

New Sygic GPS Navigation for iOS

22.x — Last update: 22 August 2023

Sygic

Table of Contents

1. Compatibility & Requirements	4
2. Getting started	5
2.1. First start	6
2.2. Main Menu	10
2.3. Language and Voice Settings	11
2.4. Map management	15
2.5. Display modes	21
2.6. Quick Menu	23
2.7. Report Menu	25
3. Set up your first route	27
3.1. Choosing the starting point	28
3.2. Searching for destination	32
3.2.1. Browsing the map	33
3.2.2. Navigating to an address	35
3.2.3. Searching for a Place (POI)	36
3.2.4. Navigating to GPS coordinates	41
3.2.5. Navigating to History / Favorites / Contacts	44
3.2.5.1. Adding or Managing Favorites	47
3.2.6. Home, Work – setup & navigation	54
3.3. Adding waypoint to a route	59
3.3.1. Adding waypoint in route overview	60
3.3.2. Adding waypoint while navigating	61
3.3.3. Removing & Skipping waypoint	64
3.4. Saving a route	66
3.5. Starting the route	70
3.6. Route info	73
3.7. Route cancellation	75
4. Main menu	76
4.1. Sign in	77
4.2. Sygic Store	79
4.3. Settings	80
4.3.1. Route & Navigation	81
4.3.2. Language & Voice	84
4.3.3. Notifications	85
4.3.4. View & Units	88
4.3.5. Traffic	90
4.3.6. SmartCam	91
4.3.7. Speed cameras	94
4.3.8. Calendar events	95
4.3.9. Bluetooth	97
4.3.10. Fuel type	98

4.3.11. Backup & Restore	99
4.4. Reset to defaults	100
5. Add-ons and extra features	102
5.1. Traffic.....	103
5.2. SmartCam	106
5.2.1. Sign recognition	110
5.2.2. Dashcam	111
5.2.3. Real View Navigation	112
5.3. Head Up Display	114
5.4. Cockpit.....	120
5.5. Static Speed Cameras	122
5.6. Mobile Speed Cameras	124
5.7. Electric vehicle mode	125
5.7.1. EV mode settings.....	126
5.7.2. Searching for charging stations.....	131
5.7.3. Adding charging stations to your route	134
5.7.4. EV mode help	136
5.8. Apple CarPlay	138
5.9. Import/Export GPX	140
5.10. Vehicle icons.....	141
5.11. Fuel prices	142
6. Updates	143
6.1. App updates.....	144
6.2. Map updates	145
7. Troubleshooting	146
7.1. Problem downloading additional maps	147
7.2. Crash/freeze of application.....	148
7.3. The app is not connecting to servers	149
7.4. Inaccurate GPS signal for navigation.....	150
7.5. Route did not calculate due to an error message.....	151
7.6. Reinstalling the app to solve technical issues.....	152

1. Compatibility & Requirements

Sygic GPS Navigation for iOS requires you to have a **compatible Apple iOS device**.

- iOS 14 or later
- iPhone, iPad, and iPod Touch devices (7th generation) with optimization for iPhone 6 Plus, 6S, 6S Plus, and iPhone 7/7 Plus/8/8 Plus and iPhone X/XS/XS Max and XR, iPhone 11, 11 Pro and 11 Pro Max, iPhone 12, 12 mini, 12 Pro and 12 Pro Max, iPhone 13, 13 mini , 13 Pro and 13 Pro Max.



Please note: iPad “WiFi-only” devices do not have a SIM card slot or a built-in GPS module/receiver. As Sygic GPS Navigation requires the GPS function for its operation, it is necessary to have an external GPS module paired with the iPad.

We also recommend **downloading and trying out the app for free**. You'll get a 7-day trial of premium features. You can download it directly from Apple App Store, [here](#) .

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 iCloud

2. Getting started

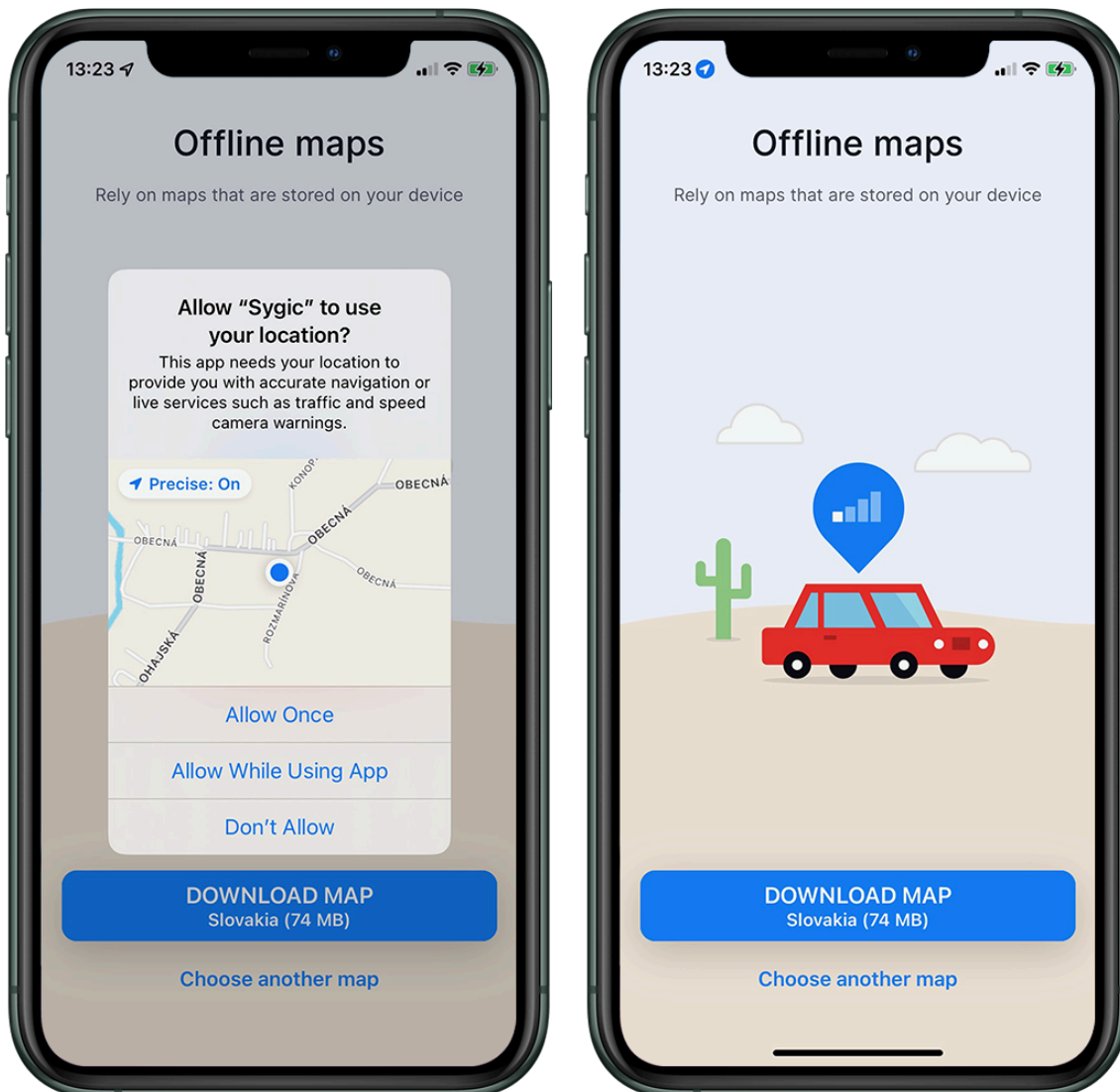
Sygic GPS Navigation is an offline navigation app and does **not require an online connection** to operate. Online connection is only necessary during initial installation and activation of the software and for installing **maps and updates**. Online connection is also necessary for services such as traffic information, fuel prices and warnings of mobile speed cameras.

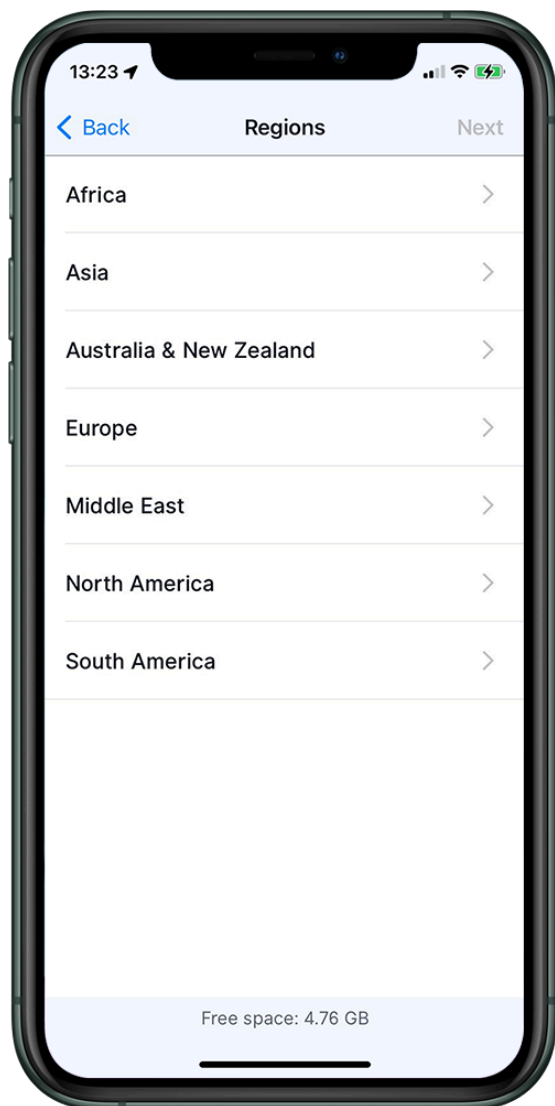
Make sure that you have installed **all maps and updates** while in the comfort of your home or at a place with solid Wi-Fi connection. For longer trips make sure that you have a **compatible charger** to avoid draining the device battery.

Important! Paid in-app licenses and applications cannot be used on other platforms, such as Android or Windows phone.

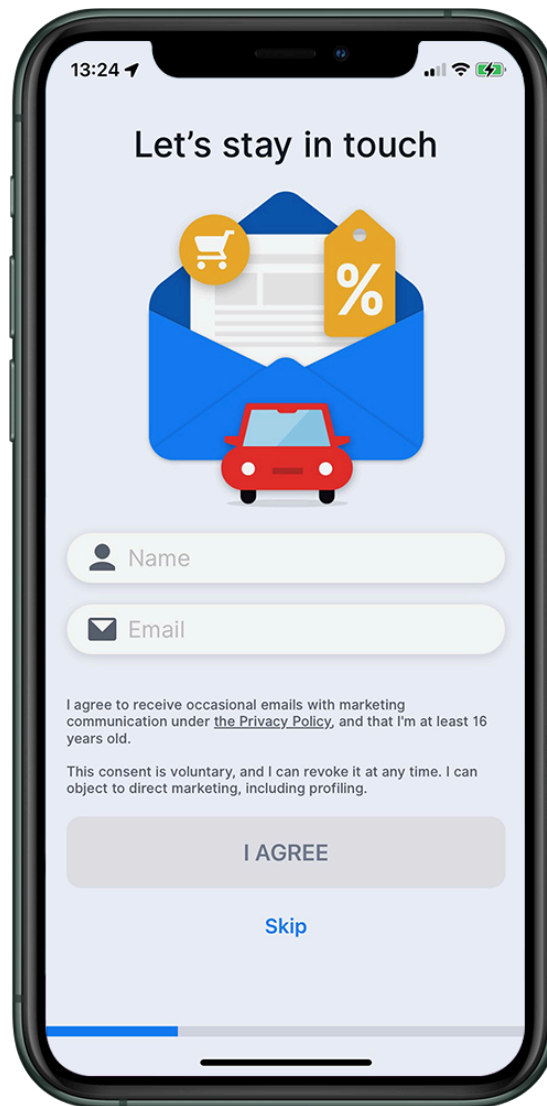
2.1. First start

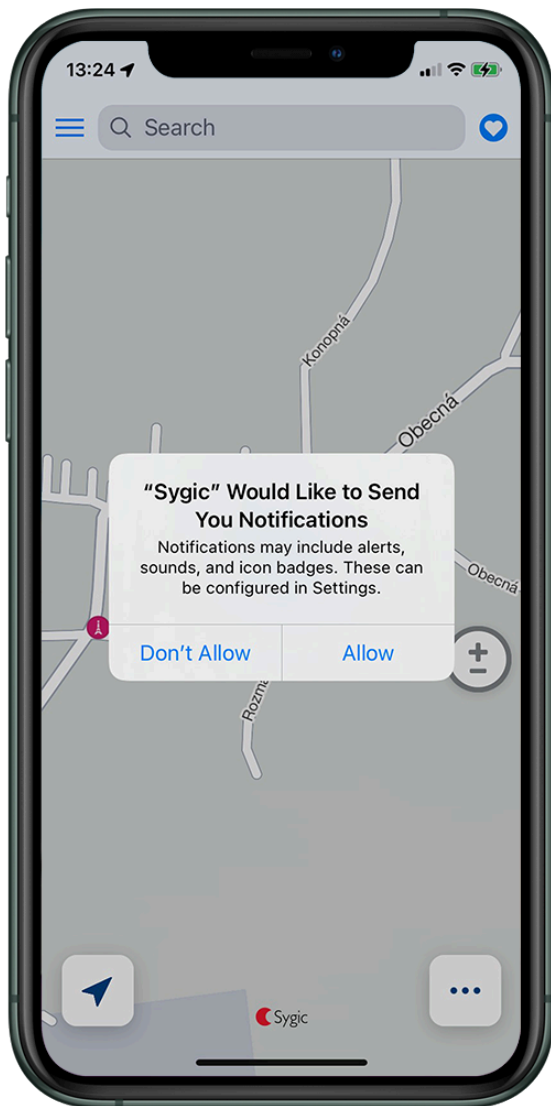
When you download and install the app on your device, with the first start the app will ask permission to access the device location, which is necessary in order to determine your position. You will be also prompted to download your first map. The app will detect your country, and suggest downloading 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.





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

2.2. Main Menu

The main **Menu** can be opened by tapping on the **Menu** button ≡ in the top left corner of the screen or by dragging your finger from the left edge of the screen towards the center.



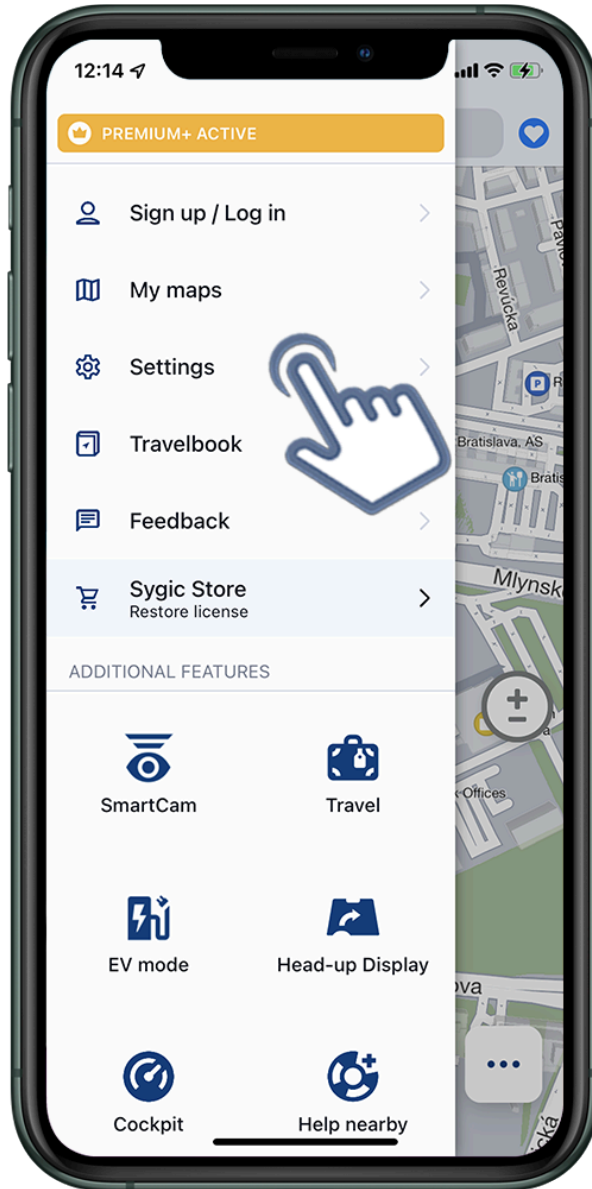
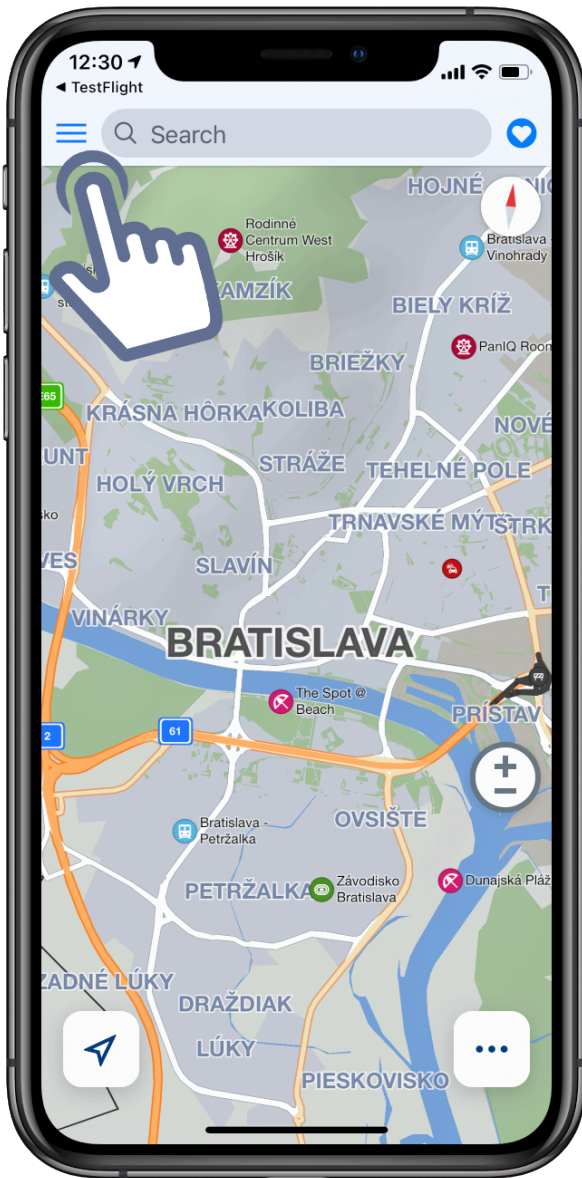
2.3. Language and Voice Settings

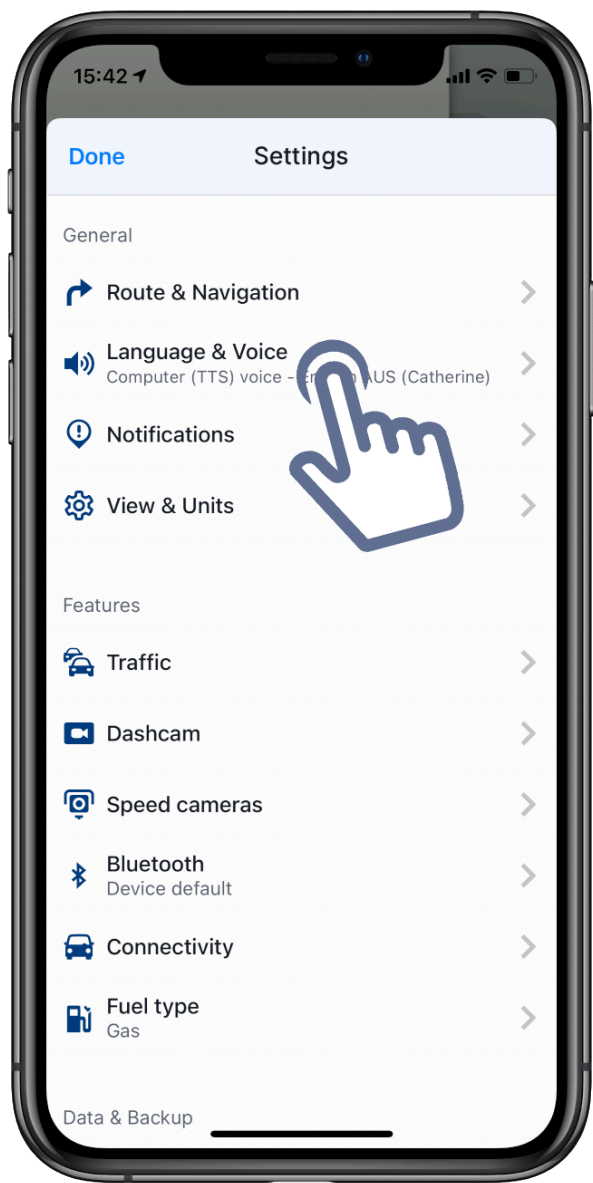
To change the language of the app, go into the app's [Main Menu](#) → **Settings** → **Language & Voice** → **Language**

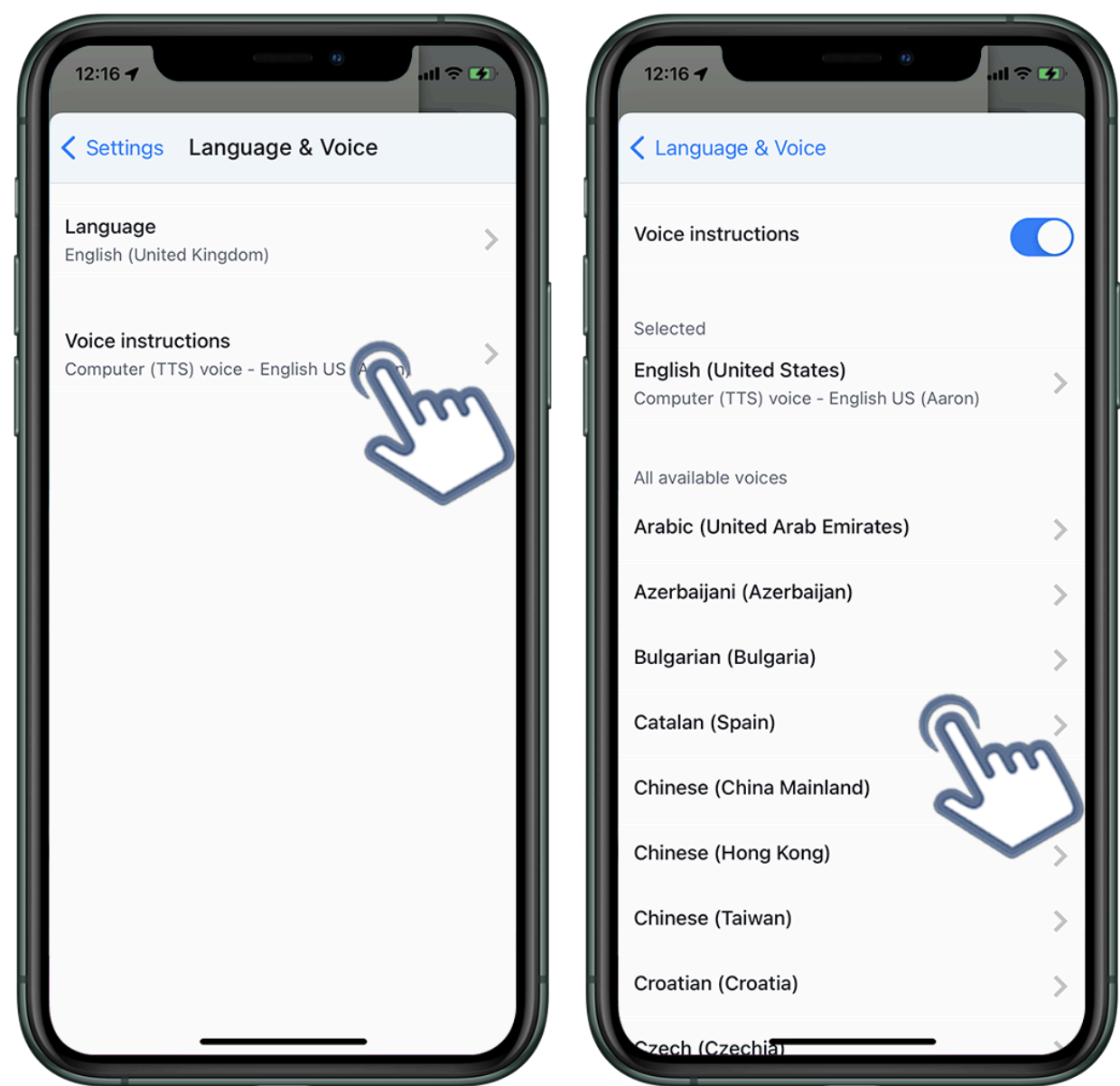
If you would like to change the voice used for navigation instructions, go into **Main menu** → **Settings** → **Language & Voice** → **Voice instructions**.

