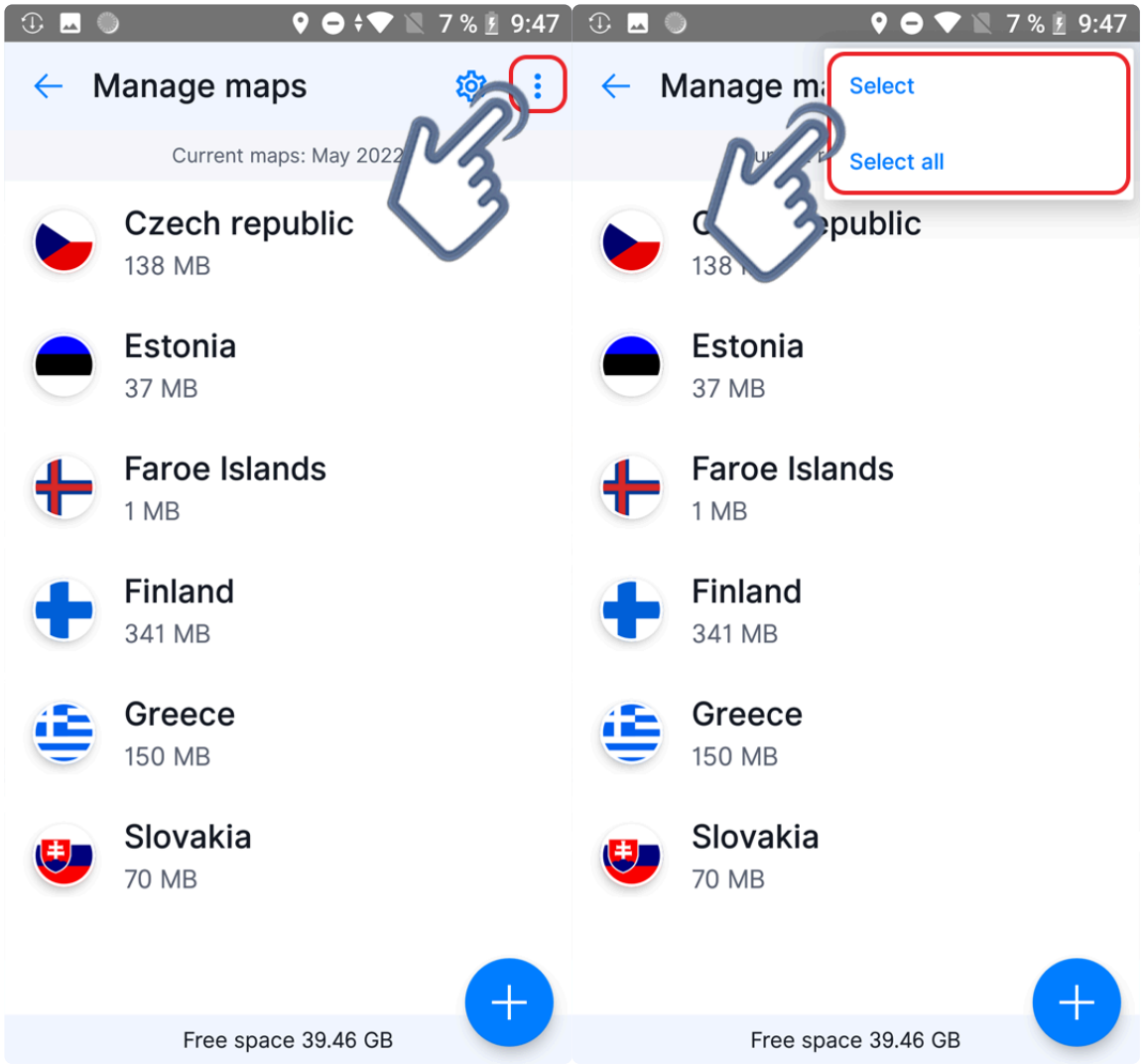
If you want to **download more maps**, tap on the **blue PLUS "+" button** in the bottom right corner of the screen. Select the continent of your desired country and then choose the particular country by tapping on it. Some large countries' maps are divided into **multiple regions** which will be displayed after you tap on that country. If you would not be sure which specific regions you'll need for your travels, then you can still simply download all of its regions by selecting the first option at the top with the name and flag of the country. Percentages under the country/region name will indicate the download progress.

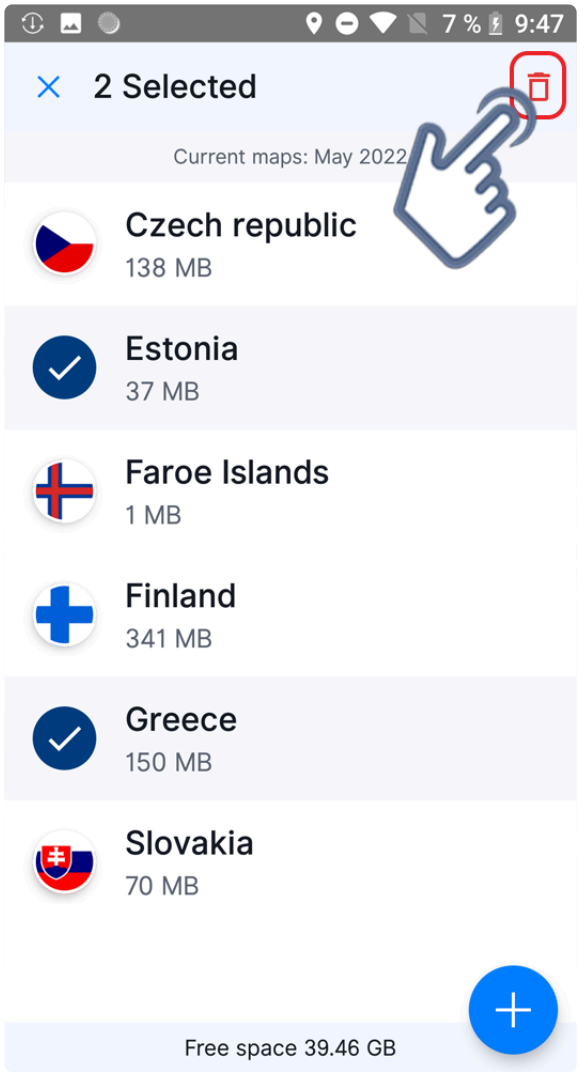

7 % 9:42
Manage maps
Current maps: May 2022
Slovakia
70 MB
Free space 40


33% 11:46
Manage maps
Africa
Asia
Australia & New Zealand
Europe
Middle East
North America
South America



If you want to **delete maps**, tap and hold your finger on the maps you want to delete, or tap on the **3 dots button** in the right upper corner. Options to “Select” and “Select all” will appear in the top right corner. Then just select map/maps you want to delete, and confirm by tapping on the **bin icon** in the top right corner.

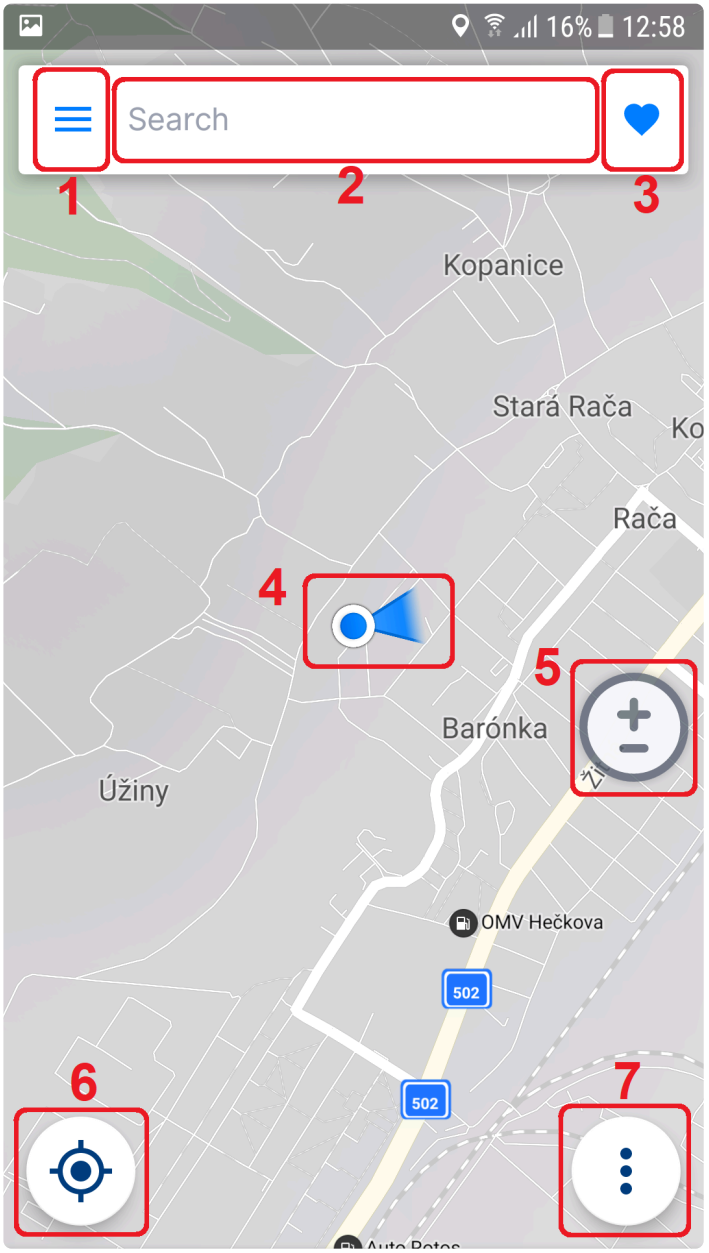

7 % 9:47
Manage maps
Current maps: May 2022
Czech republic
138 MB
Estonia
37 MB
Faroe Islands
1 MB
Finland
341 MB
Greece
150 MB
Slovakia
70 MB
Free space 39.46 GB
Select
Select all


7 % 9:47
2 Selected
Current maps: May 2022
Czech republic
138 MB
Estonia
37 MB
Faroe Islands
1 MB
Finland
341 MB
Greece
150 MB
Slovakia
70 MB
Free space 39.46 GB

2.5. Display modes

Sygic GPS Navigation has two main display modes – **Map browsing mode** and **Navigation mode**.

Map browsing mode is the mode the app usually displays when you start it – your position is displayed as a small blue circle with a thick white outline. It shows the direction your phone's orientation in with a blue arch spreading from it – based on your device sensor, it should usually point towards the direction that so called "top side of your phone" points towards. This mode allows you to scroll around the map of the world and discover various places from a top-down perspective. You are also able to select destinations from the map in this mode, as well as add waypoints when you have a route already created.



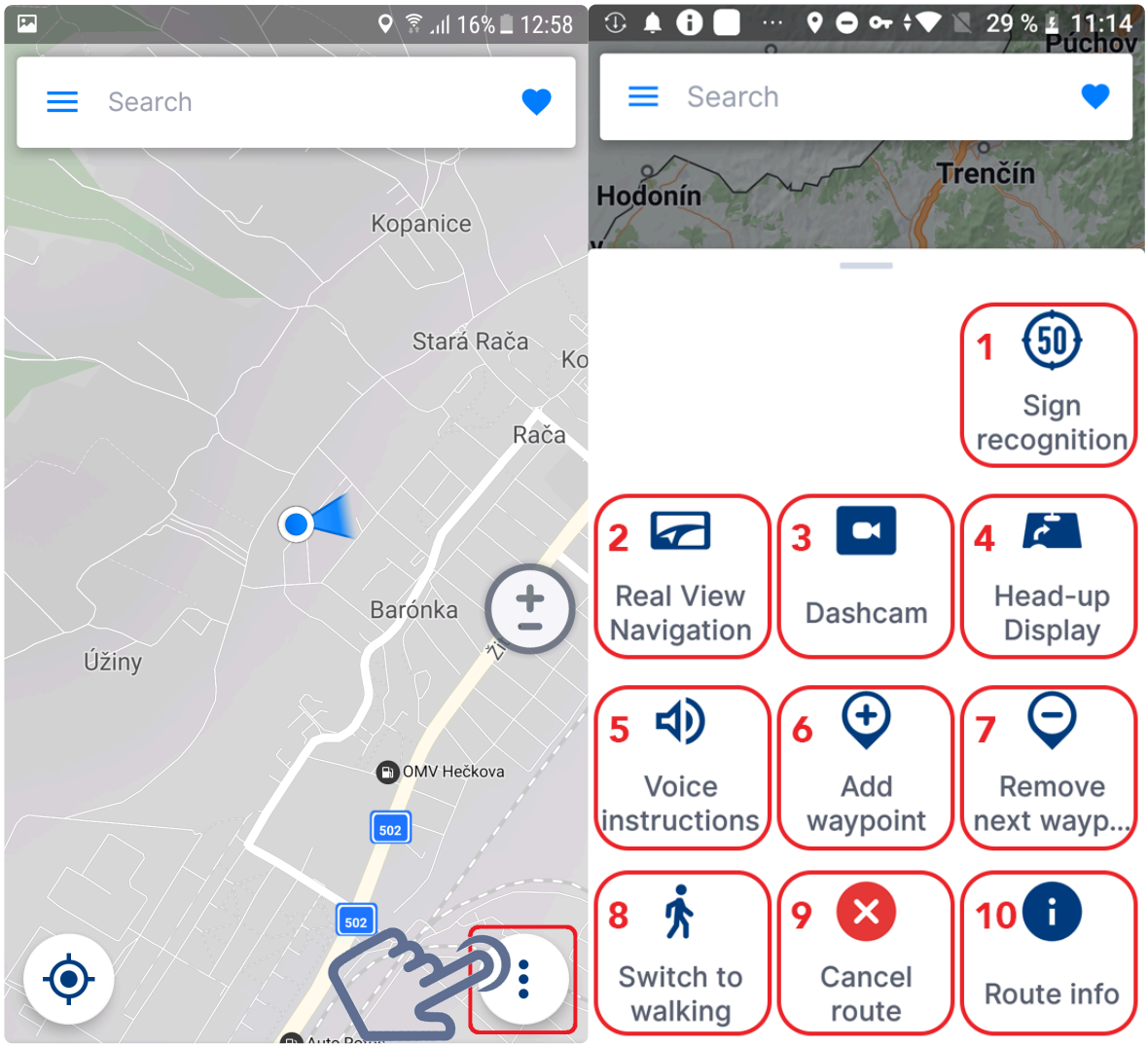
1. Main menu
2. Destination search/History
3. Favorites/Contacts
4. Current position
5. Zoom control
6. Center the screen on your position
7. Quick menu

Navigation mode is started automatically *after you select a destination and then pick a route to start". In the screen below, you can see an example of the **Navigation mode**

1. Nearest navigation instruction
2. Signpost for the instruction, and secondary instruction that will follow the current one
3. Points of interest along the route
4. Lane assistant
5. Collapse/expand the POIs on route
6. Zoom control
7. Report menu
8. Current street
9. Your position
10. Speed limit
11 Current speed
12. Route overview
13. Information bar (time until arrival, estimated time of arrival, remaining distance to destination)
14. Quick menu

2.6. Quick Menu

The **quick menu** provides fast access to several features of our app. It can be opened by tapping on the "**3 dots**" button in the bottom right corner of the map screen. Quick menu gives access to the following features:



1. Sign recognition

Traffic Sign recognition addresses temporary speed restrictions and dynamic speed limits by being your second pair of eyes and monitoring what is actually ahead of you, complementing the information from Speed Limits.

2. Real View Navigation

Toggles navigation into the augmented reality mode. Instead of the classic view where you see the route on a map, Real View draws the line of the route directly over a live image of the road ahead of you which is captured by the camera of your phone or tablet. You just have to place your device so its rear camera has a clear view forward through your windshield.

3. Dashcam

Opens the Dashcam screen for taking a video of your drive. On the preview screen there are buttons to begin/stop recording, a cog to enter Dashcam settings, and a back arrow to return to the map screen.

4. Head-up Display

Lets you project the most important navigation instructions and information (e.g. direction and distance of the next turn, speed limit, speed cameras, estimated time of arrival) directly in your field of view, on the windshield of your car. For safer night-time driving. Without a premium license, HUD will show only current speed and estimated time of arrival.

5. Voice instructions

Allows to toggle between these sound options: sounds off, alerts only and voice instructions (sounds on).

6. Add a waypoint

To search for a place/address you wish your route to go through.

7. Remove next waypoint

To remove an upcoming waypoint.

8. Walking/driving mode toggle

Allows you to toggle between walking/driving navigation mode depending on what you need at the moment.

9. Cancel route

Cancels the current route, returns you from navigation mode to map mode.

10. Route info

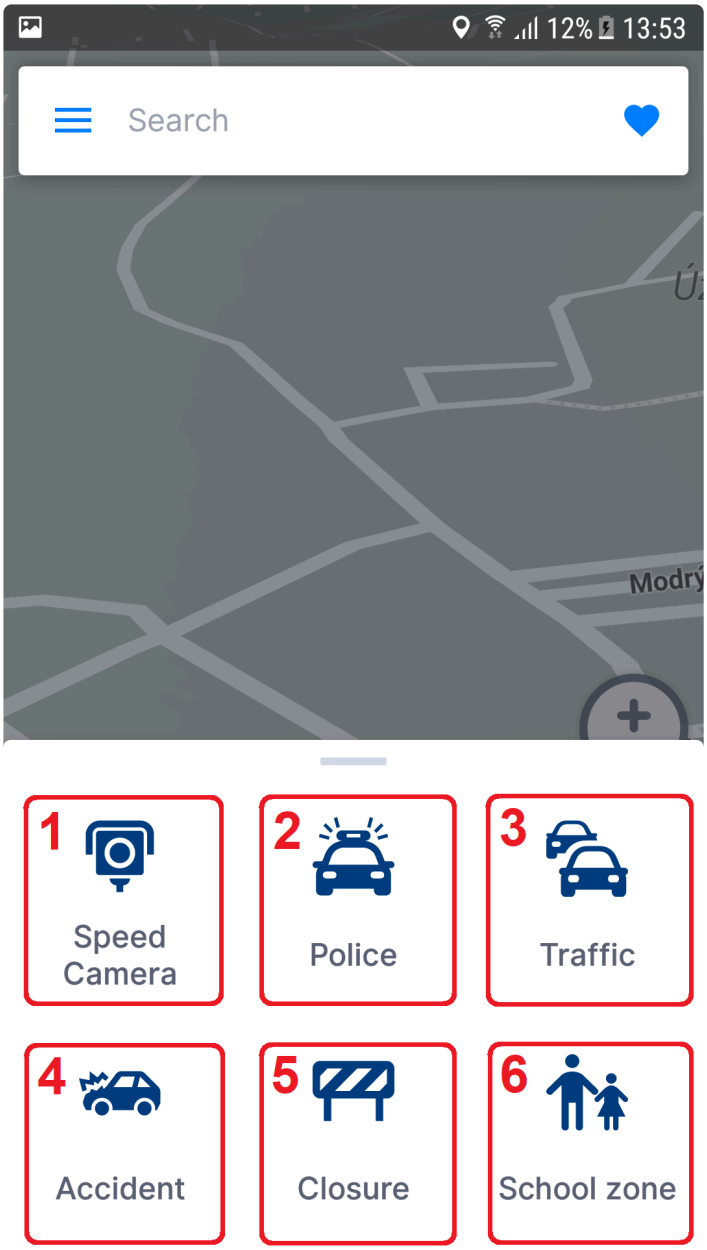
Shows detailed information about the current route.

2.7. Report Menu

The Report menu allows the driver to contribute by informing about the current situation on the road in real time. The Reporting menu can be opened by pressing the “!” button in the bottom left corner of the map screen when using the navigation mode or when you switch from pedestrian mode to driving. You need to be connected to the internet to report incidents.

The following incidents can be reported from this menu:

1. Speed camera
2. Police
3. Traffic
4. Accident
5. Closed road
6. School zones


12% 13:53
Search
Modrý
1
Speed Camera
2
Police
3
Traffic
4
Accident
5
Closure
6
School zone

3. Setting up your route

Planning a trip with **Sygic GPS Navigation** is very simple and intuitive.
The route may start at your current location or at another selected location, it may include intermediate stops = waypoints and it has to contain the destination.

- Select starting point
- Select destination
- Waypoints

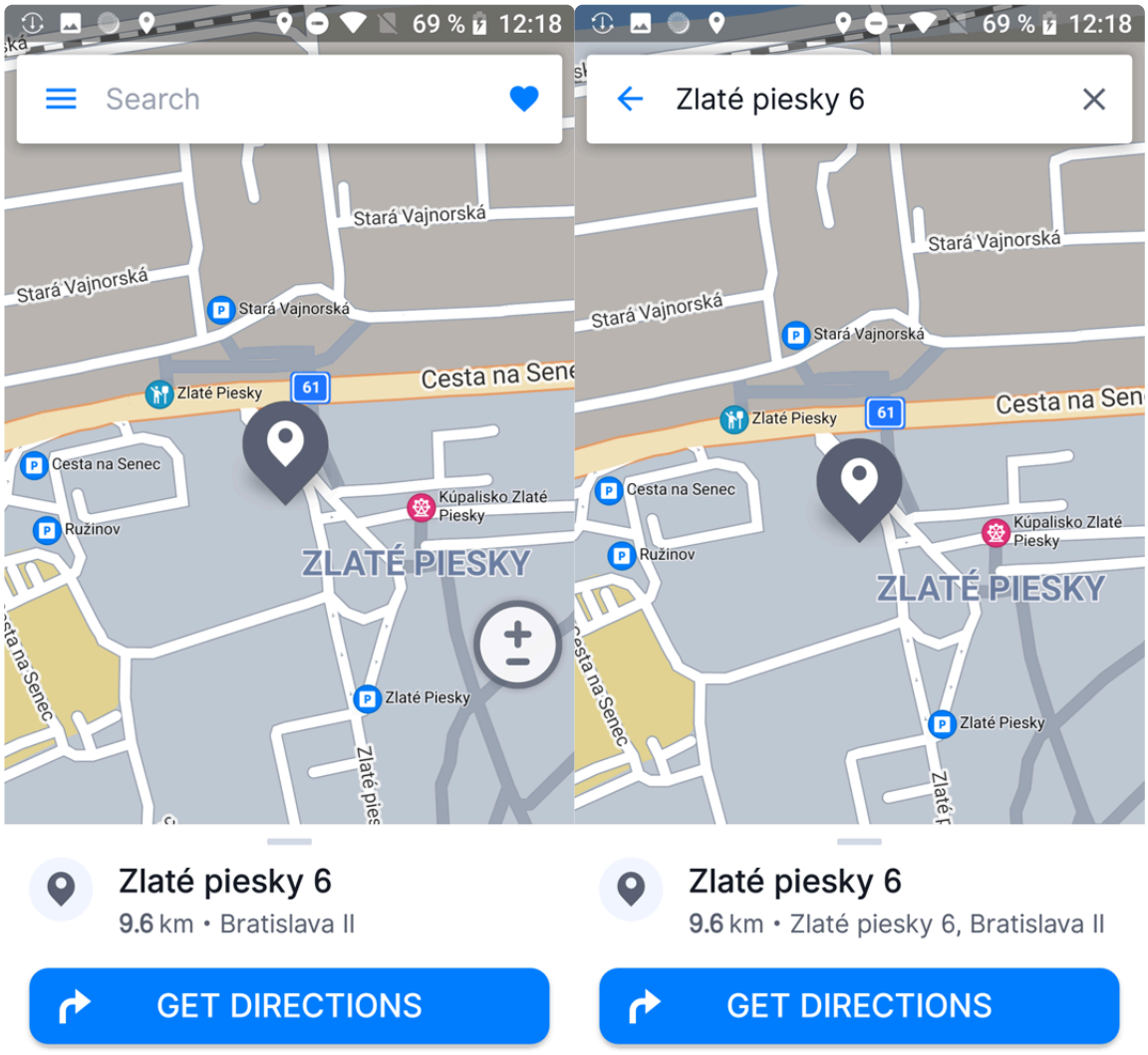
Each route can be saved as favorite to simplify regular searches.

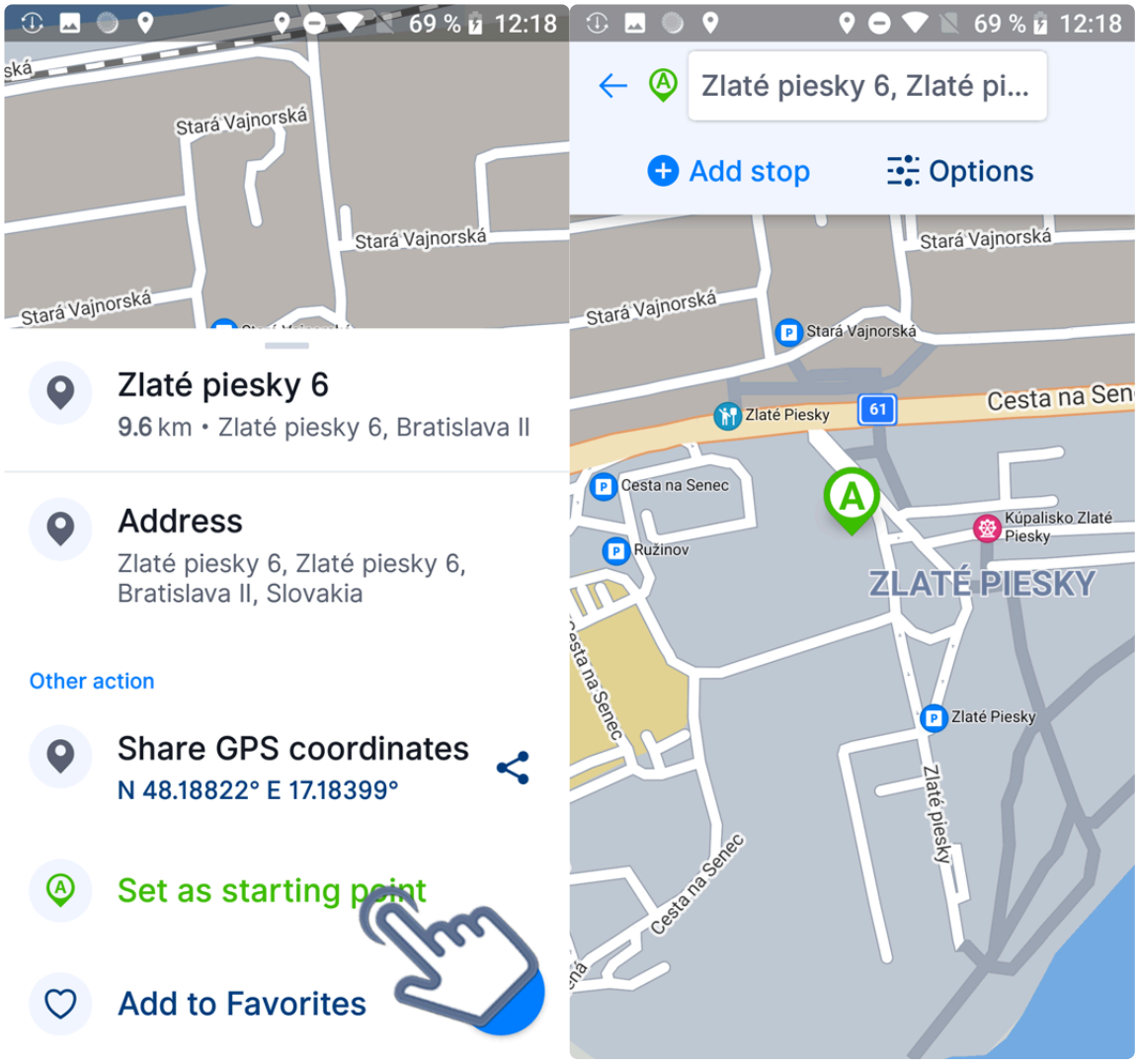
3.1. Choosing the starting point

Sygic GPS Navigation by default uses your current position as the starting point when calculating a route. If you'd like to change the starting point, you can select that point either on the map by tapping on it, or finding it by using the **search bar** (more about the search bar is in the chapter Searching for an address) and then **dragging the bottom bar** with the "Get directions" button **upwards**. This opens up the location detail options, where you select "Set as starting point".

After you have a starting point defined, continue to pick the destination, which is explained in the **Choosing the destination** chapter.

The starting point can also be changed on the route selection screen after you have selected a destination. Simply tap on the current position field and enter a different address.




69 % 12:18
Stará Vajnorská
Stará Vajnorská
Stará Vajnorská
Zlaté piesky 6
9.6 km • Zlaté piesky 6, Bratislava II
Address
Zlaté piesky 6, Zlaté piesky 6, Bratislava II, Slovakia
Other action
Share GPS coordinates
N 48.18822° E 17.18399°
Set as starting point
Add to Favorites
69 % 12:18
Zlaté piesky 6, Zlaté pi...
Add stop
Options
Stará Vajnorská
Stará Vajnorská
Stará Vajnorská
Zlaté Piesky
61
Cesta na Sen
Cesta na Senec
Ružinov
Kúpalisko Zlaté Piesky
ZLATÉ PIESKY
Zlaté Piesky
Zlaté piesky
Cesta na Senec
Cesta na Senec

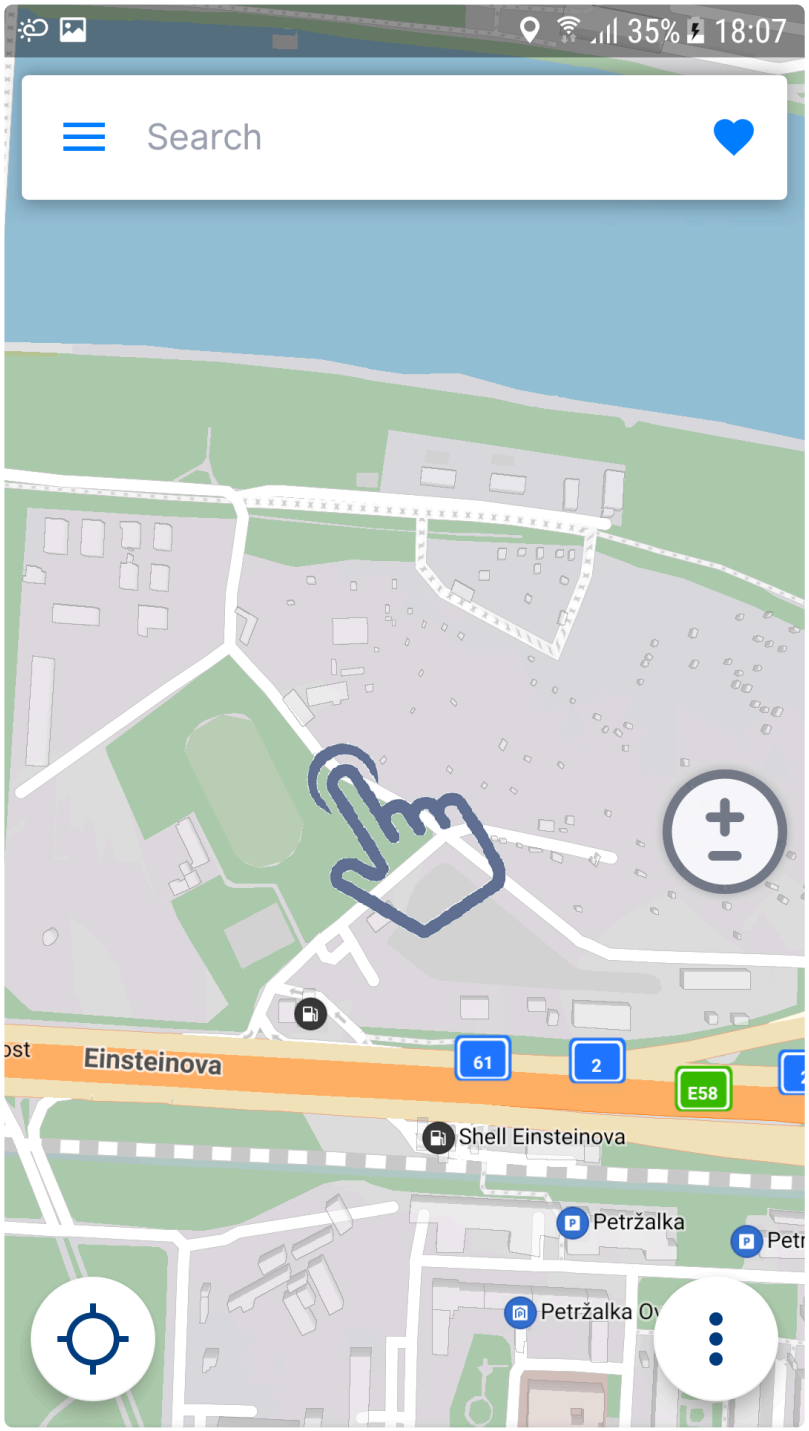
3.2. Choosing the destination

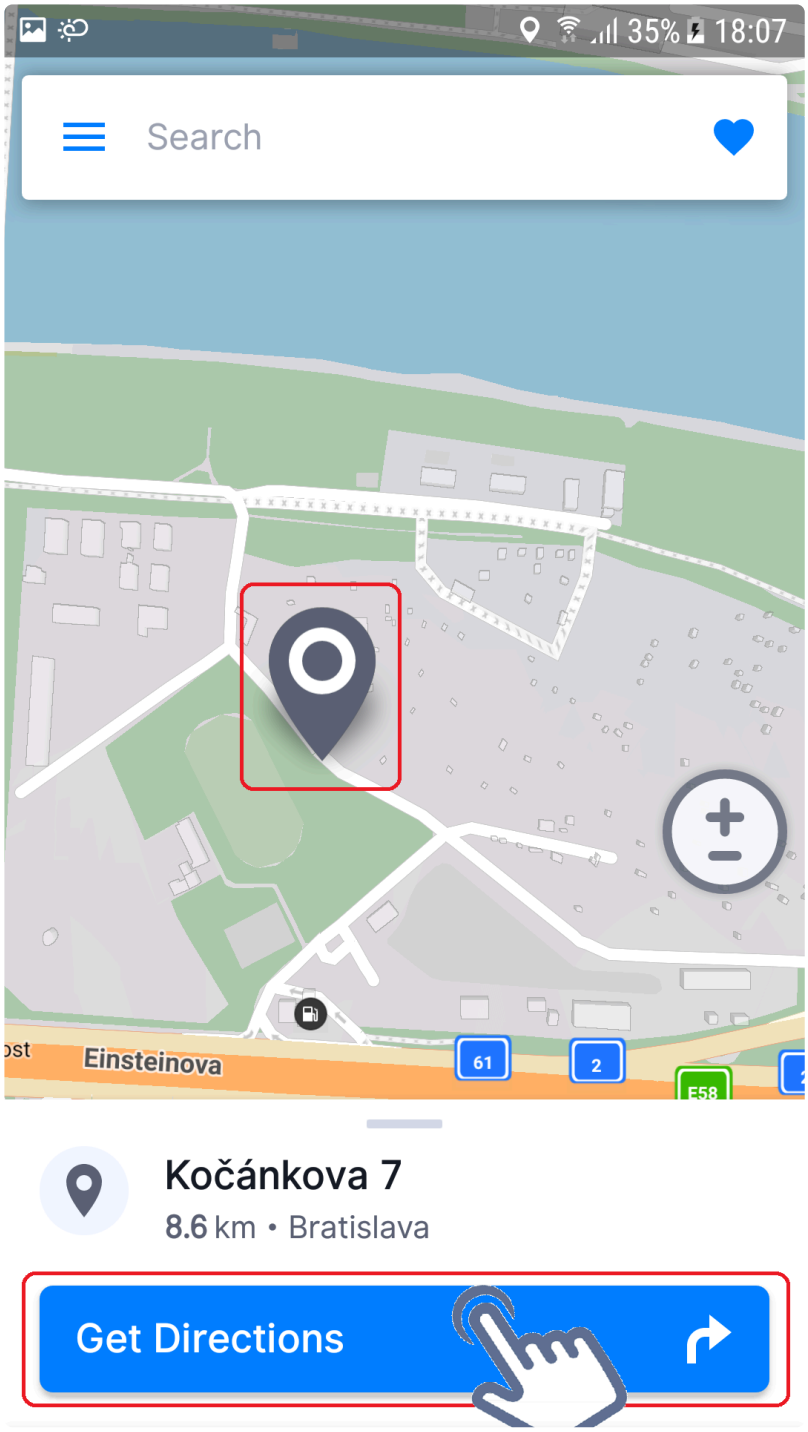
Sygic GPS Navigation & Maps offers the following ways to select your destination:

- Browsing the map
- Searching for an address
- Searching for a Place
- GPS coordinates
- Navigating to History / Favorites / Contacts
- Navigating to Home / Work
- Navigating using a home screen icon
- Searching by voice

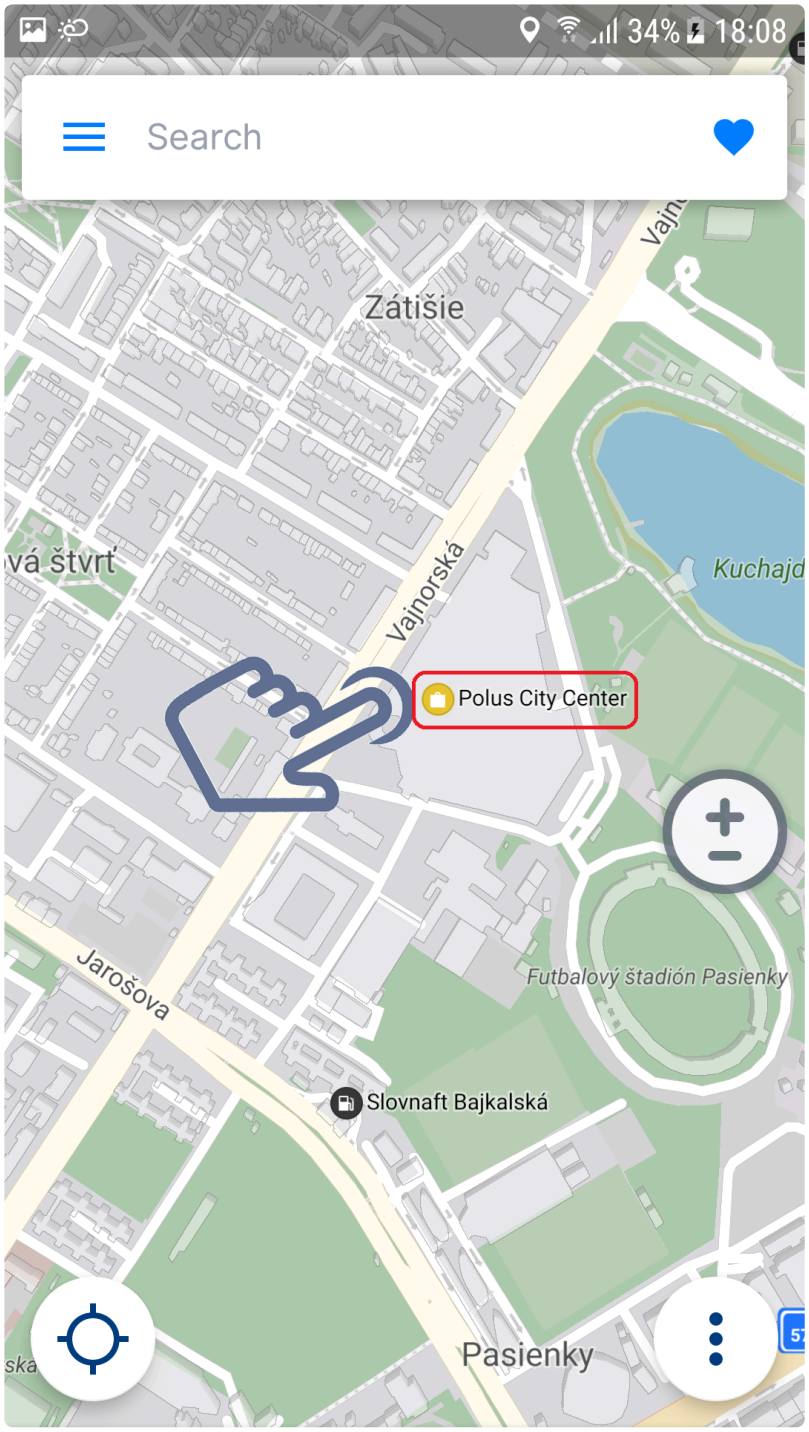
3.2.1. Browsing the map

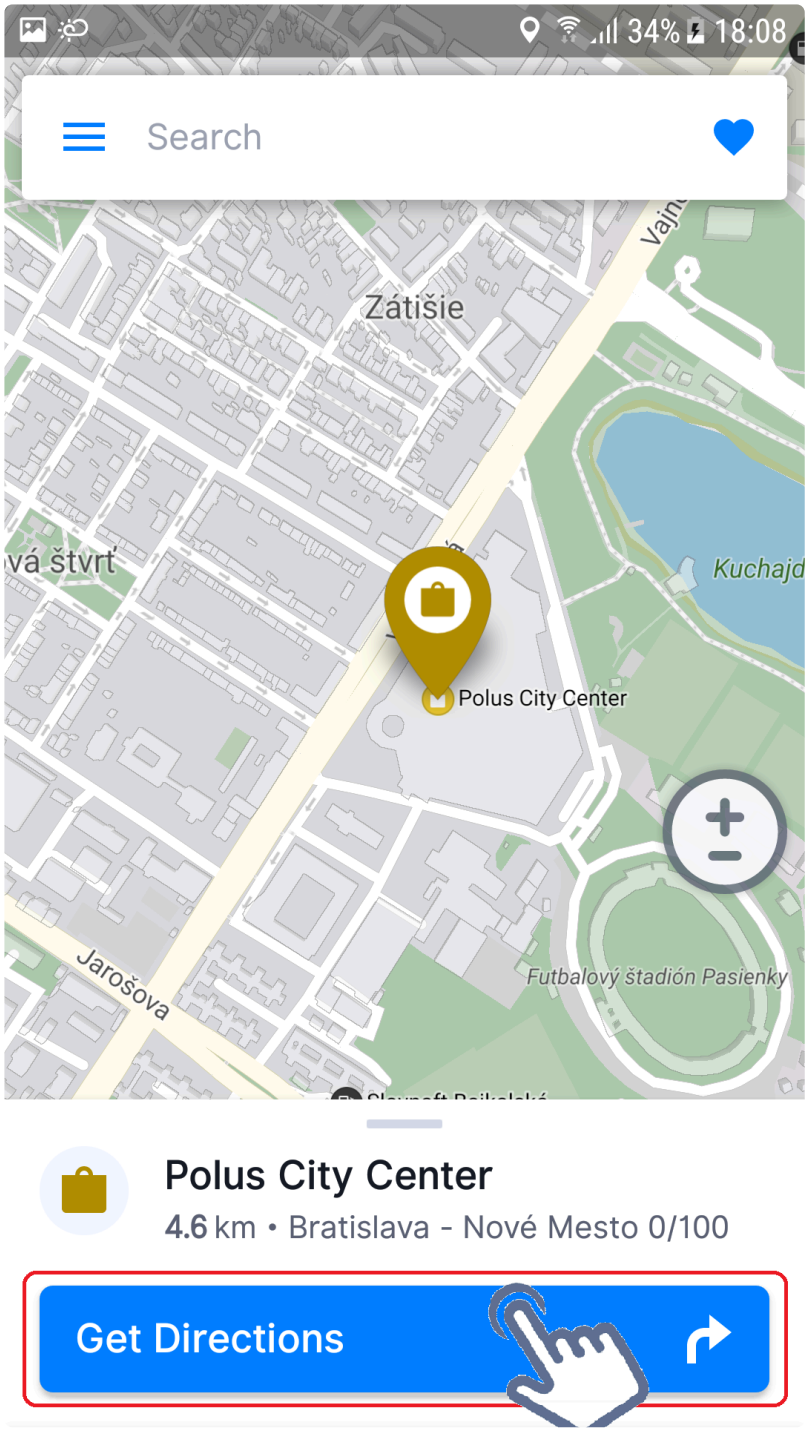
The most basic and simple way to choose the **destination** is picking a place on the map. Browse and explore the map, and when you find the location where you want to navigate, simply tap on it and select **“Get directions”**.





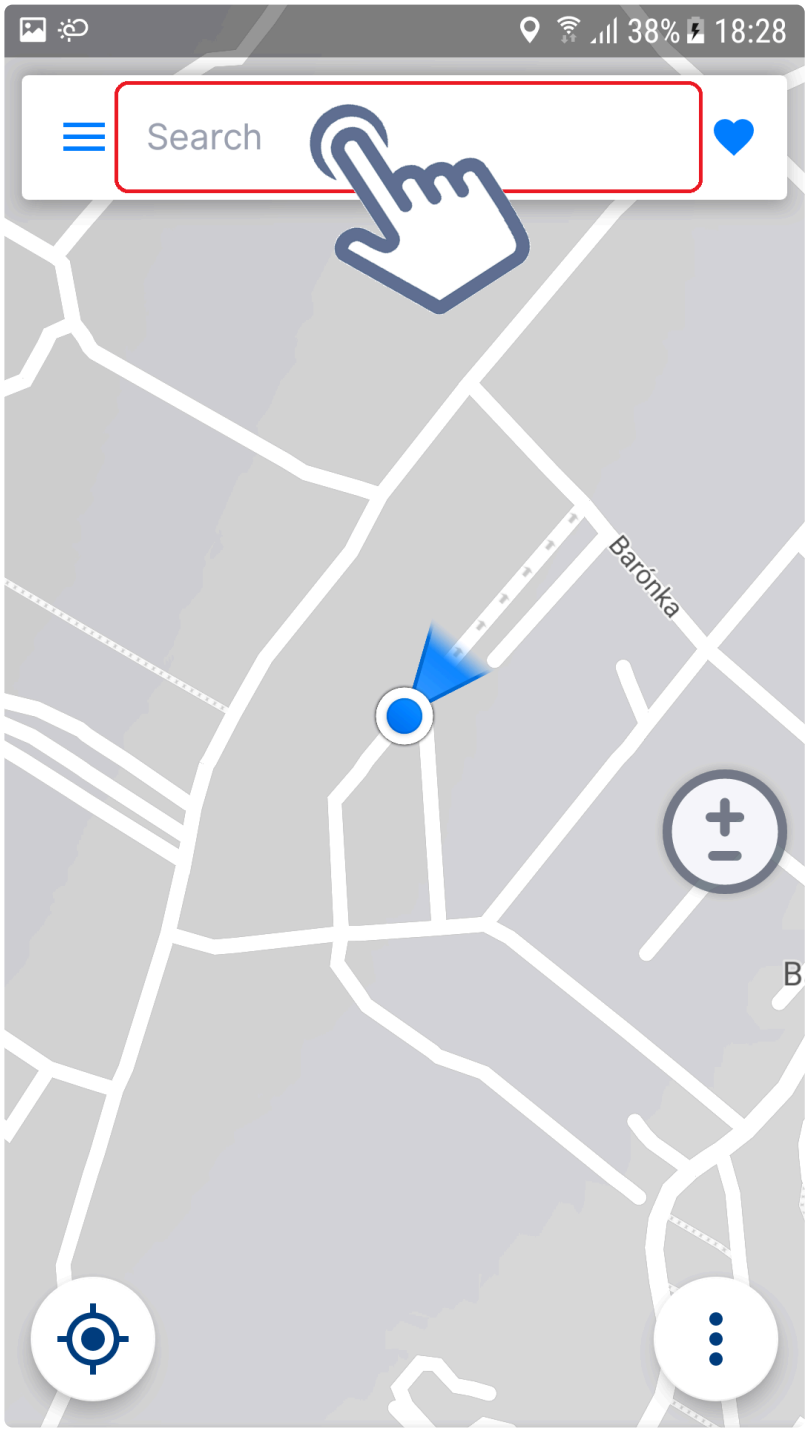
You can find a **Place** (point of interest) in the same manner. Simply browse the map and look for the **Place** icons such as restaurants, gas stations, shops, etc. Tap on any of them and then choose **"Get directions"**.

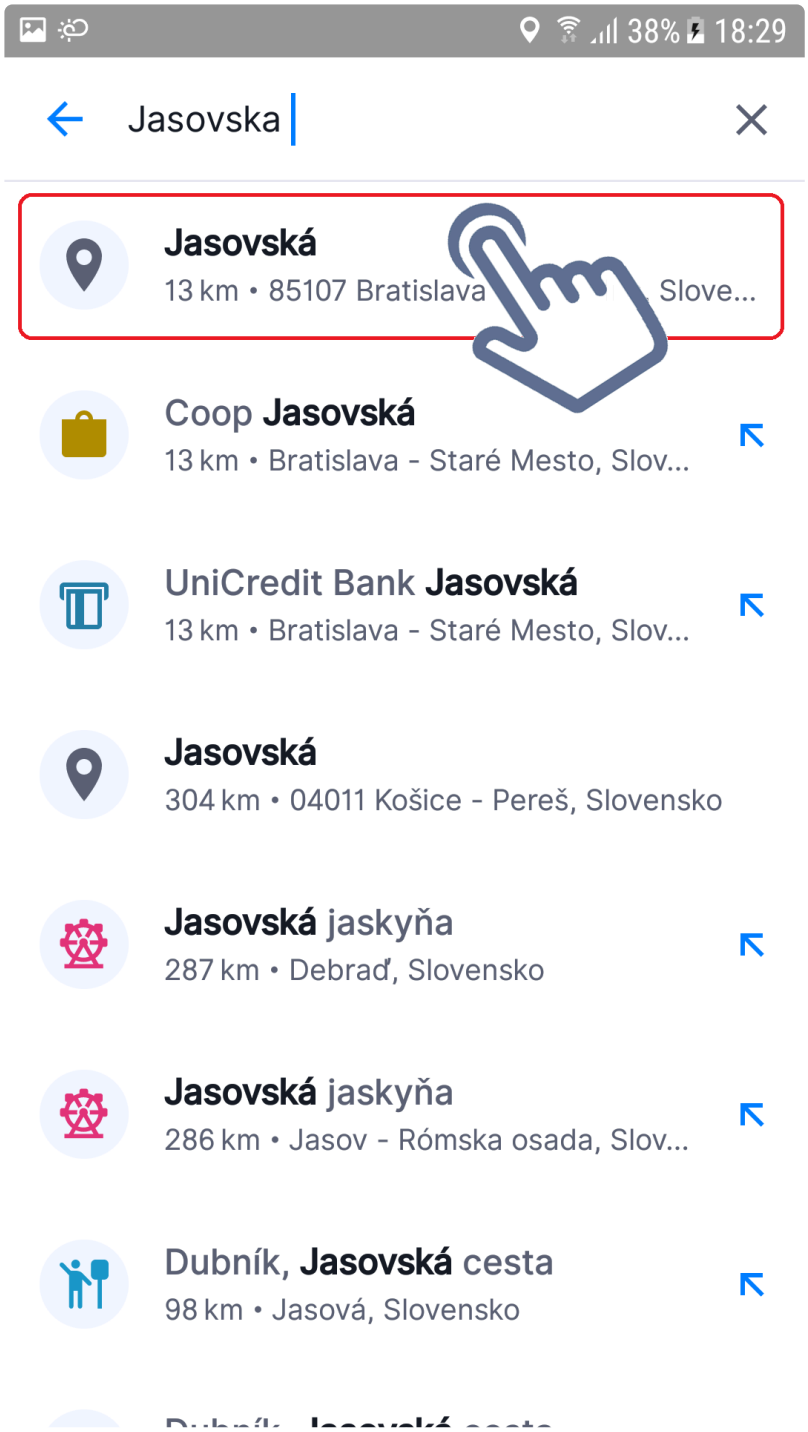

34% 18:08
Search
Zátišie
vá štvrť
Vajnorská
Kuchajd
Polus City Center
Jarošova
Futbalový štadión Pasienky
Slovnaft Bajkalská
Pasienky

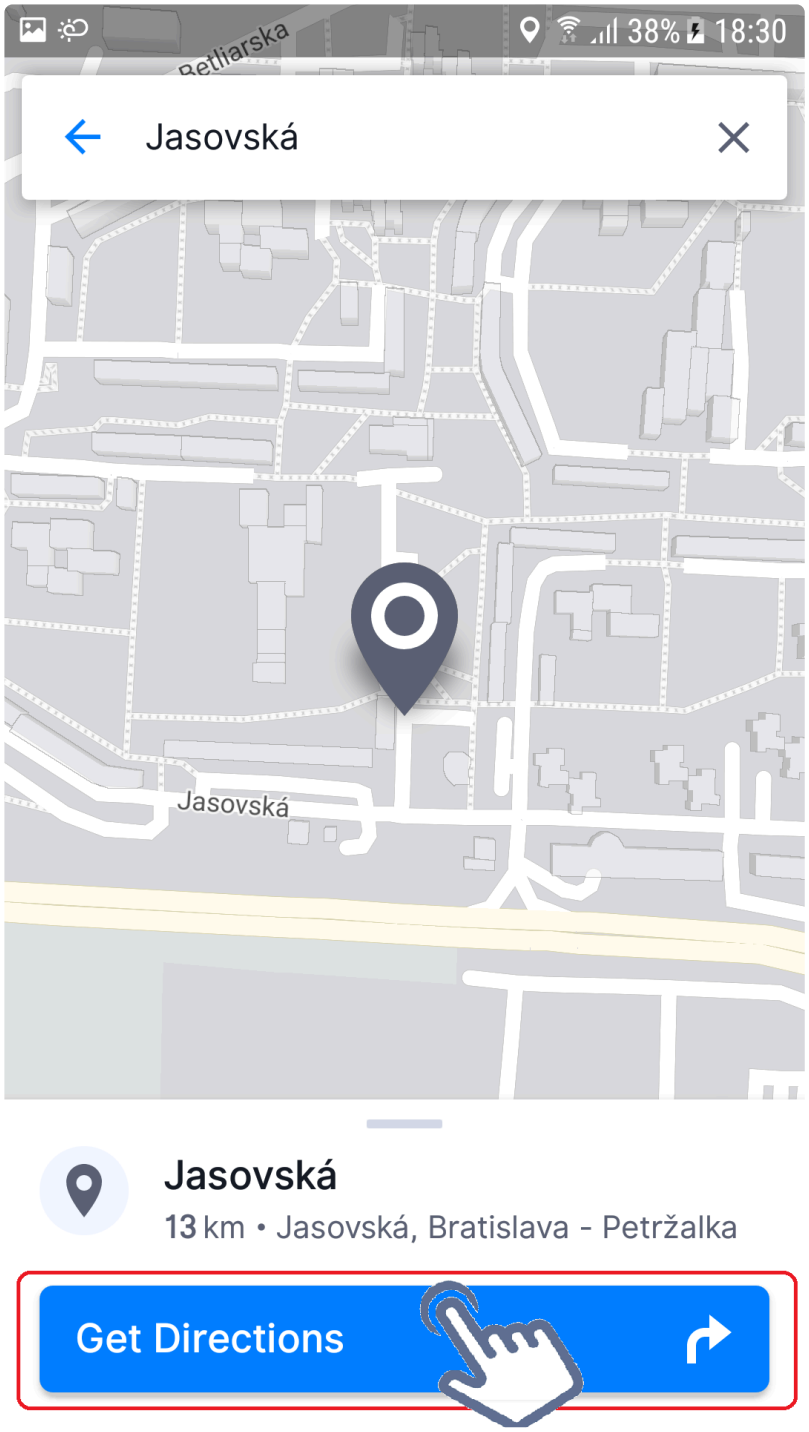

34% 18:08
Search
Zátišie
vá štvrť
Kuchajd
Polus City Center
Jarošova
Futbalový štadión Pasienky
Polus City Center
4.6 km • Bratislava - Nové Mesto 0/100
Get Directions

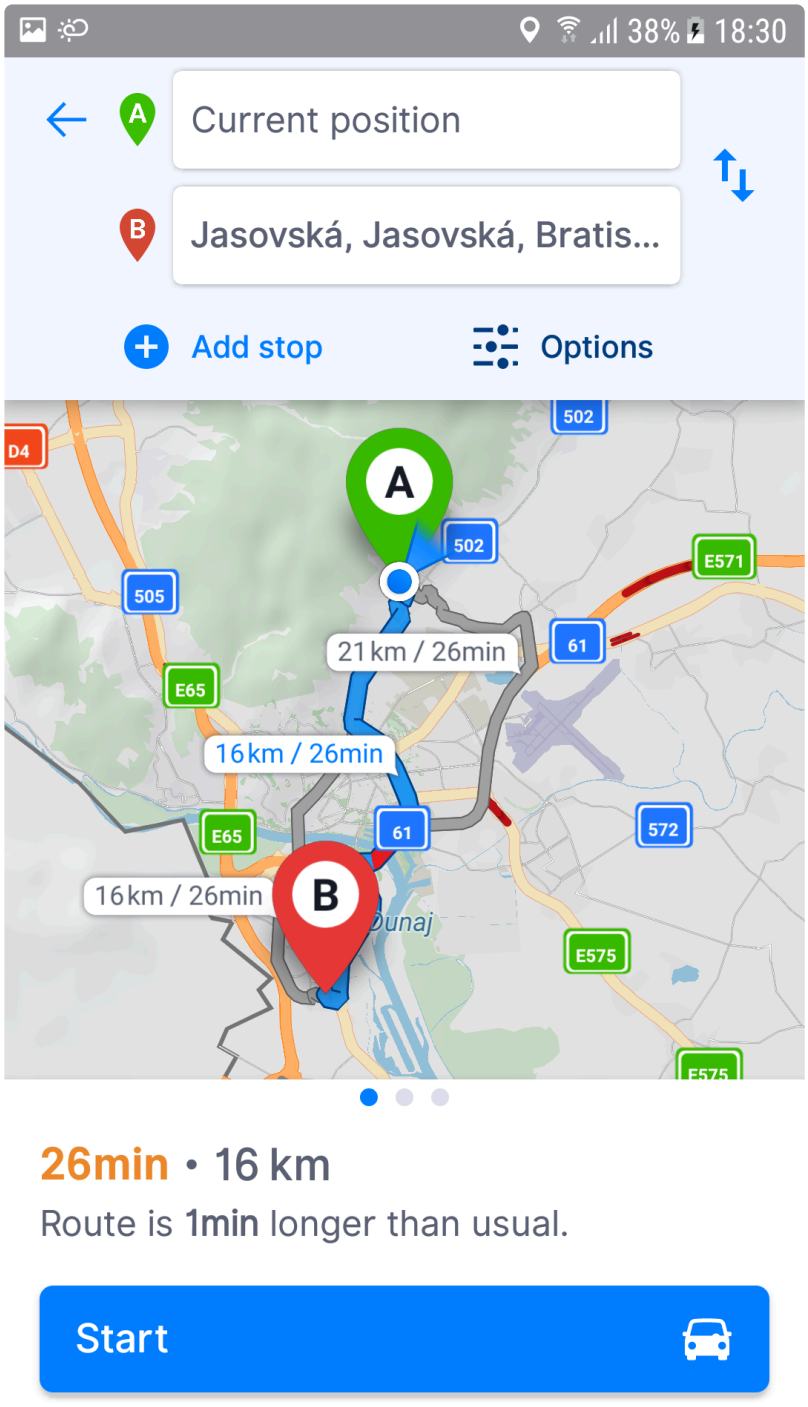
3.2.2. Searching for an address

If you would like to search for an address, tap on the **Search bar** at the top of the screen, and write the address there. You can type just the street name, or include the house number and/or city if you want to be more specific. The full-text search engine takes everything that you have written, automatically searches through all the maps you have downloaded, and will list any relevant or similar results. After selecting one of the search results, tap on the **Get directions** button at the bottom of the screen to continue to the route selection screen. After checking the overview of the route you can then tap on the Start button to begin navigating.




38% 18:29
Jasovska
Jasovská
13 km • 85107 Bratislava Slove...
Coop Jasovská
13 km • Bratislava - Staré Mesto, Slov...
UniCredit Bank Jasovská
13 km • Bratislava - Staré Mesto, Slov...
Jasovská
304 km • 04011 Košice - Pereš, Slovensko
Jasovská jaskyňa
287 km • Debraď, Slovensko
Jasovská jaskyňa
286 km • Jasov - Rómska osada, Slov...
Dubník, Jasovská cesta
98 km • Jasová, Slovensko


38% 18:30
Jasovská
Jasovská
Jasovská
13 km • Jasovská, Bratislava - Petržalka
Get Directions



26min • 16 km

Route is **1min** longer than usual.

Start

3.2.3. Searching for a Place (POI)

The maps in our app contain millions of **Places (also called POI – Points of Interest)**, among them restaurants, hotels, tourist attractions, and many more.

You have two options when looking for **Places**:

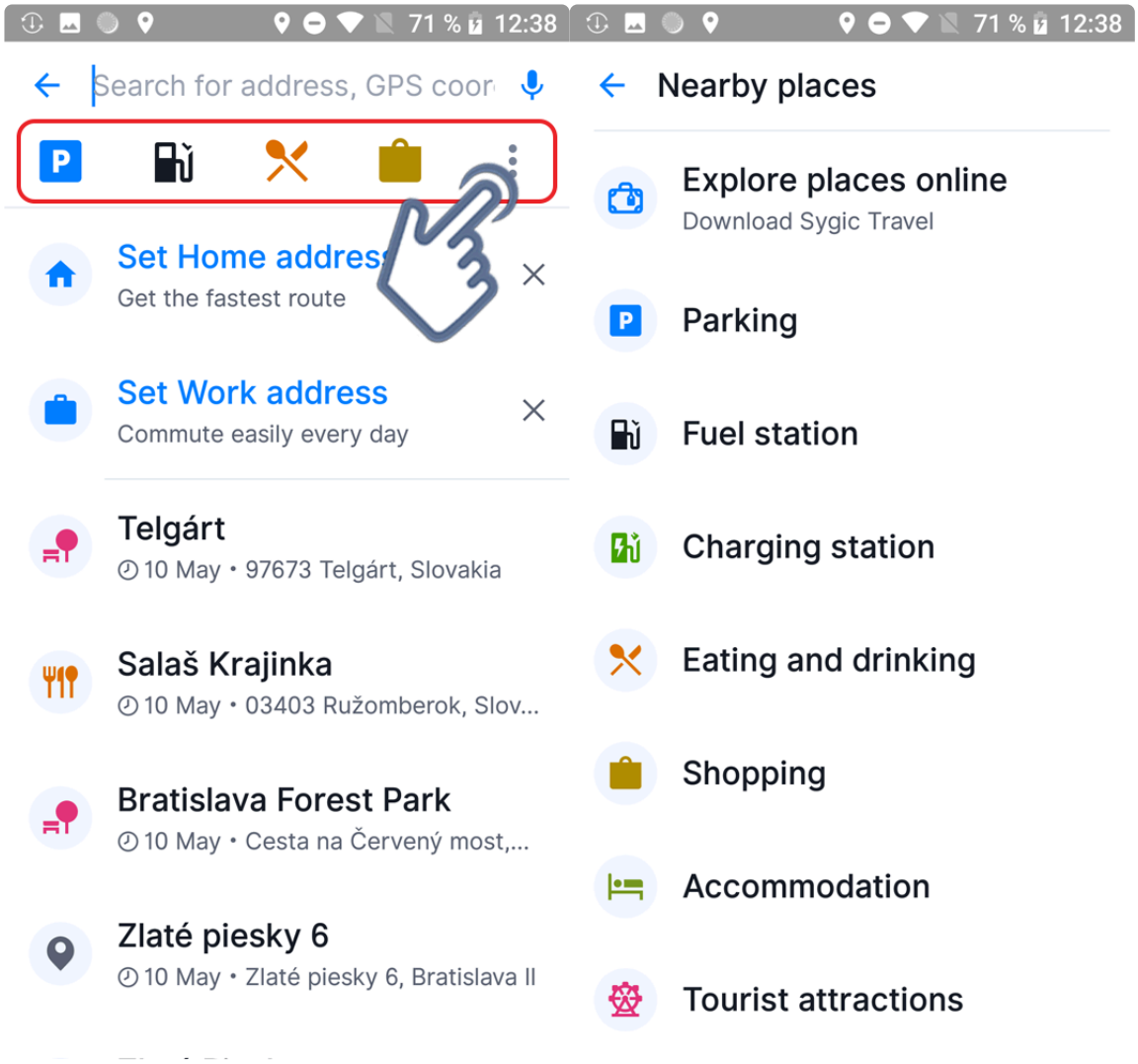
1. Searching for specific Places by name
2. Browsing nearby **Places** (places close to your current location, or location you select on the map)

Searching by name

You can search for **Places** exactly the same way as you would search for an address. Just type it into the search bar, look through the results that Search finds and tap on the one you want. For more details, please refer to Searching for an address.

