

# Sygyic GPS Navigation for Android

17.3 — Last update: 2018/06/06

Sygyic

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# Compatibility & Requirements

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

- Android version 4.0.4 and higher
- 150 MB of free storage memory for the base app to install.
- Must have the Google Play Store and Google Services pre-installed
- Built-in GPS module (or externally connected GPS receiver that is paired/recognized by the device and sends location data to the operating system)

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

Processor – Quad-Core

RAM – 2GB and above

Android OS – 6.0 and above

Storage – 1GB and above

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).
- Your device runs a custom ROM, or otherwise unofficially modified version 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, yet, 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 in the app with an account
- Traffic service
- Speed camera information
- Fuel prices
- Backing up data using Dropbox
- Street view in Location detail
- Uber feature in Location detail



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.

# Getting started

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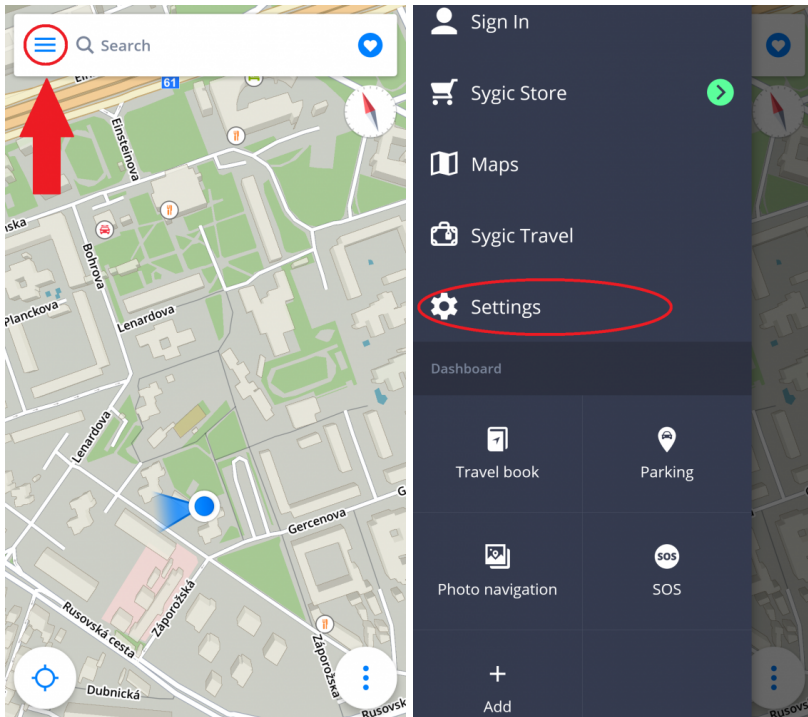
**Sygic GPS Navigation** is an offline navigation app and does **not require an internet connection** to search, create routes, or navigate. Please refer to the [Compatibility and Requirements](#) chapter to see a list of features that require a network connection.

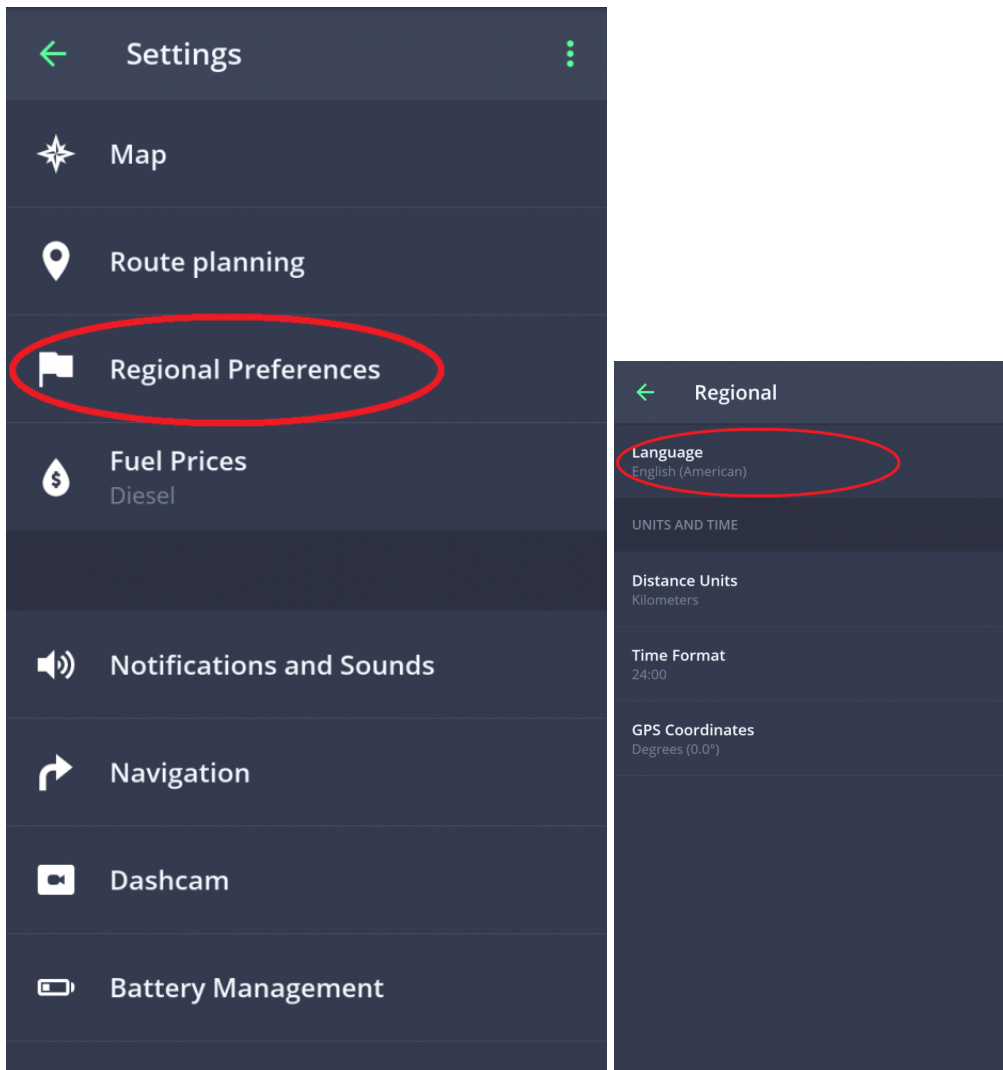
Make sure that you have installed **all maps and updates** while in the comfort of your home or at a place with a solid Wi-Fi connection. For longer trips we recommend that you have a **charger with at least 2A electric current output** to avoid depleting the device battery.

# Language and voice setting

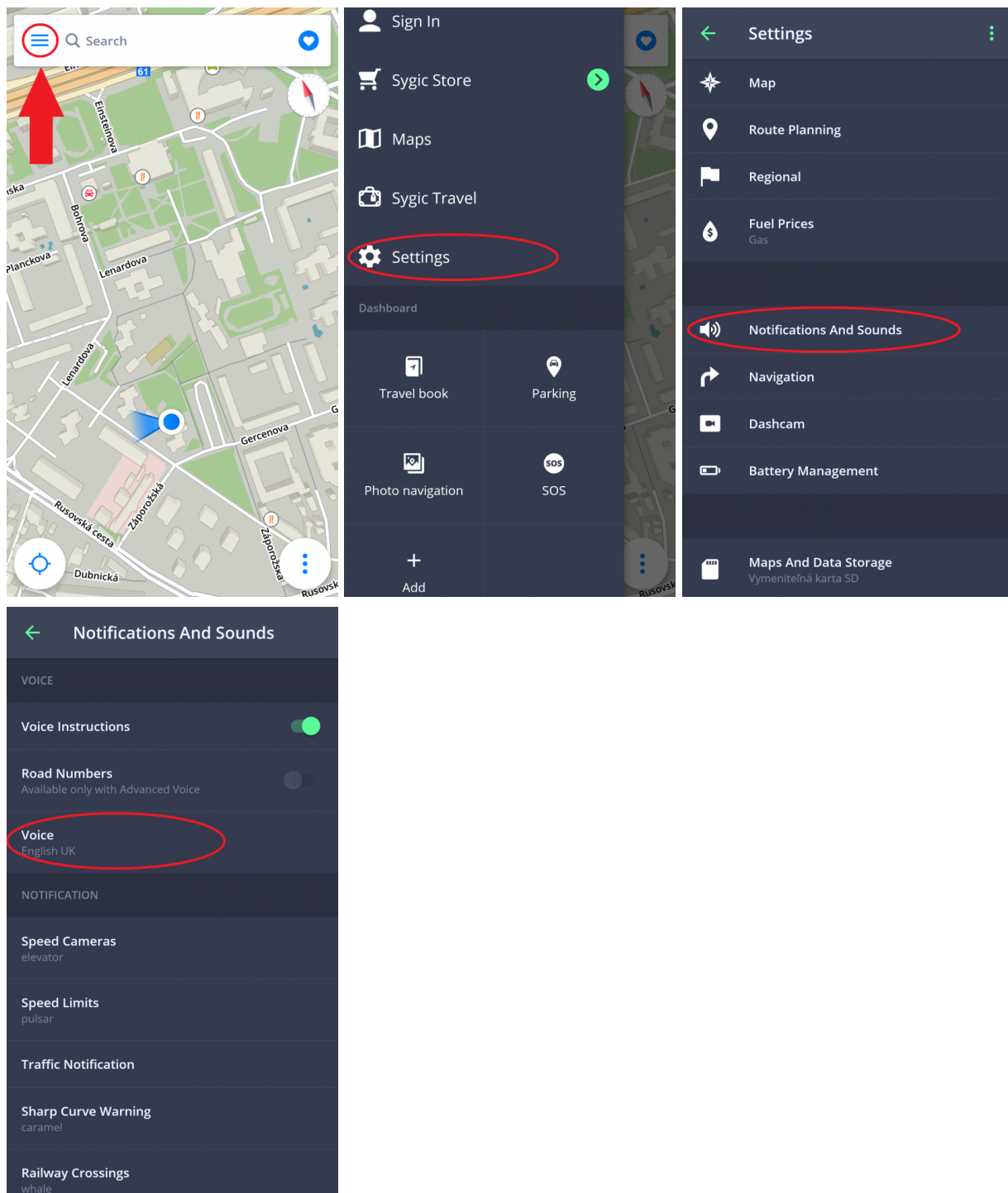
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To change the language of the app, go through to the app's **Main menu > Settings > Regional Preferences > Language**





If you would like to change the voice used for navigation instructions, go to **Main menu > Settings > Notifications and Sounds > Voice**. Here you can choose from a variety of voices. For more information and details about this topic, please refer to the [Notifications and Sounds](#) section.



# Display modes

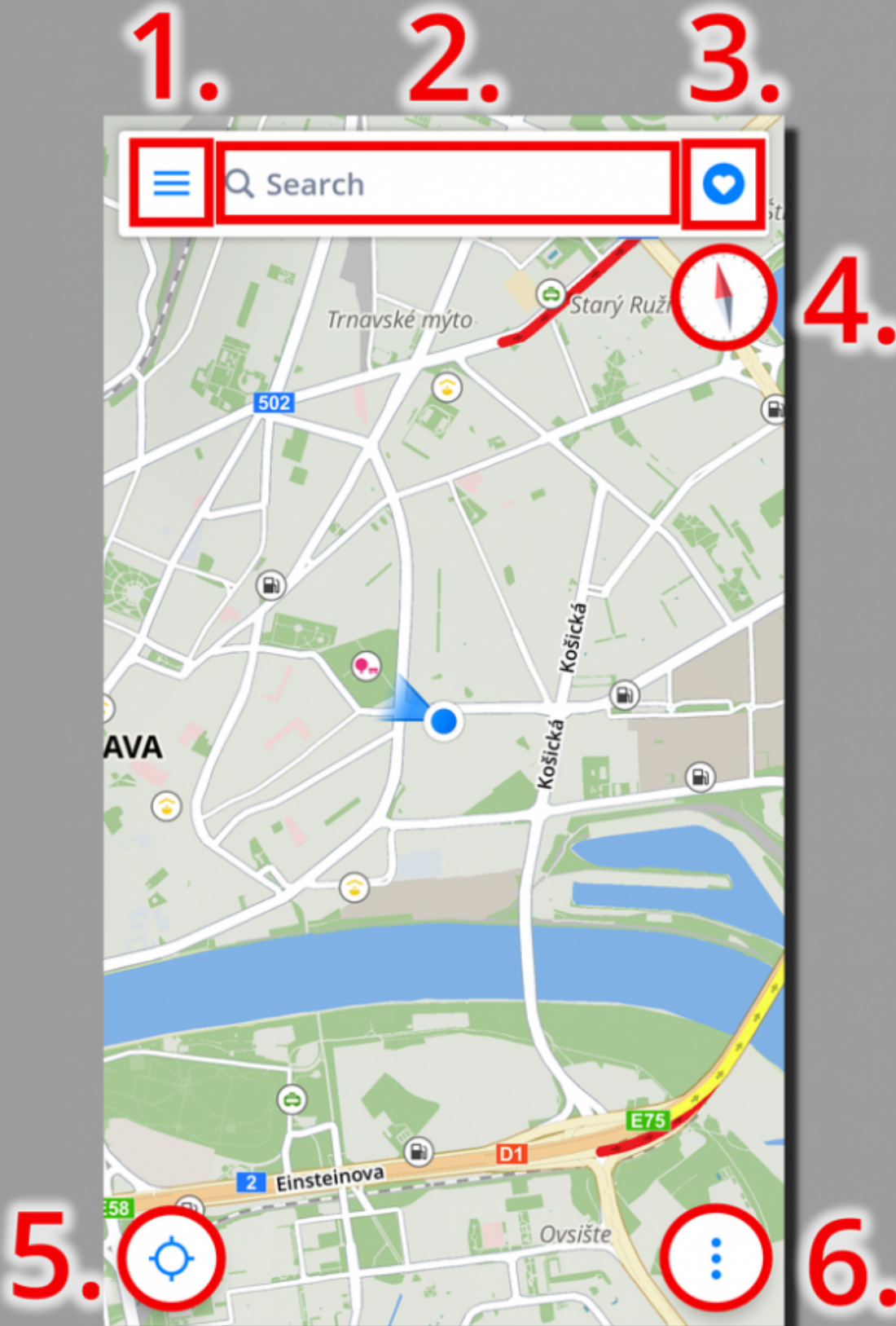
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**Sygic GPS Navigation** has two main display modes – **Navigation mode** and **Map mode**.

Switching between them happens automatically, depending on whether you have started a route, or if you're just freely browsing the map.

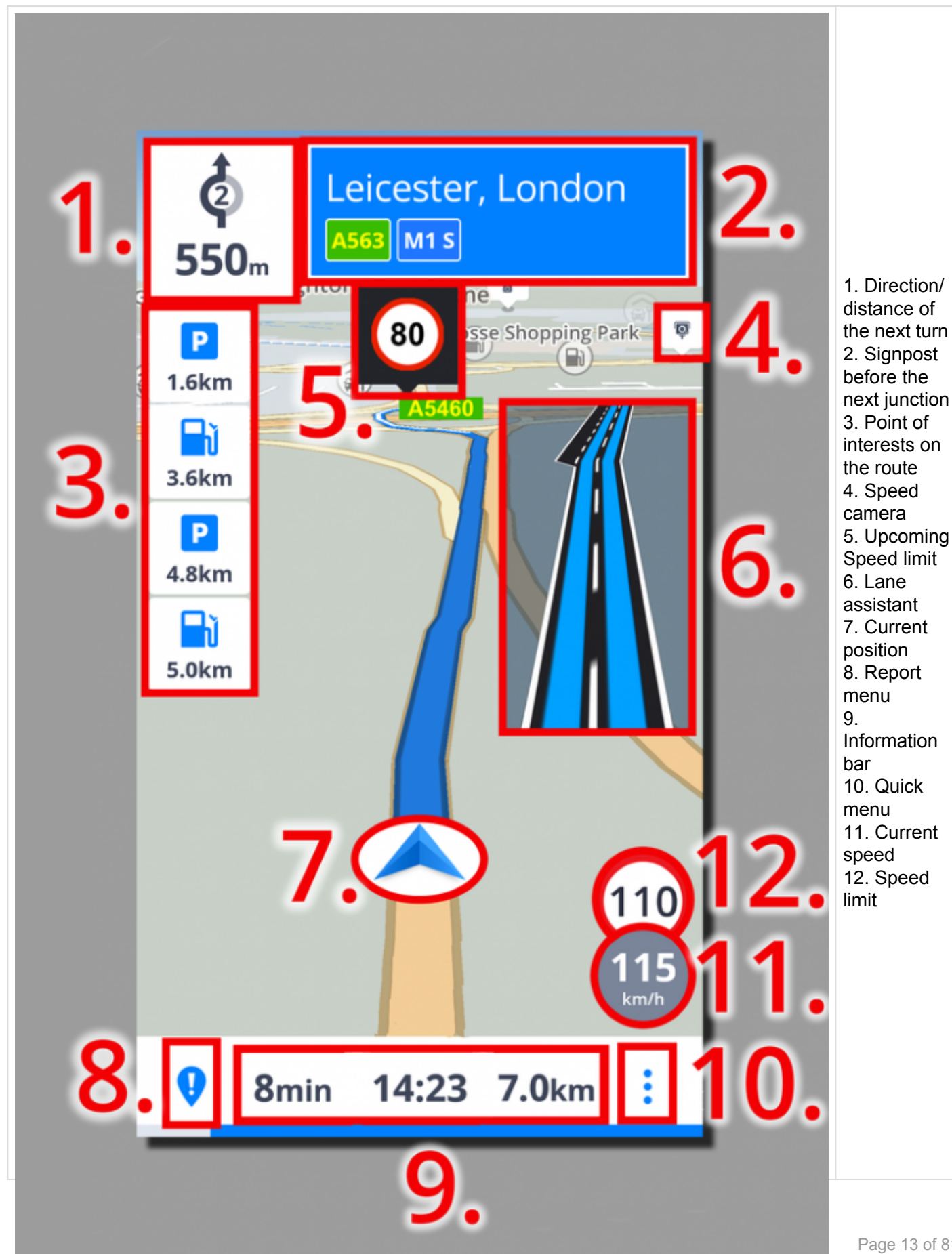
**Map mode** allows more efficient map browsing, choosing the destination by clicking on the map, or specific address/POI search using the search bar at the top of the screen.





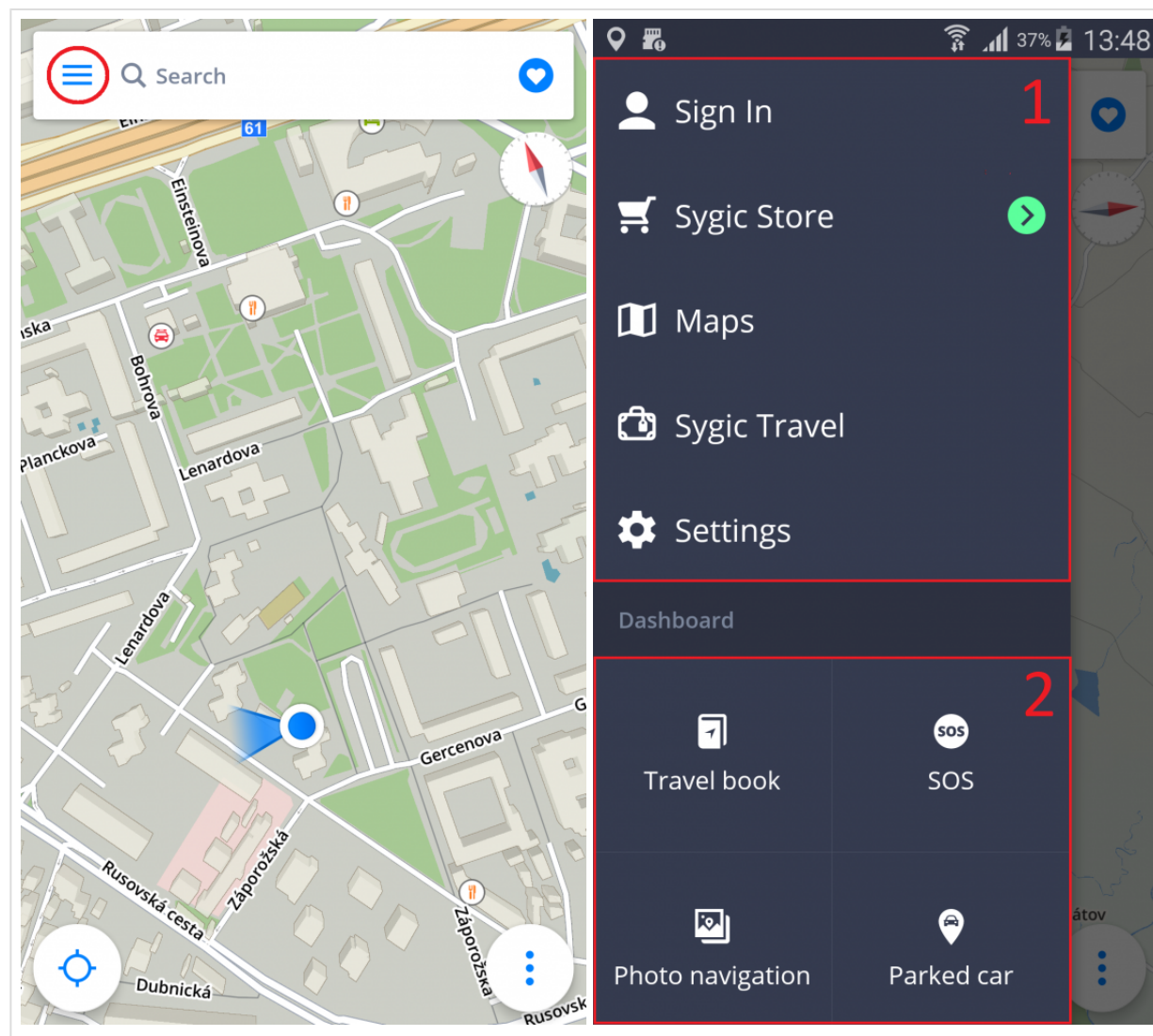
1. Menu
2. Destination search/ History
3. Favorites/ Contacts
4. North indicator
5. Show current position
6. Quick menu

In the **Navigation mode** the navigation screen shows your immediate surroundings with a highlighted navigation route. Besides turn by turn navigation, the screen shows a lot of additional information.



# 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.



The menu consists of two parts. The **Main section (1)** allows you to customize the app to your liking. The second part is the **Dashboard (2)**, giving access to a few additional features: **Travel book**, **Parking**, **SOS screen** and **Photo navigation**.

## 1. Main section:

- **Sign in** – Sign in to the app using your Sygic account. Google and Facebook login options are also offered.