You can choose between Standard **Human voices** and **Computer (TTS) voices**.

- **Human voices** provide all the voice instructions needed for navigation – direction, distance... in a natural-sounding voice, but do not provide spoken city and street names. Human (standard) voices are provided by our Sygic app.
- **Computer (TTS) voices** are able to synthesize any text, they can also say street names and road numbers. In addition, they offer the option of setting custom alerts via Menu → Settings → Notifications → for each category via the Sound option. TTS voices are loaded from the operating system in your device, so their availability may vary and you may adjust them through the device settings.







2.4. Map management

To manage your maps, go to **Menu → My Maps**

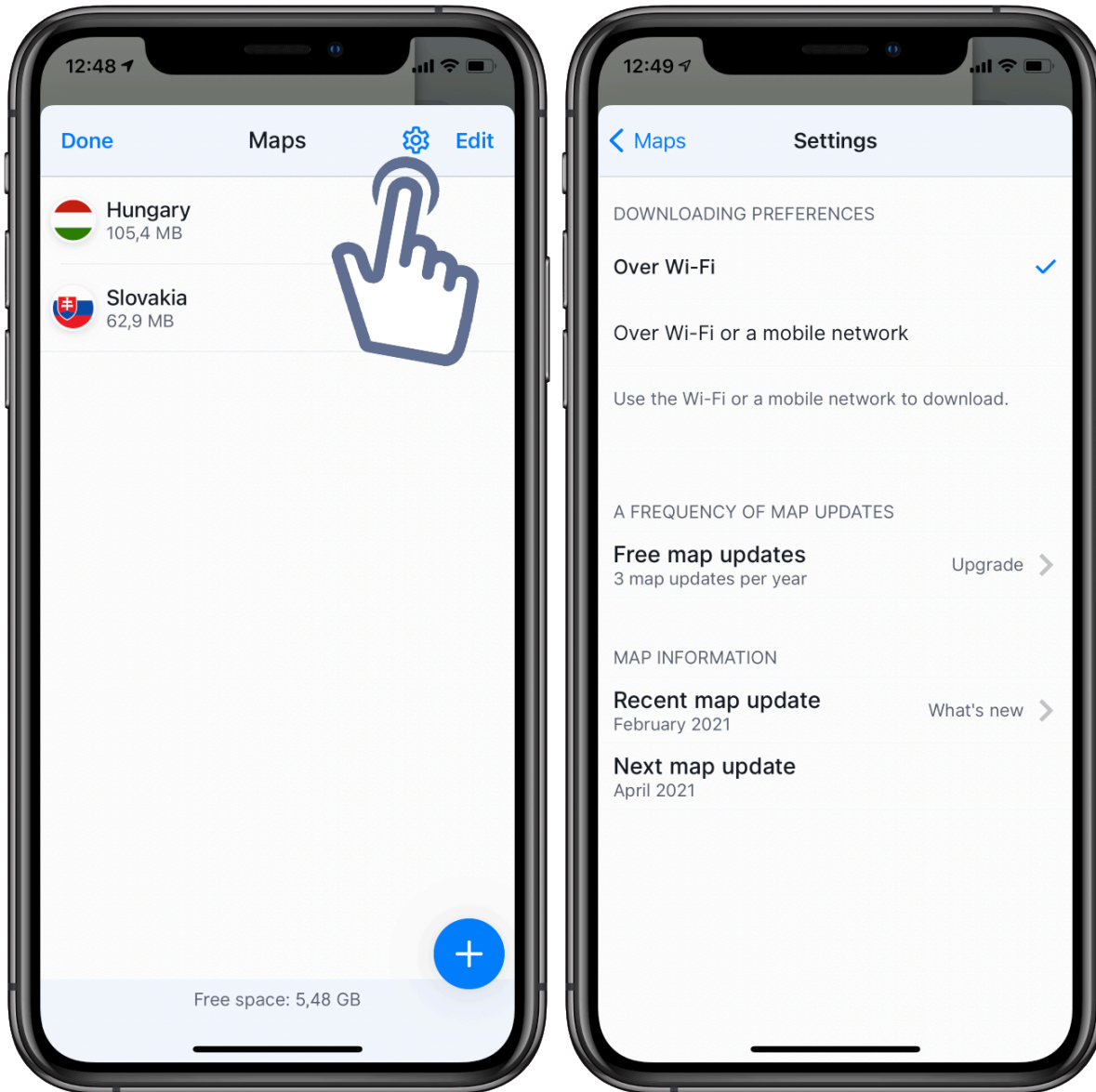
All the maps you have already downloaded are listed here, the amount of free memory space is displayed at the bottom of the screen.

Please note!

- Sygic GPS Navi is **offline navigation**, so you don't need an internet connection while navigating, but you have to **download maps**.
- Maps can only be updated in the latest versions of the application.
- We publish free map updates 3 times a year for all users.



The **gear icon** in the upper right corner gives you access to map download preferences and map release information.



If you want to **download more maps**, tap on the **blue PLUS “+”** button in the bottom right corner of the screen.

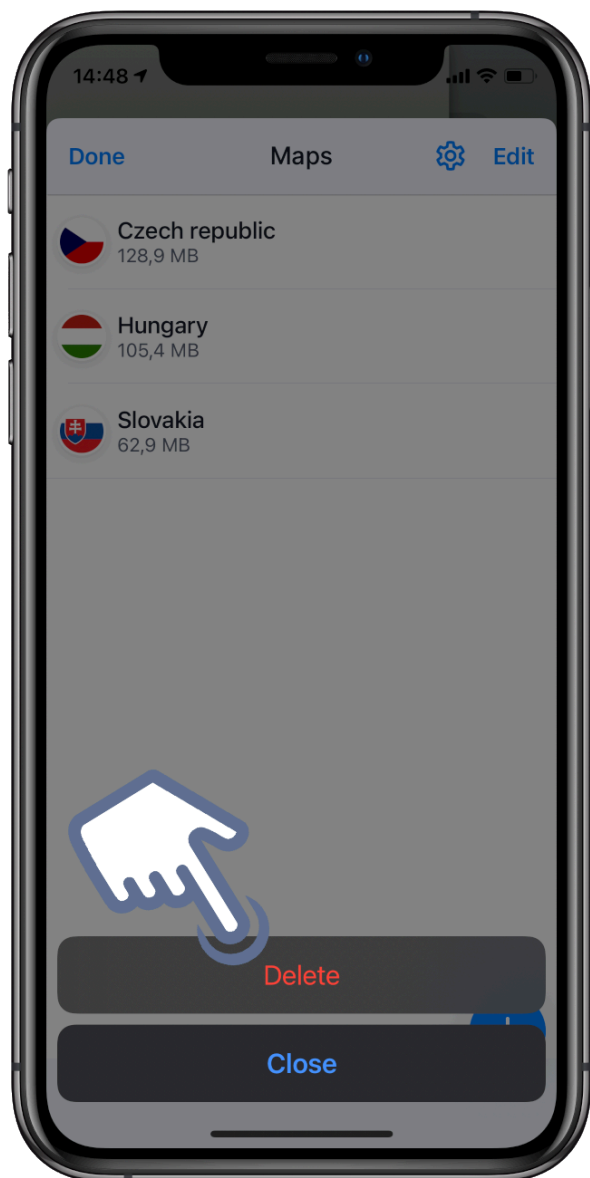
- select the continent of your desired country → choose the particular country (blue cloud indicates maps available for download)
Some large country maps are divided into **regions** which will be displayed after you tap on that country. If you would not be sure which specific regions you'll need for your travels, then you can download all the regions by selecting the first option with the name and flag of the country.
- the download progress is indicated under the country/region name





If you want to **delete maps**, tap on **Edit** in the right upper corner. Select the maps you want to delete and confirm by tapping on Delete in the bottom right corner.





2.5. Display modes

Sygic GPS Navigation uses two basic modes – **Navigation mode** and **Map mode**.

In the **Navigation mode** the navigation screen shows the map of your surroundings with highlighted navigation route. Once you get to a turn or junction, you will see an arrow showing the direction you need to take. Besides turn by turn navigation, the navigation screen shows a lot of additional information:



1. Direction of oncoming turn, Distance to upcoming turn, Signpost
2. Points of interest on the route
3. Lane assistant
4. Change zoom and 2D / 3D view
5. Reporting menu
6. Current location
7. Maximum speed on the current street/road and your current speed
8. Current street

9. Route overview
10. Arrival time, remaining time, and distance to the destination
11. Quick menu

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



1. Menu
2. Destination search
3. Favorites / Contacts
4. Point of Interest
5. Current position
6. Favorite place
7. Zoom control and 3D/2D toggle
8. Change map orientation / Show current position
9. Quick menu

2.6. Quick Menu

The **Quick menu** provides instant access to important application functions during navigation. The menu can be accessed by tapping on the **3 dots** menu button in the bottom right corner of the map screen.



Share route

Smartcam.

Head-Up Display (HUD)

Allows you to show the most important navigation instructions and information directly in your field of view, on the windshield of your car. For safer night-time driving.

Sounds

Enable/disable the sounds in the application.

Add waypoint

Waypoints are locations, that you want to go through along your route before you reach your destination. You can add just one, or multiple waypoints to your route. The route will be adjusted automatically after adding any waypoint

Skip waypoint

This will skip the next waypoint on your route (if you added one).

Switch to walking/driving mode

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

Cancel route

Cancel the current route.

Route info

2.7. Report Menu

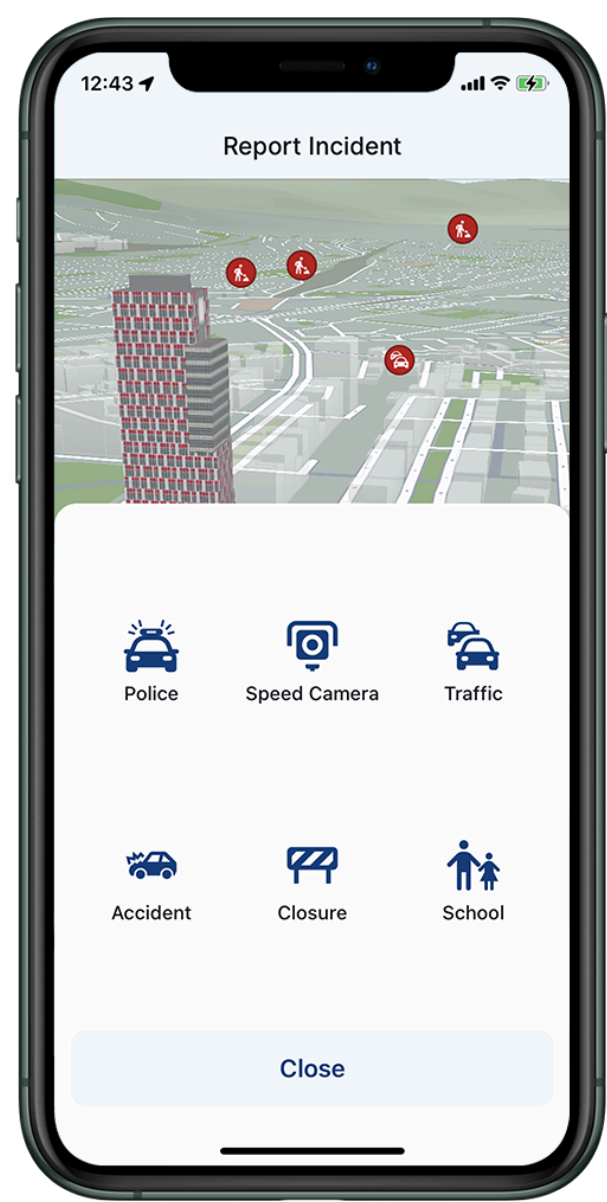
Access The **Report menu** by pressing on the “!” button in the bottom left corner of the map screen while in driving mode.

This feature allows drivers to report current traffic situations during navigation to help to inform other * Sygic Navigation * users about the situation on the road in real-time. These user-reported locations are only displayed for a few hours before they are automatically removed from the database, as they are most likely to disappear within some time.

Please note that this feature requires an internet connection.



The following incidents can be reported from this menu:

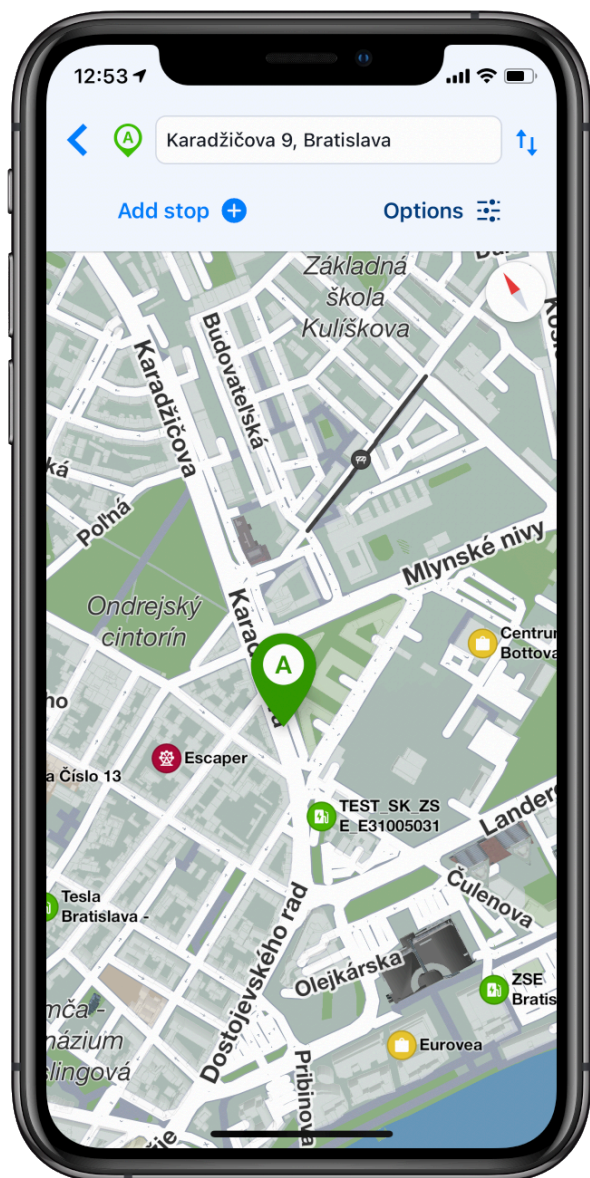


3. Set up your first route

3.1. Choosing the starting point

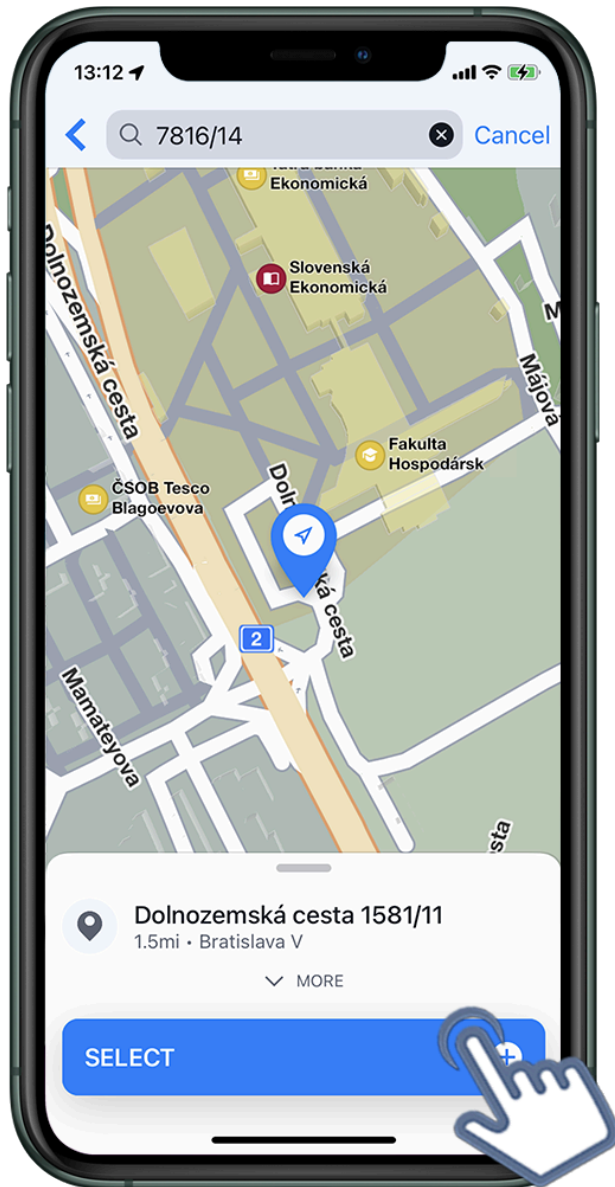
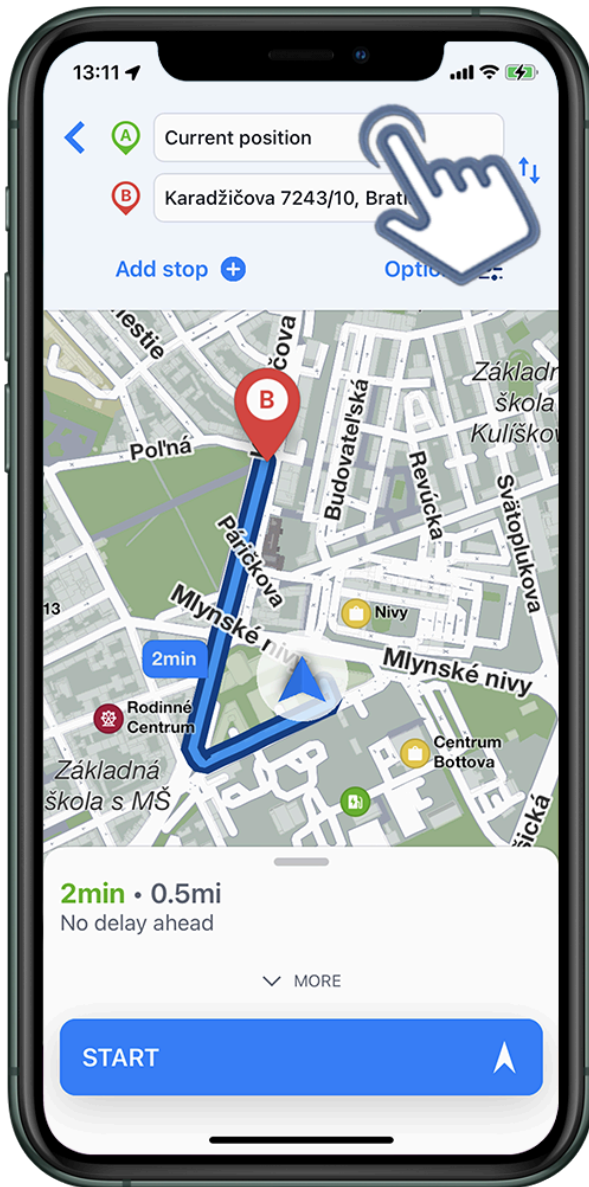
Sygic GPS Navigation by default uses your current position as the starting point when calculating a route. If you'd like to change the starting point of your route to something else, you can select that point either on the map by tapping on it, or finding it by using the **search bar** (more about the 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**”.

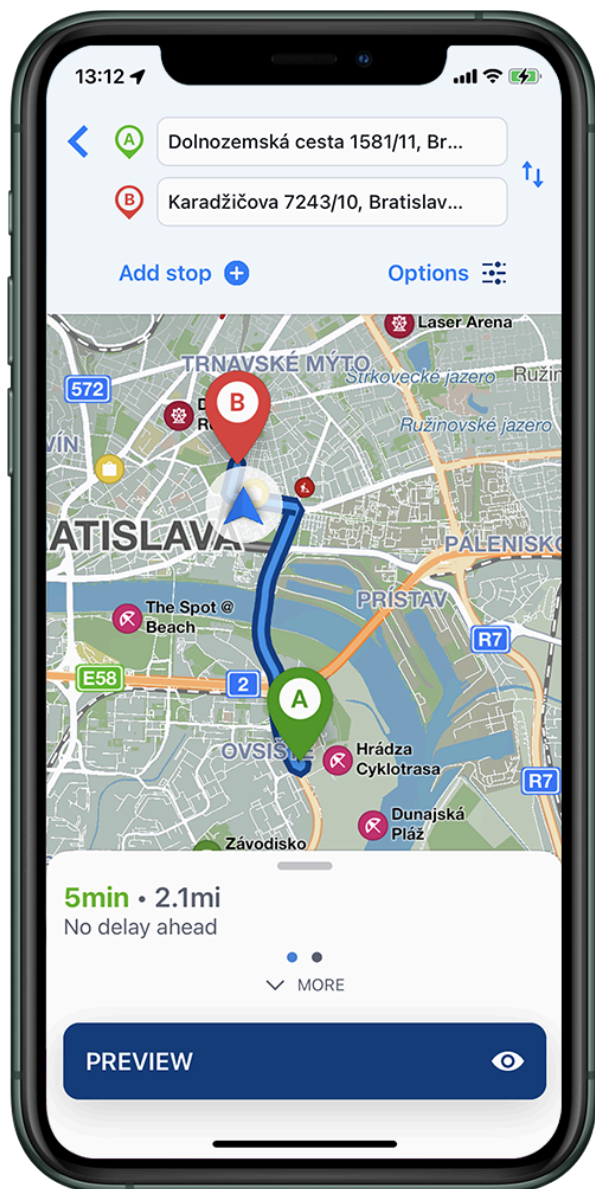




The starting point can also be changed on the route selection screen after you have selected a destination. Simply tap on the current position field and enter a different address.

- Tap anywhere in the map, grey pin will appear, which you can change into a **Starting point**.
- Pull up the bottom menu which will appear afterwards.
- Select option **Set as starting point**
- Pin on the map will turn into **green A** pin





After you have a starting point defined, continue to pick the destination, which is explained in the [Choosing the destination](#) chapter.