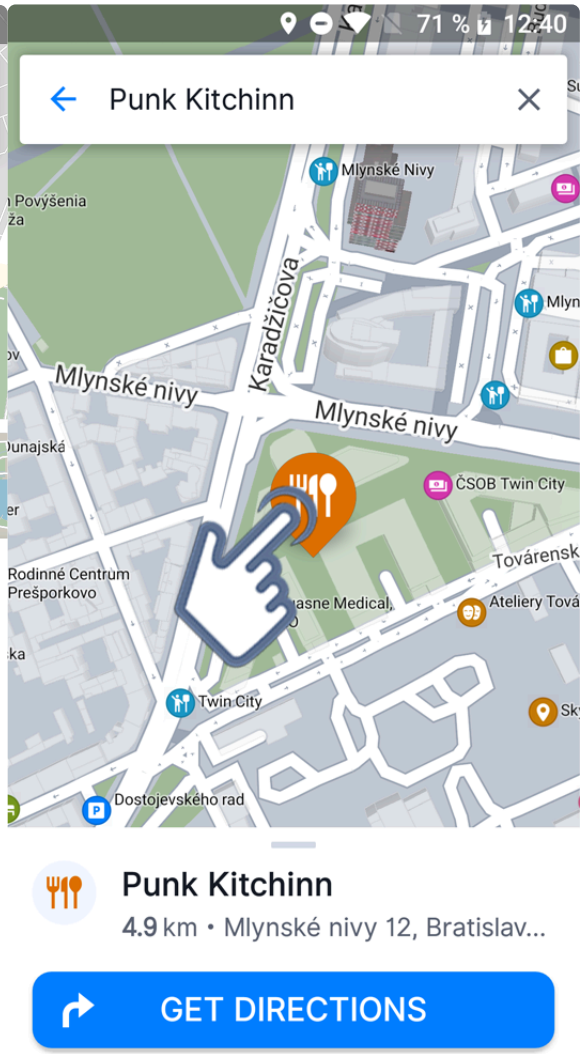
Searching for nearby Places

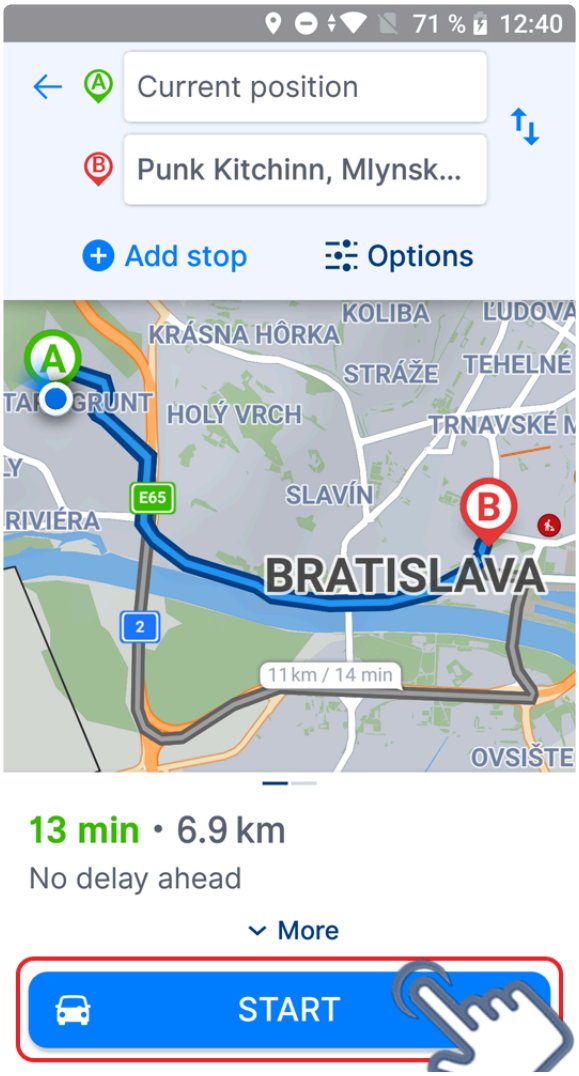
To look for nearby **Places** (POI), start again by tapping on the **Search bar** at the top of the screen. A panel with the most common **Place** categories (tourist attractions, eating & drinking, petrol stations, parking) is located right under the search bar. Either choose from the displayed category icons, or tap on the three dots to open a list of all available categories.



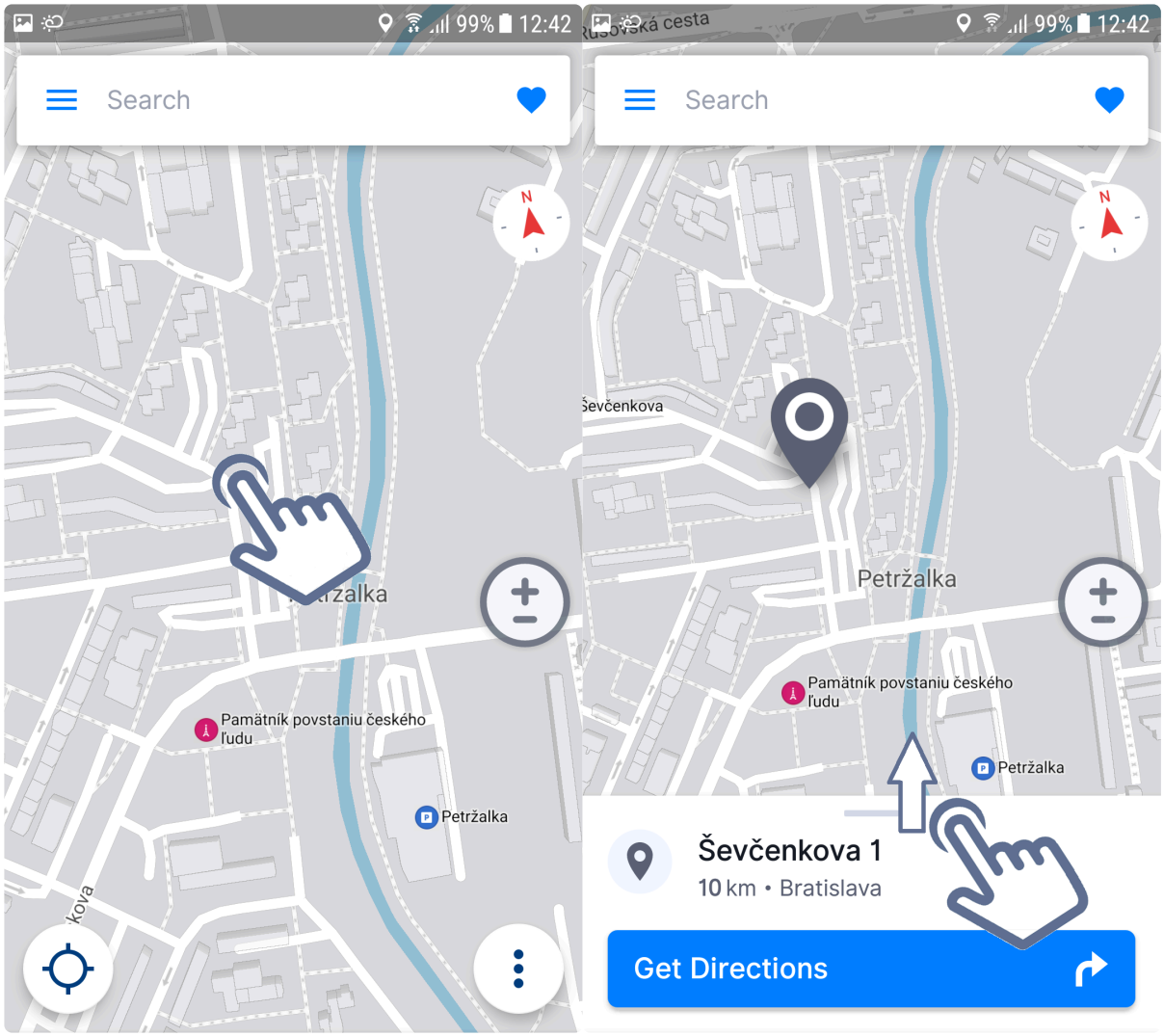
After selecting a specific category, a map will open with **Place** markers being shown in a limited area around your current position. Choose one on the map, or select from the list at the bottom of the screen (you can expand the list by dragging it with your finger from the bottom upwards). When you select a place as your destination, tap on **Get directions** at the bottom of the screen to continue.

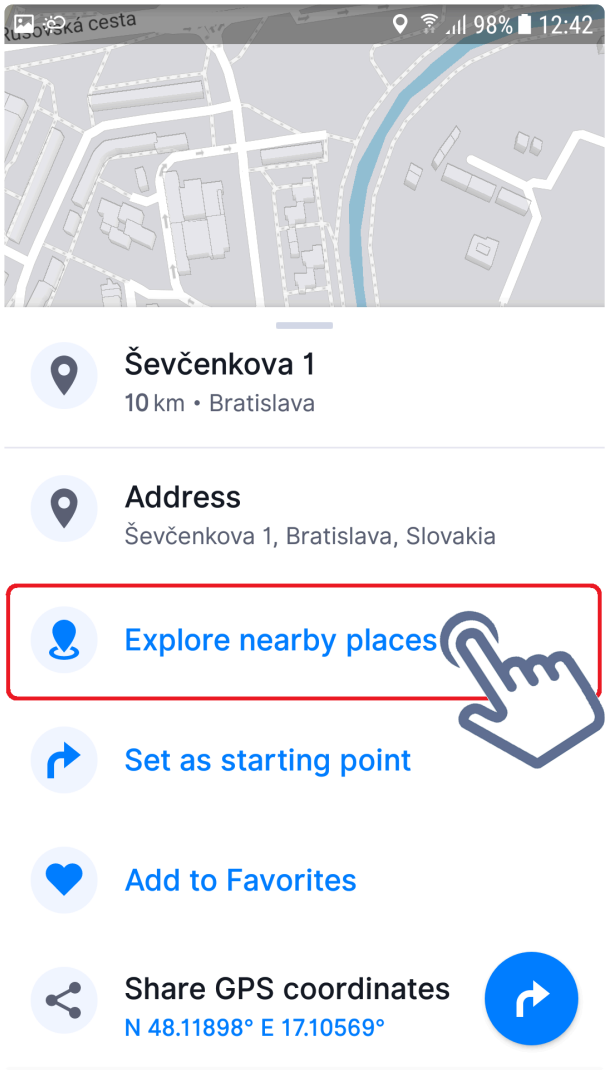
100% 12:40
Eating and Drinking
E. ON club bar Vilka
7.5 km • Bratislava - Staré Mesto 2577/4
Burger Bar
7.4 km • Bratislava - Staré Mesto 4096/9
Caffe. on
7.5 km • Bratislava - Staré Mesto 4883/6
Gullfoss
7.5 km • Bratislava - Staré Mesto 2572/5


71 % 12:40
Punk Kitchinn
Mlynské Nivy
Karadžičova
Mlynské nivy
Mlynské nivy
ČSOB Twin City
Rodinné Centrum Prešporkovo
Twin City
Dostojevského rad
Punk Kitchinn
4.9 km • Mlynské nivy 12, Bratislav...
GET DIRECTIONS



To browse **Places** around a different location, other than your current position. Simply tap on any spot on the map and then tap on the blue marker which appeared there to open the location detail options. There, select the **Explore nearby places** option and then choose the POI category.


99% 12:42
Search
Pamätník povstaniu českého ľudu
Petržalka
99% 12:42
Search
Ševčenkova
Petržalka
Pamätník povstaniu českého ľudu
Petržalka
Ševčenkova 1
10 km • Bratislava
Get Directions


98% 12:42
Ševčenkova 1
10 km • Bratislava
Address
Ševčenkova 1, Bratislava, Slovakia
Explore nearby places
Set as starting point
Add to Favorites
Share GPS coordinates
N 48.11898° E 17.10569°

3.2.4. GPS coordinates

If you have **GPS coordinates** of the location you would like to navigate to, tap on the Search bar on the top of the screen and enter the coordinates there.

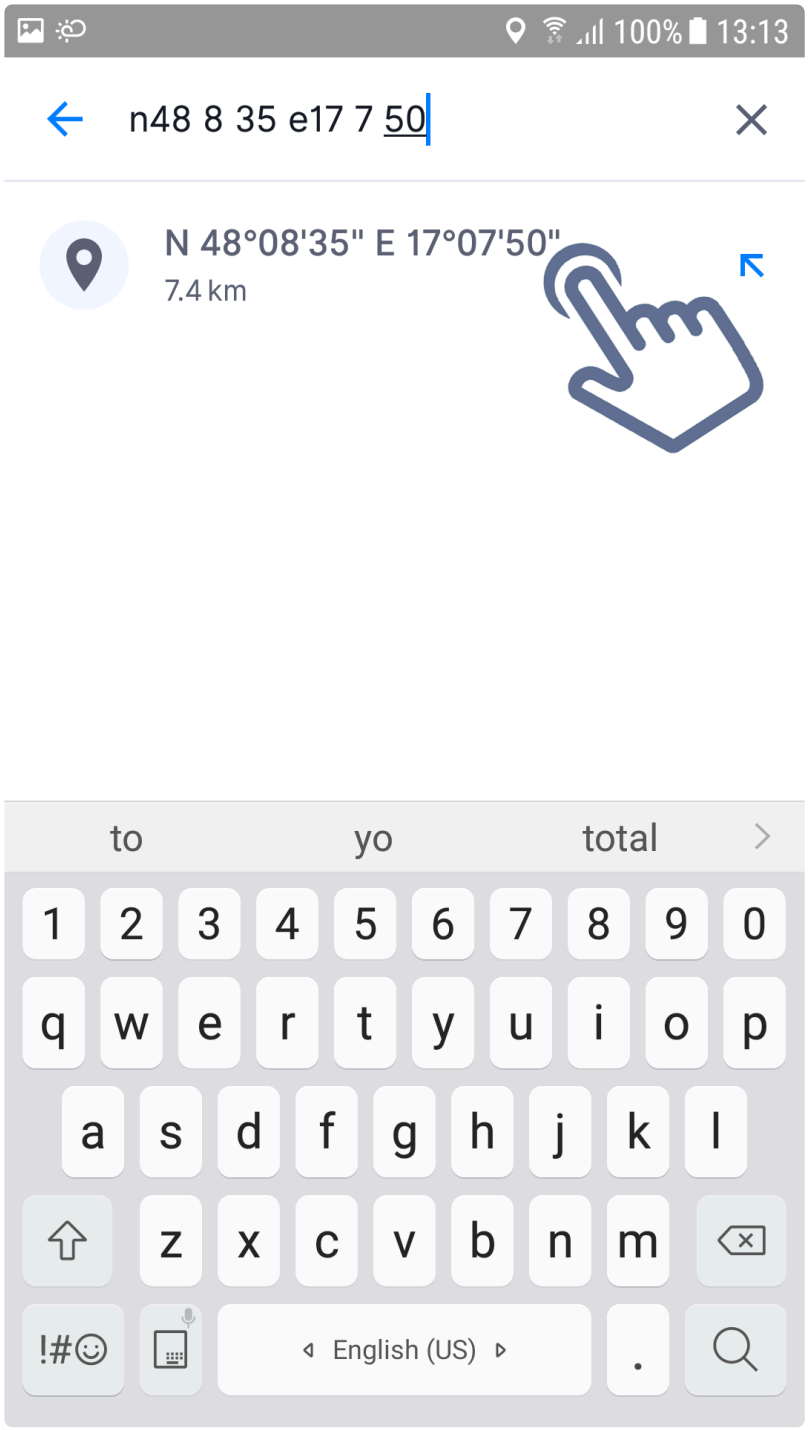
The GPS coordinates can be written in different formats:

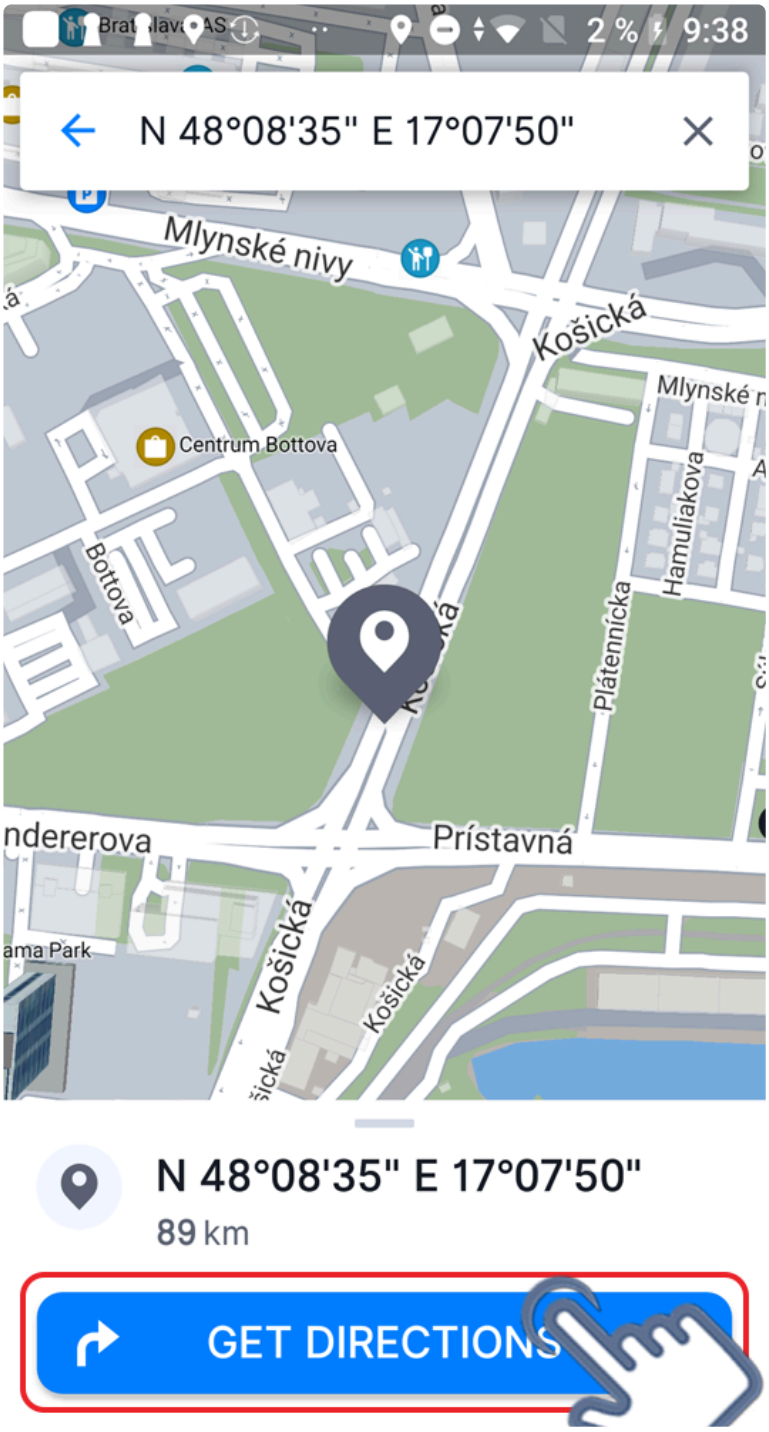
1. GPS coordinates in format **Degrees, Minutes, Seconds**, for example **N 48°08′35″ E 17°07′50″**

you can type it directly into the **Search** bar, but instead of using the **Degrees**, **Minutes** and **Seconds** symbols, just use empty spaces like so:

N48 8 35 E17 7 50

The search engine will provide the result, if it’s a street or city it will display their name. Choose the result by tapping on it and press the **Get directions** button to view the route.

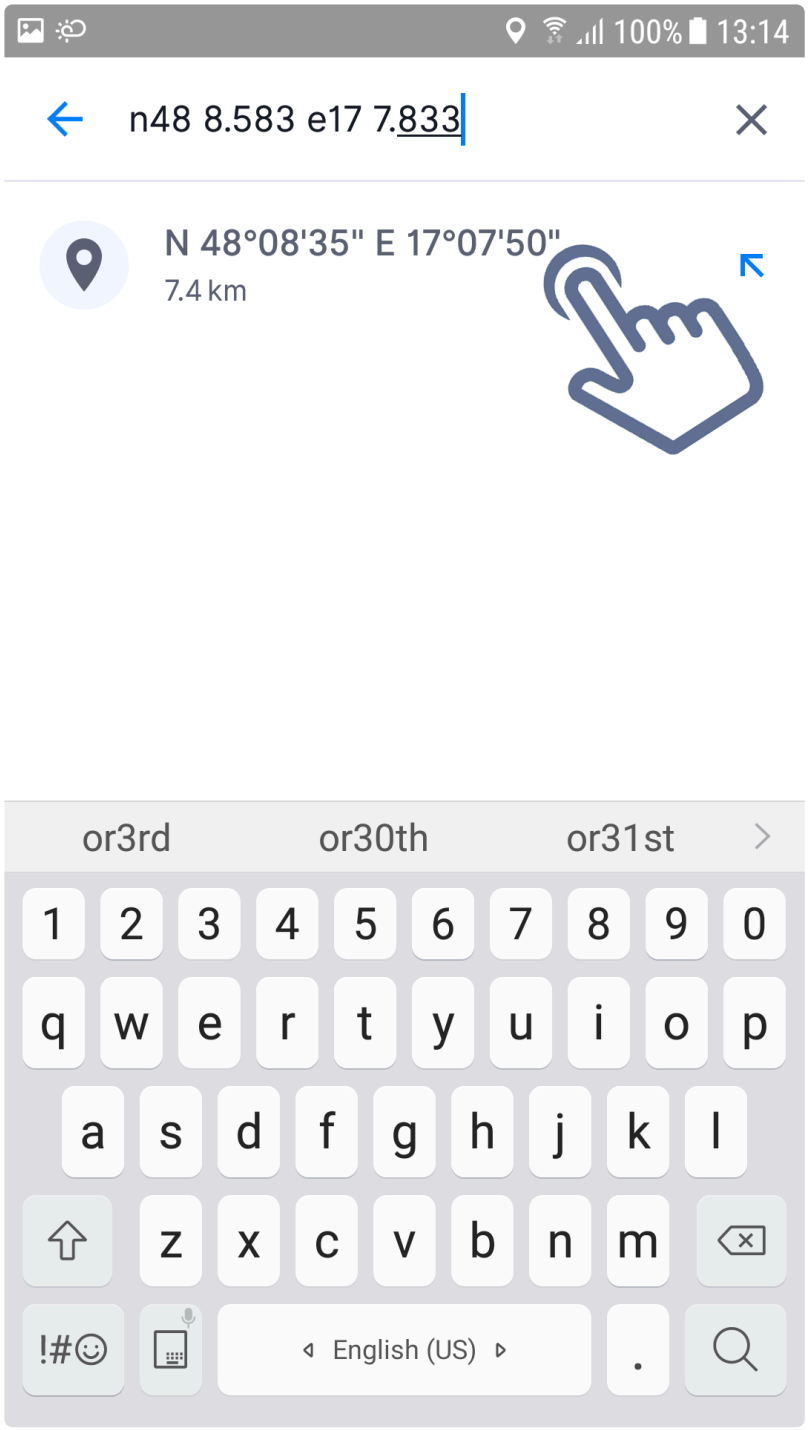

100% 13:13
n48 8 35 e17 7 50
N 48°08'35" E 17°07'50"
7.4 km
to
yo
total
English (US)

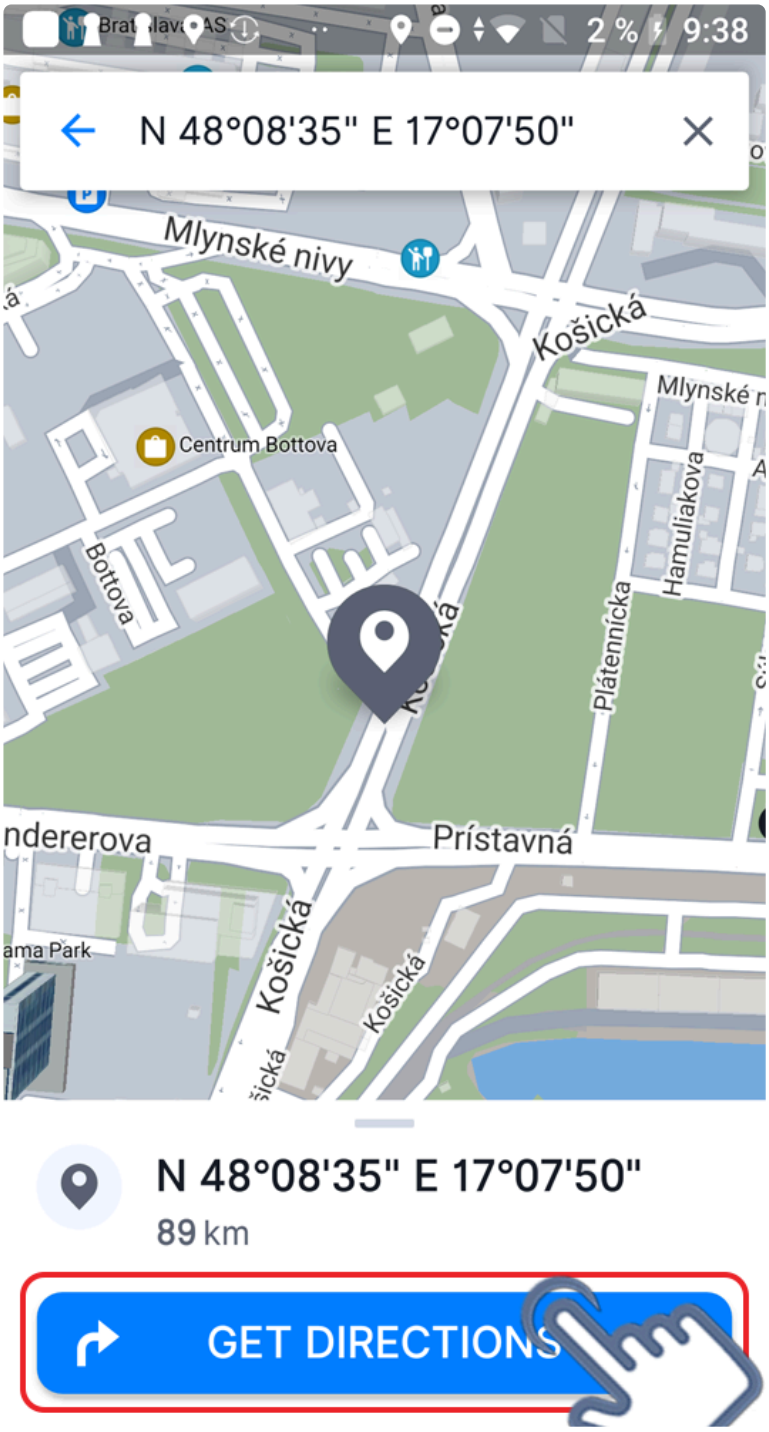


2. GPS coordinates in **Degrees and decimal minutes**, for example **N48° 8.583′ E17° 7.833′**

Same as above in point 1, you can type it directly into the **Search** bar, but instead of using the **Degrees** and **Minutes** symbols, just use empty spaces:

N48 8.583 E17 7.833


100% 13:14
n48 8.583 e17 7.833
N 48°08'35" E 17°07'50"
7.4 km
or3rd
or30th
or31st
English (US)

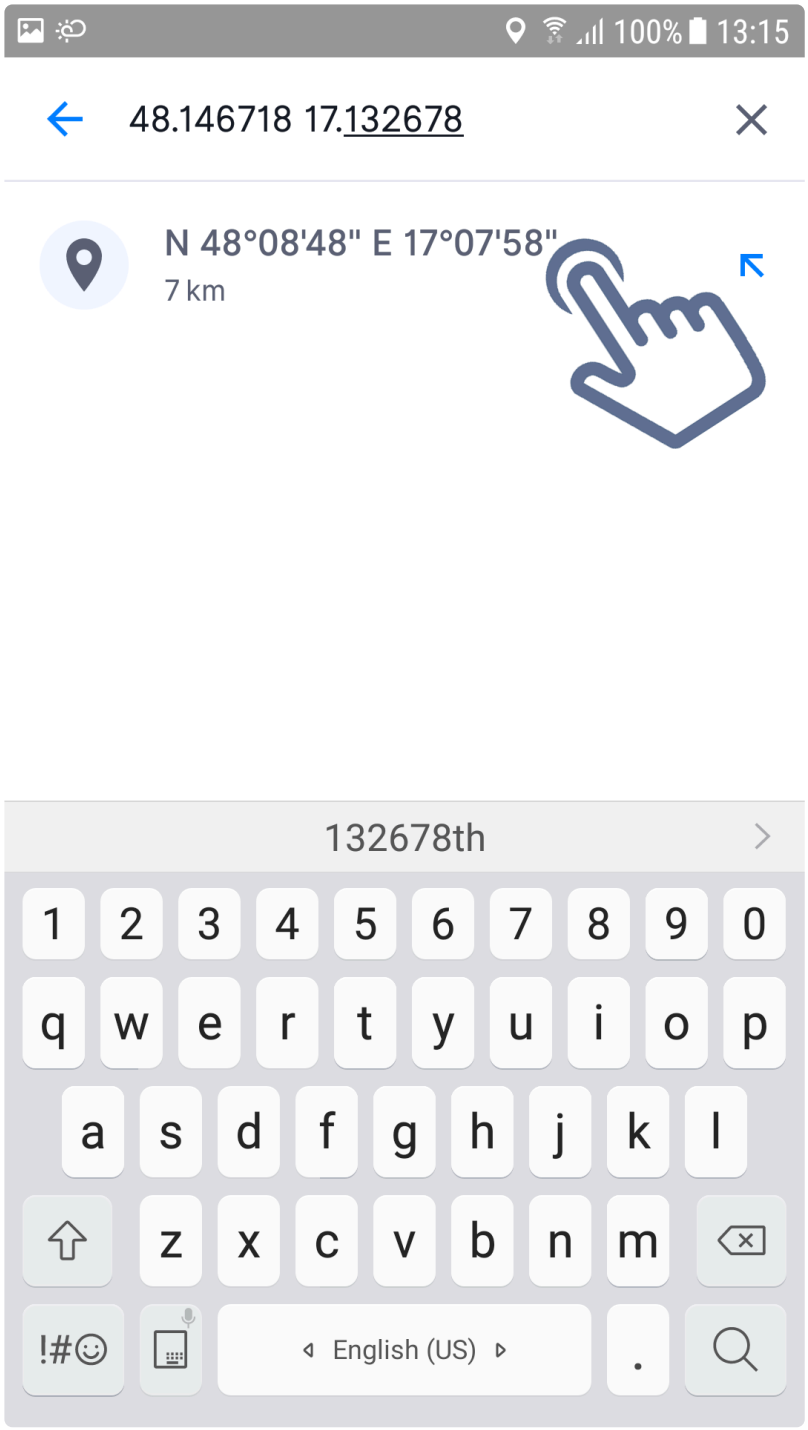


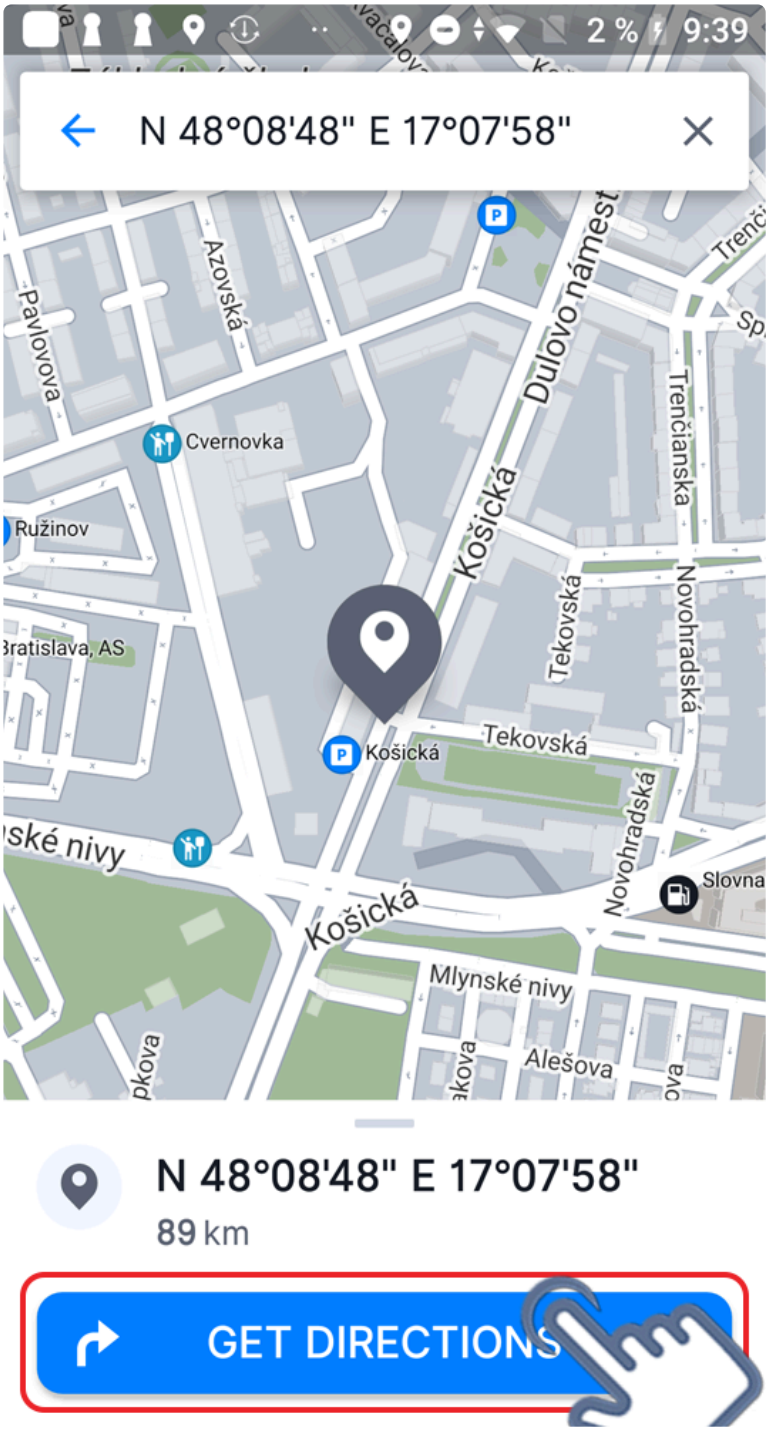
3. GPS coordinates in **Decimal degrees**, for example **48.146718, 17.132678**

Just type in the coordinates the same way, separating the longitude and latitude with a comma or space:

48.146718 17.132678

Letters are not used to indicate North/South/West/East in this format. Instead, a positive number means North or East by default. For South or West coordinates, you would enter a minus sign “-” to make the number negative.

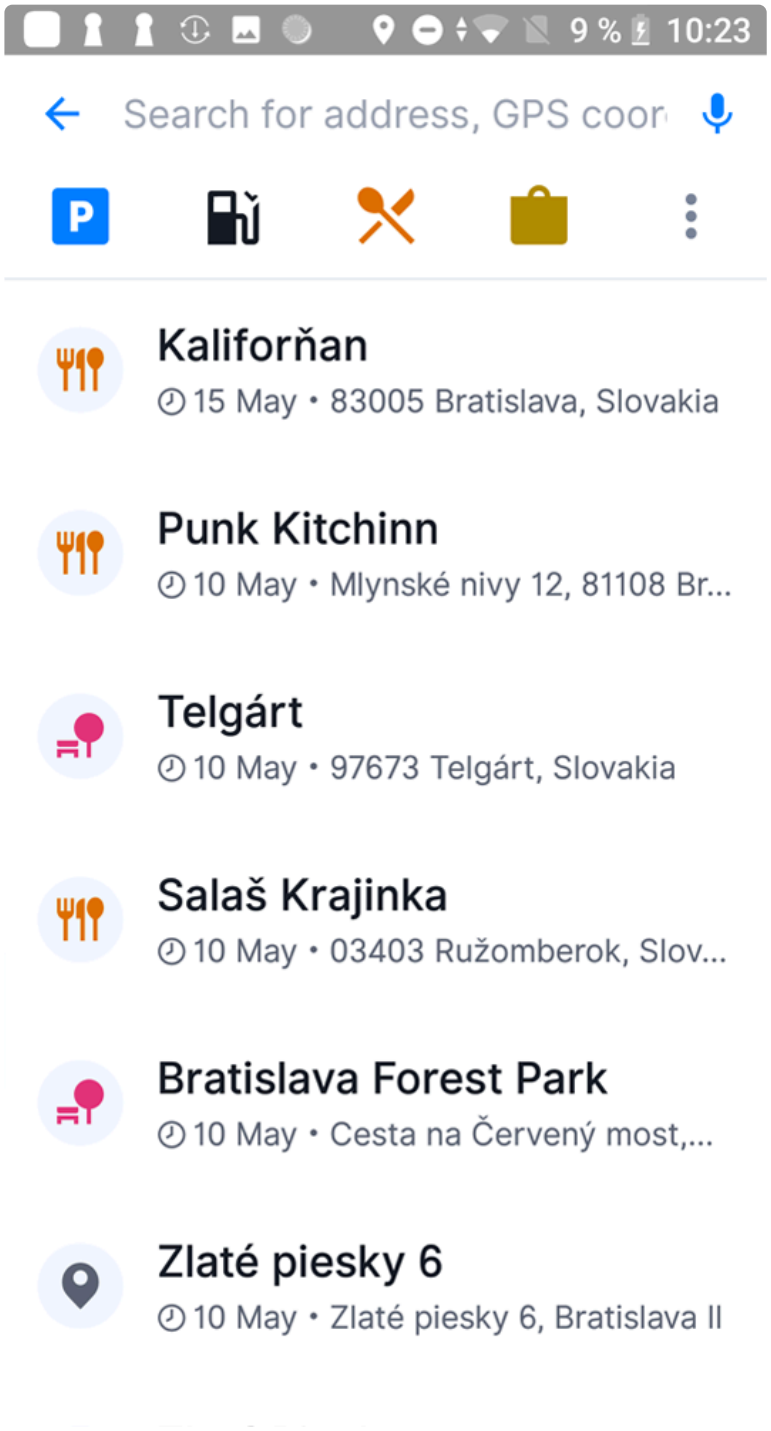

100% 13:15
48.146718 17.132678
N 48°08'48" E 17°07'58"
7 km
132678th
1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
!#
English (US)
.


2 % 9:39
N 48°08'48" E 17°07'58"
Azovská
Pavlovova
Dulovo námest
Trenčianska
Cvernovka
Ružinov
Košická
Tekovská
Novohradská
Bratislava, AS
Košická
Tekovská
Novohradská
Slovna
Košická
Mlynské nivy
Alešova
N 48°08'48" E 17°07'58"
89 km
GET DIRECTIONS

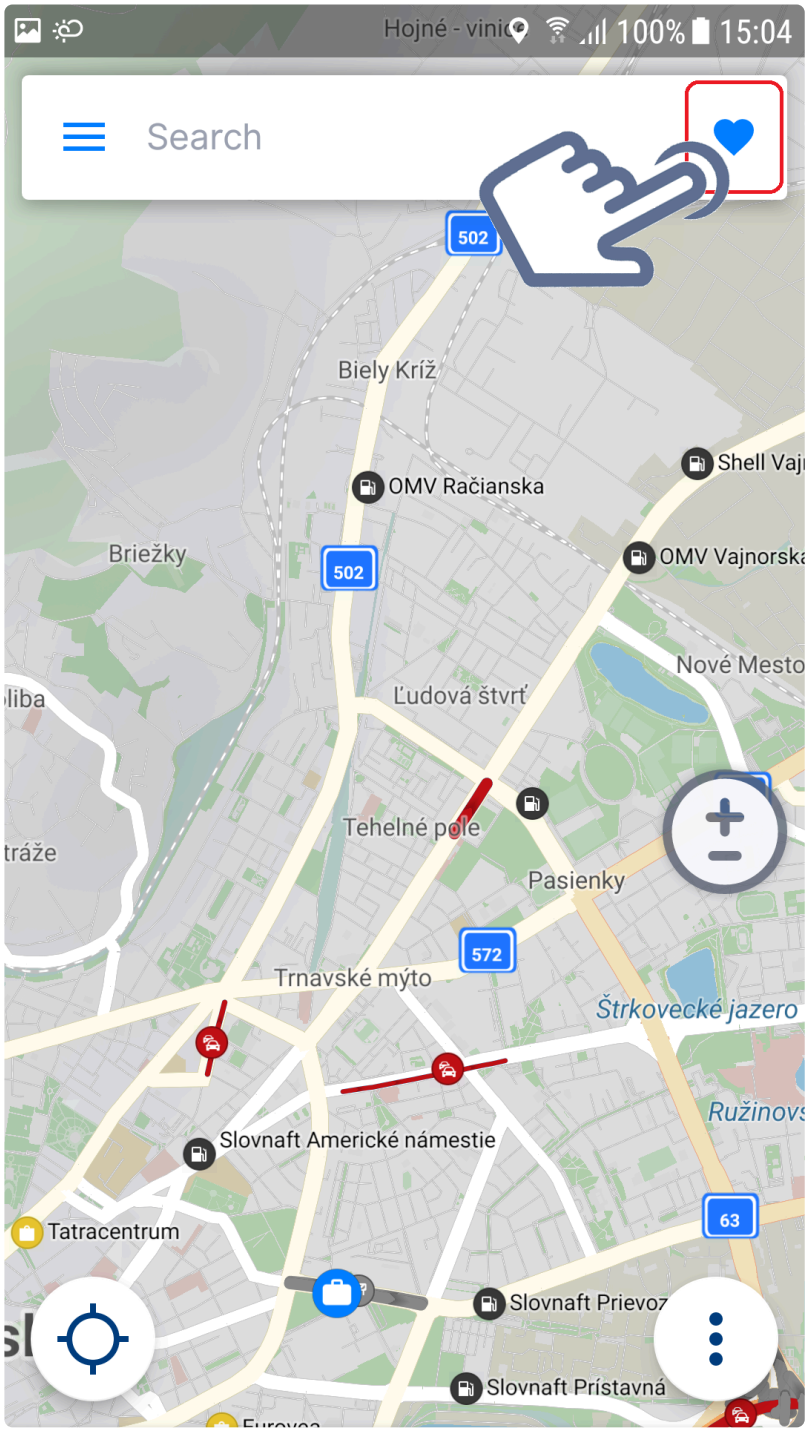
3.2.5. Navigating to places / favorite routes / contacts

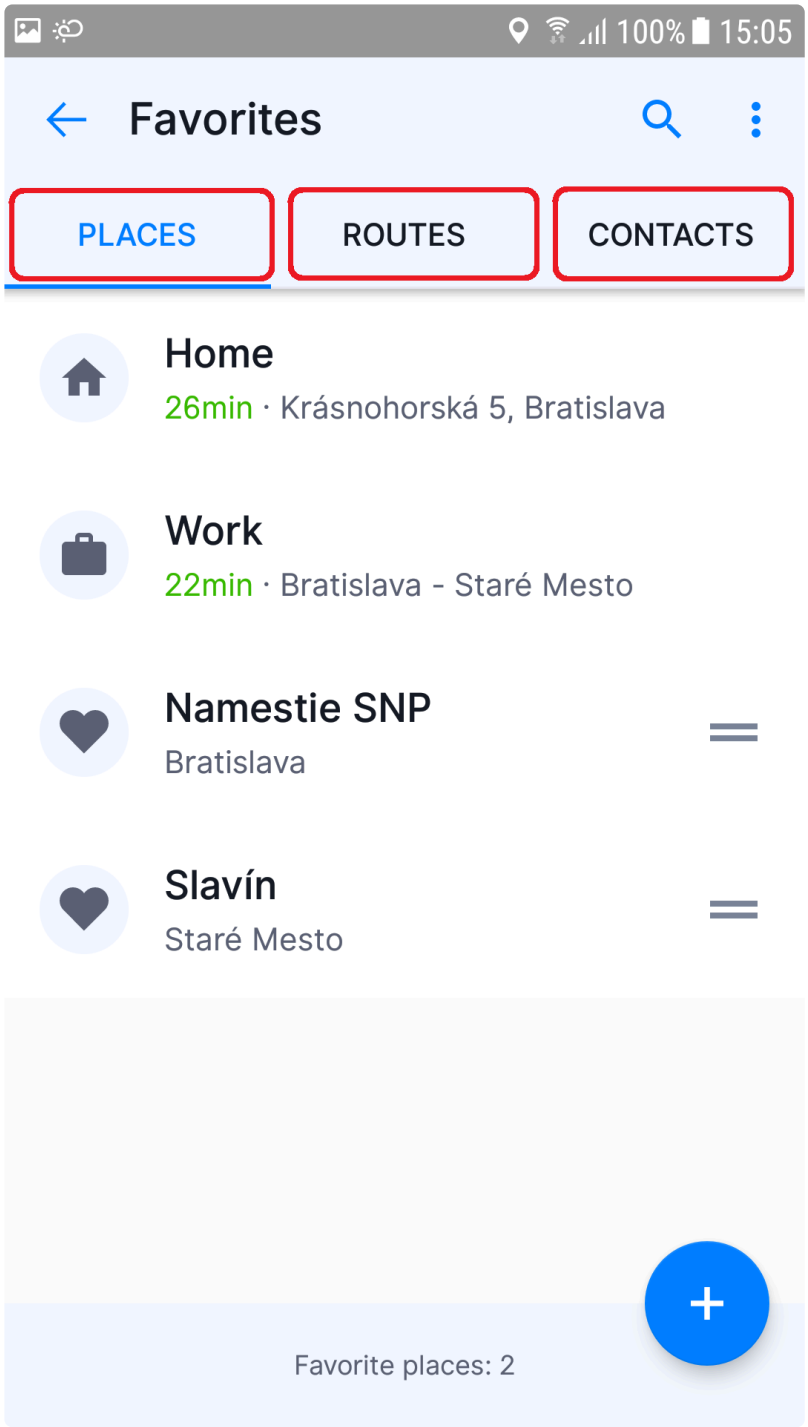
Sygic automatically saves your previous destinations into **Recent places**, to make it easier for you to navigate to places you already used in the past. You can also save your own **Favorite** addresses, places (points of interest) and routes. For easy access to your contacts, you can navigate to your **Contacts** directly from the app as well.

Recent destinations will be displayed when you tap on the **Search bar**, before you type anything into the search field. The most recent destinations will be listed first.



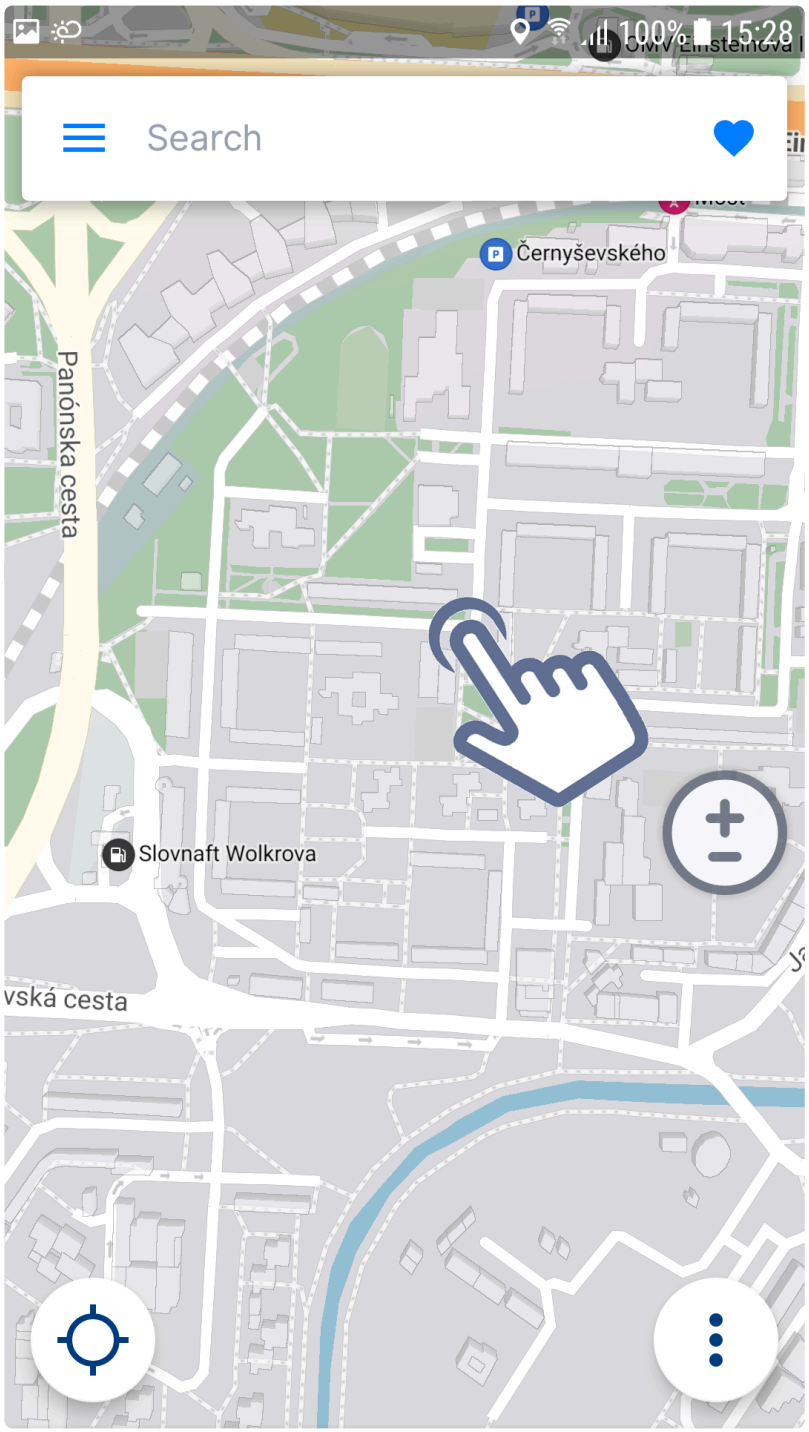
Click on the **Heart icon**, in the top right corner next to the search bar to see your favorite **Places**, **Routes** and **Contacts**. Contacts are loaded from the device's contact list, where they must have a **properly filled out address** to be detected and shown in Sygic.

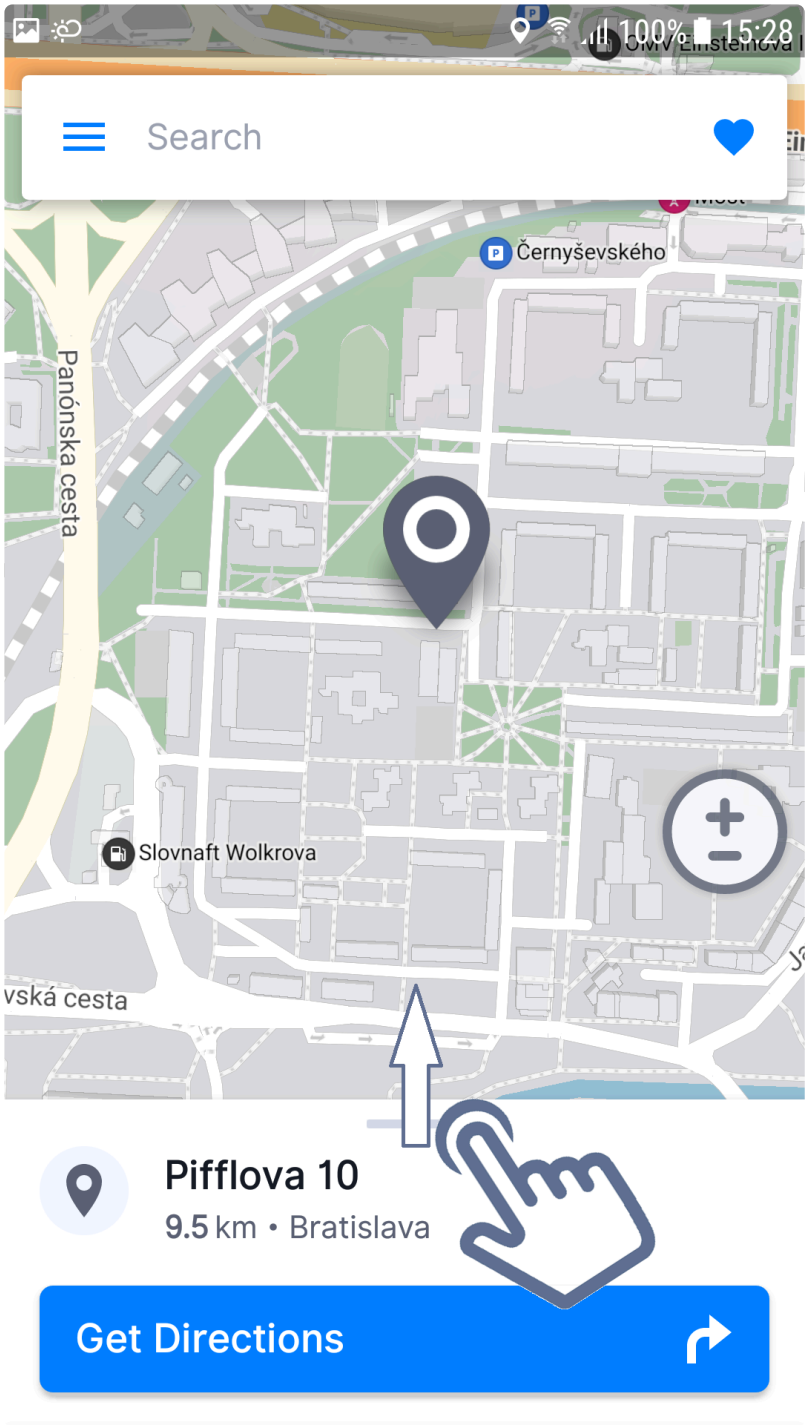


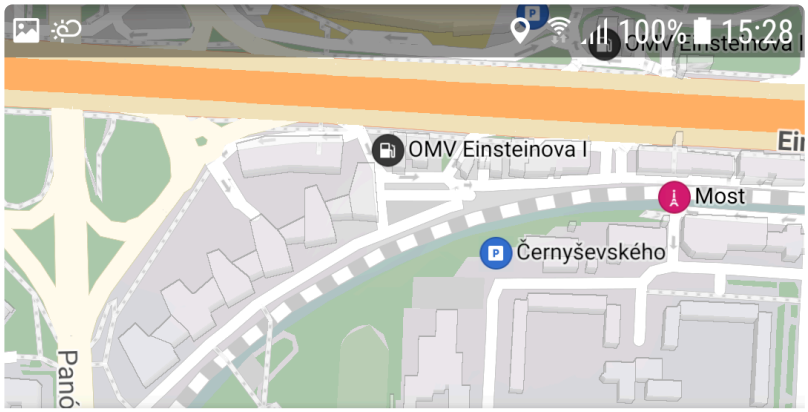

100% 15:05
Favorites
PLACES
ROUTES
CONTACTS
Home
26min · Krásnohorská 5, Bratislava
Work
22min · Bratislava - Staré Mesto
Namestie SNP
Bratislava
Slavín
Staré Mesto
Favorite places: 2

3.2.5.1. Adding or Managing Favorites

To add an **address** or **place** to Favorites, either select a point on a map, **pull up** the tab at the bottom of the screen and choose **“Add to favorites”**.