- **Sygic store** – In-app store with our current offer of Premium licenses, upgrades, and add-ons
- **Maps** – view which maps you already have downloaded, delete those you don't need to free up storage space, or download additional maps
- **Sygic Travel** – quick access to the Sygic Travel application for planning your holiday activities and sightseeing, which can be downloaded from Google Play for free
- **Settings** – options for customizing the application based on your preferences

## 2. Dashboard:

- **Travel book** – shows a history of your travels and statistics about previous routes you have driven
- **SOS** – 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 gallery
- **Parking** – save your car's location, so you can easily find it later if you parked on a large lot

More details can be found in the [Main menu](#) chapter, especially about the various available [Settings](#).

# Map management

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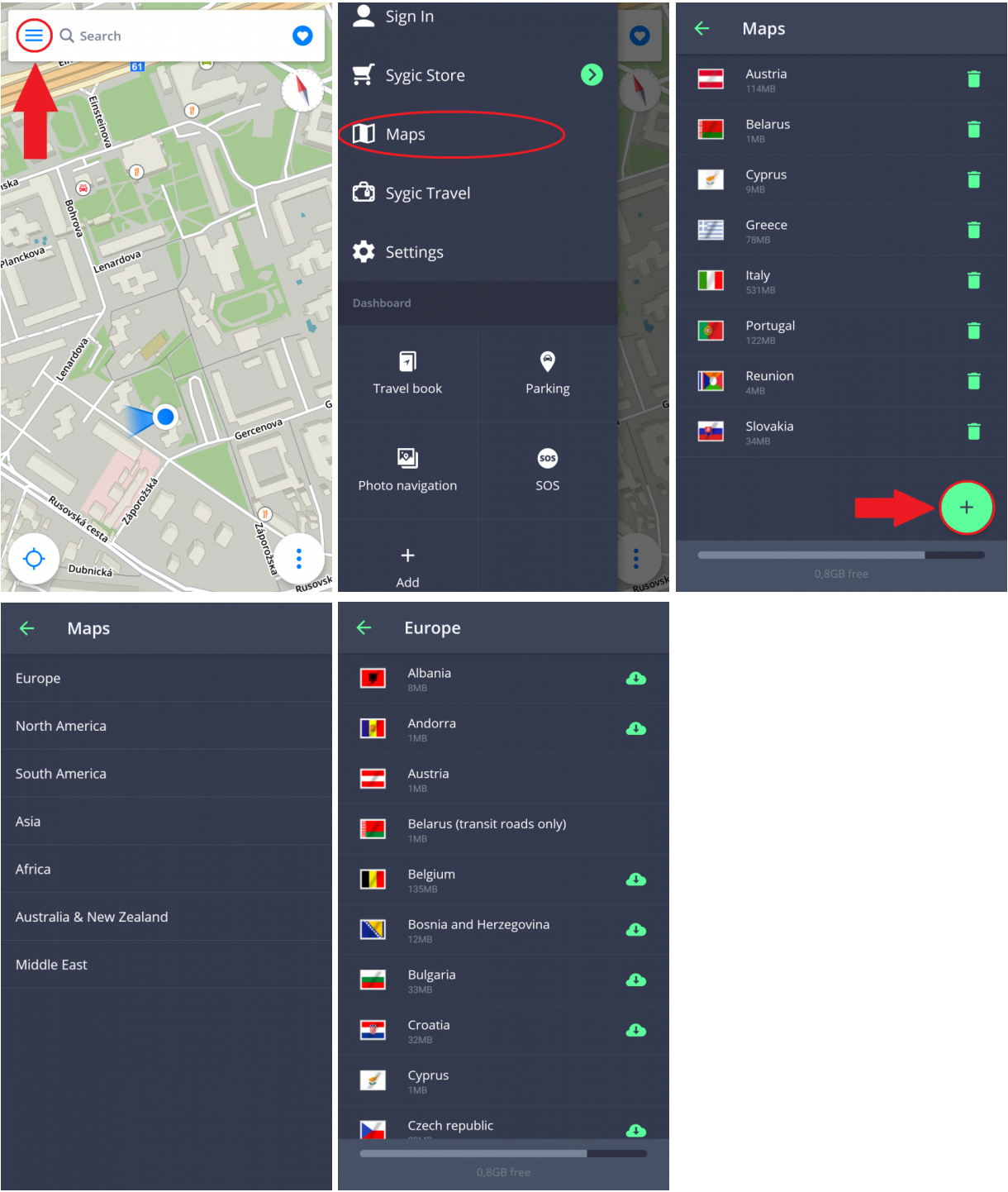
**Sygic GPS Navigation and Maps** is an offline navigation, which means that you don't need an internet connection while navigating, but **you do need to download the desired maps** first.

To manage your maps, please go to **Main menu > Maps**

Here you will see a list of all maps you already downloaded. Next to the countries in this list, on the right side you will see a trashcan icon. Just tap on that icon to delete the map, which frees up storage space in your device.

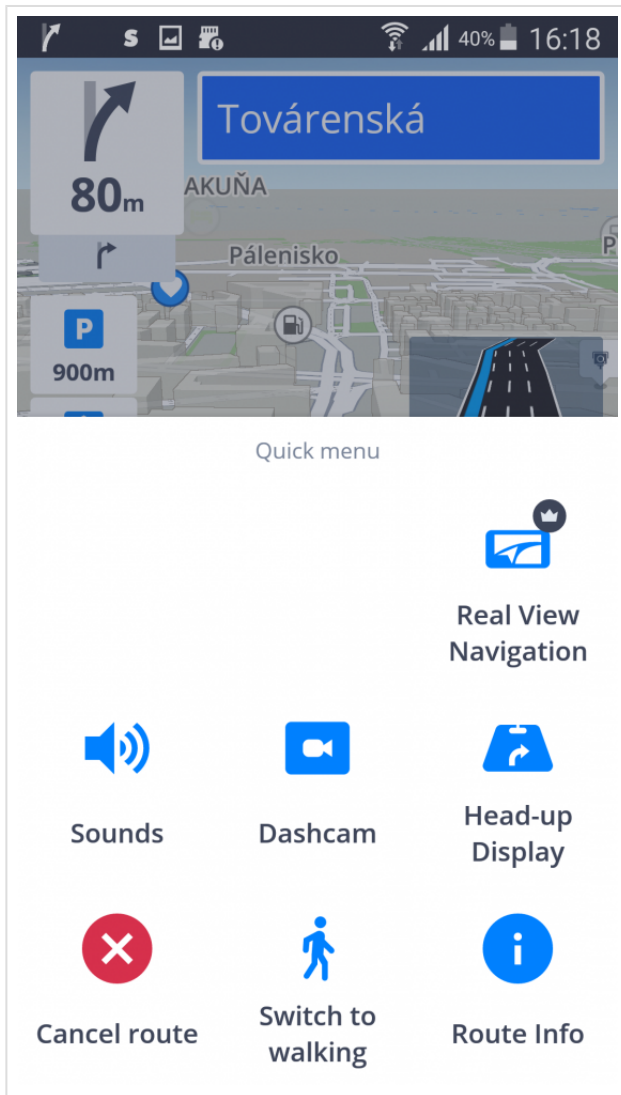
If you want to download more maps, tap on the green **PLUS button** in the bottom right corner of the screen. First, select the **Region** of your desired country and then choose the particular country by tapping on it. A small loading bar under the country name will indicate the download progress. You can cancel the download by tapping the little green "x" next to the country name.





# 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:



## 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.

## Sounds

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

## Dashcam

Opens the Dashcam screen, where you can see a preview of the recording. On the preview screen there are buttons to begin or stop recording, save the recorded video, and return to the map screen.

## Head-up Display

Lets you project the most important navigation instructions and information ( i.e. 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.

## Cancel route

Cancels the current route.

## Walking/driving mode toggle

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

## Route info

Shows detailed information about the current route. For more details, refer to [Starting the route](#)

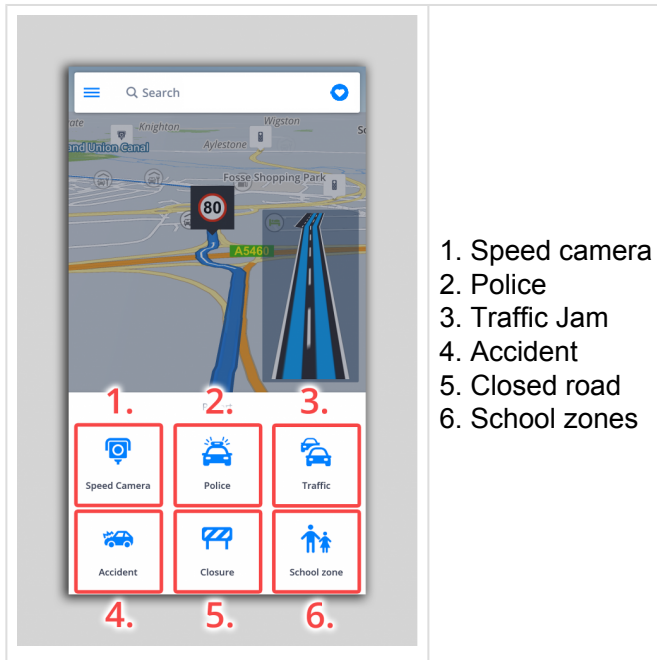
# Report menu

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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.

The following incidents can be reported from this menu:



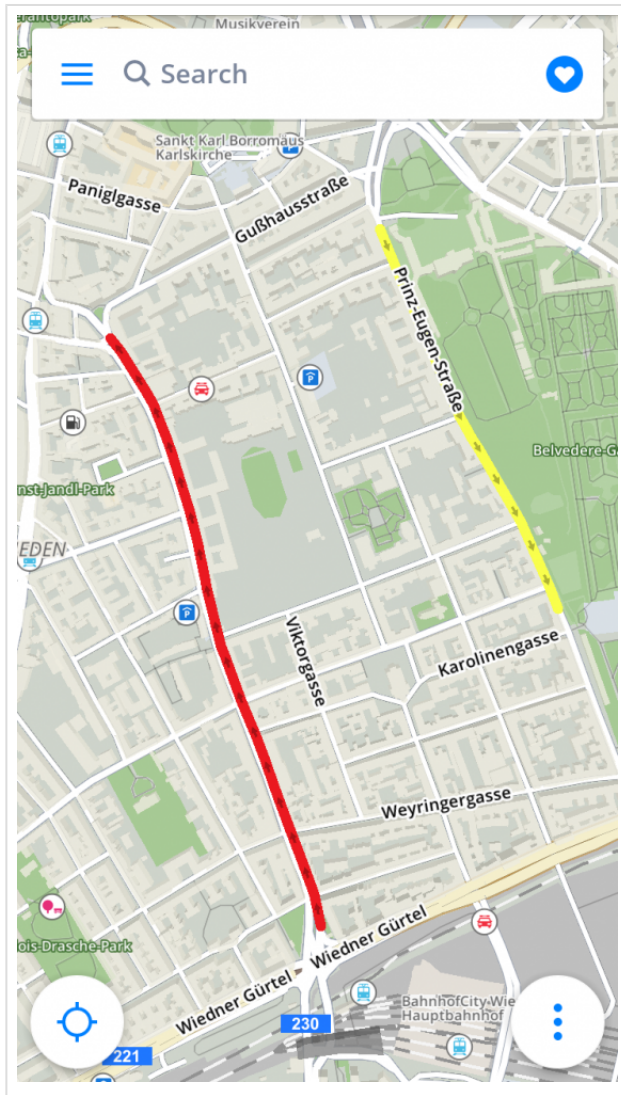


## Traffic Assistant

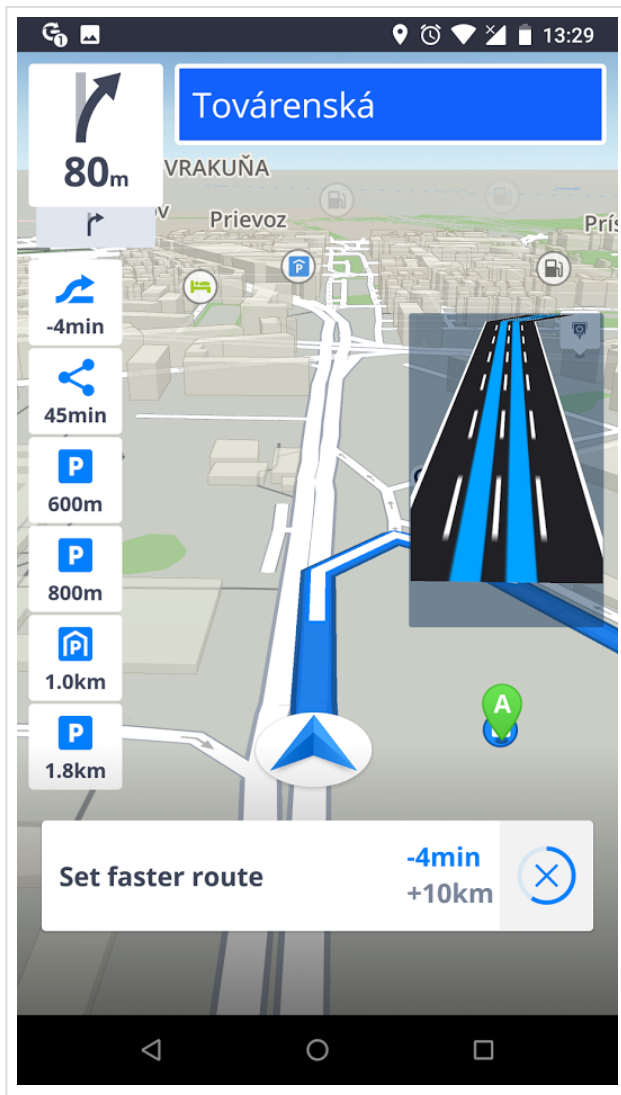
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If you have purchased the **Traffic** add-on, the Sygic app will receive information about the traffic situation and road closures, helping you avoid unnecessary delays. An internet connection is required for the app to receive up to date traffic information from a live, online database.

You can visually see the **traffic jams** while browsing the map or navigating as **red or yellow colored highlights** on affected roads. The color depends on how bad the delays are, red color marking the more severe traffic jams and closures.



While navigating, warnings about traffic will pop-up 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.



# Setting up your first route

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Planning out your journey with **Sygic GPS Navigation & Maps** is very simple and intuitive. You can customize your route in several ways, but every route requires you to set at least your **destination**. There are several ways of doing so which we cover in this guide.

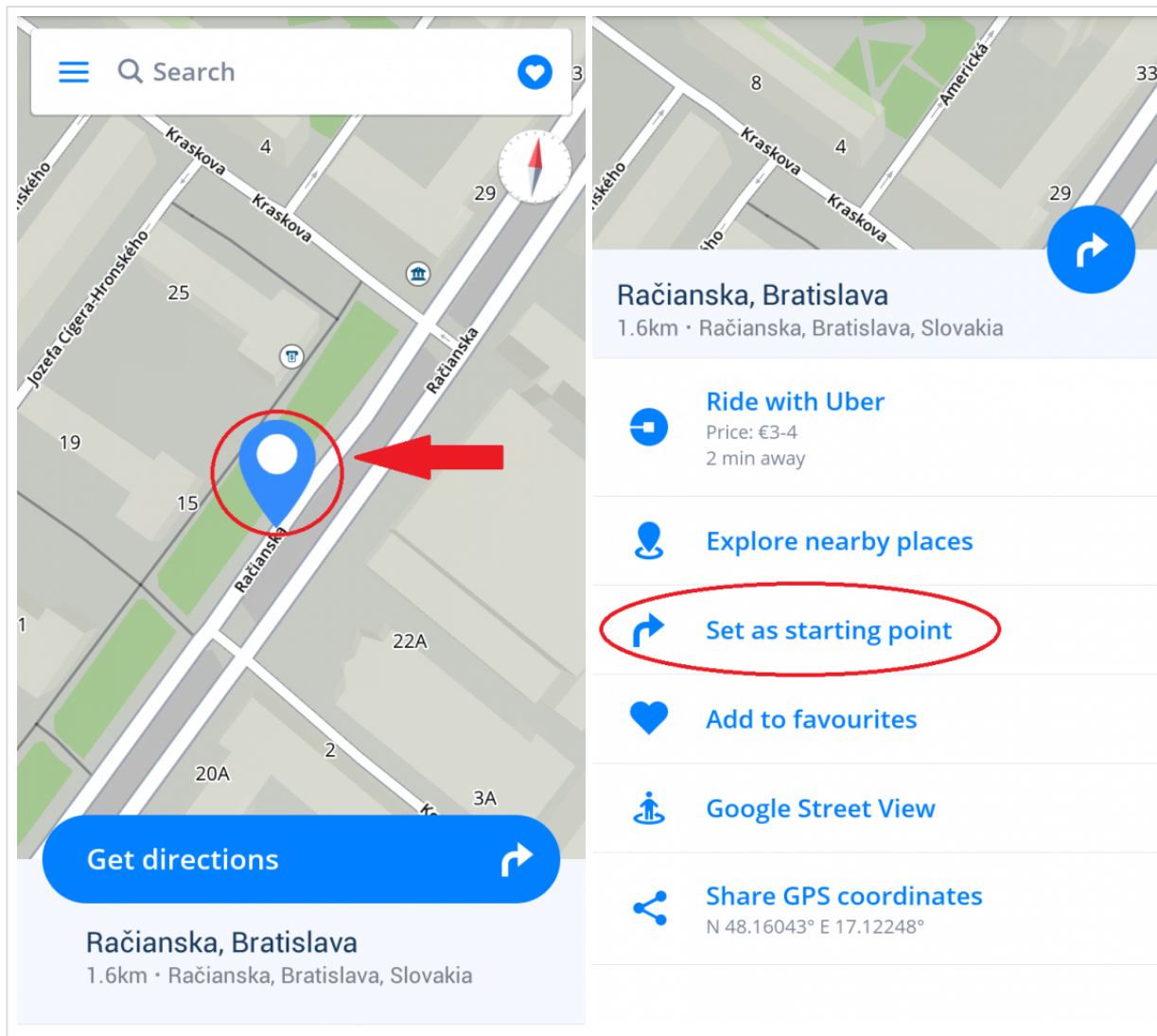
Learn how to change the starting point (optional) of the route in the [Choosing the starting point](#) chapter, or skip straight to [Choosing the Destination](#) to create a route which begins at your current location.

## Choosing the starting point

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This step is optional. If you don't set your own starting point, the app will always use your current position as the beginning of the route. In most situations this is what you want and you just have to set your destination.

When you do decide to plan a route ahead of time, which you will use later and begin in a different location than when you are now, that's when you need to define a different **starting point**. You can do so by either choosing a point 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 tapping again on the blue marker or dragging the bar from the bottom edge 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, covered in the [Choosing the destination](#) chapter.

## Choosing the destination

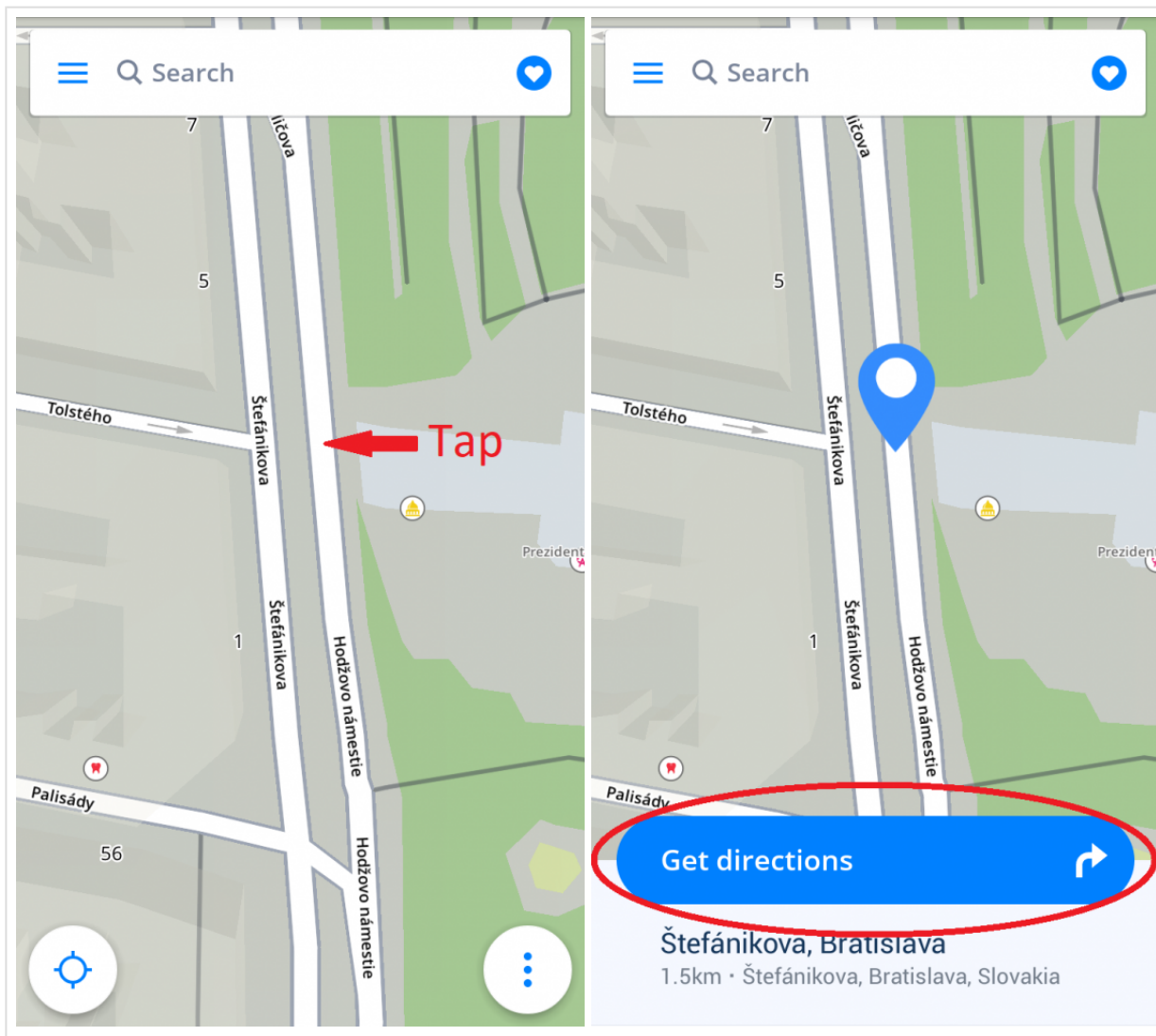
**Sygic GPS Navigation & Maps** offers the following ways to select a destination:

- [Browsing the map](#)
- [Searching for an address](#)
- [Searching for a Place](#)
- [Entering GPS coordinates](#)
- [Navigating to History/Favorites/Contacts](#)

- [Using a homescreen shortcut icon](#)
- [Navigating to your preset Home/Work location](#)

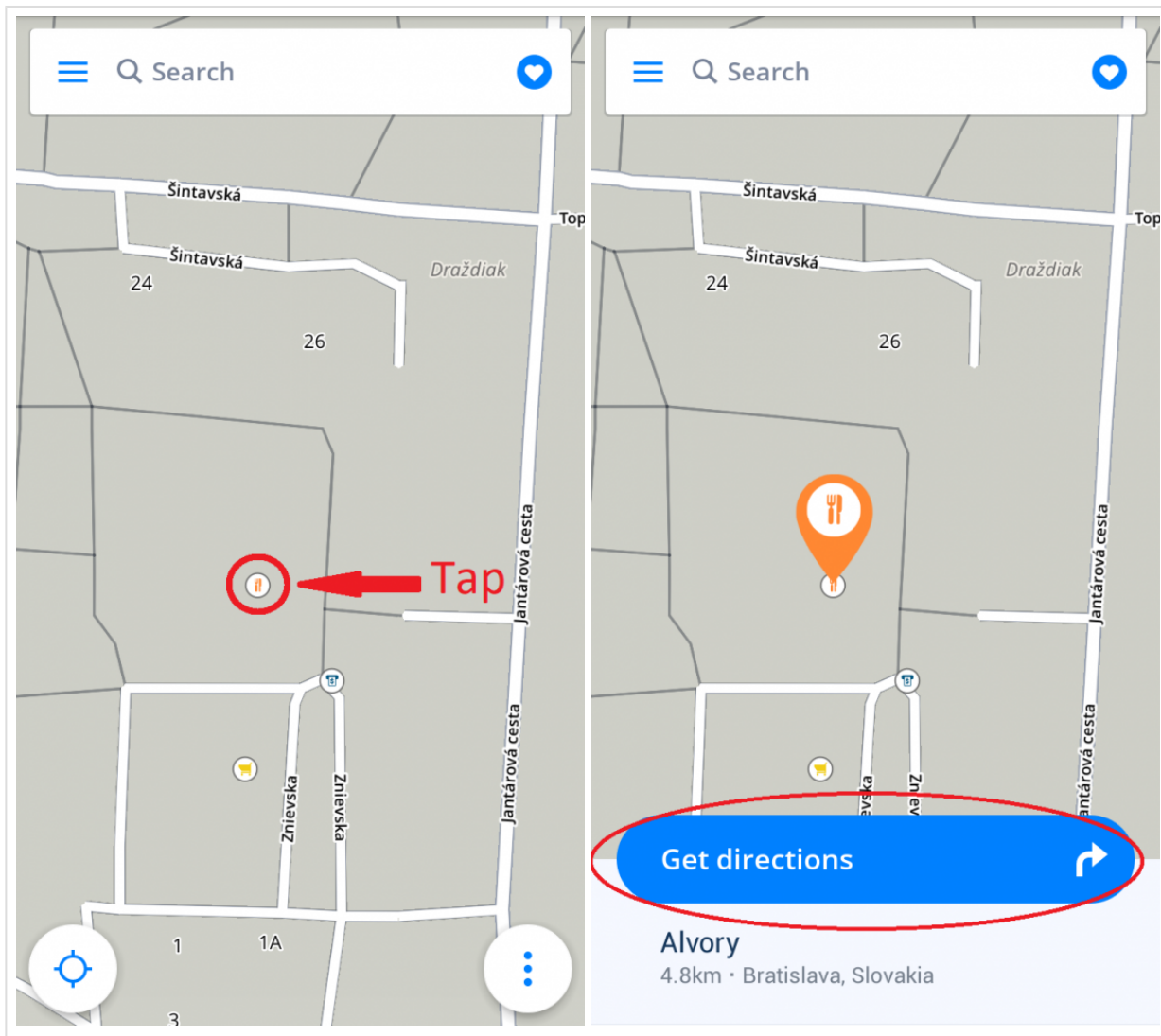
## Browsing the map

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 go, simply tap on it and after a blue marker shows up, tap the **“Get directions”** option.



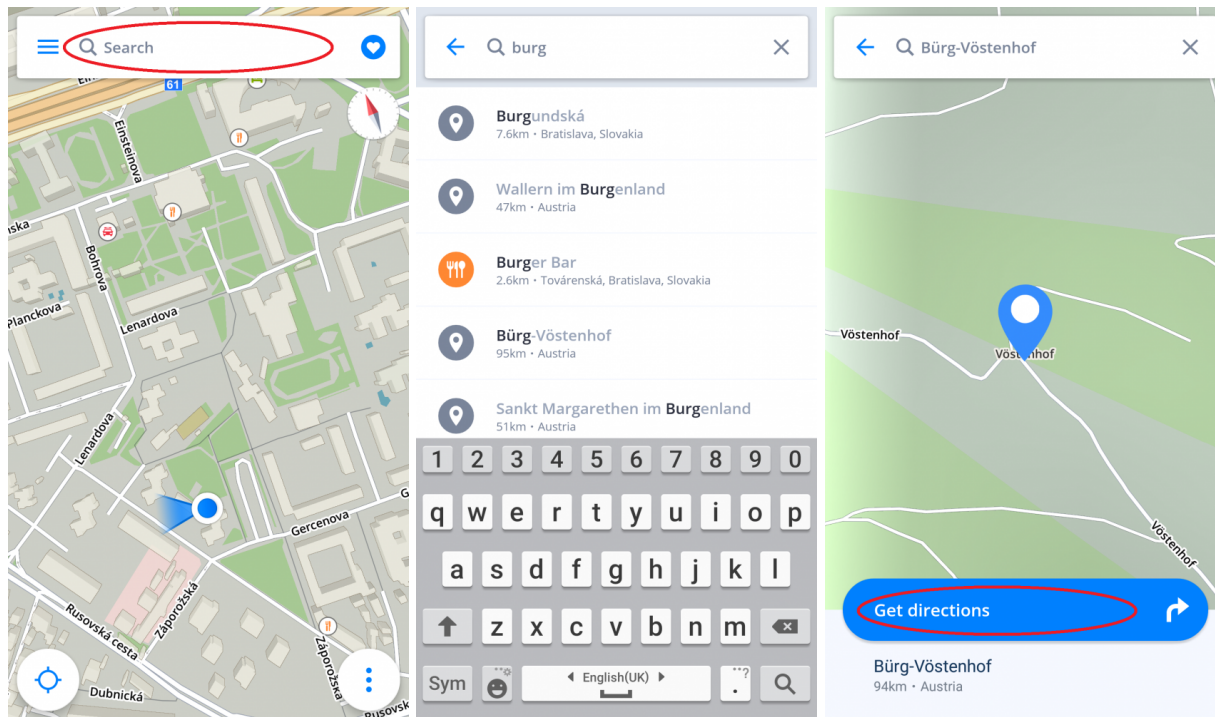
You can find a **Place** (point of interest) in the same manner. Simply browse the map and look for the **Place** icons such as restaurants, gas stations and such. Tap on any of them to see what it is, then choose **“Get directions”**.





## Searching for an address

Simply click 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, city and country 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.



## 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 position, or another position on the map)

### Searching by name

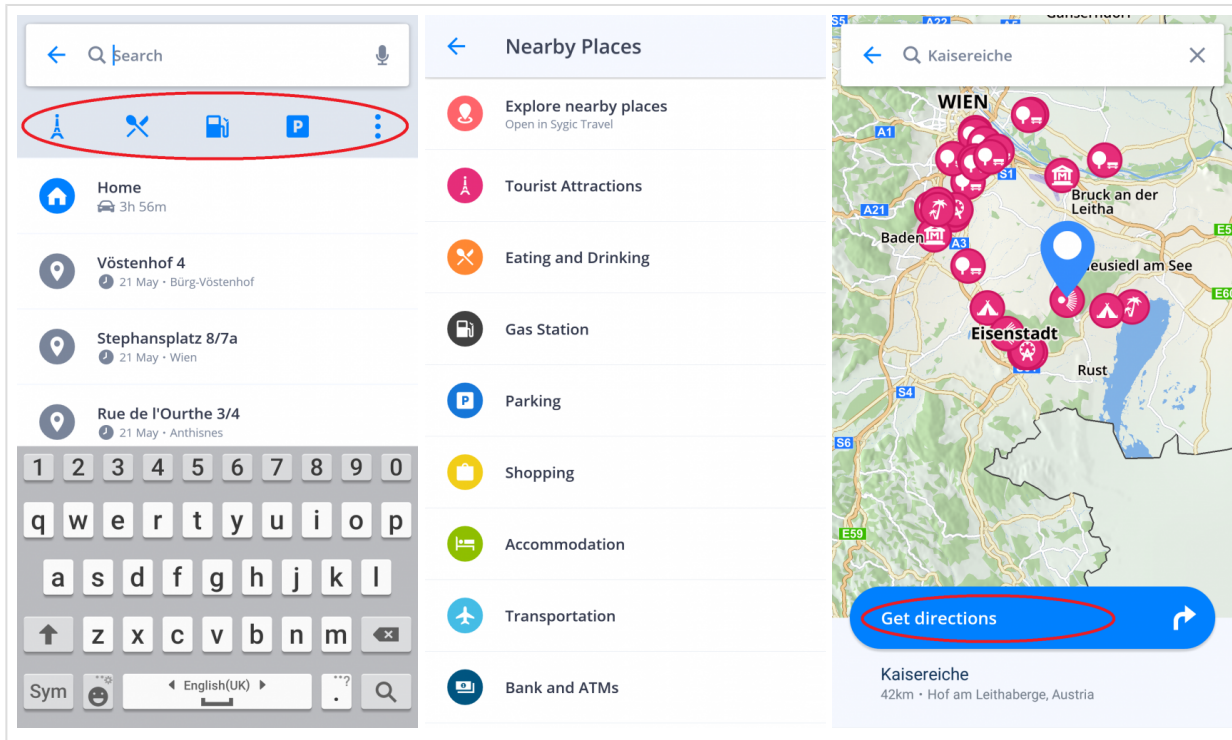
You can search for **Places** exactly the same way as you would for an address. Just type it into the search bar, look through the results that Search finds and tap on the one you want. For more details, please refer to [Searching for an address](#).

### Searching for nearby Places

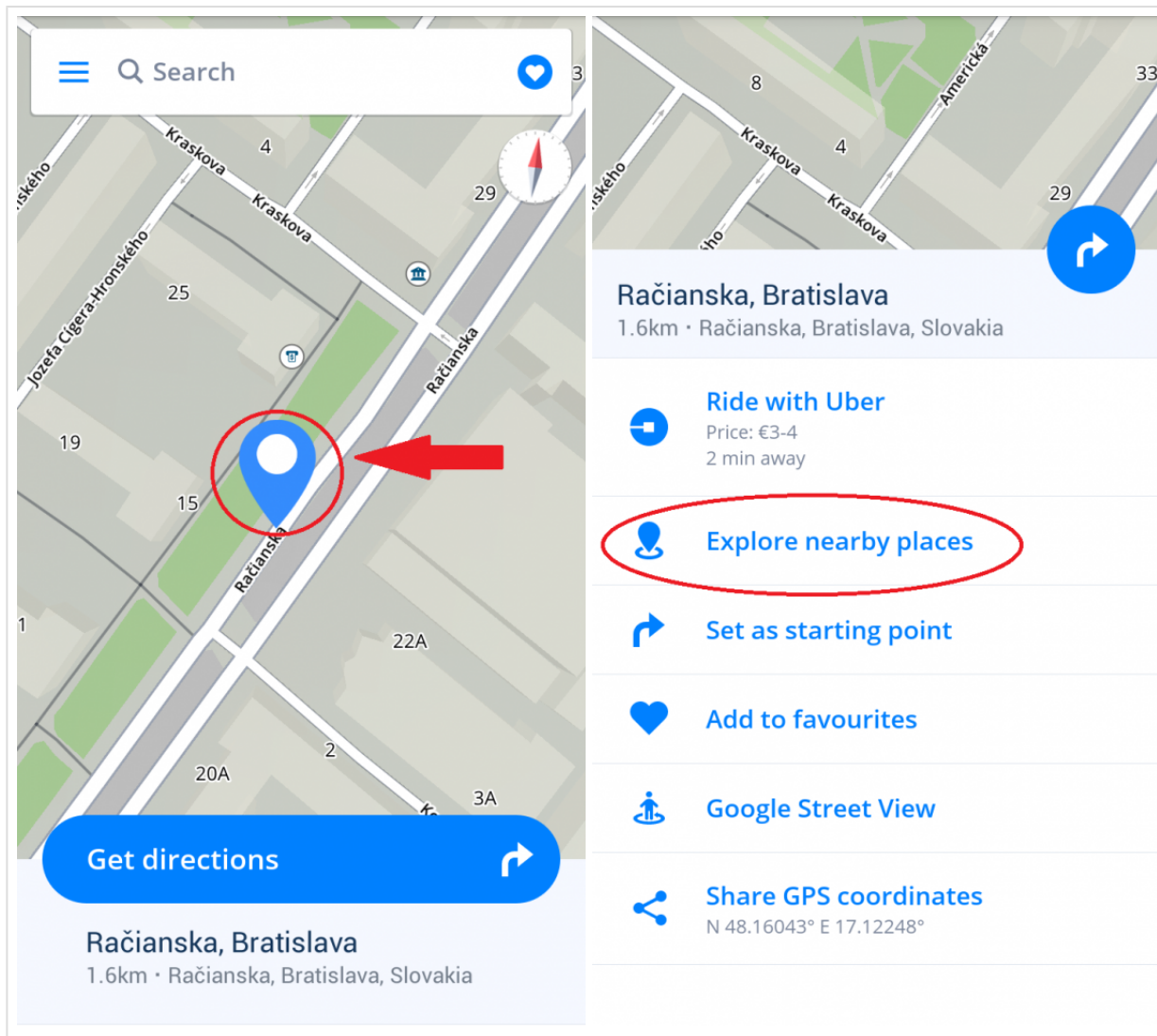
To look for nearby **Places** (POI), start again by tapping on the **Search bar** at the top of the screen. A panel with the most common **Place** categories (tourist attractions, accommodation, petrol stations, eating & drinking) is located right under the search bar. Either choose from the displayed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



the three dots to open a list of all available Place 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.



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



## GPS coordinates

You can use **GPS coordinates** to find a location. Tap on the **Search bar** on the top of the screen and enter the coordinates there.

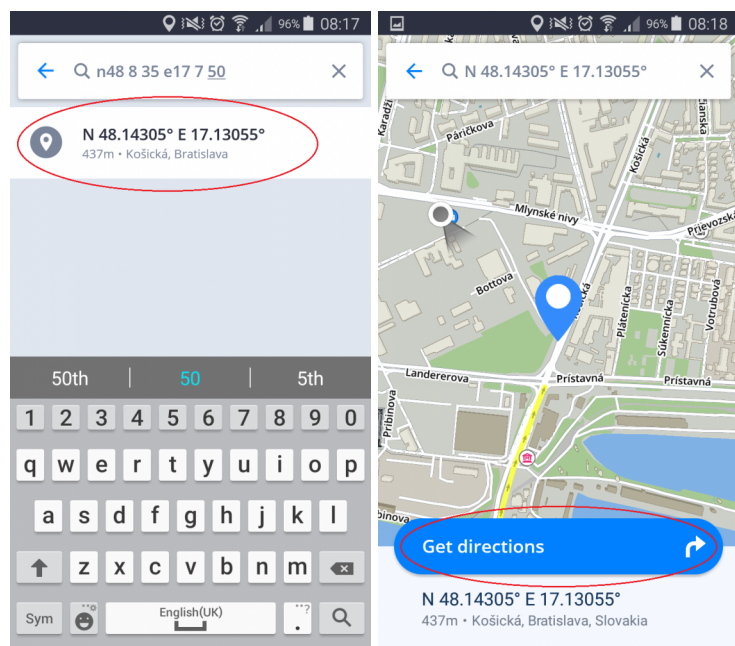
The GPS coordinates can be written in different formats:

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**

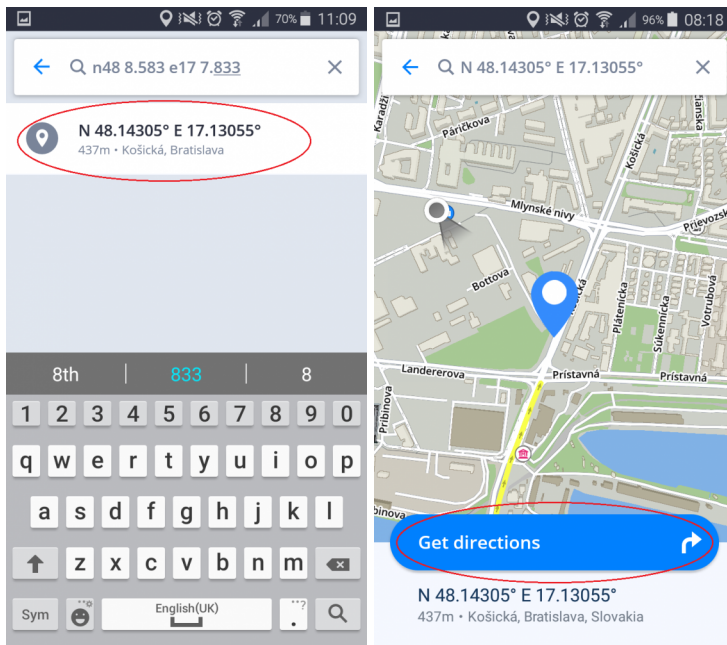
The search engine will provide the result, if it's a street or city it will display their name. Choose the result by tapping on it and press the **Get directions** button to view the route\*.



## 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**

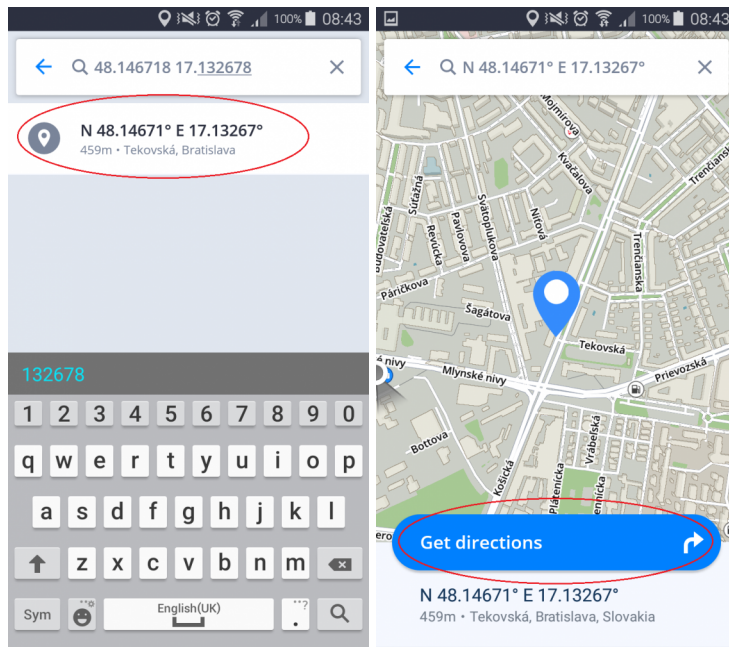


### 3. GPS coordinates in **Decimal degrees**, for example **48.146718, 17.132678**

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.

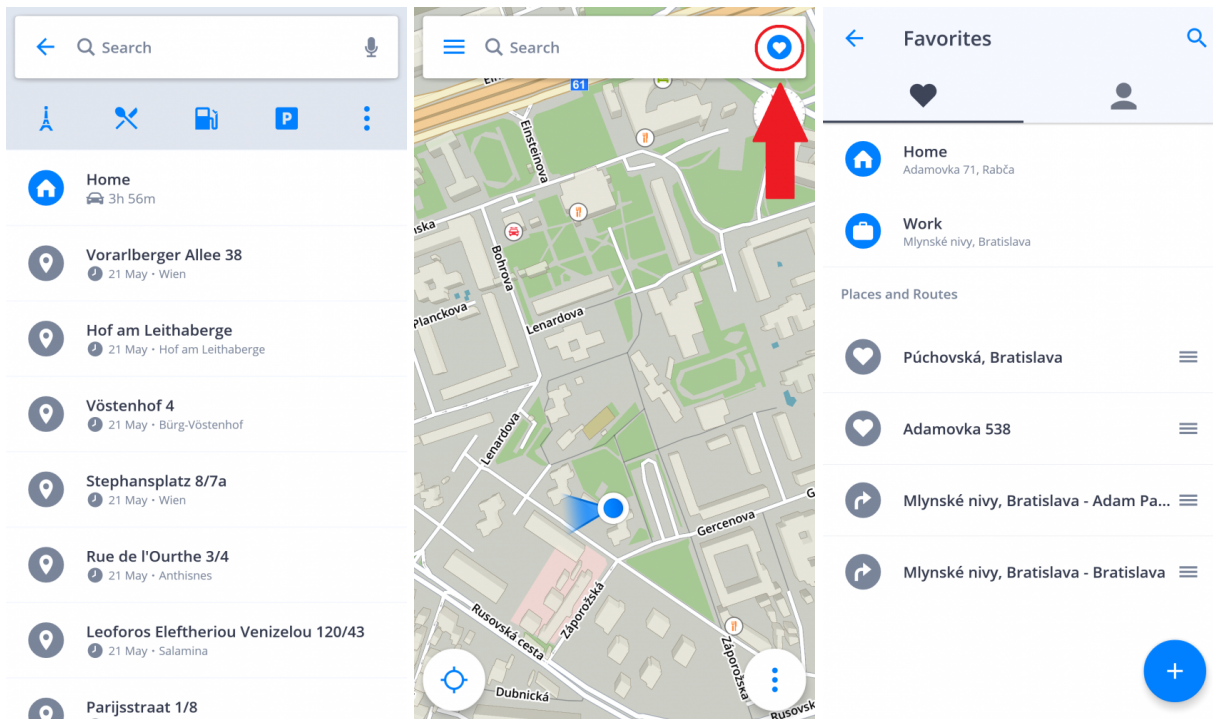


## Navigating to History/Favorites/Contacts

Sygic automatically saves your previous destinations into **History**, 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.