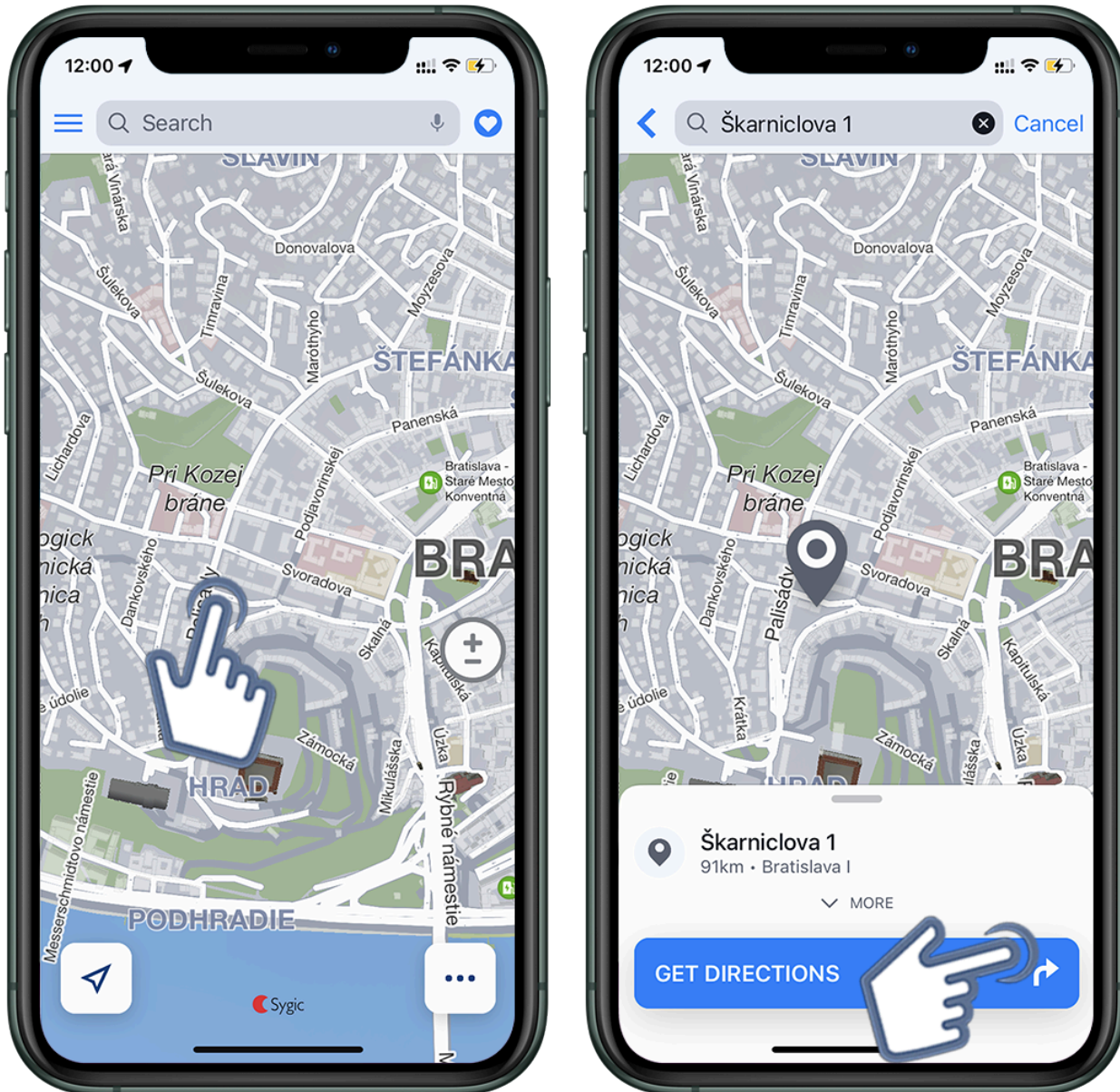
3.2. Searching for destination

Sygic GPS Navigation provides following ways to select destination of your routes:

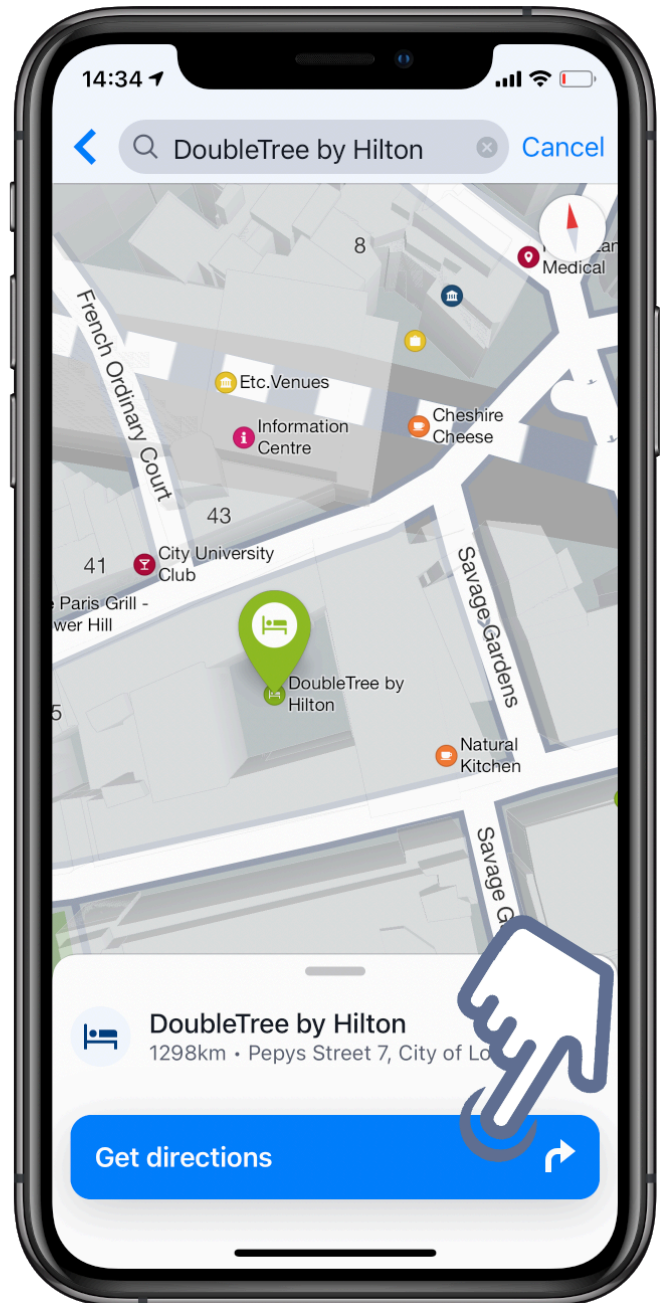
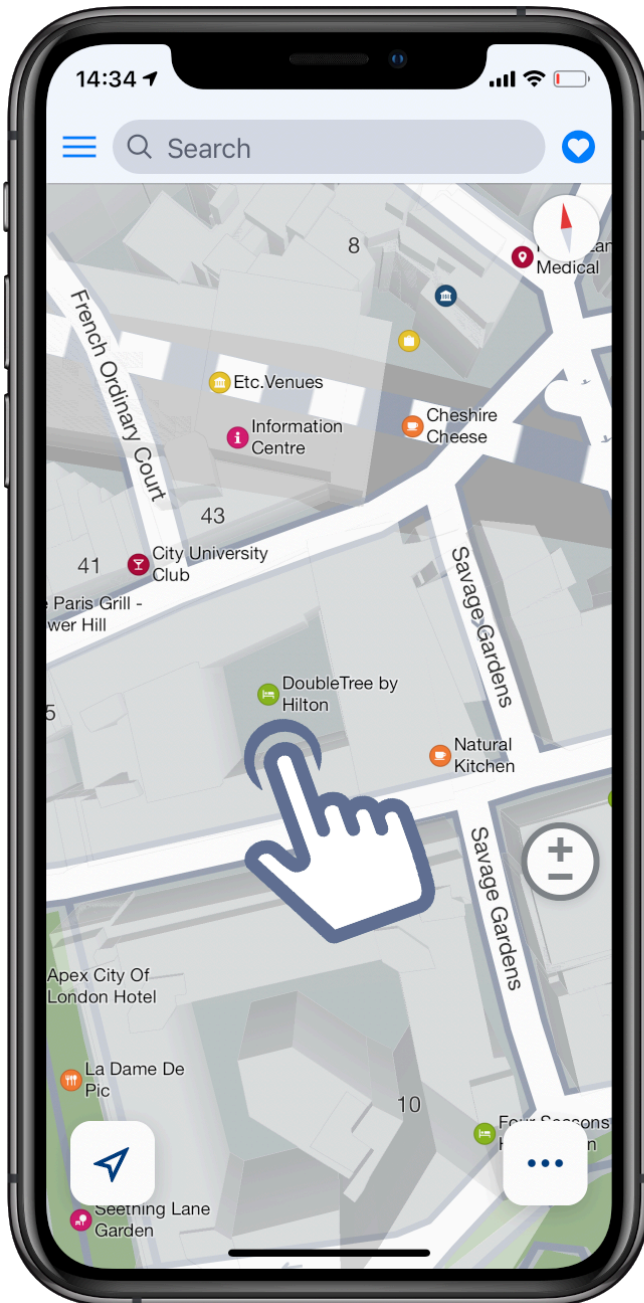
- [Choose on map](#)
- [Navigating to an address](#)
- [Navigating to GPS coordinates](#)
- [Navigating to a Point of Interest](#)
- [Navigating to History / Favorites / Contacts](#)
- [Navigating Home / to Work](#)

3.2.1. Browsing the map

The most basic and simple way to choose the **destination** is picking a place on the map. Simply select the destination where you want to go from the displayed map on the main screen. Tap directly on the selected spot and a location marker will appear. At the bottom edge of the screen, you will see some information about it, and a button labeled “Get directions”. Pressing that will show you the route that the app calculates to that destination.



While browsing the map, especially as you zoom in more, you will notice small round icons with various symbols. These represent the locations of **Places** such as restaurants, tourist attractions, gas stations, shopping centers, etc. You can also select one of these as your destination by tapping on them, then pressing “**Get directions**” to calculate the route.



3.2.2. Navigating to an address

You will enter the Search screen by tapping on the search bar at the top of the main screen.

Without typing anything into the search bar, the Search screen will show the history of your destinations, to which you have created routes in the past. You can access those with just one tap as well, without typing anything. When you are using the app for the first time, this history list will of course be empty.

To search for a new destination, you can type an address, the name of a Place, or the GPS coordinates into the search bar. It will provide you with one or more search results, and among those you can choose your destination and get directions to it – thus creating a route.

For our example, let's assume you are traveling to London and staying at the Belgrave Hotel – full address Clapham Road 139, London, United Kingdom.

The fastest way is to enter just the street name and number „clapham 139“, even without the street type (street, road, avenue, etc.) and then find your exact destination from the results that are shown on the screen.

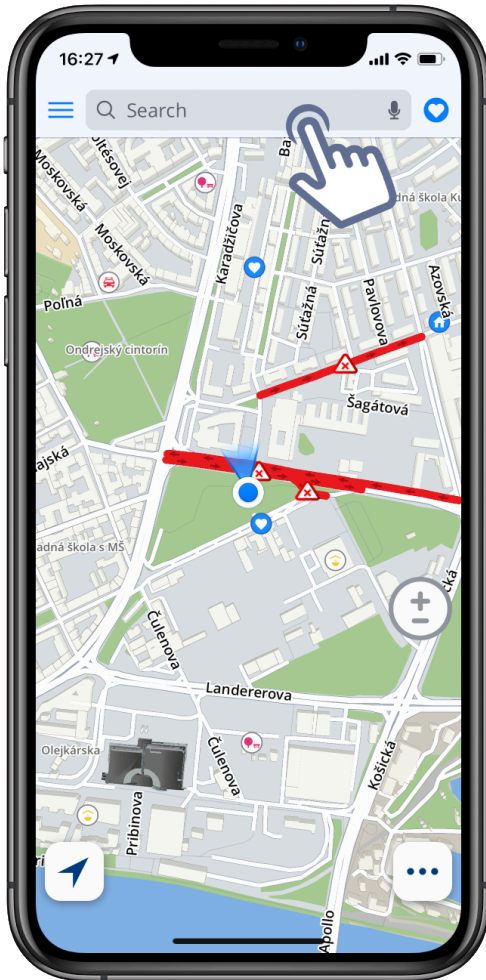


If you receive too many results that way, you can specify it more by adding the street type and/or city, „clapham road 139“ or „clapham road 139 london“. The order how you enter it does not matter, so if you'd like, you can also enter the address into the search bar like this “united kingdom london clapham road 139“.

3.2.3. Searching for a Place (POI)

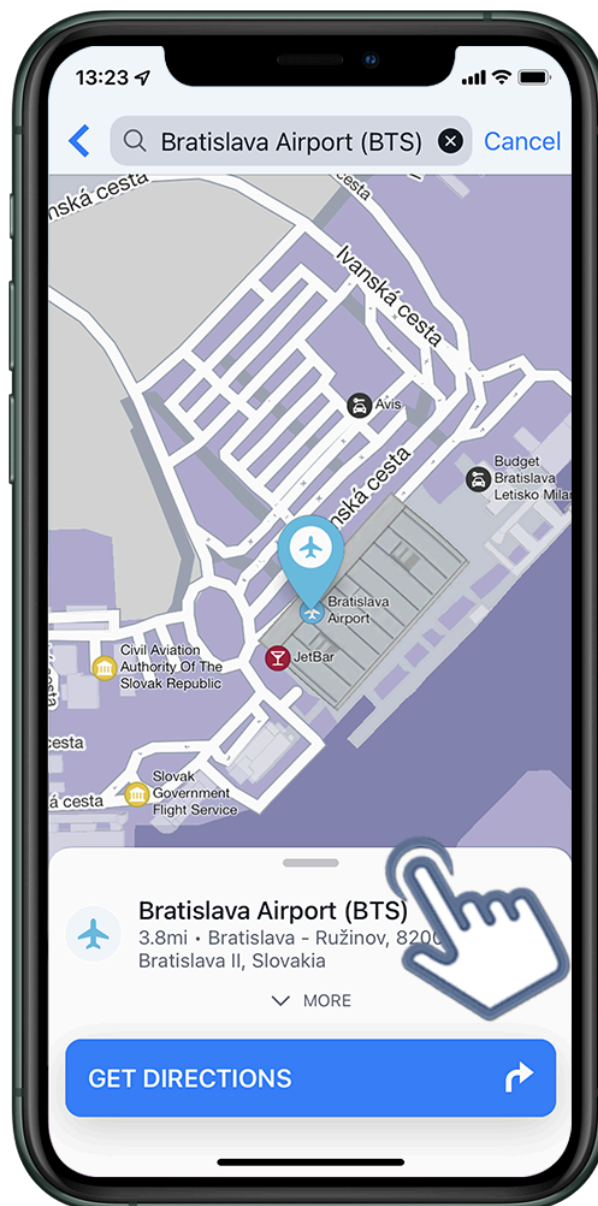
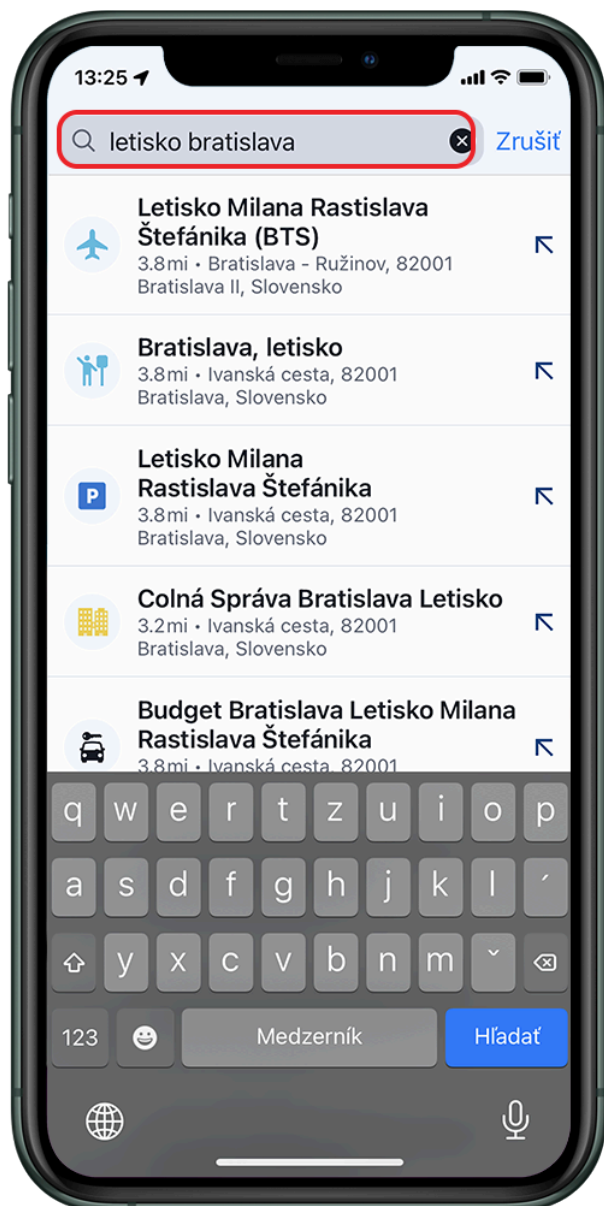
Sygic GPS Navigation app contains millions of **Places (Points of Interest)**, such as petrol stations, restaurants, hotels, tourist attractions and many other.

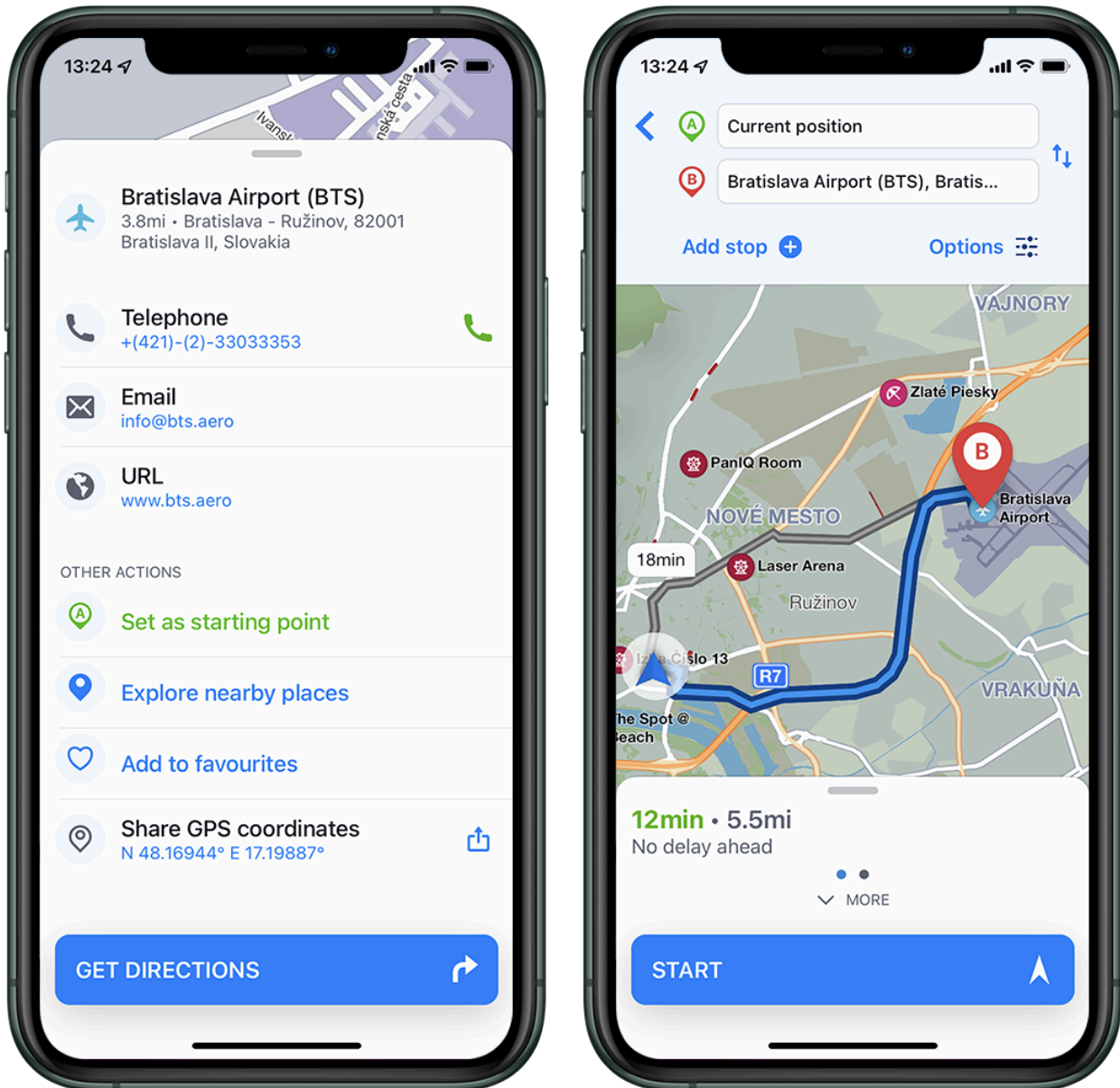
To search for a particular **Place**, simply tap on **Search** bar on the top of a map screen and start typing its name.



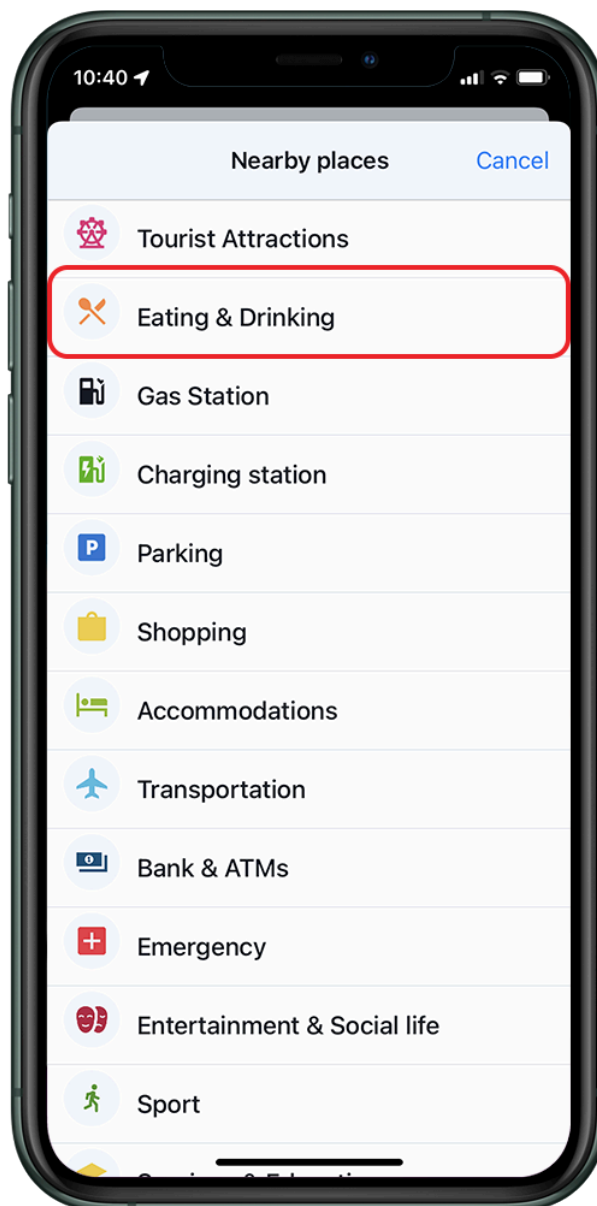
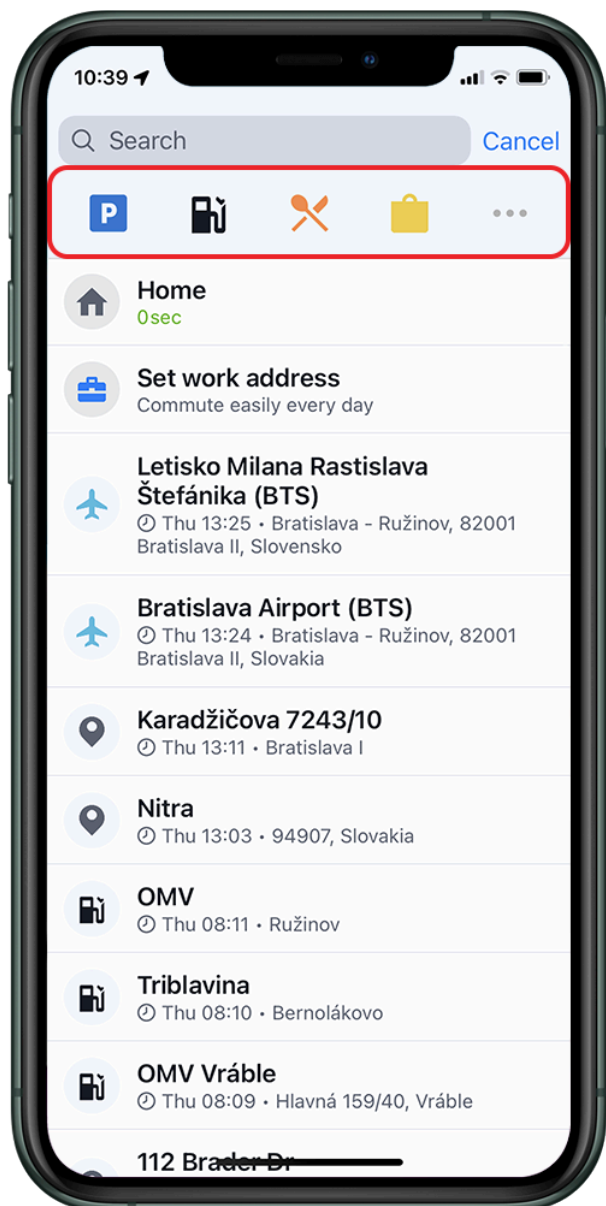
The search engine will provide the best results for your search term among all categories and will display them on a list for you to choose from. Select the one that you wish to navigate to and press **Get directions** (if you wish to see more information about selected Place, just pull up the menu from the bottom. Here, you can find an easy way to add a Place to **Favorites** or share its location).