100% 15:28
Search
Černyševského
Panónska cesta
Slovnaft Wolkrova
vská cesta
Pifflova 10
9.5 km • Bratislava
Get Directions



Pifflova 10
9.5 km • Bratislava

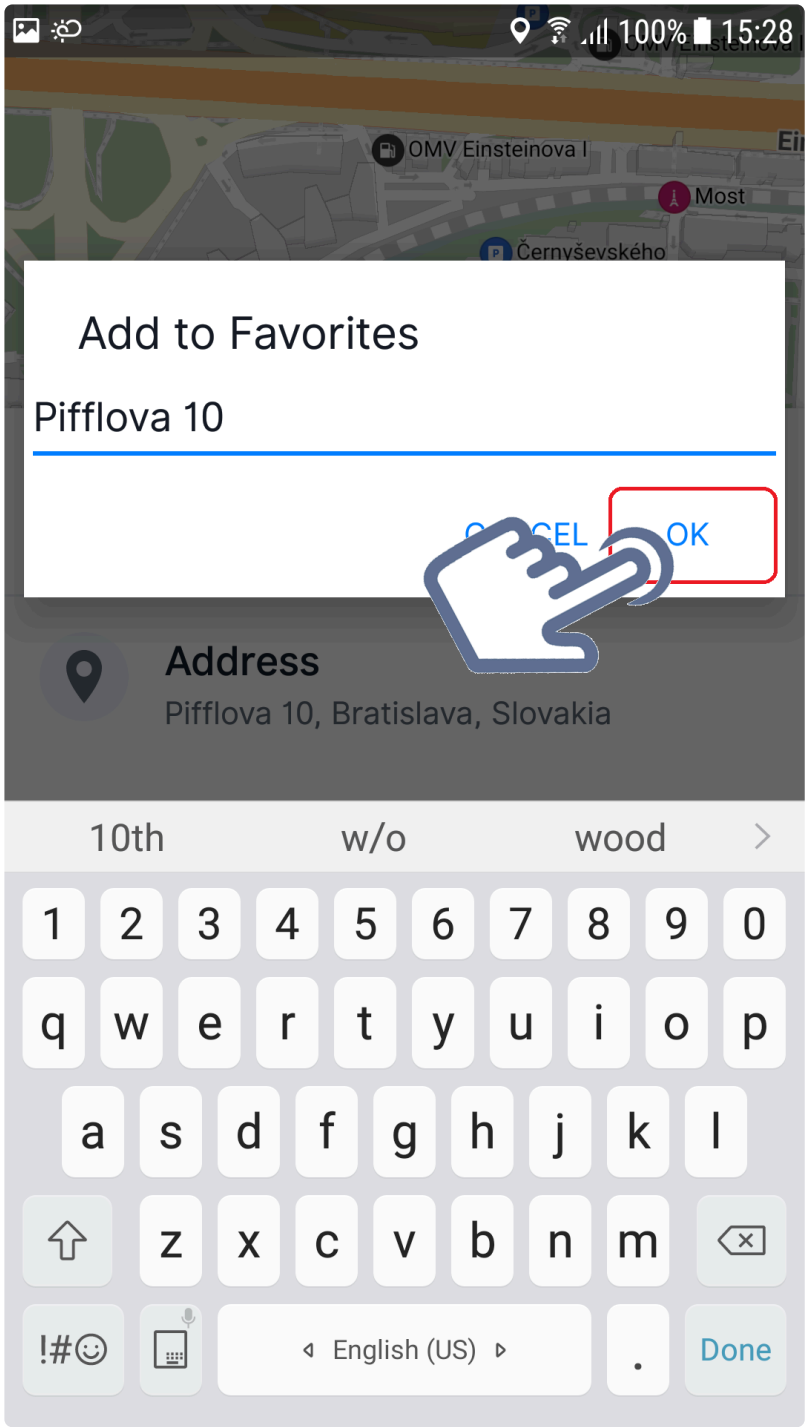
Address
Pifflova 10, Bratislava, Slovakia

Explore nearby places

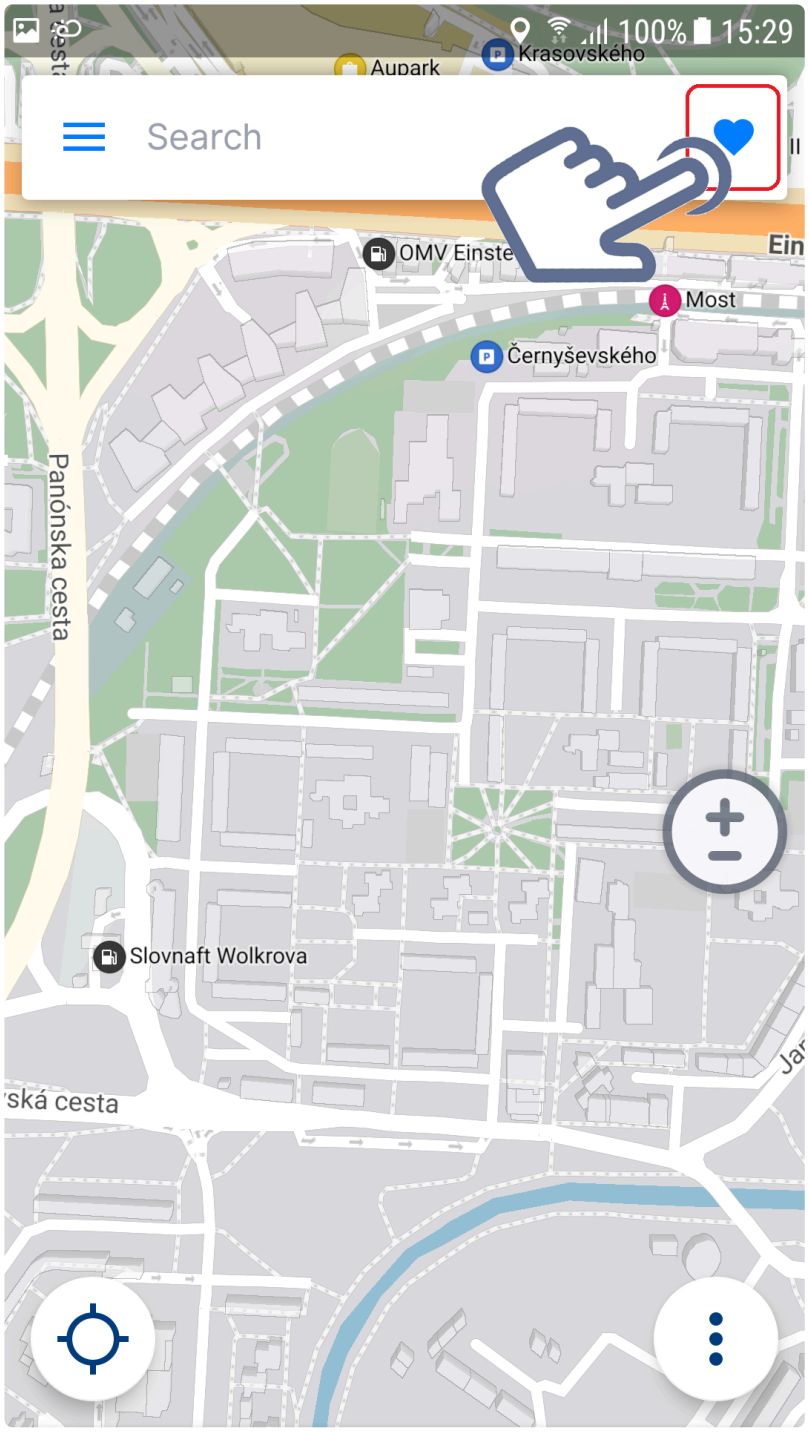
Set as starting point

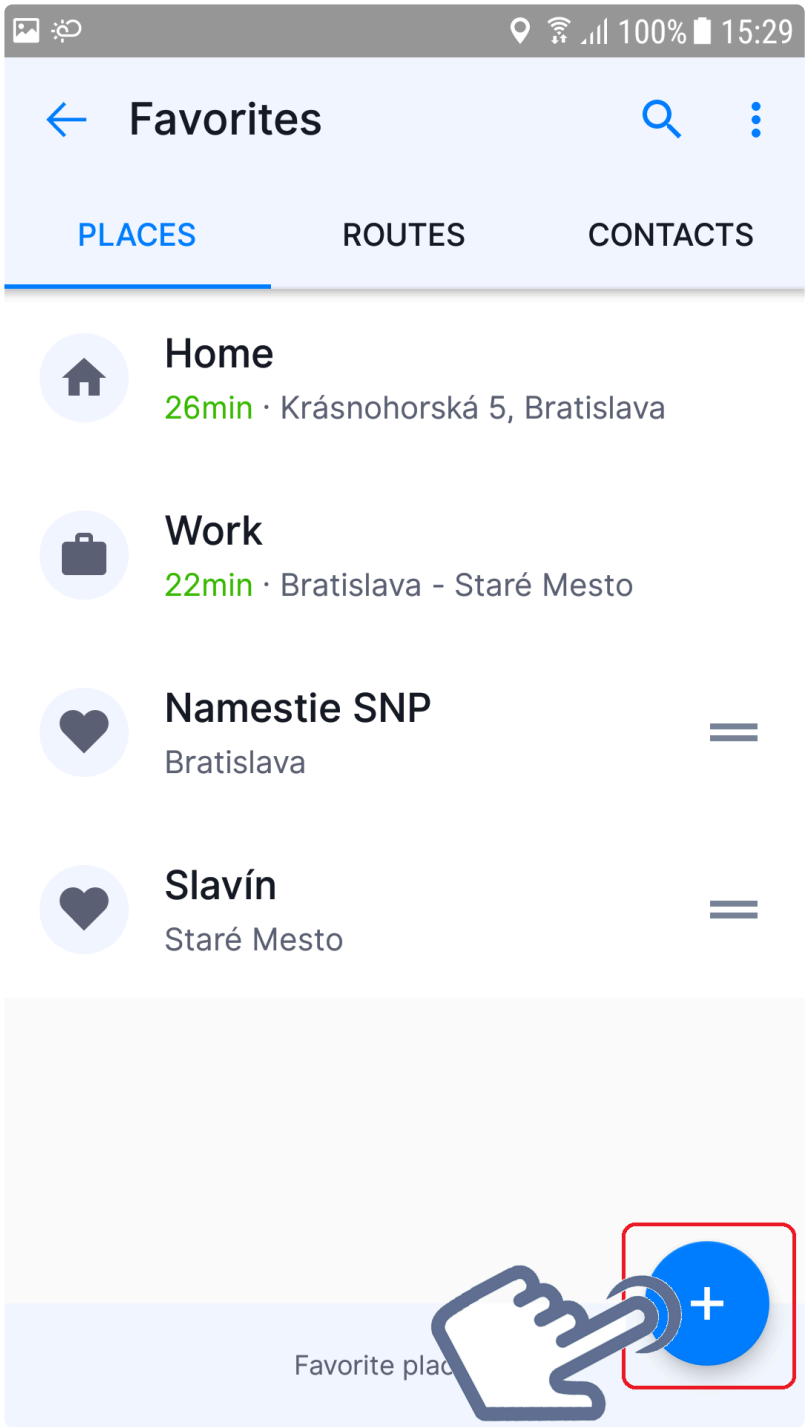
Add to Favorites

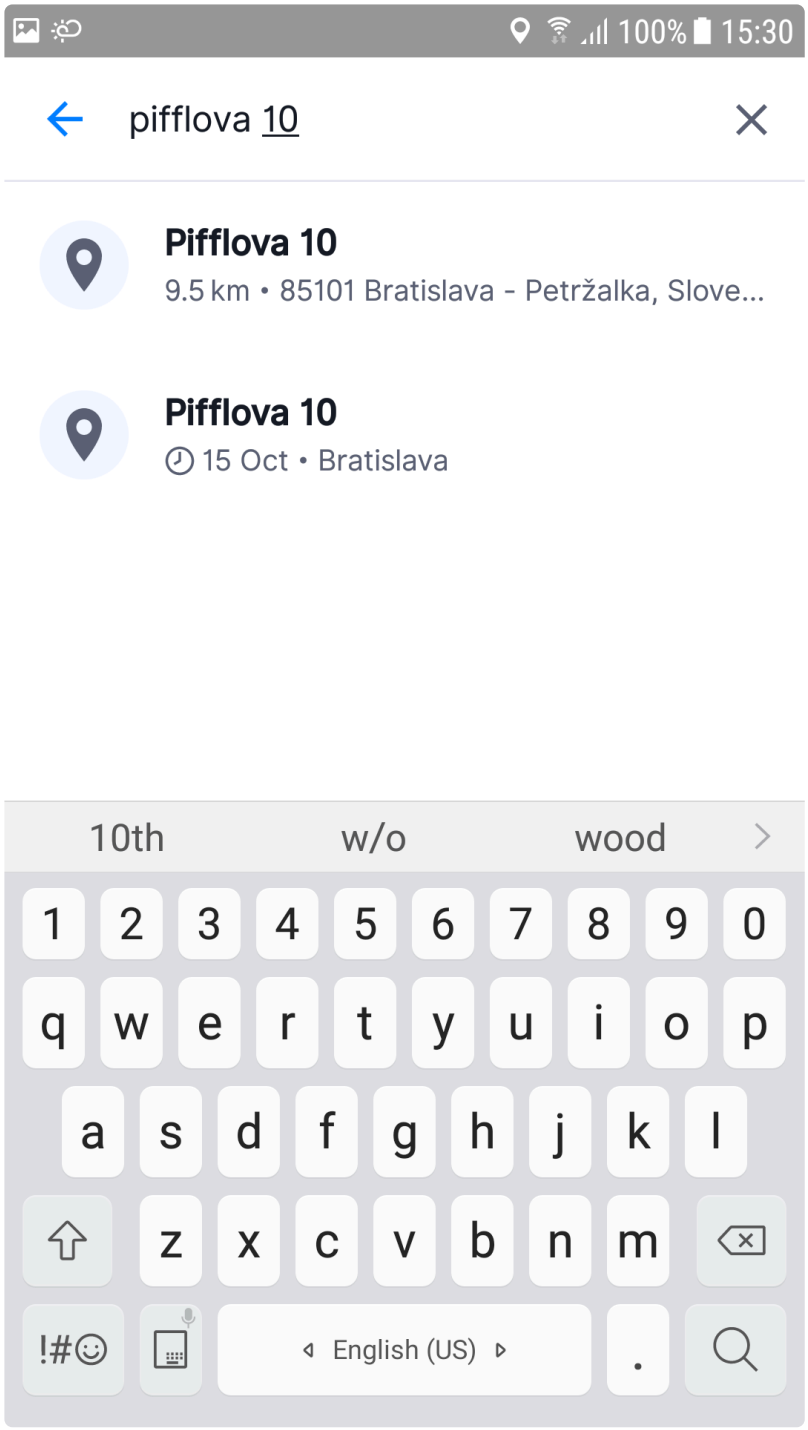
Share GPS coordinates
N 48.12711° E 17.10945°

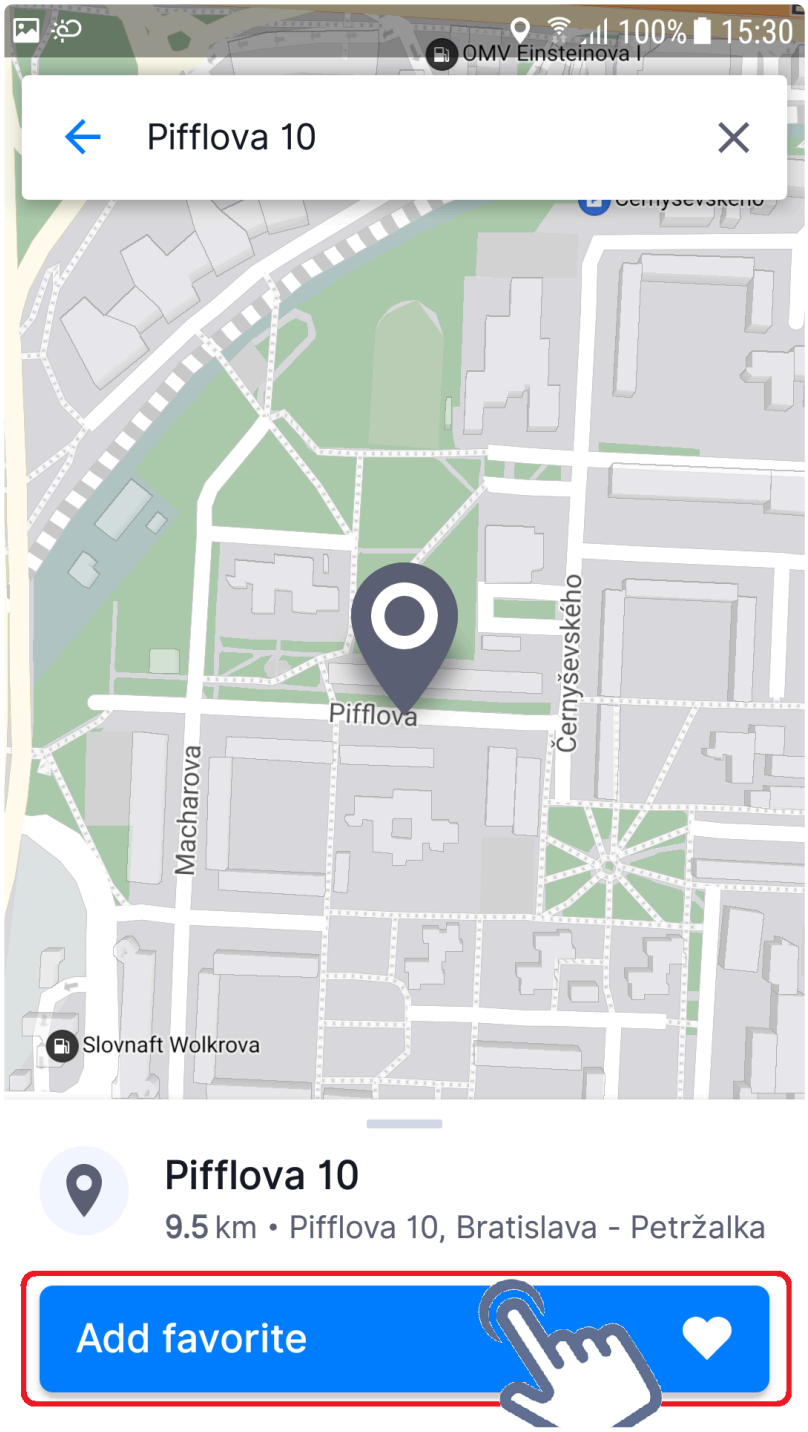


Alternatively, tap on the heart icon in the top right corner of the screen, then on the **blue PLUS "+"** button in the bottom right corner of the Favorites screen. Then you can **search for a location** by typing its name or address, or you can instead tap on "Choose on map" to select a location on the map by dragging the marker around.

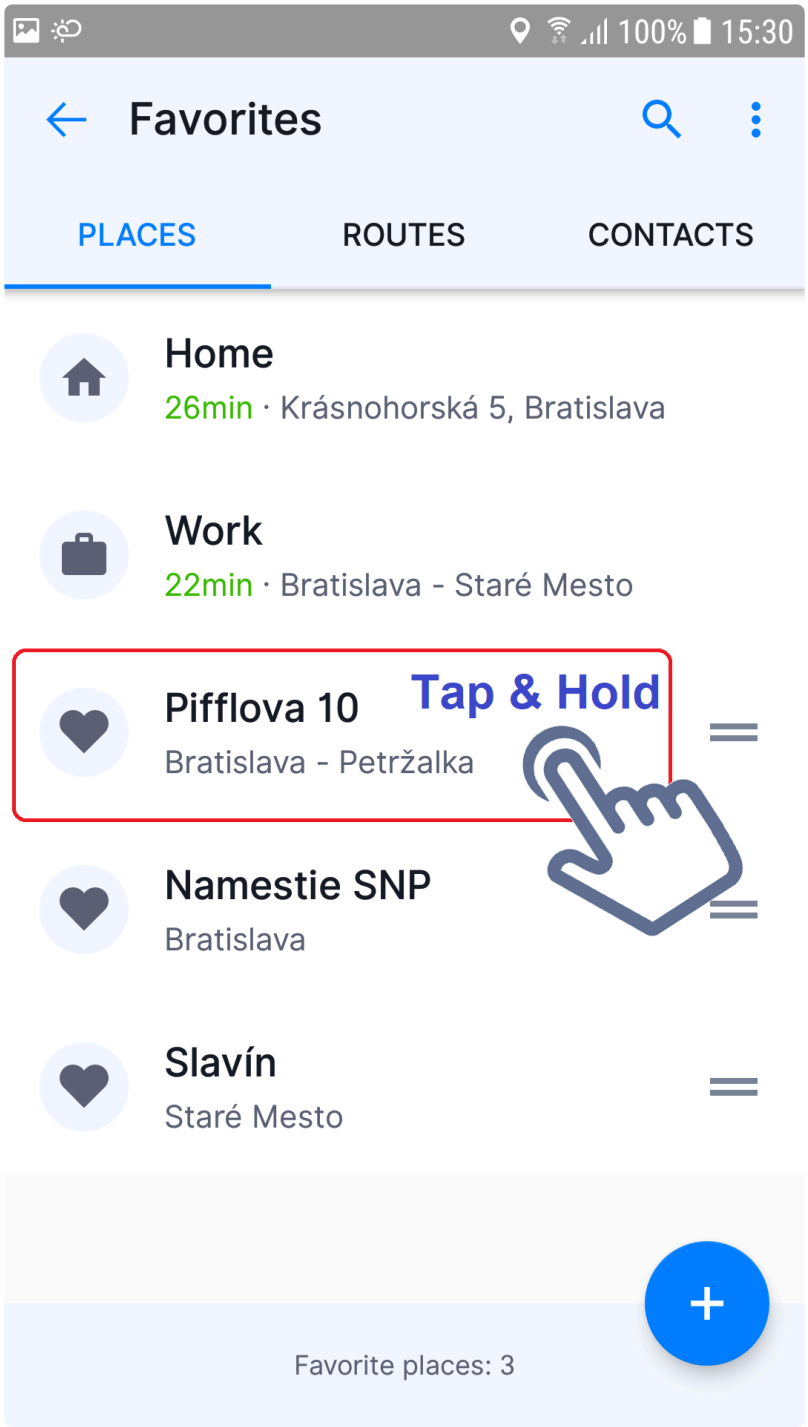

100% 15:29
Krasovského
Search
OMV Einste
Most
Černyševského
Panónska cesta
Slovnaft Wolkrova

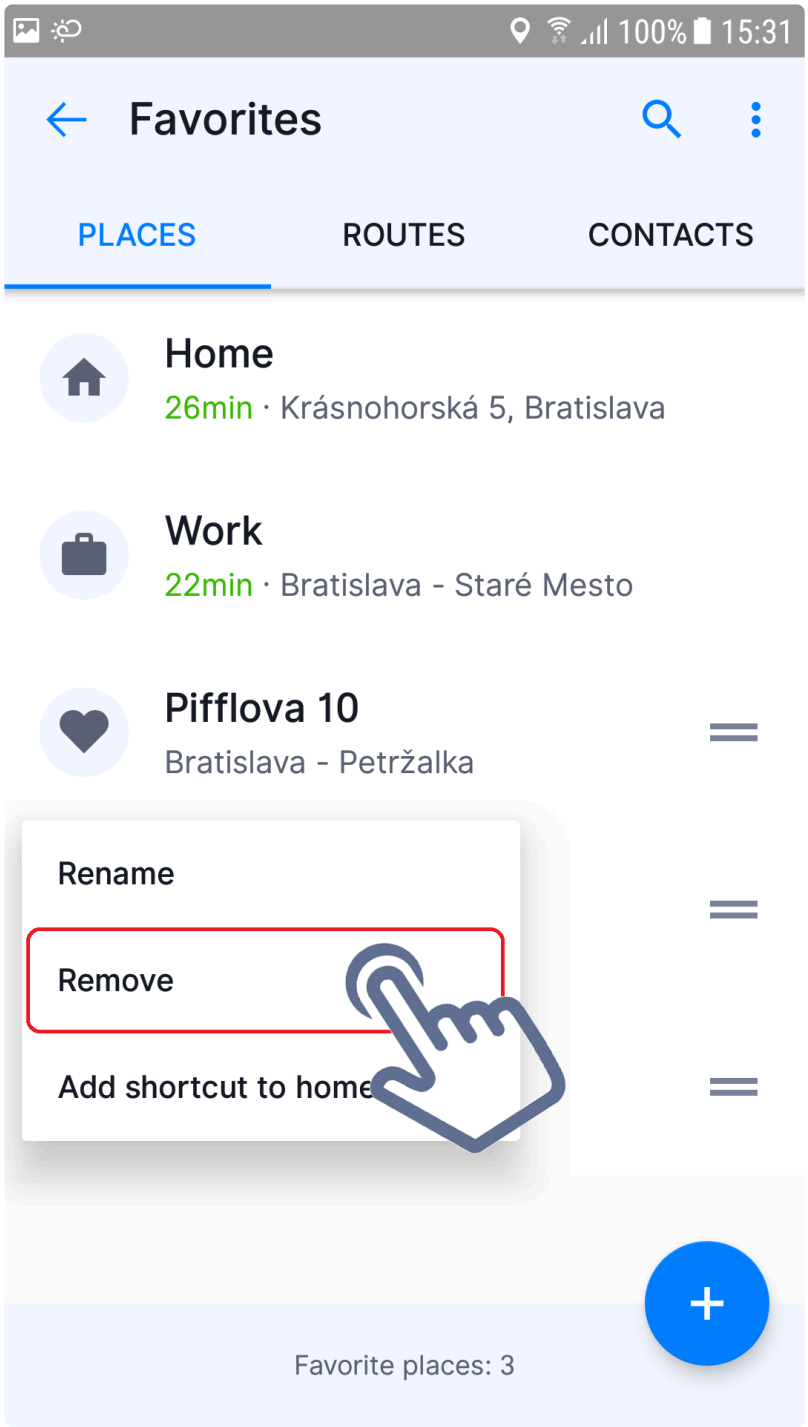

100% 15:29
Favorites
PLACES
ROUTES
CONTACTS
Home
26min · Krásnohorská 5, Bratislava
Work
22min · Bratislava - Staré Mesto
Namestie SNP
Bratislava
Slavín
Staré Mesto
Favorite plac


100% 15:30
pifflova 10
Pifflova 10
9.5 km • 85101 Bratislava - Petržalka, Slove...
Pifflova 10
15 Oct • Bratislava
10th
w/o
wood
English (US)



To **remove** a favorite, press and hold your finger on it for about 1 second, which opens a menu where you can choose to remove it. This menu also offers the option to **rename the favorite** and to create a shortcut on the home-screen of your device. Keep in mind, that even if you remove the favorite, it will not affect the shortcut, which needs to be deleted like any other icon on your home-screen.


100% 15:30
Favorites
PLACES
ROUTES
CONTACTS
Home
26min · Krásnohorská 5, Bratislava
Work
22min · Bratislava - Staré Mesto
Pifflova 10
Bratislava - Petržalka
Tap & Hold
Namestie SNP
Bratislava
Slavín
Staré Mesto
Favorite places: 3

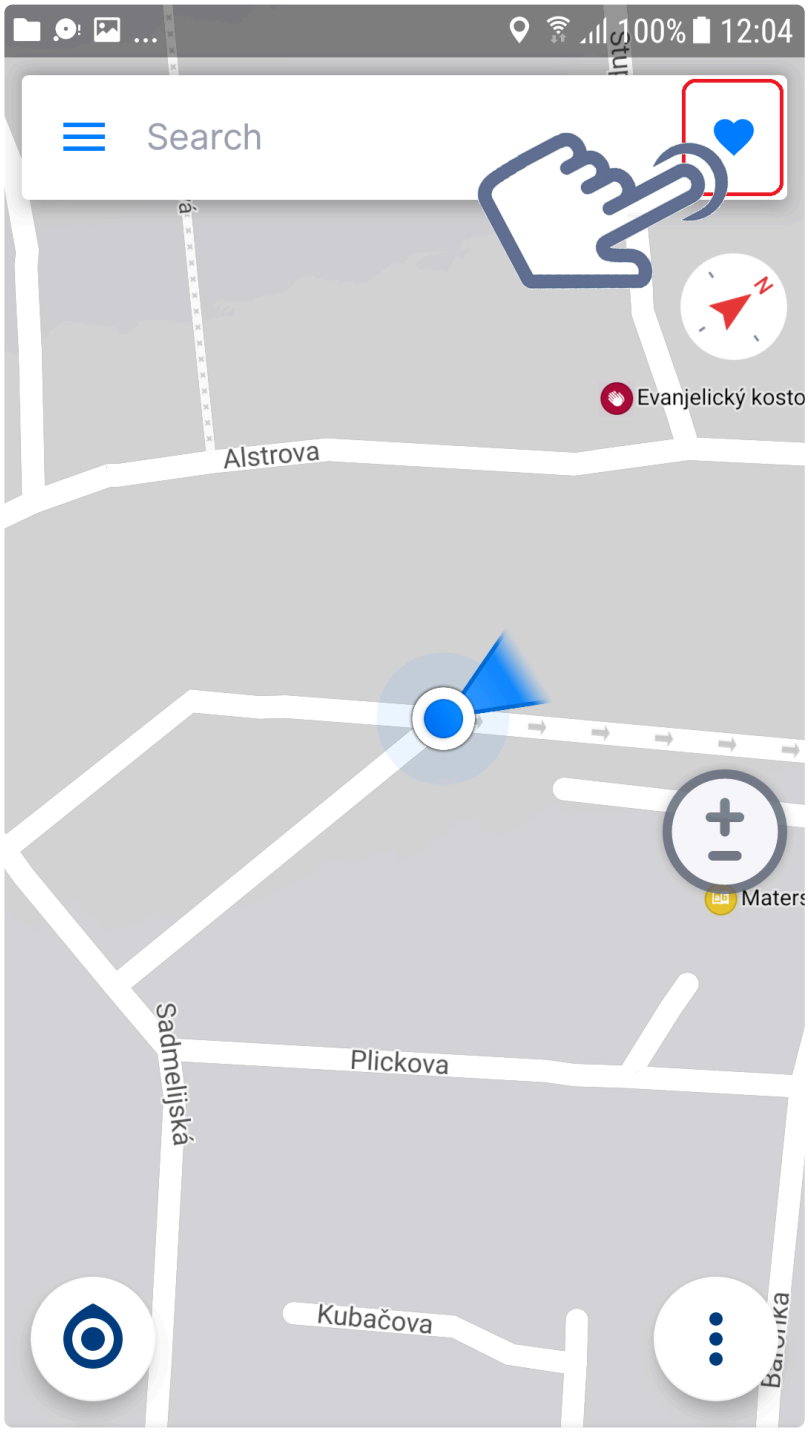


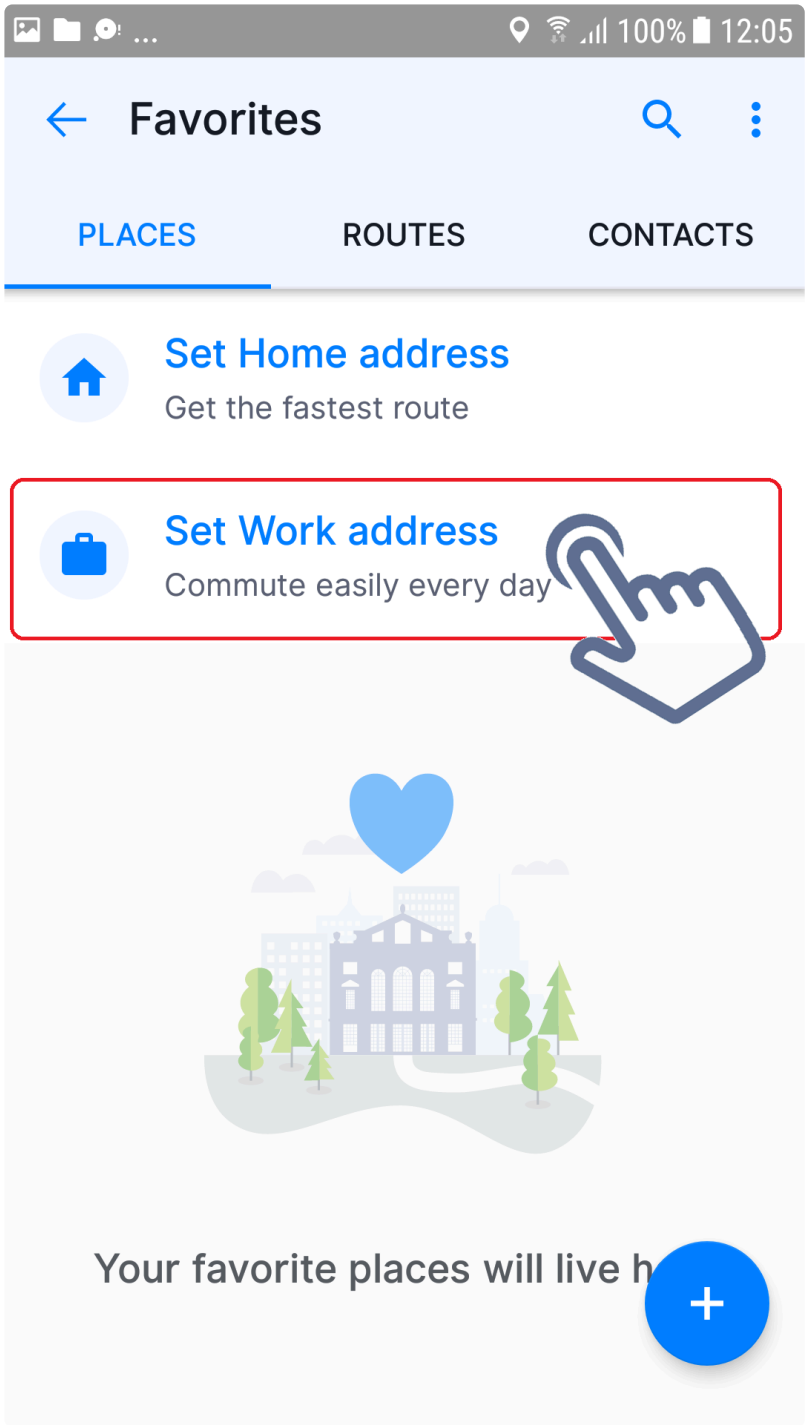
The two parallel lines to the right of the names of the favorites are used to select them when you want to move them up or down to change their order in the list.

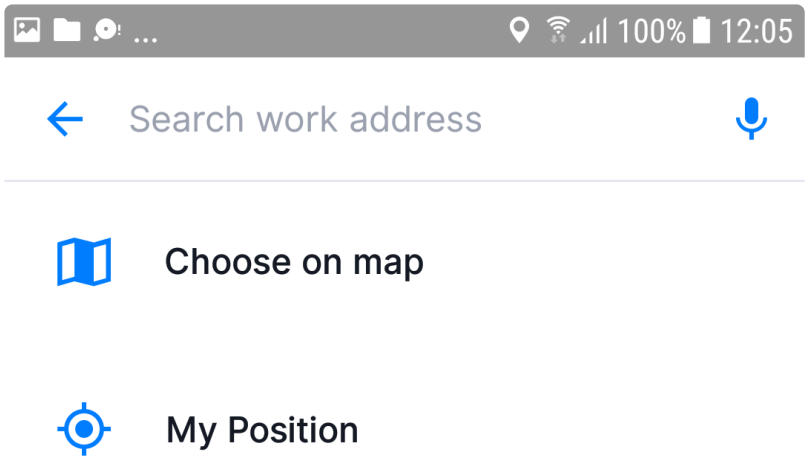
3.2.6. Home, Work – setup & navigation

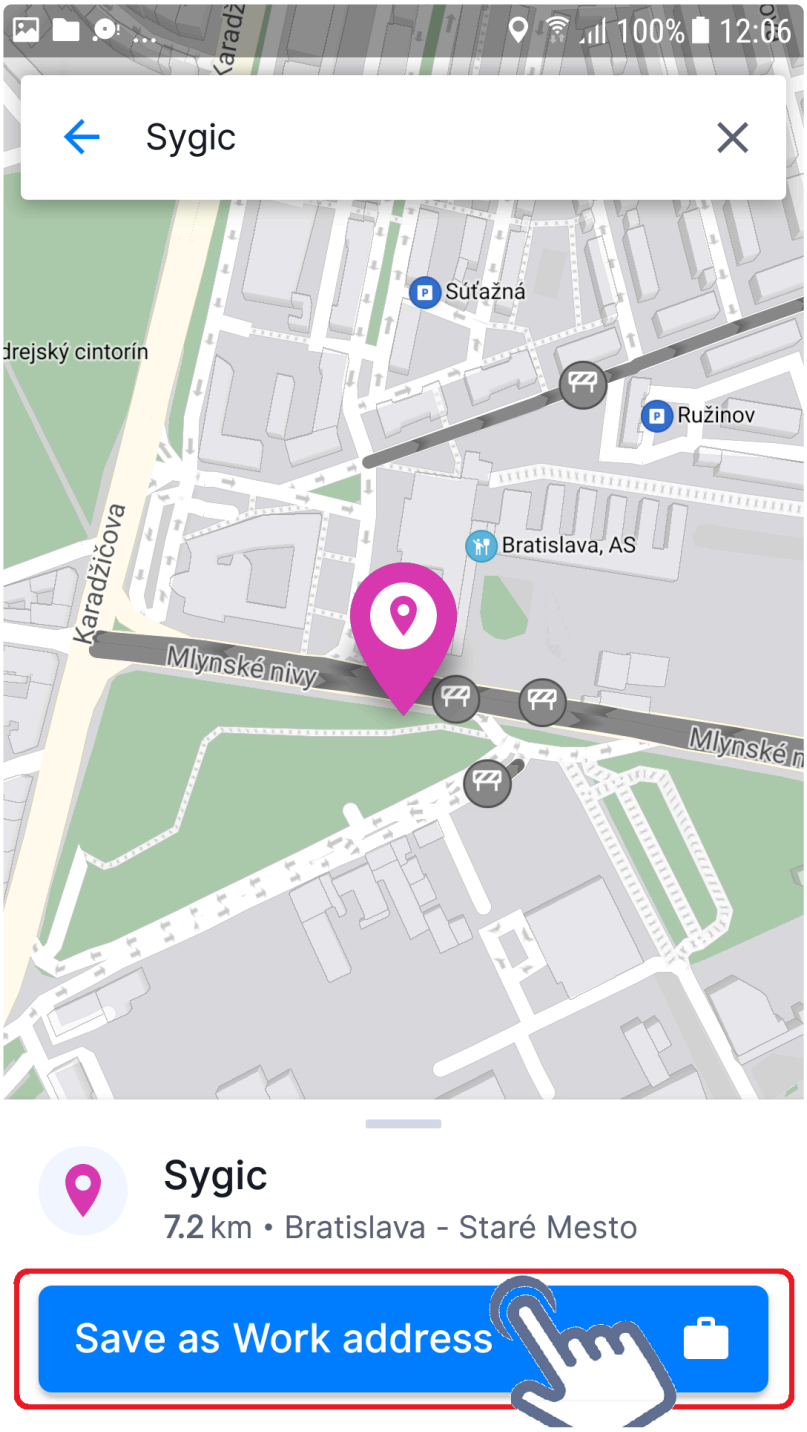
In order to use this feature, it is first necessary to setup your **Home** and/or **Work** addresses.

To set the **Home/Work** address, click the **Heart** icon in the upper right corner and select **Set home address** or **Set work address**. You can then **search for a specific address** or **select location from the map** by moving the marker around.

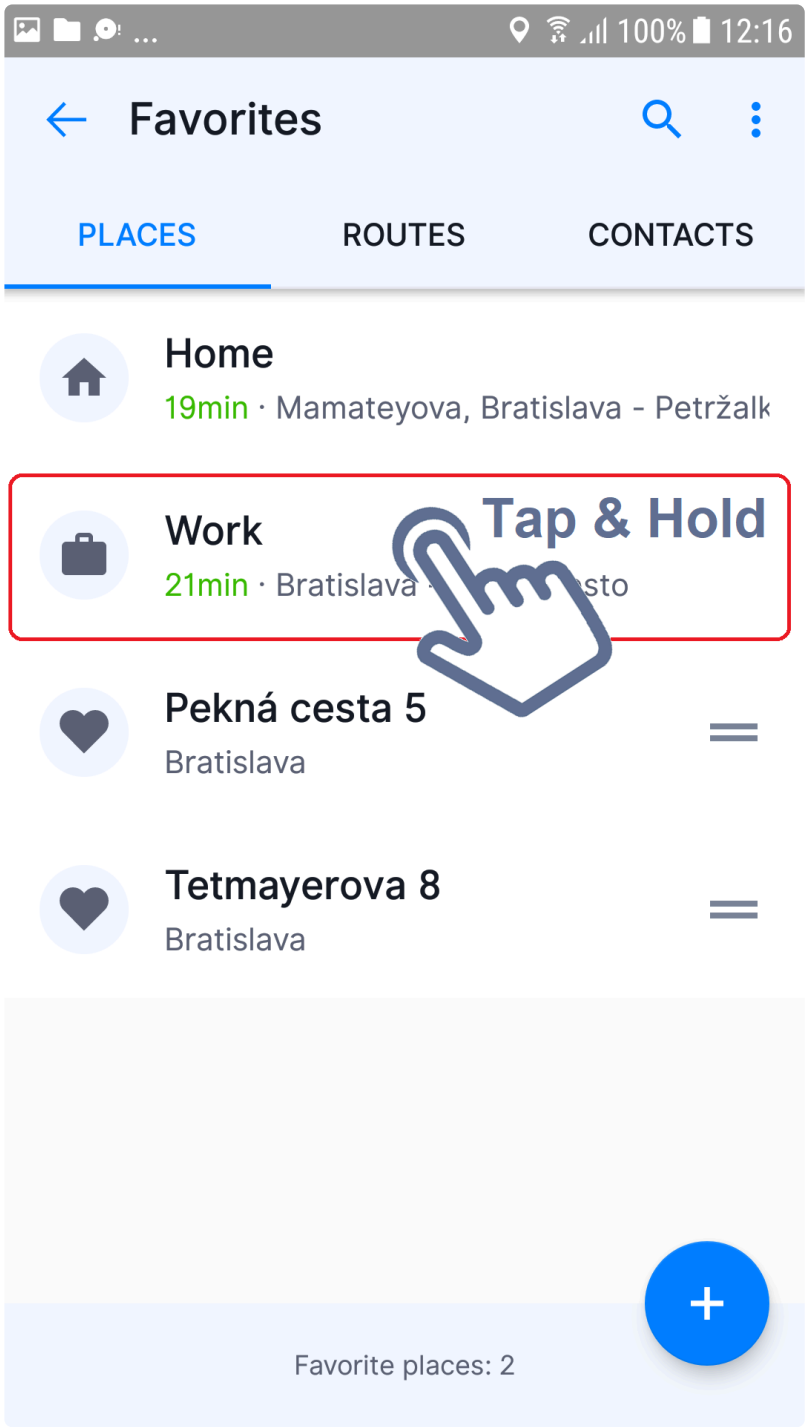


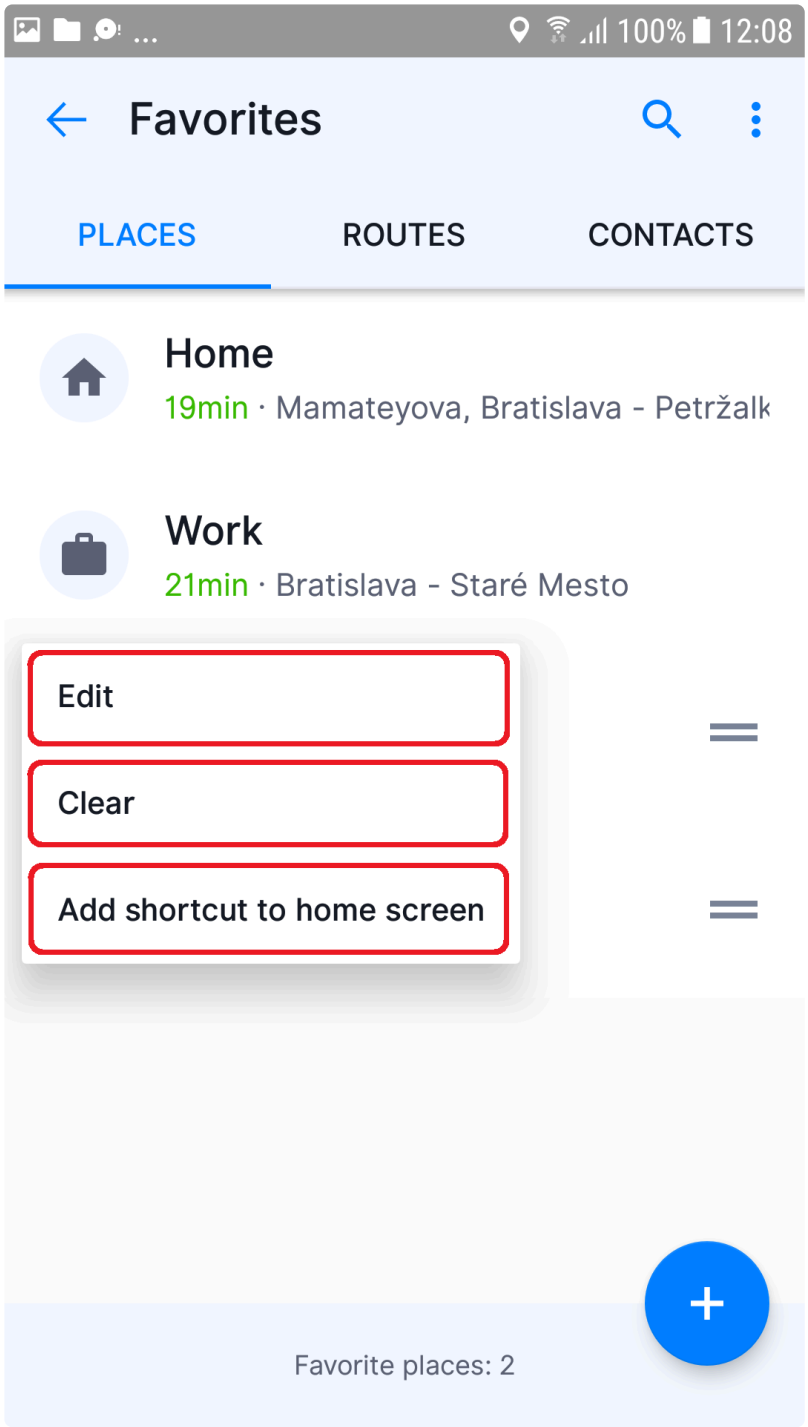

100% 12:05
Favorites
PLACES
ROUTES
CONTACTS
Set Home address
Get the fastest route
Set Work address
Commute easily every day
Your favorite places will live h

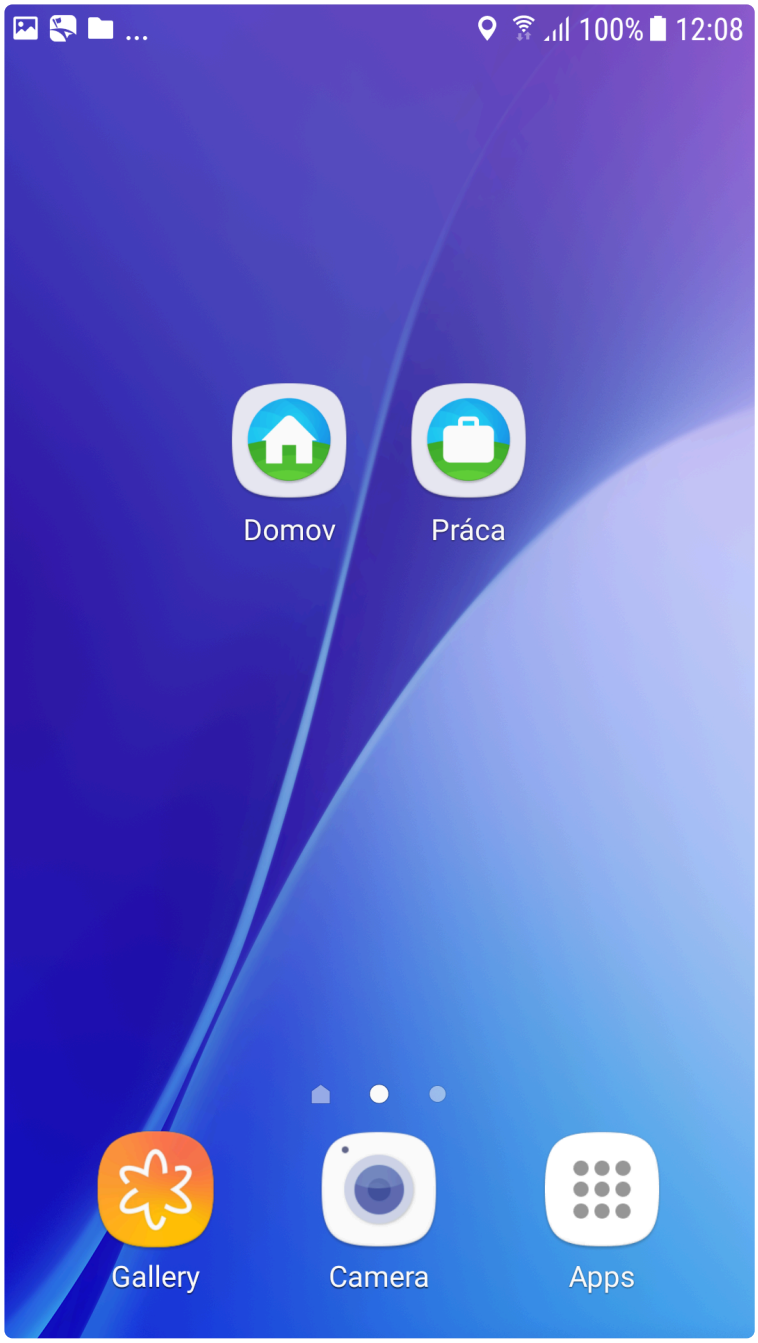

100% 12:05
Search work address
Choose on map
My Position



You can change or remove the address you set, in the Favorites screen by pressing and holding for about 1 second, on an existing Home or Work address and then tapping on Replace. The app also asks you if you want to add a Home/Work shortcut to your device's home screen. If you select this option and add that shortcut icon to your home screen, you can start navigating by clicking the **Home** or **Work** icon and the Sygic app will start automatically.


100% 12:16
Favorites
PLACES
ROUTES
CONTACTS
Home
19min · Mamateyova, Bratislava - Petržalk
Work
21min · Bratislava
Tap & Hold
Pekná cesta 5
Bratislava
Tetmayerova 8
Bratislava
Favorite places: 2

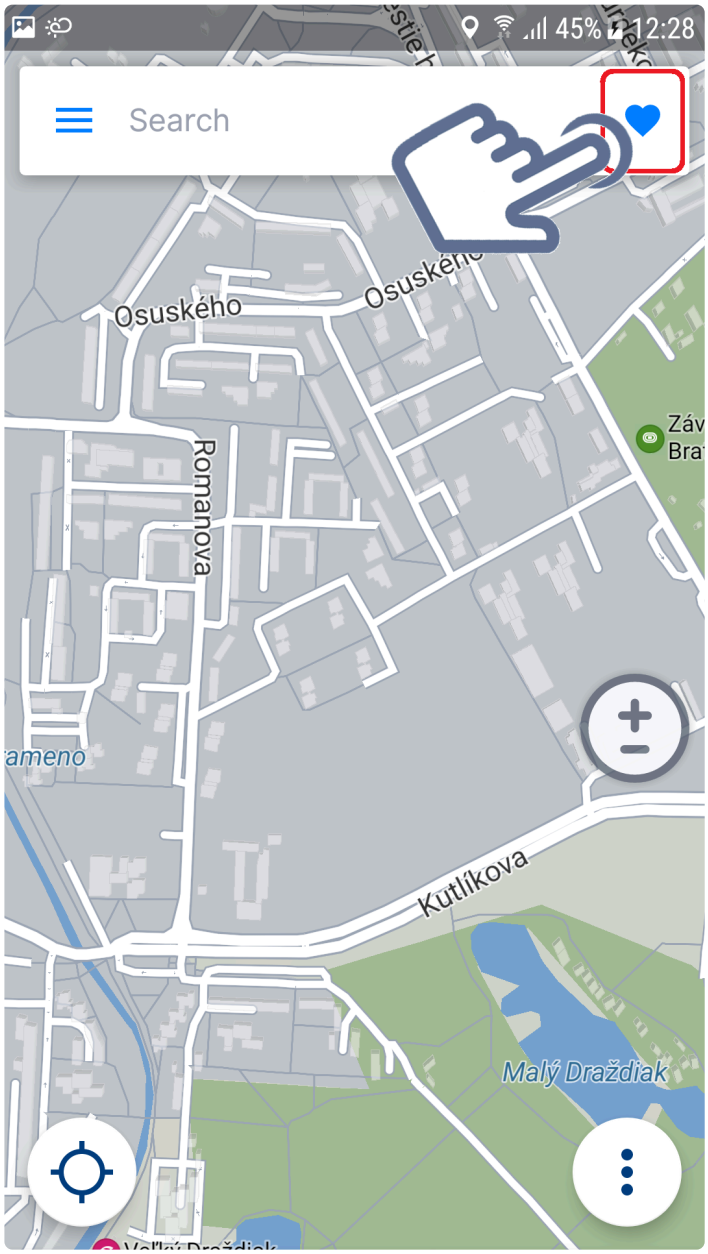

100% 12:08
Favorites
PLACES
ROUTES
CONTACTS
Home
19min · Mamateyova, Bratislava - Petržalk
Work
21min · Bratislava - Staré Mesto
Edit
Clear
Add shortcut to home screen
Favorite places: 2

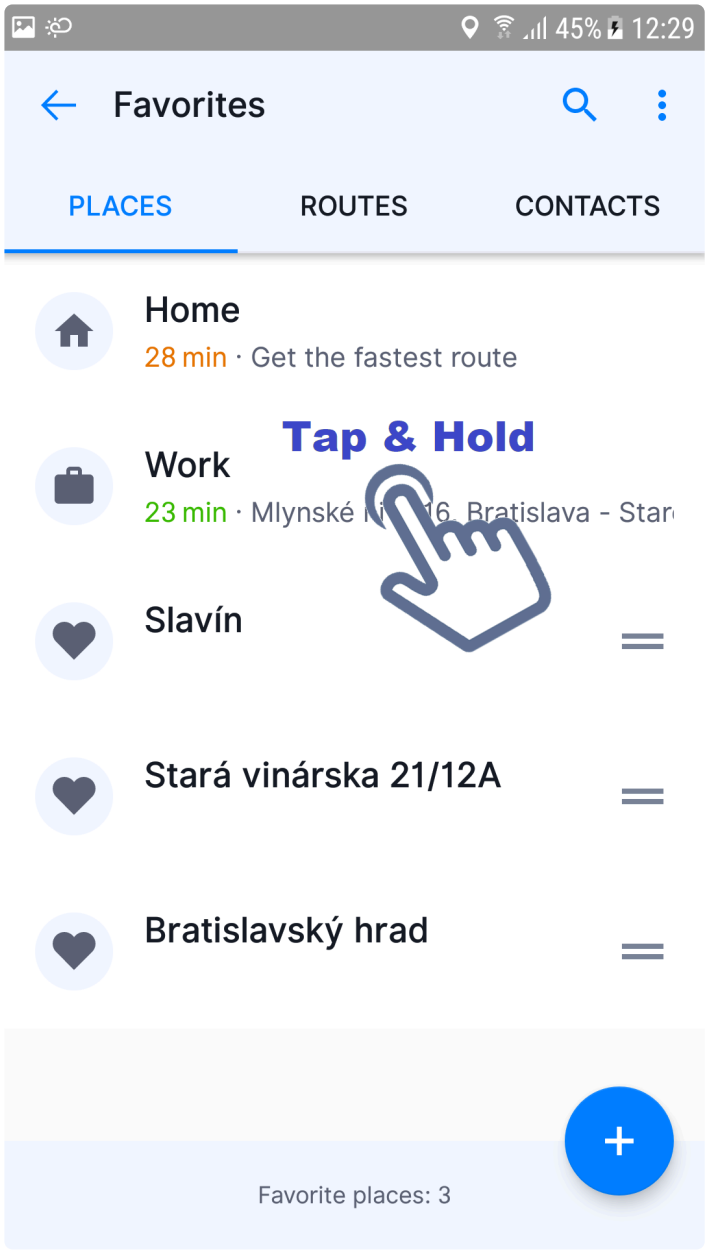

100%
12:08
Domov
Práca
Gallery
Camera
Apps

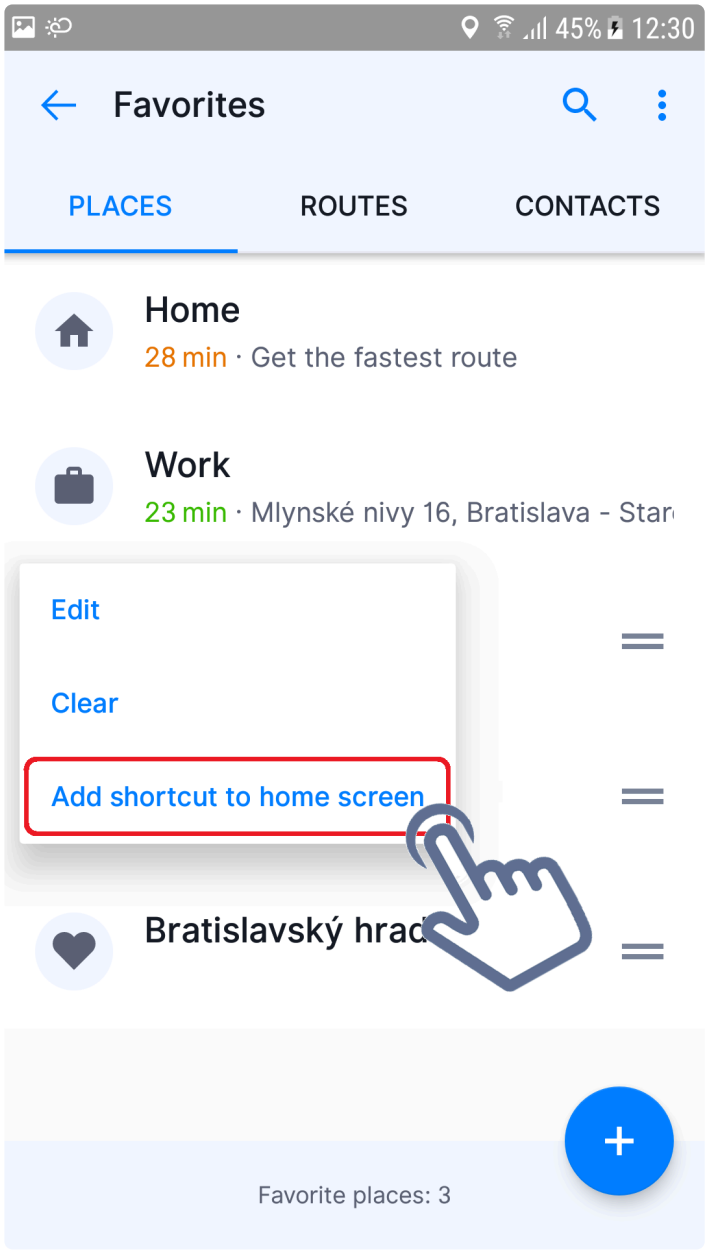
3.2.7. Navigating using home screen icons

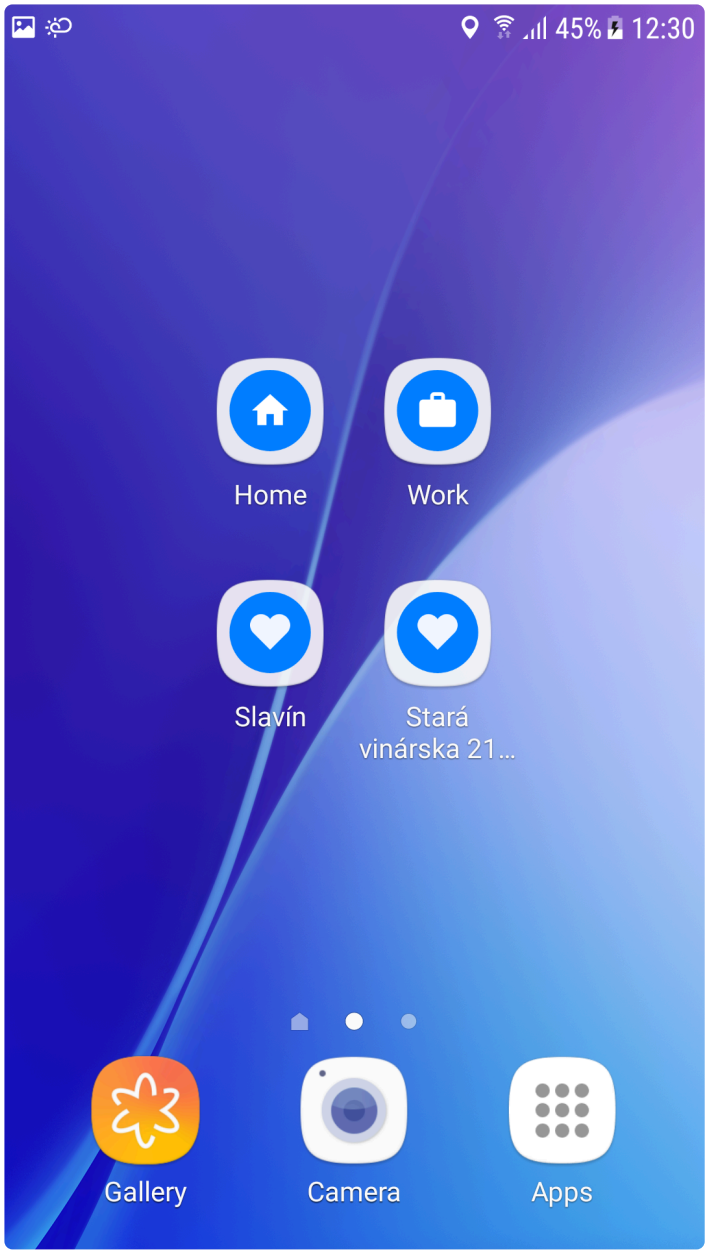
From your favorite places and routes, you can choose the ones you want to have the fastest access to, and create an icon (shortcut) on the home screen of your Android device.
Adding a home screen icon means you can get straight to the route selection screen with just one tap, even when the Sygic app isn't started yet.

1. Tap on the **Heart** icon in the top right corner
2. Tap and hold for about 1 second on any saved **favorite address**, location, or route
3. Select **Add shortcut to homescreen** and you will have an icon for it added to your home screen




45% 12:29
Favorites
PLACES
ROUTES
CONTACTS
Home
28 min · Get the fastest route
Tap & Hold
Work
23 min · Mlynské
16, Bratislava - Star
Slavín
Stará vinárska 21/12A
Bratislavský hrad
Favorite places: 3

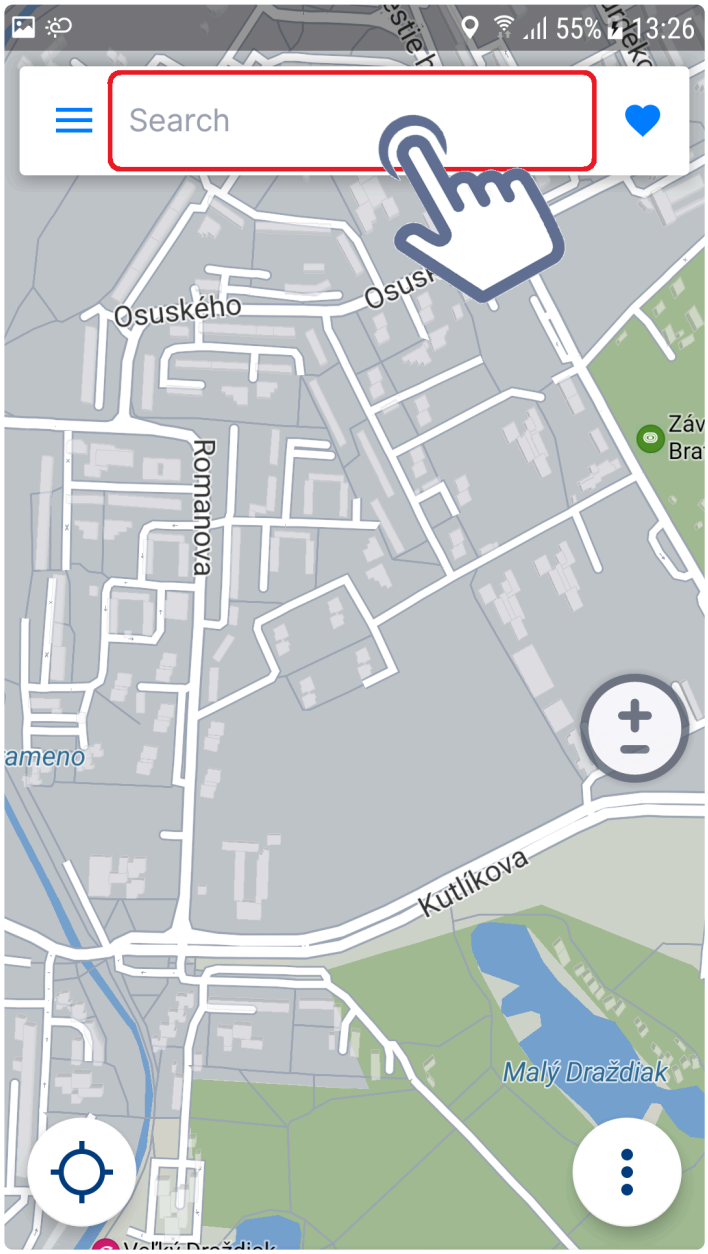

45% 12:30
Favorites
PLACES
ROUTES
CONTACTS
Home
28 min · Get the fastest route
Work
23 min · Mlynské nivy 16, Bratislava - Star
Edit
Clear
Add shortcut to home screen
Bratislavský hrad
Favorite places: 3

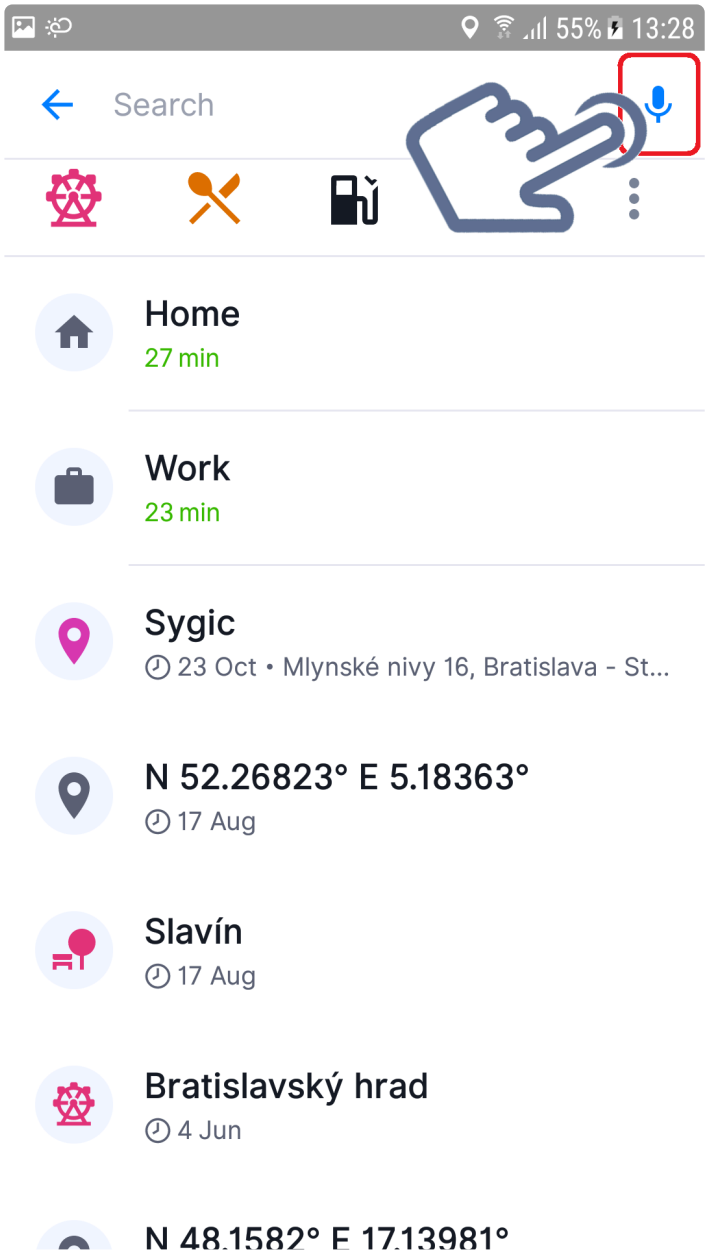

45% 12:30
Home
Work
Slavín
Stará vinárska 21...
Gallery
Camera
Apps

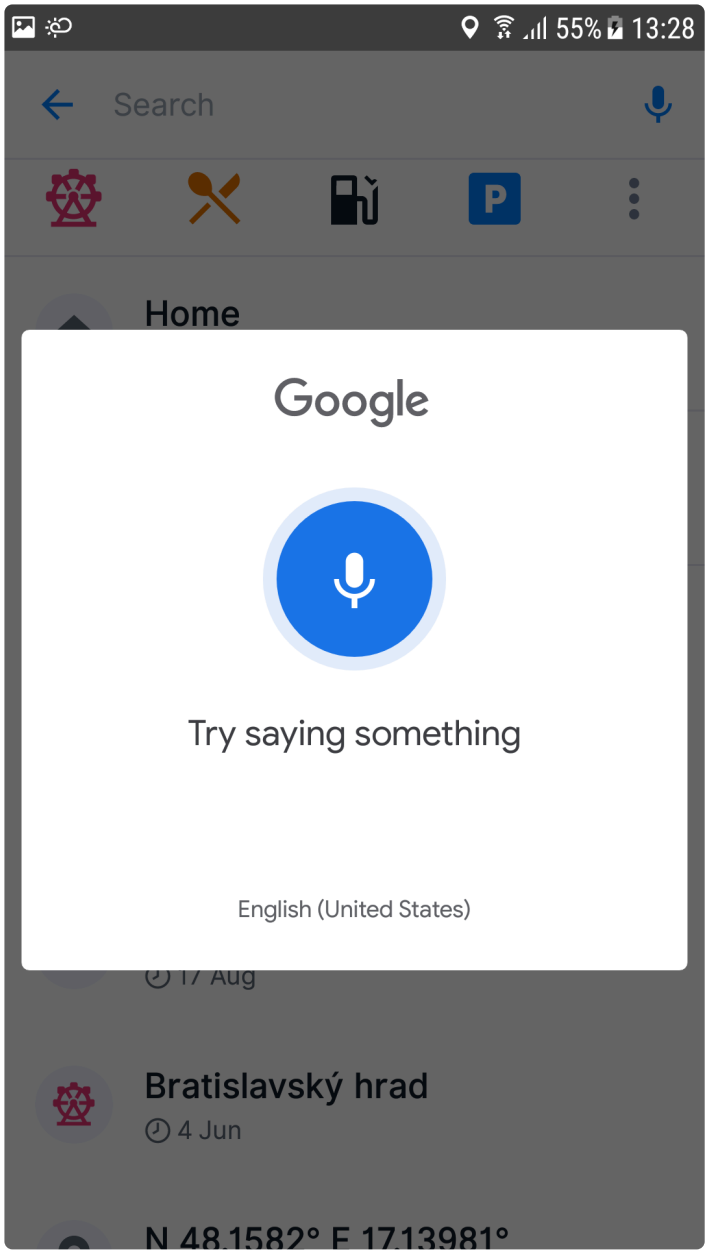
3.2.8. Searching by voice

Typing into the search bar may not be necessary, if your device supports voice input and has this option enabled in the device and/or keyboard settings.