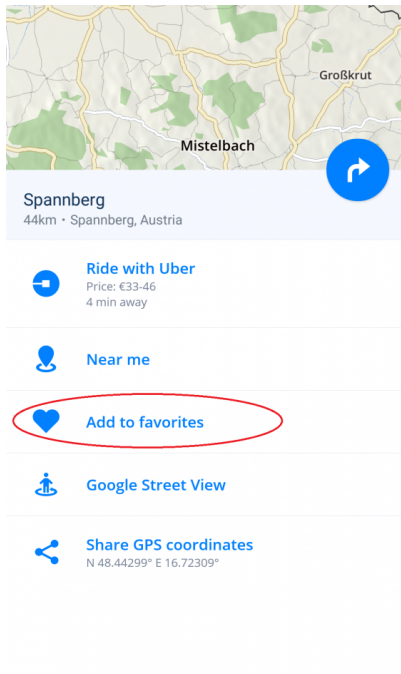
The **Destination History** will be displayed when you tap on the **Search bar**, before you type anything into the search. Click on the **Heart icon**, in the top right corner next to the search bar to see **Favorite and Contacts** (contacts are loaded from the device's contact list, where they must have a **properly filled out address** to be detected and shown in Sygic).





You can save your routes to **Favorites** by tapping the heart icon in the **Route Info**. More information in [Starting the route](#) chapter.

To add an **address** or a **Place** to the Favorites, either select a point on a map and choose “Add to favorites”, or tap on the blue **PLUS** button in the right bottom corner in the Favorites screen.



## Navigating to Work or Home

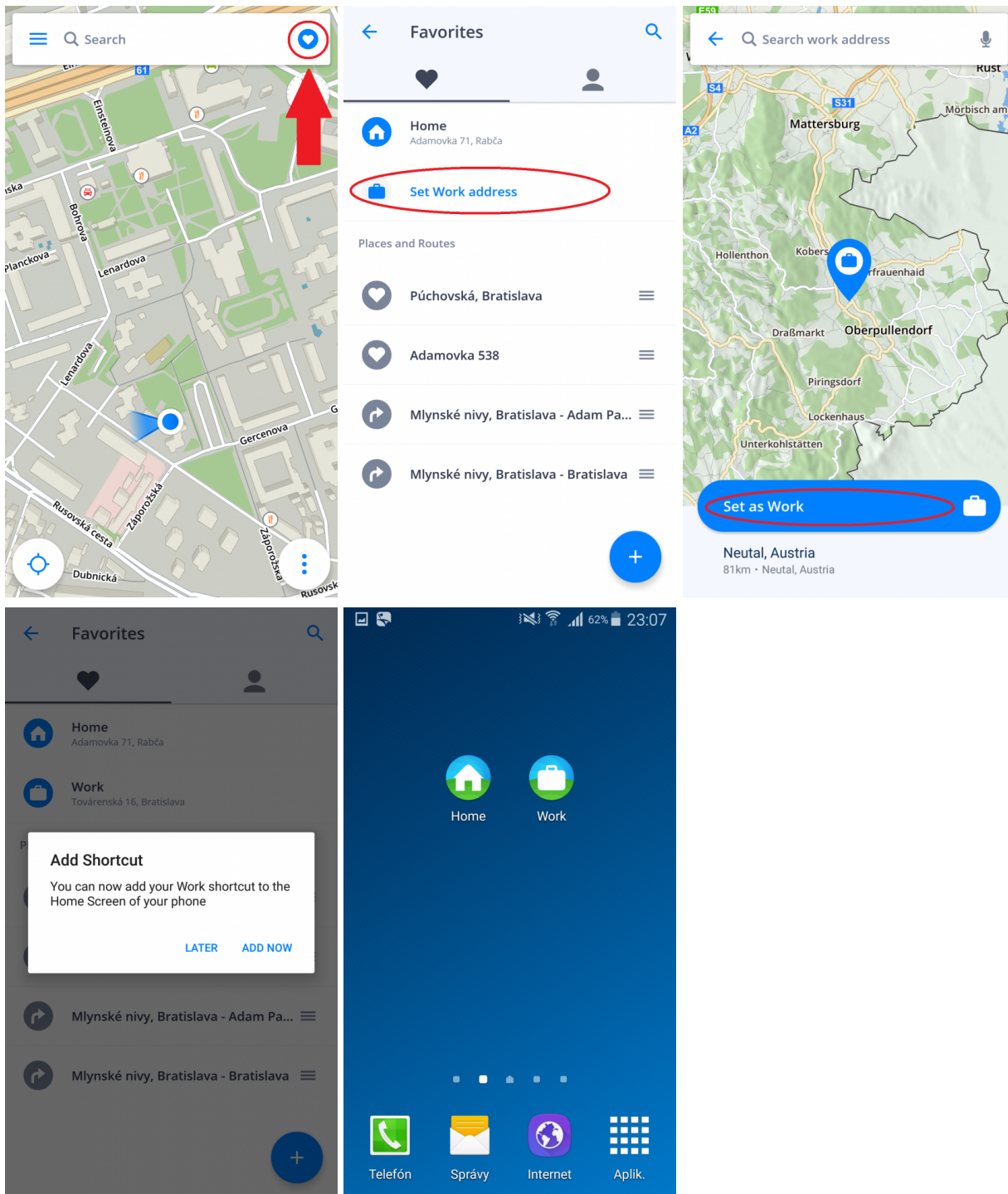
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To use this feature, it is first necessary to setup your **Home** and **Work** addresses.

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

The app also asks you if you want to add a Home/Work shortcut to your device's home screen. If you have added an icon to your home screen, you can start navigating by clicking the **Home** or **Work** icon and the Sygic app will start automatically.

You can change or remove the address you set, in the Favorites screen by clicking and holding (1-2 seconds) on the Home or Work line.



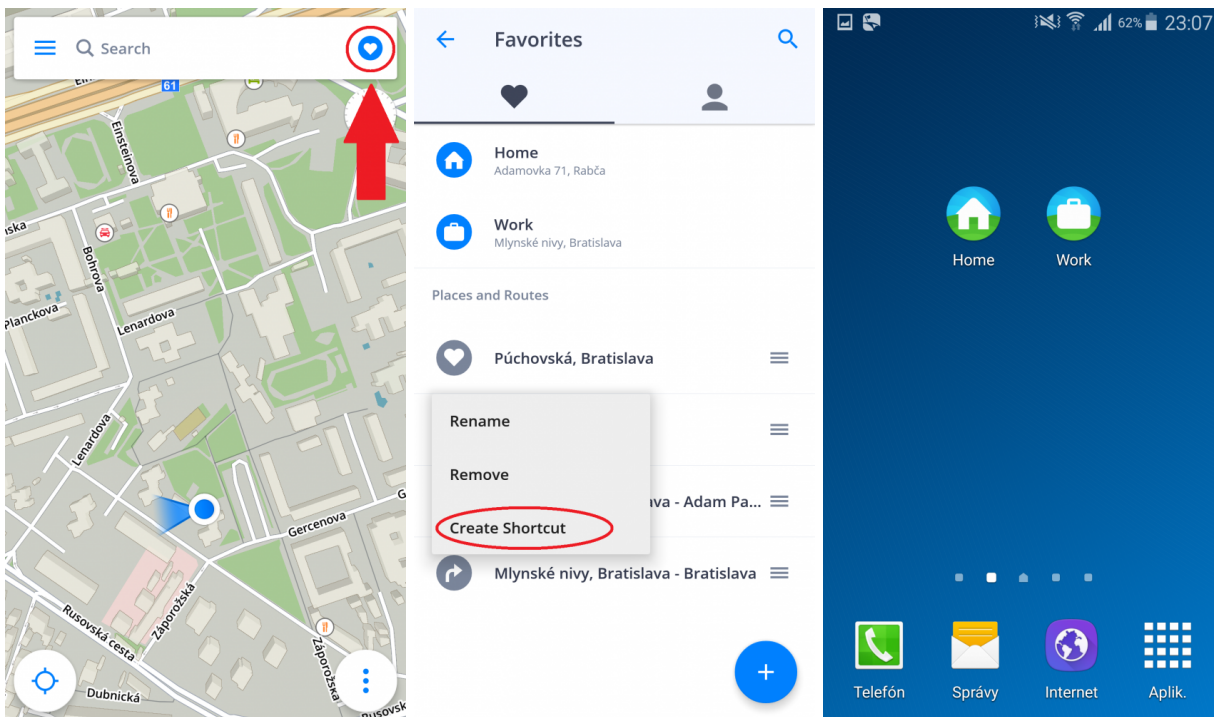
## Navigating using a home screen icon

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.

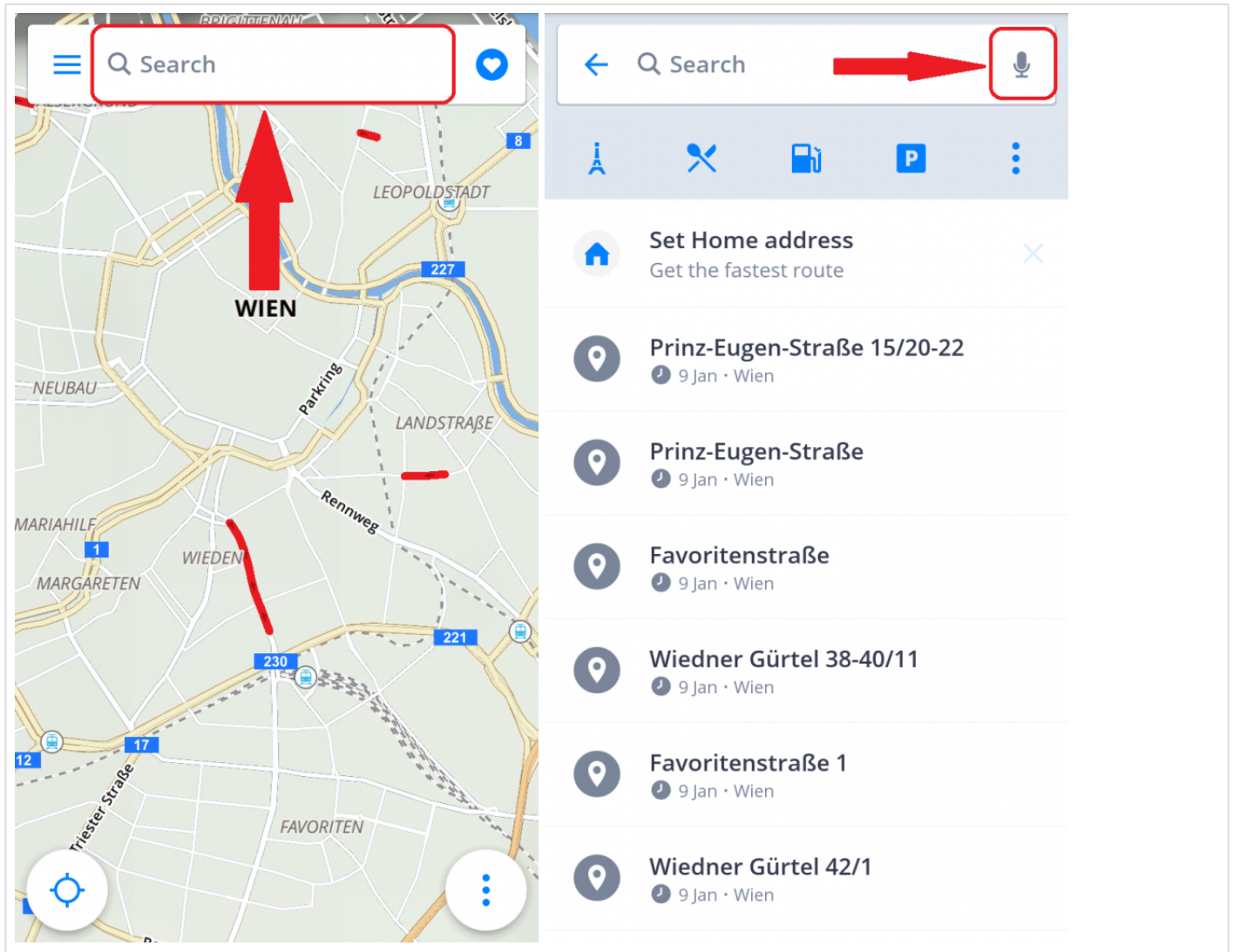
1. Tap on the **Heart** icon in the top right corner
2. Tap and hold for 1-2 seconds on any saved **favorite address**, location, or route
3. Select **Create shortcut** and you will have an icon for it added to your home screen

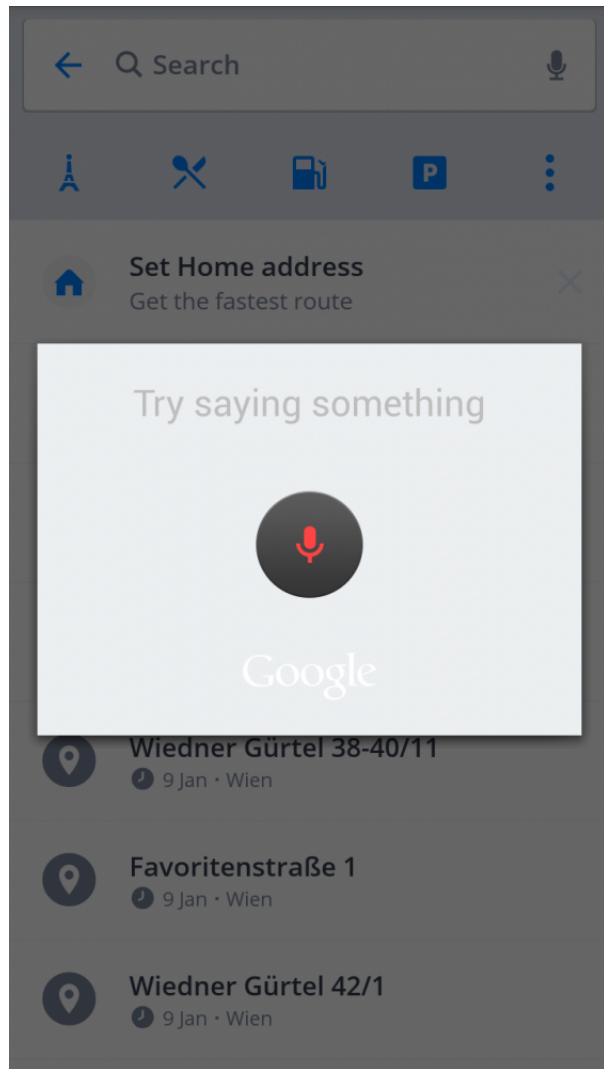


## Searching by voice

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 simply tell **Sygic** where you want to go.





## Starting the route

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

Before you begin navigating, there are a few options to **customize** and **review** your route.



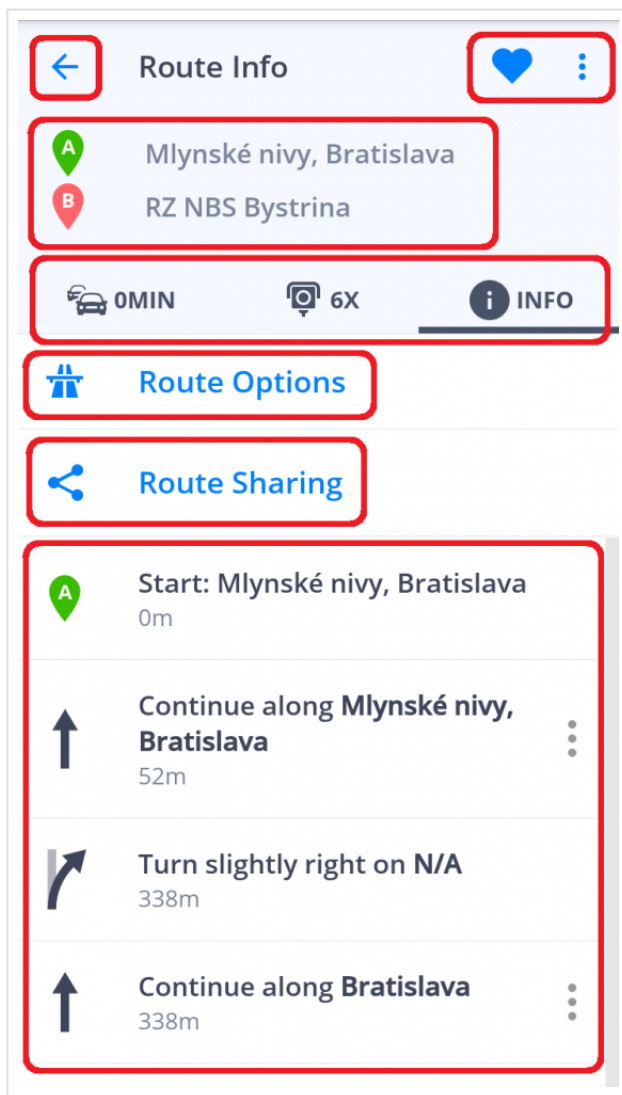
This picture shows the route selection screen. It contains several options and information:

- In the top left corner, you can **cancel** the route selection and get back to map browsing by tapping the arrow icon.
- In the top right corner, you can open a detailed **information screen** by tapping the “i” icon and open additional options by tapping the three dots icon; switch to walking/driving mode, and change the starting position of the route.
- On the map you can see between one and three route suggestions that have been found, with brief information about them (distance and estimated time) in the little frame. The green “A” marker is the start of the route and red marker “B” is the destination. **The route recommended by the app is distinguished by a darker blue color.** You can choose a different route if more than one was offered, by tapping on either the route itself or its information frame.

- At the bottom of the screen, you can find a little more information about the currently chosen route and a “Start” button, which will start navigating.

## Route Information screen

You can access the information screen by tapping the “i” icon in the top right corner of the route selection screen. You can also access the information screen while navigating by opening the **Quick menu** and choosing the **Route Info** option. For more details about the **Quick menu**, please refer to [Quick menu](#) section.



You can find various useful information about the selected route on this screen.

- In the top left corner, you can return to the previous screen by tapping the arrow icon.

- In the top right corner, you can add the route to your *\*favorites\** by tapping the heart icon. By tapping the three dots icon, you can enter the route preview. In route preview mode, you can simulate navigation mode while standing still (you can also increase the preview speed to fast forward).
- In the top section of the screen, your **starting point and destination** are listed as well as any waypoints along the way, if any have been selected.
- Right under the starting/destination points, there is a line with three tabs that will affect the **information provided in the lower half of the screen**:
  - **Traffic** – tab will show any important traffic information relevant to your chosen route such as traffic jams, accidents, roadblocks. Please note that this tab is active only if you have purchased the **Premium+Traffic license** or **Traffic** add-on.
  - **Speed cameras** – in this tab there will be all known speed camera locations along the route.
  - **Info** – shows a list of all turn directions for the entire route.
- Under those tabs, there are two other features to select:
  - **Route options** will let you avoid certain road types, like toll roads, highways, unpaved roads, etc.
  - **Route Sharing** will allow others to view your position on the route, by sharing it via Glympse.

After you have checked all the information, picked your route and/or customized it, you start the route by tapping the big blue “Start” button located in the bottom of the route selection screen.

## Waypoints

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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.

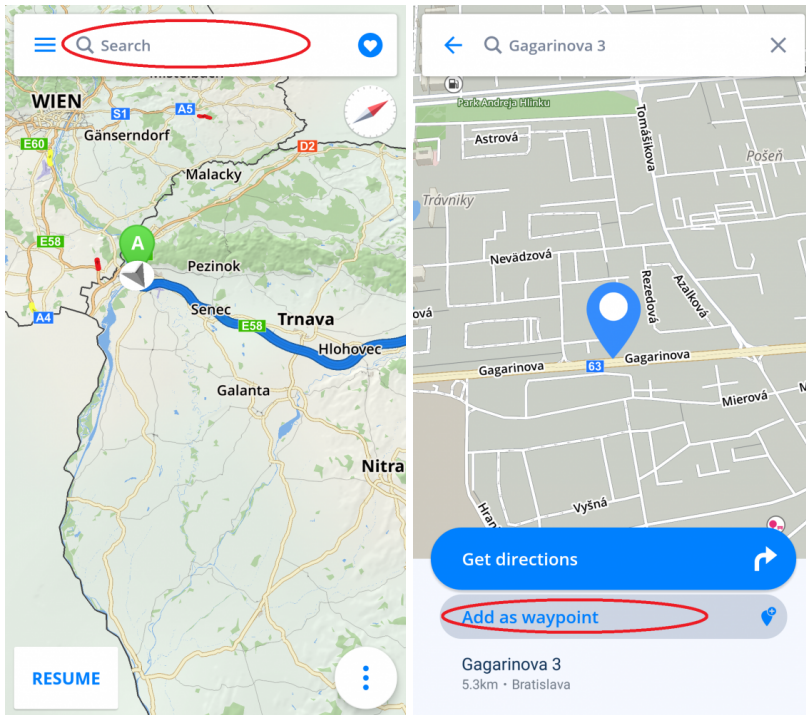
## Adding waypoint while navigating

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In the **Navigation mode**, open the quick menu or swipe across the screen so the Search bar appears at the top, and write the address or place you want to add as a waypoint into the search. When you select from the results, another option you will see besides “Get directions”(which would make it your new destination) is the **Add as waypoint** option.