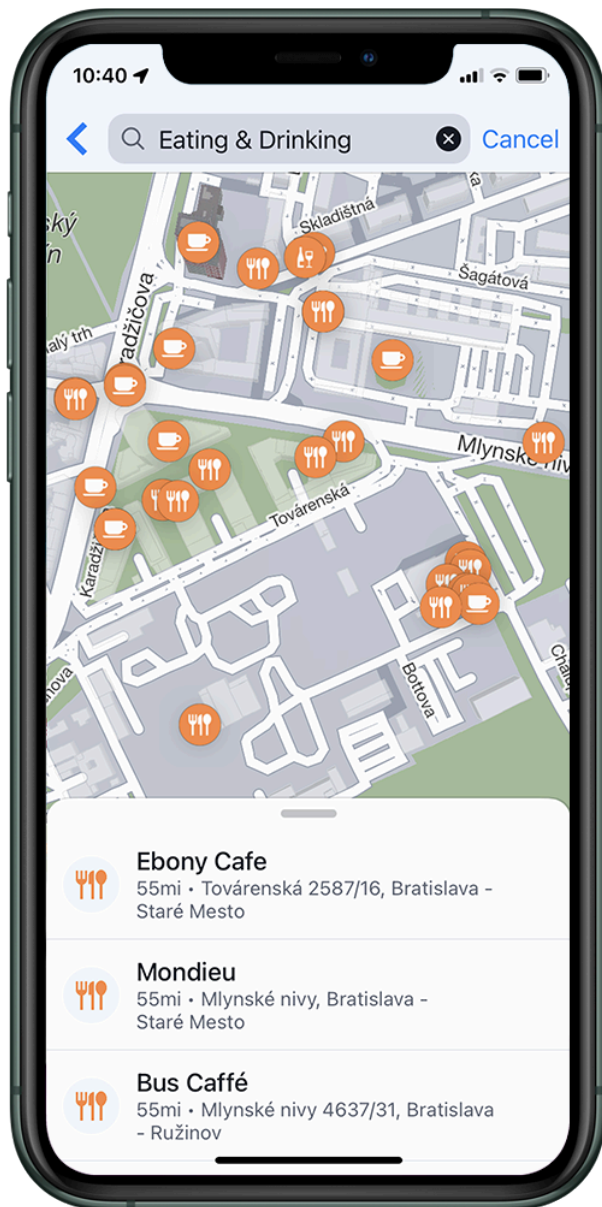
After tapping on **Get directions**, the app will calculate and display a route (1 to 3 alternatives) on the map. Press **Start** on that screen to begin navigation.





Panel with basic **Places – categories** (*tourist attractions, accommodations, petrol stations, eating & drinking*) is located right under the Search bar interface. Choose one of the offered categories or tap on three dots on the right side to see all categories. After choosing a desired **Place category**, all relevant Places near the location on the map are displayed on the list (with distance to your current location).

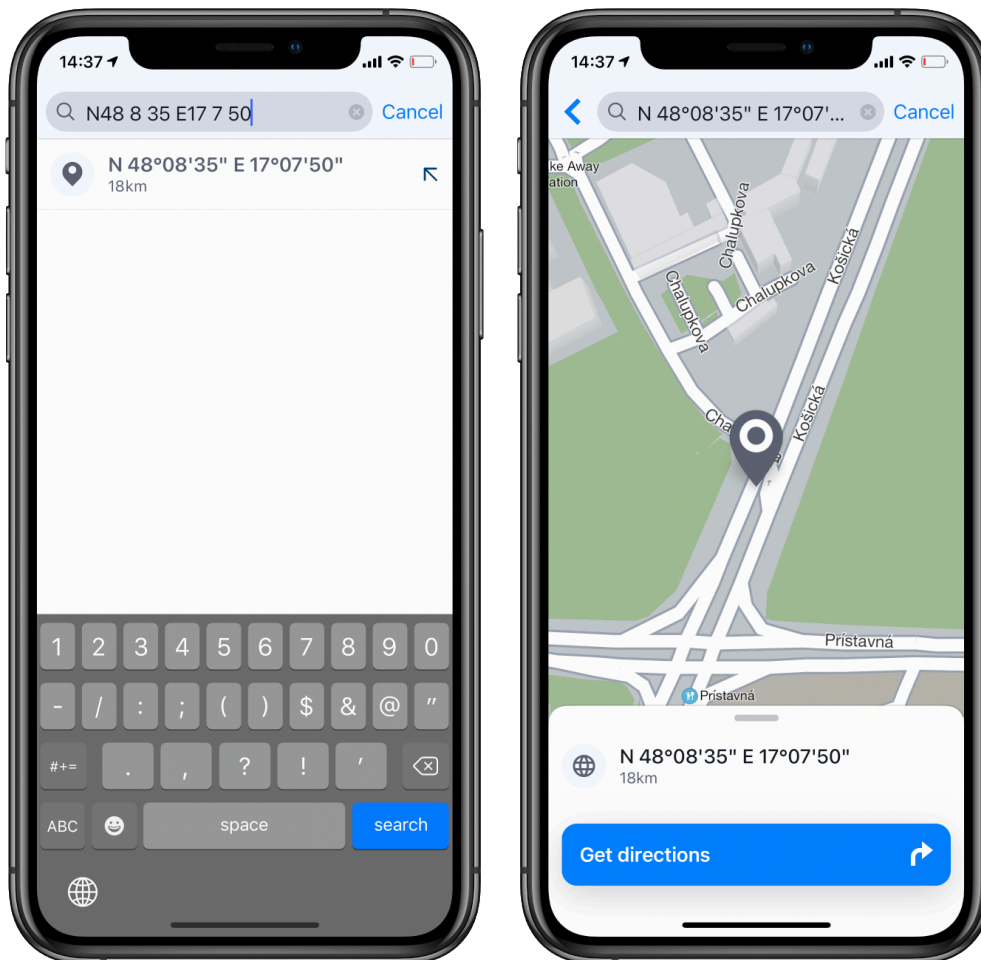




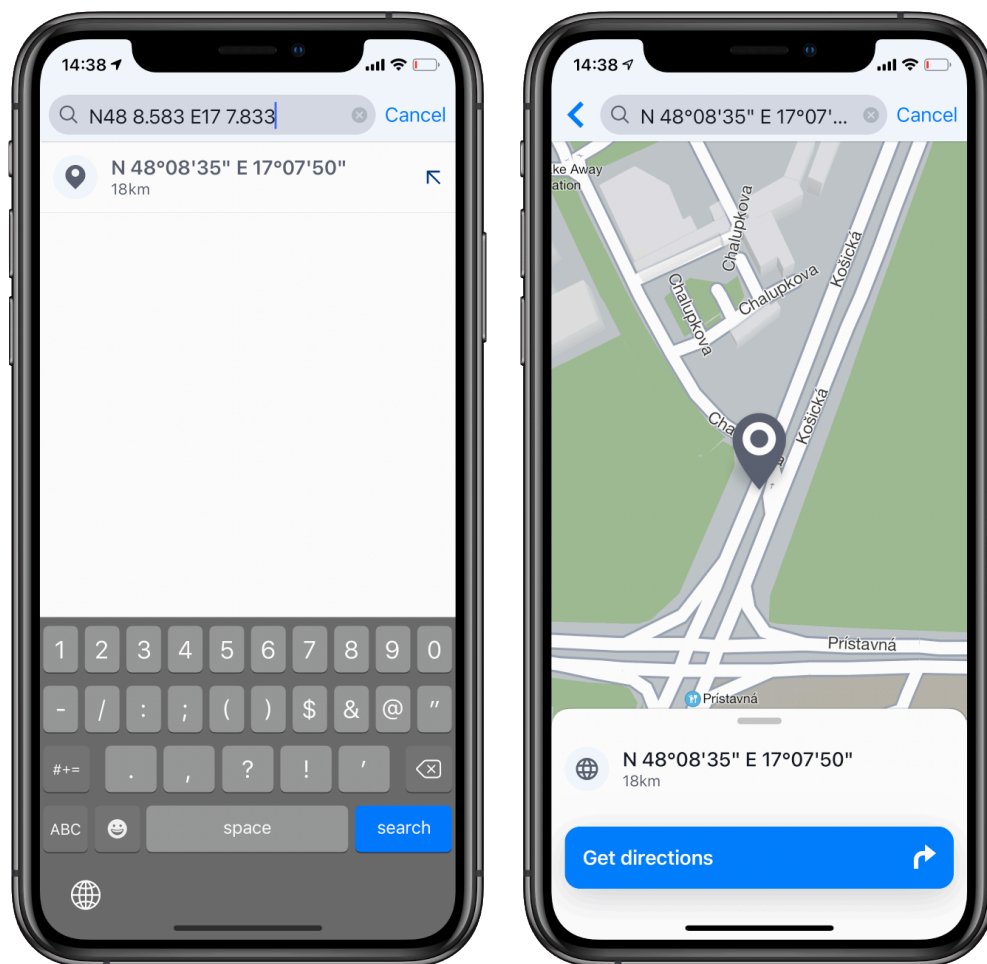
3.2.4. Navigating to GPS coordinates

When you know the coordinates of your destination, this can also be entered into the search bar. Coordinates are commonly used in a few different formats.

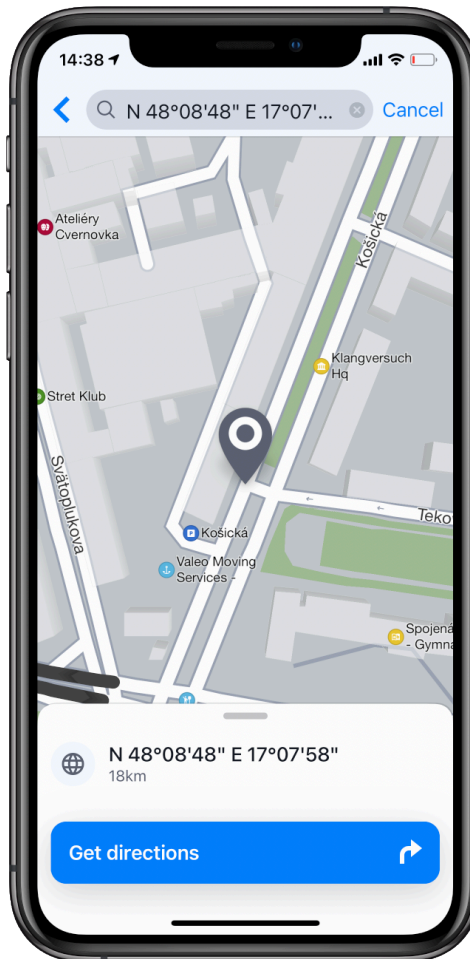
The first is the degrees, minutes, and seconds format, for example you get coordinates like this – N48°08'35" E17°07'50". These could be entered into the search bar without the special characters: N48 8 35 E17 7 50



Another format is Degrees and decimal minutes – N48° 8.583' E17° 7.833'. Similarly, you would search for it in Sygic without the special characters: N48 8.583 E17 7.833



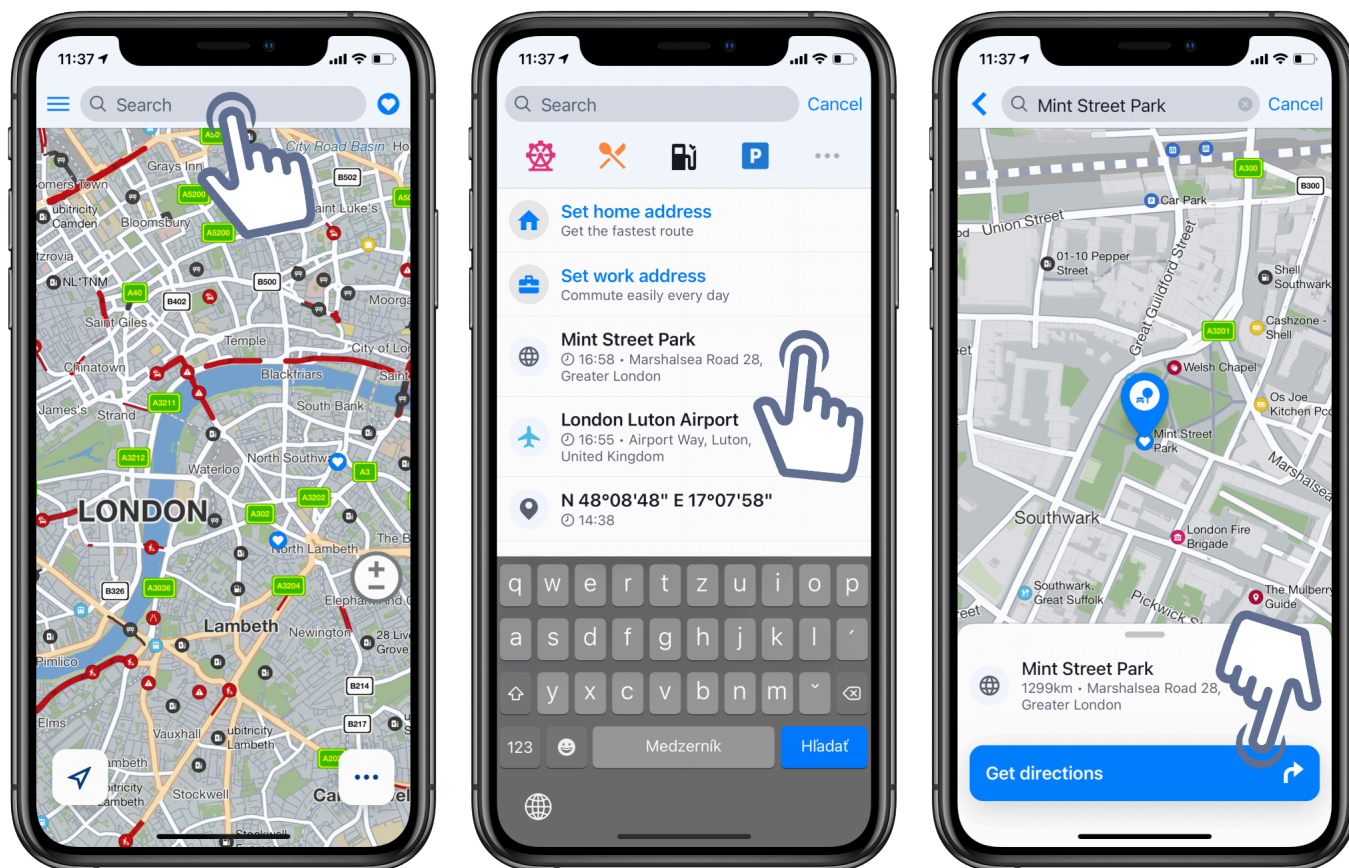
Lastly, the Decimal degrees format which looks like this: 48.146718 17.132678. You would enter this into Sygic the same way. This format will often not use the letters to mark North/South/West/East. Instead, positive numbers will mean North or East coordinates, and a minus „-“ sign is used at the start of the number if it's a South or West coordinate.



3.2.5. Navigating to History / Favorites / Contacts

Sygic Navigation saves the previous destinations into **History** to make it easier for you to navigate to locations you already navigated to in the past. You can also set your own **Favorite** addresses. For easy access to your contacts, you can navigate to your **Contacts** directly from the app.

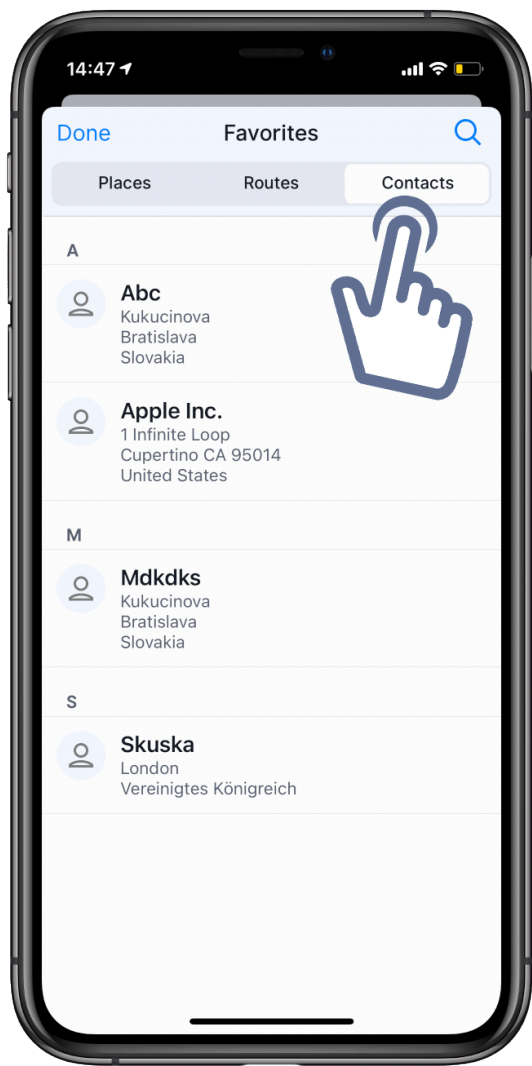
To navigate to an address which is saved in **History**, just tap into the search bar and the list of previously used locations is immediately shown, until you would start typing a new query into the search field. You can select the address afterwards, tap on **Get Directions** and on the route selection screen press **Start**.



To navigate to an address which is saved in your **Favorites**, tap on the **Heart** icon in the top right corner of the main screen. The list of your saved Favorites will appear, choose your destination there, tap on **Get directions** and press **Start** on the route selection screen to begin navigation.

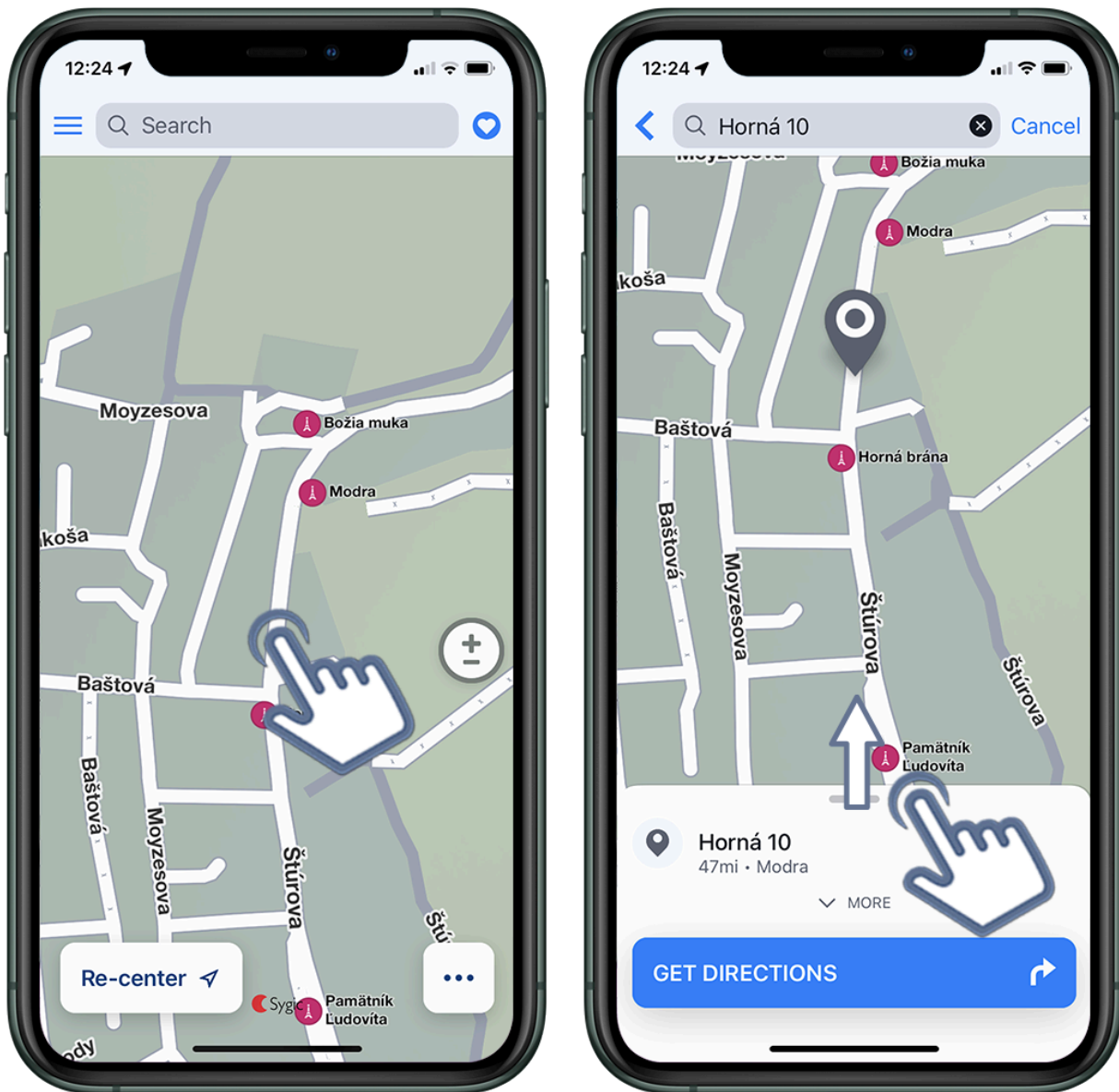


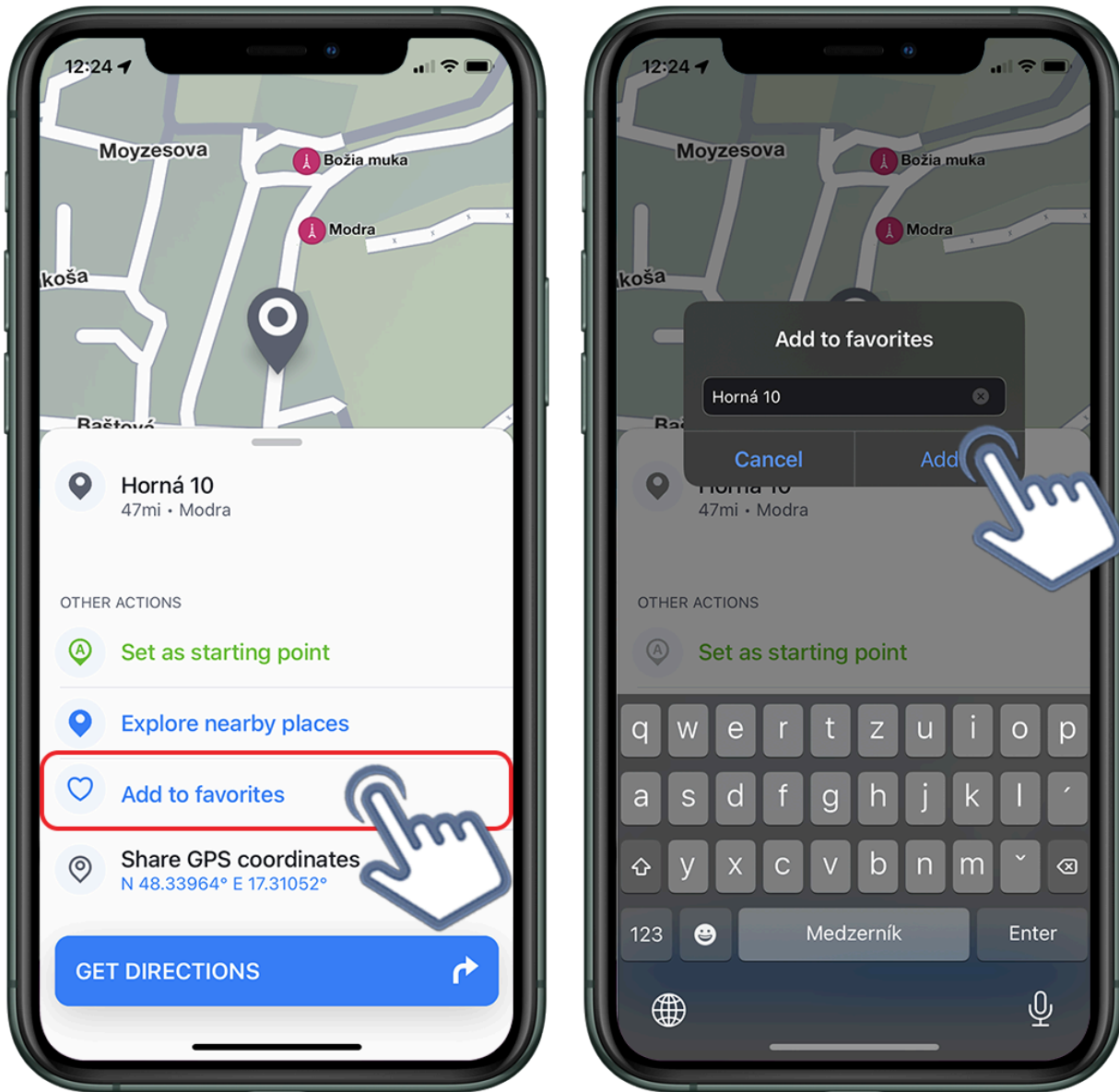
You can also navigate to an address using the contact list of your phone. If your contact has an address filled out, you can navigate to it using the **Contacts** list in our app. Tap on the **Heart** icon on the top right corner of the map screen. Select **Contacts**, choose a specific one, tap on **Get directions** and press **Start** on the route selection screen to begin navigation.