In that case, just tap on the **search bar** and then instead of typing via the on-screen keyboard, tap the **microphone icon** on the right side of the search bar (if it's not there, this feature is not available or not setup in your device). Wait for the prompt telling you when you can start speaking, and then you can enter the street or place name into the search field by speaking it instead of typing.




55% 13:28
Search
Home
27 min
Work
23 min
Sygic
23 Oct • Mlynské nivy 16, Bratislava - St...
N 52.26823° E 5.18363°
17 Aug
Slavín
17 Aug
Bratislavský hrad
4 Jun
N 48.1582° E 17.13981°


55% 13:28
Search
Home
Google
Try saying something
English (United States)
17 Aug
Bratislavský hrad
4 Jun
N 48.1582° E 17.13981°

3.3. Waypoints

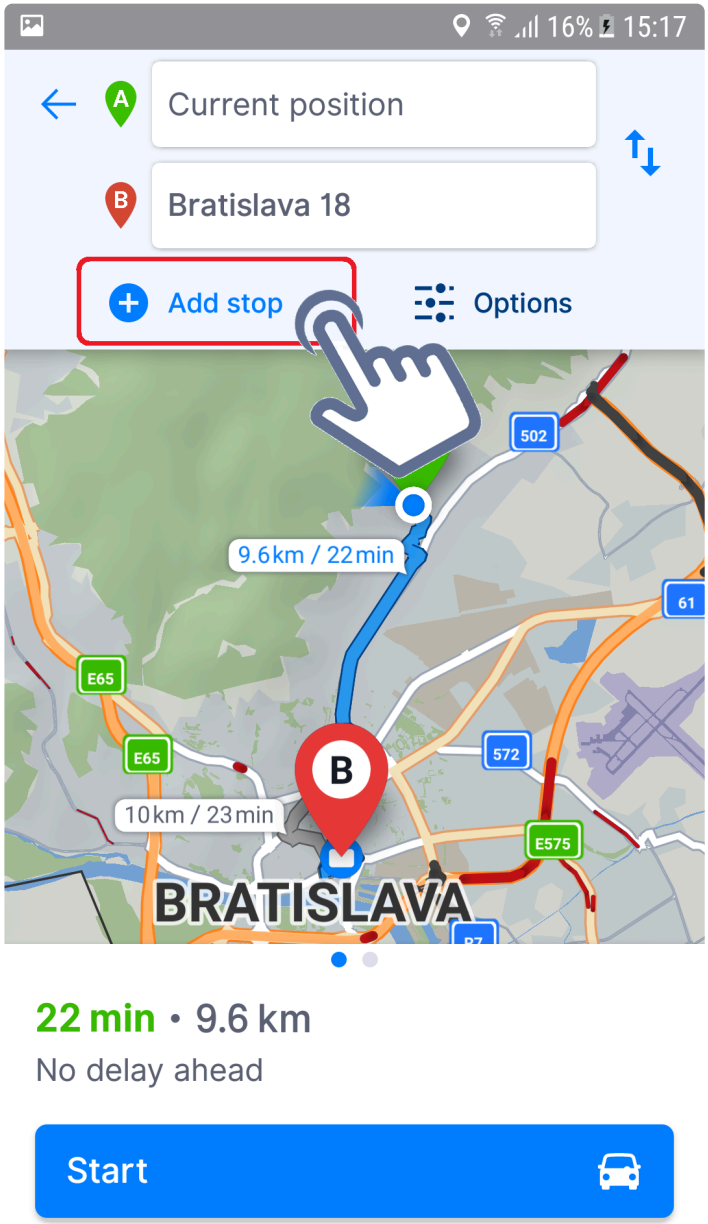
Another option to **customize** your route is by choosing additional points to pass through along the way, between your starting point and destination. You can do this by **adding your own waypoints** to the route.
The following user guide articles provide more details about using waypoints.

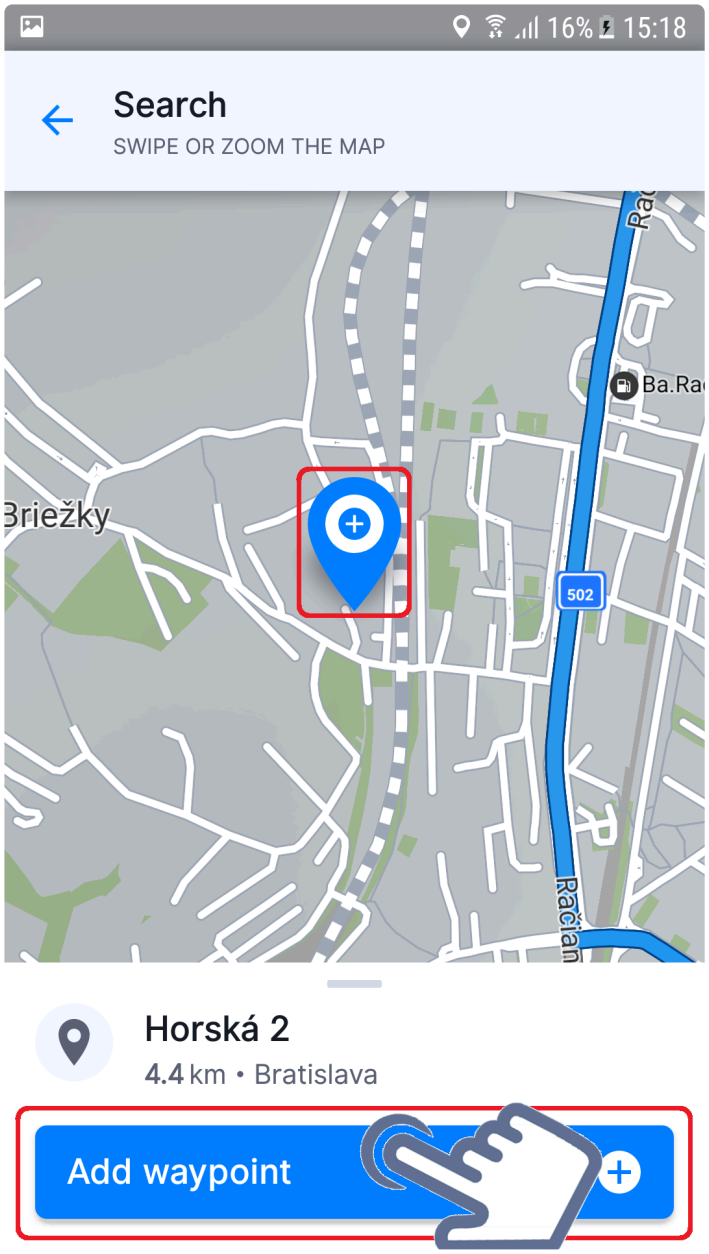
- Adding waypoint while navigating
- Adding waypoint in route overview
- Removing and skipping waypoints

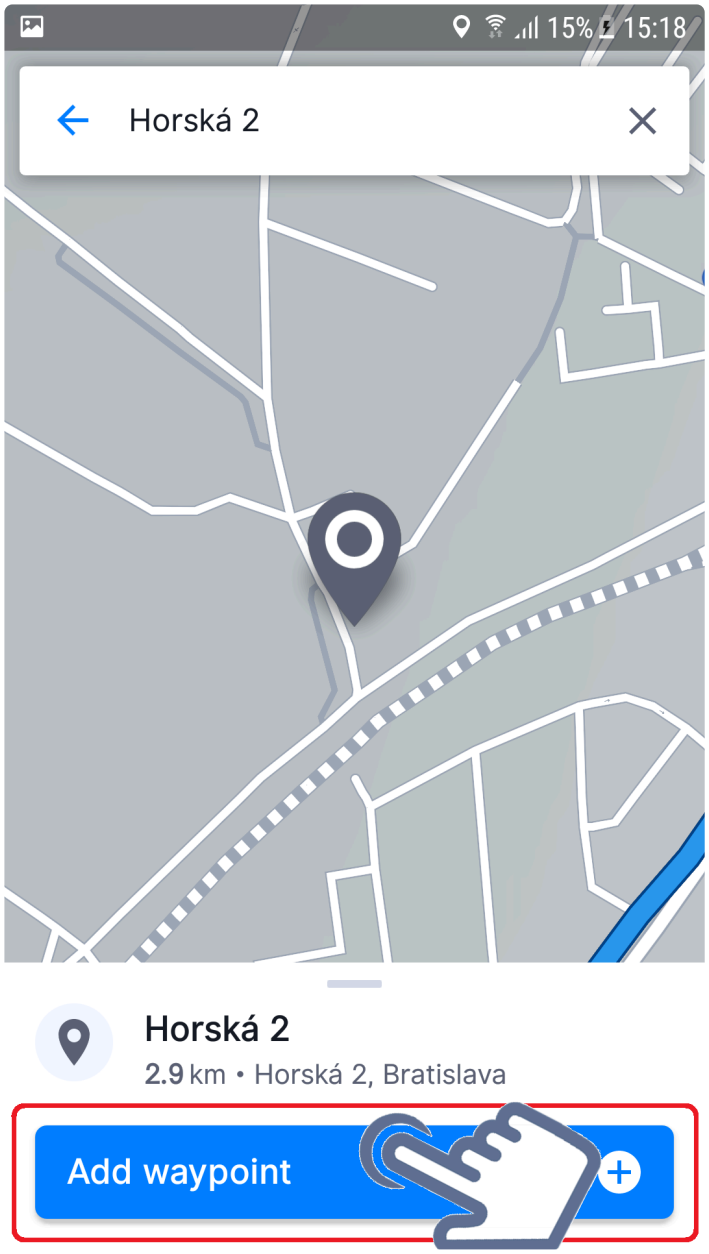
3.3.1. Adding waypoint in route overview

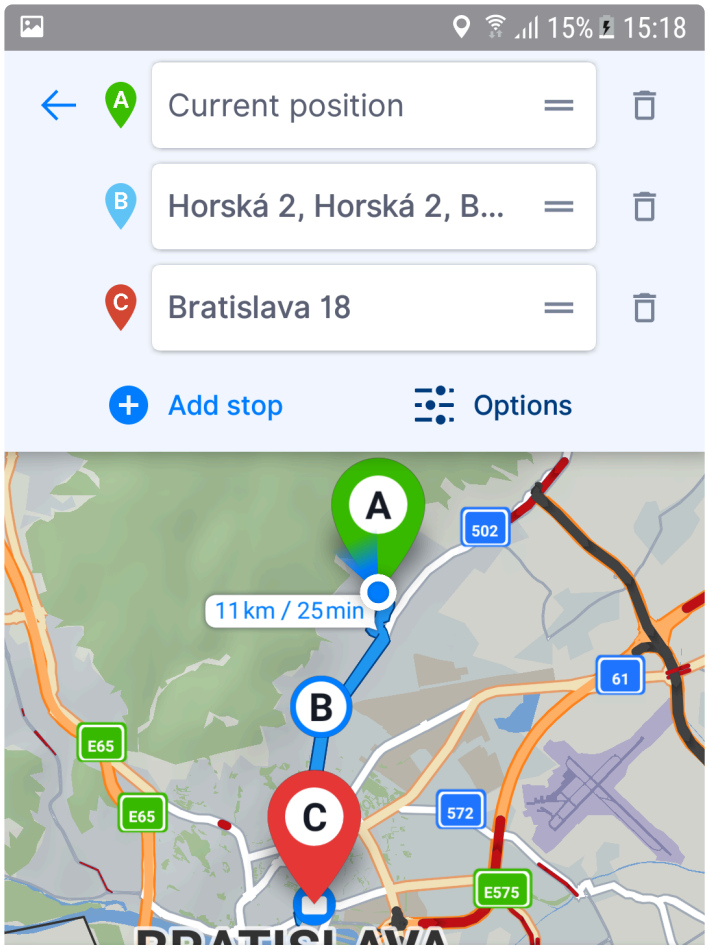
On the **Route Selection** screen, before you start navigating, you can **add waypoints** by tapping on the “Add stop” button. You can select location on map by tapping on it, or you can search for the address. When you are selecting location on map, the blue marker will appear, which can be moved around the map, so you can select your waypoint precisely.

You can also adjust the order of all the selected points on your route including the starting point and destination, by tapping on the 2 lines over to the right side of these points and dragging them up or down.




16% 15:18
Search
SWIPE OR ZOOM THE MAP
Briežky
502
Horská 2
4.4 km • Bratislava
Add waypoint


15% 15:18
Horská 2
Horská 2
2.9 km • Horská 2, Bratislava
Add waypoint



25 min • 11 km

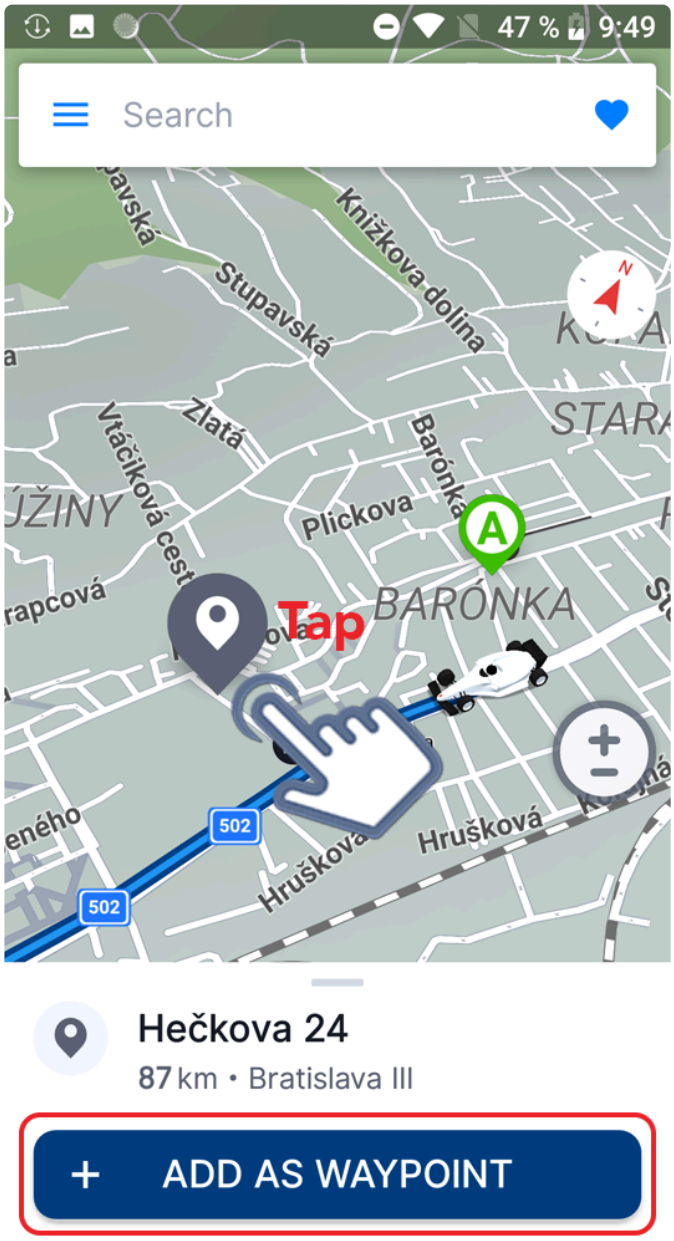
No delay ahead

Start

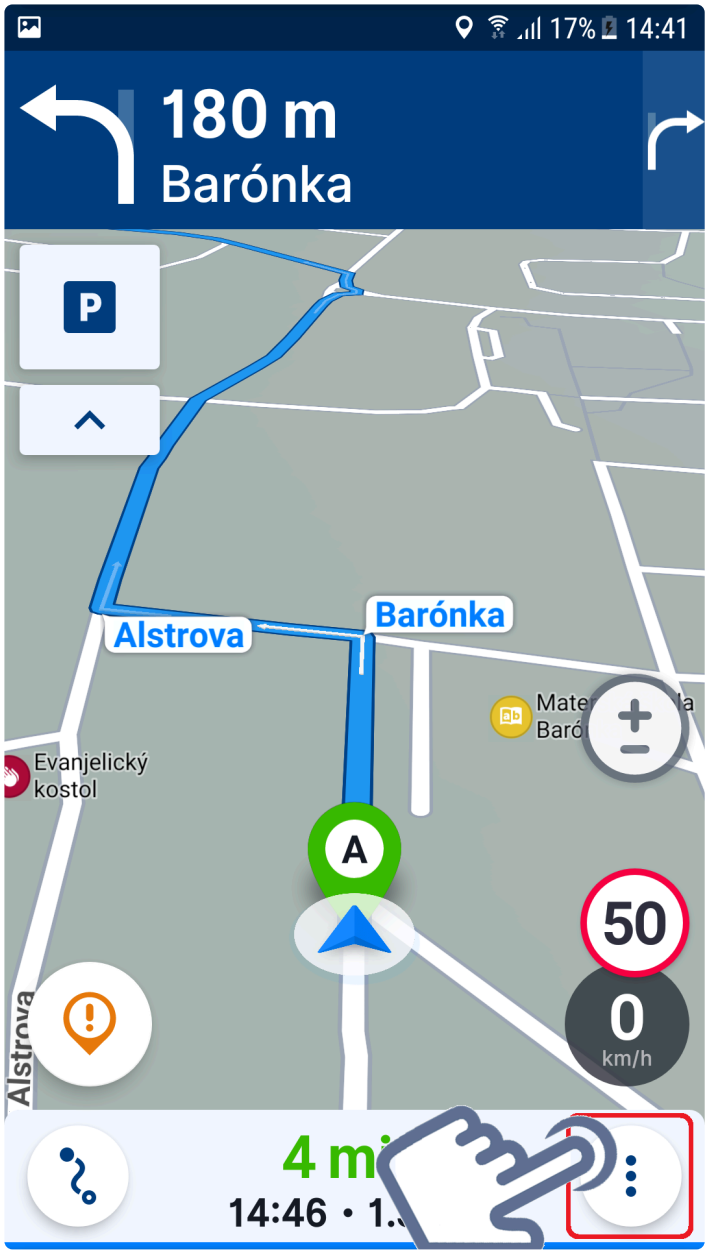
3.3.2. Adding waypoint while navigating

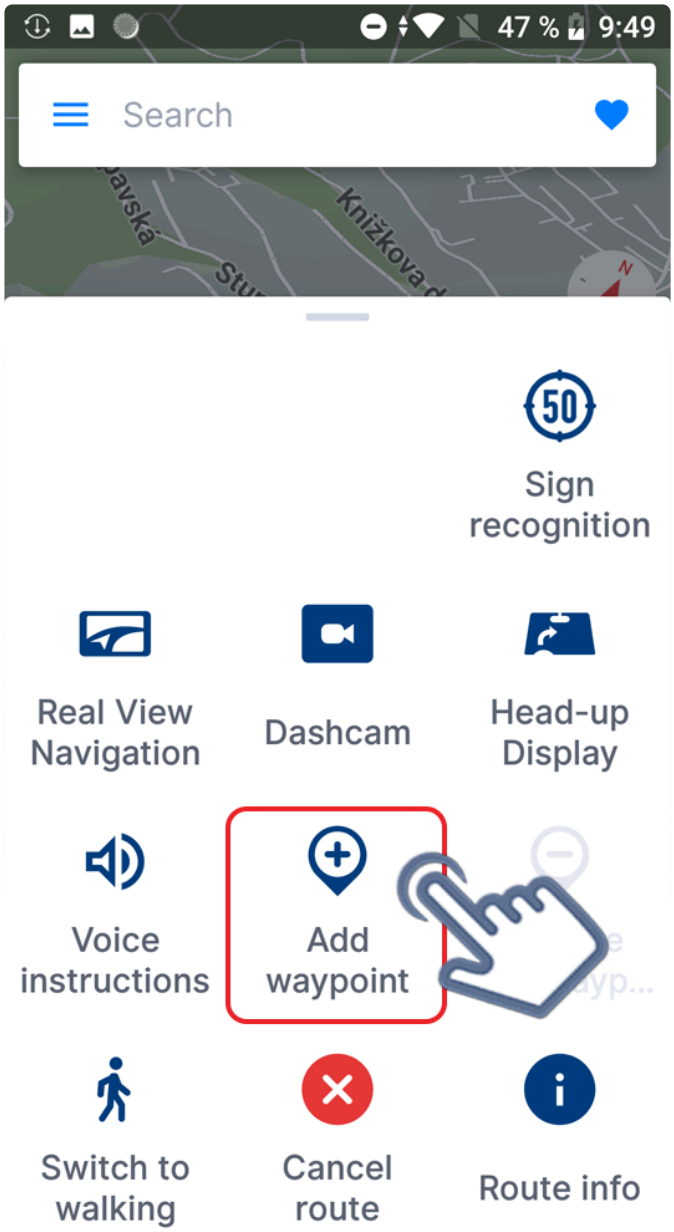
There are two ways to add a waypoint while navigating:

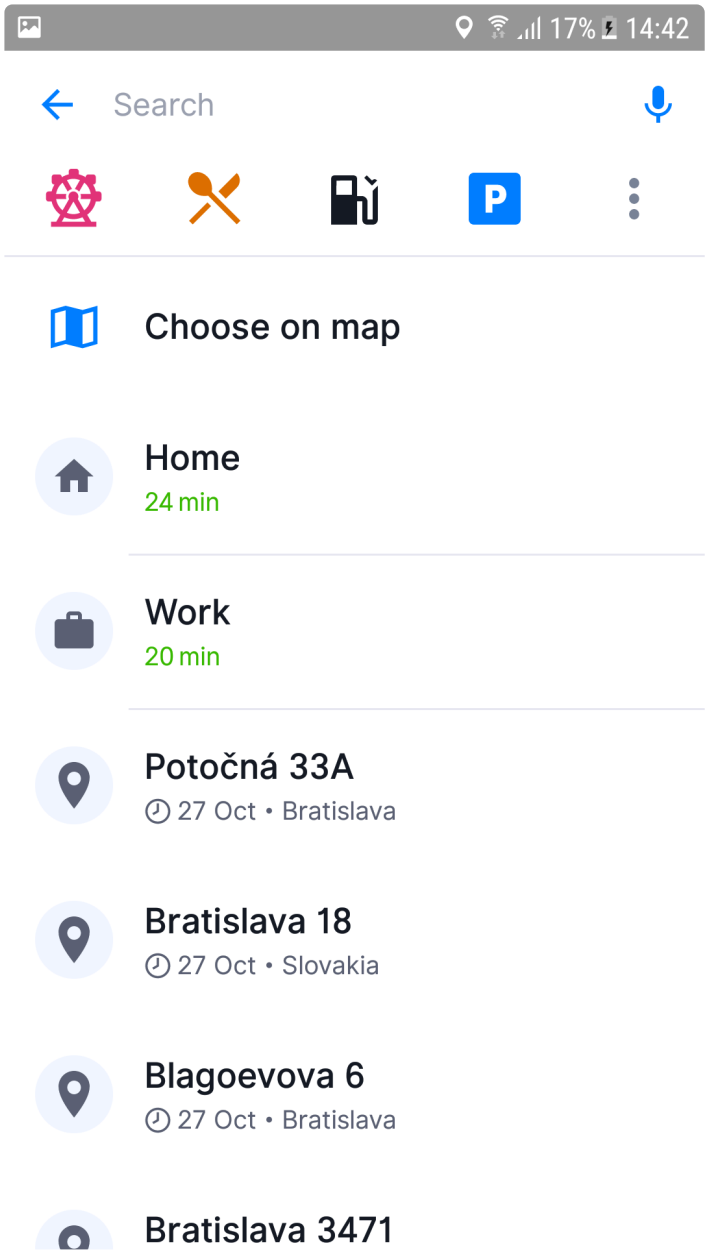
1. Directly from the map
Swipe across the screen whle navigation and simply tap anywhere on the map so a grey marker appears, and choose the **Add as waypoint** option that way.

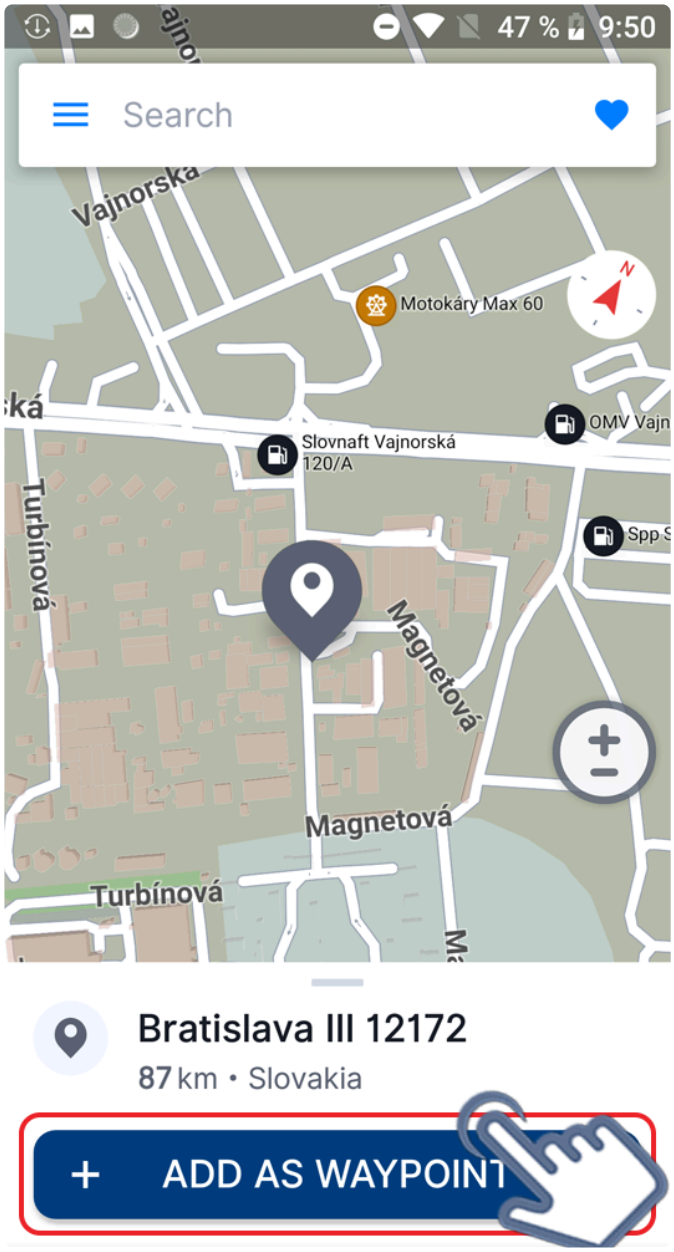


2. Through the quick menu
Open the quick menu by tapping on the three-dot icon in the bottom right corner of the screen. Then, you can either tap on the “Add waypoint” option or tap straight on the Search bar at the top. After you find and display the place or address you want to add, tap on “Add as waypoint” at the bottom of the screen and your route will be immediately adjusted.


17% 14:41
180 m
Barónka
P
Alstrova
Barónka
Evanjelický
kostol
A
50
0
km/h
Alstrova
4 m
14:46 • 1.

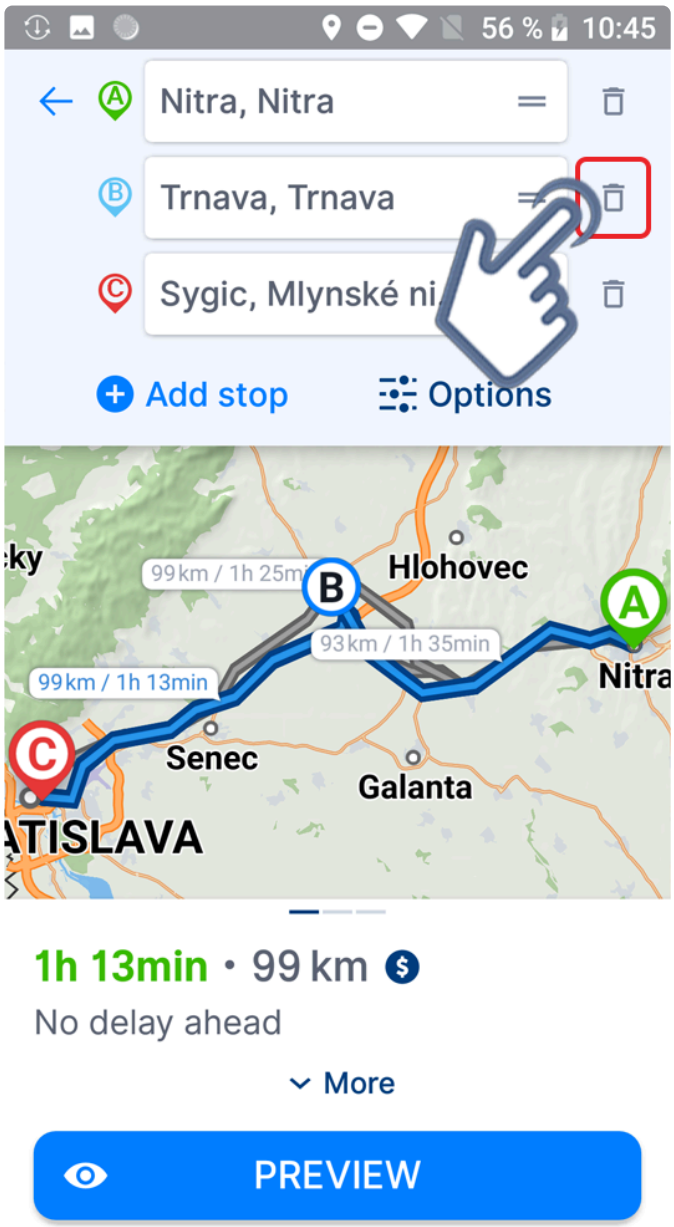

47 % 9:49
Search
Sign recognition
Real View Navigation
Dashcam
Head-up Display
Voice instructions
Add waypoint
Switch to walking
Cancel route
Route info


17% 14:42
Search
Choose on map
Home
24 min
Work
20 min
Potočná 33A
27 Oct • Bratislava
Bratislava 18
27 Oct • Slovakia
Blagoevova 6
27 Oct • Bratislava
Bratislava 3471

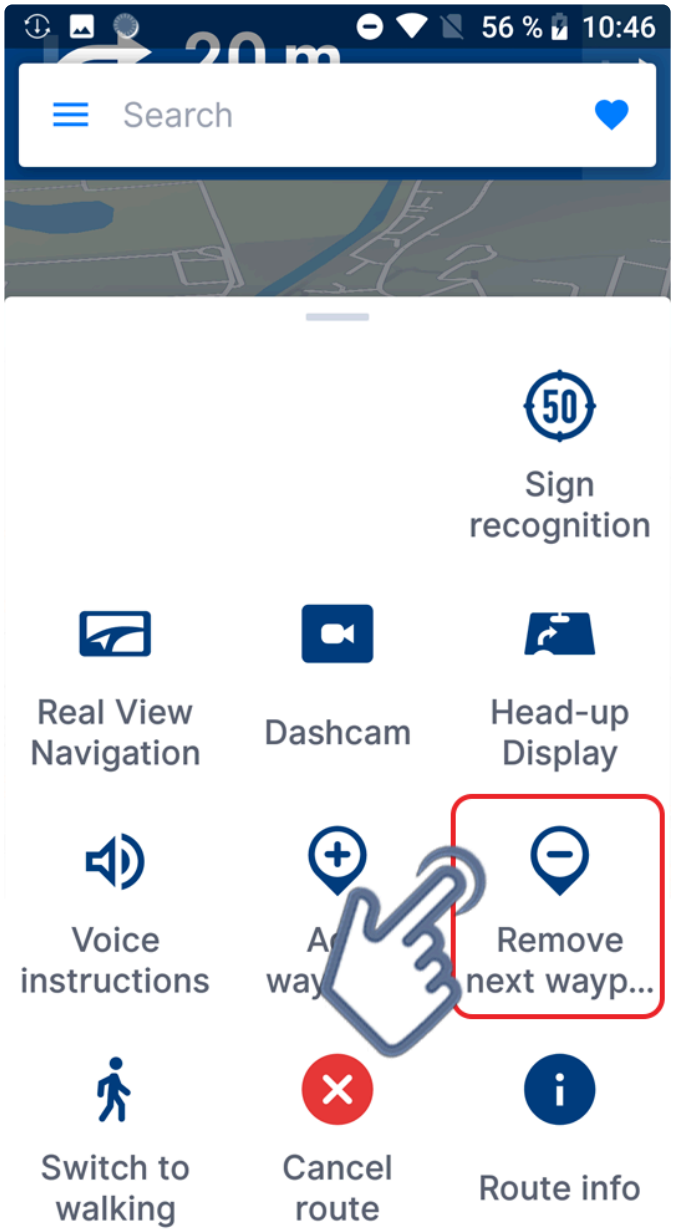

47 % 9:50
Search
Vajnorská
Motokáry Max 60
Slovnaft Vajnorská
120/A
OMV Vajn
Spp S
Turbínová
Magnetová
Magnetová
Turbínová
Bratislava III 12172
87 km • Slovakia
+ ADD AS WAYPOINT

3.3.3. Removing & Skipping waypoint

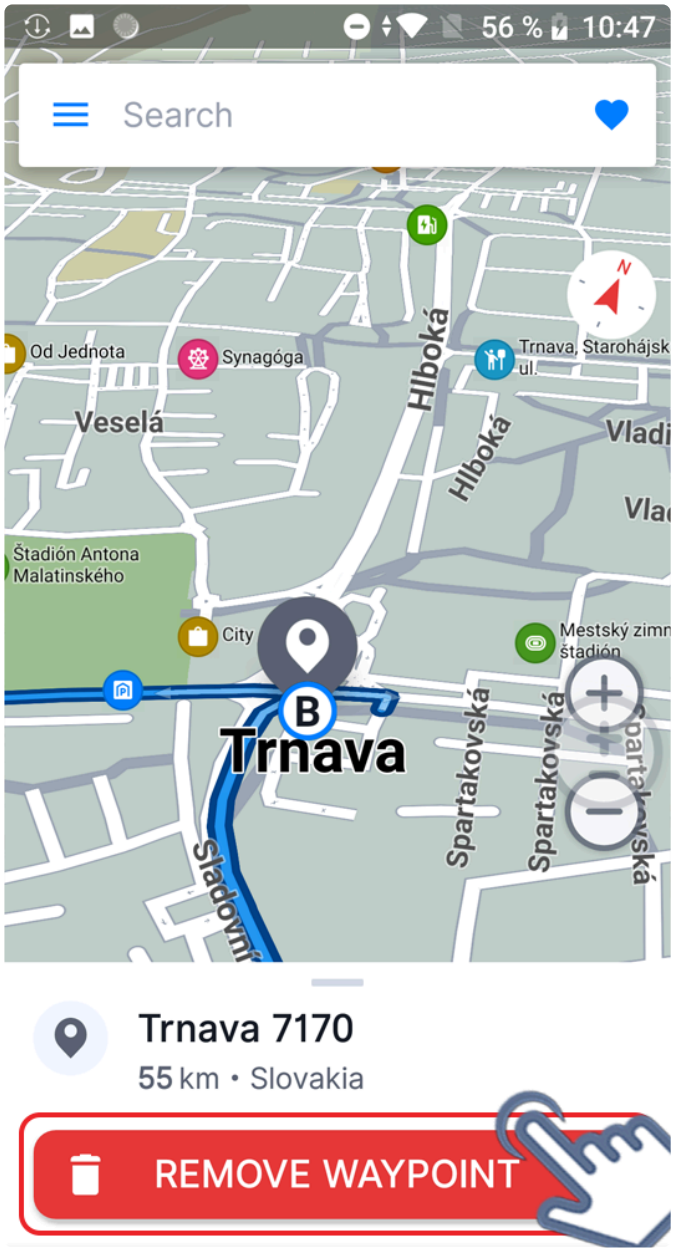
If you would like to remove added waypoint while still in route overview, just tap on the **bin icon** next to the waypoint you want to remove from your route.



If you wish to **skip/remove** the nearest waypoint on your route during navigation, open the [Quick menu]() and choose the **Remove next waypoint** option.



To **remove** the waypoint through its map marker, swipe the map in any direction while navigating to stop following your position, and drag/zoom the map until you are able to see the waypoint. Tap on it, and then select **Remove waypoint** at the bottom of the screen.

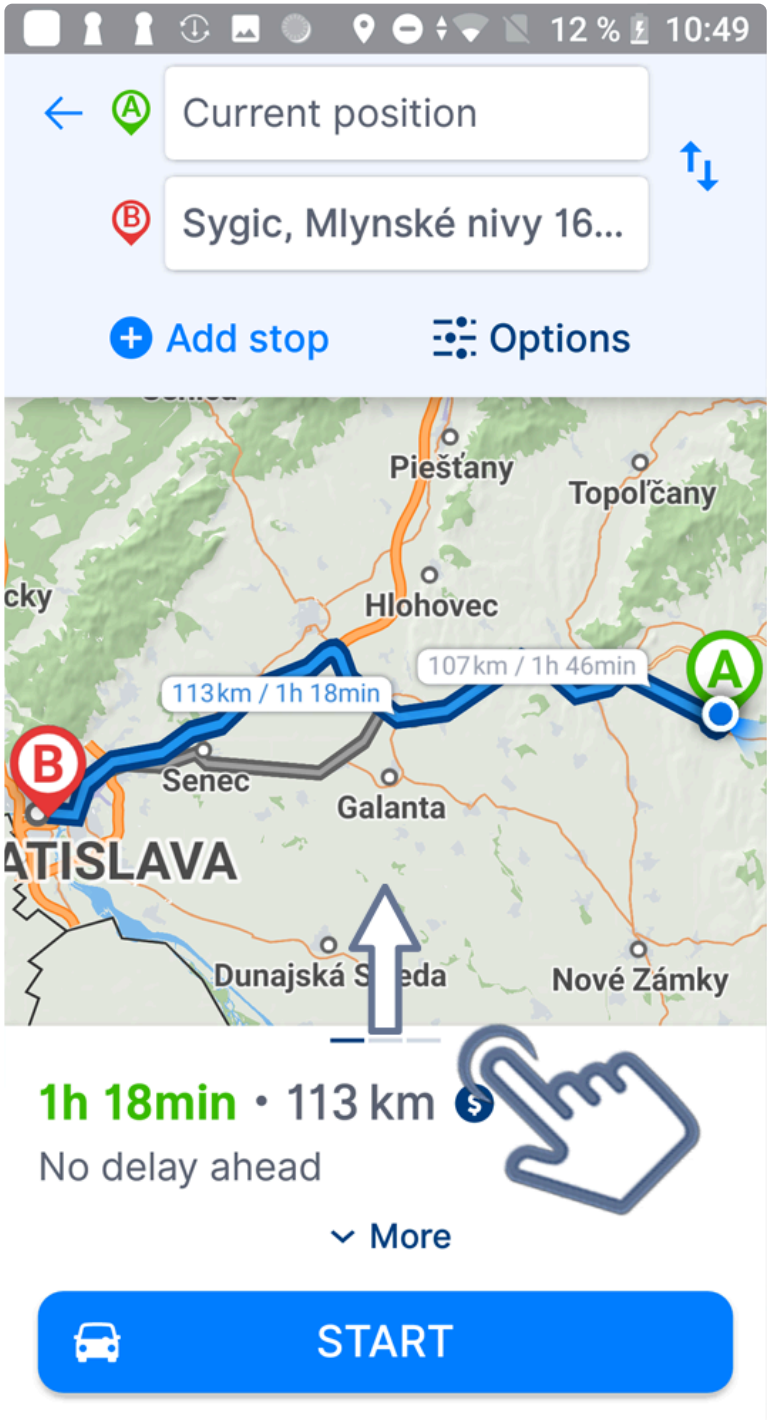

56 % 10:47
Search
Od Jednota
Synagóga
Veselá
Hlboká
Hlboká
Trnava, Starohájsk ul.
Štadión Antona Malatinského
City
Mestský zimn štadión
B
Trnava
Spartakovská
Spartakovská
Spartakovská
Trnava 7170
55 km • Slovakia
REMOVE WAYPOINT

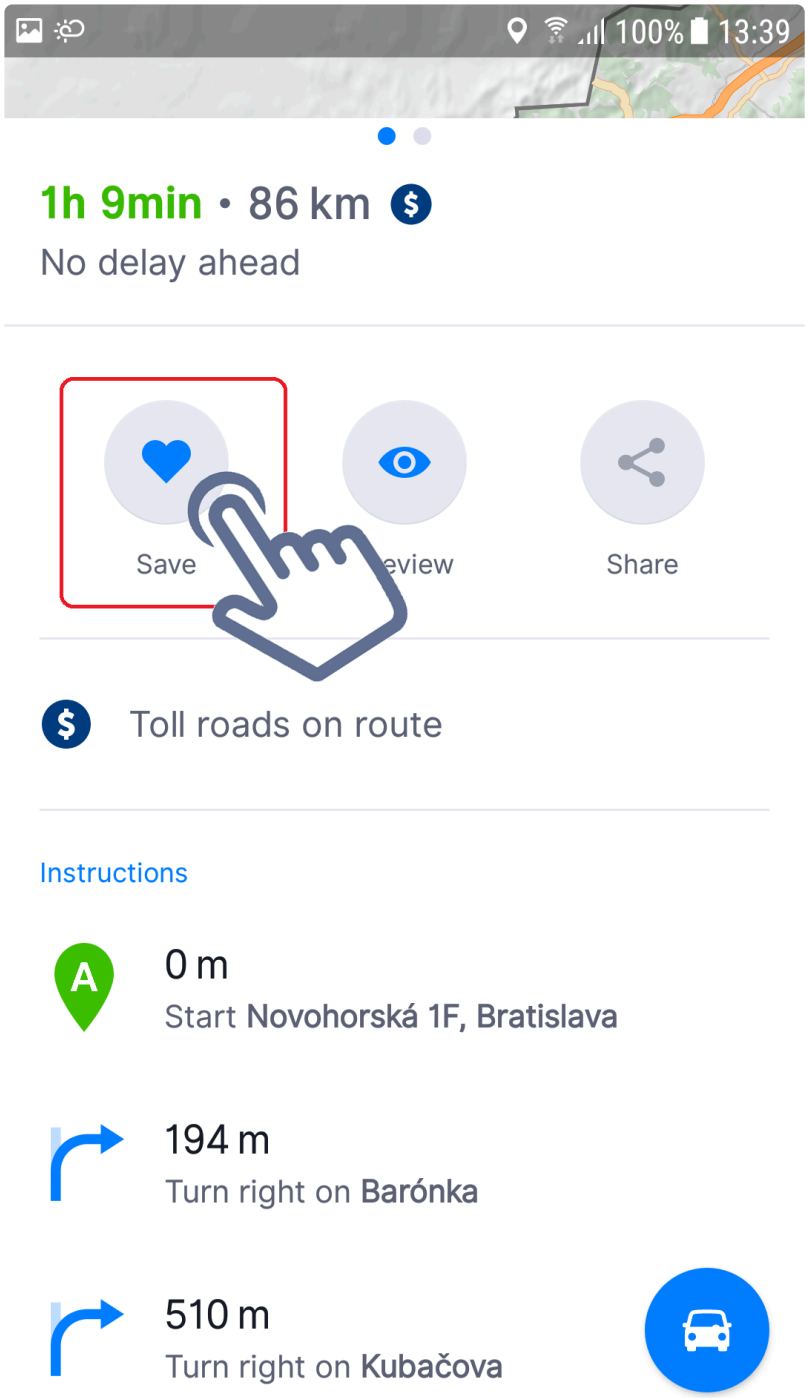
3.4. Saving a route

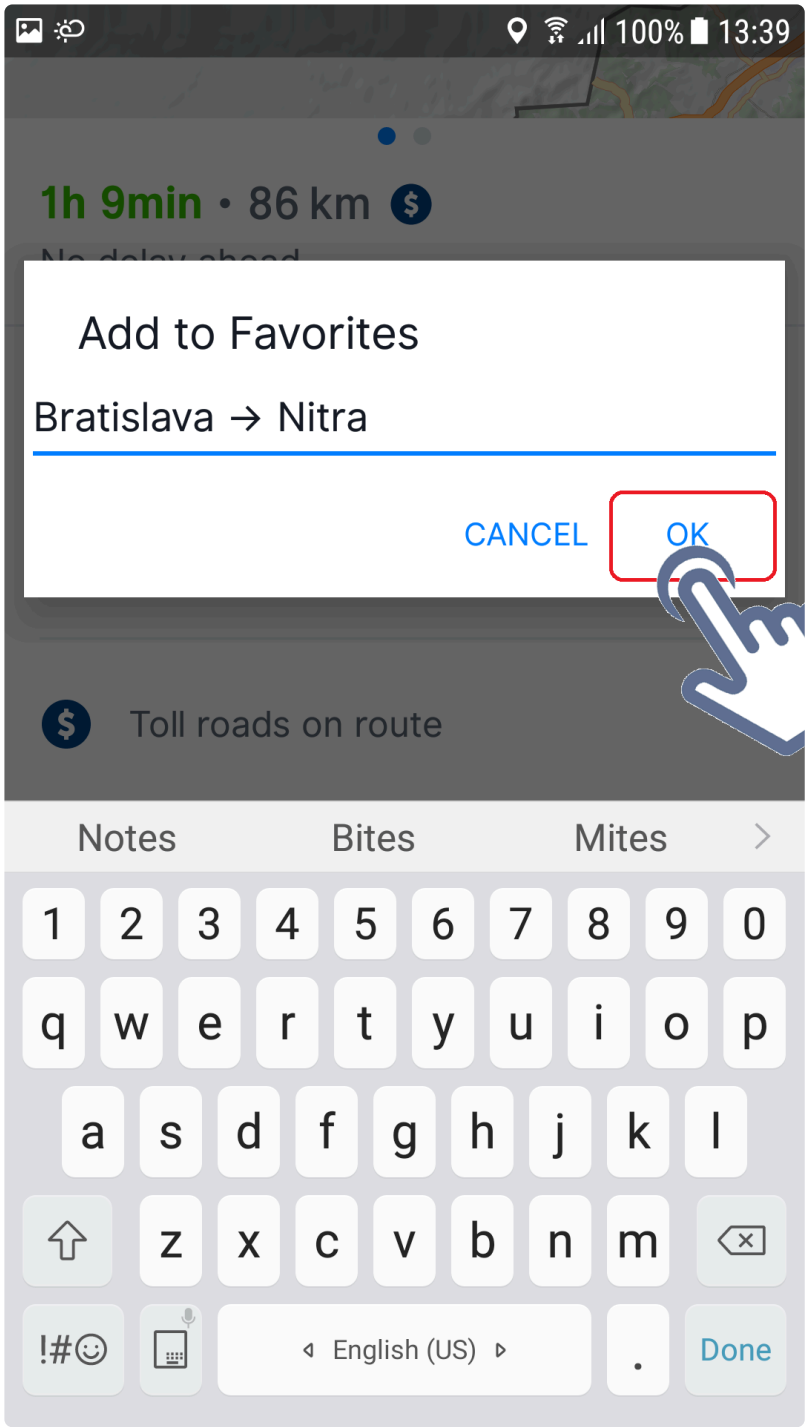
When you select your destination point and **create a route**, you can **save it to favorites** for later use. In order to create a route, please go to section [Settings up your route](#).

You can save created route to favorites while in route overview:

1. **Swipe** the bottom bar **up**.
2. Tap on the **heart icon**.
3. In the last step, you can customize the name of the route and then confirm its addition to your Favorites by pressing “Ok”.

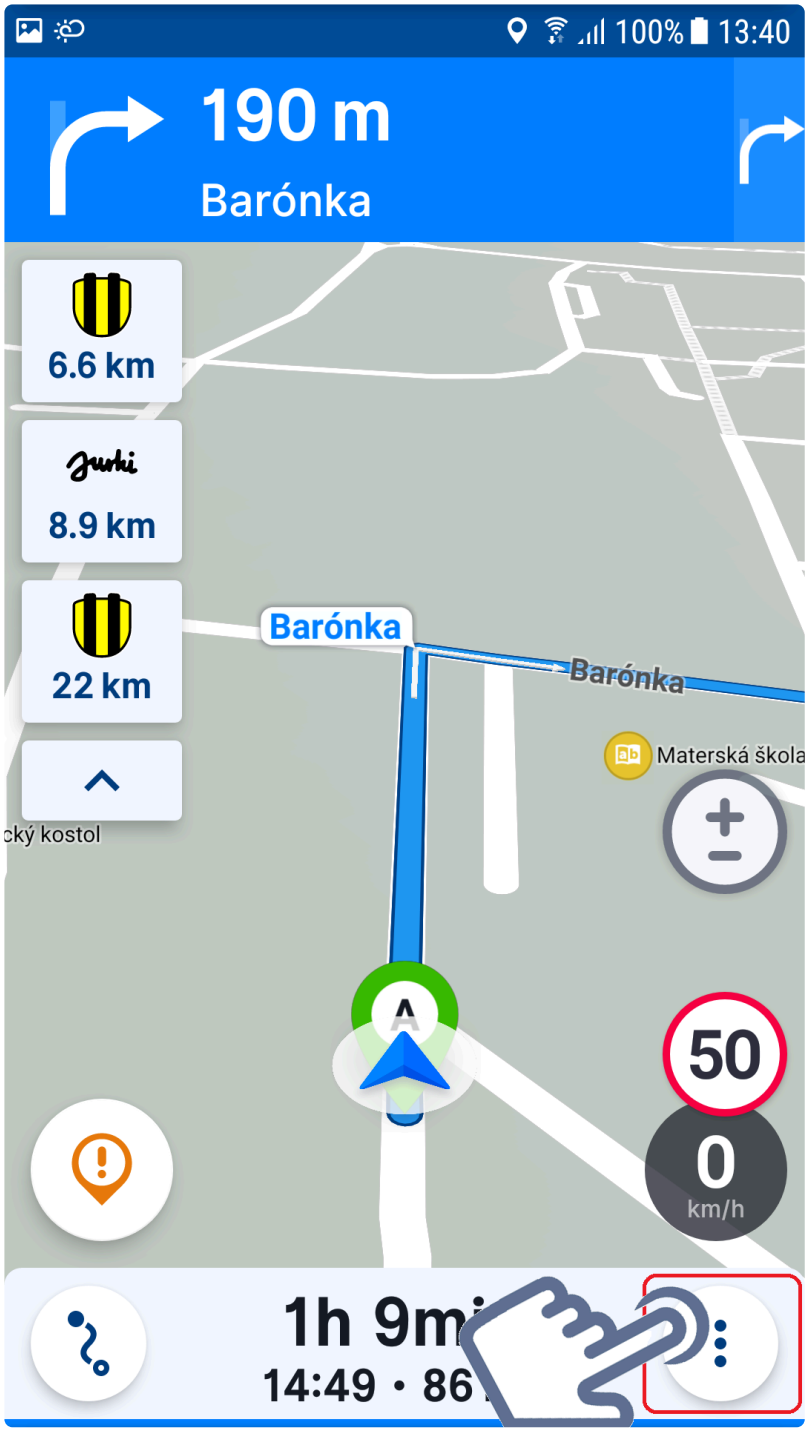


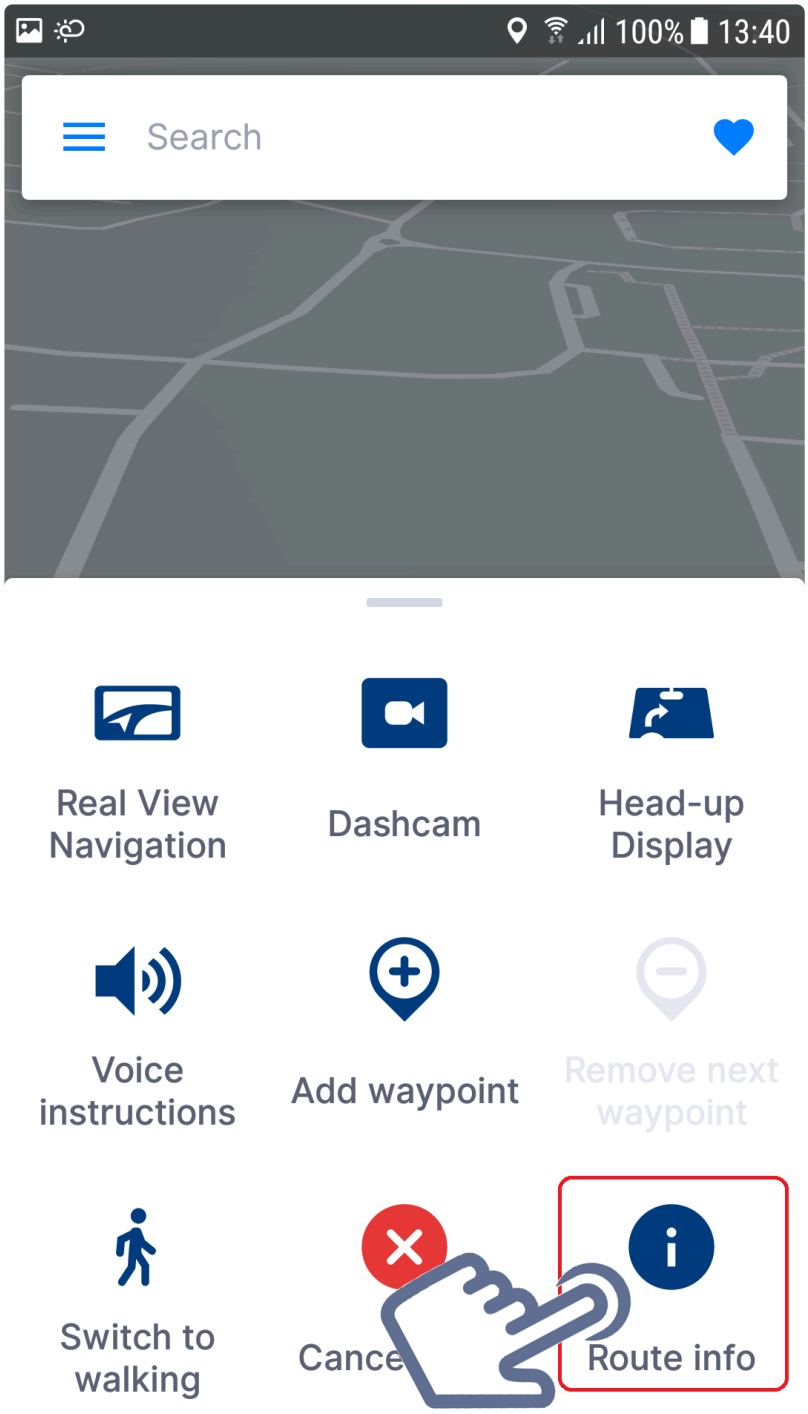

100% 13:39
1h 9min • 86 km
No delay ahead
Save
eview
Share
Toll roads on route
Instructions
0 m
Start Novohorská 1F, Bratislava
194 m
Turn right on Barónka
510 m
Turn right on Kubačova

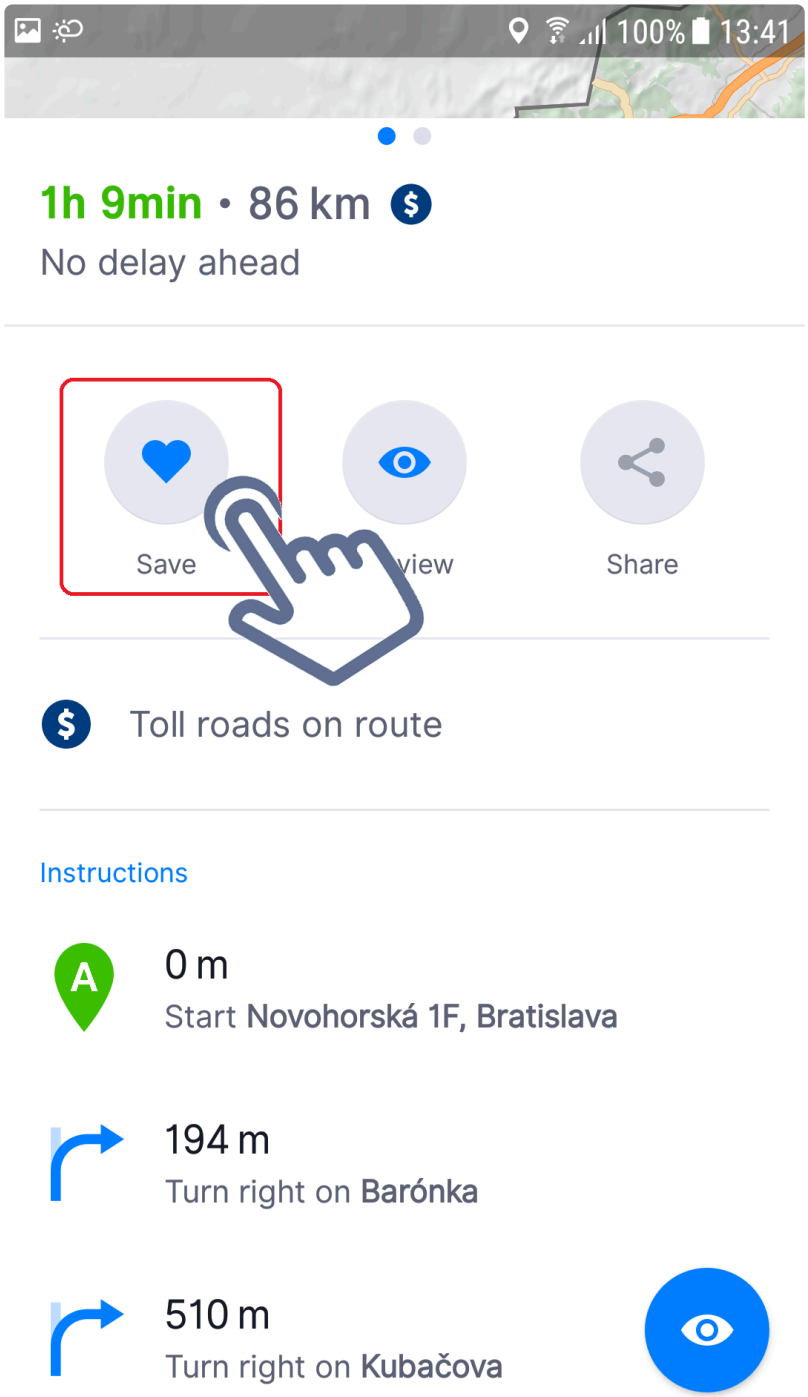


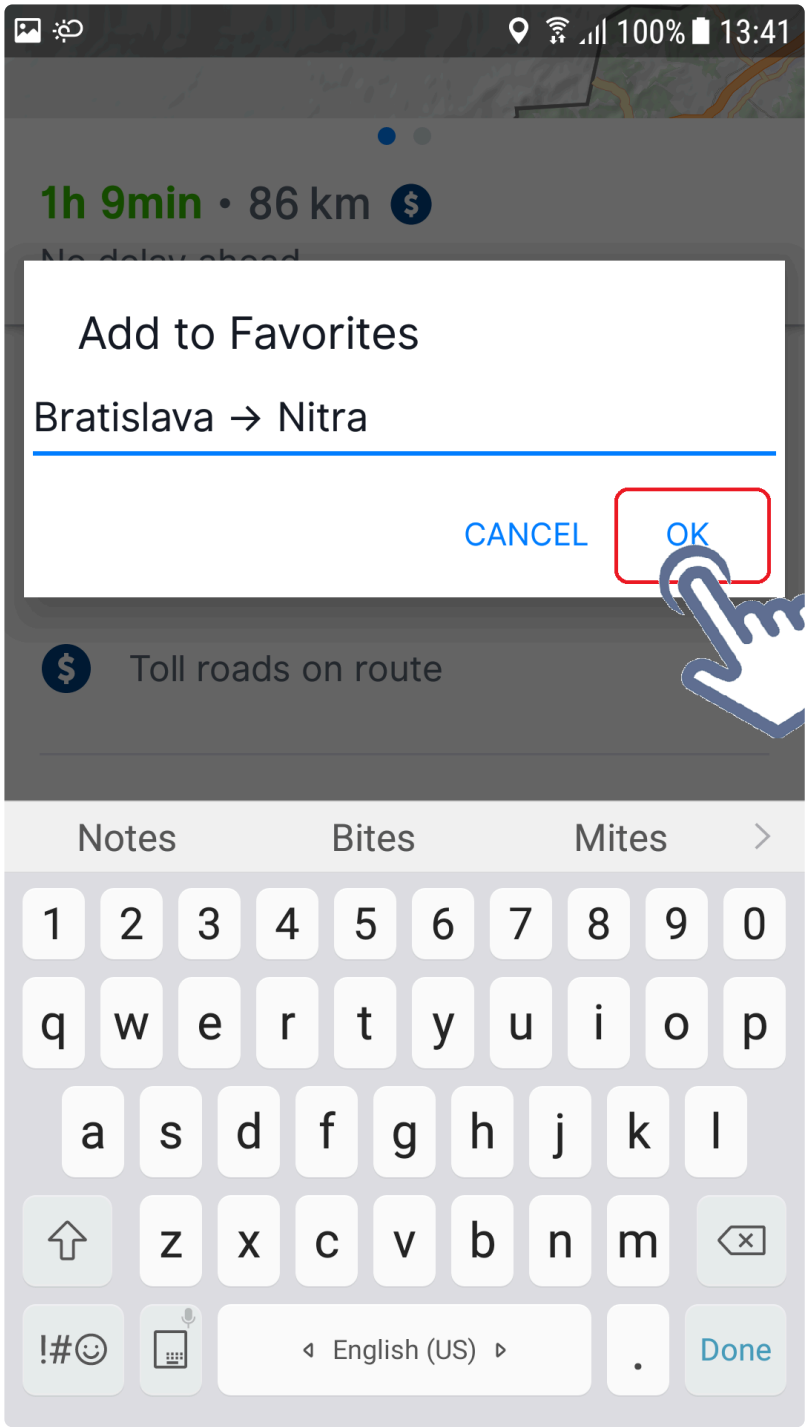
You can also save the route while navigating:

1. After you create a route and start navigating, open **Quick menu**.
2. Select "**Route info**".
3. Select "**Save**"
4. In the last step, you can customize the name of the route and then confirm its addition to your Favorites by pressing "Ok".