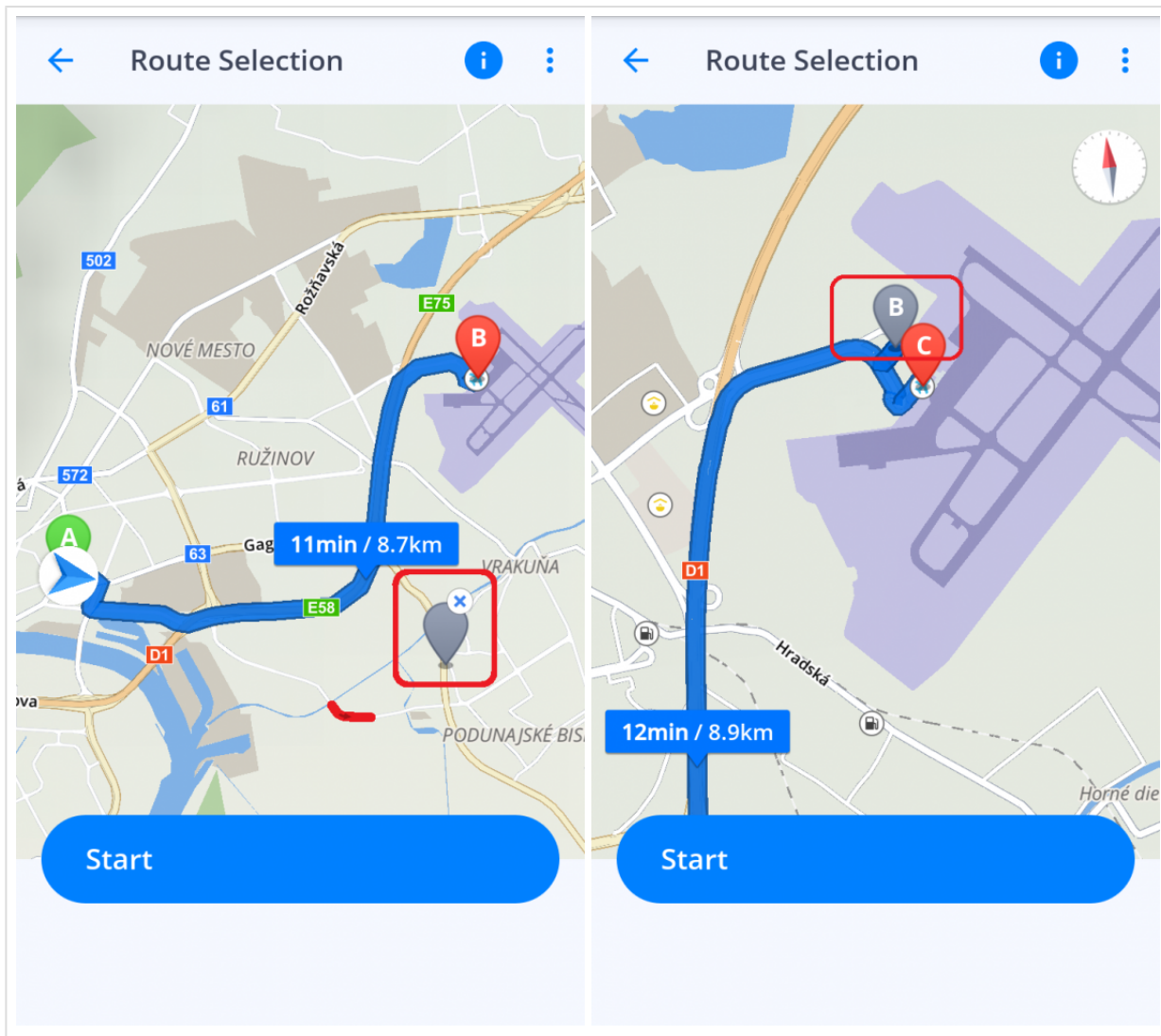
Alternatively, instead of searching you can simply tap anywhere on the map so a blue marker appears, and choose the **Add as waypoint** option that way.





## Adding waypoint in route overview

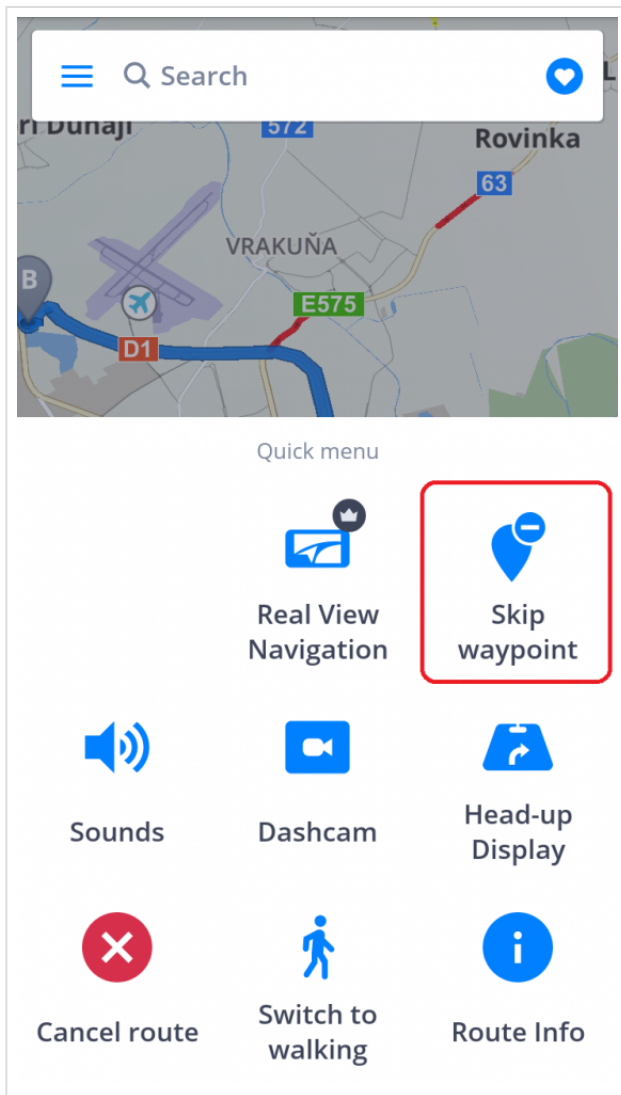
1. On the **Route Selection** screen, before you start navigating, you can **add a waypoint** by holding your finger down anywhere over the map until a **grey pin** appears.
2. Don't let go and keep holding your finger down. Drag the grey pin to the position where you want the waypoint to be, and then you can stop holding your finger on the screen. The route will be adjusted to **pass through** that location.
3. By selecting them and dragging them around like you do with the waypoint, you can also change the starting point and the destination of your route (the start is marked with a **green pin** and a destination with a **red pin**).



## Removing and skipping waypoints

If you wish to **skip** or remove the nearest waypoint on your route during navigation, opening the **Quick menu** and choose the **Skip waypoint** option.





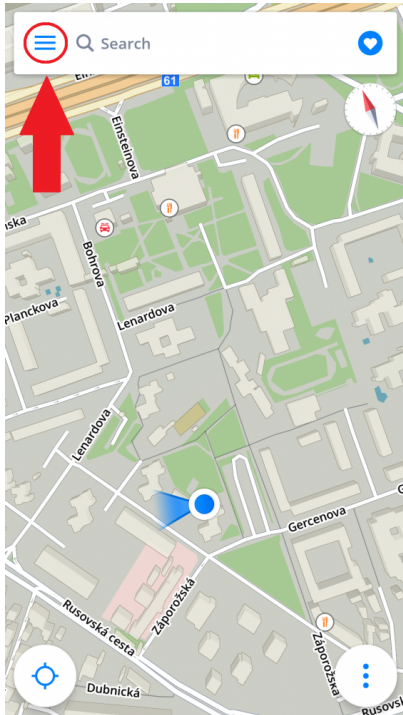
To **remove** the waypoint through its map marker, tap on it once and little "x" appears on the grey pin. Tap on the "x" to **remove the waypoint**.



# Main menu

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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.

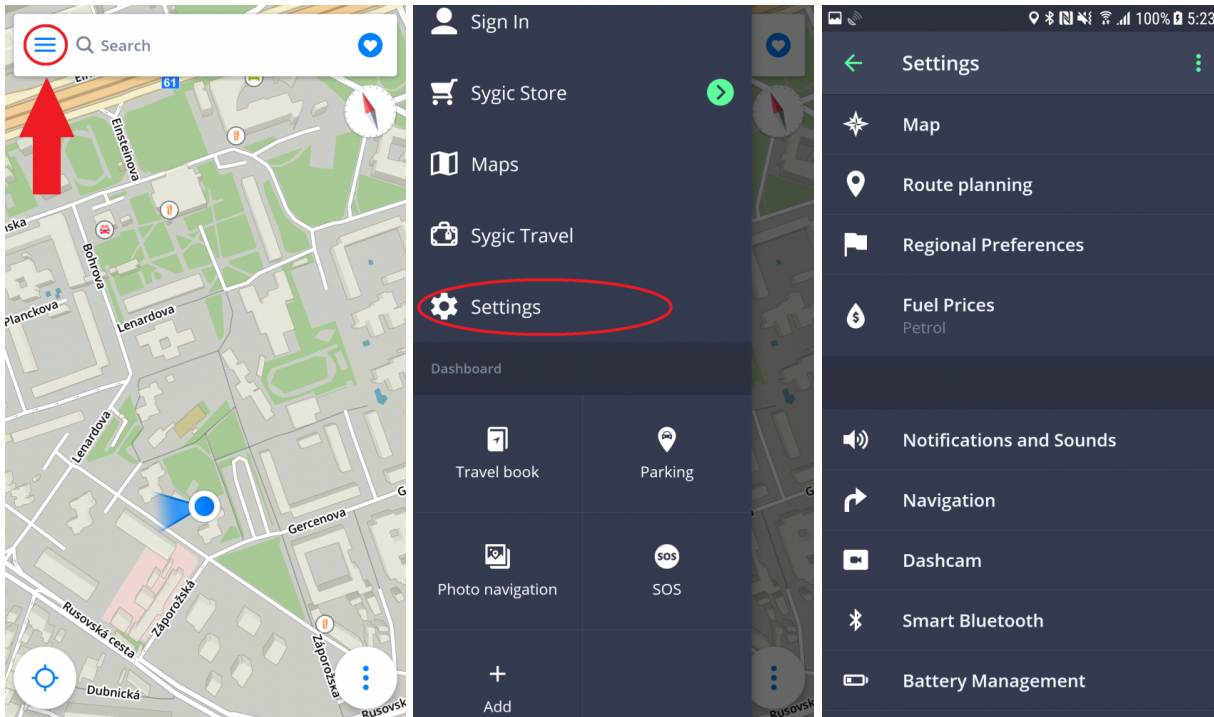


# Settings

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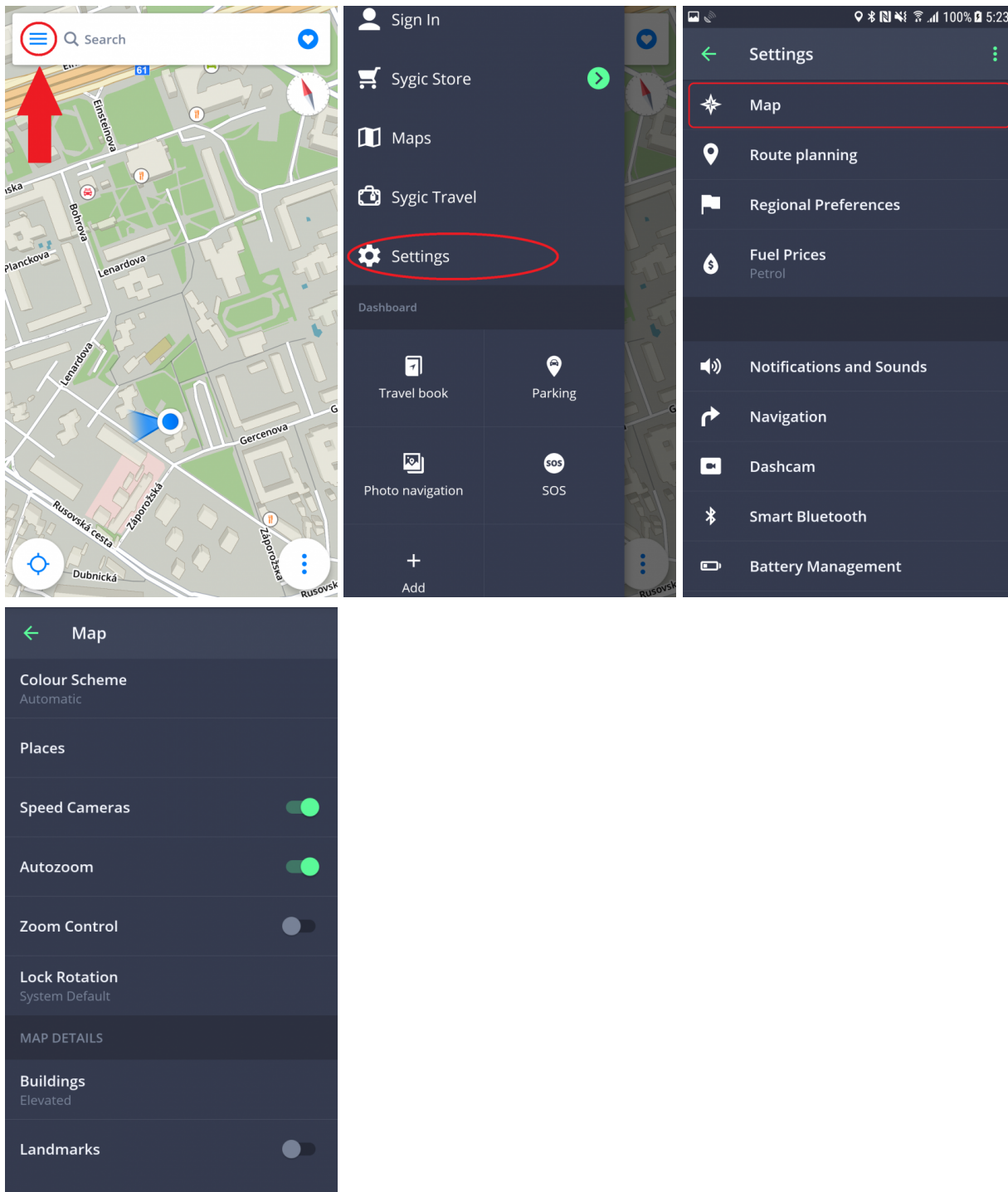
If you want to **personalize** the app, just go to **Main menu > Settings**, and pick which setting you would like to modify.

**Please note**, that you can easily use **Sygic GPS Navigation and Maps** without changing anything in **Sygic settings**.



## Map

If you would like to customize what details you want to see on the map and how the map looks, tap on **Main menu > Settings > Map**.



Then you can choose which options to change:

- **Color scheme**

Set the current color scheme to day, night, or let the app decide based on your current position and sunset/sunrise hours.

- **Places** (points of interest)  
You can disable or enable the display of all places icons, or select which categories you want to have displayed on the map.
- **Speed cameras**  
Enable or disable showing speed cameras on the map.
- **Autozoom**  
Enable/disable auto zooming. Autozoom in Navigation mode tries to provide an optimal view of the way ahead, based on your speed (zooms out more at higher speeds).
- **Zoom Control**  
Enable/disable displaying of +/- buttons, allowing you to zoom the map with those buttons, and not just by pinching the map. Together with the +/- zoom buttons, adds a 2D/3D button to change the map view.
- **Lock Rotation**  
Setting the control of automatic portrait/landscape screen rotation. You choose between fixed landscape, fixed portrait and system settings.

The following **Map Details** can be modified:

- **Buildings:**  
Set up how buildings are seen: elevated, footprint or turn them off.
- **Landmarks:**  
Enable or disable the display of landmarks on the map. Landmarks are important places, buildings, or historical monuments that are displayed on the map in their real form – as a 3D model with textures.  
For example: The Statue of Liberty, The Eiffel Tower and others.

## Route planning

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By tapping on **Main menu > Settings > Route planning** you can enable/disable various road types to be used when computing your route:

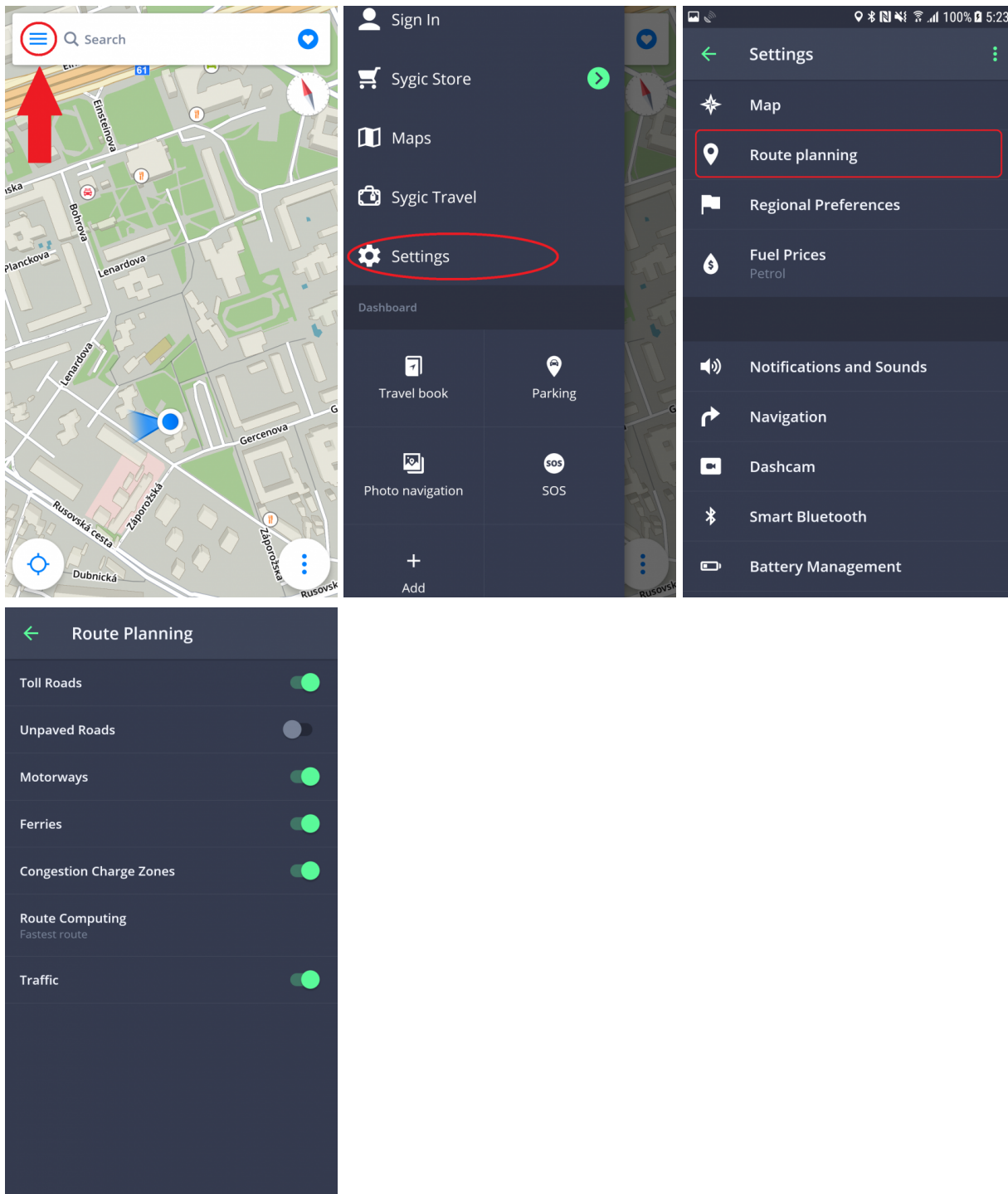
- **Toll Roads**
- **Unpaved Roads**
- **Motorways**
- **Ferries**
- **Congestion Charge Zones**

You can also 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.

If you wish to have the proposed route calculation to be affected by the current traffic situation, turn on **Traffic**. This is available only if you purchased a license containing the Traffic service.



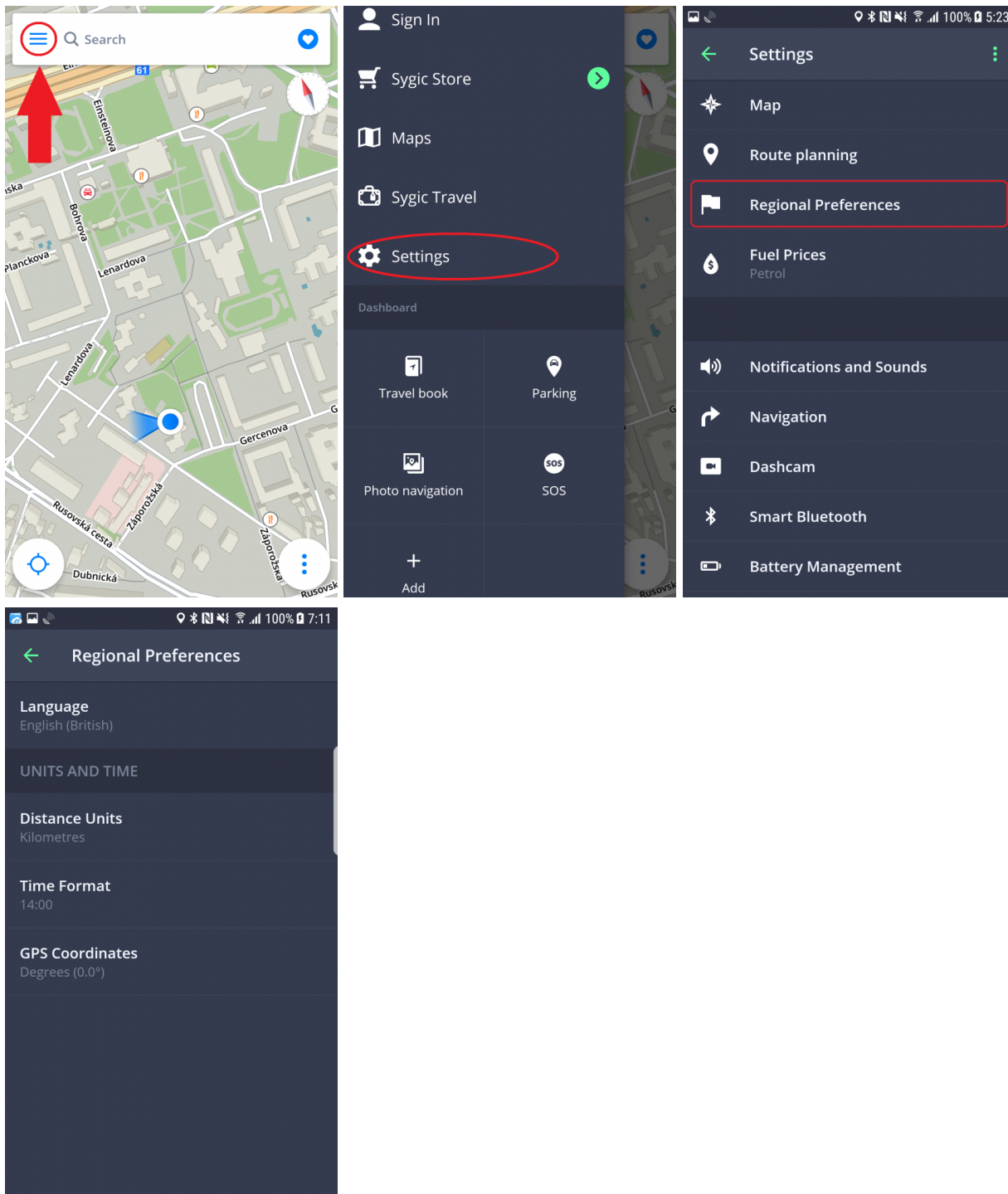


## Regional Preferences

To change the app's language, please go to **Menu > Settings > Regional Preferences > Language**

The regional preferences settings also allow you to modify the following settings:

- **Distance Units:** – Changes the distance units used
- **Time Format:** – Changes the time format
- **GPS Coordinates** – Changes the format that Location details use to display a location's GPS coordinates