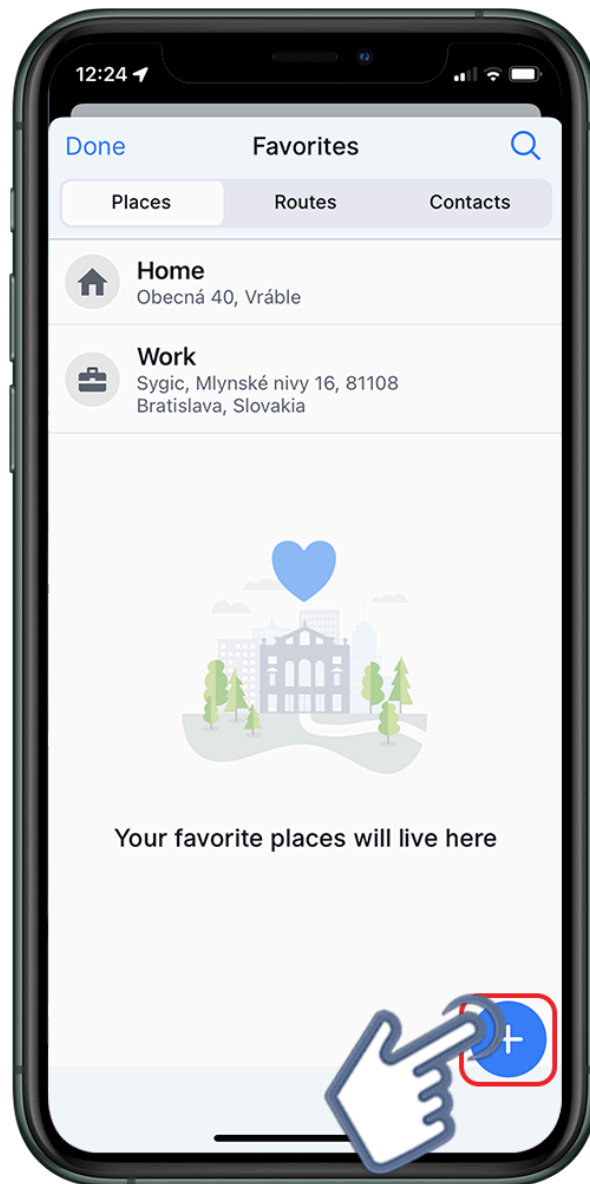
3.2.5.1. Adding or Managing Favorites

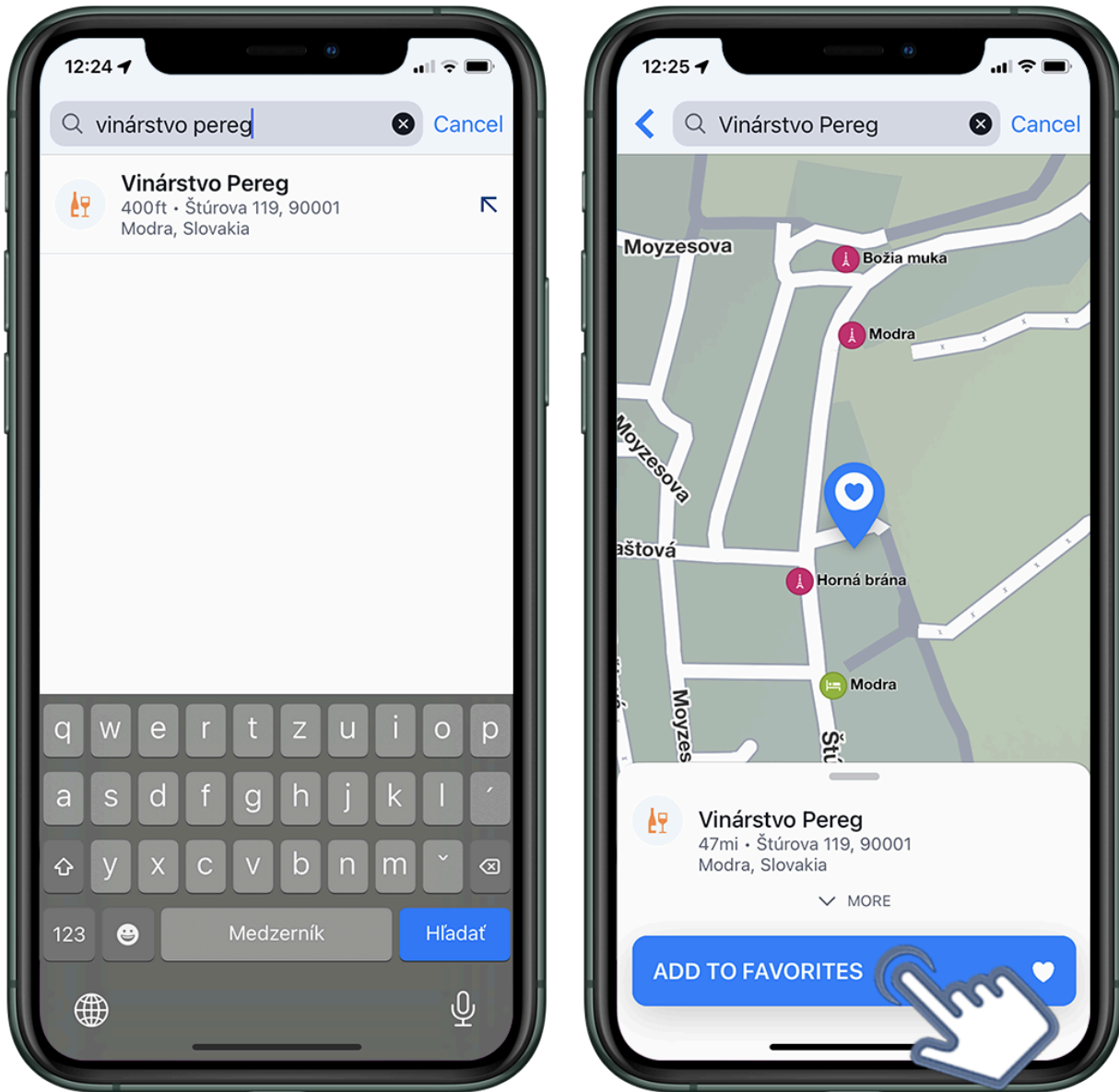
To add an **address** or **place** to Favorites, either select a point on a map, **pull up** the tab at the bottom of the screen and choose “Add to favorites”.



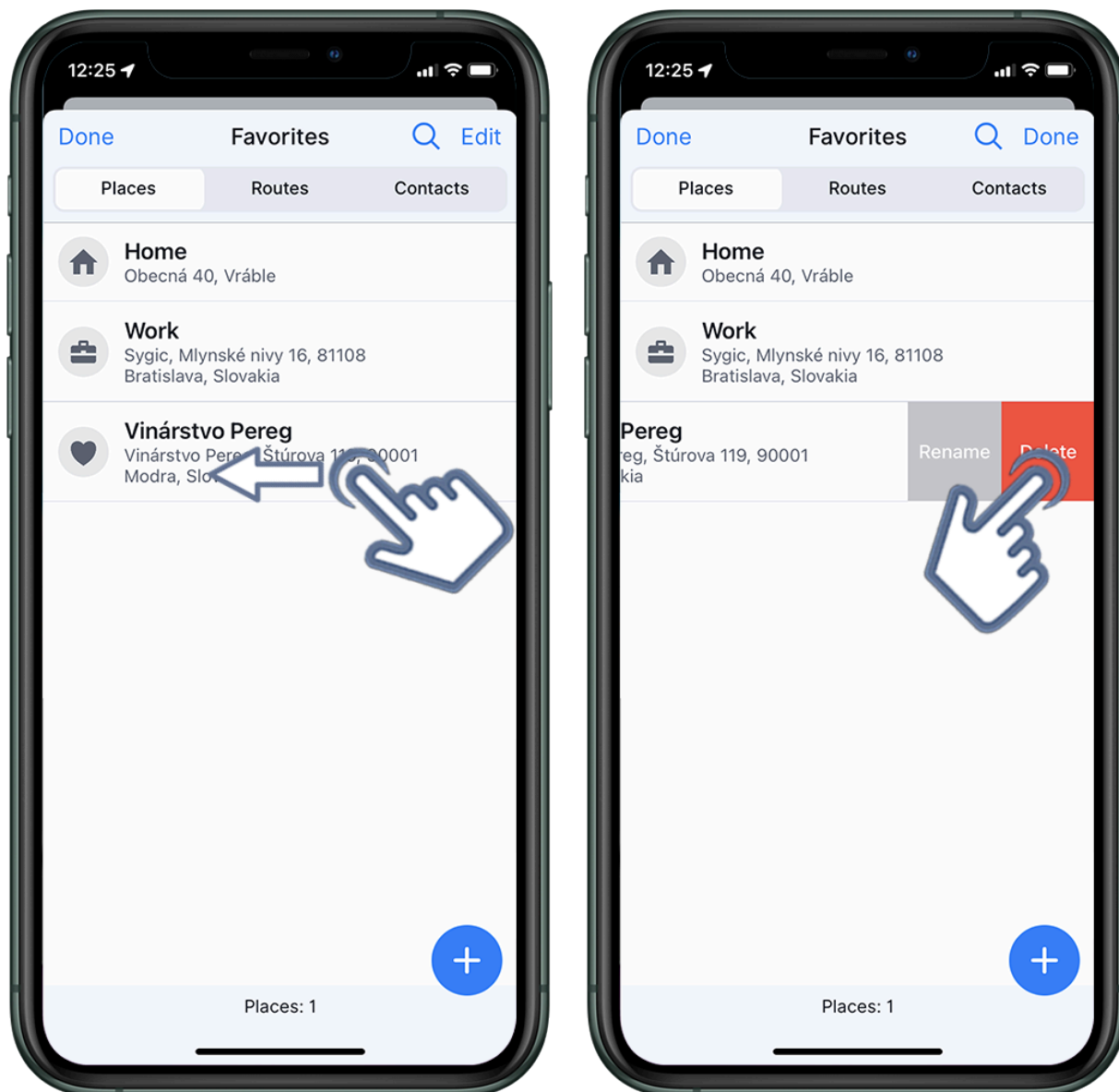


Alternatively, tap on the heart icon in the top right corner of the screen, then on the **blue PLUS “+”** button in the bottom right corner of the Favorites screen. Then you can **search for a location** by typing its name or address, or you can instead tap on “Choose on map” to select a location on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

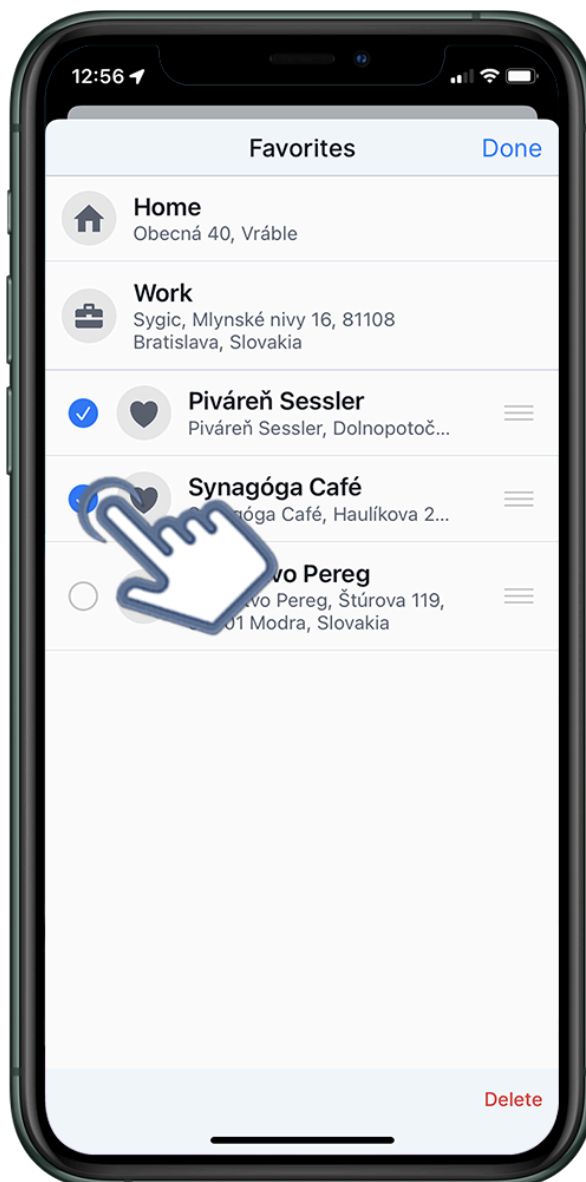
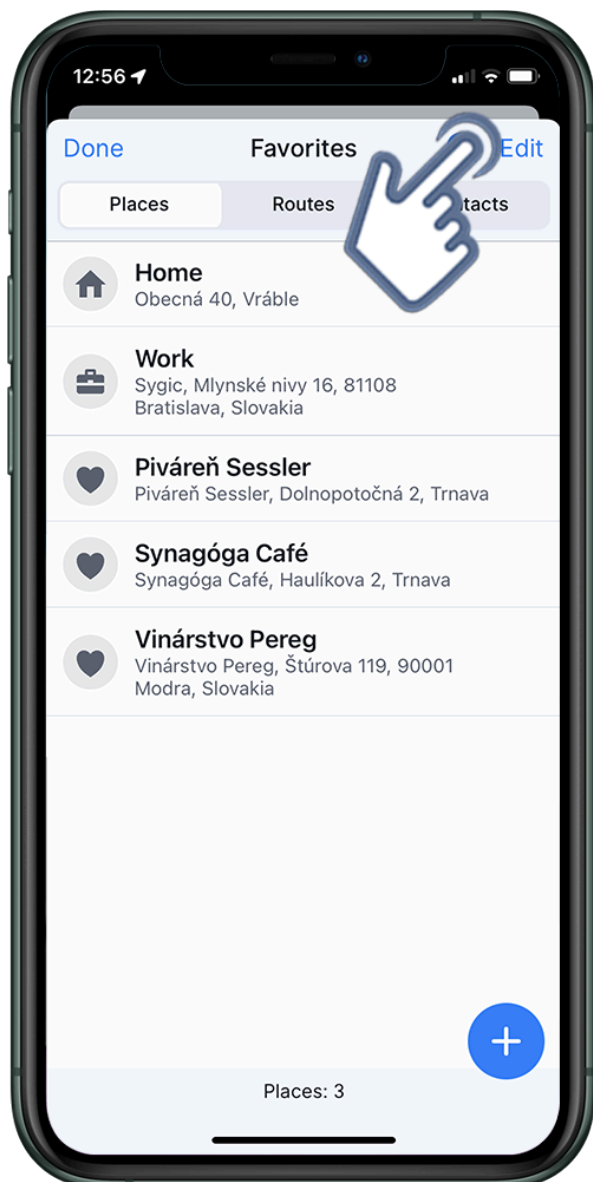


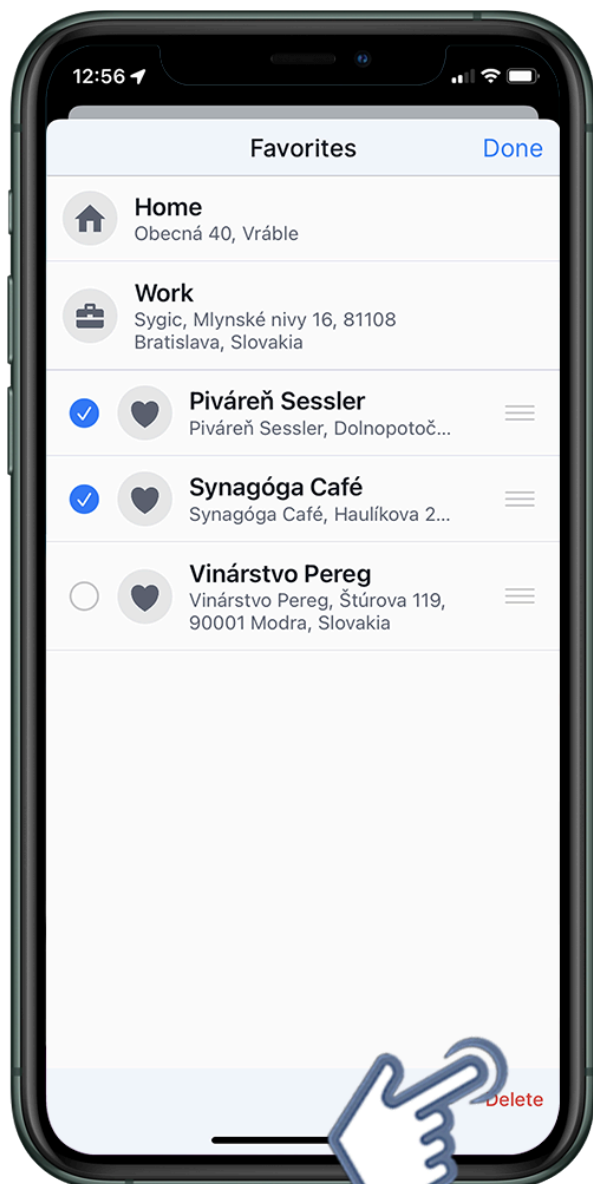


To **delete** a favorite, tap on the favorite and swipe your finger to the left, which shows the option to “Delete”. This also offers the option to “**Rename**” in case you would like to change the name of the favorite.



To **delete multiple favorites** at once, tap on the “Edit” button in the right upper corner, and select the favorites you would like to delete. Afterward just tap on the “Delete” button in the right bottom corner.





When you tap on “Edit” button in the right upper corner, three parallel lines to the right of the names of the favorites will appear, which can be used to move favorites up or down to change their order in the list.

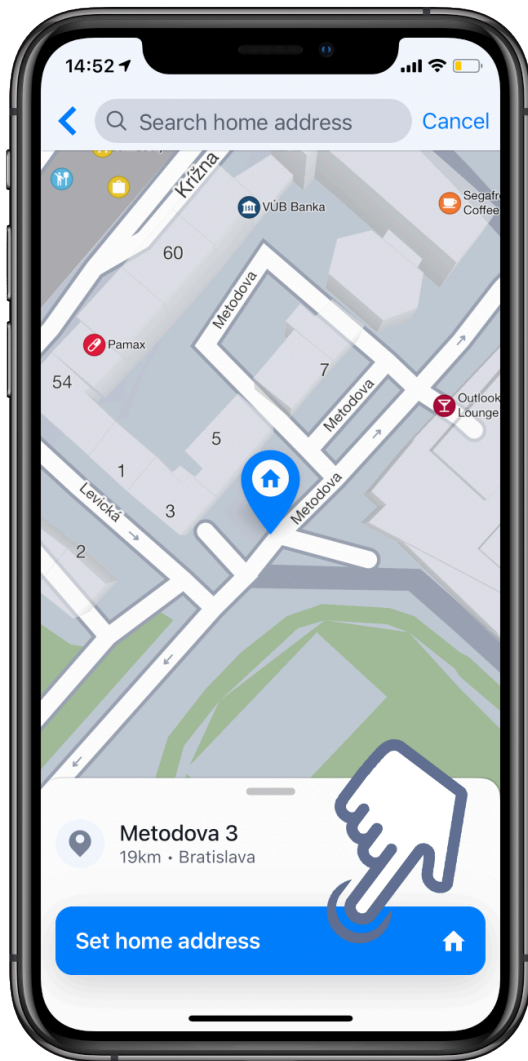
(SCREENSHOT) (SCREENSHOT)

3.2.6. Home, Work – setup & navigation

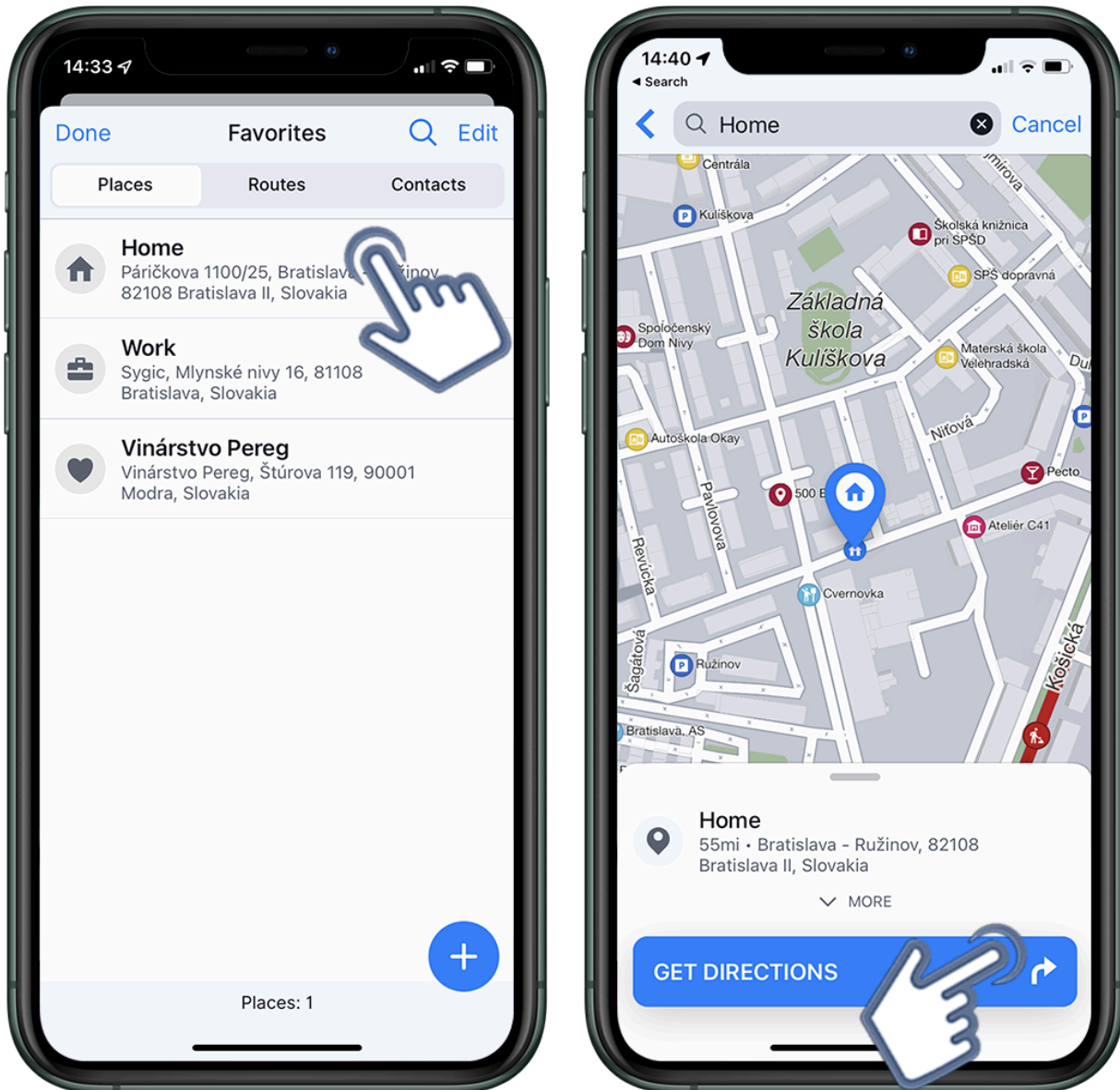
To use this feature, it is necessary to set your **Home/Work** address first. This is the easiest way to this:

1. Tap on the heart icon in the top right corner and you will see the option to set up the **Home** or **Work** address.
2. You can choose the location from the map by moving the blue pin with your finger, or use the search bar and type in the address.
3. After successfully searching for your address, the pin will be moved to the corresponding position and you can save your locations by tapping on a large blue button.
4. And that's it! You've managed to successfully save your **Home** and **Work** locations!