100% 13:40
190 m
Barónka
6.6 km
8.9 km
22 km
Barónka
Barónka
Materská škola
50
0
km/h
1h 9m
14:49 • 86


100% 13:40
Search
Real View Navigation
Dashcam
Head-up Display
Voice instructions
Add waypoint
Remove next waypoint
Switch to walking
Cance
Route info

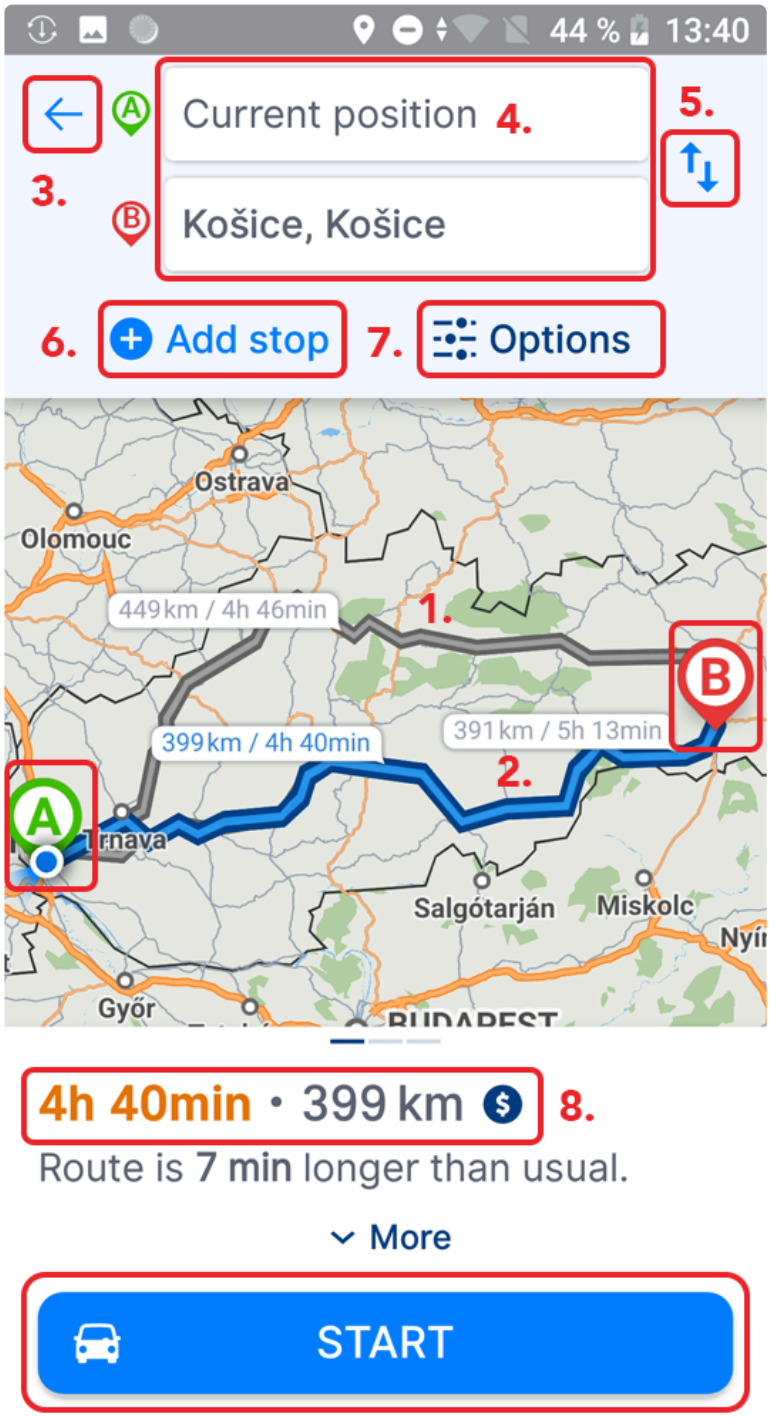

100% 13:41
1h 9min • 86 km
No delay ahead
Save
view
Share
Toll roads on route
Instructions
0 m
Start Novohorská 1F, Bratislava
194 m
Turn right on Barónka
510 m
Turn right on Kubačova


100% 13:41
1h 9min • 86 km
Add to Favorites
Bratislava → Nitra
CANCEL
OK
Toll roads on route
Notes
Bites
Mites
English (US)
Done

3.5. Starting the route

The Sygic app will calculate your route when you tap the **"Get directions"** button, after choosing your **destination** (see Choosing the destination).

Before you begin navigating, there are a few available options to **customize** or **Preview** your route.



This picture shows the route selection screen. It contains several options and information:

1. On the map you can see between one and three route suggestions that have been found, with brief information about them on the bottom bar. The green "A" marker is the start of the route and red marker "B" is the destination.

2. The route recommended by the app is distinguished by a darker blue color. You can **select a different route** if more than one route is offered, by **swiping the bottom bar to the left** or by tapping on the lighter grey route lines.

3. In the top left corner, you can **cancel** the route selection and get back to map browsing by tapping the back arrow icon.

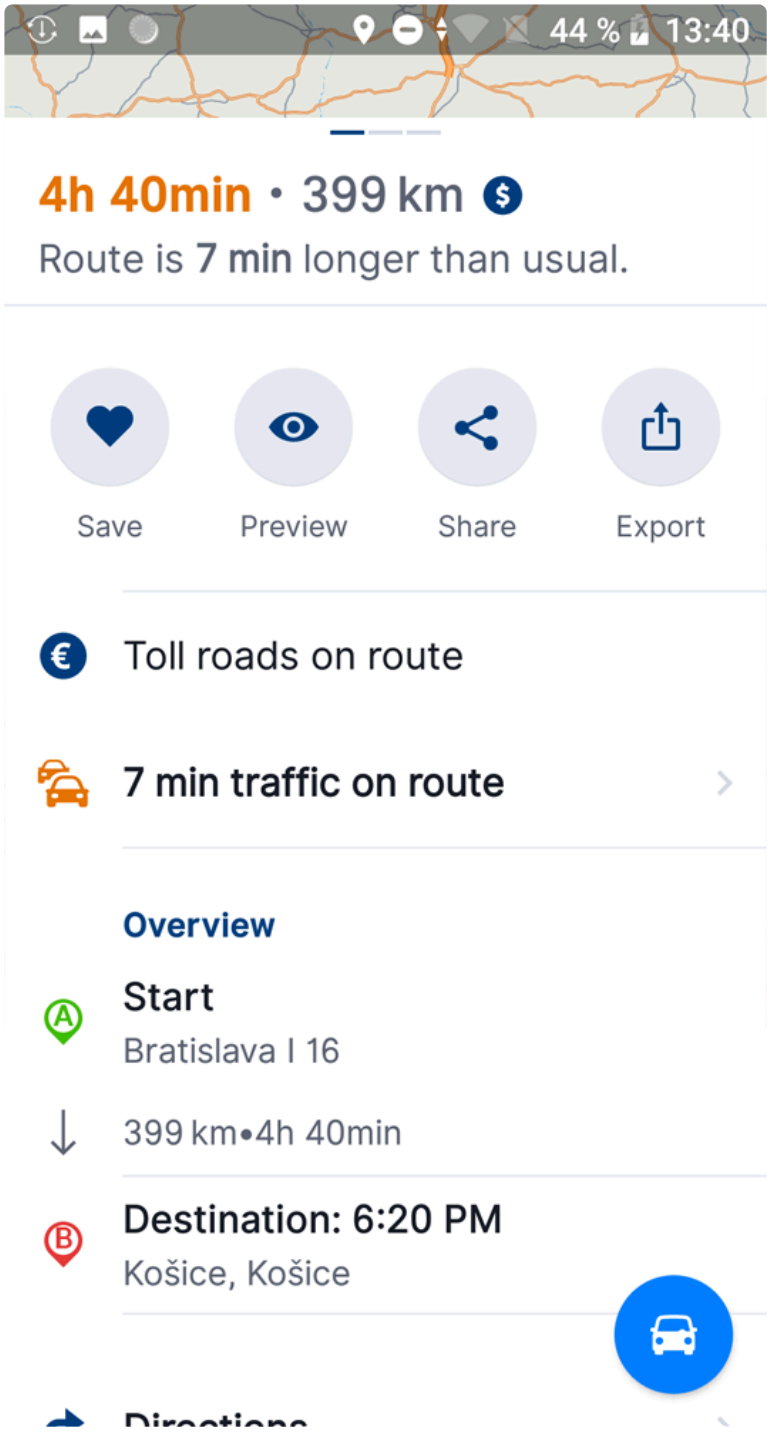
4. Here you can view or tap to change your starting and destination points.

5. This button will swap your starting and your destination points.

6. You can add stops/waypoints to your route (refer to **Waypoints** section)

7. Here you can access **route options**. You can select navigation mode → Vehicle or Pedestrian. You can also select to avoid highways, Toll Roads, Ferries, Unpaved roads or Congestion charges on this particular route. These options may be grayed out if they are not applicable to the current route, and can be set separately for every country your route takes you through.

8. The bottom bar shows a little more information about the currently chosen route and a **"Start"** button, which will start navigating. When you **pull the bottom bar up**, you will see options to **save** the route to favorites, **preview** the route and **share** the route, as well as the list of turns. If your route has a starting point different to your current location, the **"Start"** button will be called **"Preview"** and it takes you automatically to a demonstration of the route, not to actual navigating.


44 % 13:40
4h 40min • 399 km
Route is 7 min longer than usual.
Save
Preview
Share
Export
Toll roads on route
7 min traffic on route
Overview
Start
Bratislava I 16
399 km•4h 40min
Destination: 6:20 PM
Košice, Košice

3.6. Route info

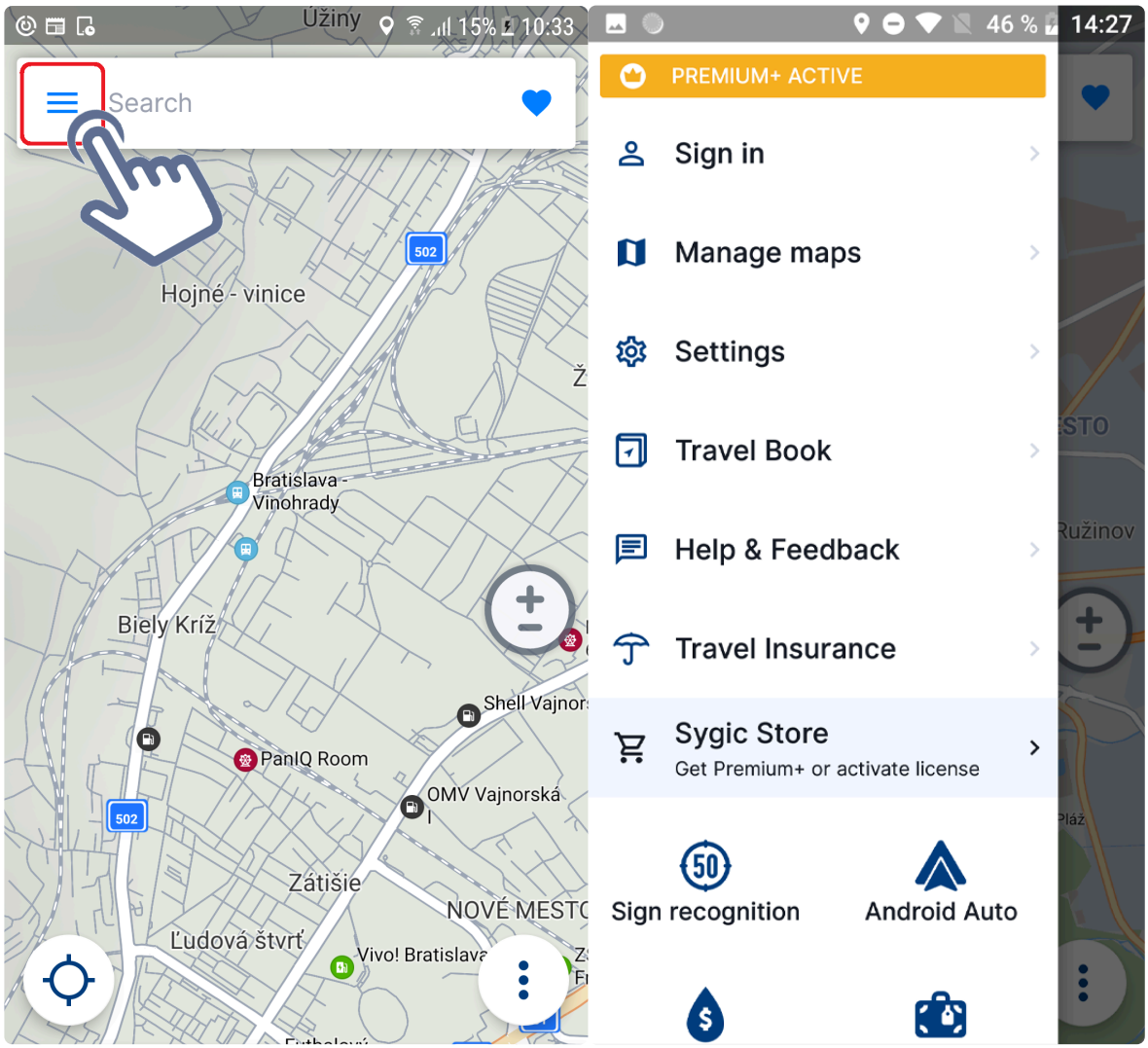
Information about the route can be found via the **Quick menu** during navigation.
This option allows you to check and overview route information as well as detailed navigation instructions for the route, such as step-by-step instructions with information about distances, driving directions and street/road names, delays on the route, speed cameras, and more.

3.7. Route cancellation

To cancel the current route, please open the **Quick menu** and tap on **Cancel Route** button

4. Main Menu

The **main menu** can be opened by tapping on the ☰ icon in the top left corner, or by swiping with your finger from the left edge of the screen towards its center.



4.1. Sign In

Signing in to the app activates all of your purchases that are bound to your account.

(Creating a **Sygic account** is free and can be done on the following website: accounts.sygic.com/sign-up

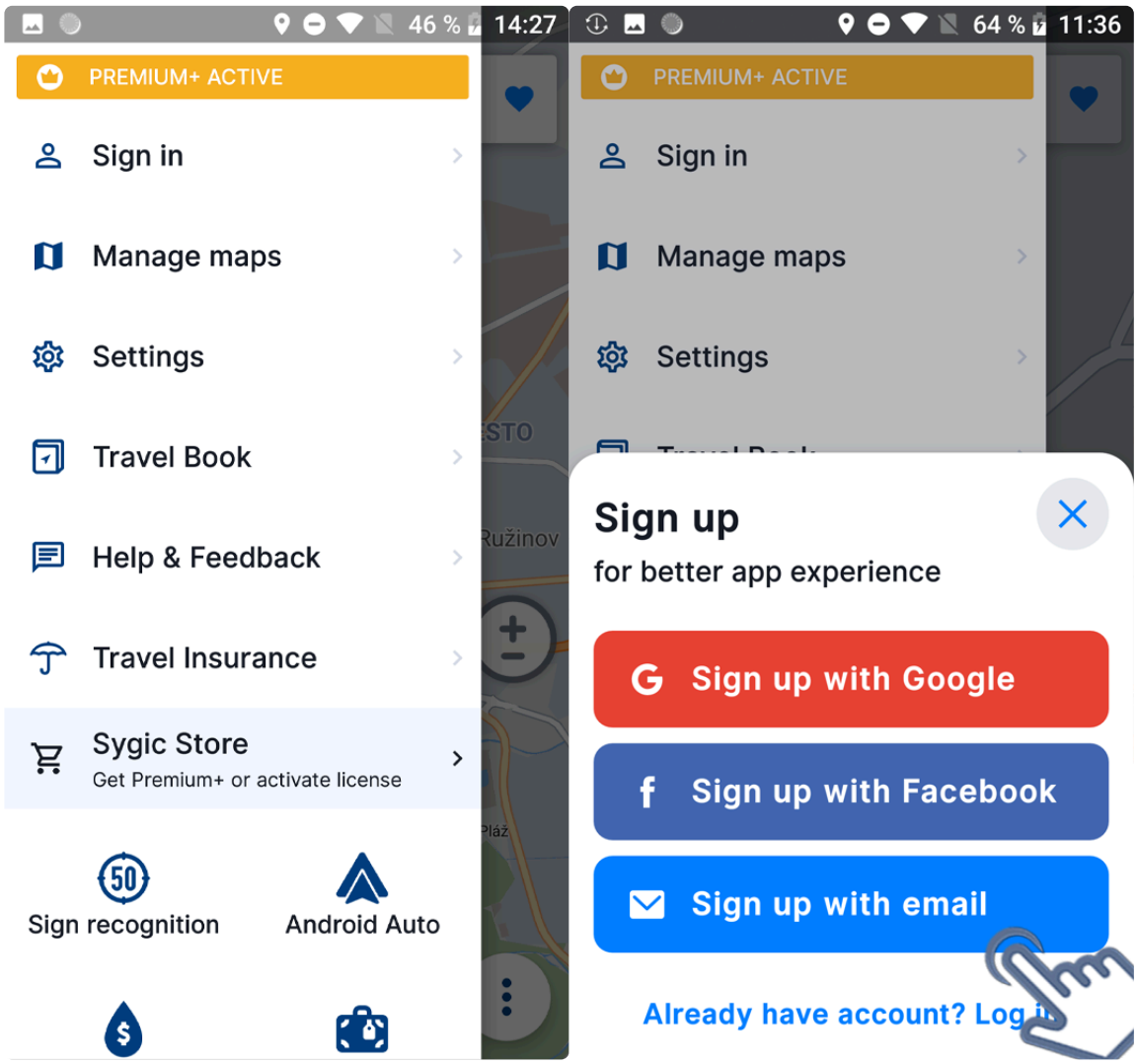
If you subscribe to Premium+, the subscription will be bound to the account used for the purchase.

Signing in to the app is also useful for us when you contact the Sygic support team. It allows us to quickly identify your used devices in our database and in that way offer you better and faster assistance.

You can log in to Sygic GPS Navigation with **multiple types of accounts**:

- **Google**
- **Facebook**
- **Sign up with email** (Sygic account)

To do so, go to **Main menu > Sign in**.



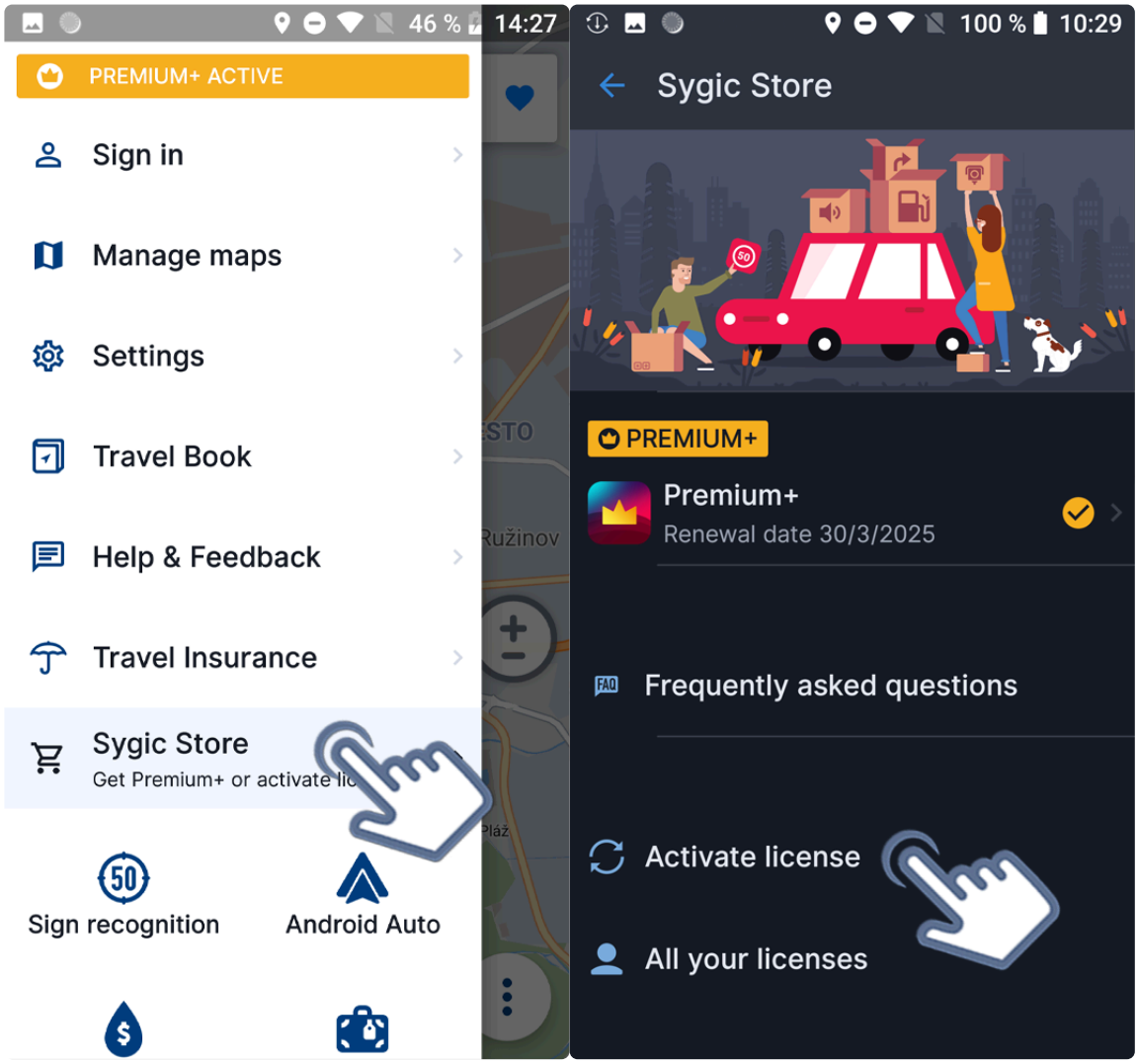
4.2. Manage Maps

You can find all information on how to manage your maps in the **Map management** section.

4.3. Sygic Store

In Sygic Store, you will find the current offers for **Premium+ for Sygic GPS Navigation**.

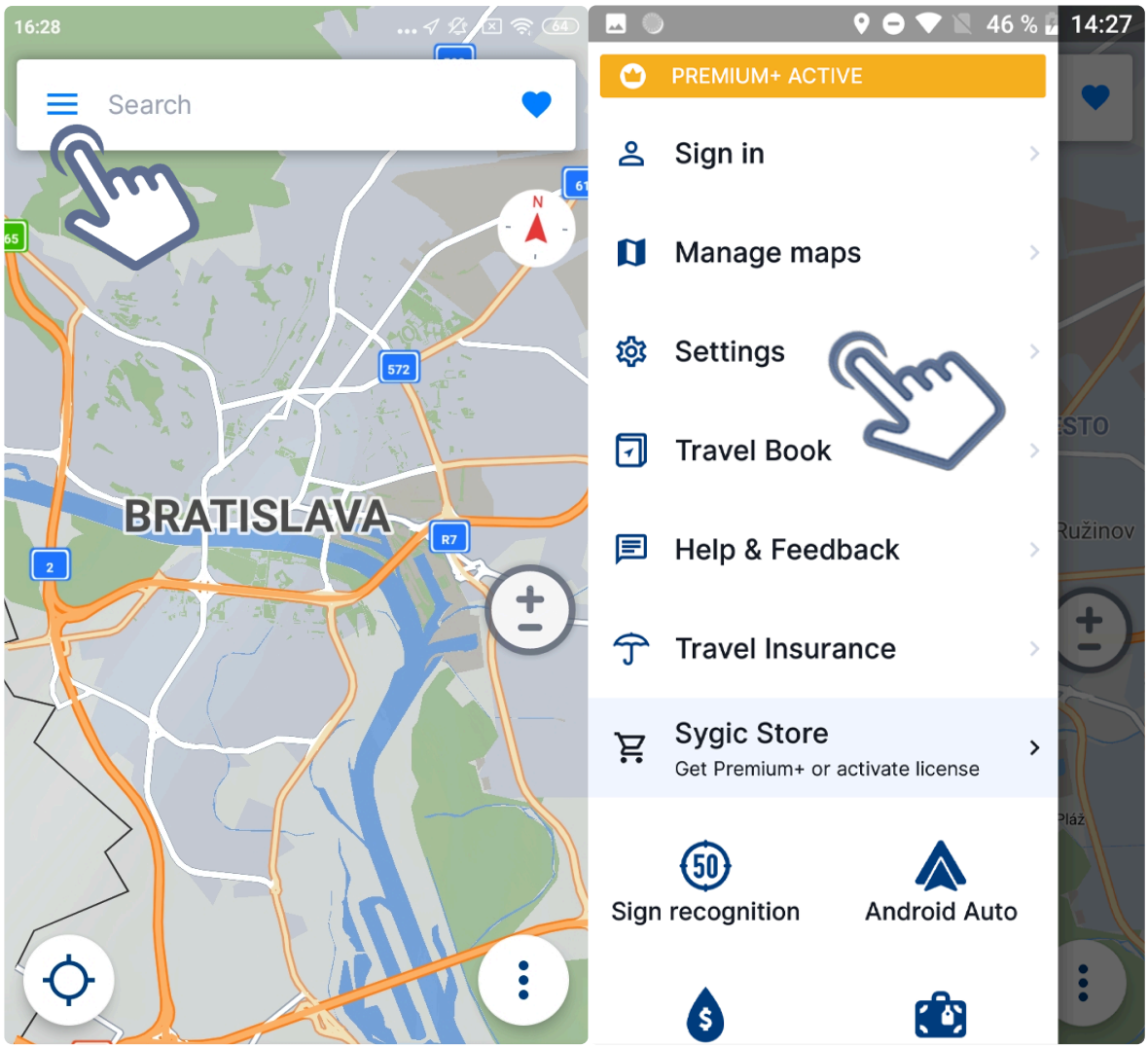
Besides the current offer of purchasable licenses, the store screen also offers the option to **Activate licenses** that you already own with either product code, sign in, or via Google Play, if that was the payment method used at the time of purchase.



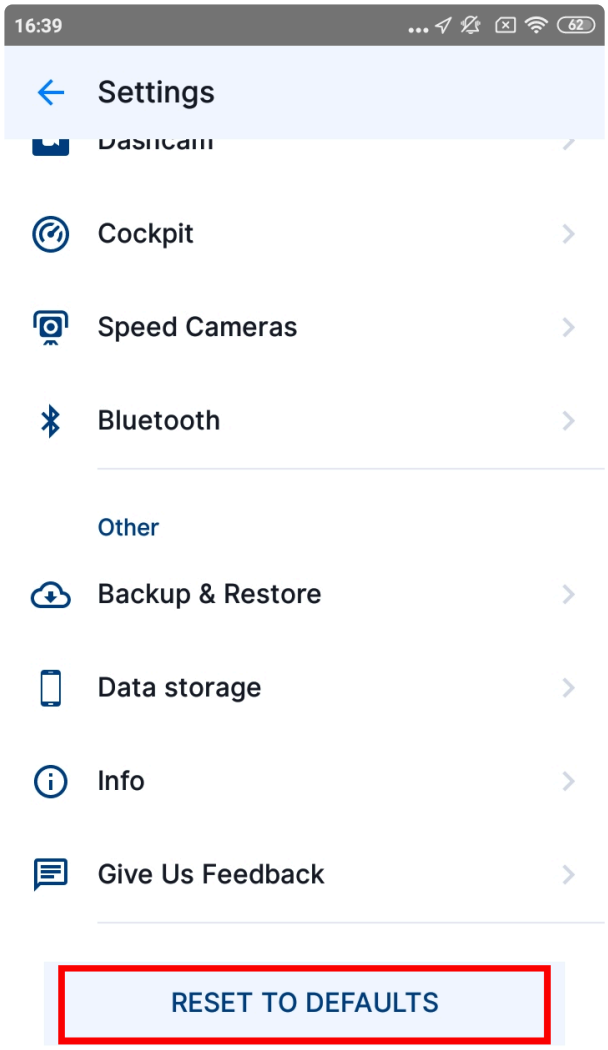
You can also review your currently active licenses by pressing **“All Your licenses”**.

4.4. Settings

If you want to **personalize** the app, just go to **Main menu** → **Settings**, and pick which setting you would like to modify. All of the options are explained in the next chapters of this guide.

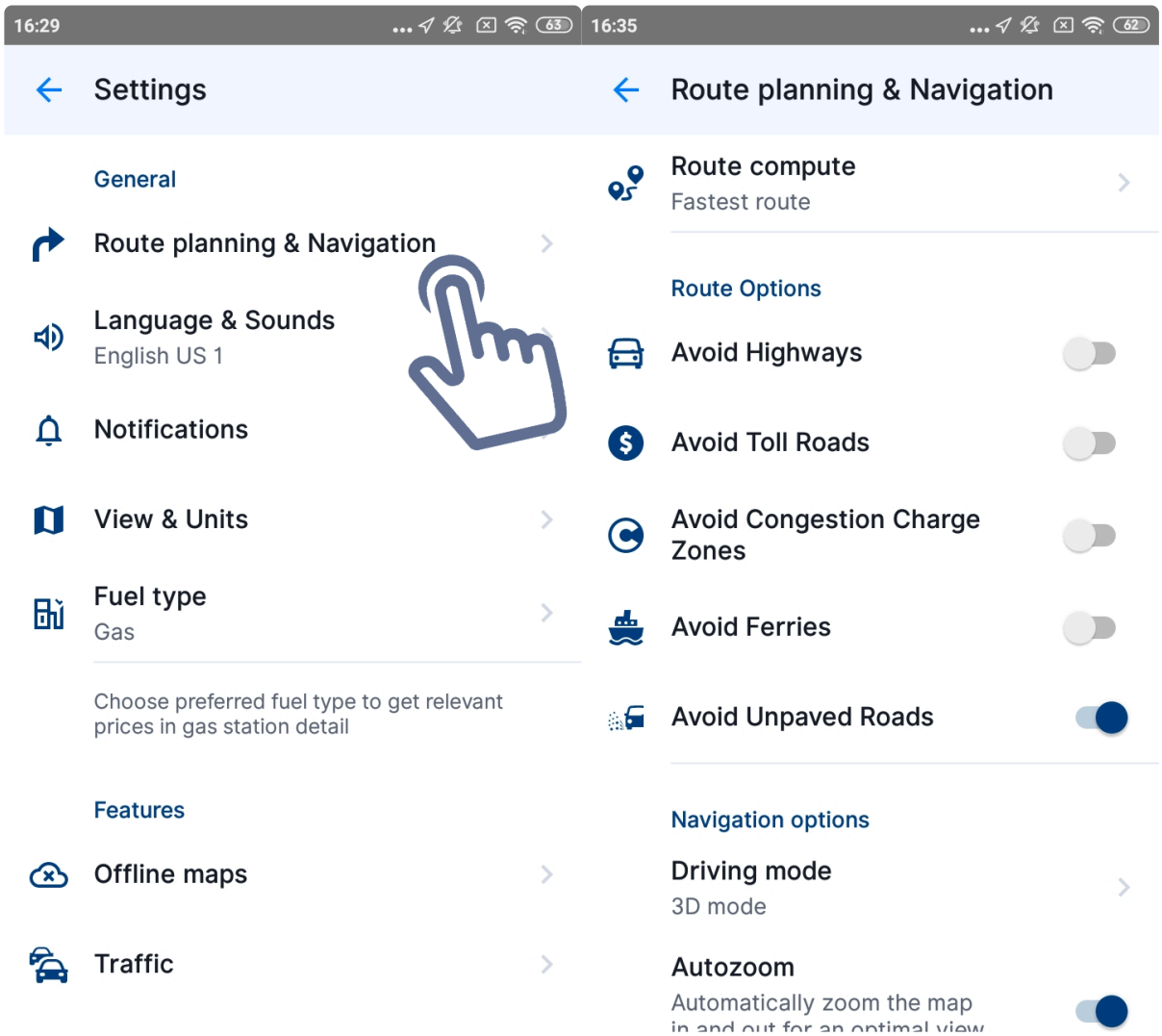


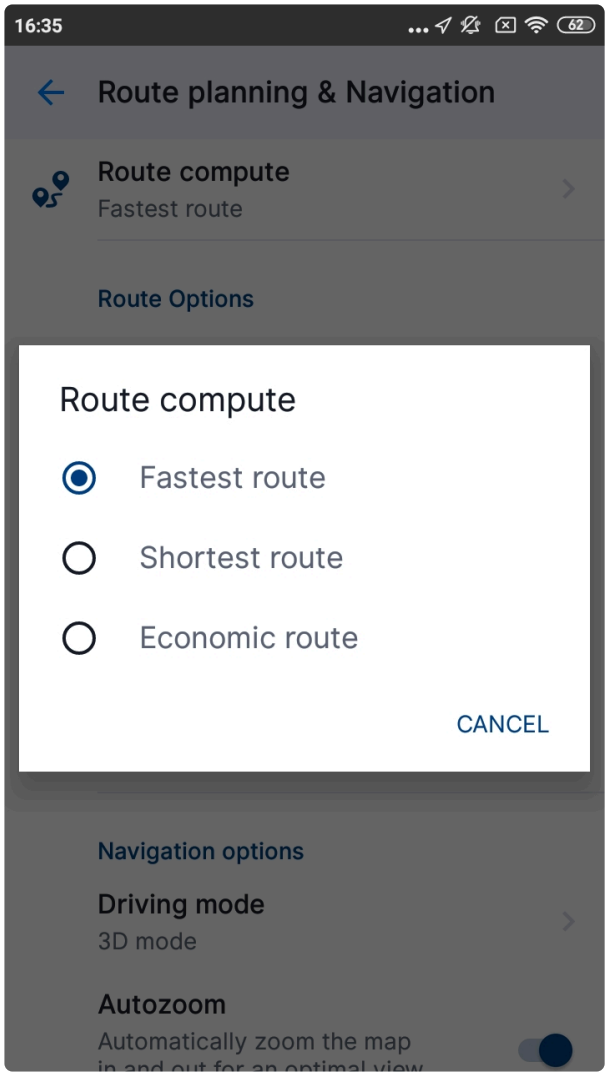
To reset the settings to their default state, go to the Settings, scroll the screen to the bottom and choose **“Reset settings to default”**, followed by restarting the app.


16:39
Settings
Dashcam
Cockpit
Speed Cameras
Bluetooth
Other
Backup & Restore
Data storage
Info
Give Us Feedback
RESET TO DEFAULTS

4.4.1. Route planning & Navigation

By tapping on **Main menu** → **Settings** → **Route & Navigation** you can adjust what type of **Route computing** algorithm should be used:

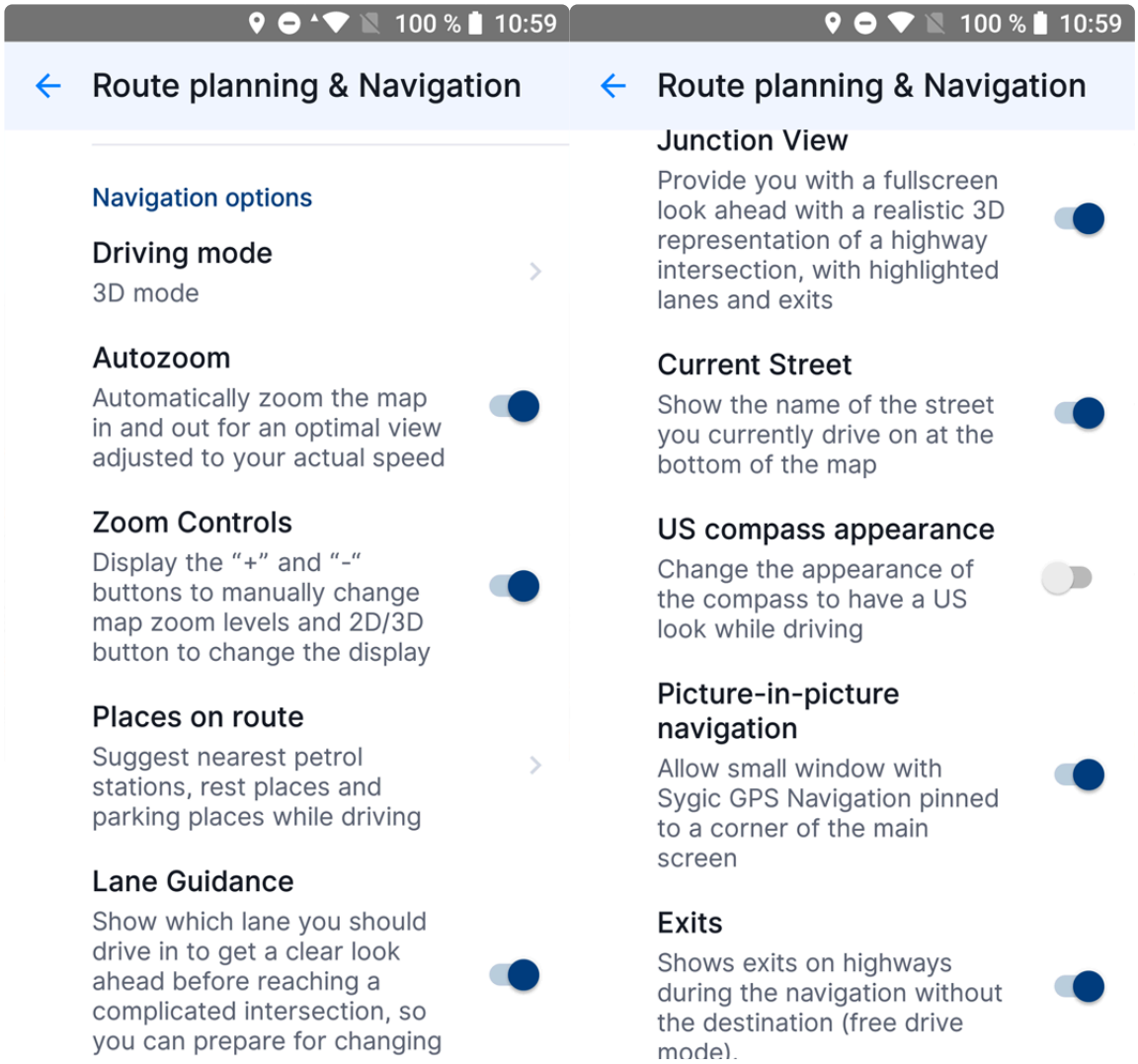




- **Fastest** – route will take the least amount of time
- **Shortest** – routing will prefer the shortest distance to your destination
- **Economic route** – route which should result in the lowest fuel consumption, with as little turns as necessary.

You can enable/disable various road types to be used when computing your route:

- **Avoid Highways**
- **Avoid Toll Roads**
- **Avoid Congestion Charge Zones**
- **Avoid Ferries**
- **Avoid Unpaved Roads**



When you scroll down the screen, you will see these navigation options:

- **Driving mode** – Select between 3D mode, 2D mode, or 2D mode with north up
- **Autozoom** – Automatically zoom the map in and out
- **Zoom Controls** – Display the "+" and "-" button to manually change zoom levels and 2D/3D button to change the display
- **Places on route** – This setting allows you to modify displaying of places (points of interest) in the notification center on the left edge of the map screen while navigating. You can toggle the switch to turn this feature on/off, or tap on "Categories" to pick which category of Places you want to be displayed on your route.
- **Lane Guidance** – Show which lane you should drive in to get a clear look ahead before reaching a complicated intersection
- **Junction View** – Enable/disable a realistic 3D representation of highway intersection
- **Current Street** – Show the name of the street you currently drive on

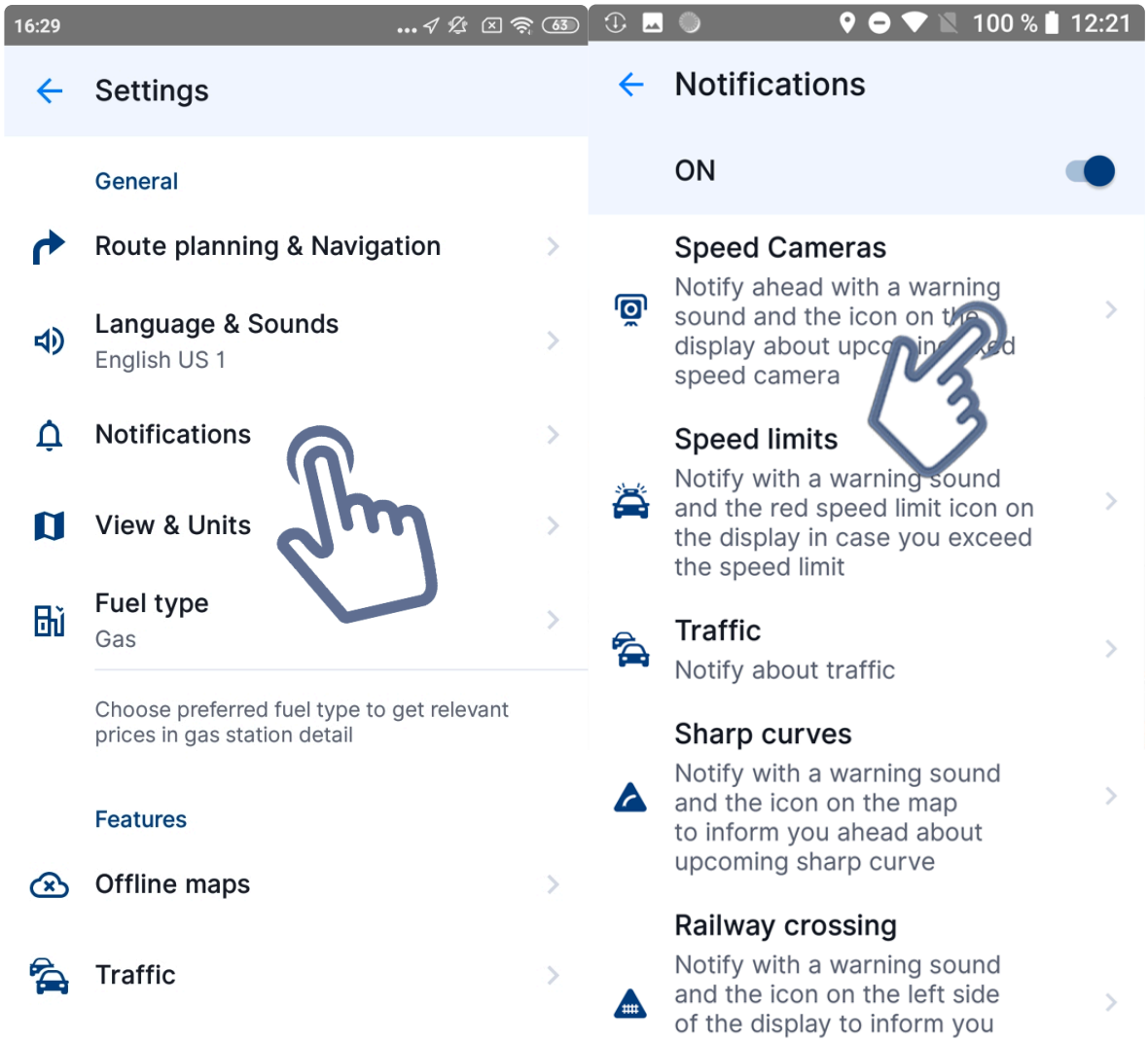
- **US compass appearance** – Change the appearance of the compass to a US look while driving
- **Exits** – Shows exits on highways during the navigation without the destination (free drive mode)

4.4.2. Language & Sounds

Here you can change language of the application, set instructions and sounds and also set/change voice. For more information please refer to **Language and Voice settings** section of this user guide.

4.4.3. Notifications

By tapping on **Main menu** → **Settings** → **Notifications** you can change notification settings for:

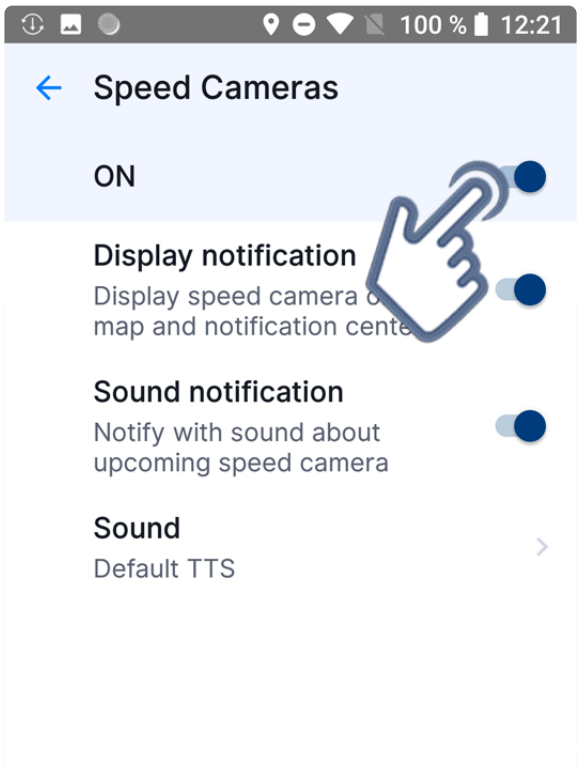


- **Speed cameras** – Notify ahead with a warning sounds and the icon on the display about upcoming fixed speed camera
- **Speed limits** – Notify with a warning sound and the red speed limit icon on the display in case you exceed the speed limit
- **Traffic** – Notify about traffic
- **Sharp curves** – Notify with a warning sound and the icon on the map to inform you ahead about upcoming sharp curve
- **Railway crossing** – Notify with a warning sounds and the icon on the left side of the display to inform you ahead about upcoming railway crossing
- **Better route** – Notify about faster route

- **Offer parking** – Offer parking possibilities before reaching your destination

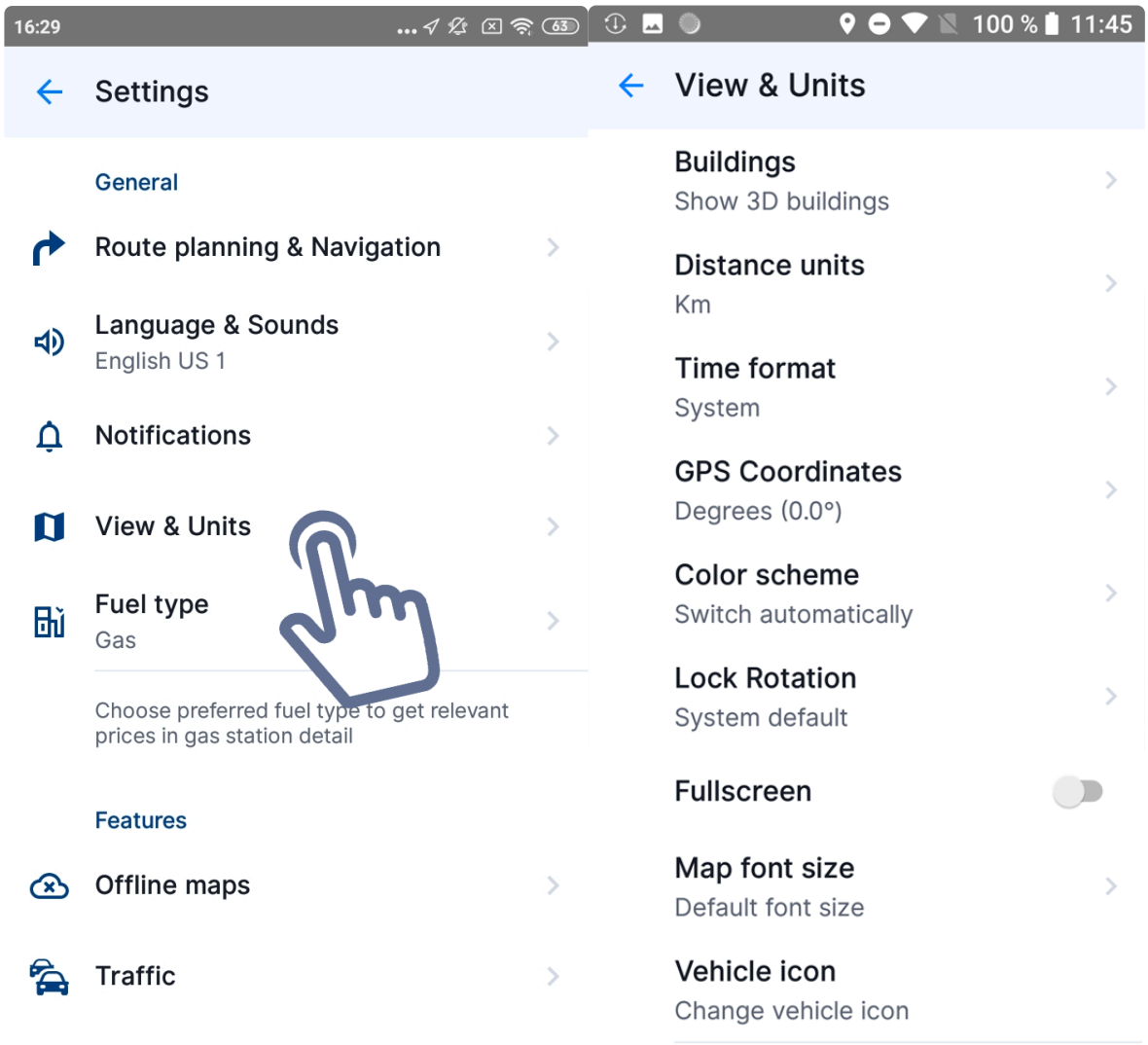
You can enable/disable all notifications via the “ON/OFF” button on the top of the screen.

You can also adjust the notification settings separately for each item by tapping on it. You can choose to enable/disable **Display notification**, **Sound notification**, and select notification **Sound**, or set when you want to get a notification via **Advanced settings** for Speed limits, Sharp curves and Railway crossing.



4.4.4. View & Units

In this section you can customize what details you want to see on the map and how the map looks, and also set units for the navigation.



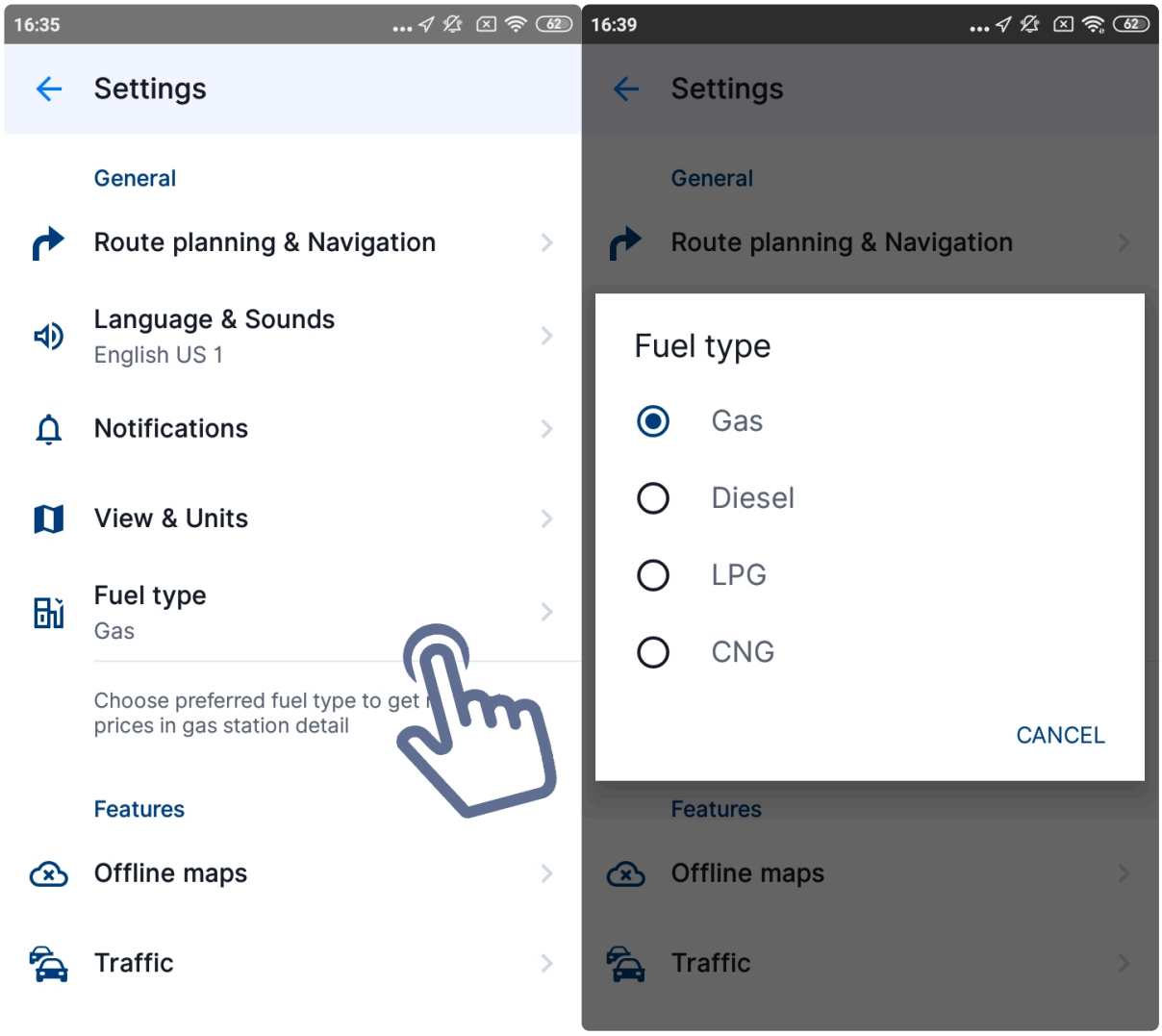
- **Buildings** – enable/disable showing 3D buildings
- **Distance units** – Changes the distance units which will be shown by the app between metric and imperial. Select from Kilometers, Miles/Yards or Miles/Feet
- **Time format** – Changes the time format. Select from System time format, 24:00, 2:00, or 12:00 PM time formats.
- **GPS Coordinates** – Changes the format that Location details use to display a location's GPS coordinates
- **Color scheme** – Set the current color scheme to day, night, or let the app change between them automatically based on your current position and time of day.
- **Lock Rotation** – Choose between locking the Sygic app in landscape or portrait orientation, or

have it be controlled by the system settings.

- **Fullscreen** – Toggles fullscreen. When this is off, you can see Android's information bar at the top of the screen.
- **Map font size** – Set the size of the font on the map
- **Vehicle icon** – Change vehicle icon

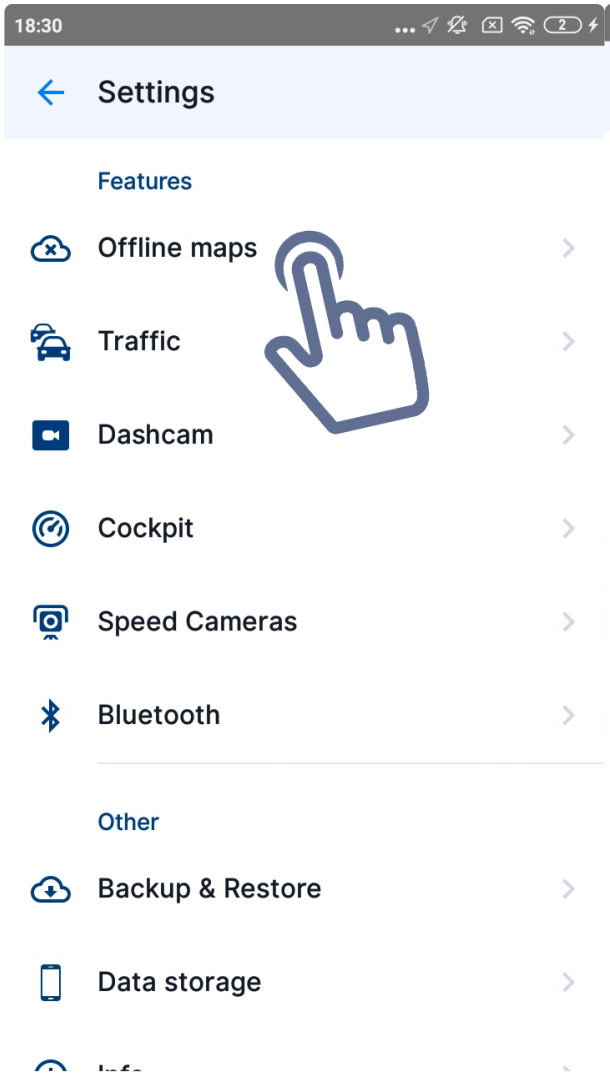
4.4.5. Fuel type

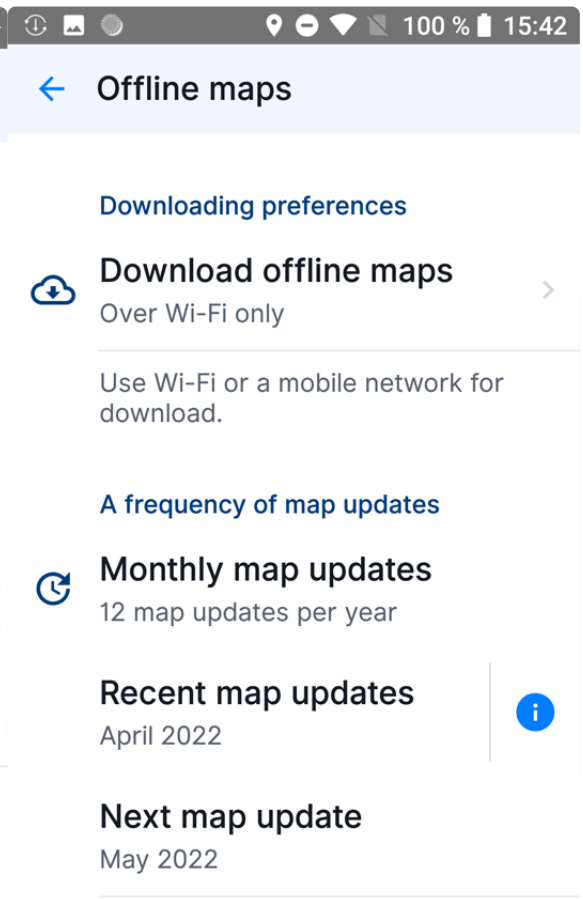
By setting the type of fuel your car is using in **Main menu** → **Settings** → **Fuel type**, you will get information about the price of the selected fuel type after selecting a specific fuel station on the map, or in the fuel POI category which is easily accessible after tapping the search bar.
To use this service, it is necessary to have an **internet connection** and a **Premium** license activated.



4.4.6. Offline maps

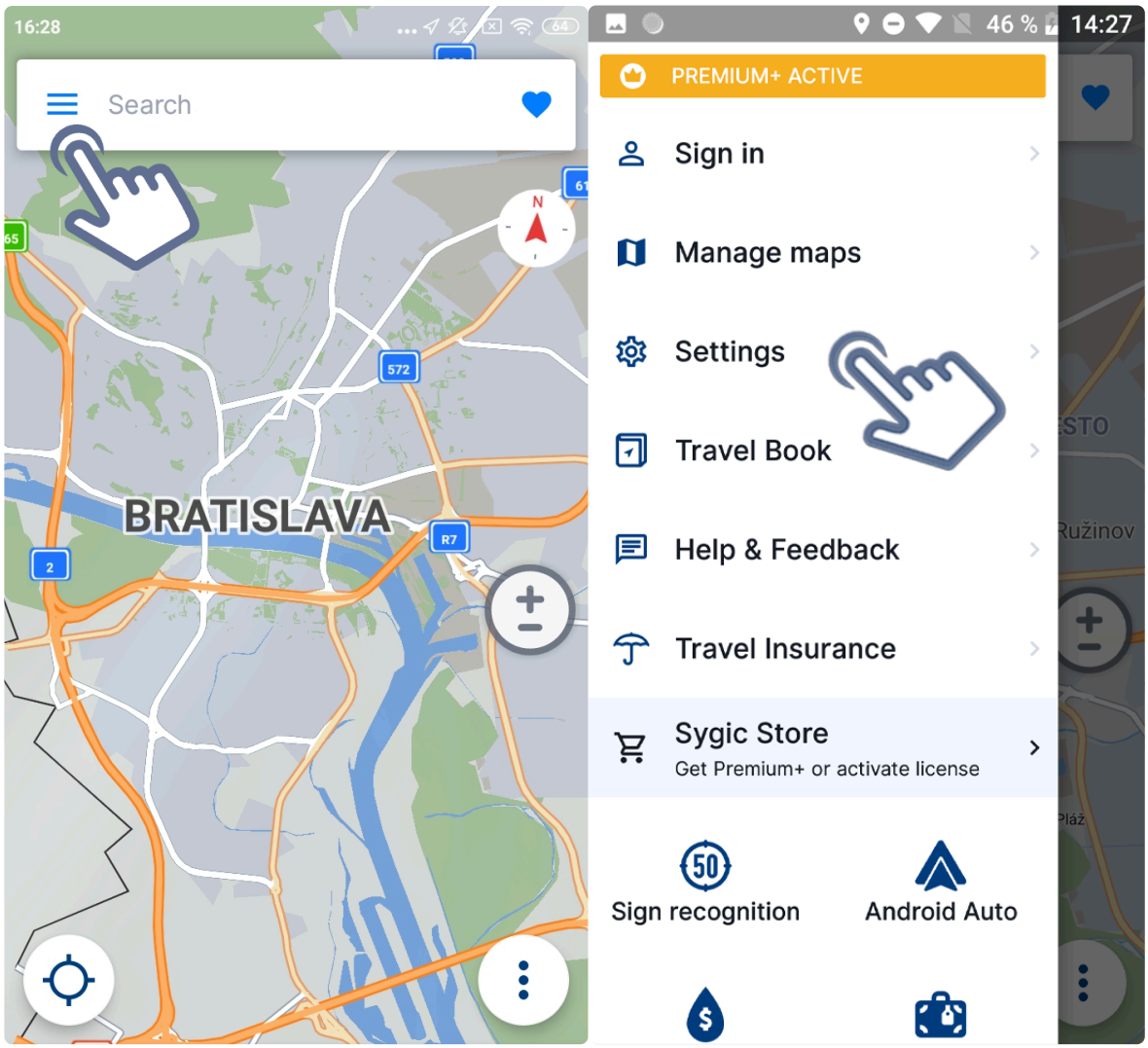
You can set downloading preferences, and view information about previous and upcoming map releases.