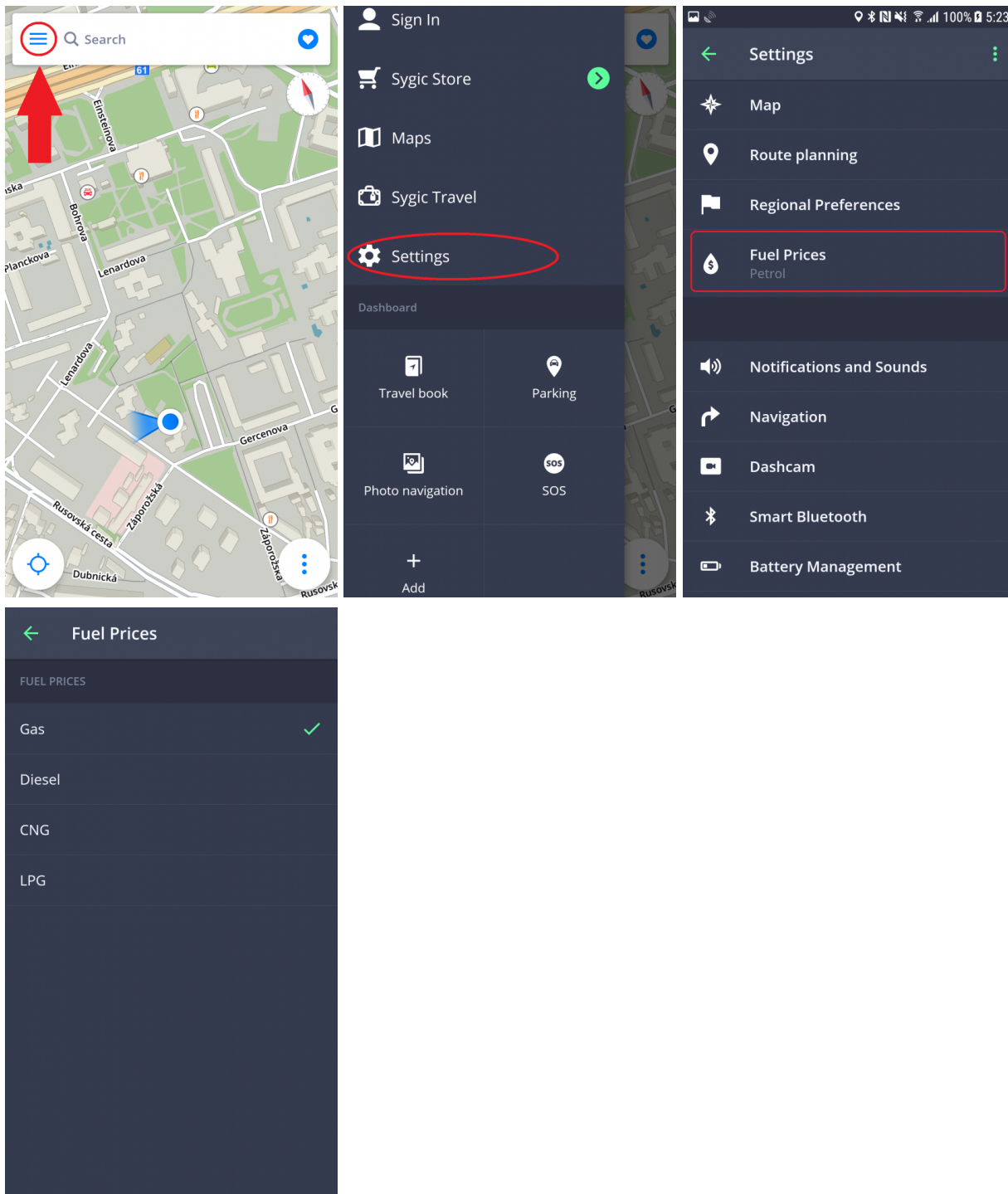
## Fuel Prices

By setting the type of fuel your car is using in **Main menu > Settings > Fuel Prices**, you will get information about the price of the selected fuel in your area, after selecting some fuel station on the map or via its POI

category.

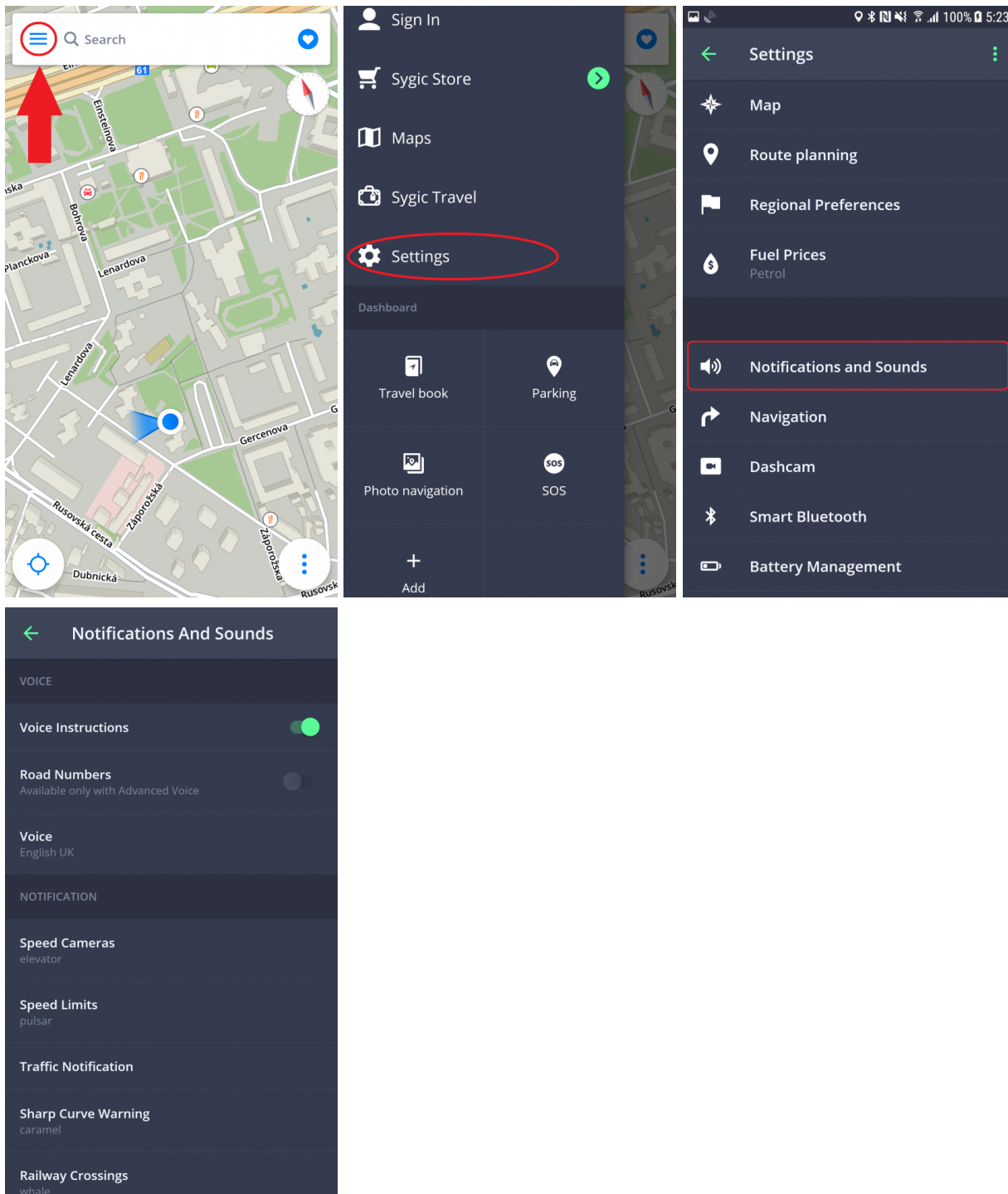
To use this service, it is necessary to have **internet connection** established and a **Premium** or **Premium + Traffic** license activated.

Fuel prices are currently available in the following countries: USA, Canada, Austria, Denmark, Spain, Finland, France, Germany, Italy, Norway, Poland, Switzerland, Portugal, Sweden, Turkey, Romania, Czech Republic, Slovakia, Greece



## Notifications & Sounds

To manage sounds and notifications settings, please go to **Main menu > Settings > Notifications & Sounds**.



## Voice

- **Voice instructions**  
Enable/disable the voice instructions.

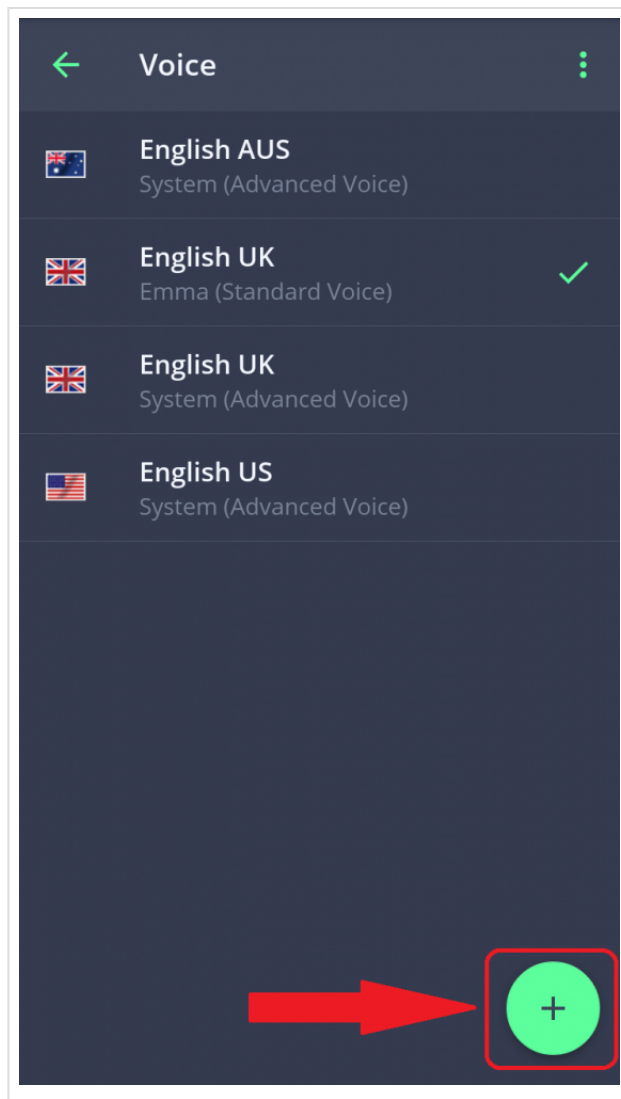


- **Road numbers**

Enable/disable road numbers being included in voice instructions.

- **Voice**

You can choose between available Standard voices and advanced TTS voices. In the voice menu, you can see all the voices you have already downloaded and a green check mark signifies which voice is active. You can choose another voice simply by tapping on it. To download more voices, tap at the green **PLUS** button in the bottom right corner. Then choose between **Standard** and **TTS** voice categories and finally pick your voice. Standard voices are provided by Sygic, while TTS voices are loaded from the operating system in your device, so their availability may vary.





**Standard** voices are actual recordings of a human voice, they provide all instructions needed for navigation in a more natural sounding voice in comparison with synthetic TTS (text-to-speech) voices. On the other hand, the **advanced TTS** voices are able to synthesize any text, therefore they can also say any street names and road numbers. TTS voices allow users to modify custom warnings as well, either for approaching speed cameras, exceeded speed limits or any other events in **Main menu > Settings > Sound and notification > Notifications**

The Notifications section then further allows you to Enable/Disable notifications, or change additional settings for:

- **Speed Cameras** – You can change the warning sound, set up warnings in advance or uninstall them (particularly for countries that have Speed camera warnings disabled due to regulations)
- **Speed limits** – Enables/disables speed limits notifications, set up the warning sound, and set by how much you can exceed the limit before the warning is triggered.
- **Traffic notification** – It is possible to select a warning sound for traffic incidents, or disable them to receive only visual warnings in the app
- **Sharp curve warning** – You can select the warning sound and change advanced settings, which then further specify which kind of warning will be given for each curve
- **Railway crossings** – Allows you to select the warning sound and the distance for the warning to be given in advance
- **Better Route** – Set the sounds which Sygic makes in case a faster route is available (due to traffic on your original route)

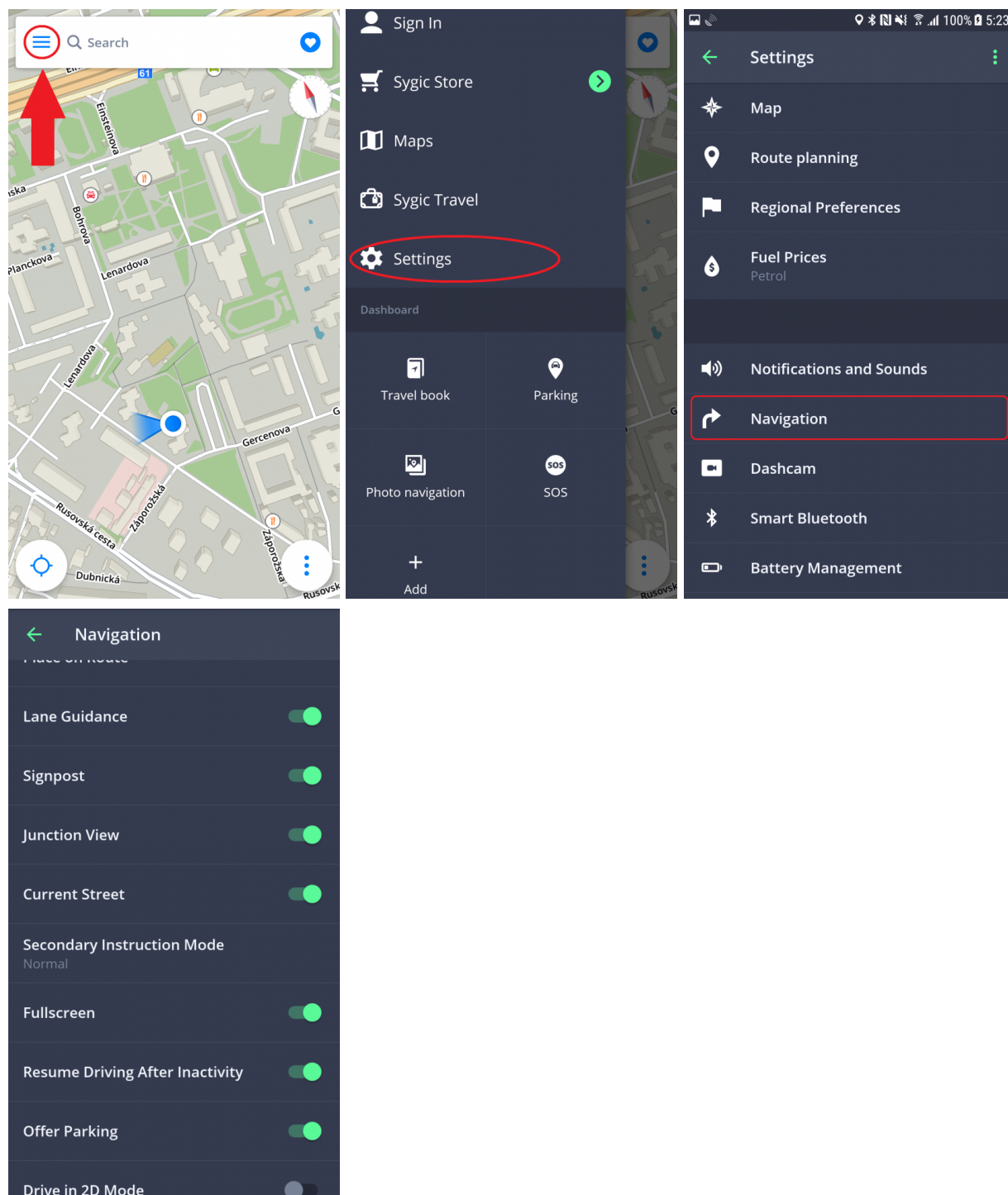
## Bluetooth

Set the output of the voice instructions and notifications. Select **play on phone speaker**, if you wish to receive the instructions from your device even when Bluetooth is enabled, or **play over bluetooth** if you want to receive instructions from another device connected via Bluetooth (e.g. Car radio). If you want to listen to instructions on a hands-free Bluetooth device, select **Play as Bluetooth phone call**. The voice instructions are now to be considered as incoming calls and will also interrupt any radio broadcasting in the way the real phone calls do.

# Navigation

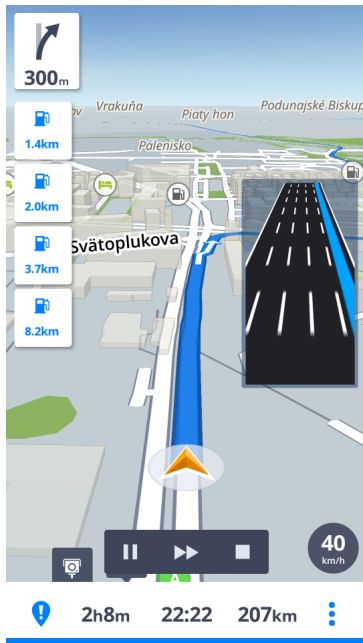
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To adjust what is shown during navigation, please go to **Main menu > Settings > Navigation**.

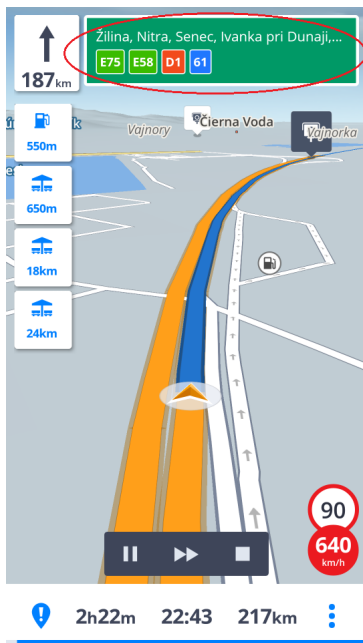


**Place on route** – this setting allows you to modify displaying of places (points of interest) in the notification center on the left edge of the map screen while navigating. You can toggle the switch to turn this feature on/off, or tap on “Categories” to pick which category of Places you want to be displayed on your route.

**Lane Guidance** – shows the most appropriate lane you should be driving in ahead of an upcoming turn

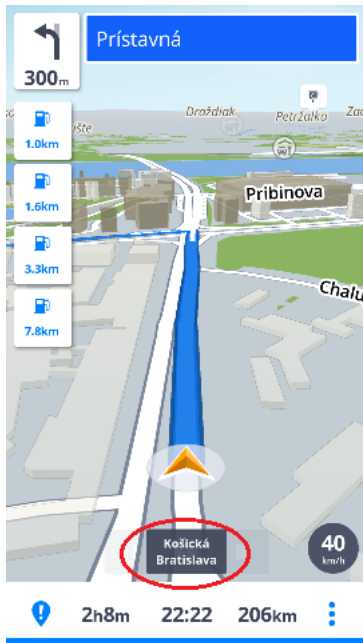


**Signpost** – shows the current signpost with directions and road numbers.



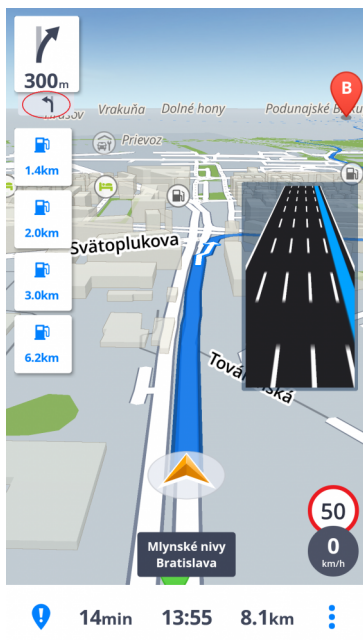
**Junction View** – shows highway exits or complicated junctions in a detailed manner.

**Current street** – shows the current street name below your position arrow



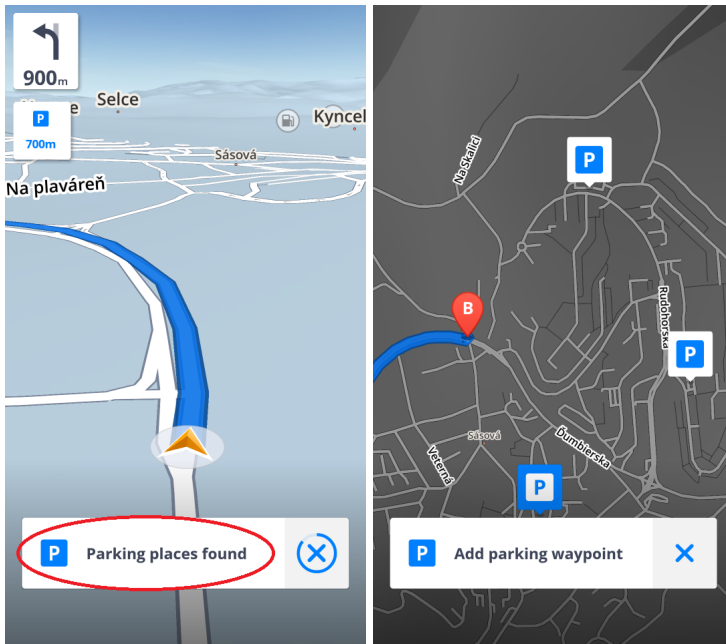
**Fullscreen** – Toggles fullscreen. When this is off, you can see Android's information bar at the top of the screen.