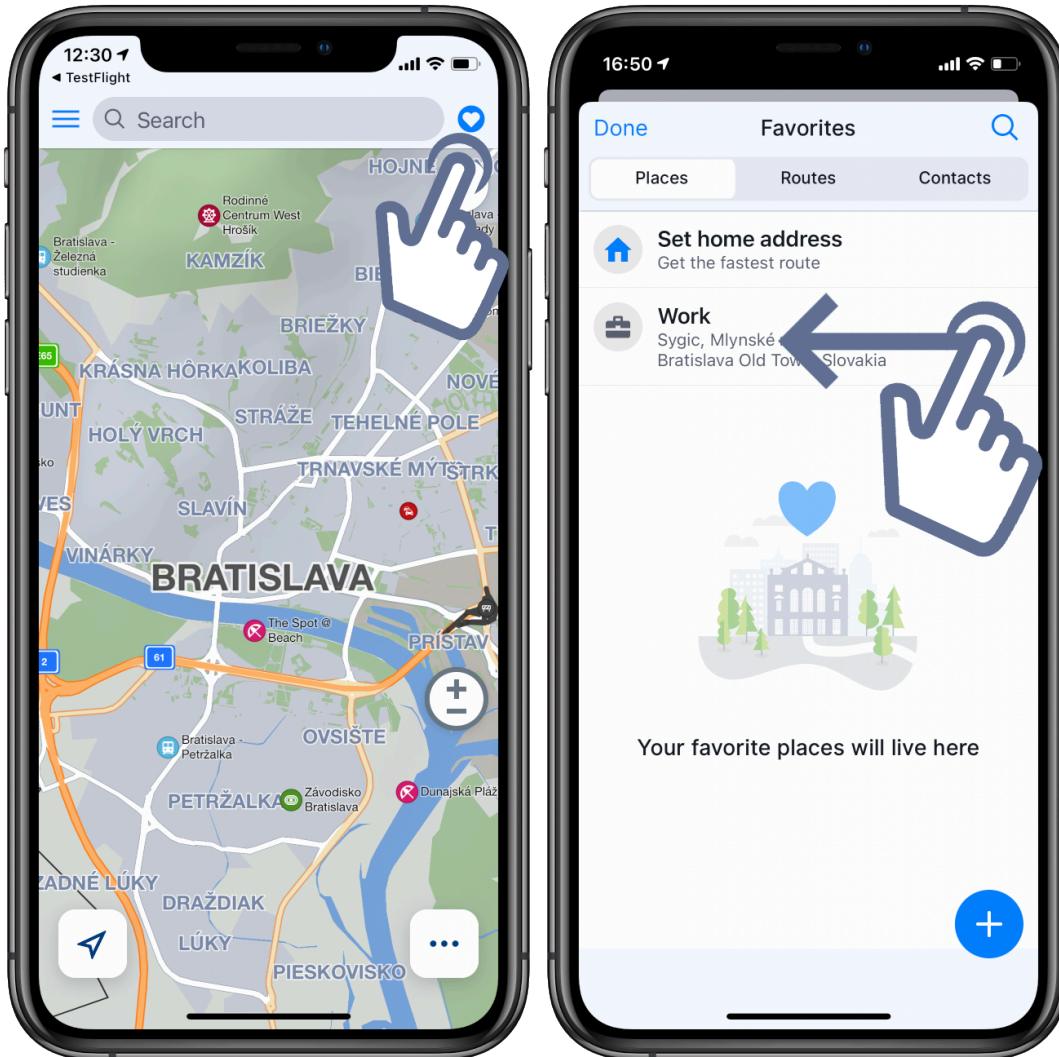


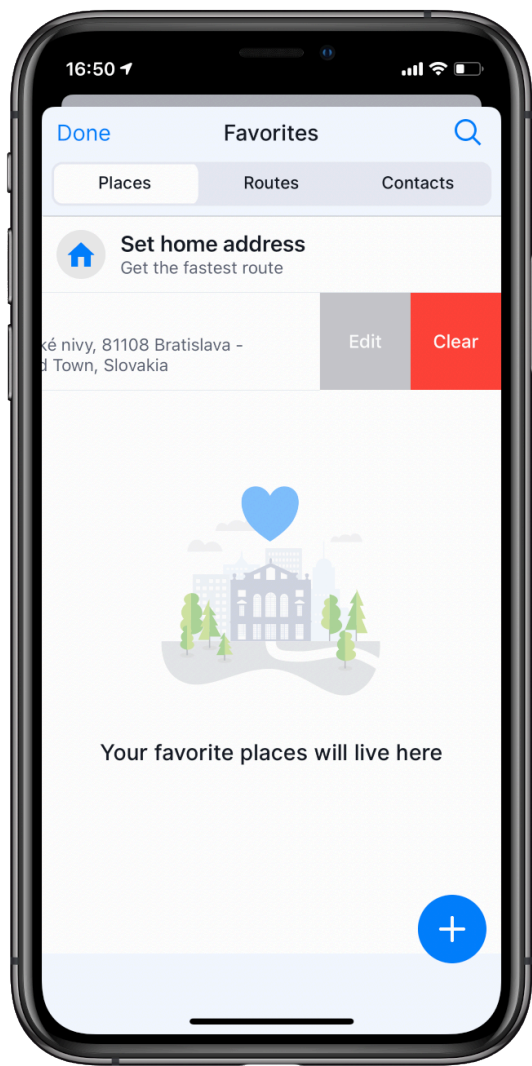
And now, if you wish to navigate to these places easily, just tap on the **Favorites** “*Heart*” icon from the map overview and choose which one you want to go to.



Deleting or editing the Home or Work address

1. Go to the Favorites (tap on the blue heart icon in the top right corner)
2. Swipe the Home or Work address from the right side of the screen to the left
3. Tap on the red Delete button on the right side. You can also edit the address this way.

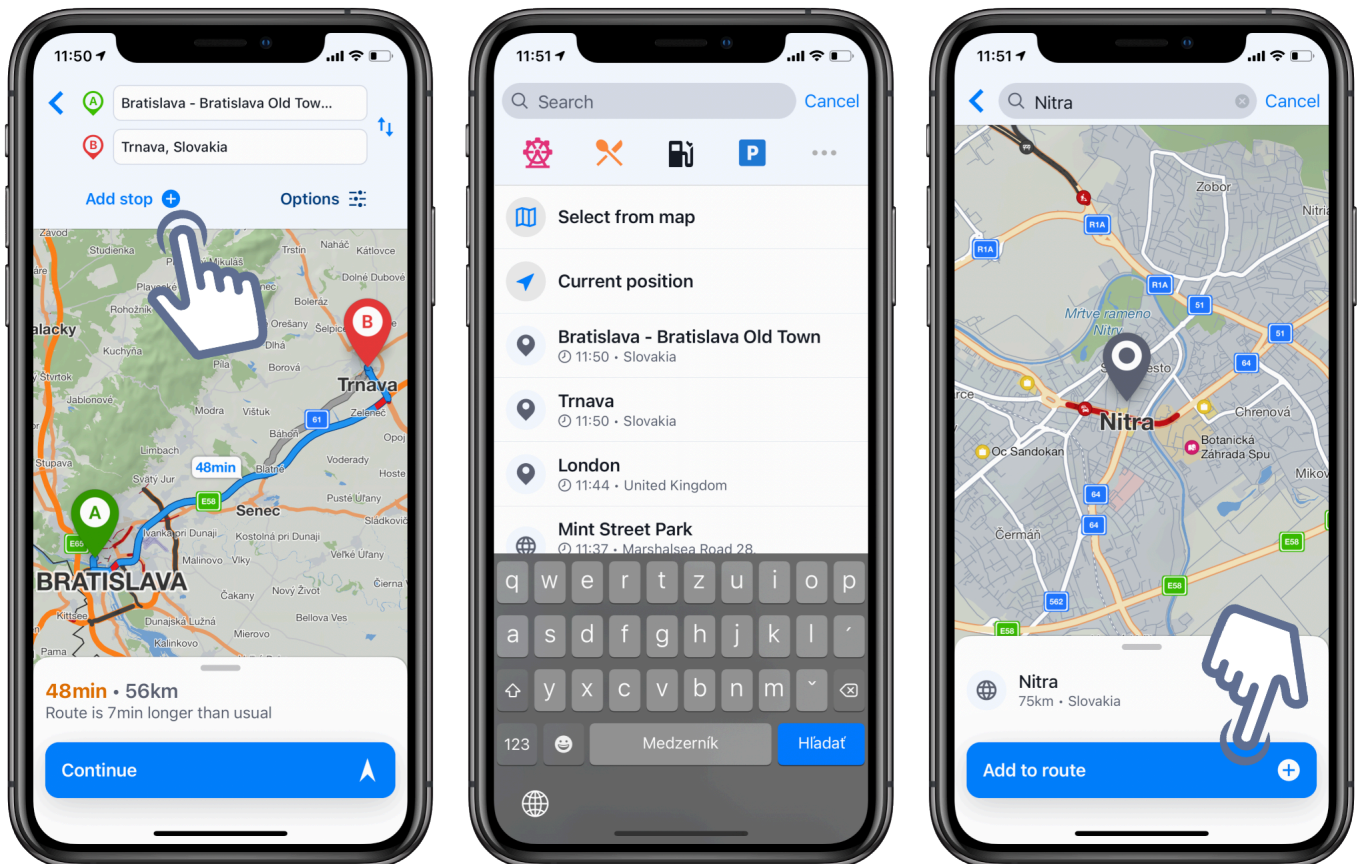




3.3. Adding waypoint to a route

To add a waypoint to a route, you need to set up a route with both the start point and endpoint.

1. On the route selection screen, select **Add Stop +**.
2. You may then select a waypoint using the search bar / from the map / from the search history → select the desired option → to select the desired location → Add to route
3. The route will be recalculated to include the waypoint. (you can adjust the order of waypoints by moving the address boxes with the right edge)

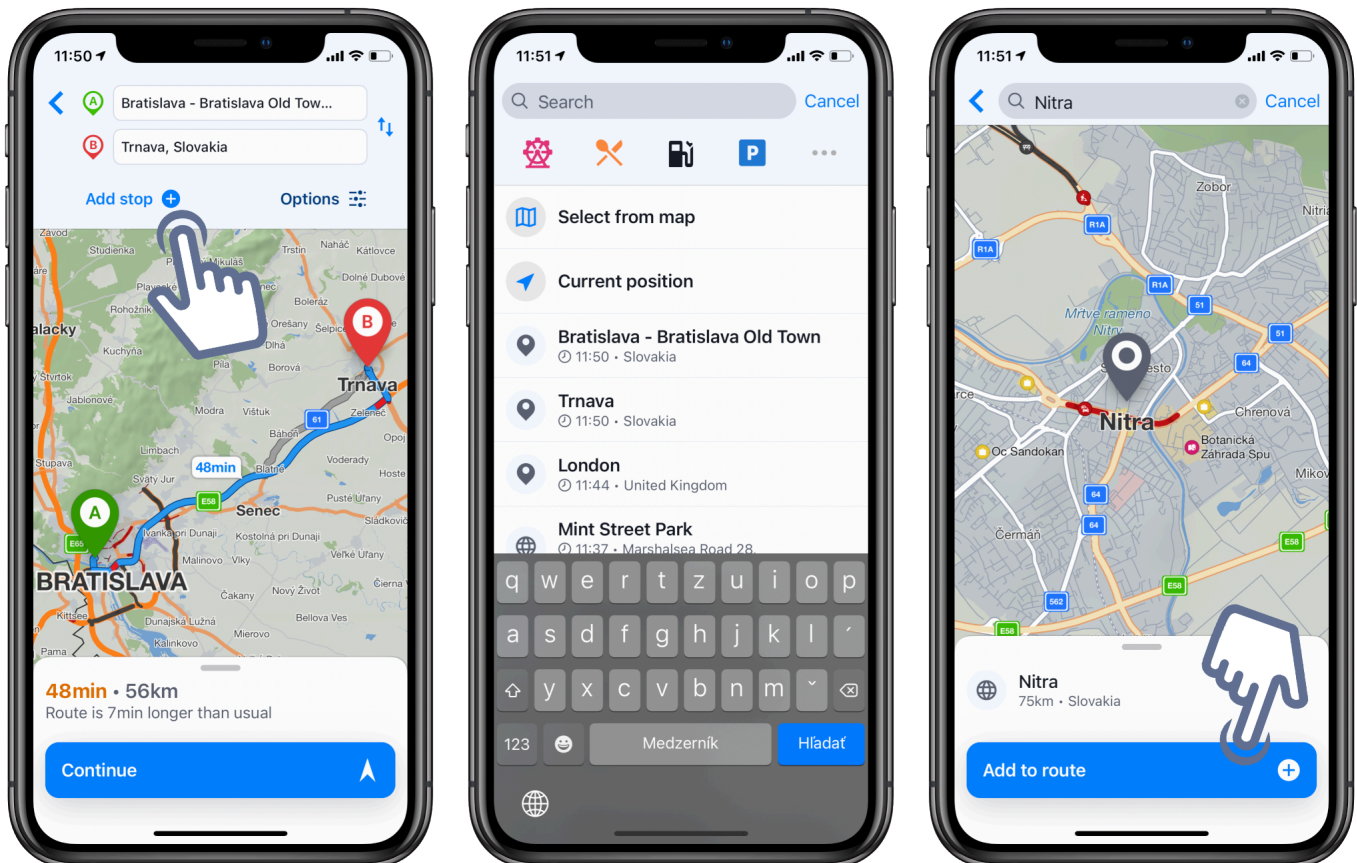


3.3.1. Adding waypoint in route overview

To add a waypoint to a route in route overview, you need to [set up a route](#) with both the start point and the destination point.

1. On the route selection screen, select **Add Stop +**.
2. You may then select a waypoint using the search bar / from the map / from the search history → select the desired option → to select the desired location → Add to route
3. The route will be recalculated to include the waypoint. (you can adjust the order of waypoints by moving the address boxes with the right edge)

You can also adjust the order of all the selected points on your route including the starting point and destination, by tapping on the 3 lines over to the right side of these points and dragging them up or down.

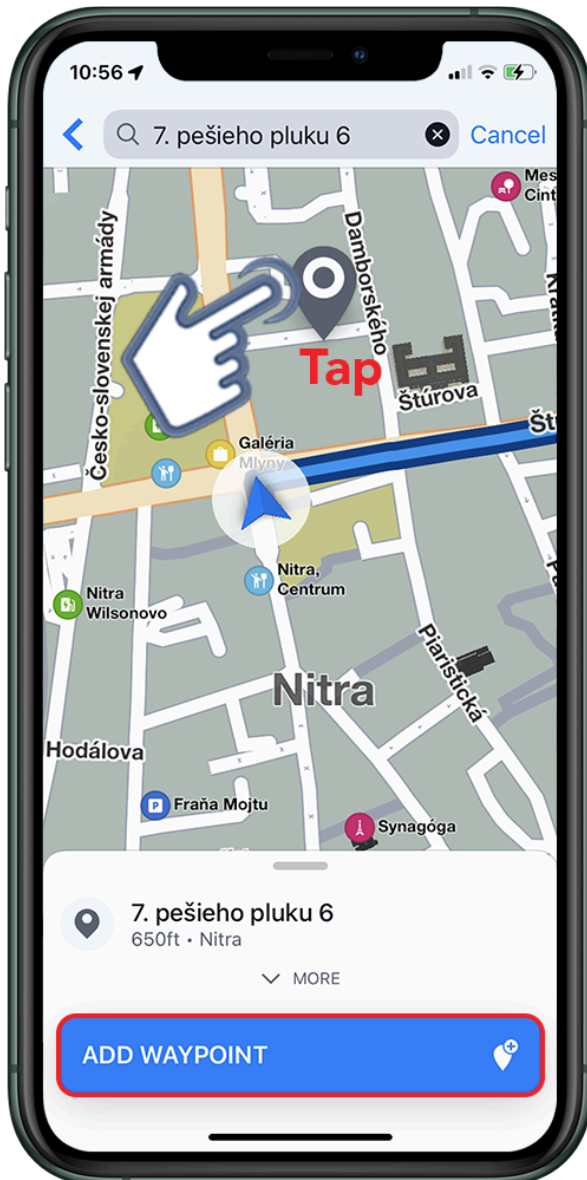


3.3.2. Adding waypoint while navigating

There are two ways to add a waypoint while navigating:

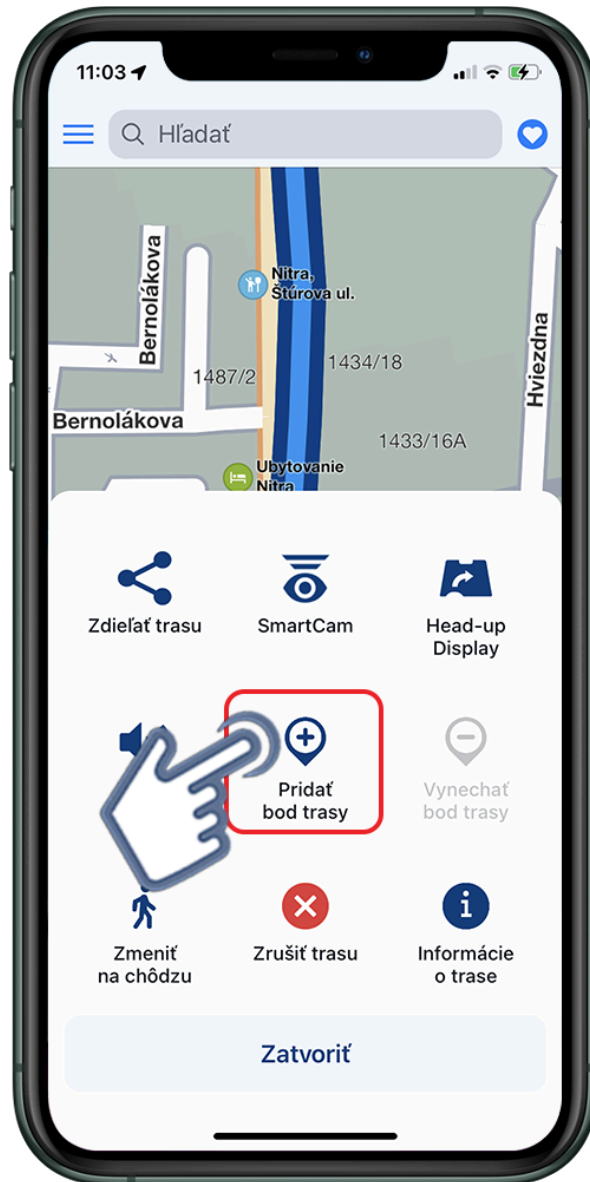
1. Directly from the map

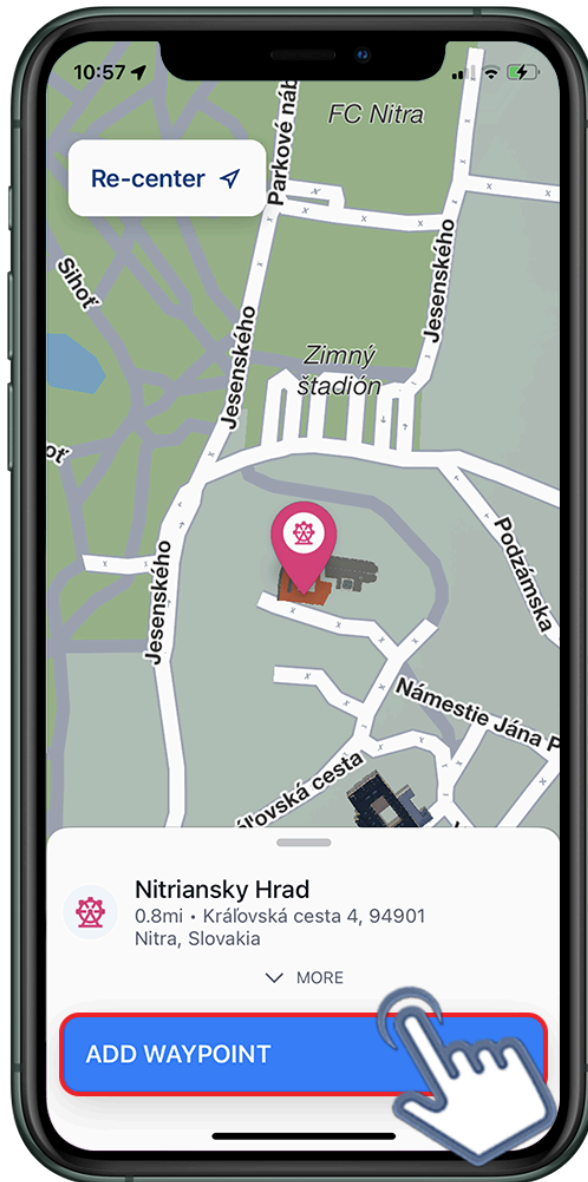
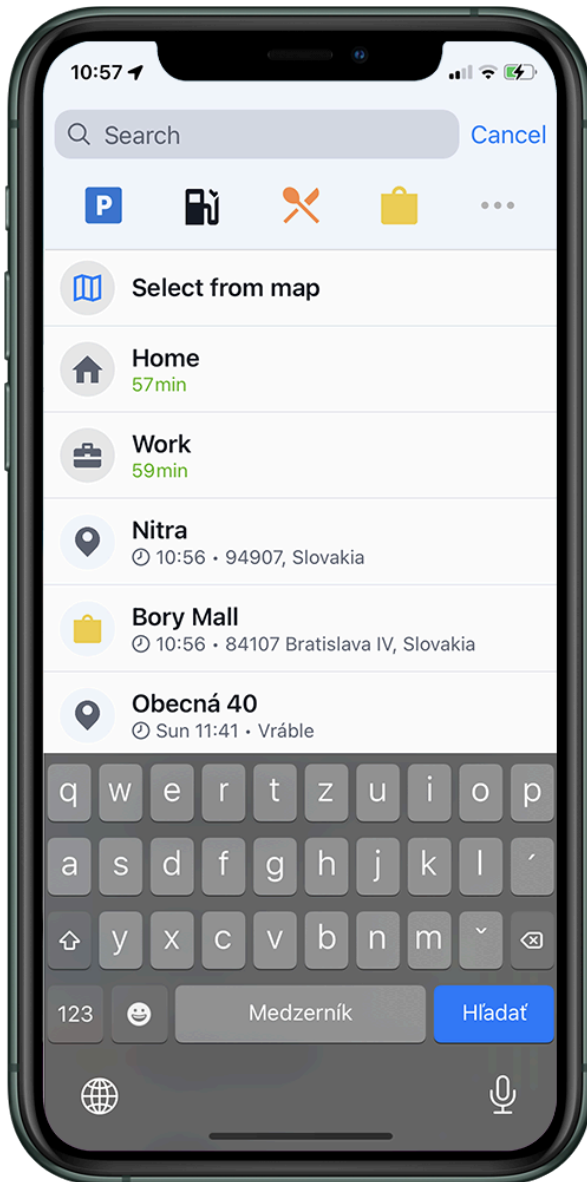
Swipe across the screen while navigation and simply tap anywhere on the map so a grey marker appears, and choose the **Add waypoint** option that way.