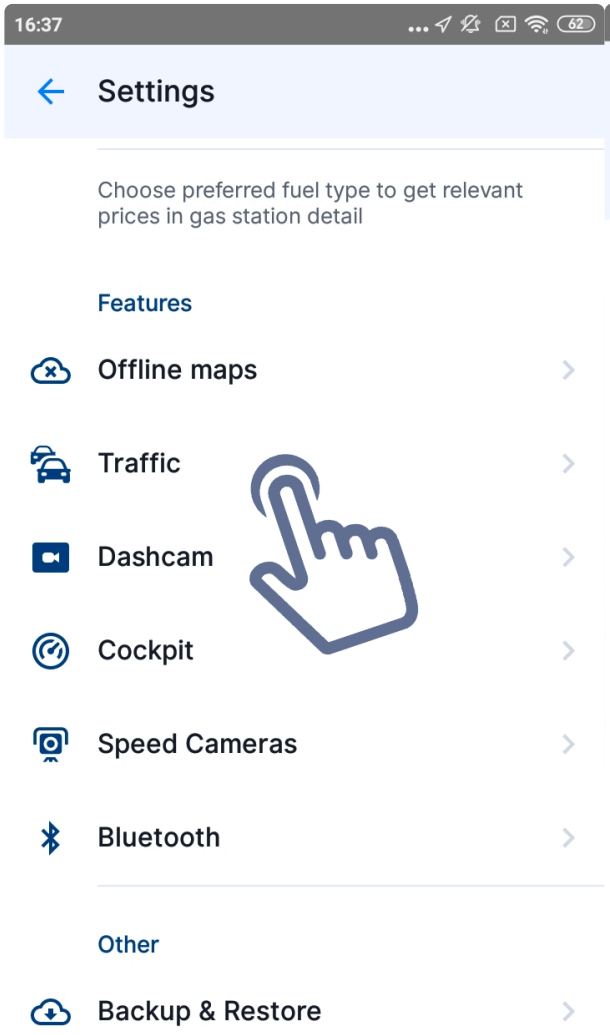


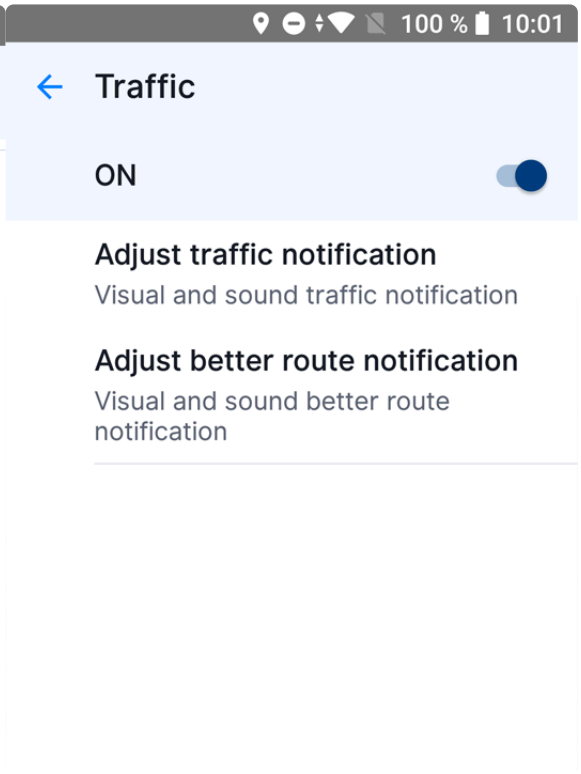


4.4.7. Traffic

By tapping on **Main menu** → **Settings** → **Traffic**, you can enable/disable showing traffic and also adjust notifications for traffic and better route.

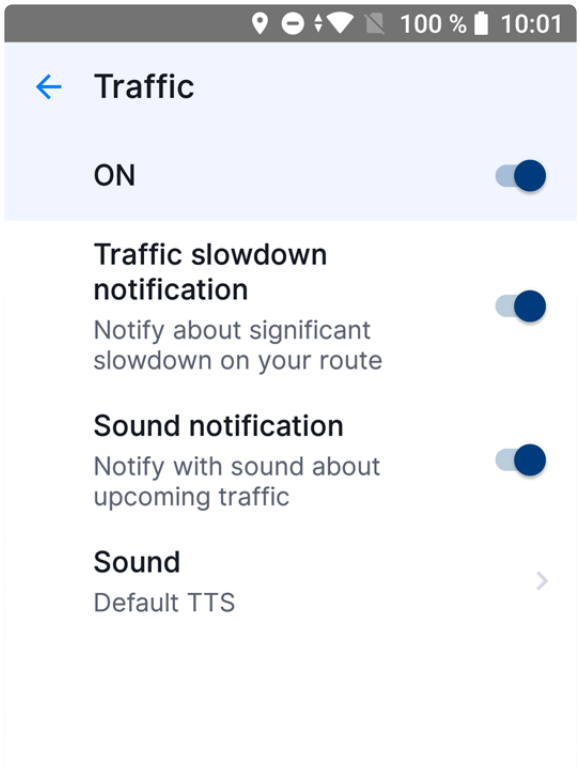






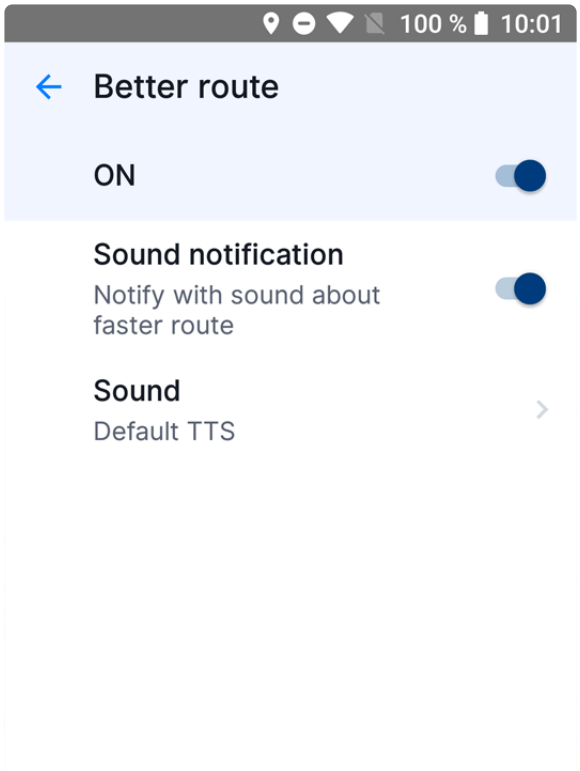
Adjust traffic notification:

- **Traffic slowdown notification** – Notify about significant slowdown on your route.
- **Sound notification** – Notify with a sound about upcoming traffic
- **Sound** – Set the specific sound



Adjust better route notification:

- **Sound notification** – Notify with a sound about faster route
- **Sound** – Set the specific sound

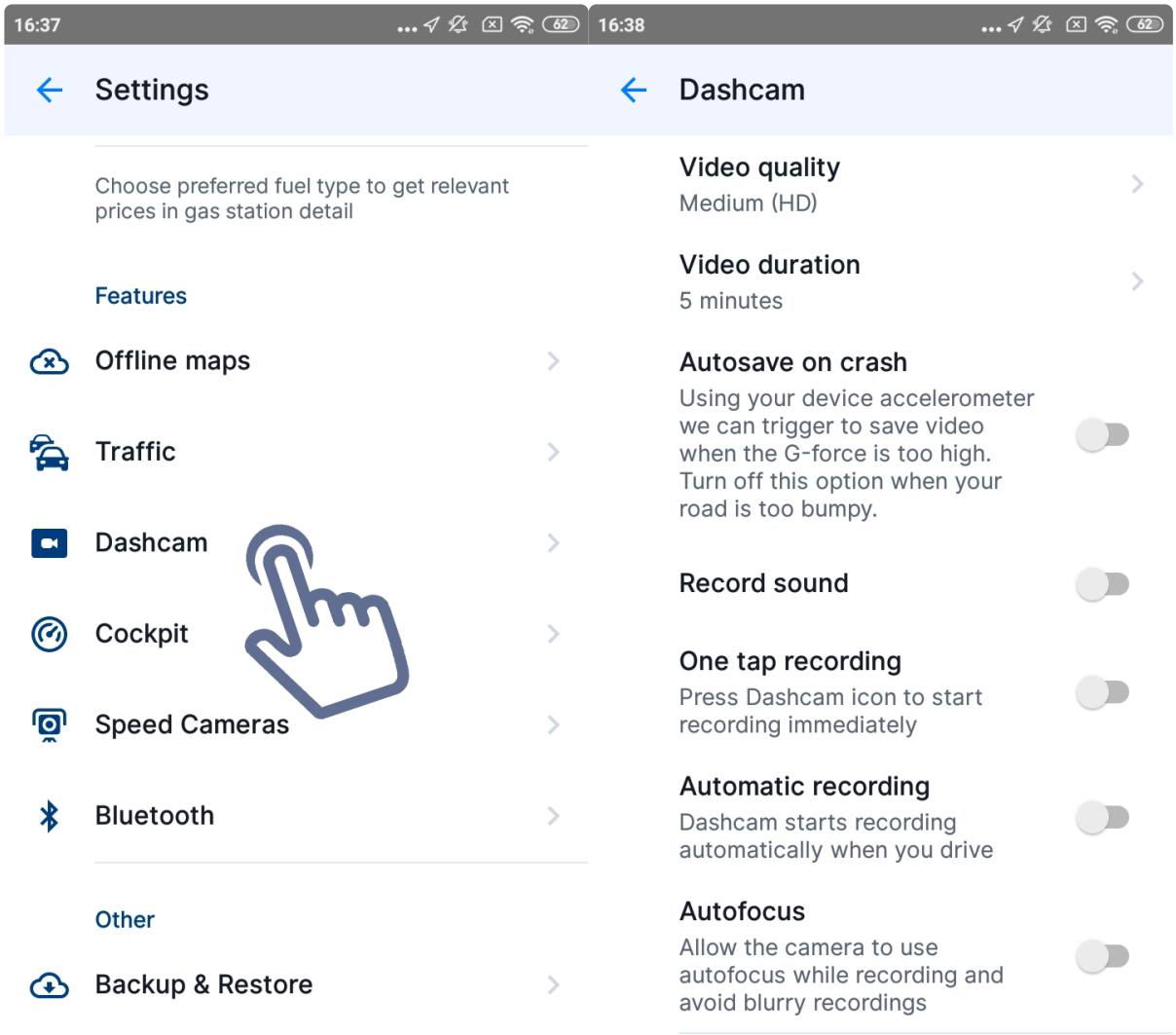

100 % 10:01
Better route
ON
Sound notification
Notify with sound about faster route
Sound
Default TTS

4.4.8. Dashcam

Dashcam feature allows you to record what happens in front of your car with your phone's camera. It records the road in front of your car in a 5 minute video loop (by default, this length can be changed), with your current GPS coordinates, current speed, date and time included.

Inside the Sygic app's Menu → Settings → Dashcam, you can setup a few different options for Dashcam:

- **Video quality** – choose the quality/resolution of the recording, which will affect the storage size of the video file
- **Video duration** – set the video duration between 2, 5, 10, or 15 minutes
- **Autosave on crash** – the feature of automatically saving the video in case of a car crash, which is evaluated based on sensors of the phone/tablet
- **Record sounds** – the recording of sound along with the video
- **One tap recording** – one tap recording – to begin recording as soon as the Dashcam button is pressed in the quick menu, without having to go through the video preview screen
- **Automatic recording** – automatic recording – begins recording when your speed exceeds 15km/h
- **Autofocus** – enable/disable autofocus

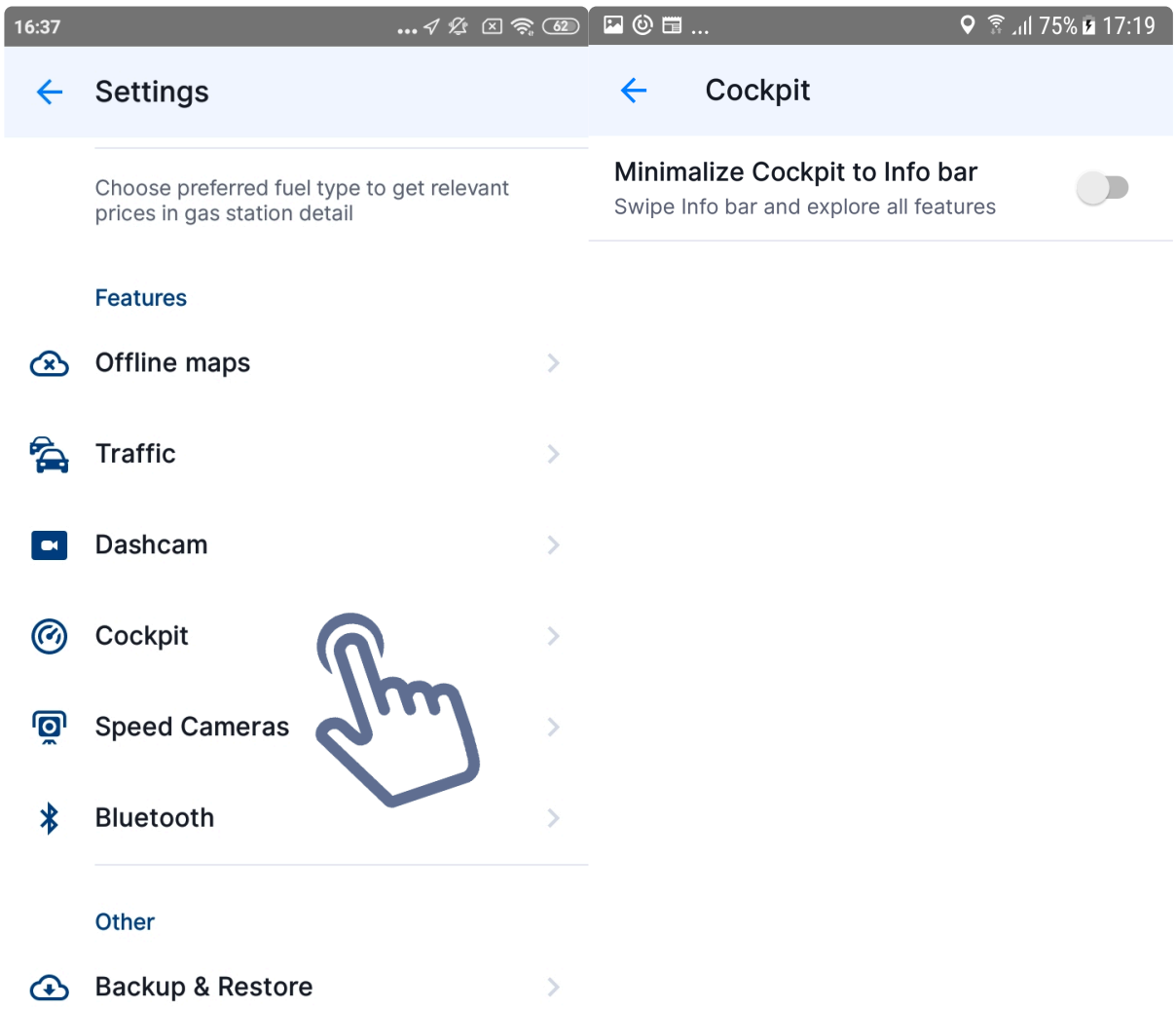


You can learn more about this feature here **Dashcam**.

Dashcam is part of the Premium+ subscription

4.4.9. Cockpit

Here you can enable/disable the option to minimalize Cockpit to Info bar.

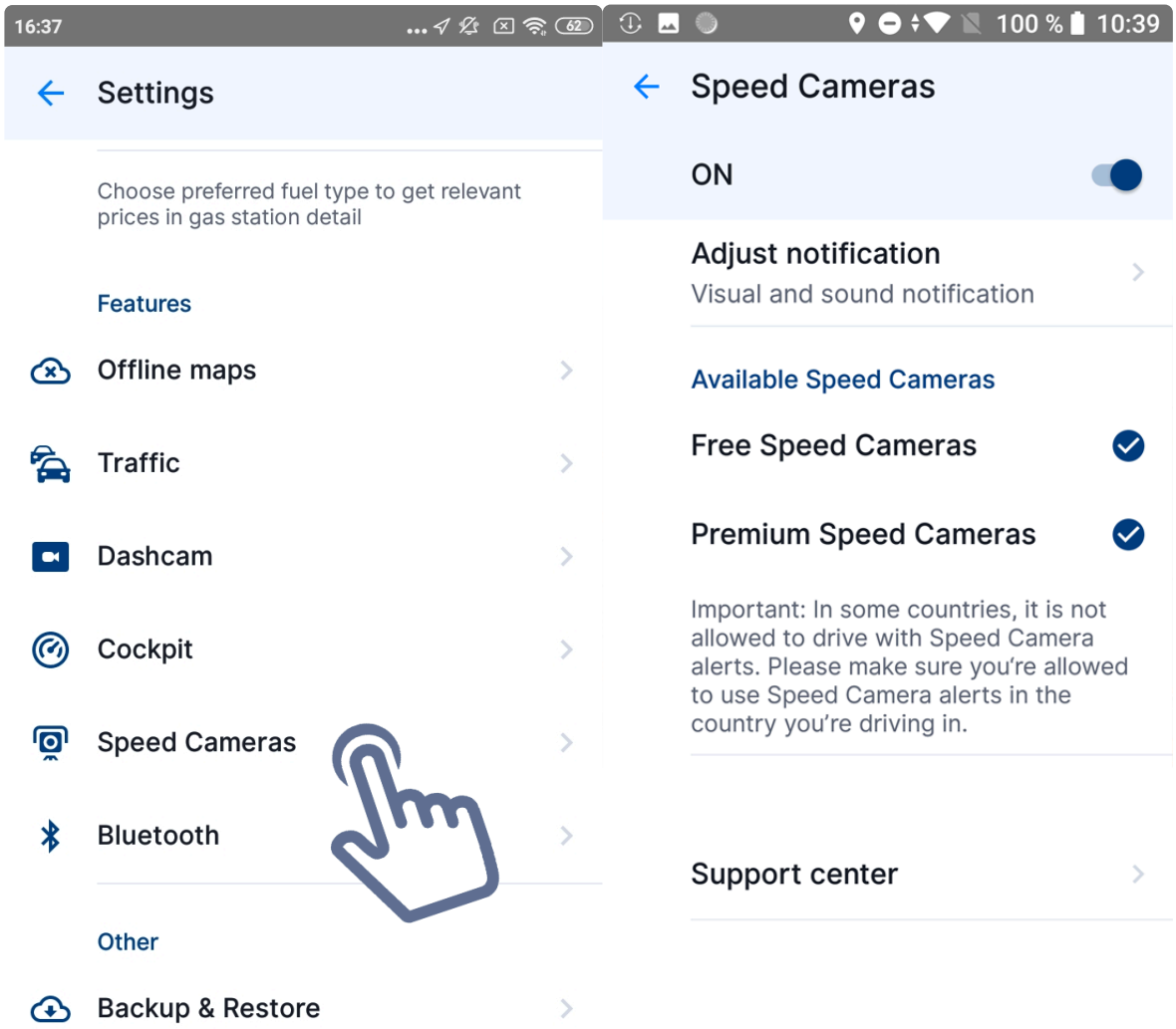


You can find all information about Cockpit feature **here**.

4.4.10. Speed Cameras

In this section of settings, you can enable/disable notifications for speed cameras.

You can learn more about Mobile speed cameras in [Add-ons & Features](#) section. (?)

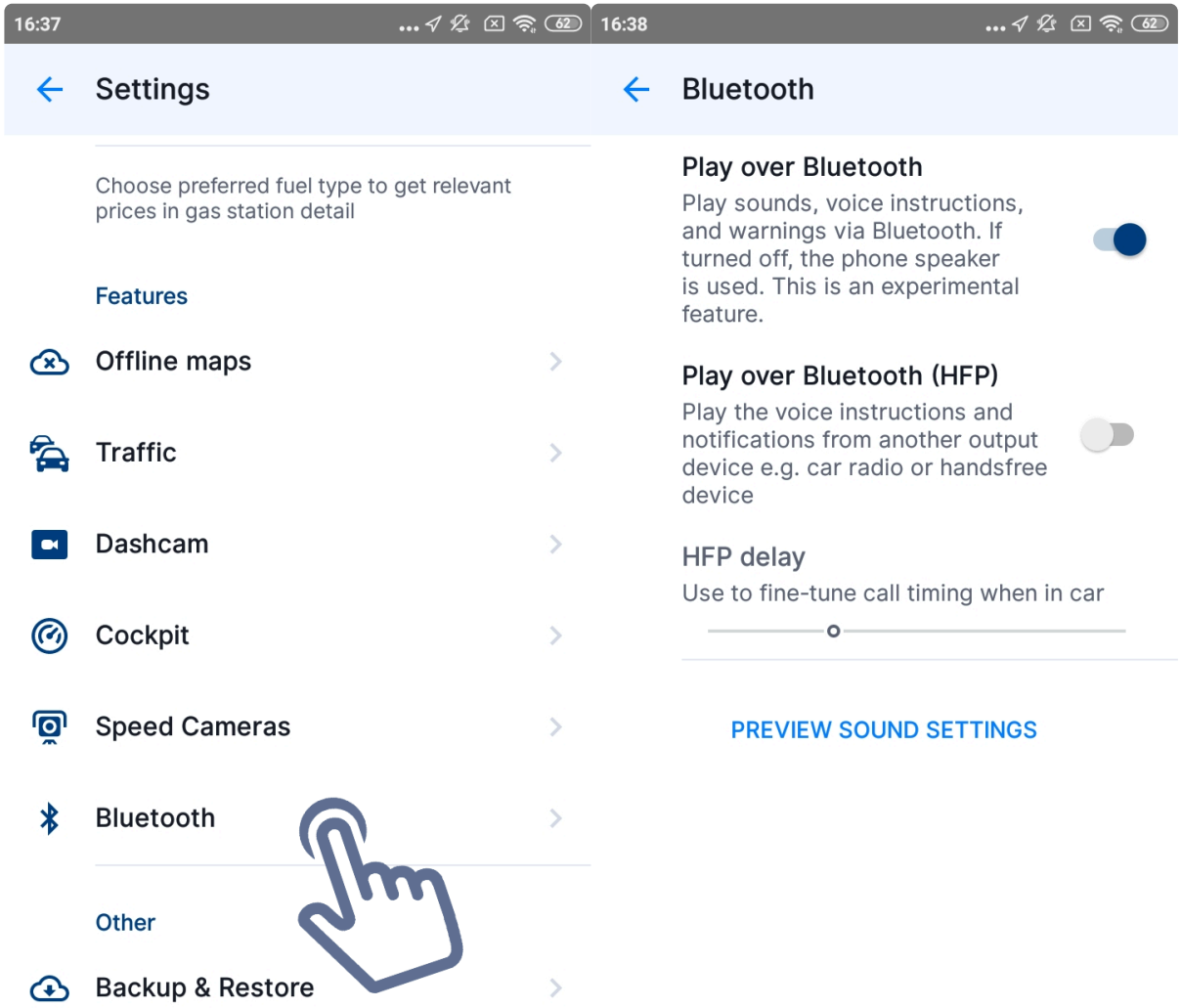


- **Show on map** – Notify with a pulsing speed camera icon on the map to inform you about the upcoming speed camera
- **Notify with sound** – Notify with a warning sound about upcoming speed camera

4.4.11. Bluetooth

By tapping on **Main menu** → **Settings** → **Bluetooth** you can set the output of the voice instructions and notifications. Select **Play over Bluetooth** or **Play over Bluetooth (HFP)**,

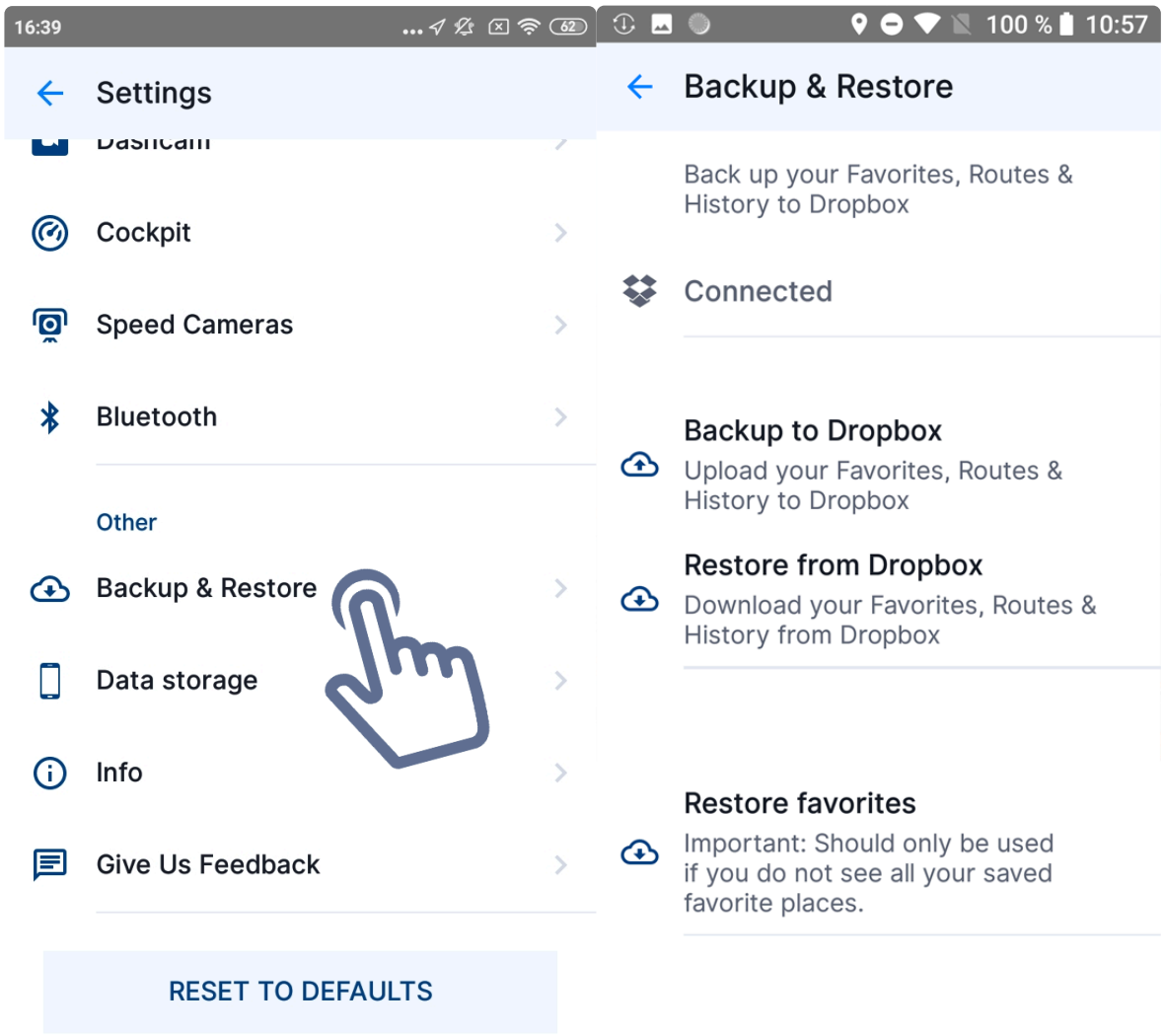
- **Play over Bluetooth** – Play sounds, voice instructions and warnings via Bluetooth. If turned off, the phone speaker is used (This is an experimental feature).
- **Play over Bluetooth (HFP)** – Play the voice instructions and notifications from another output device, e.g. car radio or handsfree device. If you enable this option, you can also fine-tune call timing when in car via **HFP delay** slider below.
- **Preview sounds settings** – this will play a short sample of voice instruction, so you can preview the sound settings.



4.4.12. Backup & Restore

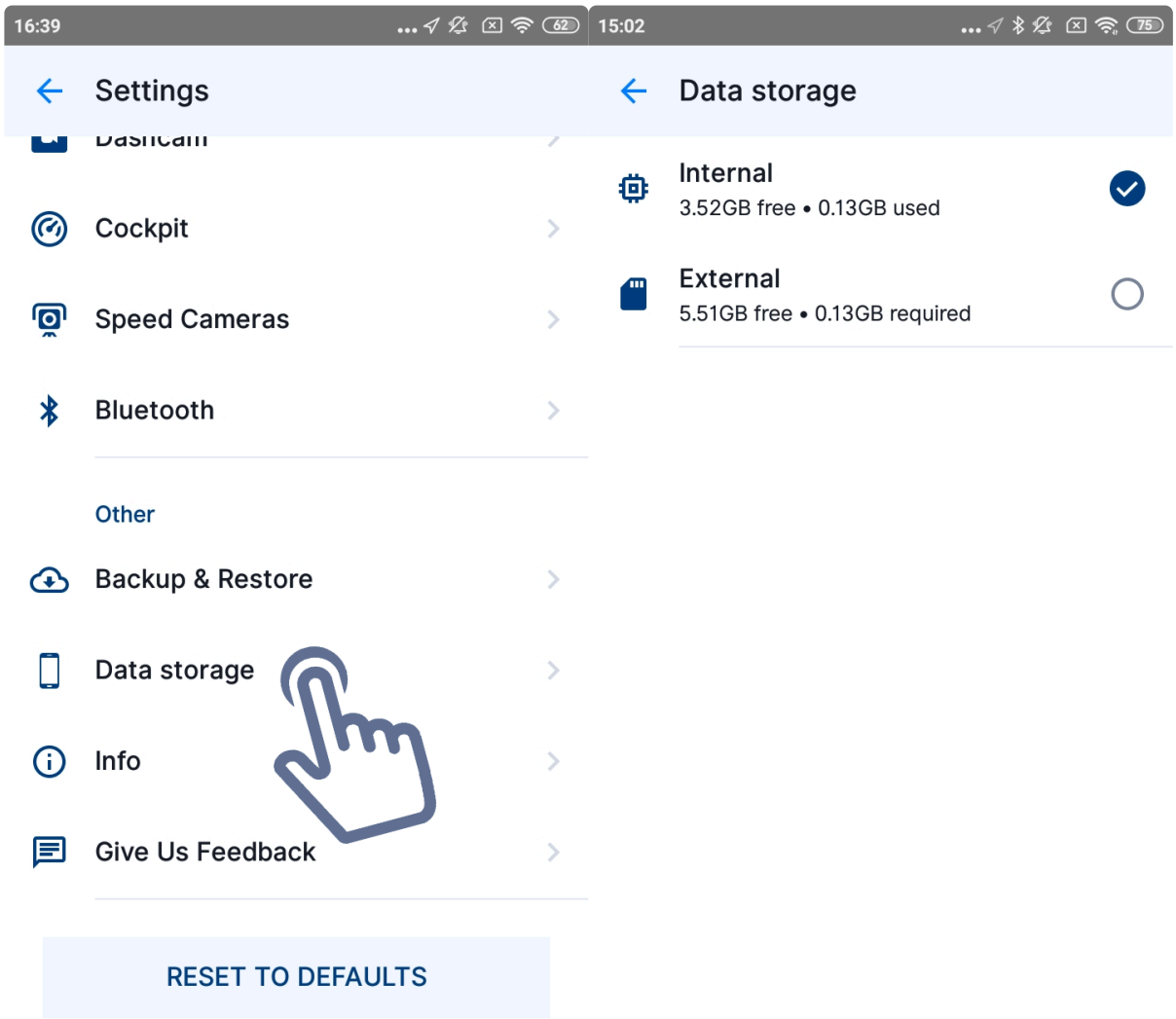
Sygic GPS Navigation uses **Dropbox** to back up and restore saved data. To backup your data using Dropbox, go to Sygic application Menu → Settings → Backup & Restore and connect your Dropbox account. Afterwards, you will be able to backup your data at your leisure and restore it on another device, or if they have disappeared from your app.

The following items are backed up: **App settings, Favorite locations, Favorite routes, and history**.



4.4.13. Data storage

Tap on **Main menu** → **Settings** → **Storage** to choose whether the app data and maps should be saved in your device's internal memory or on the SD Card (if applicable).

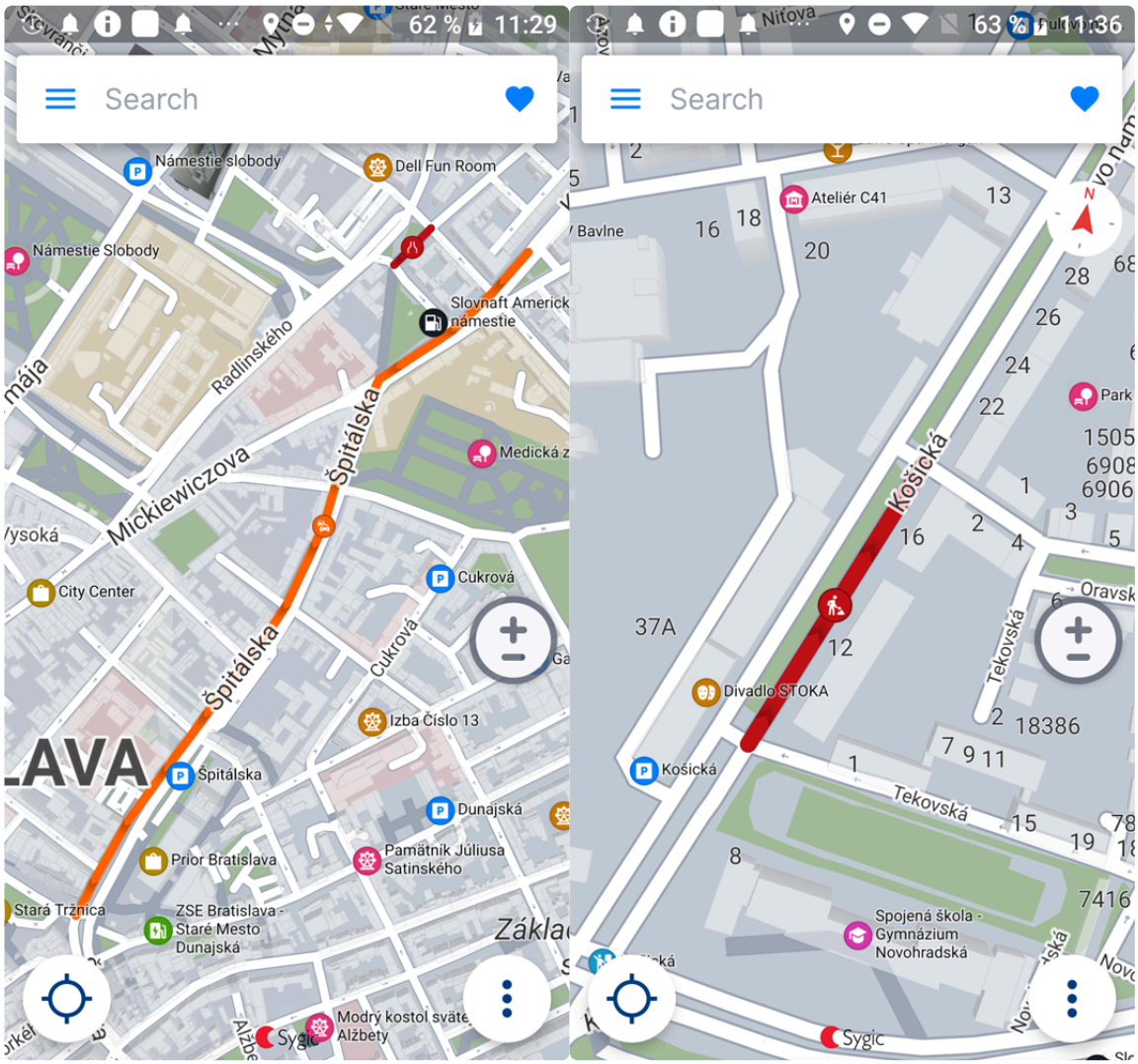


5. Additional features

5.1. Traffic information

Sygic GPS Navigation app is able to receive information about traffic jams, roadworks, and road closures, helping you avoid unnecessary delays. **An internet connection is required** for the app to receive up to date traffic information from a live, online database.

You can visually see the traffic jams while browsing the map or navigating as red-colored highlights on affected roads. The direction of a traffic jam is indicated by small arrows within the highlights.



While navigating, warnings about traffic delays will be displayed on the left side of the screen, and if a better route is found which avoids traffic it will offer to change the current route via a button in the lower part of the screen. The route will not change automatically without the user's consent which you give by tapping that on-screen prompt.

> Traffic information is a Premium feature

5.2. SmartCam

SmartCam is a feature available from the app version **22.1.1**, that combines the functions that use the device's camera (Sign recognition, Dashcam, Real View Navigation), and allows you to use these features simultaneously, so you don't have to select only one of them.

You can access Smart Camera from the **Main Menu**, or also via the **Quick Menu**.

(SCREENSHOT) (SCREENSHOT) (SCREENSHOT) (SCREENSHOT)

After you access SmartCam for the first time, you will be prompted to set up your SmartCam. **To setup SmartCam:**

1. Allow access to the camera
2. Choose one or more features you would like to use
3. Mount your device on the windshield and straighten it
4. Tap on Start button and go back to map

(SCREENSHOT) (SCREENSHOT)

Advanced settings

You can access settings for Smart Cam via "**Advanced Settings**" button when you access the feature, or also via **Menu** → **Settings** → **SmartCam**

In the settings for SmartCam, you can select which features to use. You can enable only one, two, or all of them (Sign recognition, Dashcam, Real View Navigation).

(SCREENSHOT SETTINGOV)

- **Automatic start** – Automatically start active SmartCam features when you drive
- **Automatic stop** – Automatically stop SmartCam features at the end of the drive

Dashcam Settings

- **Video quality** – choose the quality/resolution of the recording, which will affect the storage size of the video file
- **Video duration** – set the video duration between 1, 5, 10, or 15 minutes
- **Autosave on crash** – the feature of automatically saving the video in case of a car crash, which is evaluated based on sensors of the phone/tablet
- **Record sounds** – the recording of sound along with the video

5.2.1. Sign recognition

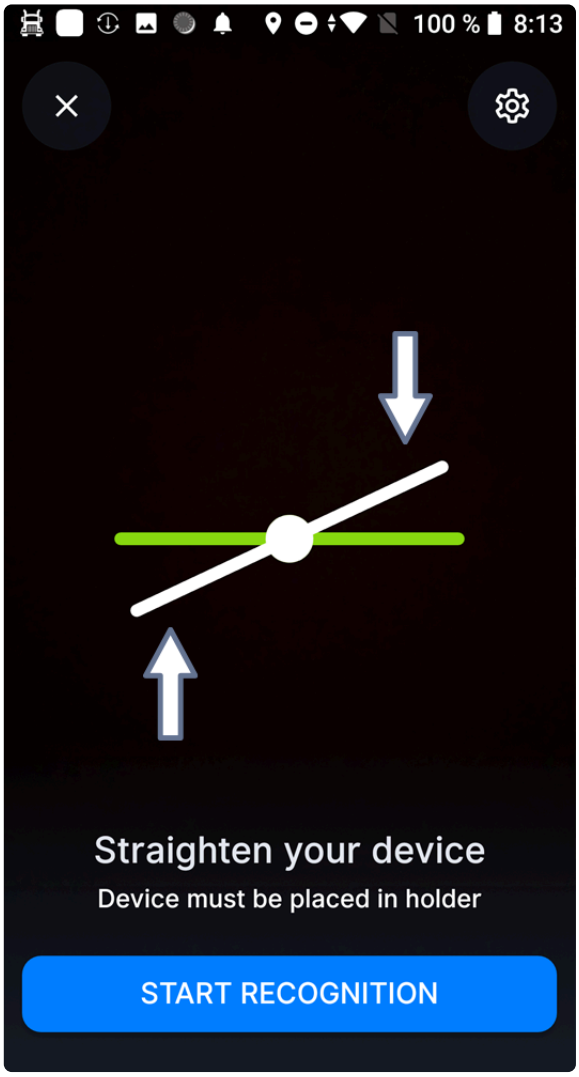
This feature allows you to keep track of what maximum speed you're currently allowed to drive at. That's why Sygic GPS Navigation already includes Speed Limits, a feature that shows you the current speed limit in the bottom right corner of your screen. These limits come from map data that is regularly updated in the app. In case the roads change quicker than the map updates, if there is a temporary speed restriction in your area due to undergoing road work, or if you want the app to also account for dynamic speed limits, this is all addressed by the Sign recognition feature.

Traffic Sign recognition addresses this by being your second pair of eyes and monitoring what is actually ahead of you, complementing the information from Speed Limits. The feature recognizes speed limit signs as well as dynamic speed limits on LED screens, and it shows you the currently maximum allowed speed.

You can enable **Sign recognition** via **SmartCam feature**.

How to set it up:

1. Enable Sign recognition within SmartCam,
2. Tap on Start,
3. Follow the instructions and fasten the phone on the windshield.
4. Straighten your phone by using the guideline on the screen. (Small deviations are ok, but it's best to keep the phone as straight as possible for the recognition to work properly)
5. You can go back to map.



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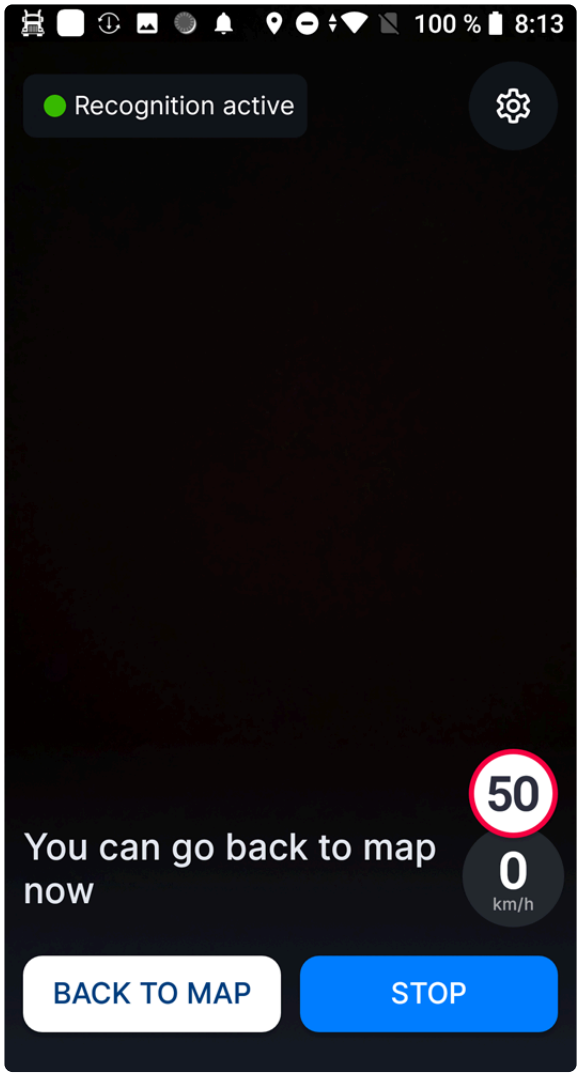


Please note that the performance of Traffic Sign recognition depends on several factors, such as light conditions, cleanliness of the windshield, phone placement, etc.

Traffic Sign recognition coverage:

Includes all countries except:

- Canada
- Puerto Rico
- United States of America

Sign recognition is included in the **Premium+** subscription.

5.2.2. Dashcam

Dashcam is a feature that is included in the **Premium+ subscription** and that is here to help you by recording everything in front of your car using the camera of your smartphone/tablet and even has the option of automatically saving the video in case of a car crash. You can use Dashcam either in the navigation mode with a created route and also with no route in the map browsing mode.

The Dashcam makes video files of a certain length, in the **SmartCam settings**, you can choose between 2, 5, 10, or 15 minutes of recording per each video file.

The last 3 recorded videos are automatically stored in the folder DCIM/SygicDashcam/ in your device's internal storage. When a 4th video file starts recording, the oldest out of the 3 previously stored videos is automatically deleted. This is done to limit the amount of storage space that the Dashcam feature uses.

Example: if your videos are set for the default 5-minute length, then after exactly 15 minutes of using Dashcam there will be 3 recorded videos for times 0:00 to 05:00, 05:00 to 10:00, and 10:00 to 15:00 . After 17 minutes of using Dashcam, there will no longer be the video of the first 5 minutes of recording, at that point there will still be a video for times 05:00 to 10:00, 10:00 to 15:00, and the third video will now have minutes 15:00 to 17:00.

When you manage to record a collision or other interesting event on the road, of which you want to have a permanent copy of the video, just use any file manager app and copy the recorded video file from DCIM/SygicDashcam/ to any other folder, before it gets overwritten by further Dashcam recordings.

You can enable **Dashcam** via **SmartCam** feature.

How to set it up:

1. Open **SmartCam**.
2. Enable **Dashcam**.
3. Tap on "Start", and the recording will start.
4. To stop recording, tap on the "Stop" button, which is shows up after the recording starts.
5. To exit the video preview screen and return to the map/navigation, tap on "Back to map" button.

(SCREENSHOT) (SCREENSHOT) (SCREENSHOT) (SCREENSHOT) (SCREENSHOT)

Please note: Dashcam does not work with externally connected cameras (like head units in cars)

5.2.3. Real View Navigation

Real View Navigation is a feature that is included in the Premium+ subscription, that will enable a new and unique method of displaying your route and navigation instructions. This technology is also known as „Augmented Reality“ or AR, and while some other apps have used it for different purposes, Sygic is the first to bring it to navigation. Real View works anywhere in the world, it doesn’t have any special requirements for your device to be able to use it, and it works offline so no internet connection is required.

Instead of the classic view where you see the route on a map, Real View draws the line of the route directly over a live image of the road ahead of you which is captured by the camera of your phone or tablet. You just have to place your device so its rear camera has a clear view forward through your windshield.

A major advantage of this mode, is that you can still see what is happening on the road before you, even during moments while you are glancing at the screen of your device.

How to set it up:

You can enable **Real View Navigation** via **SmartCam** feature.

1. Open **SmartCam**.
2. Enable **Real View Navigation**.
3. Tap on “Start”.
4. To exit the video preview screen and return to the navigation, tap on “Back to map” button.

(SCREENSHOT) (SCREENSHOT) (SCREENSHOT) (SCREENSHOT) (SCREENSHOT)

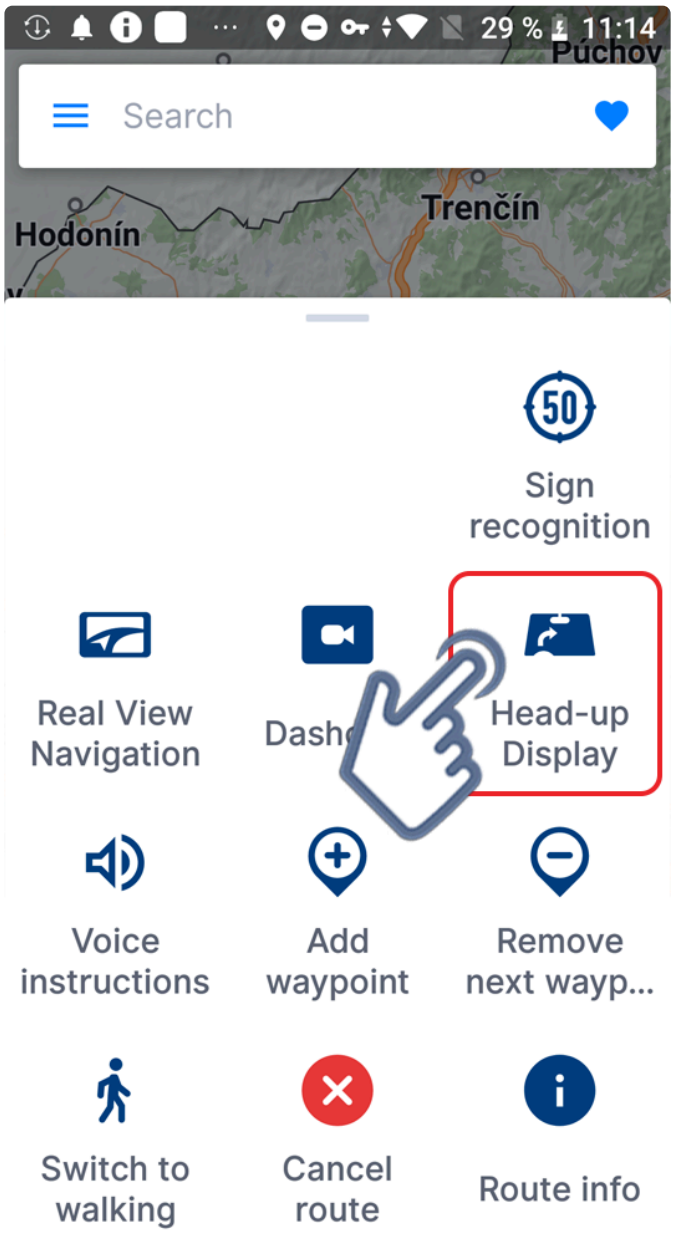
Please note: Real View does not work with externally connected cameras

5.3. Head Up Display

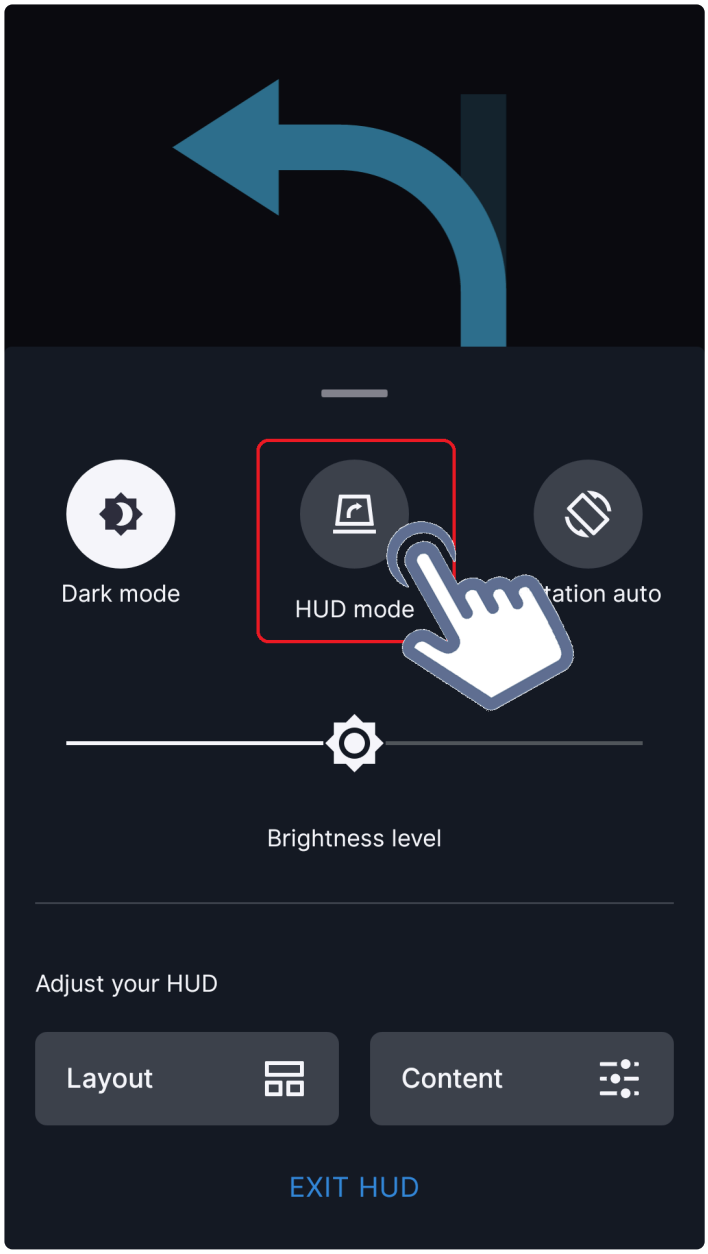
The Head-up display (HUD) is a feature that is included in the Premium+ subscription and allows you to keep your attention on the road and enjoy a safe & comfortable drive by showing you all the navigation instructions projected directly into your line of sight – on the windshield glass.

How to use HUD?

1. Create and start a route.
2. Launch HUD in the quick menu (the three-dot button at the bottom right corner of the screen) by tapping on the Head-up display icon.



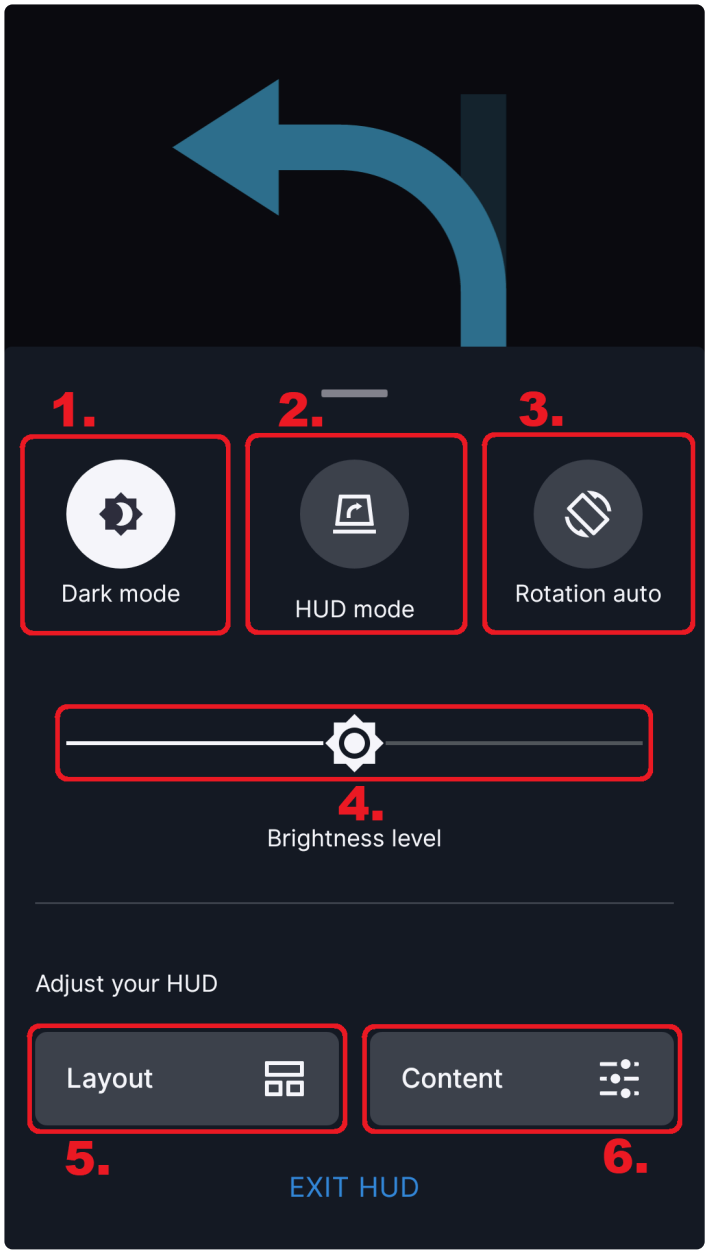
3. Now tap anywhere on the screen to display further settings for the HUD feature.



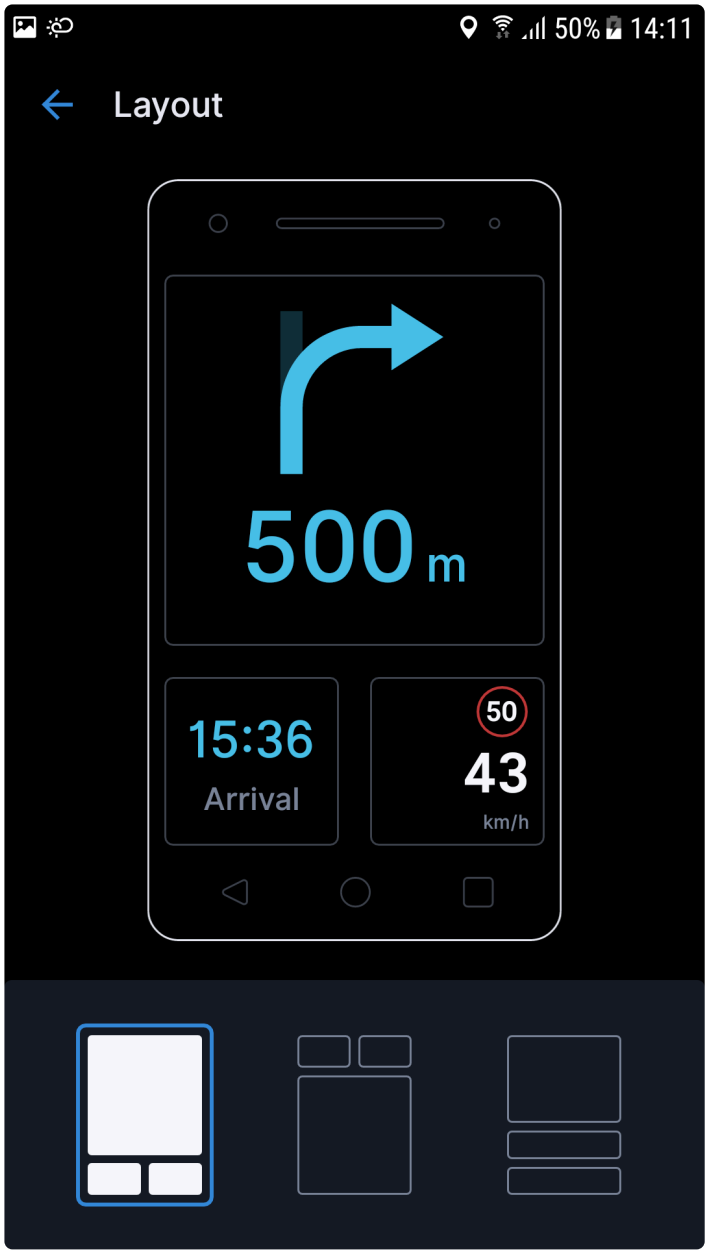
4. Tap on the middle one of the three buttons, “HUD mode”, to flip the image so it will reflect correctly.
5. Place your device on the dashboard of your car under the windshield, with the screen facing up. You can adjust the position of the projected image by changing the distance of the device from the windshield.

Additional options and adjustments

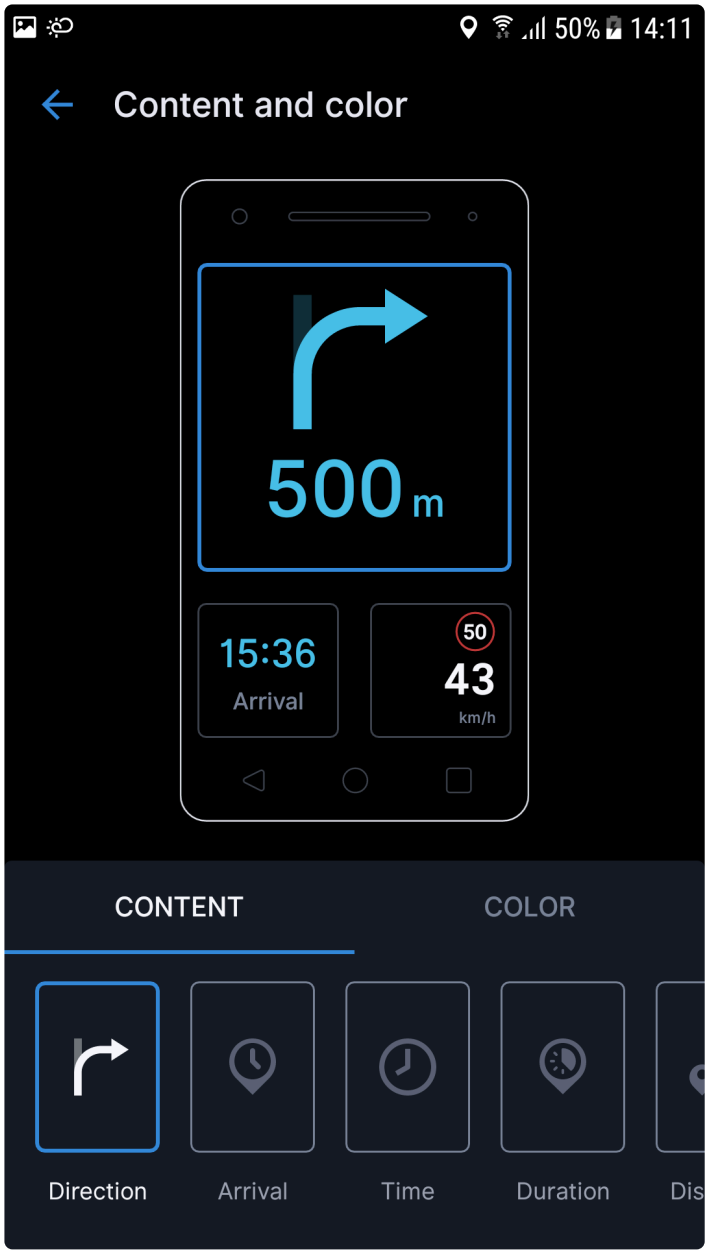
After tapping anywhere on the screen while HUD is active, there are several settings and adjustments you can do:

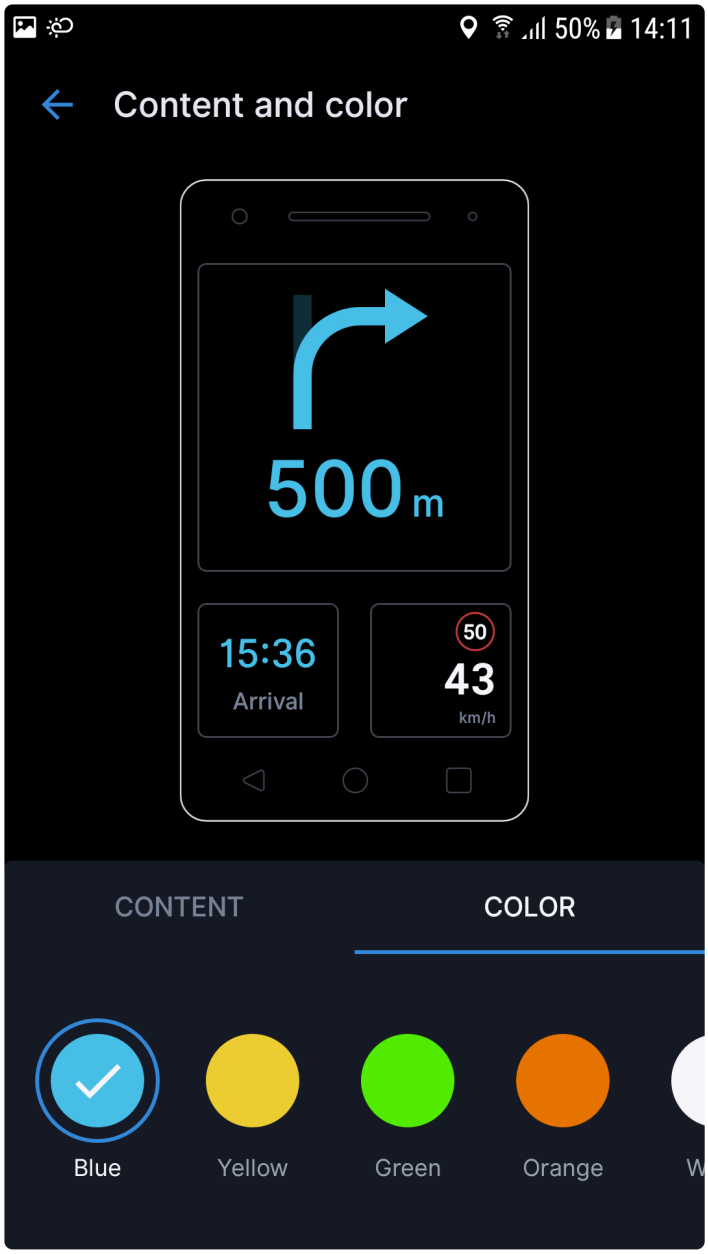


1. Dark mode: switches between a dark or light background, you can choose whichever you prefer, or which one will provide better visibility of the reflected image under the conditions where you will be using it.
2. HUD mode: flips the image on the screen upside down and right to left, to make it correct when it reflects from the windshield
3. Rotation auto/Portrait – Rotation lock: while it's off turn your screen to portrait or landscape mode, then we recommend turning this on to prevent the phone from accidentally changing the orientation while you're driving
4. Brightness level: adjusting this slider higher will improve the visibility of the reflected image
5. Layout: select how the screen will be segmented while using HUD



6. Content: select what type of information will be shown in each screen segment, and which color should be used


50% 14:11
Content and color
500 m
15:36
Arrival
50
43
km/h
CONTENT
COLOR
Direction
Arrival
Time
Duration
Dis


50% 14:11
Content and color
500 m
15:36
Arrival
50
43
km/h
CONTENT
COLOR
Blue
Yellow
Green
Orange

5.4. Cockpit

Cockpit is a feature that is included in the Premium+ subscription that shows you certain real-time statistics.

• **Accelerometer** will measure the G-force while you drive and help you drive more economically.
• **Lateral acceleration (Lateral G)** will show you the incline and tilt of the vehicle.
• **GPS based speedometer** will show you your true speed accurately.
• You will also see your **altitude** and cardinal directions.