**Secondary Instruction Mode** – small arrow shows the second upcoming change of direction



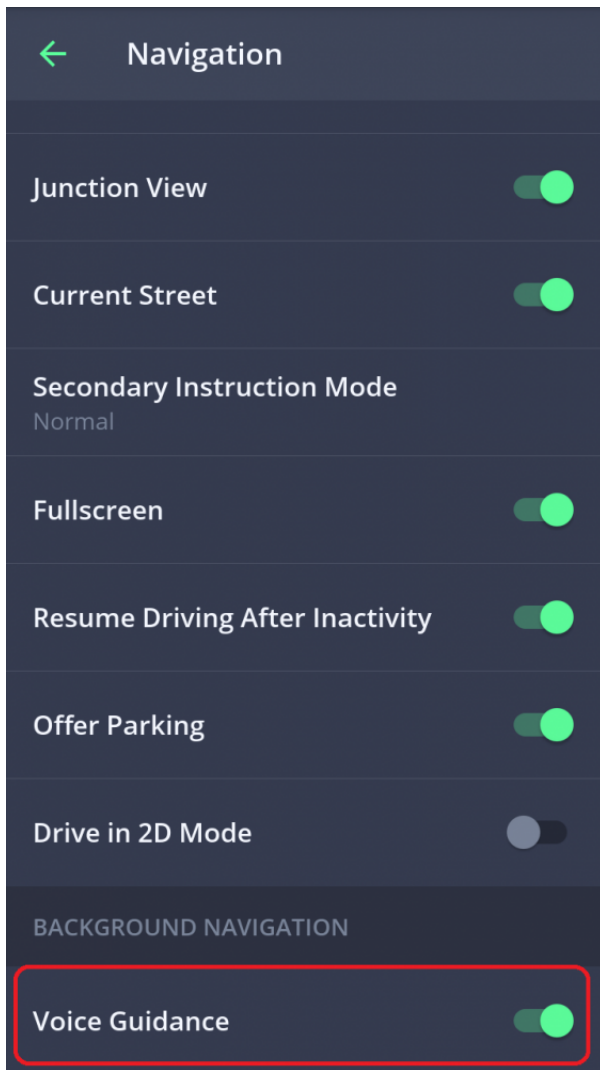
**Resume Driving After Inactivity** – if you do some action that takes you away from the default navigation mode, without cancelling the route, the app automatically returns to the default navigation view after a certain time

**Offer Parking** – a parking suggestion will be displayed when you get close to your destination



**Drive in 2D-mode** – The app switches to 3D mode (view from about a 45° angle) by default when a route is planned and navigation starts. This settings leaves the 2D mode active (view from directly above) even while navigating.

You can also select whether you want Sygic to **Run in background**. If you select the Voice Guidance, the application will provide voice instructions and sound notifications from the background even when the device screen is locked.



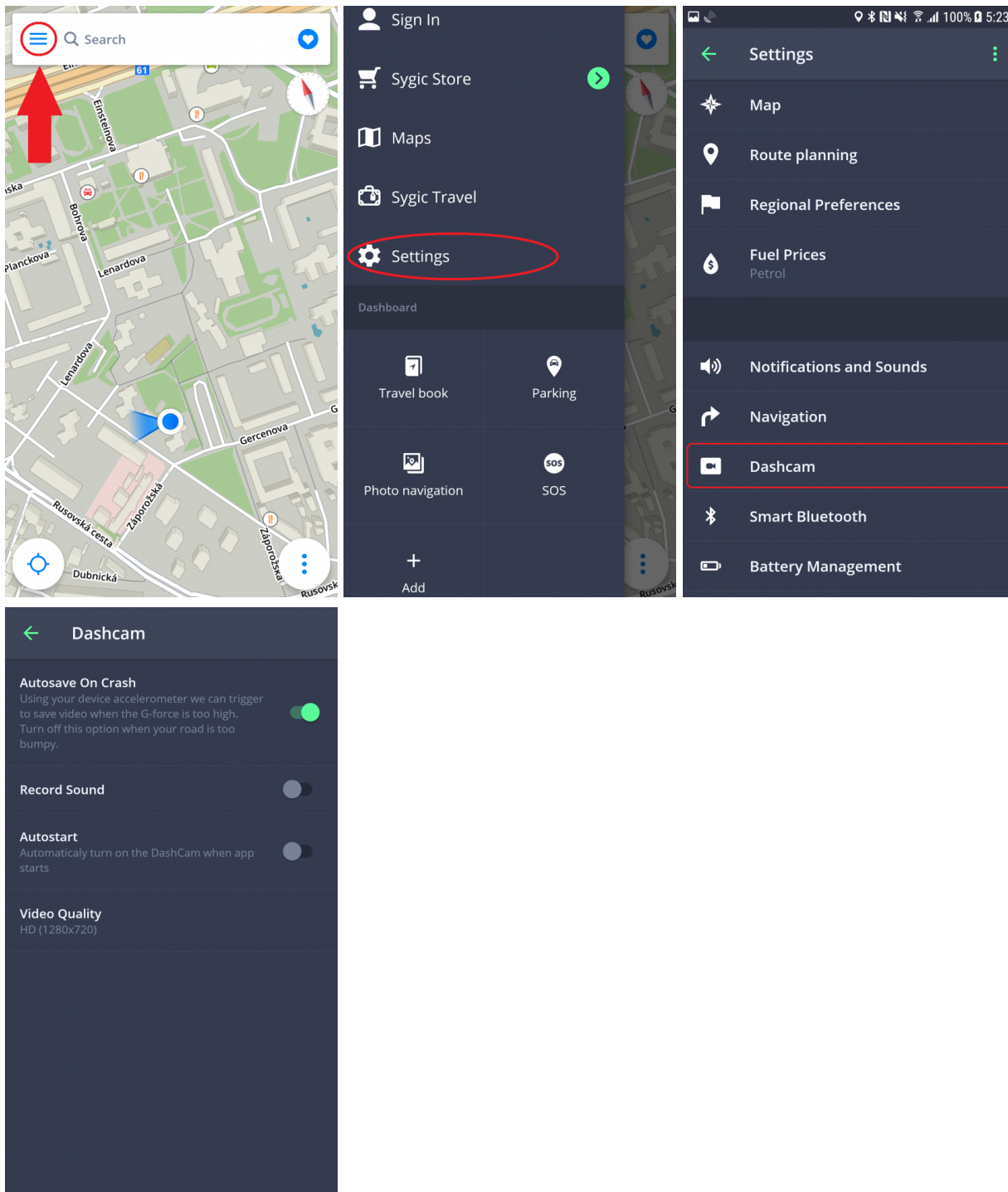
## Dashcam

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**Dashcam** is a feature that allows you to record what happens in front of your car with your phone's camera. It features this functionality:

- continually records the road in front of your car in a 5 minute video loop, while you are navigating
- provides video evidence, which could help you later on in case of a collision
- saves the information about GPS coordinates, current speed, date and time
- you choose when to permanently save the last 5 minutes of recording into a video file
- automatically saves the video in case a crash is detected via the sensors in your device

In **Main menu > Settings > Dashcam** you can enable/disable Autosave on crash, Sound recording, Autostart of Dashcam when the app starts or adjust the video quality



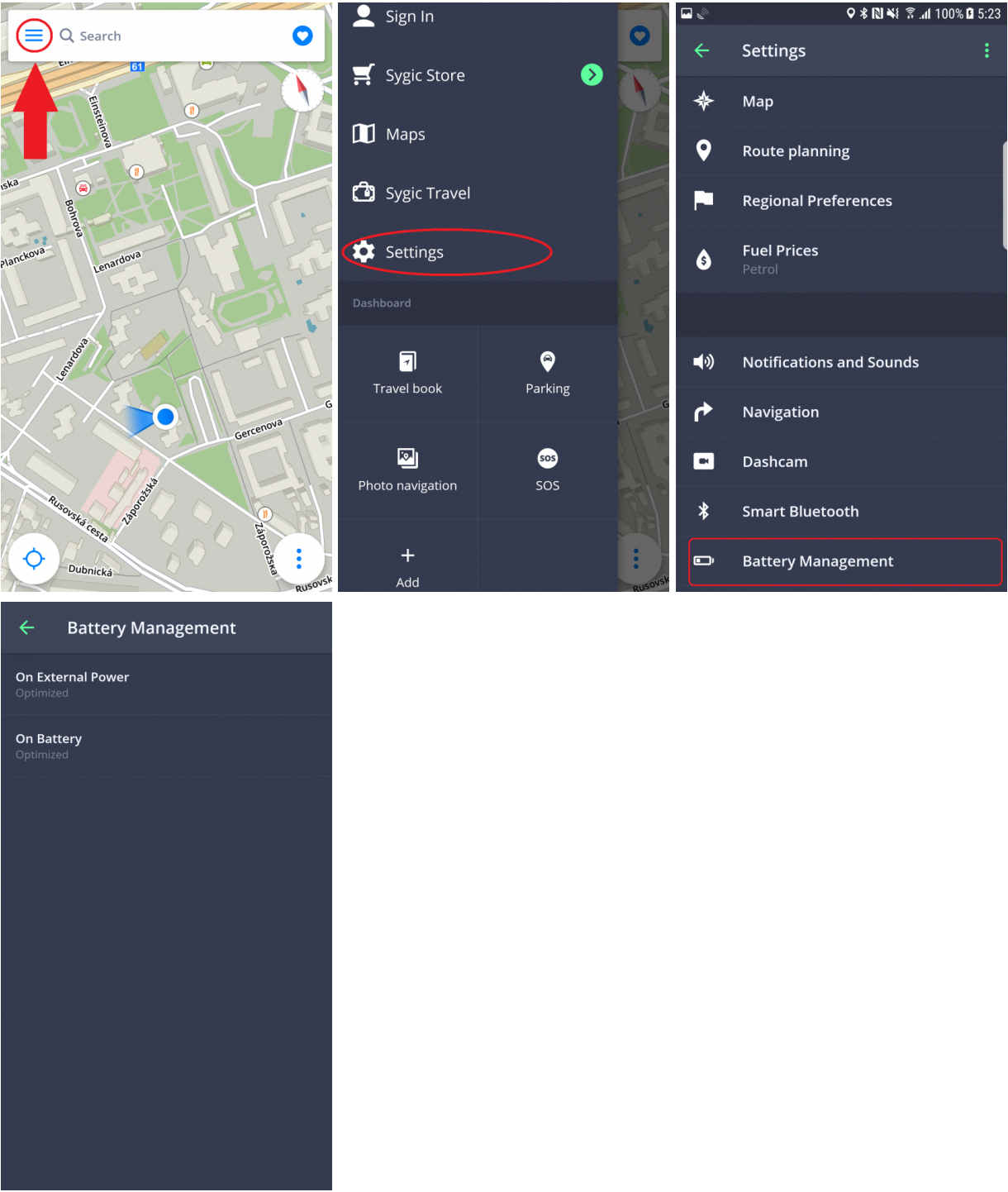


# Battery management

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In **Main menu > Settings > Battery management**, you can set the power level of Sygic navigation on your device depending on whether your device is powered by an external power source or battery.

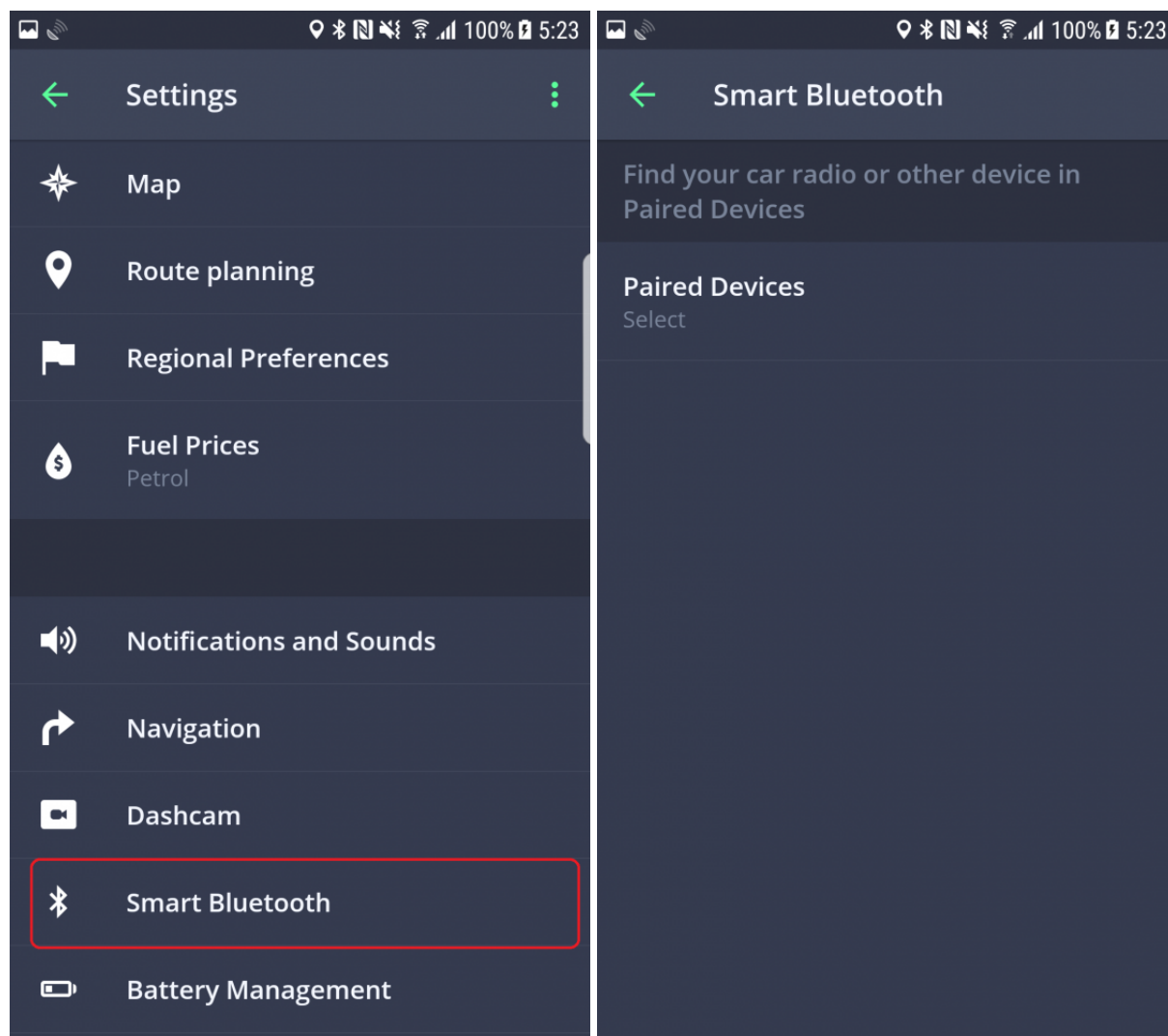
Choose from three modes: **Power Saver, Optimized and High Performance**.



# Smart Bluetooth

This feature will automatically ask you to navigate home when you enter your car at work and vice versa. First of all, you need to set your Home and Work locations – please refer to the article [Navigating to Work or Home](#). Then, you need to pair your devices – both car radio and smartphone via Bluetooth.

Once you have successfully paired your car, you will see more options for this feature. You can set the times when you wish the Smart Bluetooth to start the navigation to work or home. From now on every time you enter your car during the specified times, the application will automatically navigate you to work or home.

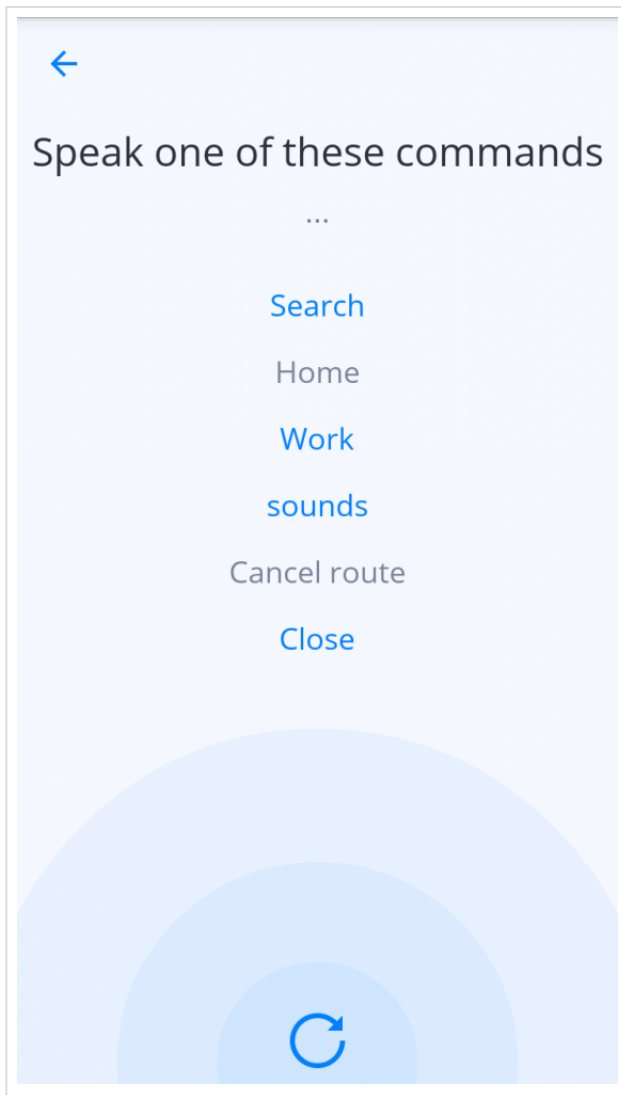


# Voice Commands

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**Voice Commands** function allows you to partially use the app with just your voice. You need to enable it in **Main menu > Settings > Voice Commands** first.

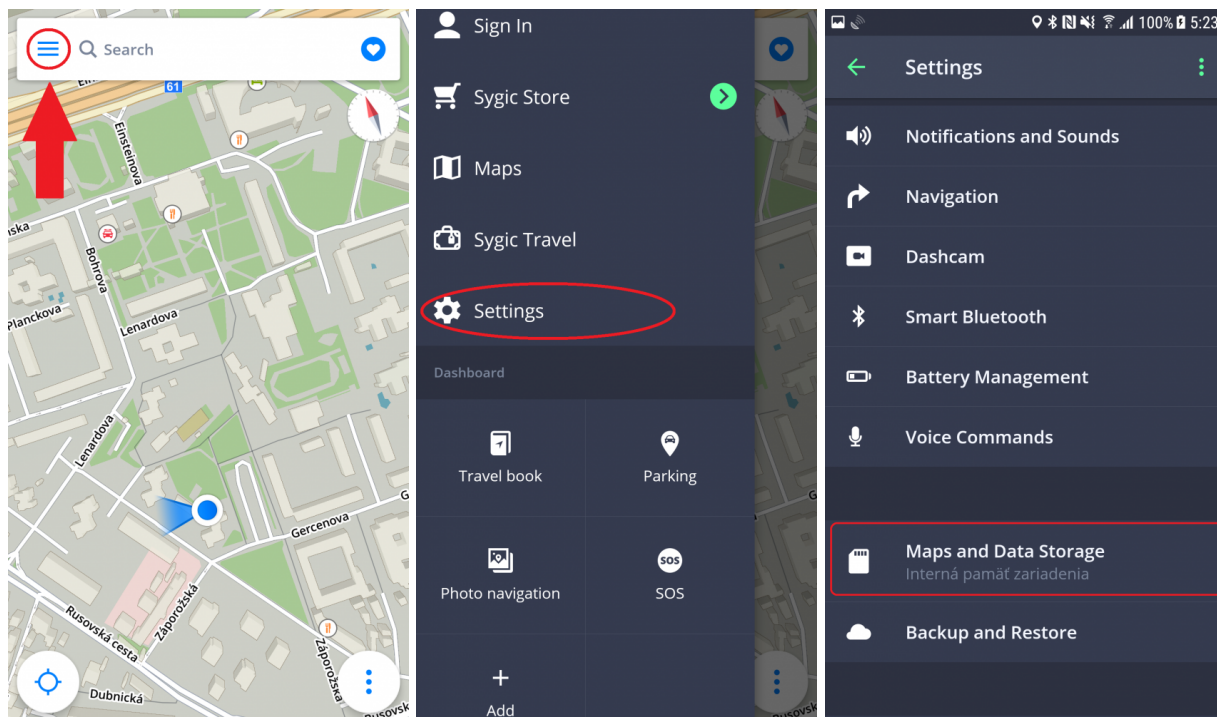
To use the preset **voice commands**, simply move or place your hand very close to the front part of your phone (the sensors are usually at the top of the phone/near the front camera). The **voice commands** screen will appear, showing you the options and awaiting your voice commands.



# Maps and Data Storage

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Tap on **Main menu > Settings > Maps and Data Storage** to choose whether the app data and maps should be saved in your internal memory or on the SD Card.

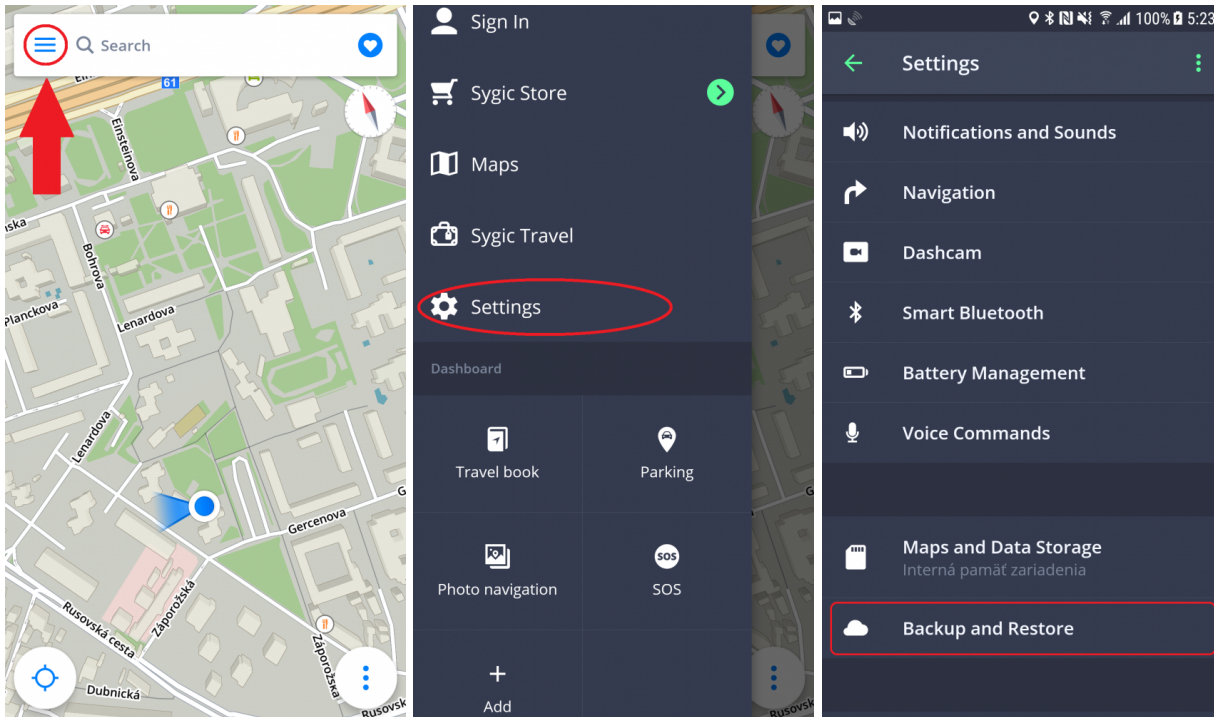


## Backup & Restore

Sygic GPS Navigation & Maps uses **Dropbox** to back up and restore saved data. The data is saved in the cloud and the application will either download the backup from the cloud or store new data to the cloud depending on which data is newer.