2. Through the quick menu

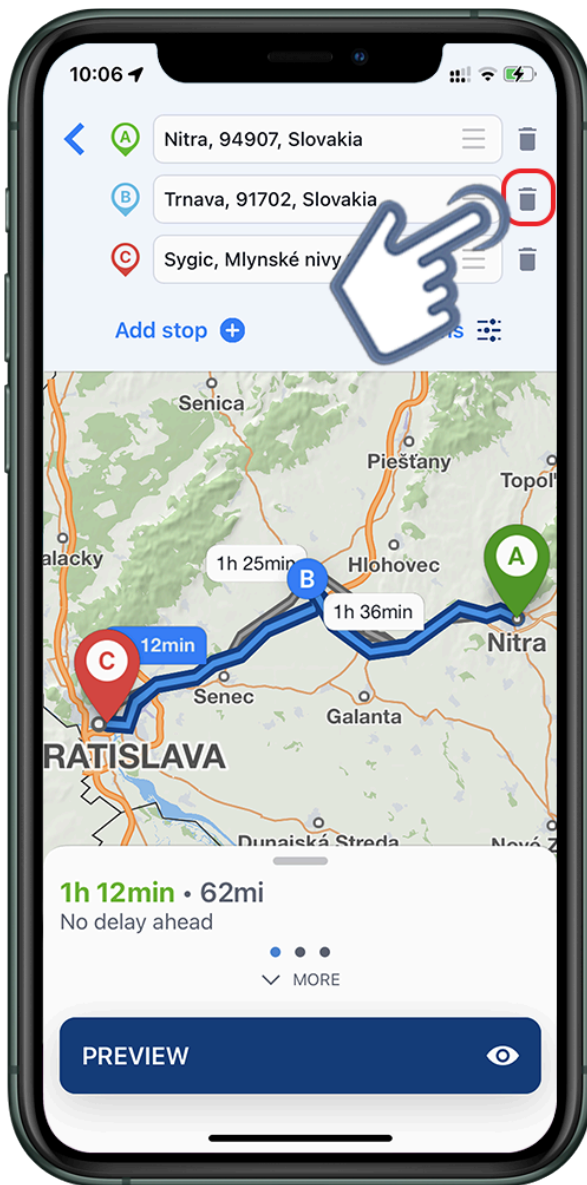
Open the quick menu by tapping on the three-dot icon in the bottom right corner of the screen. Then, you can either tap on the “Add waypoint” option or tap straight on the Search bar at the top. After you find and display the place or address you want to add, tap on “Add waypoint” at the bottom of the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



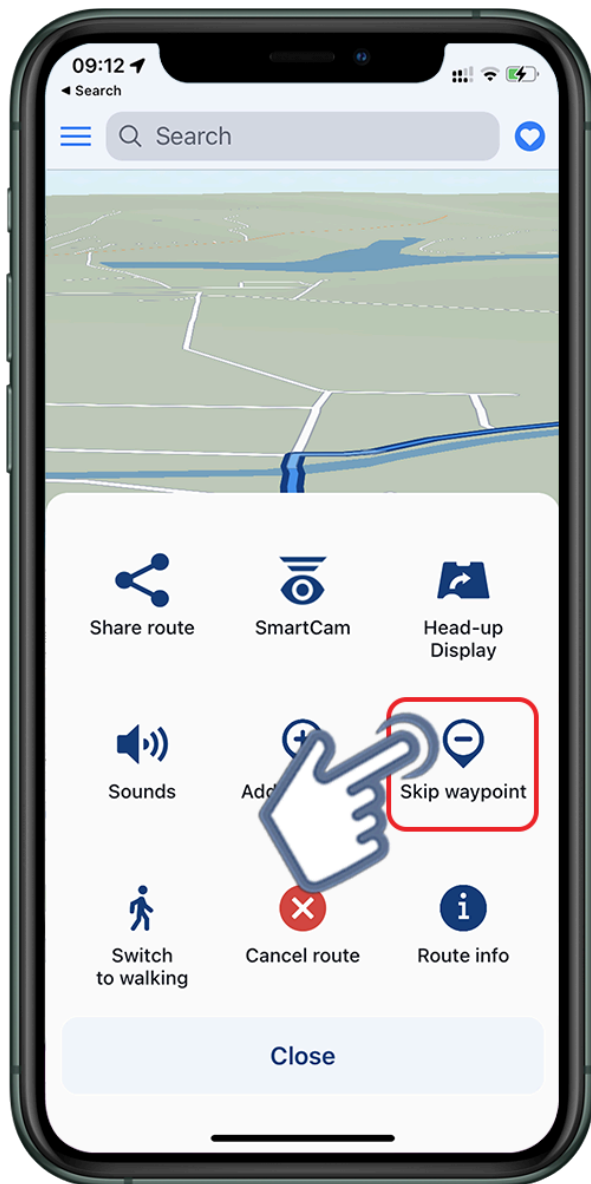


3.3.3. Removing & Skipping waypoint

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.

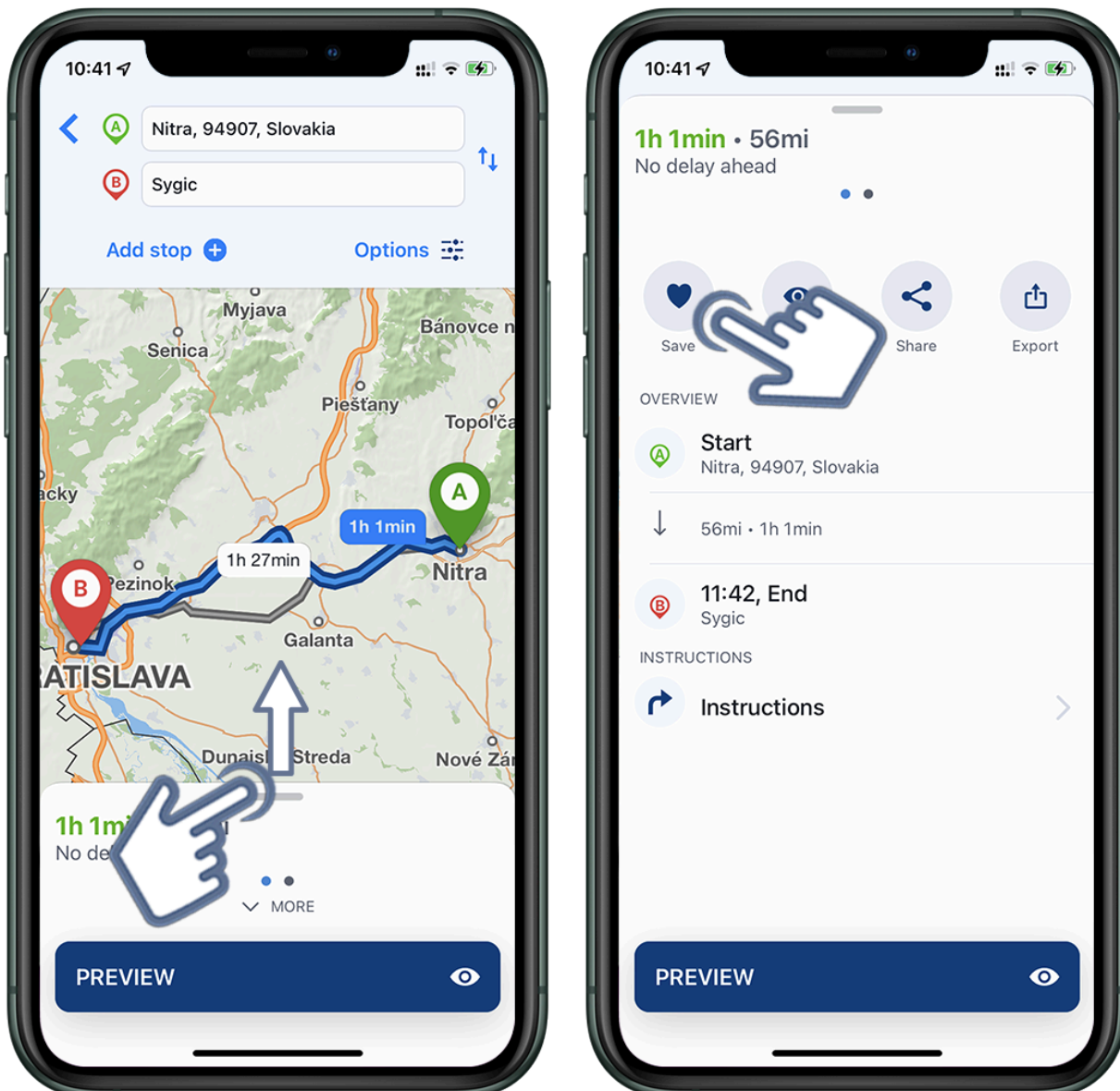


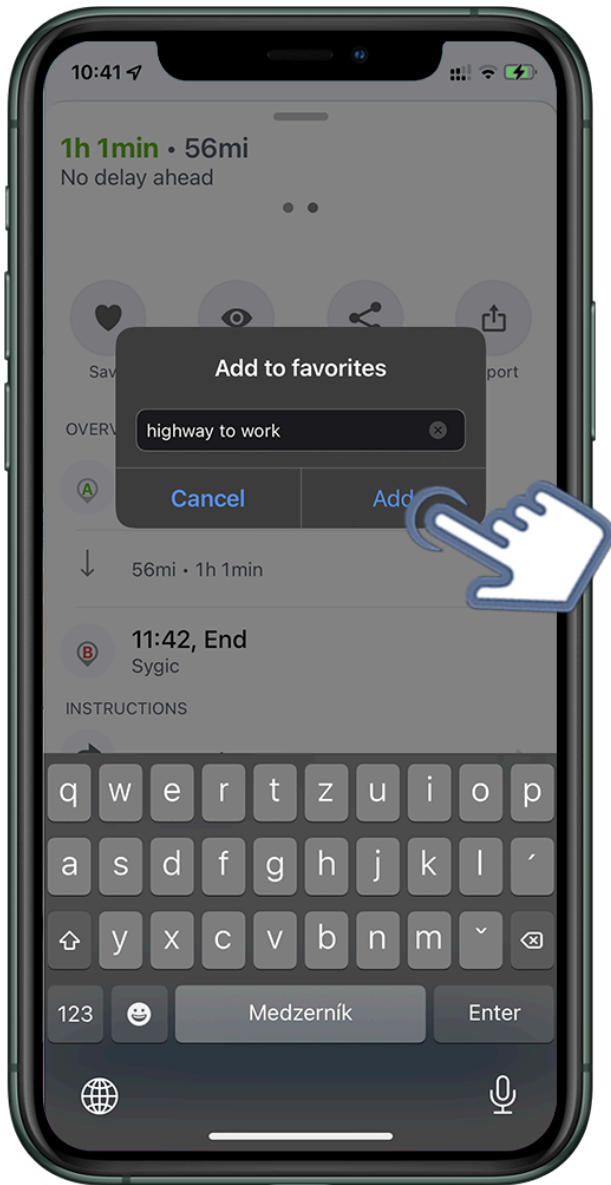
3.4. Saving a route

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:

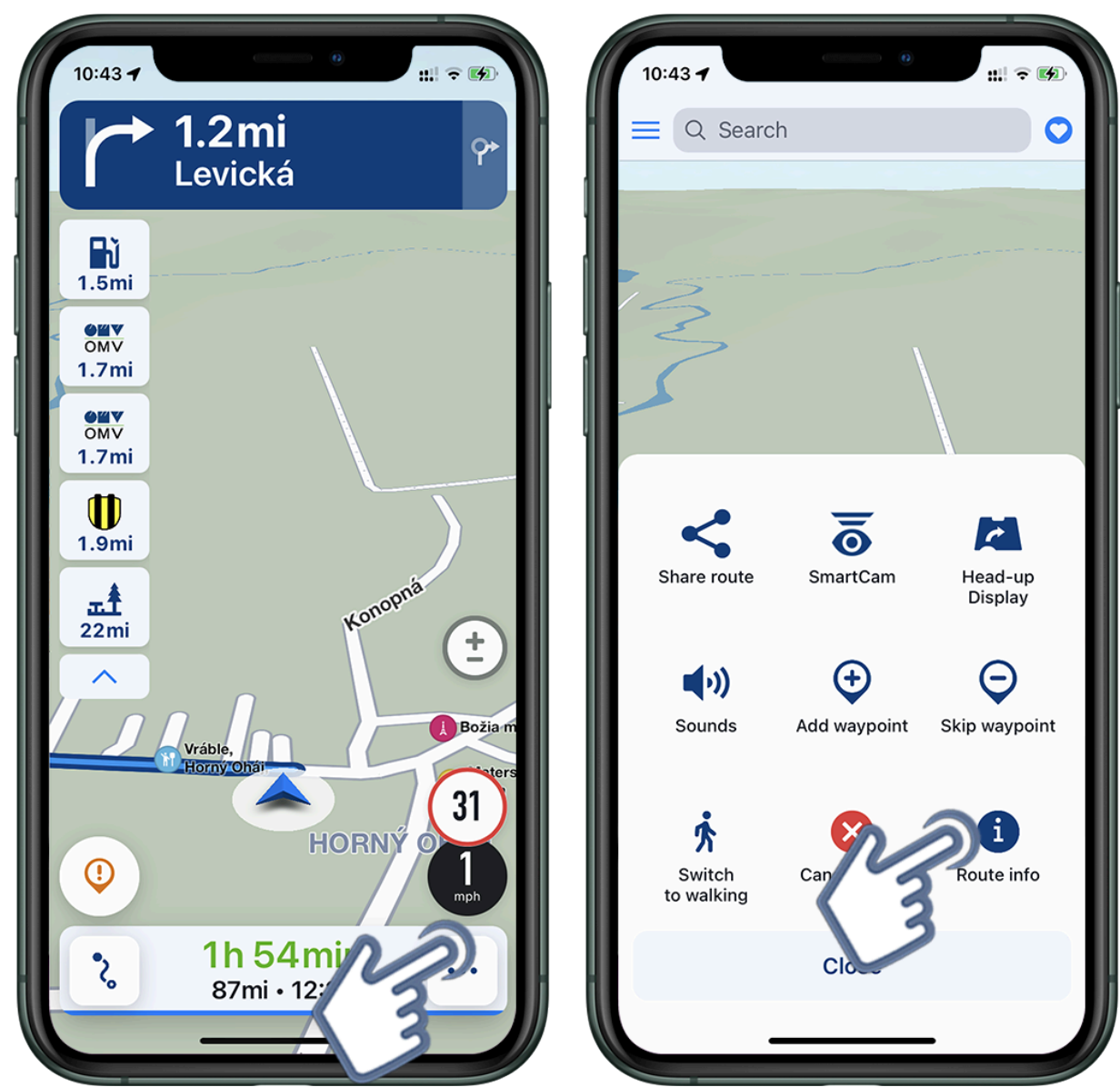
1. **Swipe** the bottom bar **up**.
2. Tap on the **heart icon**.
3. In the last step, you can customize the name of the route and then confirm its addition to your Favorites by pressing "Ok".

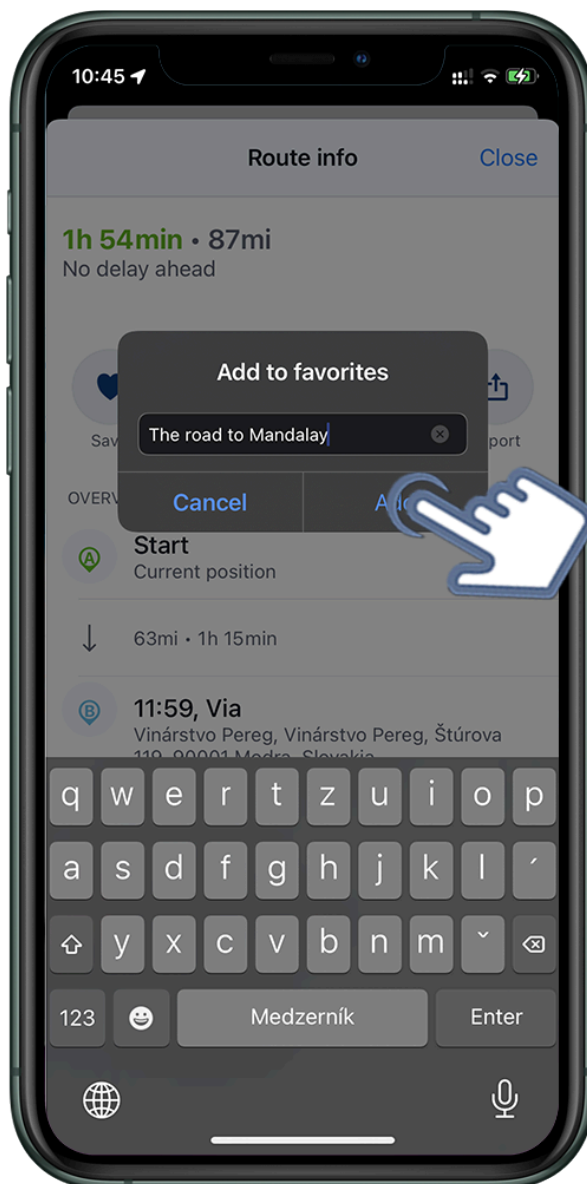
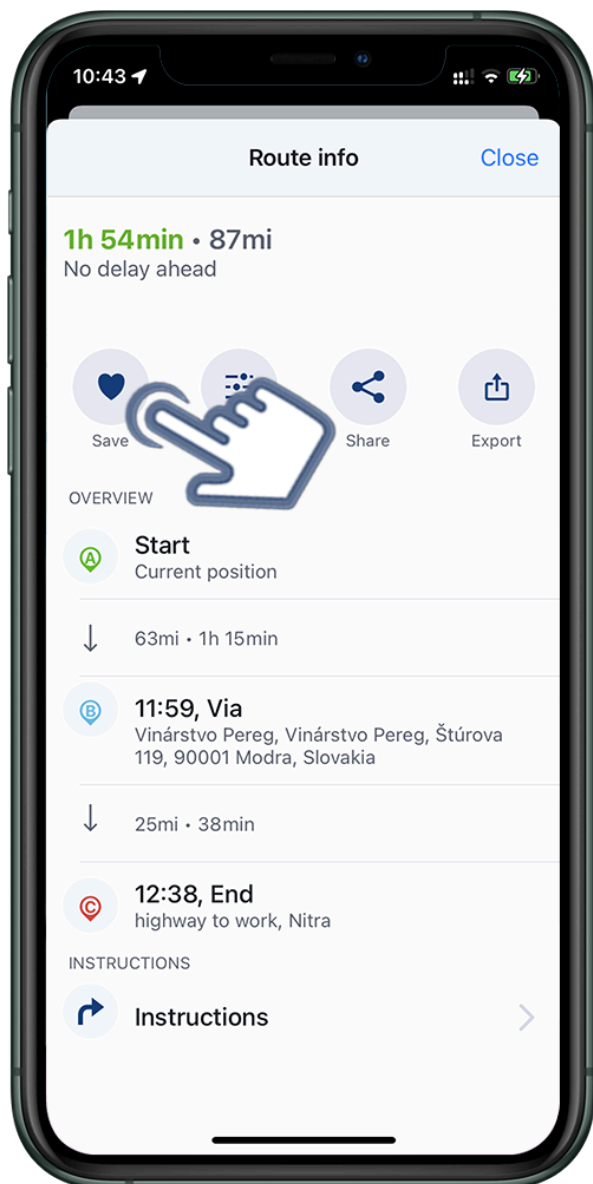




You can also save the route while navigating:

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".



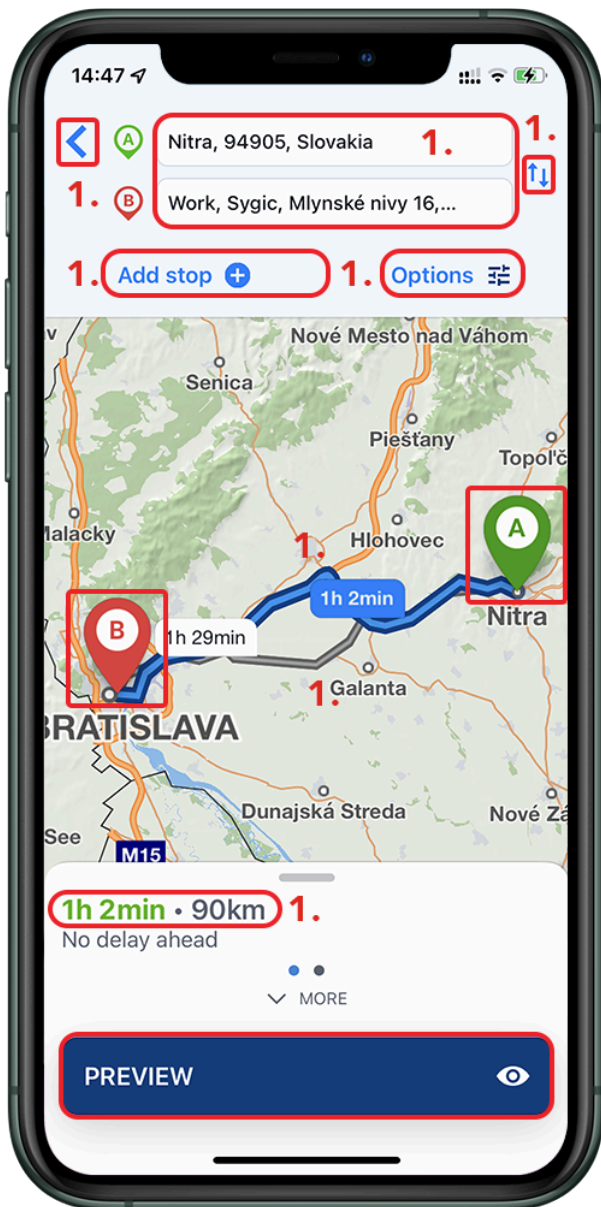


3.5. Starting the route

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.

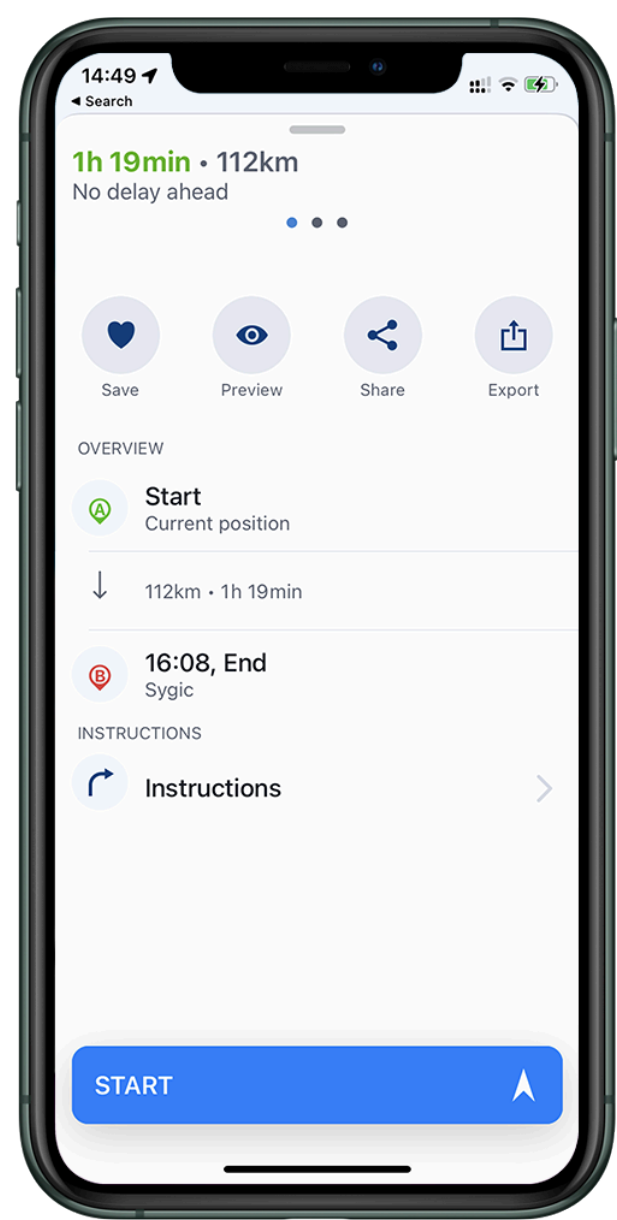
This picture shows the route selection screen. It contains several options and information:



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.