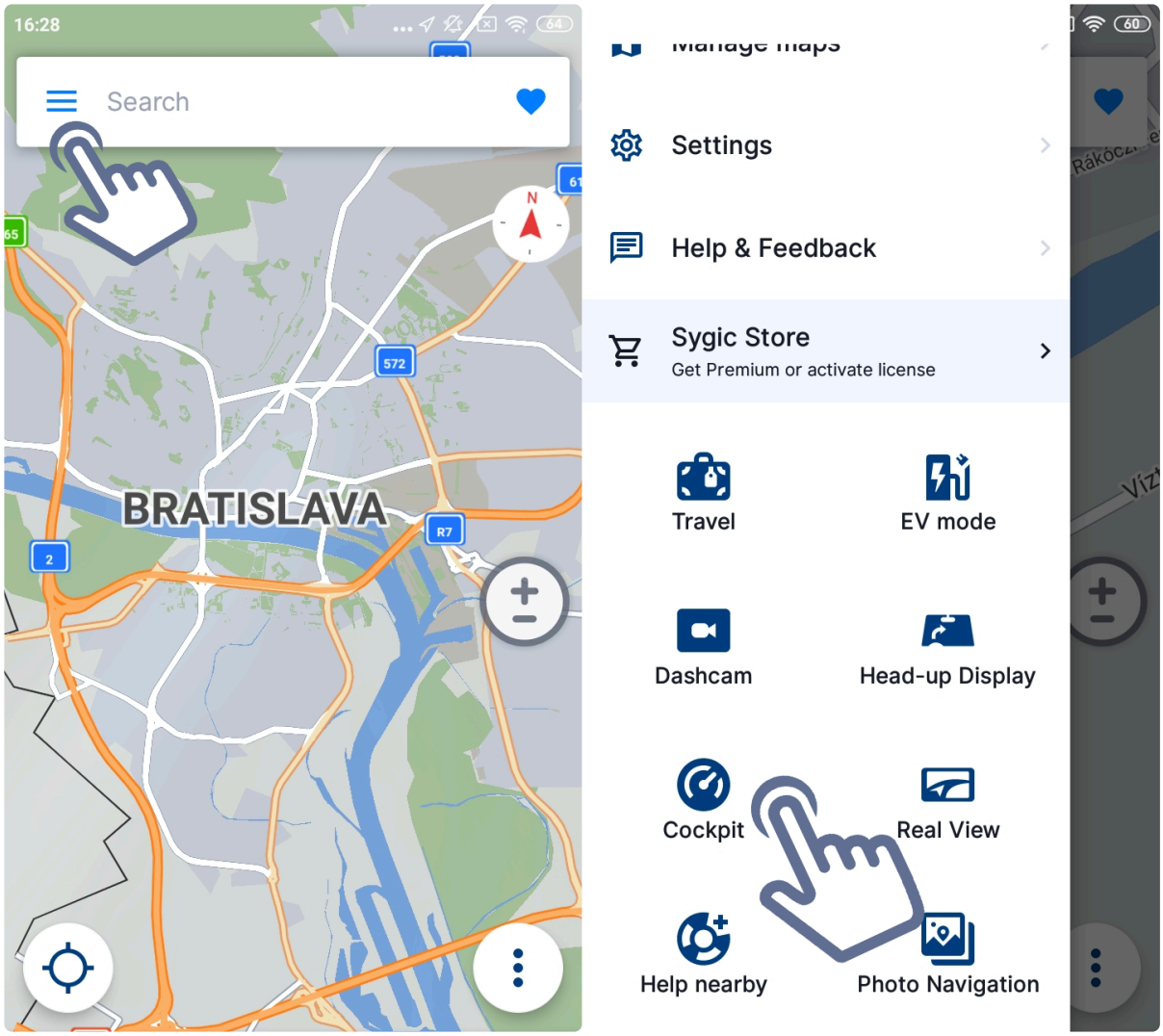
How to use Cockpit?

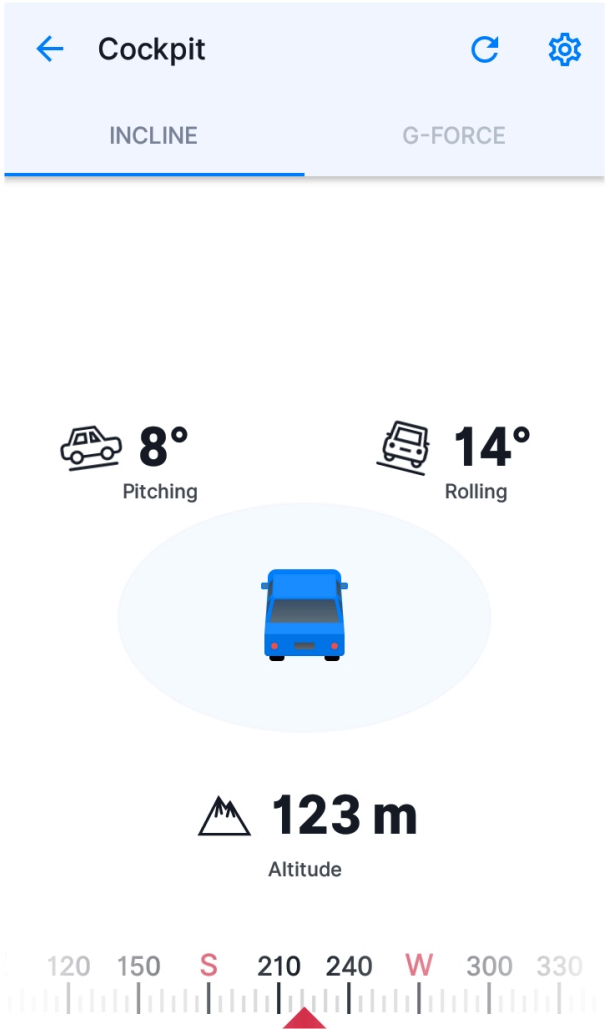
1. You can find this feature directly in Main Menu.
2. After launching Cockpit, pop-up screen will inform you to mount your device into holder. Your vehicle should be stationary, on a level road without steep inclines.
3. Pressing calibrate sets the parameters of pitch and roll to zero and measures the displayed values from that default state

The first time you start Cockpit, a pop-up screen will inform you to mount your device into holder. Your vehicle should be stationary, on a level road without steep inclines. Pressing calibrate sets the parameters of pitch and roll to zero and measures the displayed values from that default state

You can calibrate again at any time by pressing the circular arrow icon in the top right of the Cockpit screen.
There are 2 screens in the Cockpit feature which display different stats, you can switch between them by tapping on the tabs labeled “Incline” and “G-force”

The cogwheel icon in the top right corner lets you enable the feature for viewing data from the Cockpit feature in the Information bar which is at the bottom of the screen while you are navigating. You can then switch between different kinds of information being displayed there, by swiping left or right within that Information bar.


16:28
Search
BRATISLAVA
572
R7
2
Settings
Help & Feedback
Sygic Store
Get Premium or activate license
Travel
EV mode
Dashcam
Head-up Display
Cockpit
Real View
Help nearby
Photo Navigation

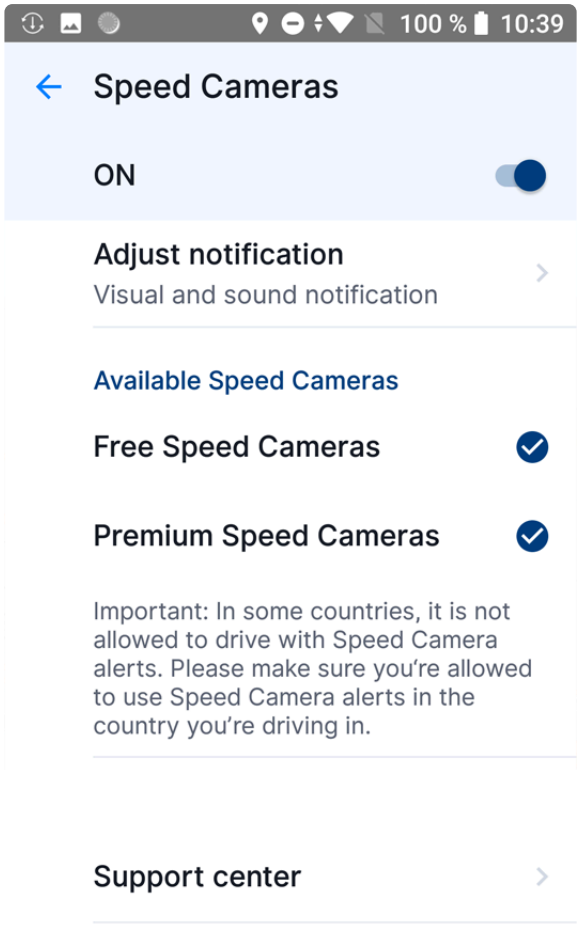

Cockpit
INCLINE
G-FORCE
8°
Pitching
14°
Rolling
123 m
Altitude
120 150 S 210 240 W 300 330

5.5. Static Speed Cameras

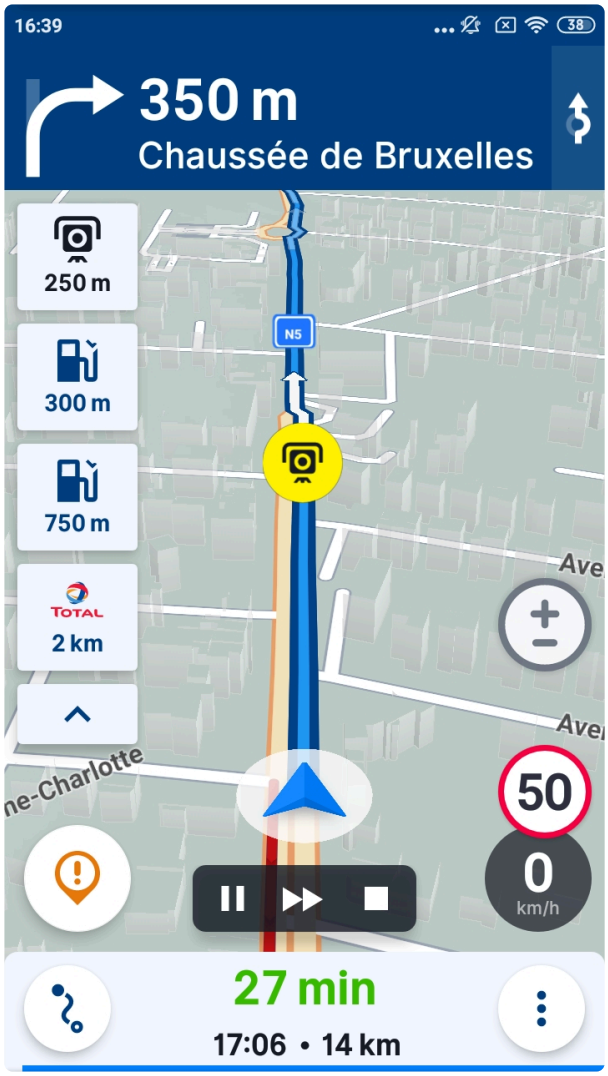
The speed cameras feature will show and notify you about known locations where you could be getting a speeding ticket.

For static speed cameras, i.e. those which are permanently installed next to roads, their database is included with the app and these will be shown even in offline mode, when your device has no internet connection. The database for static speed cameras is updated automatically at various points throughout the year, and the information for it is gathered from many sources, usually specific to each country.

Warnings for Speed Cameras can be enabled or disabled in the Sygic app's menu → Settings → Speed Cameras



Icons for speed cameras are shown on the map directly at the location where it should be, and when you are navigating, a larger icon and distance to the camera will also be shown on the left edge of the screen.



Coverage of static speed cameras

Countries included in the service:
Åland Islands, Andorra, Argentina, Australia, Austria, Azores and Madeira, Balearic Islands, Belgium, Brazil, Bulgaria, Canada, Canary Islands, Channel Islands (Guernsey & Jersey), Chile, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Special Administrative Region of China, Hungary, Indonesia, Ireland, Isle of Man, Italy, Latvia, Lesotho, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Russian Federation, San Marino, Serbia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Taiwan (Republic of China), Thailand, Ukraine, United Kingdom, United States, Uruguay, Vatican City

5.6. Mobile Speed Cameras

Mobile Speed Cameras is a feature that is included in the Premium+ subscription.

Information about mobile speed cameras (for example locations where traffic police measures speed with portable devices) is an online service because it needs to be updated repeatedly, every few minutes. The data comes from one of the World's largest speed camera databases which we are acquiring from an external provider.

Warnings for Mobile Speed Cameras can be enabled or disabled in the **Sygic app's menu** → **Settings** → **Speed Cameras**.

In our app you too can **make a report** while navigating by pressing the icon in the bottom left corner – **location marker with an „!" exclamation mark**. These user reported speed camera locations will only be shown for a few hours before automatically being removed from the database, since by then the mobile speed camera has most likely moved elsewhere.

Coverage of Mobile Speed Cameras

Countries included in the service:
Åland Islands, Andorra, Argentina, Australia, Austria, Azores and Madeira, Balearic Islands, Belgium, Brazil, Bulgaria, Canada, Canary Islands, Channel Islands (Guernsey & Jersey), Chile, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Special Administrative Region of China, Hungary, Indonesia, Ireland, Isle of Man, Italy, Latvia, Lesotho, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Russian Federation, San Marino, Serbia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Taiwan (Republic of China), Thailand, Ukraine, United Kingdom, United States, Uruguay, Vatican City

5.7. Electric Vehicle Mode (EV)

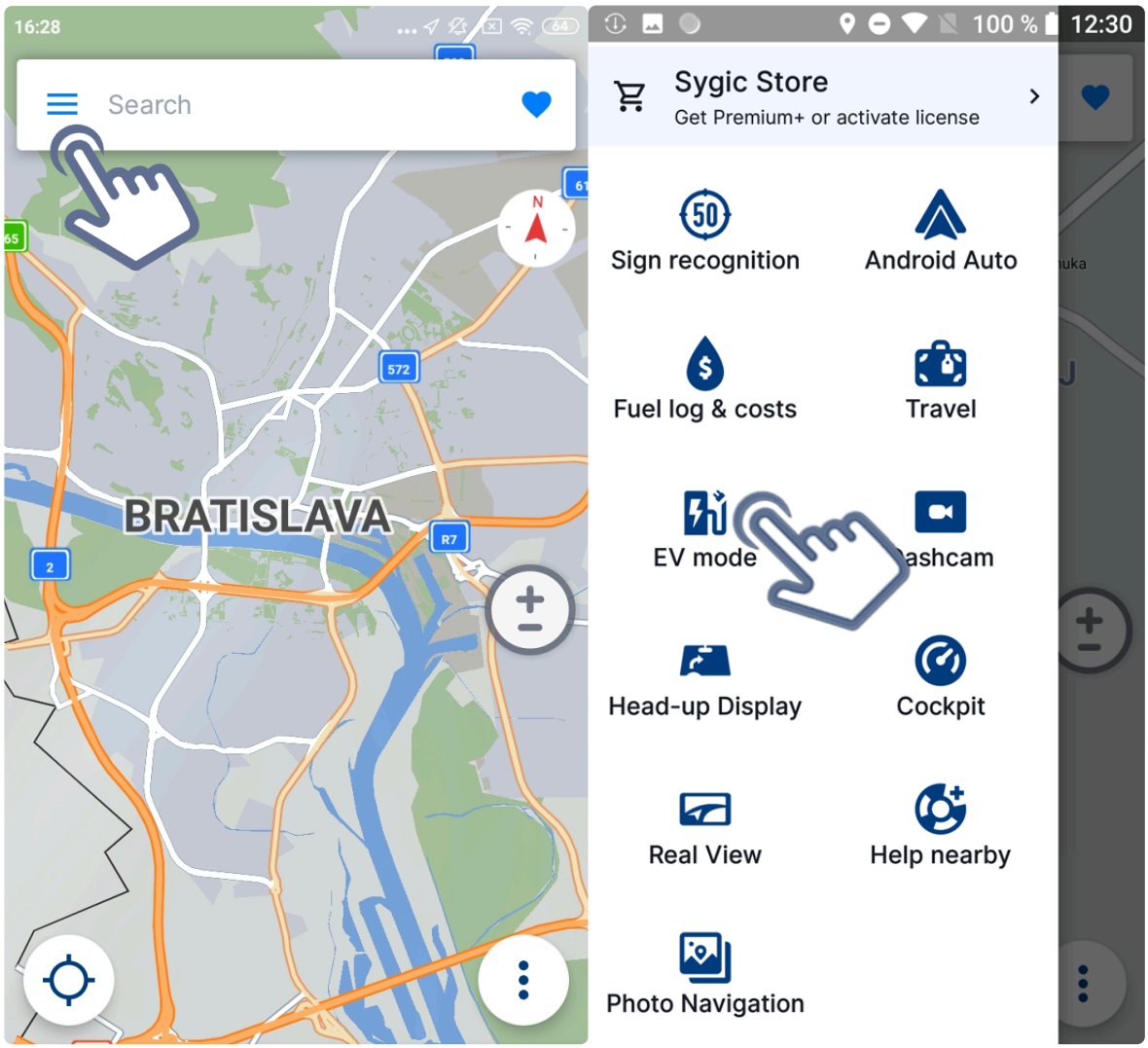
These articles cover the details of using EV mode within the Sygic GPS Navigation app.

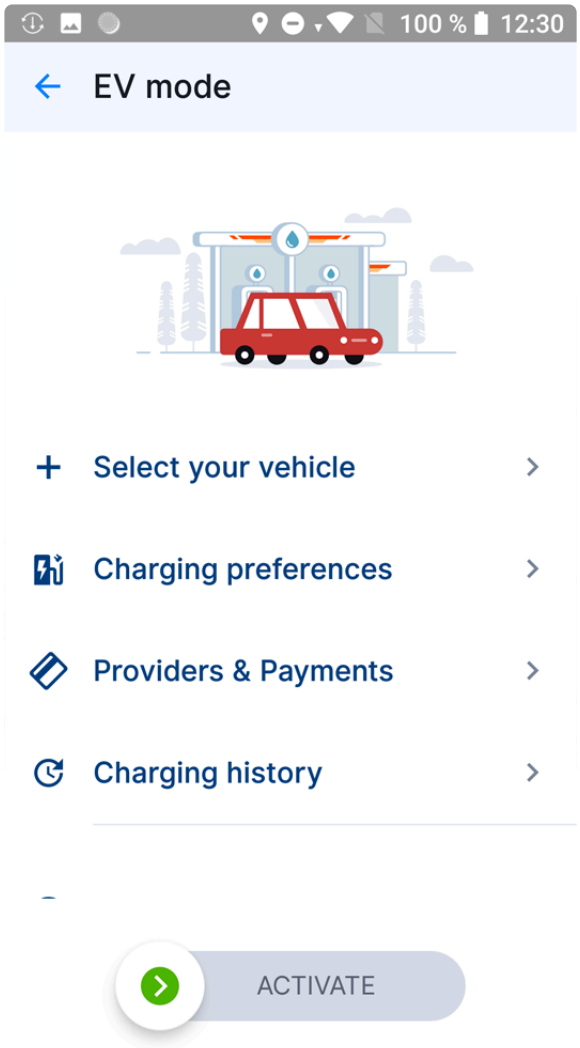
With our **EV mode**, you can easily find charging points around you, plan your route to the closest charging station, and even pay for the charging directly within the Sygic app.
We partnered with **Plugsurfing**, which provides electric vehicle drivers access to Europe's largest charging network.

Please note that EV mode requires Sygic app version 18.6 or newer.

5.7.1. EV mode settings

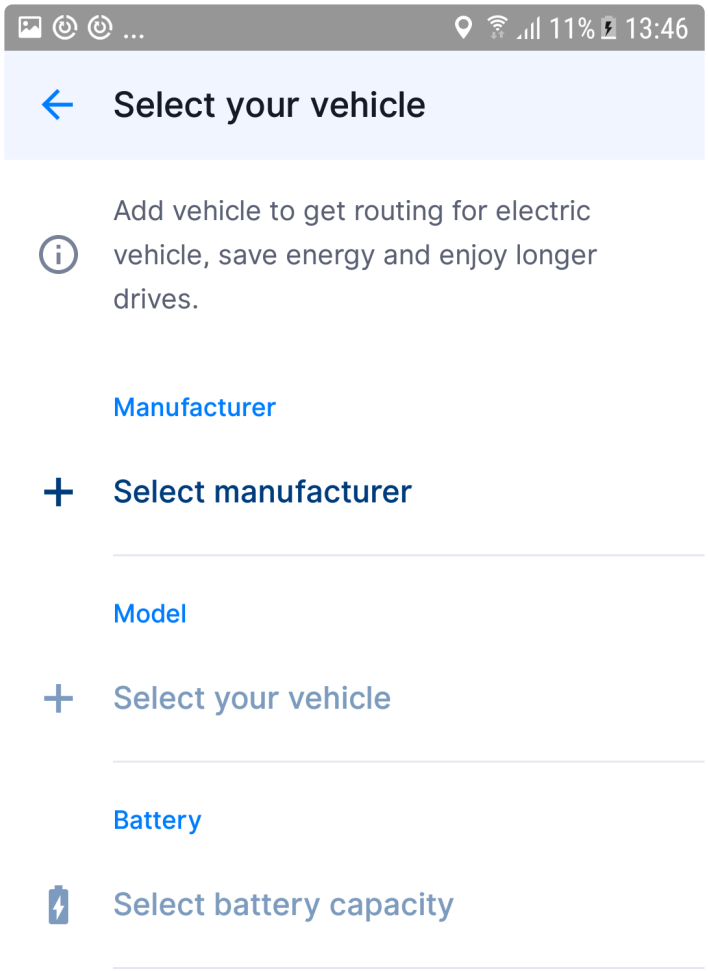
Your first step with EV mode in Sygic should be to access its setup screen. Just tap on the **“EV mode”** button in application main menu ☰.



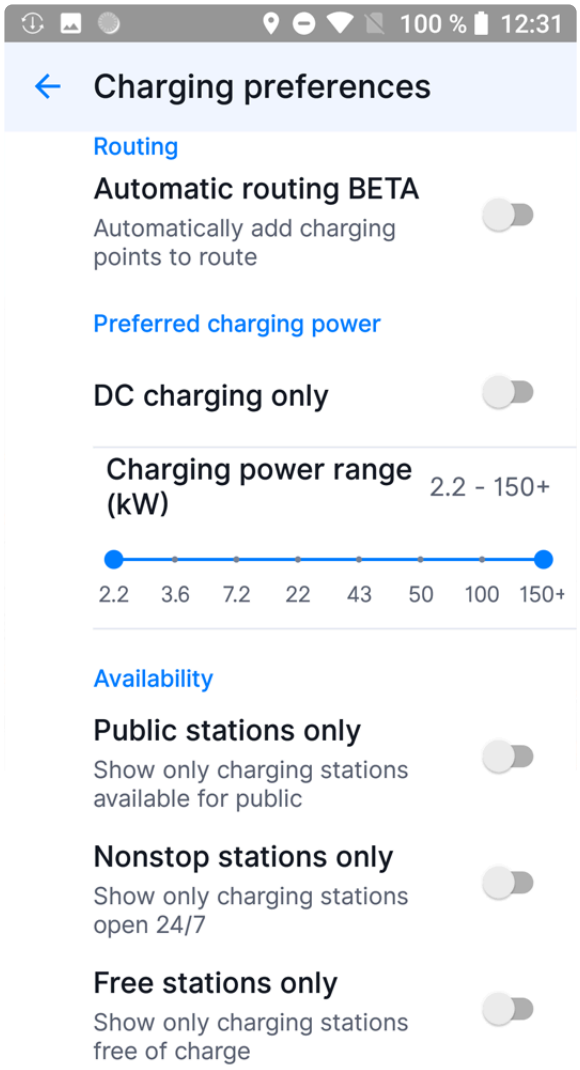


On this EV mode screen you can:

- **Select your vehicle**. This enables our app to recognize which charging stations have connectors that are compatible with your car. The battery capacity information improves the accuracy of the various data estimates we display if you'll also be using our app to start the charging.
  If you would notice any inaccuracy in the supported charging connector types or battery capacity, which is loaded automatically after selecting the car brand, model, and version, these car parameters can be adjusted by you simply by tapping on them.

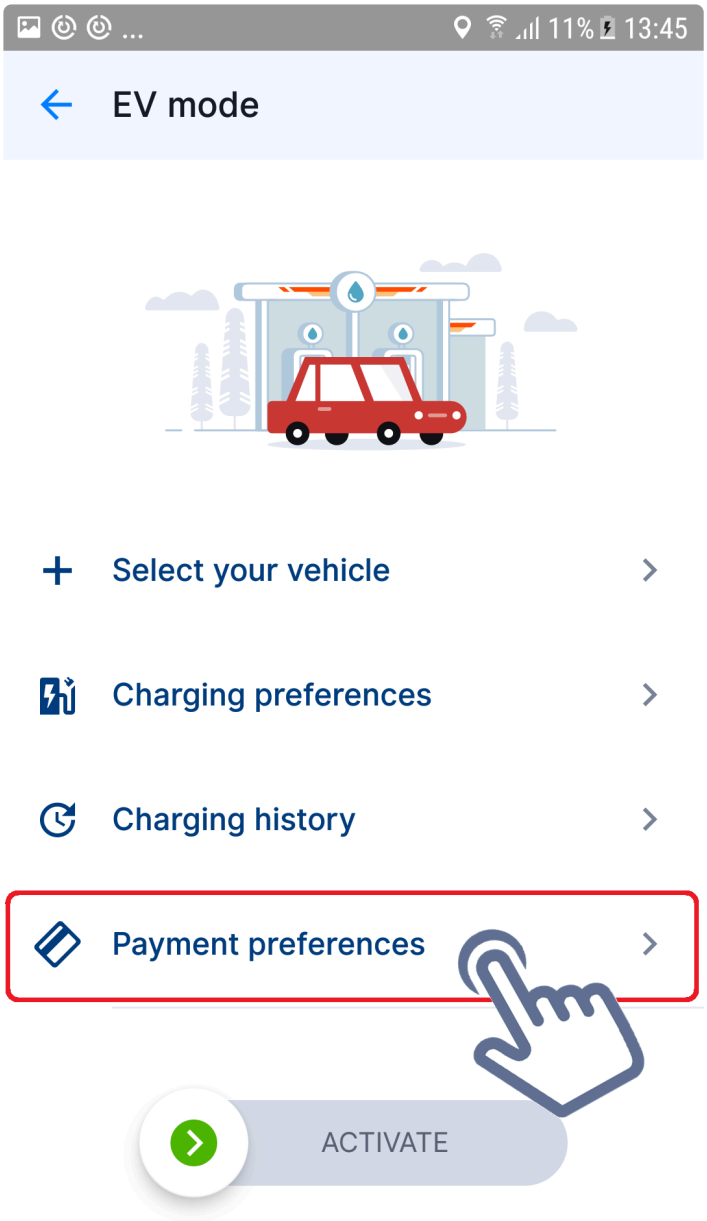


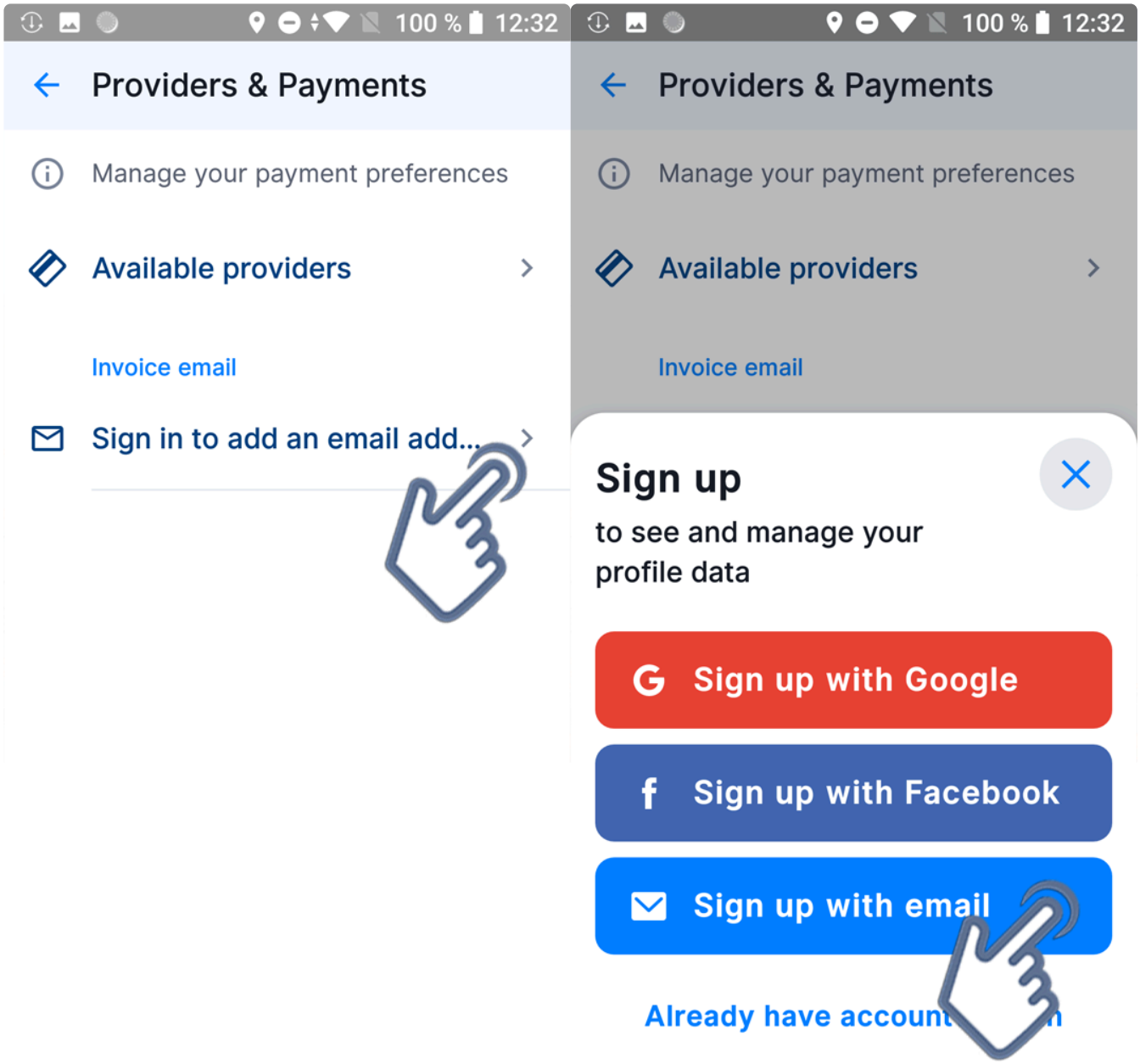
- **Set your charging preferences**. On this screen you have several options for filtering charging stations based on other parameters besides connector type.

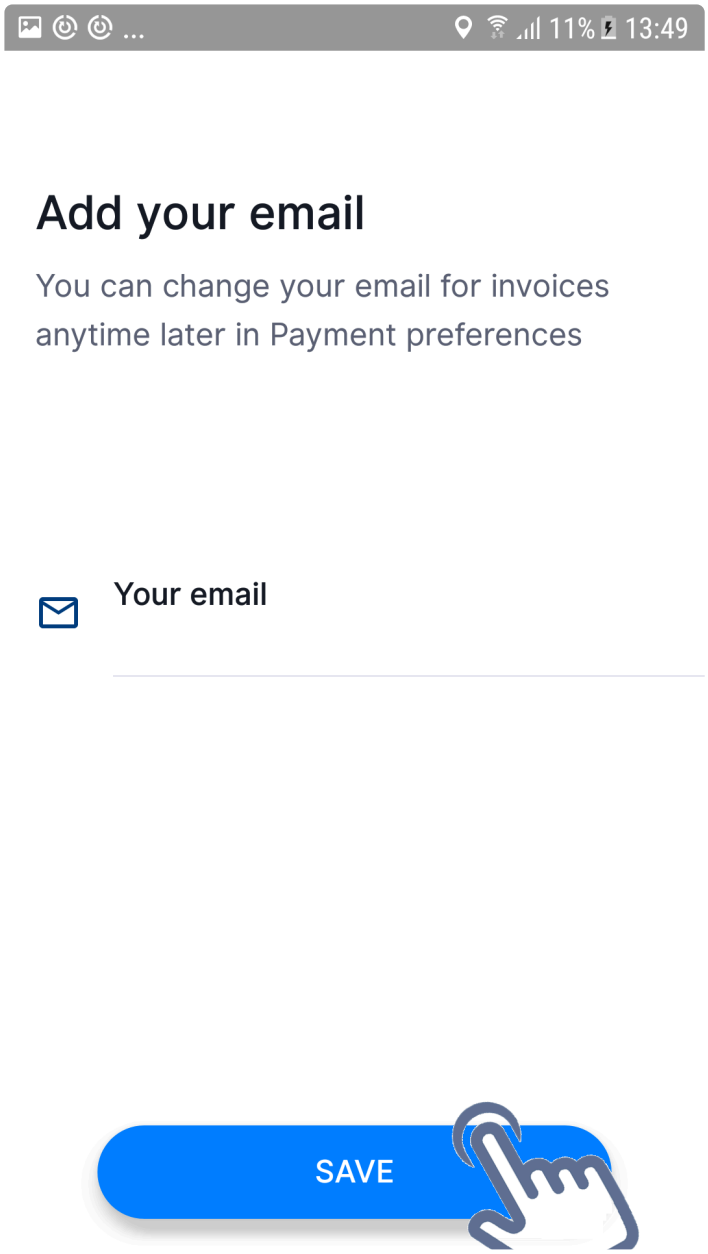


- **Select Providers & Payments**. This is what enables your Sygic app to authorize and begin charging, after you get to the EV charging station. Requires you to be logged in, and your Sygic account's email address is where you will receive the monthly invoices for charging. You can also change the email address for receiving invoices if you want it to be different than the Sygic account email. This service is provided in cooperation with an established provider in the e-mobility market, so you will be asked for your GDPR consent to provide the email address to this external partner. This consent can be cancelled at any time by returning to the EV mode screen and tapping on Providers & Payments again. You can also **Withdraw GDPR consent**.

Besides your invoicing email, this is where you can select from **Available providers**.

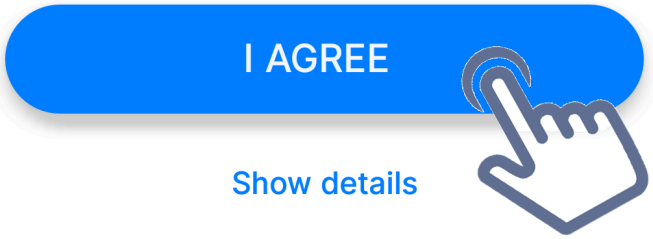

11% 13:45
EV mode
Select your vehicle
Charging preferences
Charging history
Payment preferences
ACTIVATE

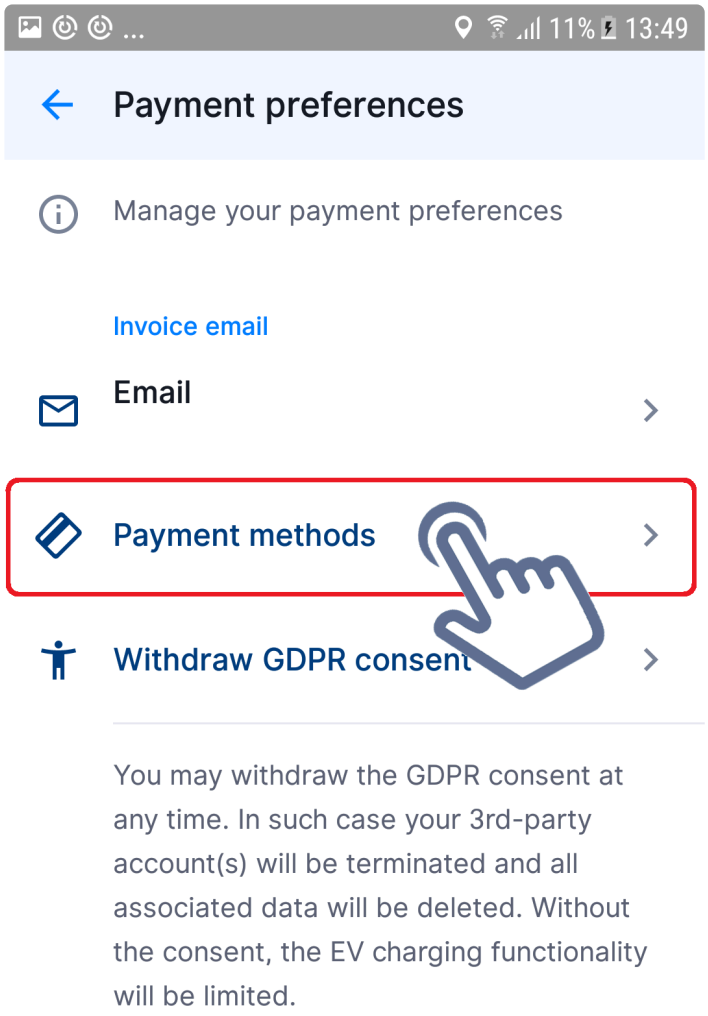

100 % 12:32
Providers & Payments
Manage your payment preferences
Available providers
Invoice email
Sign in to add an email add...
100 % 12:32
Providers & Payments
Manage your payment preferences
Available providers
Invoice email
Sign up
to see and manage your profile data
Sign up with Google
Sign up with Facebook
Sign up with email
Already have account

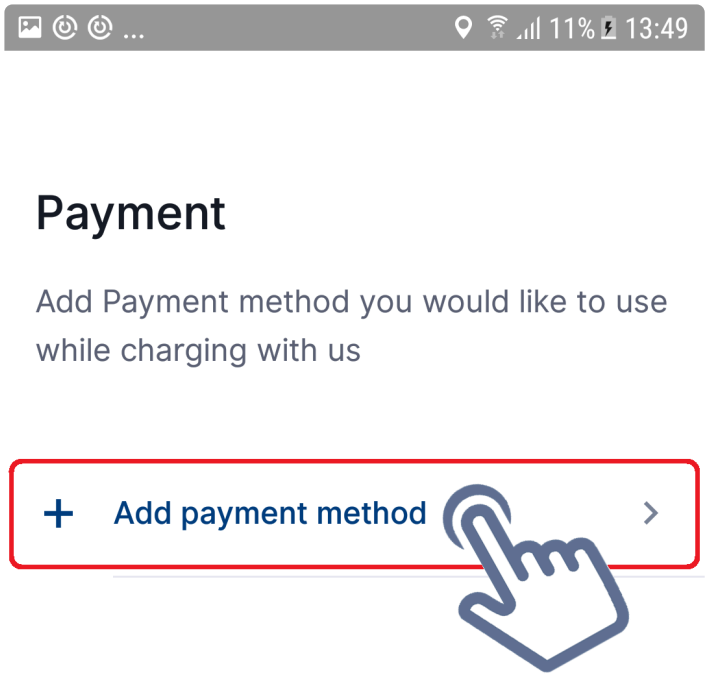

11% 13:49
Add your email
You can change your email for invoices anytime later in Payment preferences
Your email
SAVE

We value your privacy

We partner with 3rd party electromobility service providers for allowing the electric vehicle charging convenience to you. For this we need to create an account with the provider associated with your invoicing email. Click below to consent to the use of this technology. You can withdraw the consent at any time.

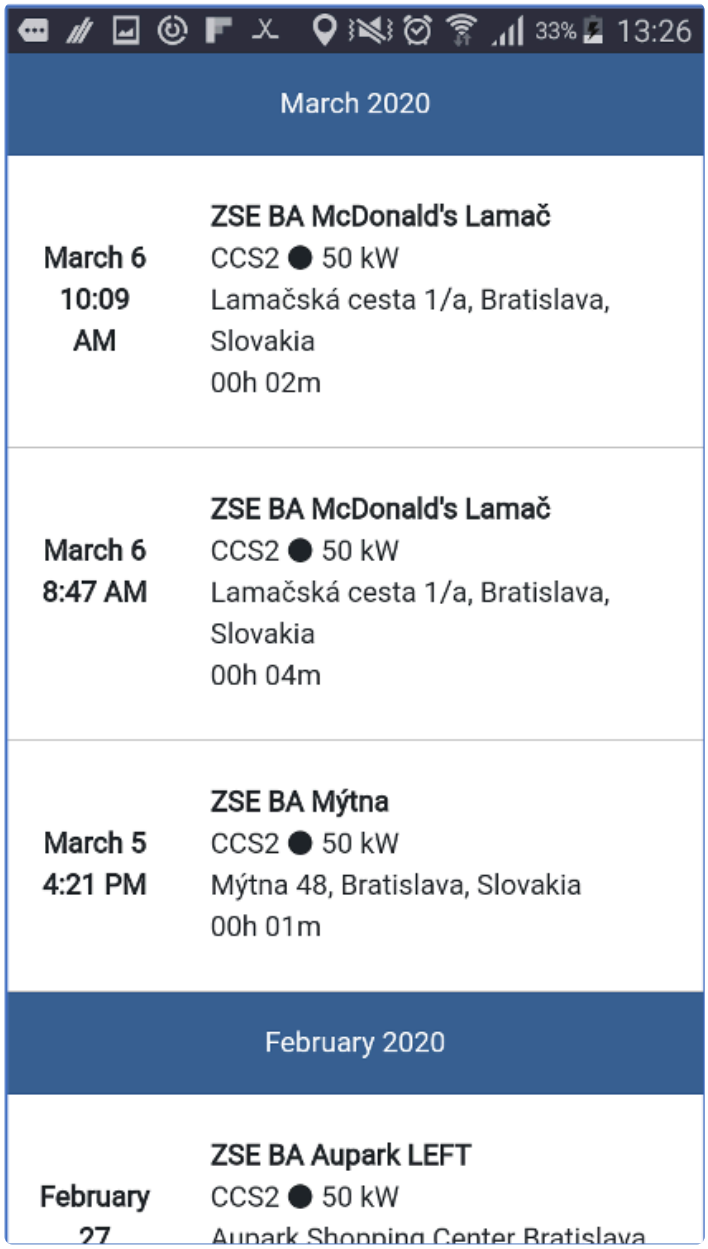



11% 13:49
Payment preferences
Manage your payment preferences
Invoice email
Email
Payment methods
Withdraw GDPR consent
You may withdraw the GDPR consent at any time. In such case your 3rd-party account(s) will be terminated and all associated data will be deleted. Without the consent, the EV charging functionality will be limited.

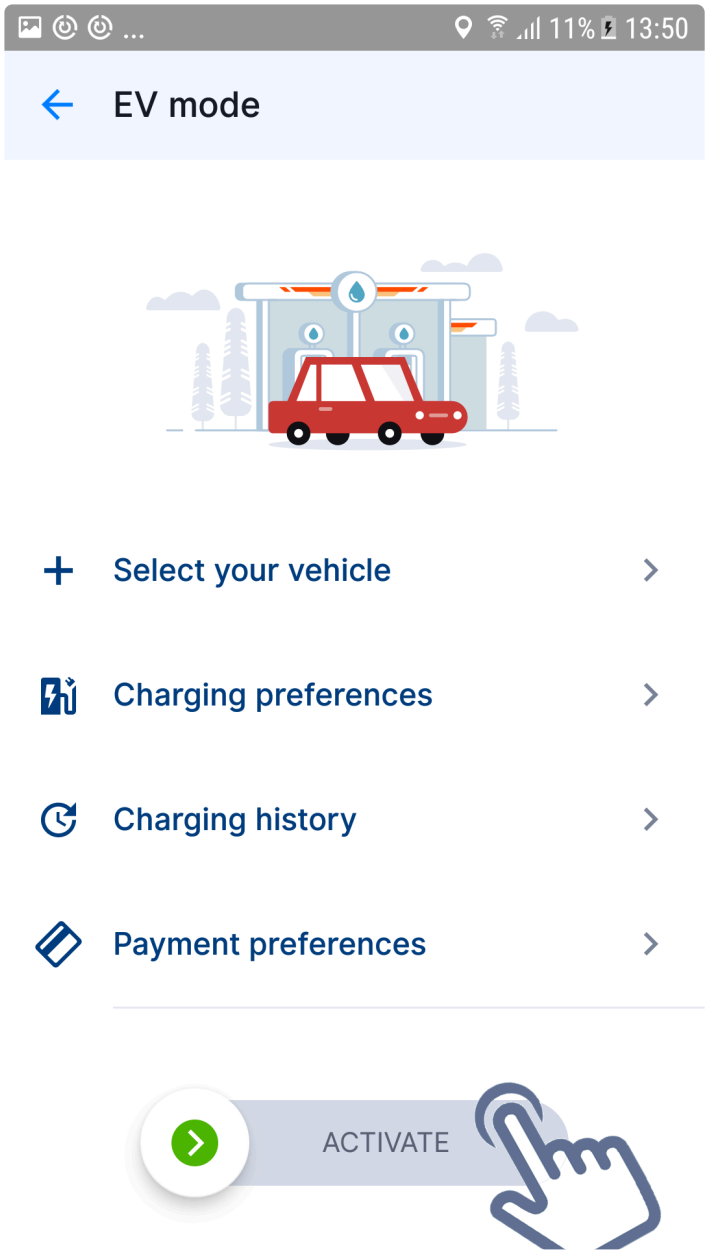


CLOSE

- **View your charging history**. Information about your past charges will be available here if you use Sygic to start your charging at supported stations – those that allow app authorization.

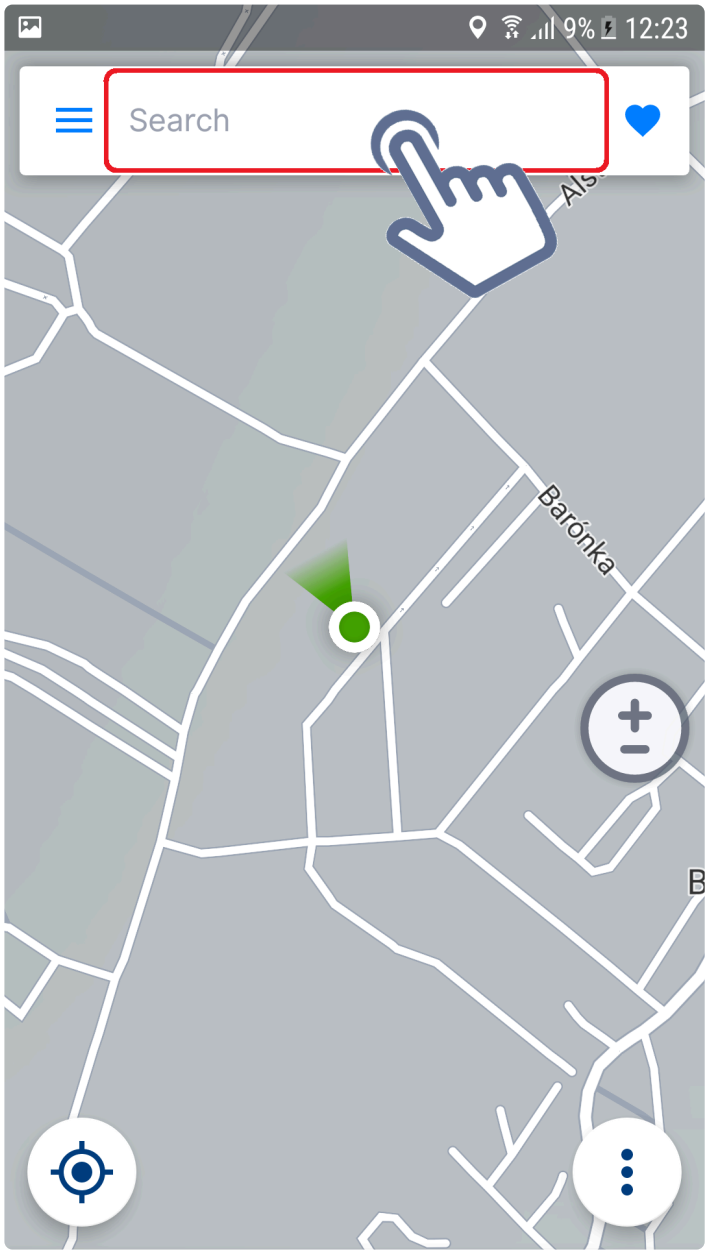


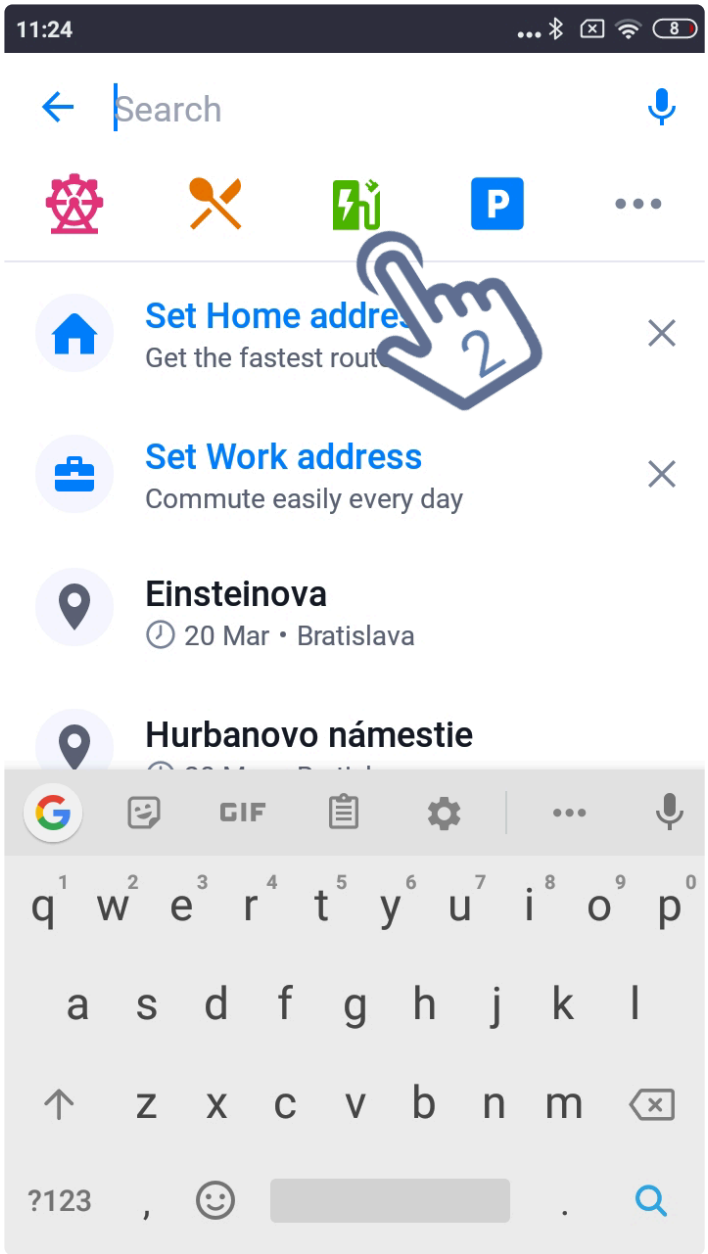
- **Tap on Activate at the bottom of the screen**. This will turn on the EV mode in the Sygic app, making various EV options and features more prominent. You can tell that the app is in EV mode by the color of the position marker and route line, which will be green.

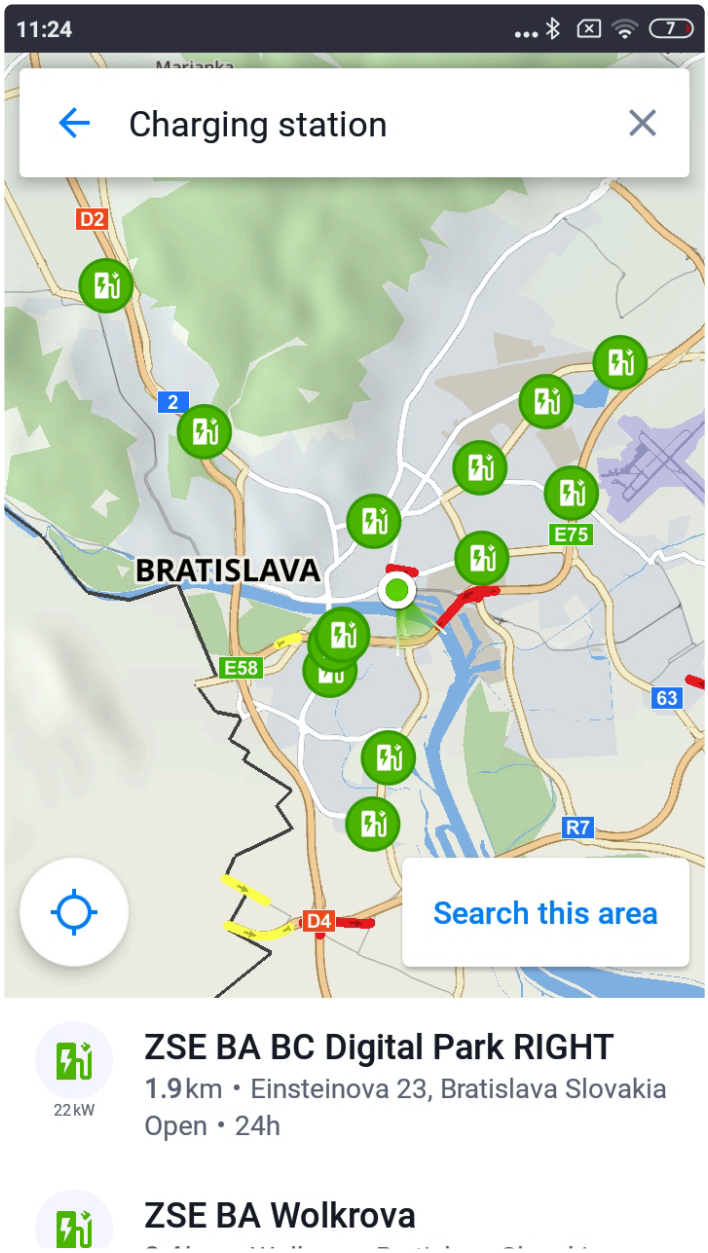

11% 13:50
EV mode
Select your vehicle
Charging preferences
Charging history
Payment preferences
ACTIVATE

5.7.2. Searching for charging stations

With EV mode turned on, simply tap on the search bar at the top of the map to enter the Search screen, and then tap on the green charging station icon underneath the search bar. This will show the 30 nearest charging station to the location which was centered on the map – usually your current location. You can move the map around and tap “Search this area” to get results from elsewhere.




11:24
Search
Set Home addre
Get the fastest rout
2
Set Work address
Commute easily every day
Einsteinova
20 Mar • Bratislava
Hurbanovo námestie
GIF
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
?123



The charging station icon to the left of the station name can have different colors based on its status or compatibility with your car:

- **Green** – the station's chargers available and it has connectors compatible with your car.
- **Orange** – the station has connectors compatible with your car, but the chargers are currently occupied.
- **Grey** – charging is not available, either the station is closed, out of order, or does not have the right connector types. Another option is that status information about the station is currently not available. The charging points in this case will have their status shown as "Unknown" even if they are the correct type for your car – you may be able to charge there but we do not have the information needed to confirm this.

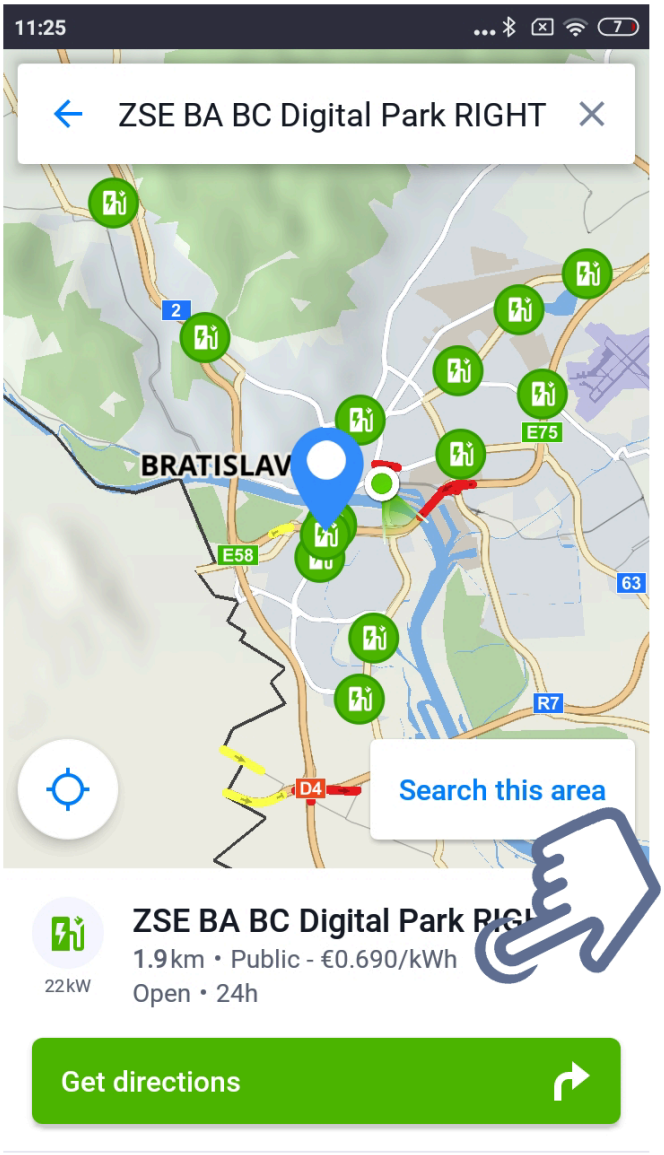
Keep this legend in mind while searching for the charging stations

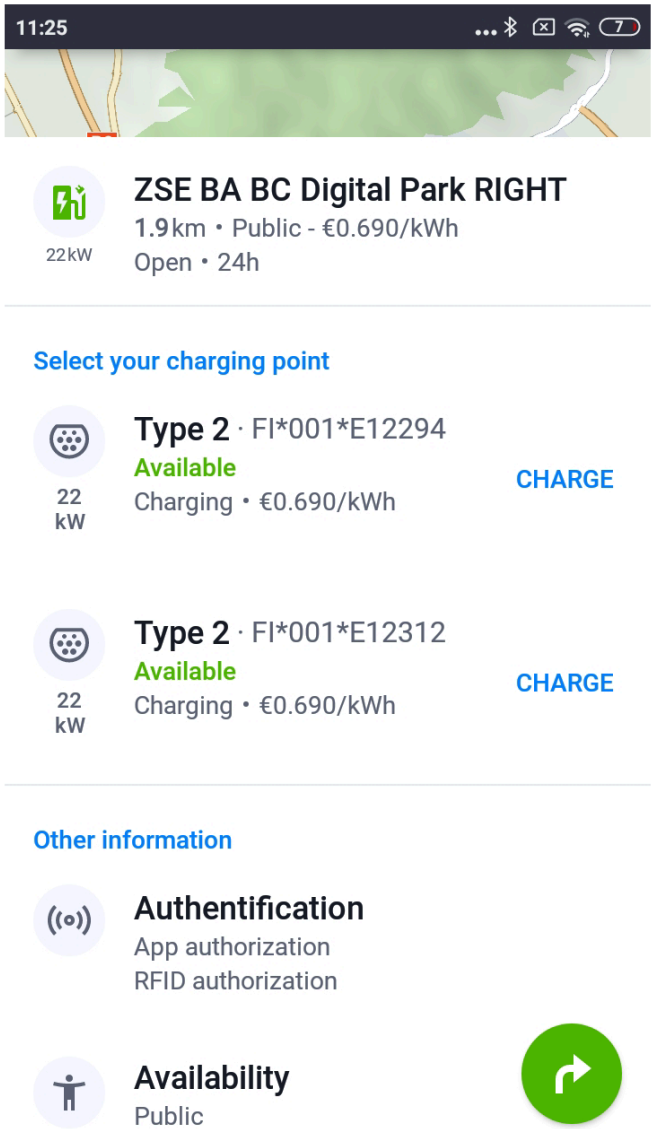
Available

Occupied

Unavailable

After you tap on any specific charging station, you can expand the bottom information bar by tapping on it or swiping it upward, to view detailed information about that station: its chargers and connectors, price, availability, authentification methods, opening hours and various contact information. To be able to use Sygic for starting the charge, the station details must have “App authorization” listed as an option in the Authentification section.

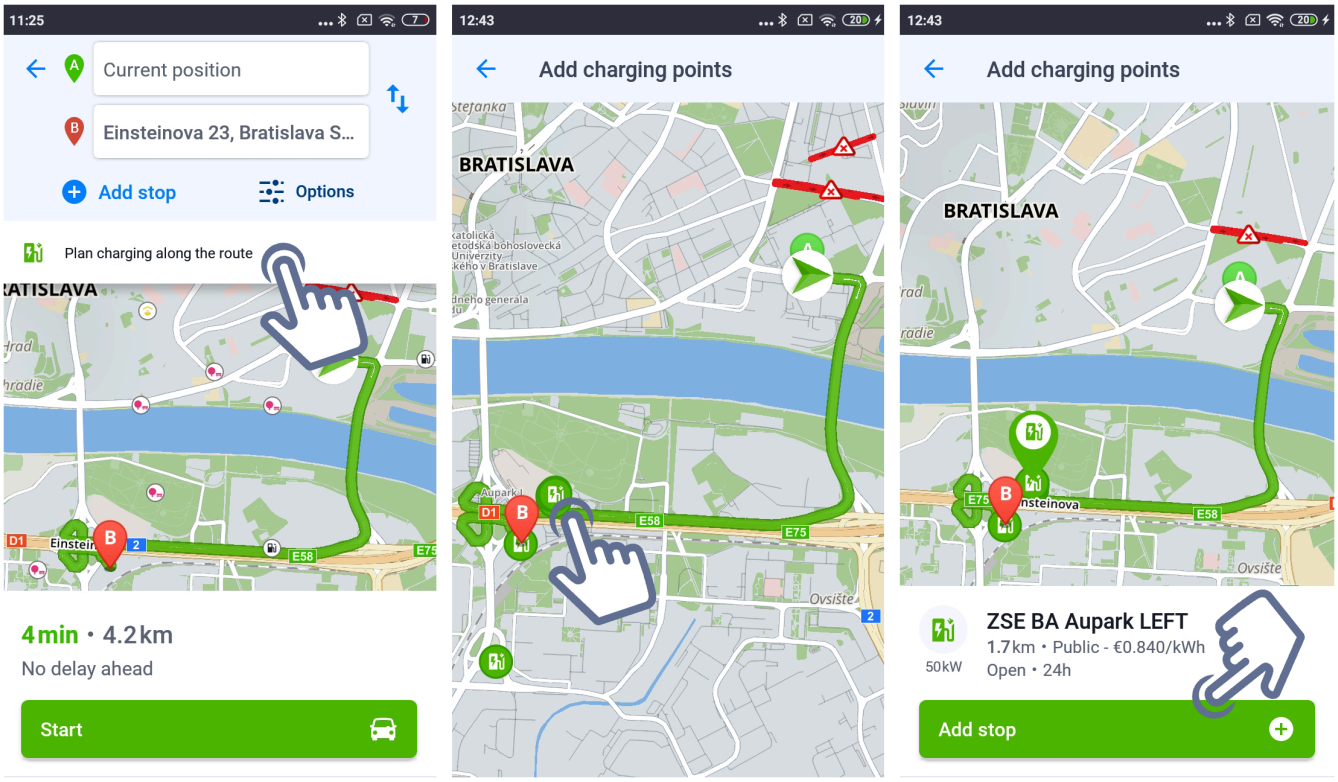

11:25
ZSE BA BC Digital Park RIGHT
BRATISLAV
E75
E58
63
R7
D4
Search this area
ZSE BA BC Digital Park RIGH
1.9 km • Public - €0.690/kWh
Open • 24h
22kW
Get directions


11:25
ZSE BA BC Digital Park RIGHT
1.9 km • Public - €0.690/kWh
Open • 24h
22kW
Select your charging point
Type 2 · FI*001*E12294
Available
Charging • €0.690/kWh
22 kW
CHARGE
Type 2 · FI*001*E12312
Available
Charging • €0.690/kWh
22 kW
CHARGE
Other information
Authentification
App authorization
RFID authorization
Availability
Public

5.7.3. Adding charging stations to your route

You can **navigate to a charging station** as your **destination** or set it as a **waypoint** the standard way, just like with any other place on the map.