The following items are backed up: **App settings, Favorite locations, Favorite routes, imported Places (points of interest) and history.**

This option is in **Main menu > Settings > Backup & Restore**



## Sign in

Creating a **Sygic account** is free and can be done on the following website: <https://accounts.sygic.com/sign-up> . If you buy any license from the [Sygic E-shop website](#), the email address used for making the purchase becomes your Sygic account and you will receive an email message asking you to create a login password.

Some add-on features which can be purchased (e.g. Real View Navigation, HUD, Traffic) can only be activated in the app by signing in, with the same Sygic account email which was used when the add-on was purchased.

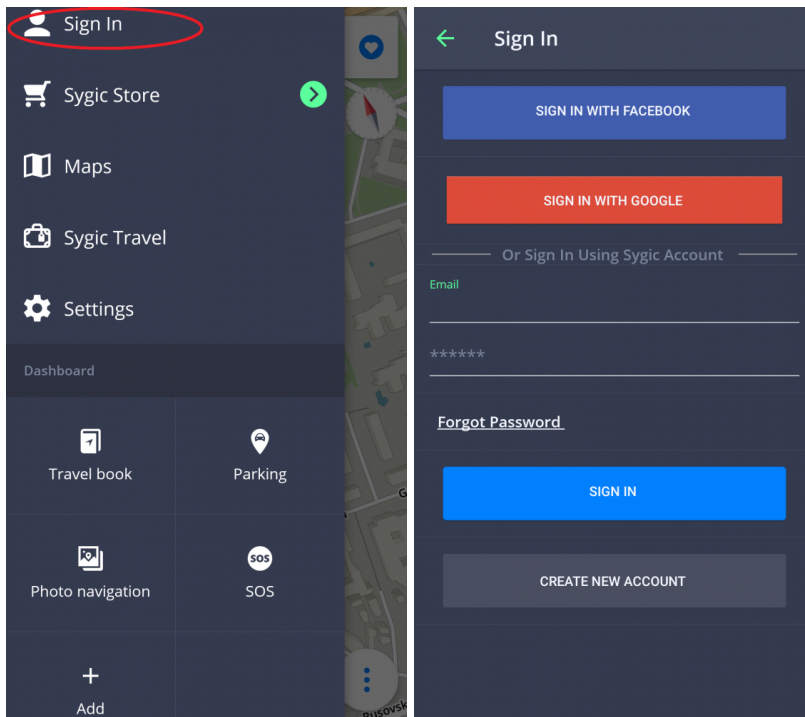
Signing in to the app is also useful for us when you contact the Sygic support team. It allows us to quickly identify your used devices in our database and in that way offer you faster assistance when the need arises.

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

- **Sygic** (recommended)
- **Facebook**
- **Google**

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



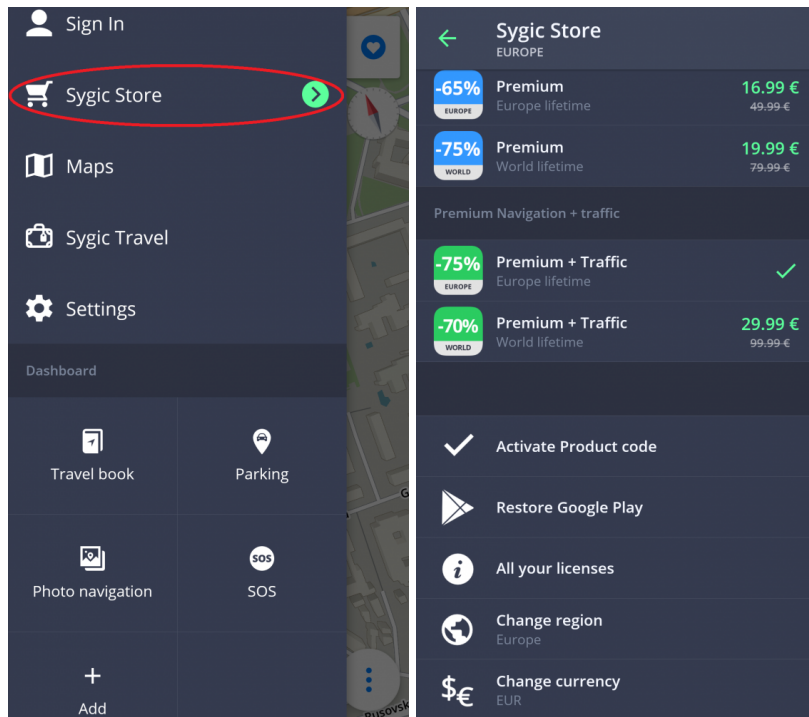


## Sygic Store

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In Sygic Store, you will find the current offers for Premium licenses, Upgrades, or Add-ons. The store also offers the possibility to activate your previous purchase with the product code or via Google Play. You can also review your currently active licenses via “All Your licenses”.





## Sygic Travel

[Sygic Travel](#) makes trip planning much easier. Sygic Travel offers help in any stage of your journey: **searching for inspirations, planning your sightseeings, booking** and fitting the whole trip to an itinerary.



# Troubleshooting

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If you experience any problem while using our application, this chapter will help you find a solution. If you didn't find a solution in this user guide, check out the [Help/FAQ page](#) or contact our [Customer care team](#).

## “Getting position” – inaccurate GPS signal

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Sometimes the app will display 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 you 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 such 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 this kind 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 > Force stop and clear cache.
- Please go to the Sygic app's Menu → Settings → 3 dots icon in the top right corner of the screen and press Reset to defaults. This will effectively reset all your settings in the app, but won't affect your data. Restart the app afterwards.

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. For instance, you could download the GPS Status app which can help identify a potential Hardware fault. This app can also help in case the A-GPS data are corrupt, as mentioned earlier, too. We do not recommend referring to online apps, like Google Maps, as a source of GPS signal accuracy, because it utilizes network location, which works differently when compared to standard GPS.

- 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](#).

## Problem downloading maps

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If the app get's stuck when downloading maps, or a map download wouldn't complete no matter how many times you try to download it, then there is a number of troubleshooting steps you can try:

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, probably a simple router restart will help.
4. Also check for any firewall or antivirus app that could be blocking the download.
5. Please run Sygic and go to Menu → Settings → Menu in the top right corner of the screen and select reset to default. Restart the app after the reset.
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.

If the problem persists after you've changed the network connection, please contact us with the following additional information:

- Device model and OS version (all devices that have this issue)
- Which map are you trying to download
- The device code from the Sygic App → Menu → Settings → Information → About.
- Anything else that you think would help us in identifying the issue

# Crash/freeze of application

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First of all, we're sorry that you experience this kind of behavior in the app. This article covers all of the basic troubleshooting steps that help in resolving situations like this.

1. First and foremost, 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
2. 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 → Application manager → Sygic
3. In the event that the issue persists and you are able to launch the app and access it's settings, please go to the app's Menu → Settings → Menu in the top right corner of the settings and Reset to defaults. Turn the app off and on again. This should help in case the issue is caused by a certain app setting.
4. 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. 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.
5. As the very last resort, please consider reinstalling the app.

If neither of the above helped in resolving these issues, please contact us with the following data (the more data you can give us, the sooner will we be able to fix the issue), so that we may effectively assist you in resolving them:

- Your device model on which this crashing occurs
- Which Android OS version are you currently running on it
- Sygic App version (you will find this information in Menu → Settings → Information → About, or in the Android system's Application manager → Sygic window)
- Please describe the steps leading from app launch to the moment the issue appears

# Trouble Downloading Sygic App

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Please, try to connect to another wireless network and make sure no **firewall/antivirus** is blocking the connection.

If the problem is not related to your connection, then please perform these few steps in the following order:

- Go to Android settings > Apps > **Google Play Store** > **Force close** and **Clear data**
- Go to Android settings > Apps > **Google Services Framework** > **Force close** and **Clear data**
- Turn your device off and on again.

After that, try to download the Sygic app again.

If problem continues, please contact our Customer support: <https://help.sygic.com/en>

## The app is not connecting to servers

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

1. Go to Menu → Settings → Menu in the top right corner of the settings
2. Select Reset to defaults
3. Close the app and start it again.
4. This action will reset all your settings in the app to its default values. It will not affect your personal data in the app – your favorites, routes, everything will remain intact as it was.

If you still cannot access these sections in the app, 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 its access to the internet.
4. Try connecting using a different network connection

If the problem persists after you've tried it on a different network connection, please use the Submit a request button on the [Help/FAQ website](#) to contact our support team with the following additional information:

- Device model and OS version (all devices that have this issue)
- Which part of the app is it not possible to access
- The device code from the Sygic App → Menu → Settings → Information → About.
- Anything else that you think would help us in identifying the issue

## Route did not calculate due to an error message

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One possible error you may encounter is **Route calculation failed: Download 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 → 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.

### “Route Calculation Has Failed: Road Limit was exceeded” error

This appears when the app’s routing algorithm reaches its computational limit. Usually, there are a few reasons why this error 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 planning.
- The starting point or destination is set in a no-drive zone, private property, or farther from an 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.
- 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.



**To further improve our routing, we would like to ask you to submit any route that you tried to set up through the “Submit a request” button on our [Help page website](#). When submitting a report of this error message, please include the following data:**

**- Exact starting point and destination of the route (just as you entered them in the app, full addresses, or GPS coordinates)**

- Your route computing settings and road type avoidance preferences from Menu → Settings → Route Planning
- Any other notable piece of information that could influence the calculation of the route, like waypoints (exact locations if you used any), or what maps of countries do you have installed and if the app is installed in internal memory, or SD card.

### **“Route Calculation Has Failed, Other error”**

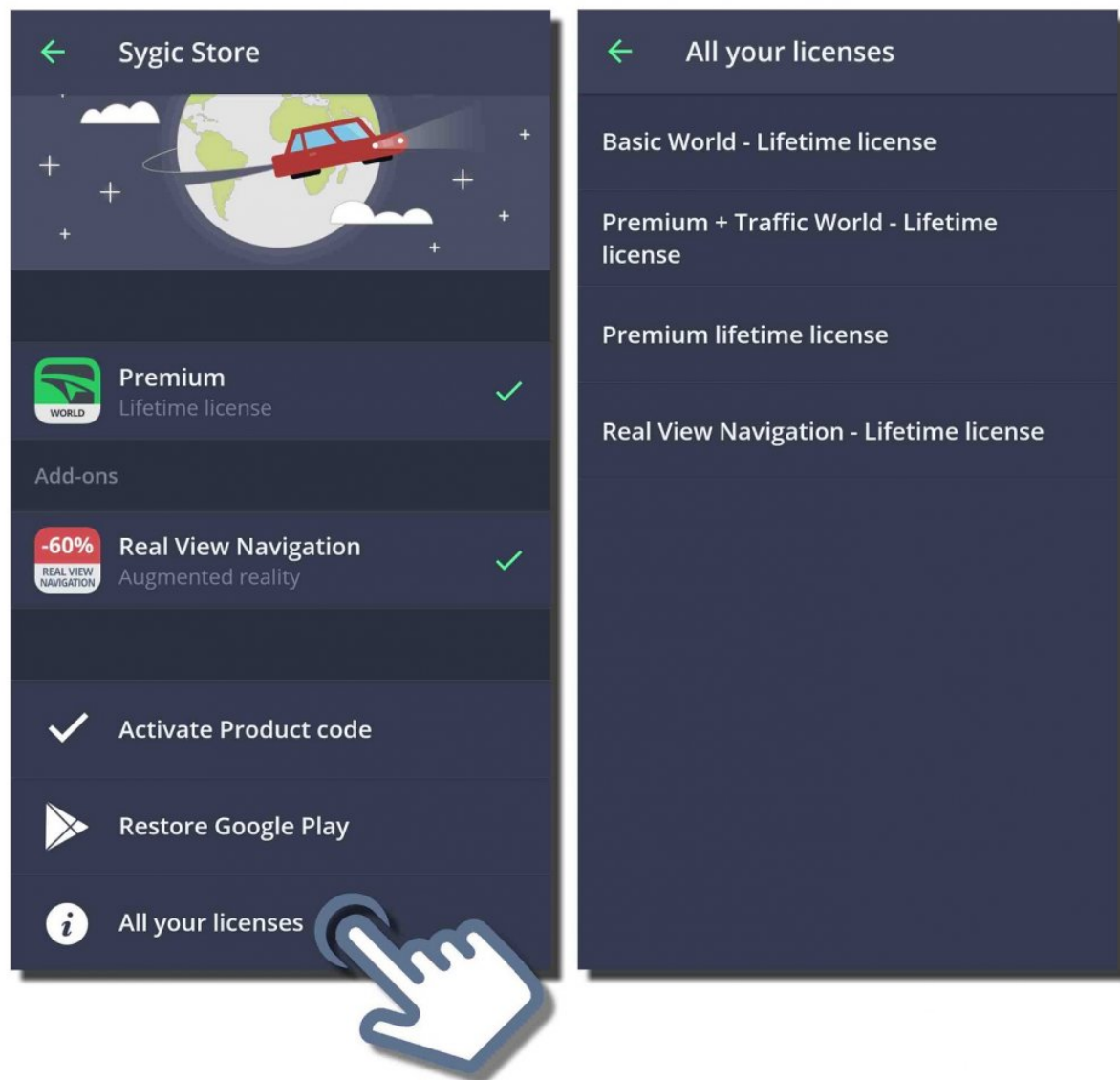
Please report this error in case you experience it and please include all the information as described above about your route, we will need it for further investigation.

## **What if premium stops working?**

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Sometimes a corrupt file could cause the app's premium features to stop working, even though they are apparently activated when you check the Sygic Store → List of all your licenses.

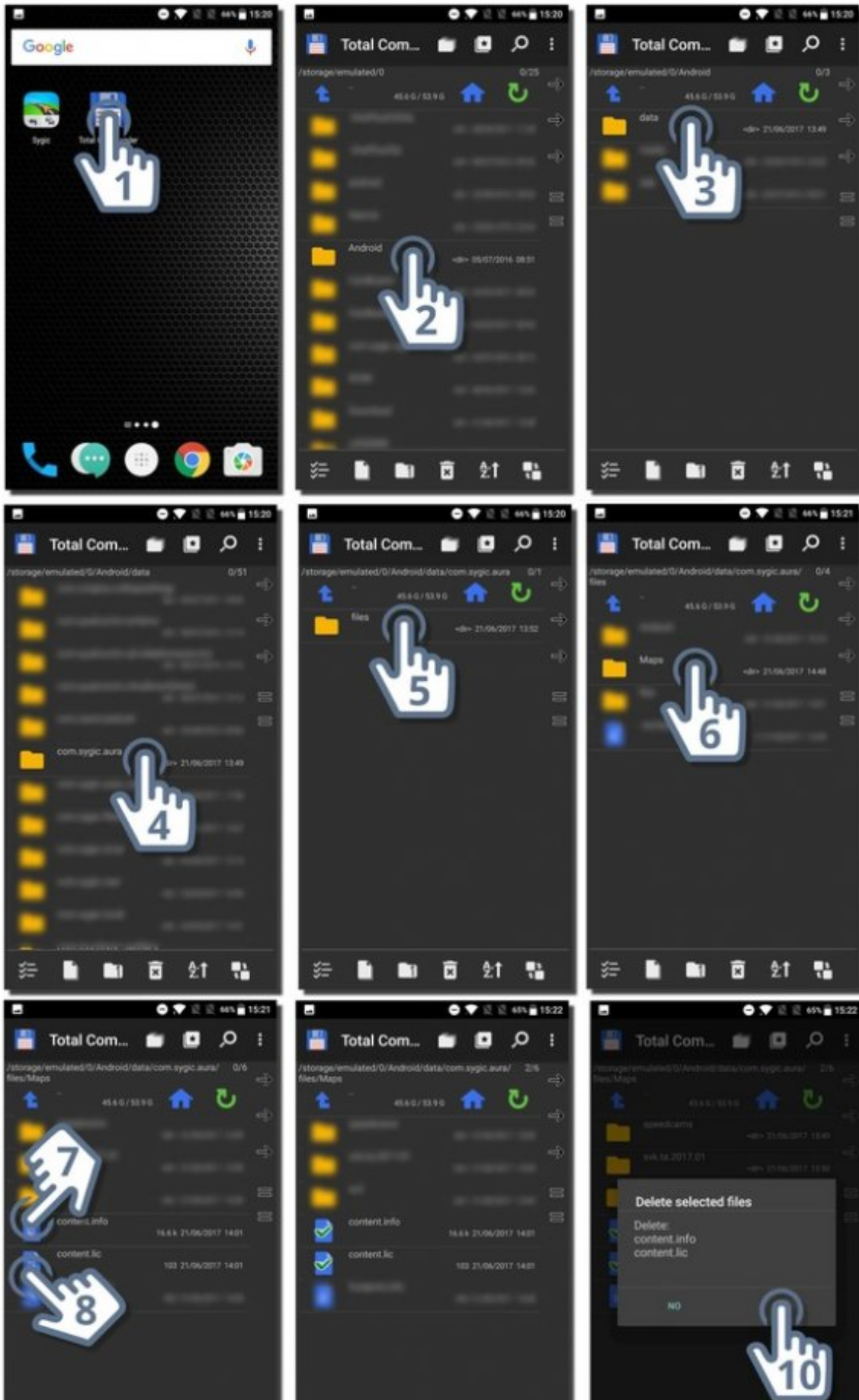




If the license is shown there, but you cannot use the features in the app and you see padlocks on the feature icons in the app, please follow this procedure:

1. Use a file manager application to go to a specific folder in your memory. (We recommend "Total commander" app for this purpose. It is available for free via Google Play Store.) In the internal memory, or SD card, please go to the directory "Android/data/com.sygic.aura/files/Maps/"
2. Delete the "content.info" and "content.lic" files
3. Re-launch the Sygic GPS navigation application with internet connection enabled so the application can connect to our servers.

Once you restart the app, the files will appear again, the premium features should be working though.

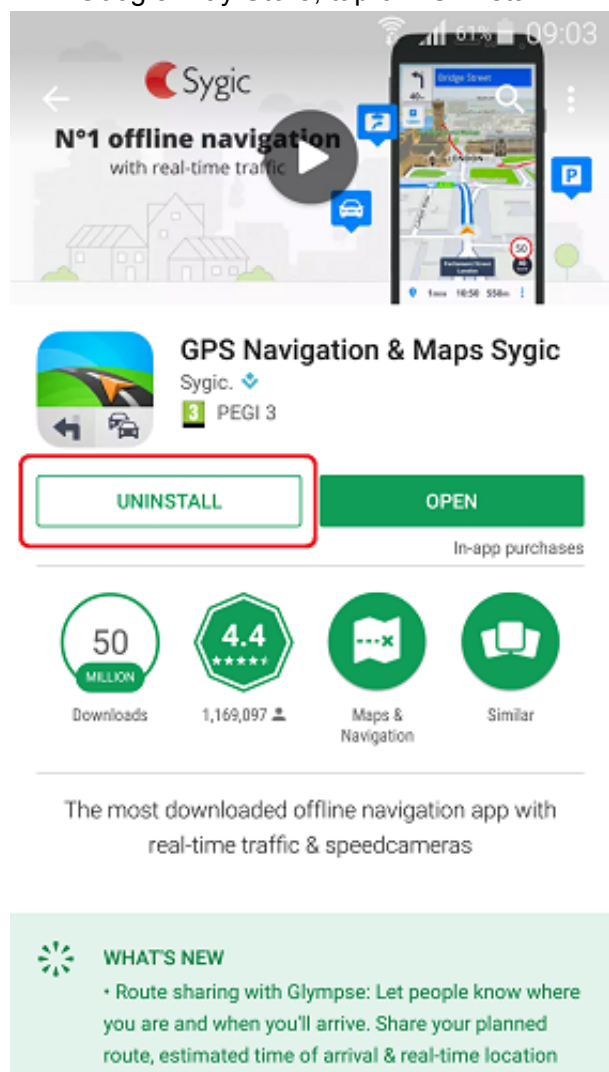


# Reinstalling the app to solve technical issues

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 done, you can install the application via the Google Play store again.

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.

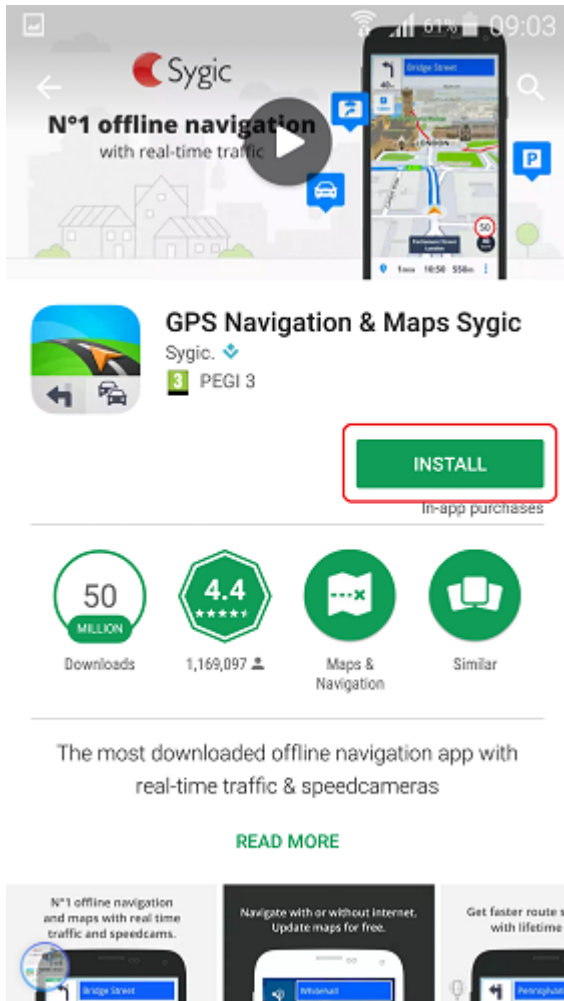
1. In Google Play Store, tap on "Uninstall".



Notice: If you have been using the app for a few years now, and only updated the app during that time (never uninstalled it), you may find a folder called just "Sygic" in your

device's memory after the Uninstall is done. We would suggest removing that folder since it is now obsolete and is no longer used, yet it could be causing various issues.

## 2. Then, tap on "Install"



### (OPTIONAL)

If you would like to back up your maps, Favorites or other personal data, please copy the following files and folders to other folder in your phone memory, or transfer them to your PC:

Android/data/com.sygic.aura/files/Maps/ – The maps are stored here

Android/data/com.sygic.aura/files/Android/settings2.dat – Application settings

Android/data/com.sygic.aura/files/Res/db/items.dat – Your saved favorite locations

Android/data/com.sygic.aura/files/Res/itinerary/ – Saved routes

Android/data/com.sygic.aura/files/Res/travelbook/ – Travel book data

Once you reinstall the app, copy the backed up data back into these folders.