Additionally, while Sygic is in EV mode it will always offer you the option to add a charging station to every route you are planning. On the route overview screen, just before you start navigating, an additional banner with the text “**Plan charging along the route**” is displayed. Tapping on it will show you icons on the map of all charging stations that are within a very short distance from the path of your route. You can select between them by tapping on their icons to view their detailed information and add one to your route.



5.7.4. Charging with Sygic

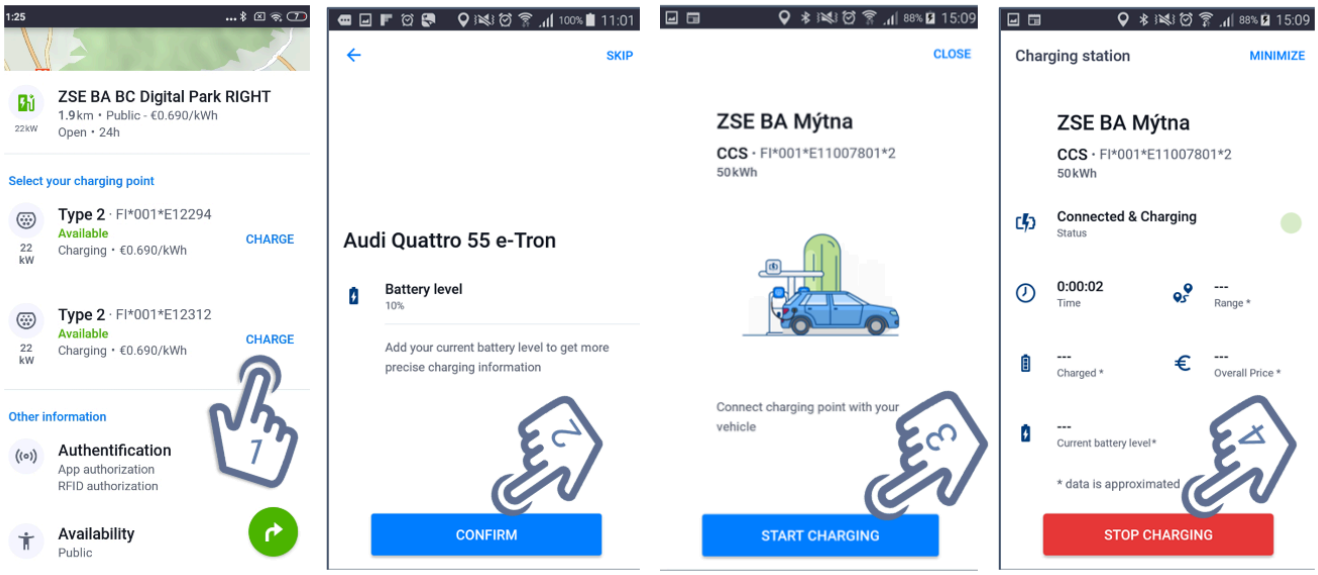
To initiate charging through our app, simply tap on the **“Charge”** command next to an available charging point displayed in the station’s details.

The following conditions must be met for the Charge command to be available:

- A charging point with a supported connector for your car is available.
- An invoicing email and valid payment method have been set in the EV mode settings.
- The charging station allows App authorization.

The next steps after pressing the Charge command are:

1. To set your car’s current battery charge level, which will improve the accuracy of the charging estimation. This step is optional.
2. Connecting the charger with your car before pressing the Start Charging button.
3. Now you can view the estimated charging progress, based on your battery capacity and charger power, on the screen in Sygic. If you minimize this screen or close your Sygic app while charging, an icon to take you back to it will be on the main Sygic screen with the map.
4. To end the charging just press the Stop Charging button at the bottom of the charging progress screen and confirm in the dialogue window. If the charging could not be stopped remotely, it will inform you on the screen and you can either retry to rule out a temporary/random issue or stop the charging manually directly on the charger.



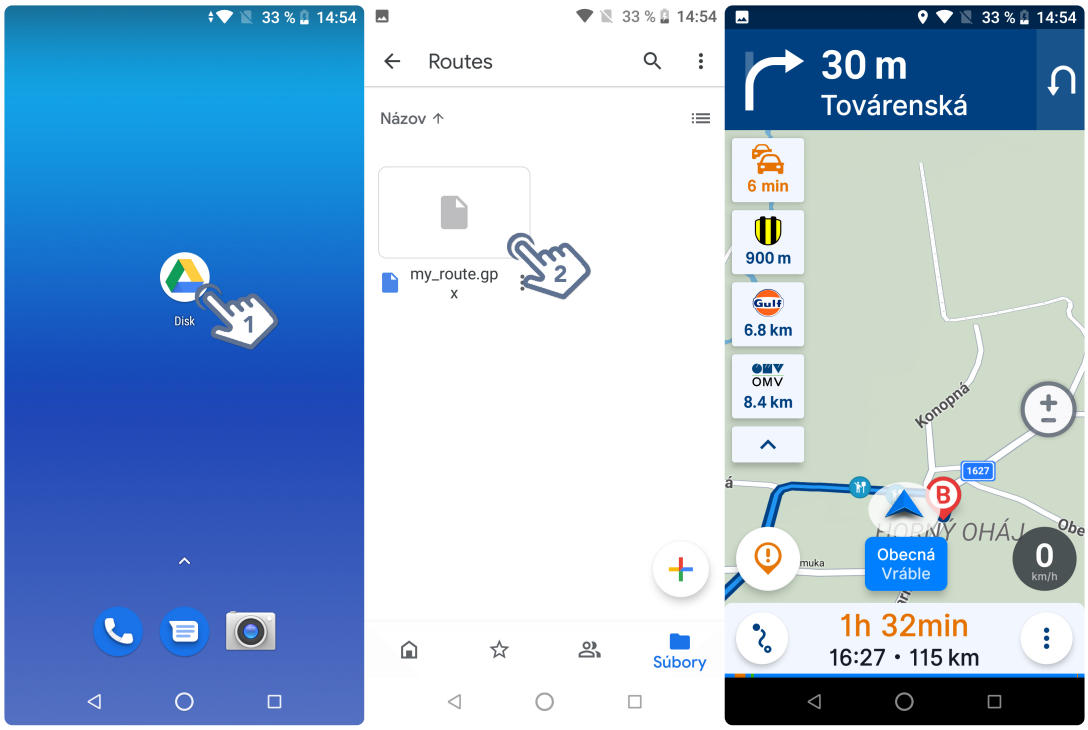
> **Note**: the chargers currently do not always communicate back to the app, so if you stop it directly on the charger the app may still be showing that the charging process is ongoing. The data on the screen are estimates for informational purposes. This will not affect your payment; you will always be billed accurately based on the actual data from the charger.

5.8. Import/Export GPX

Beginning in **version 22.0.4** of Sygic GPS Navigation for Android, our users have the option to import/export .gpx files in/from the app.

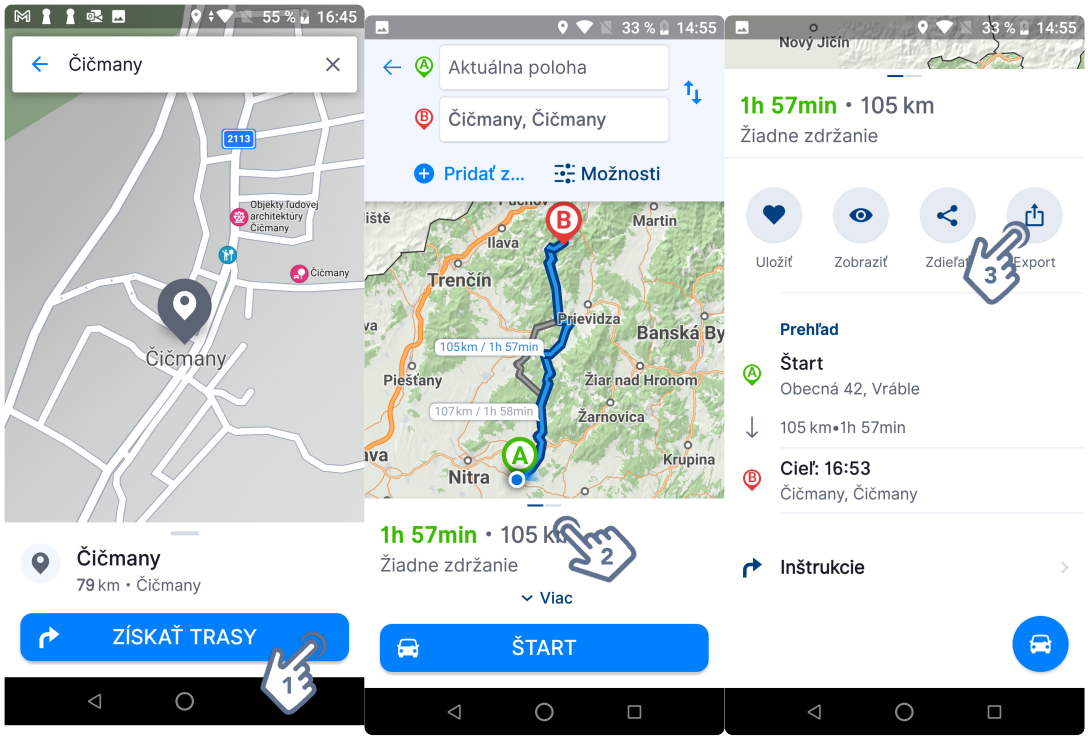
If you already have a .gpx file on your device (in files, e-mail, in messenger, etc.), and would like to use it with Sygic, it is enough to tap on the file to open it and select the Sygic GPS Navigation app. The route will be displayed in the app afterward.

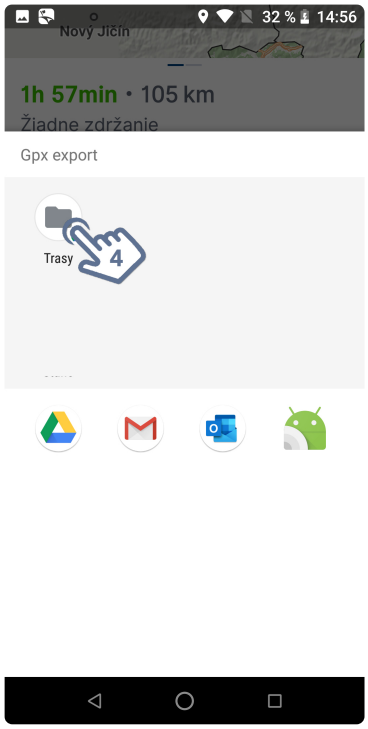
1. Find the .gpx file on your device.
2. Tap on the file to open it.
3. The route is displayed in the Sygic app.



If you would like to export a route from the Sygic GPS Navigation app, please follow these instructions:

1. Create a route in the Sygic GPS Navigation app (see Starting the route).
2. Swipe up the information bar at the bottom of the screen.
3. Tap on “Export”.
4. Select where would you like to export the file.

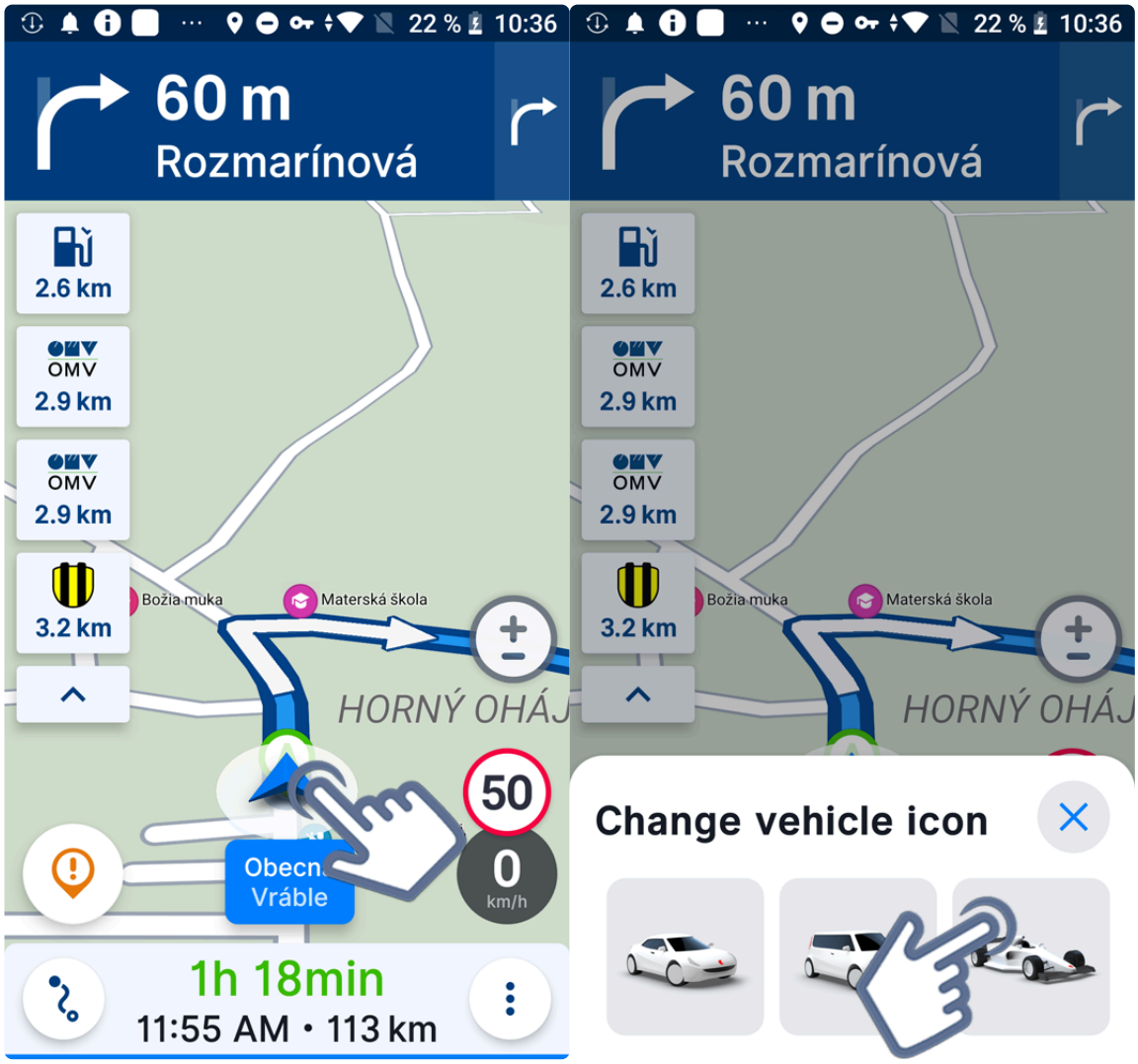

Čičmany
Čičmany
79 km • Čičmany
ZÍSKAŤ TRASY
1
Aktuálna poloha
Čičmany, Čičmany
Pridať z...
Možnosti
Trenčín
Prievidza
Banská By
Piešťany
Žiar nad Hronom
Žarnovica
Nitra
Krupina
Martin
105km / 1h 57min
107km / 1h 58min
1h 57min • 105 km
Žiadne zdržanie
2
Viac
ŠTART
Nový Jičín
1h 57min • 105 km
Žiadne zdržanie
Uložiť
Zobraziť
Export
3
Prehľad
Štart
Obecná 42, Vráble
105 km•1h 57min
Cieľ: 16:53
Čičmany, Čičmany
Inštrukcie

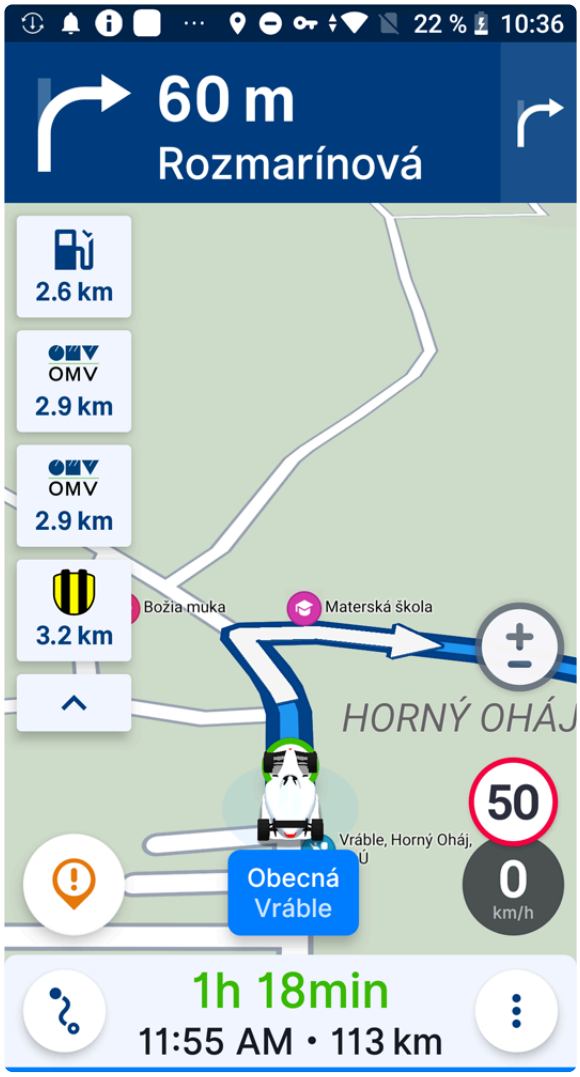

Nový Jičín
1h 57min • 105 km
Žiadne zdržanie
Gpx export
Trasy
4

5.9. Vehicle icons

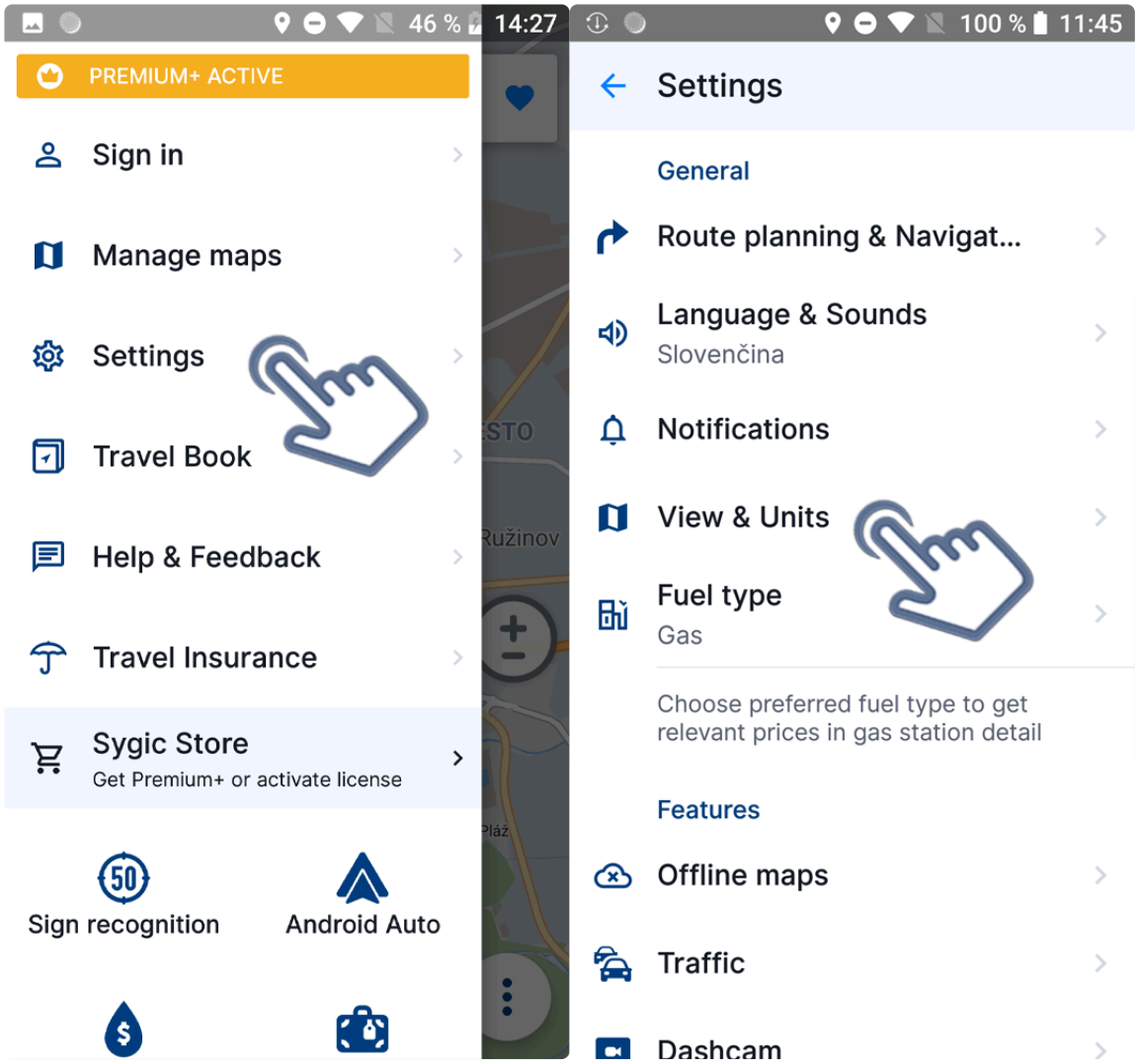
Beginning in version **22.0.0** of Sygic GPS Navigation for Android, our users have the option to change the vehicle icon.

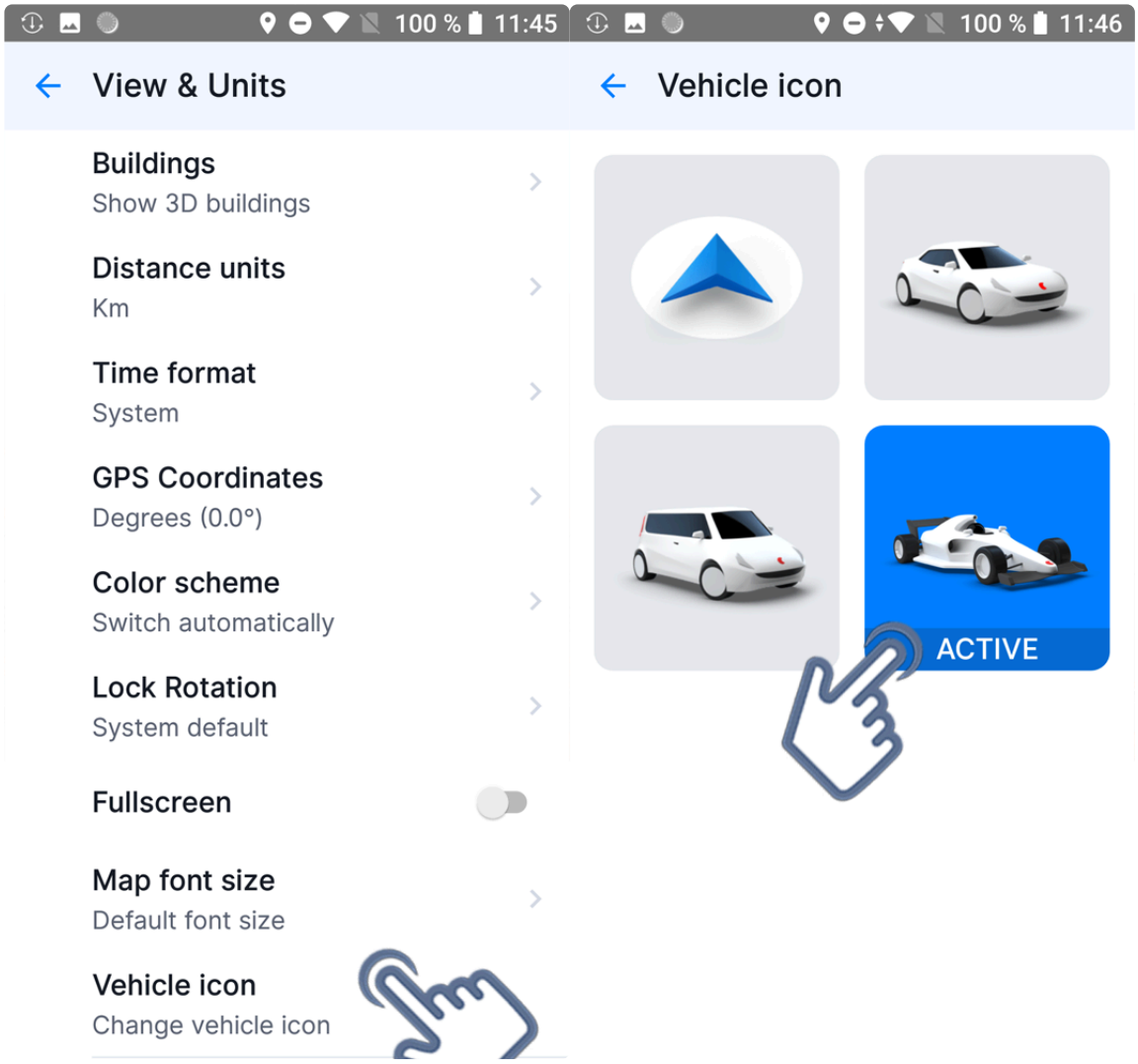
To change the vehicle icon, tap on the icon that marks your current position, and choose the icon you would like to use. Currently, you can choose from car, minivan, formula, or default blue arrow.





You can also select the **Vehicle icon** in the application **Menu** → **Settings** → **View & Units** → **Vehicle icon**.


46 % 14:27
PREMIUM+ ACTIVE
Sign in
Manage maps
Settings
Travel Book
Help & Feedback
Travel Insurance
Sygic Store
Get Premium+ or activate license
Sign recognition
Android Auto
100 % 11:45
Settings
General
Route planning & Navigat...
Language & Sounds
Slovenčina
Notifications
View & Units
Fuel type
Gas
Choose preferred fuel type to get relevant prices in gas station detail
Features
Offline maps
Traffic
Dashcam



Vehicle icons are included in the **Premium+** subscription

5.10. Android Auto Connectivity

Android Auto Connectivity makes driving safer, easier, and more enjoyable. It allows you to use **Sygic** on your car's screen. After making a cable connection, you can use Sygic with ease via the infotainment system, in a format designed for car screens. You can interact with the app comfortably while driving. The app will run on the smartphone, but you will see it on the display of your car and hear the audio via the car's speakers.

To use Sygic GPS Navigation via Android auto, your device must meet the following requirements:

- **Google Play services** must be available
- **Android OS 6 and above**
- **The Android Auto Launcher app** must be present (for devices that have OS versions lower than Android 10)
- You must have **Sygic GPS Navigation version 20.4** or higher installed.

You can download, install and run the **Android Auto Launcher** app from the Google Play Store just like any other app, by following the steps below:

1. Open this **link** on your phone.
2. Download and install the **Android Auto Launcher** app on your phone.
3. Launch the app.
4. The app will require you to grant specific permissions during this process. Please, grant all permissions this app requires.

In the event that the Google Play Store doesn't offer you access to this app, or says that it is not supported in your country, please, follow the steps below:

1. Download the app from this **link** on your phone.
2. Open a file explorer app (the default phone app is usually called "My Files").
3. Go to the Download folder and tap the apk file you just downloaded.
4. Your phone may display an error message, that you don't have permissions set to download from unknown sources. In that case, the options "Cancel" or "Settings" should display – press the Settings option and enable Unknown sources.
5. Install the app.
6. Launch the app.
7. Follow the on-screen instructions and enable all permissions the app asks for.

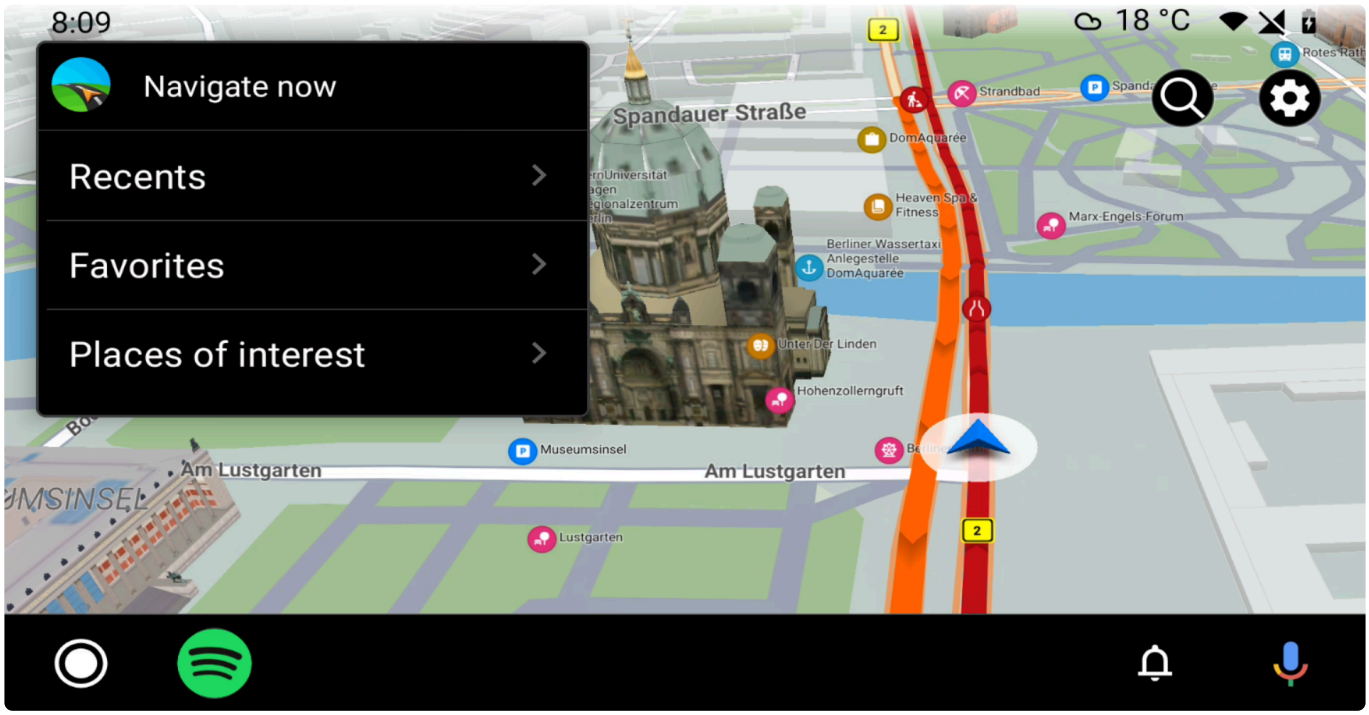
! Not all cars and Android devices support Android Auto. Please check if your Android phone and car support Android Auto. You can also check the official website of your car manufacturer for more information.

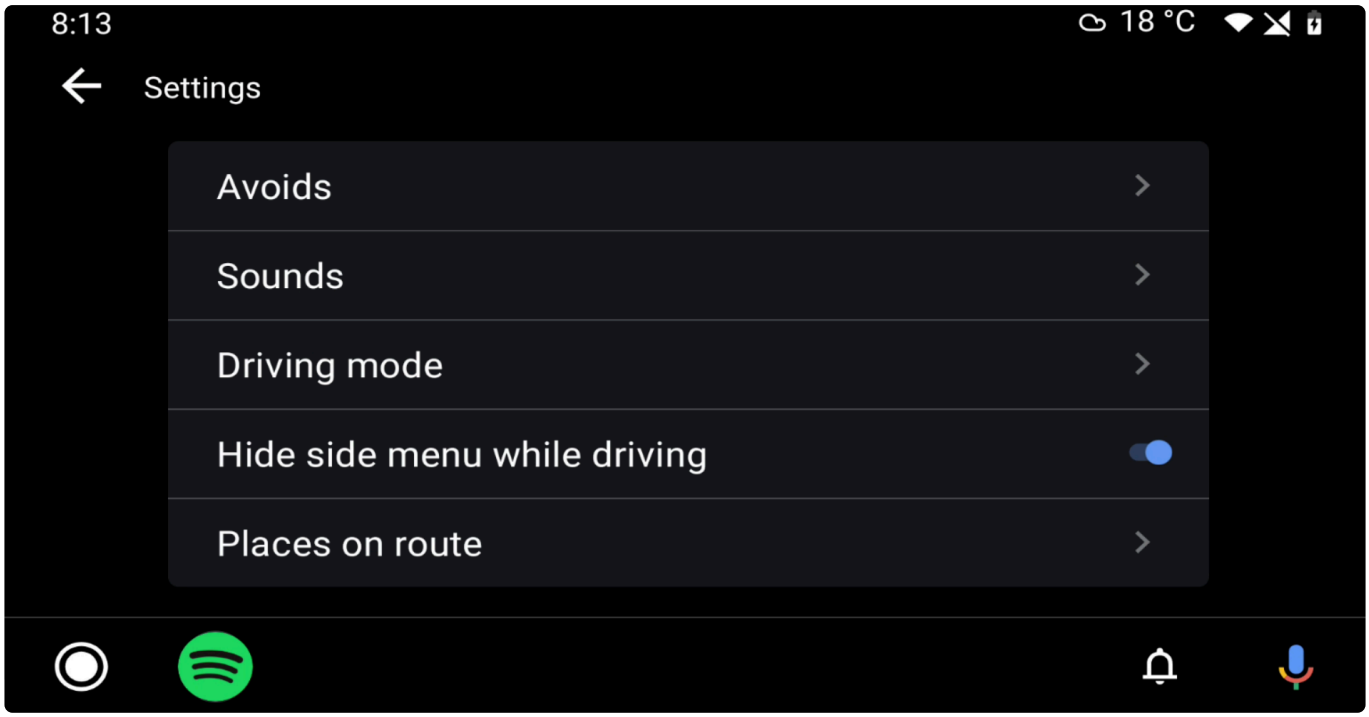
5.10.1. How to use Android Auto

In order to use Sygic GPS Navigation app via Android Auto, please follow these steps:

1. Connect your phone to your infotainment system using the USB port.
2. The Sygic GPS Navigation icon will appear on the screen.
3. Tap the Sygic icon and start your route.
4. You can use your car's touchscreen or the knobs, dials, or buttons to control the app.

To access application **settings** in Android Auto, tap on the **cogwheel** icon.





5.10.2. Report menu

While you are using the Sygic app connected via Android Auto, it is also possible to make reports about the current situation on the road in real time. The Reporting menu can be opened on your smartphone, after you confirm that you are **not** driving via
“I am not driving” button, and then pressing the **“!”** button in the bottom left corner of the screen.

The following incidents can be reported from this menu:

1. Police
2. Traffic
3. Accident
4. Closed road
5. School zones

9:41
Sygic
Connected to Android Auto
DISCONNECT
I AM NOT DRIVING
Only go to the app screens if you're not driving

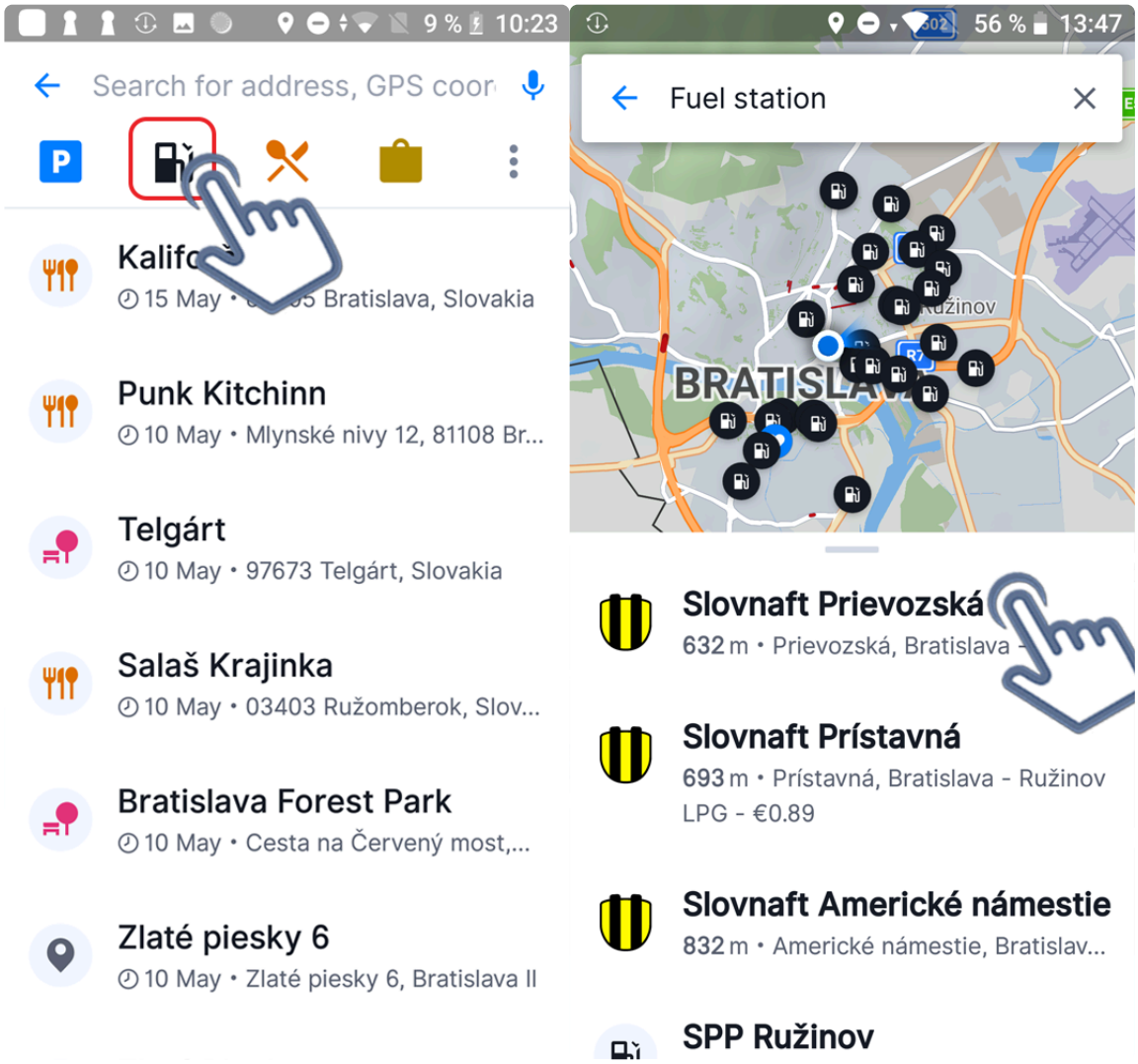
9:42
PLACES ON ROUTE
DIRECTIONS
1.7 km
TotalEnergies Berlin Prenzlauer...
6 min
09:48 • 2.5 km

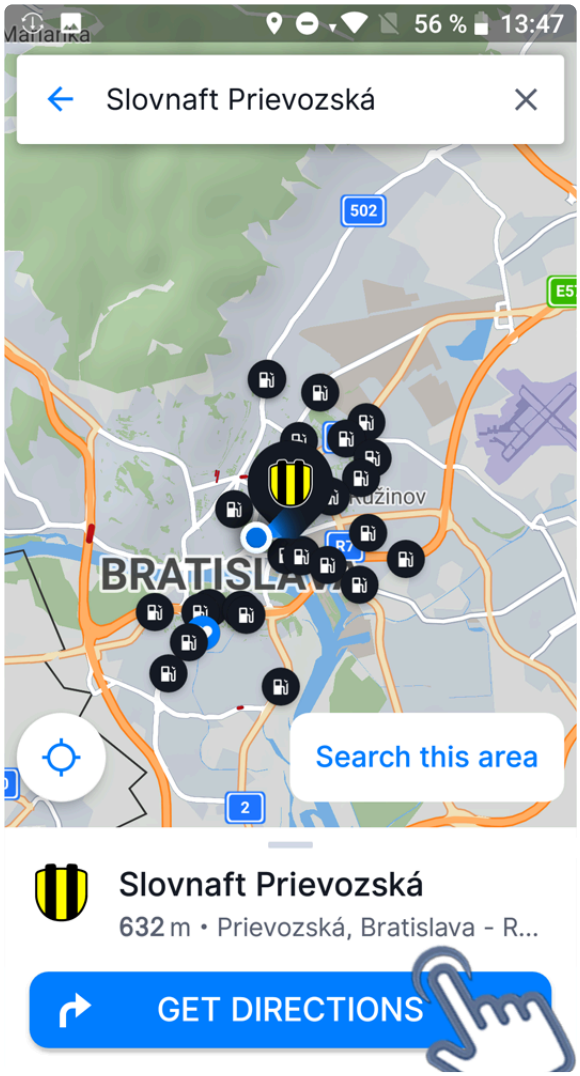
5.11. Fuel prices

Fuel prices vary from one petrol station to another, so lack of information can cost you a lot. With Sygic GPS Navigation, you don't have to worry about keeping your tank full anymore. Just set your fuel type and find the cheapest fuel along your route.

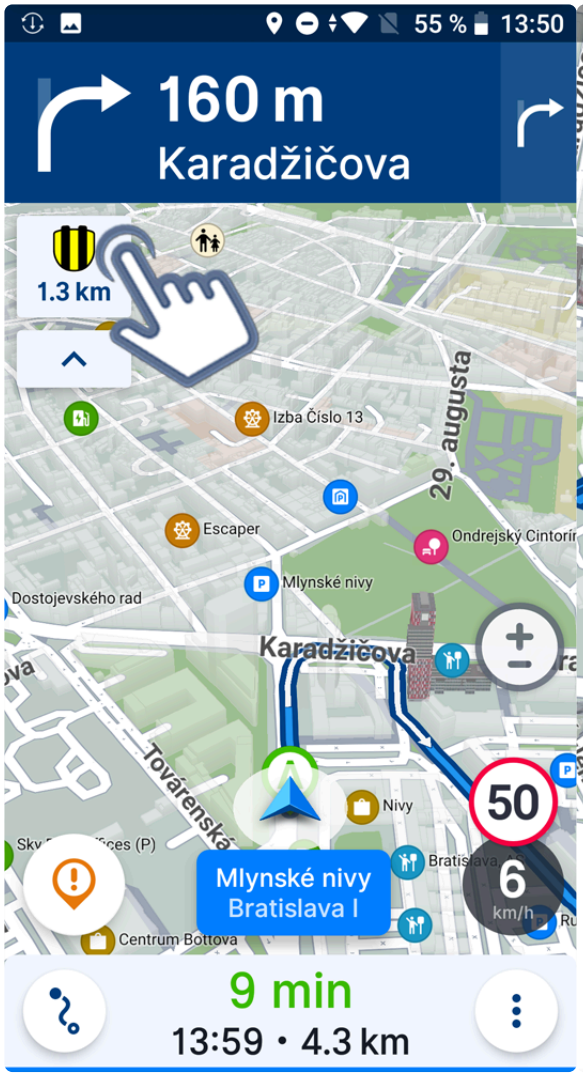
First, set your fuel type in **Menu** → **Settings** → **Fuel Type**. You can choose between **Petrol**, **Diesel**, **LPG** or **CNG**.

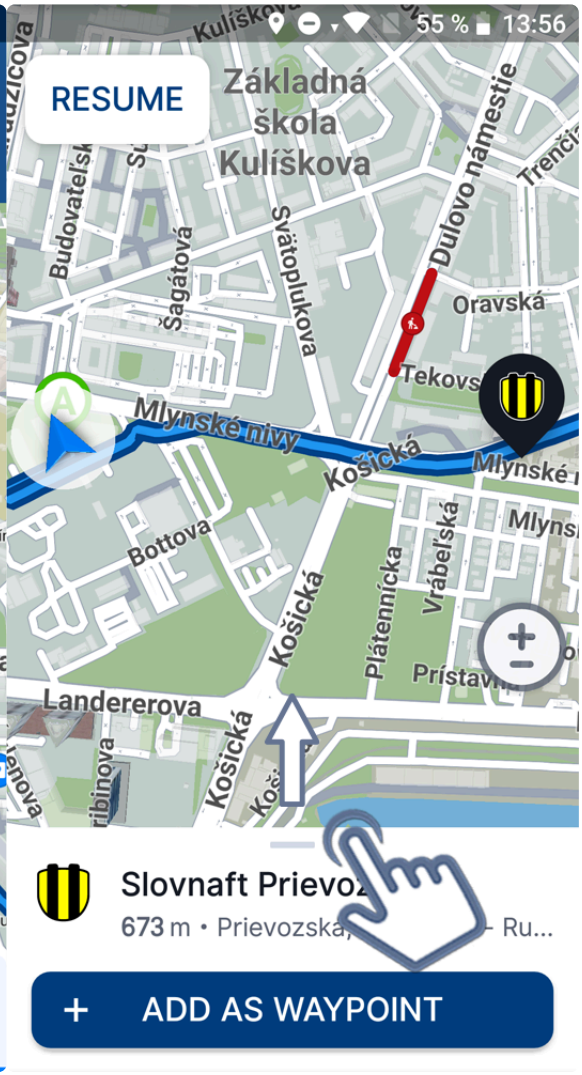
Then you can search for a nearby petrol station by tapping on the search bar and then tapping on the fuel icon. You will see a list of nearby petrol stations. You can choose the petrol station that suits you the best and navigate directly to it.

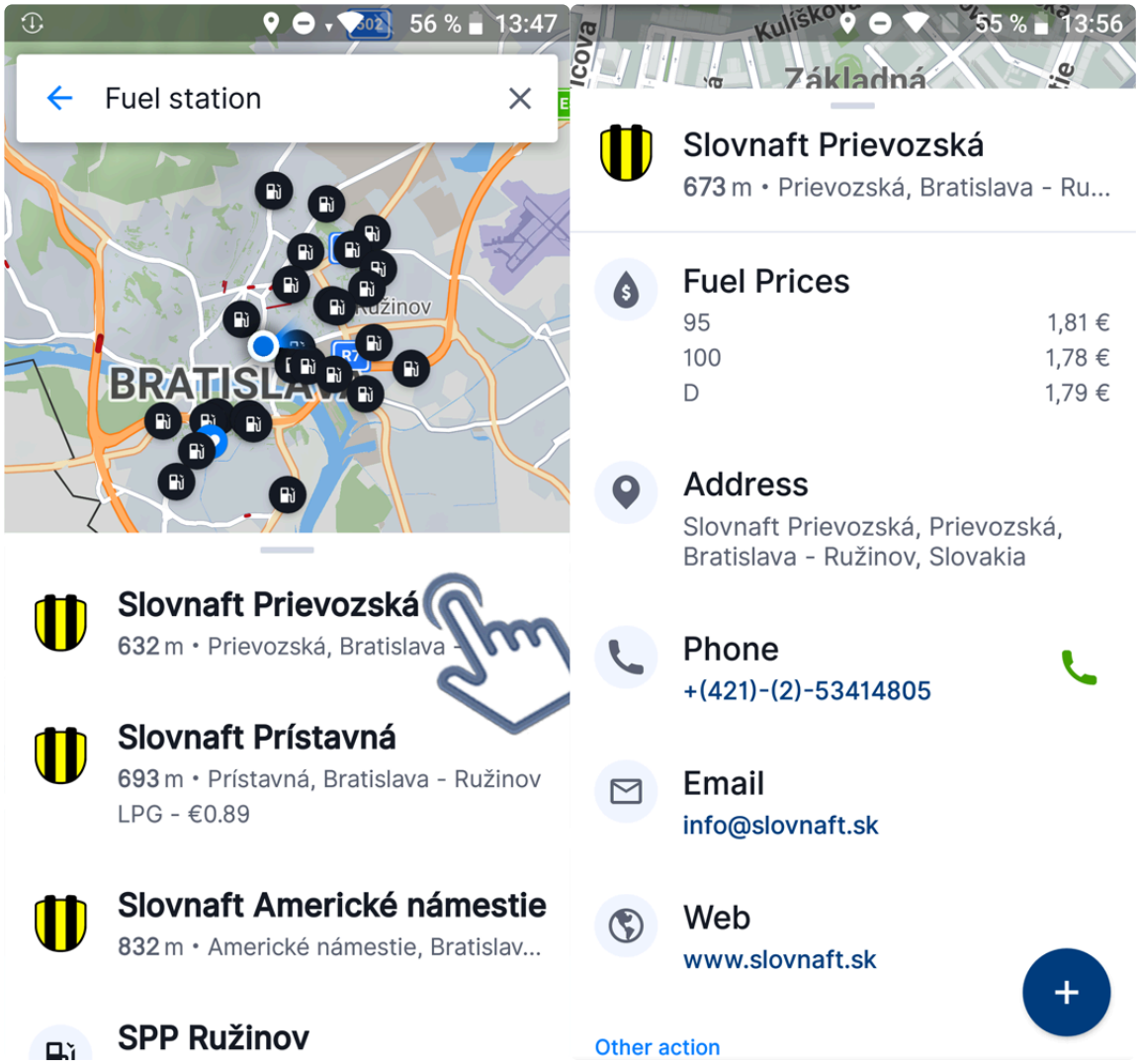




When you are navigating, you will be notified about forthcoming petrol stations. Just tap on the fuel icon on the left side of the screen to see the location and prices of the nearby gas stations. Then you can easily add it to your route by tapping on the Add waypoint button.


55 % 13:50
160 m
Karadžičova
1.3 km
Izba Číslo 13
29. augusta
Escaper
Ondrejský Cintorín
Mlynské nivy
Dostojevského rad
Karadžičova
Nivy
50
Mlynské nivy
Bratislava I
6
km/h
Centrum Bottova
9 min
13:59 • 4.3 km


55 % 13:56
RESUME
Základná
škola
Kulíškova
Budovateľská
Šagátová
Svätoplukova
Dulovo námestie
Oravská
Mlynské nivy
Košická
Bottova
Vrábeľská
Plátennícka
Landererova
Slovnaft Prievoz
673 m • Prievozská
Ru...
+ ADD AS WAYPOINT



Please note:

→ You will need an **internet connection** to use this service.
→ The Fuel Prices functionality is a part of our **Premium+** subscription.

Countries included in the service: USA, Canada and Europe (Austria, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Italy, Norway, Poland, Portugal, Romania, Russia, Slovakia, Spain, Sweden, Switzerland, Turkey)

6. Updates

6.1. Application Updates

All application updates for the Sygic GPS Navigation app are distributed via the **Google Play Store**. Once an update is available, you will be notified about its availability in your notification bar, or, by default, the app will be updated automatically when you connect to a WiFi network.

How to update the app manually via Google Play:

1. Open Google Play Store and go into My Applications.

2. Select **Sygic GPS Navigation & Offline Maps** and tap on Update.

3. Once the update is completed, please open the Sygic app and the update will be finished once it starts up.

6.2. Map Updates

We will release map updates 3 times per year, these are included for all our customers at no extra cost. Map updates include updates for roads, speed limits, turn restrictions, permanent closures and places (POIs).

Beginning in version 18.4.2 of Sygic GPS Navigation, our customers have the option to join a **subscription** for receiving a **map updates every month**, thus receiving **12 map updates per year**. This yearly subscription can be purchased through the Sygic app's Menu → Sygic Store. A premium license must be active for this add-on to be visible. We acquire the map data from TomTom, and getting it every month results in higher costs for us, that's why we can only offer this more frequent update plan as a paid add-on.

How to get map updates

You can check for map updates directly by going in the app's Menu → Maps. If there is no update option available, then you have the latest maps already loaded.

Once we release a map update, you will see a notification icon in the main menu of our app next to the "Maps" option. To update maps:

1. Go to Menu
2. Select Manage maps
3. Tap on the "Update" button to start downloading new maps.
4. Wait for the download to finish

Important

- **It is necessary to update all your maps at once**, if you select to update only few maps, **all other maps that you had downloaded before will be deleted**.
- Also, it is important that you **carefully consider when to update maps**. It would be highly inconvenient updating maps without a strong and stable WiFi – postponing the update until you have a strong connection is available is **recommended**.
- **Downloading large amounts of maps at once takes time and drains your phone's battery** (as a result of downloading a managing a large amount of data from the internet). Make sure your phone is charged or being charged while the maps are being updated.
- You also need to carefully consider available storage in your device – if you won't have enough free space, you might not have enough space to finish the update in one go.

> Map versions may differ in different apps and products due to the nature of each app's development and release schedule. Older app releases require an app update to the latest version to receive new maps, as map updates are available only in the latest app versions.

7. Troubleshooting

The following pages contain advice for solving the most common problems which users can encounter when using a navigation app.

7.1. “Getting position” or inaccurate GPS signal

It is possible that sometimes the app will display a message that it’s trying to acquire your position. This usually doesn’t take long, but you might experience difficulties given certain circumstances. Your device may not be able to locate your position under any of the conditions below:

- The device is in a building, tunnel or at a location where signals from the GPS satellites are obstructed by other solid objects. Since GPS signals don’t penetrate solid objects, it does take a while longer for the signal to reach you. Therefore, any troubleshooting of GPS-related issues needs to be done outside, under the clear sky without any buildings or other large solid objects in the way.
- If you turn off your location services in device settings. This setting needs to be enabled at all times when using a GPS Navigation app.
- The assisted location data from mobile networks are overloaded, corrupt, or not updating. This issue in particular may cause the app to take longer when acquiring your position (which would otherwise be done immediately).

You’ll find a set of effective means to troubleshoot these types of issues below:

- Turn your device off and on again. As basic as it is, it is also the most effective method to rule out minor system errors.
- Go to your device’s Android settings > Apps > Sygic, and use the options Force stop and Clear cache (may be in a “Storage” sub-menu).

In most cases, the steps above resolve most known cases of difficulties acquiring your GPS position. In the event none of them were helpful, we would recommend installing an app measuring GPS signal reception. We recommend downloading the **GPS Status app** from Google Play, which can help identify a potential Hardware fault. With the GPS Status & Toolbar app:

- You can measure the GPS signal reception strength (your position, bearing, amount of fixed satellites and more). The app should locate you just as quickly as Sygic can.
- Please make sure you perform the GPS test outside, under the clear sky without any buildings or anything in the way.
- If the app can’t locate you either, then you can still try resetting the A-GPS cache. This can be done by tapping the screen once to display the top bar, then click the Menu button in the top left corner of the screen. From the Menu, select manage A-GPS state and then Reset.
- The app should then be able to locate you quickly, and so should Sygic.

You might want to consider contacting the seller or manufacturer of your mobile device for repair if the GPS Status & Toolbox app shows inaccurate signal after all that. It is also possible that all the above worked only for GPS Status app and Sygic still can’t locate you – in that case, as a last resort, please perform a “full app reinstall”:

7.2. Problems downloading maps

In case the application gets stuck during downloading maps, or a map download wouldn't complete no matter how many times you try, please try to follow troubleshooting steps below:

1. Turn your device off and on again.
2. Make sure you have sufficient free space in the device's memory
3. Try using a browser and check if you can access the internet – if you can't, then it's likely a network issue. A simple router restart should help.
4. Also check for any firewall or antivirus app that could be blocking the download.
5. Open Sygic and tap on its main menu, select Settings, then scroll all the way to the bottom and tap on "Reset to defaults".
6. If you have more than one Android device at your disposal, try downloading the map on the other device as well. If the issue is present on two devices on the same connection, then try using a different network connection.

7.3. The application has crashed or is freezing up

First of all, we're sorry that you experience this kind of behavior in the app. Please try to follow these troubleshooting steps, that help in resolving situations like this.

1. First and foremost, make sure, that your device meets the requirements.
2. Try turning your device off and on again. This is to ensure that the crash is not caused by some random or minor system error.
3. If the app stops responding or you experience this behavior again, try force stopping the app and clearing the cache of the app via your device's settings → Applications → Sygic.
4. In the event that the issue persists and you are able to launch the app and access its menu > Settings, scroll all the way to down and press "Reset to defaults". Turn the app off and on again.
5. If your device supports the option and you are using the app on an SD card, then please try moving the app to your device's internal memory. This can be done in the app's menu > Settings > Data Storage. If the issue occurs only if the app is installed on that particular SD card, then it is likely a fault on that card – you might want to consider replacing it for a different one.
6. As the last resort, please consider reinstalling the app. Remove/delete it from your device and then install it again from Google Play Store.

7.4. The application is not connecting to servers

If you are receiving an error message that the Sygic GPS Navigation app cannot connect to servers in the Menu → Manage Maps section, or in the Sygic Store, then the most common solution to resolve it is to follow these quick steps:

- launch the app
- access its menu > Settings,
- scroll all the way to down and press “Reset to defaults”
- turn the app off and on again.

If that would not help, you may want to consider the following options:

1. Turn your device off and on again.
2. Try using a browser and check if you can access the internet – if you can’t, then it’s likely a network issue, probably a simple router restart will help.
3. Also check for any firewall or antivirus app that could be blocking it’s access to the internet.
4. Try connecting using a different network connection

7.5. Route did not calculate due to an error message

Various error messages could appear while you try to make a route.

One possible reason for a route error is a **missing map**:

- This error occurs when you are creating a route between various maps, and the app is missing map files for one or more countries/states which need to be passed through along the way (for example, if you create a route from Spain to Germany, but are missing the map of France, or from California to Washington without the maps of Oregon or Idaho). To avoid this error, simply make sure that all maps necessary for the route are downloaded. Maps can be added via Menu → Manage Maps. See Map management for more information.
- If you are just making a route between two neighboring maps with a common border, and you still encounter the “Download missing map” error, then the issue is caused by the map data being acquired from different providers (the offline maps which Sygic uses are created from data which comes either from TomTom or OSM). Routes between multiple maps will only be created if they were all made with data from the same provider. We are currently looking for a technical solution that should make it possible to route between any maps in the future. Until then, the only way to navigate between affected countries is to divide the route into parts, which end at the border and then begin again immediately after the border.

Other errors appear when the app’s routing algorithm reaches its computational limit. Usually, there are a few reasons why this appears:

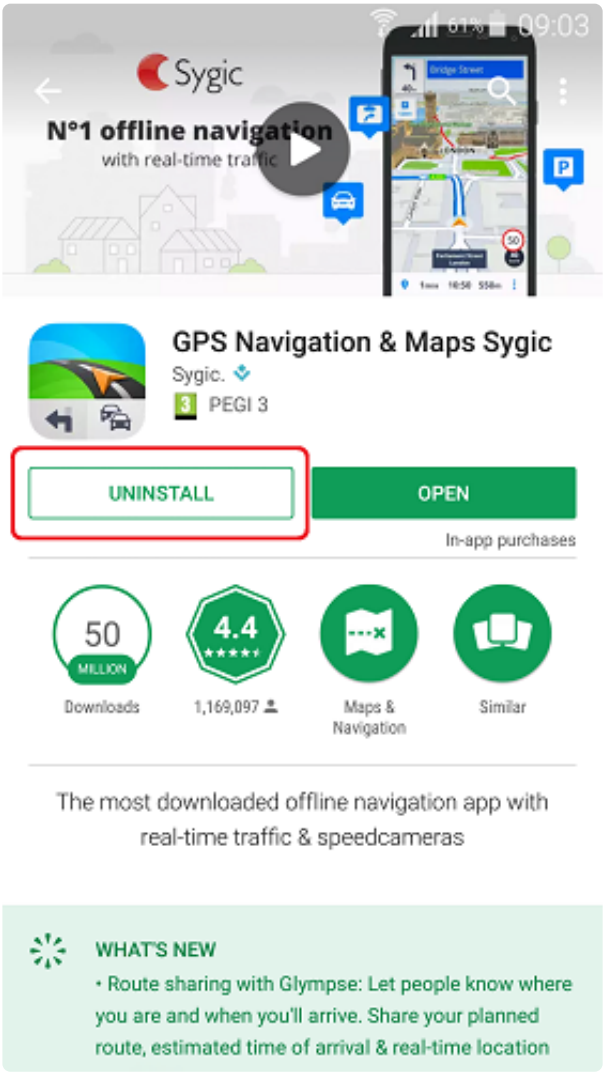
- The route is extremely long. If you would try to calculate a route from, for example, Lisbon to Moscow, the route processing limit would be exceeded before the route would be calculated and you would receive this error message
- The route is too long due in combination with a specific setting. The route would normally be calculated, but because of a specific routing setting, for example highway avoidance, the route possibilities would be exceeded before the route would finish calculating. Please check your settings in Menu → Settings → Route & Navigation*
- The starting point or destination is set in a no-drive zone, private property, or farther away from a car accessible road. In this case, the application would try to calculate the route which cannot be completed and will go on with the calculation until the route processing limit is reached. Try adjusting the destination or starting points slightly to their nearest drivable road.
- There is an error in the map data, like a turn restriction. In cases like this the algorithm may get stuck, resulting in this error message.

7.6. Reinstalling the app to solve technical issues

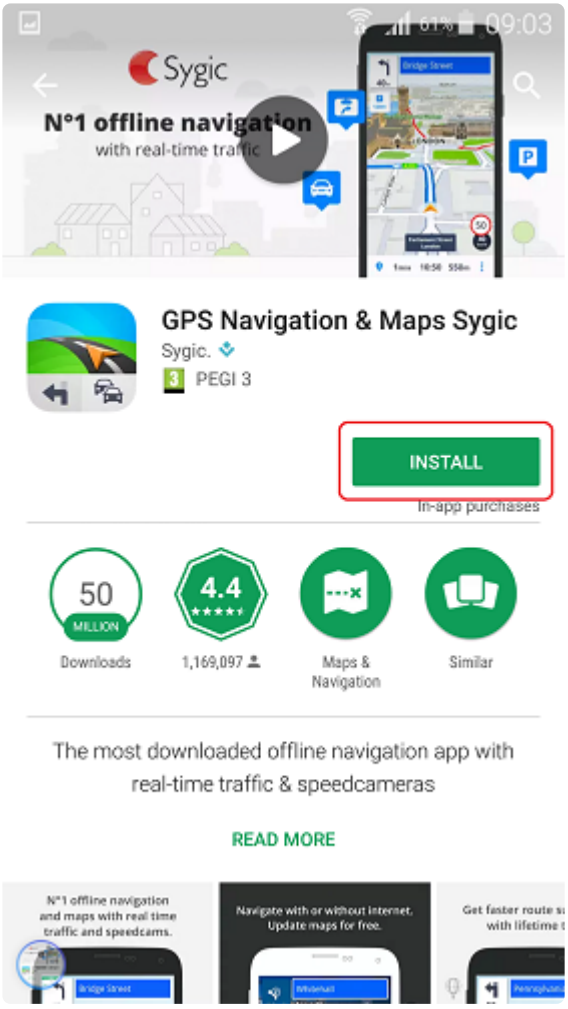
Please follow these steps as a last resort. Prior to any reinstall, check our other Troubleshooting guides whether they don't have a solution for the issue you're experiencing.

Sygic GPS Navigation app for Android can be reinstalled simply by first uninstalling the application via the Google Play Store, or through your phone Settings → Applications. Once it is done, you can install the Sygic application via the Google Play Store again.

1. In Google Play Store, tap on "Uninstall".



2. Then, tap on "Install"


09:03
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with real-time traffic
GPS Navigation & Maps Sygic
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