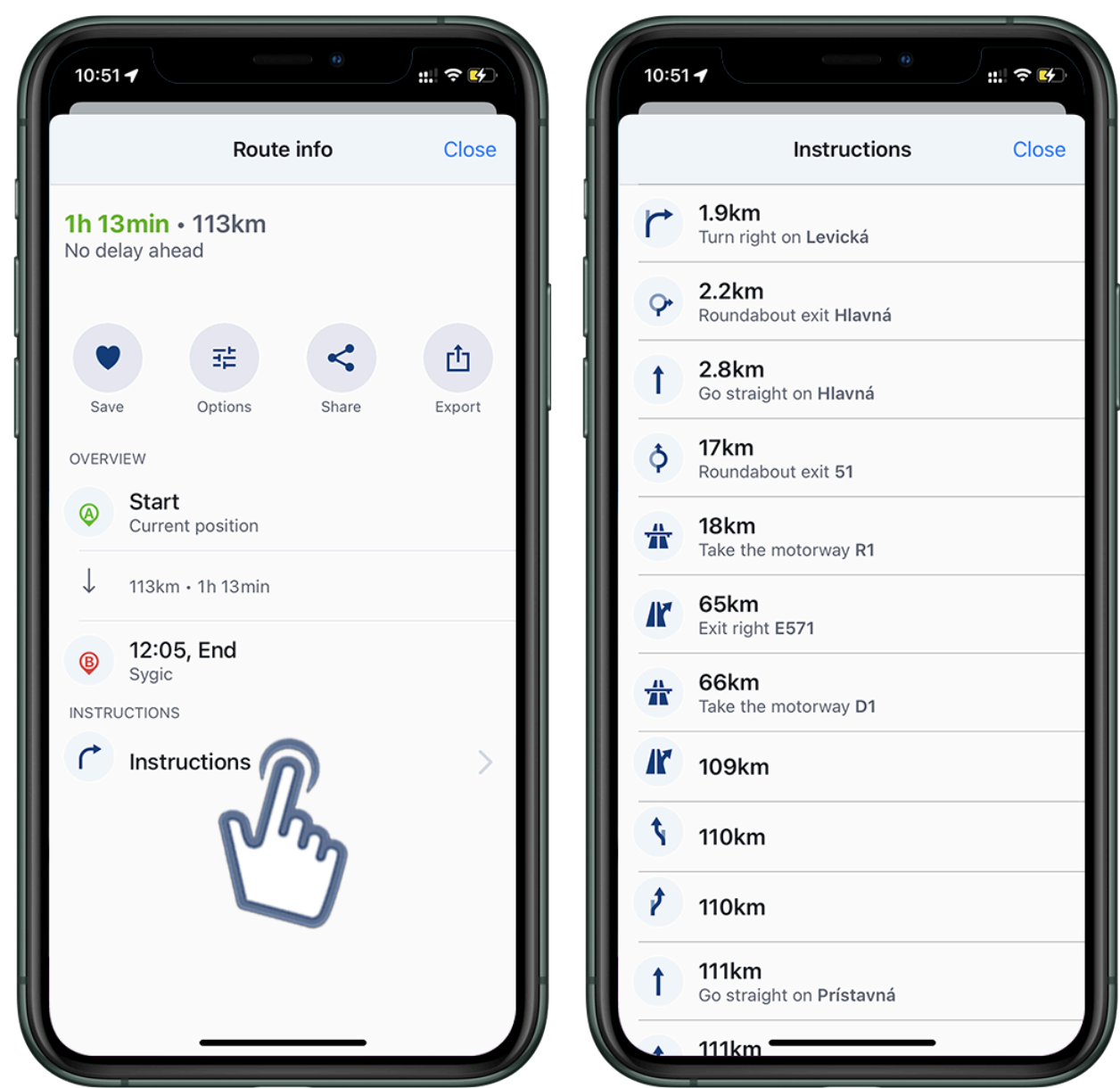


3.6. Route info

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

4.1. Sign in

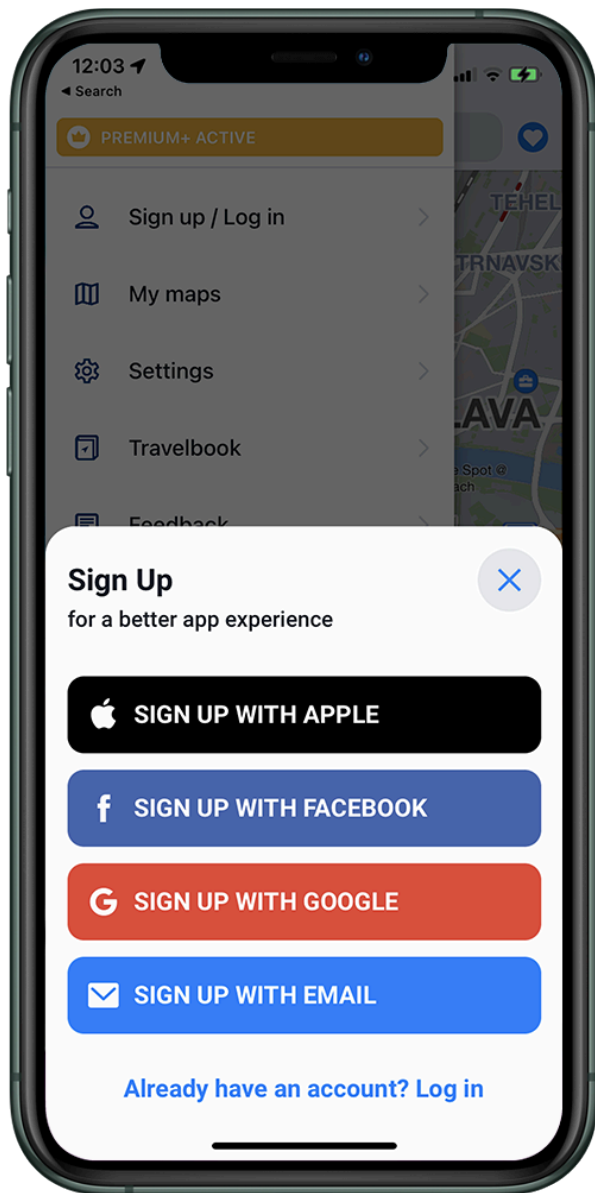
To log into the Sygic GPS Navigation go to **Menu** → **Sign in**

You may log in to Sygic GPS Navigation with **these type of accounts**:

- **Sygic** recommended
- **Facebook**
- **Google**
- **Apple**

By the sign in you can activate some of the purchased products/ licenses. Make sure to use the email account, which you entered while making the purchase, **note** that the password is set by the user, in case you don't remember it you may choose the "Forgot password" option.





4.2. Sygic Store

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

Purchases are made exclusively through the Sygic Store, which you can access through the Sygic app's top left menu (☰).

Click on the offers to display additional information about the product, and read the description carefully. Select a product and click the Buy button at the bottom of the screen to proceed to the payment.

The store also offers the possibility to **restore your purchases**. If you purchased a product via iOS and want to activate it, select "Restore/ Manage Purchases" → "Restore" → enter the password for your Apple ID account

! you must be logged in to the same Apple account you used to make the purchase otherwise the recovery fails

You can check all **your active licenses** by going to Restore/Manage licenses, if the license is listed here, it has been successfully activated.



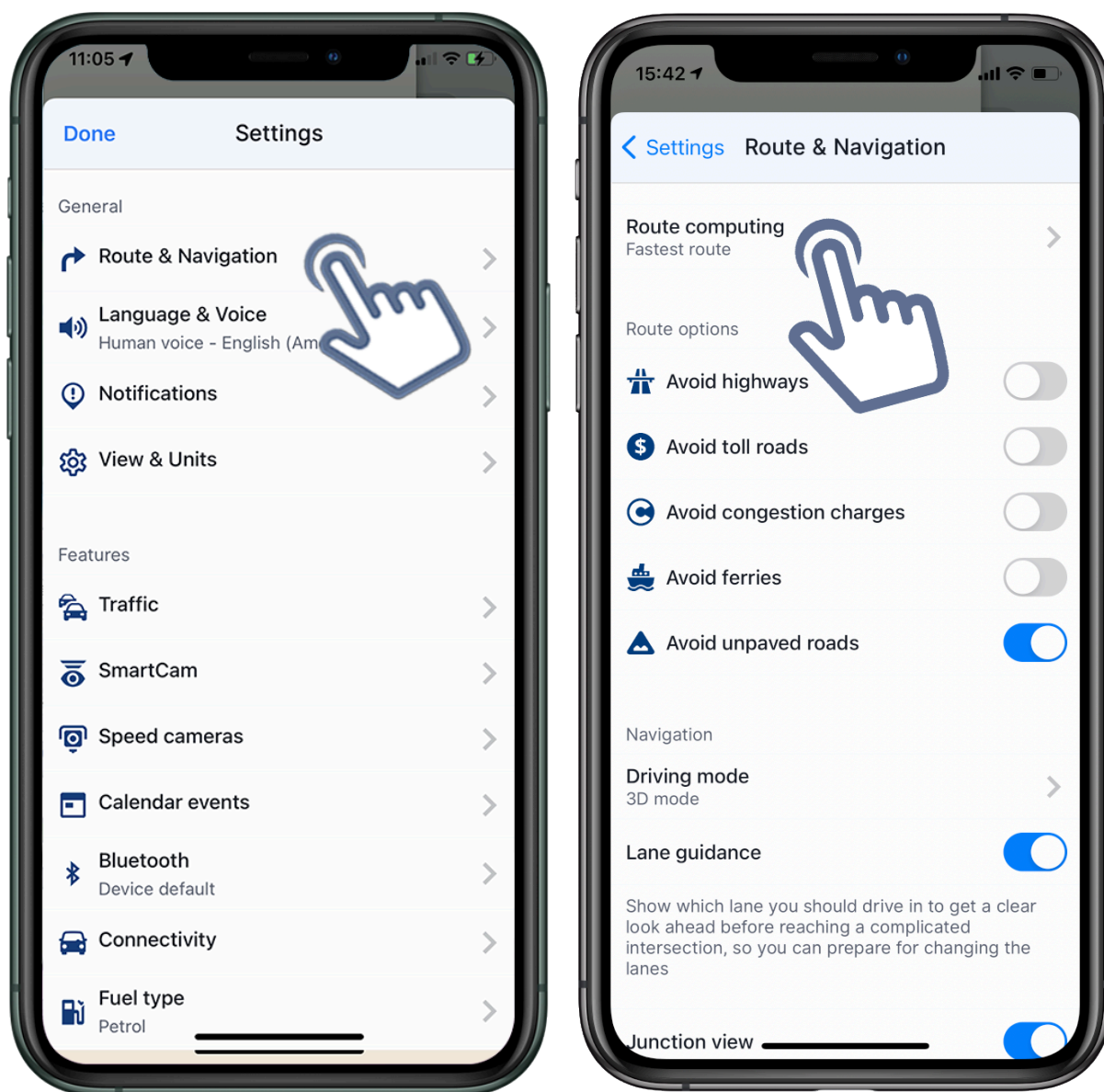
4.3. Settings

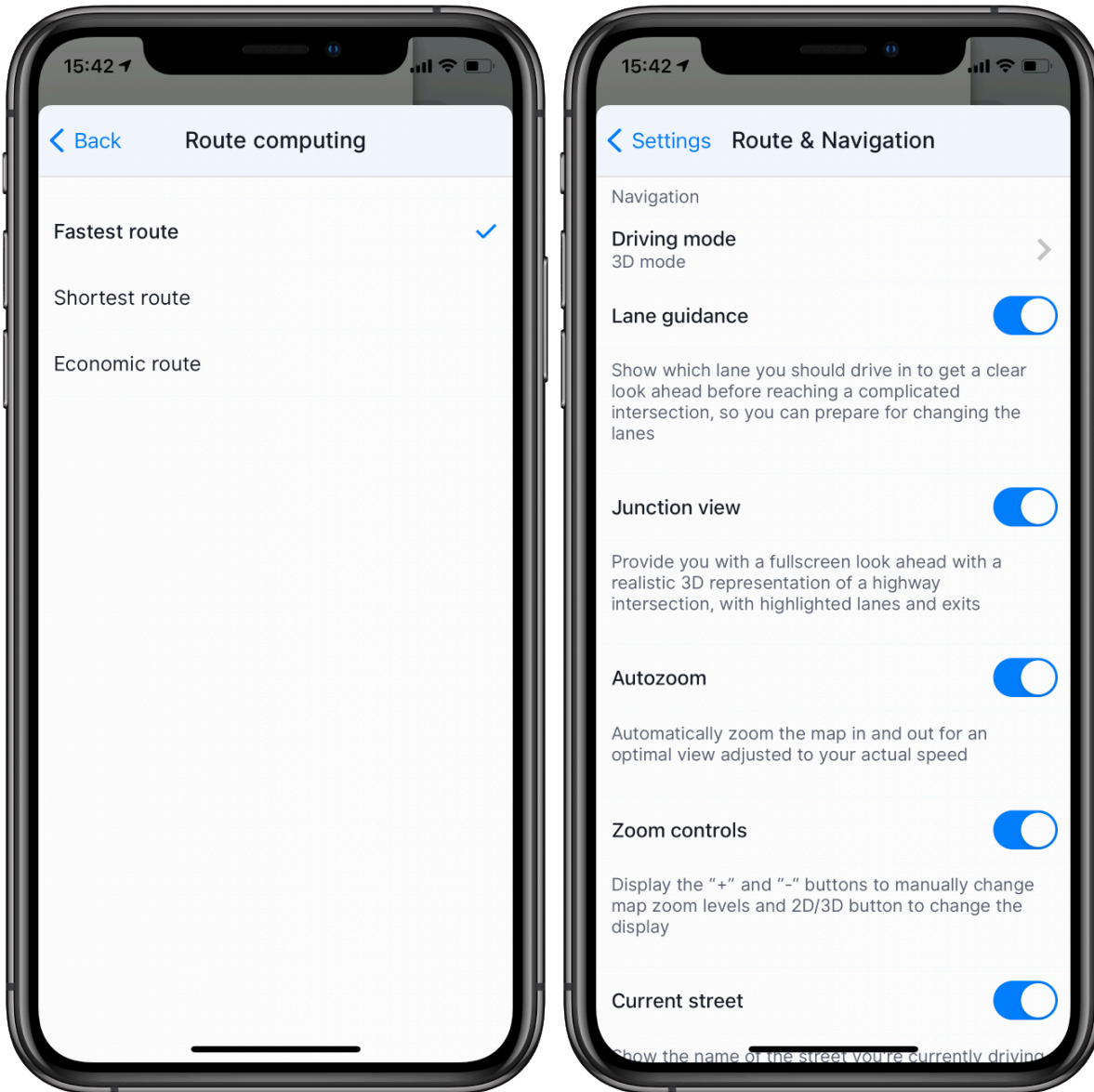
You can adjust your Sygic GPS Navigation app according to your preferences. If you wish to change the settings in the Sygic GPS Navigation, open the app and go to **Menu** → **Settings**.



4.3.1. Route & 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
- **Lane guidance** – Show which lane you should drive in to get a clear look ahead before reaching a

complicated intersection, so you can prepare for changing the lanes

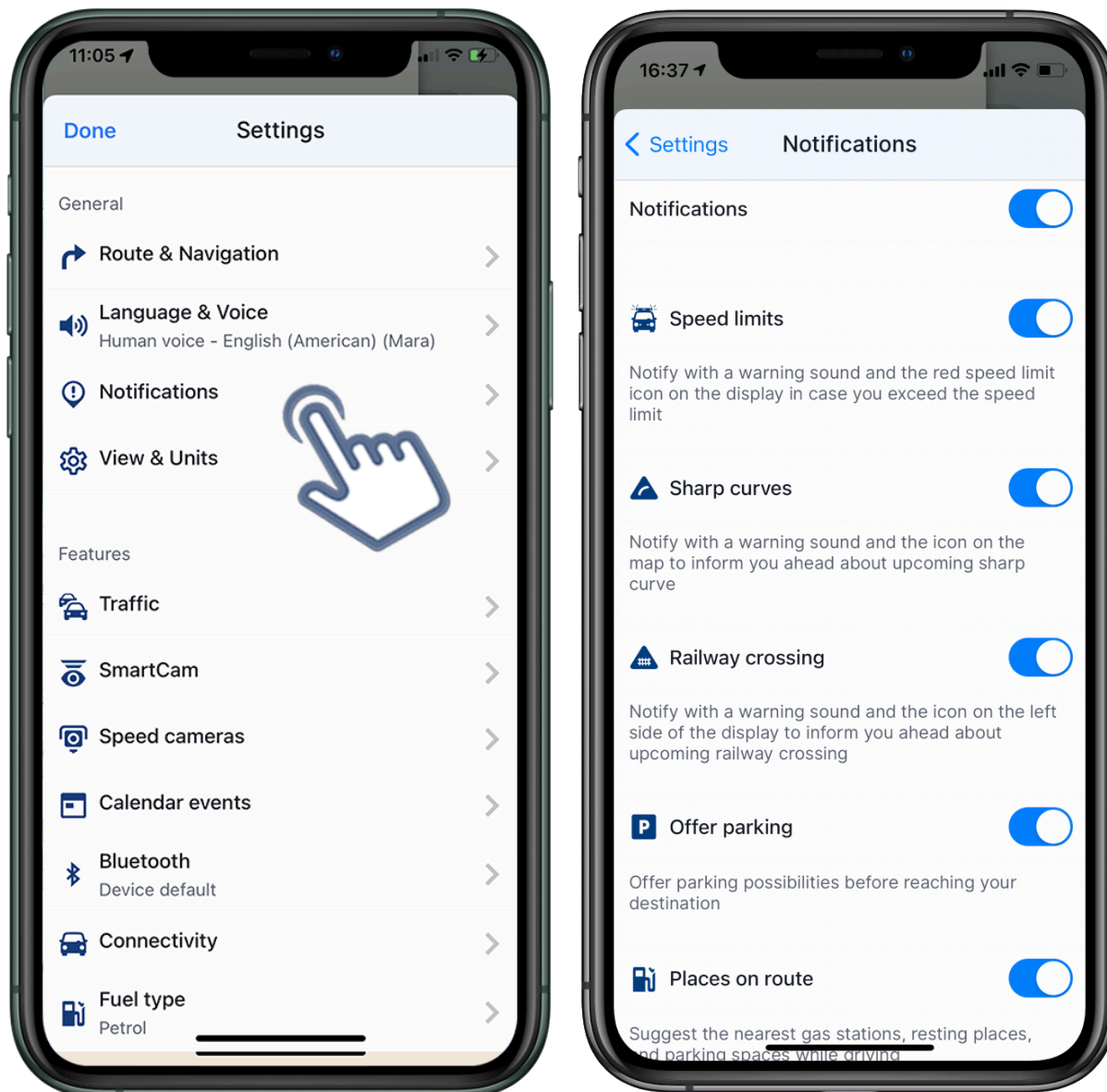
- **Junction View** – enable/disable a realistic 3D representation of highway intersection
- **Autozoom** – Automatically zoom the map in and out
- **US compass appearance** – Change the appearance of the compass to have a US look while driving
- **Zoom Controls** – Display the “+” and “-” button to manually change zoom levels and 2D/3D button to change the display
- **Current Street** – Show the name of the street you currently drive on

4.3.2. Language & Voice

Here you can change the language of the application, and also set/change the voice for the navigation. For more information please refer to [Language and Voice settings](#) section of this user guide.

4.3.3. Notifications

By tapping on Main menu → Settings → Notifications you can enable/disable notifications for:

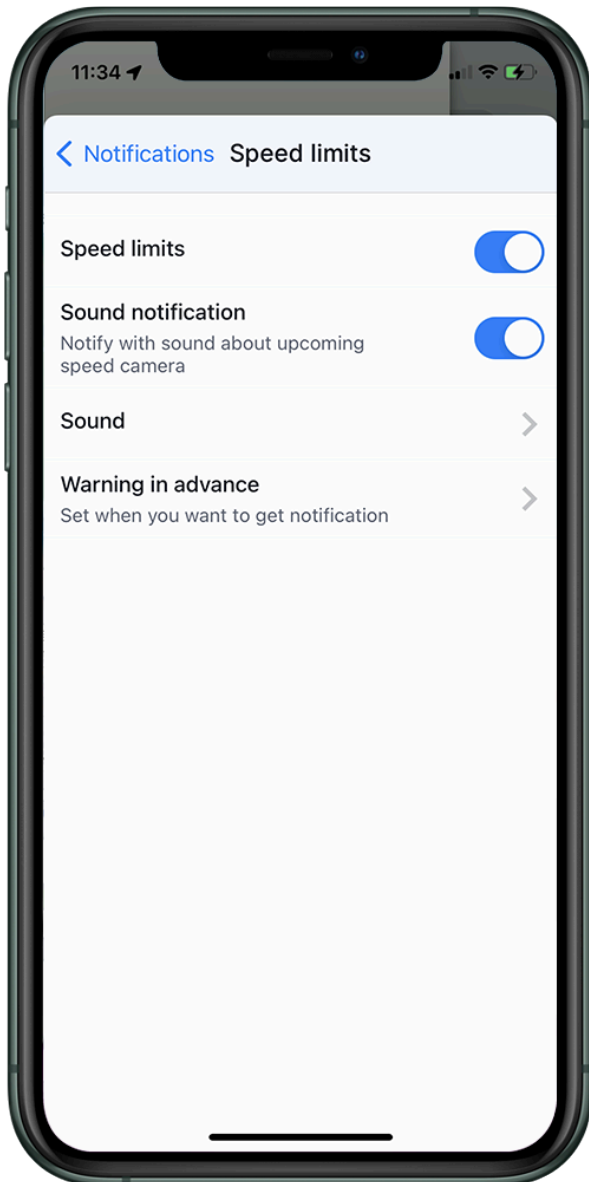


- **Speed cameras** – Notify with a warning sound about the upcoming speed camera
- **Speed limits** – Notify with a warning sound and the red speed limit icon on the display in case you exceed the speed limit
- **Traffic** – Notify about traffic
- **Sharp curves** – Notify with a warning sound and the 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
- **Faster route found** – Notify about faster route

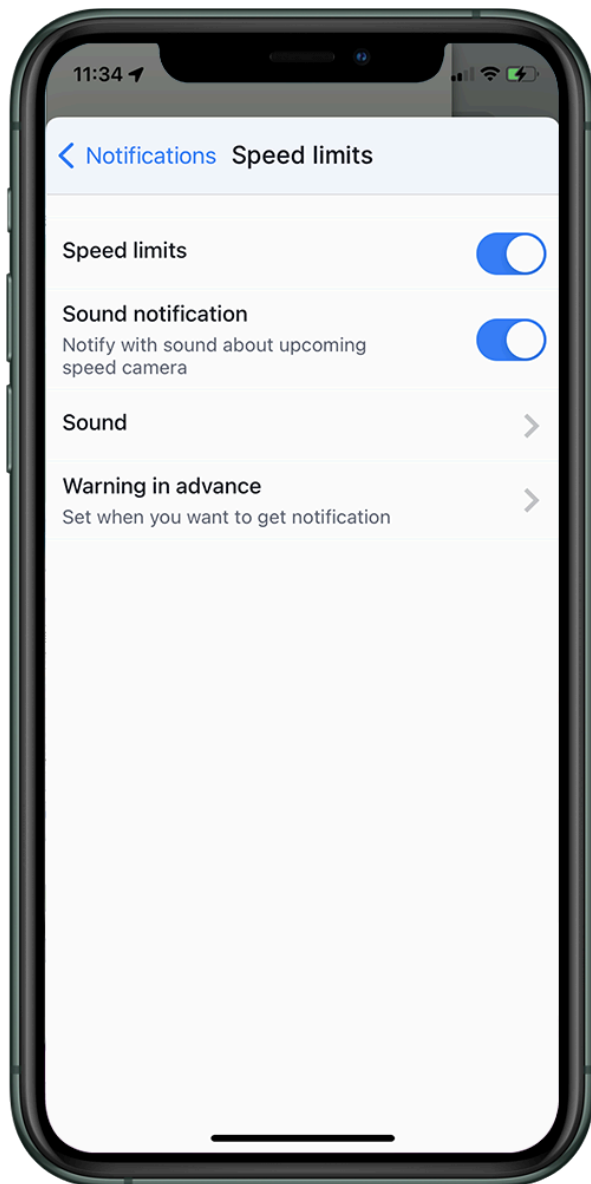
- **Offer parking** – Offer parking possibilities before reaching your destination
- **Place on route** – Suggest nearest petrol stations, rest places and parking places while driving

You can enable/disable all notifications via the button on the top of the screen, or you can select which notifications you would like to receive, by enabling/disabling them individually.

After tapping on the individual option in Notification settings*, you can also choose to enable/disable Display notification, Sound notification, and select notification Sound., or set when you want to get a notification (**Warning in advance**) via Advanced settings for **Speed limits**, **Sharp curves** and **Railway crossing**.

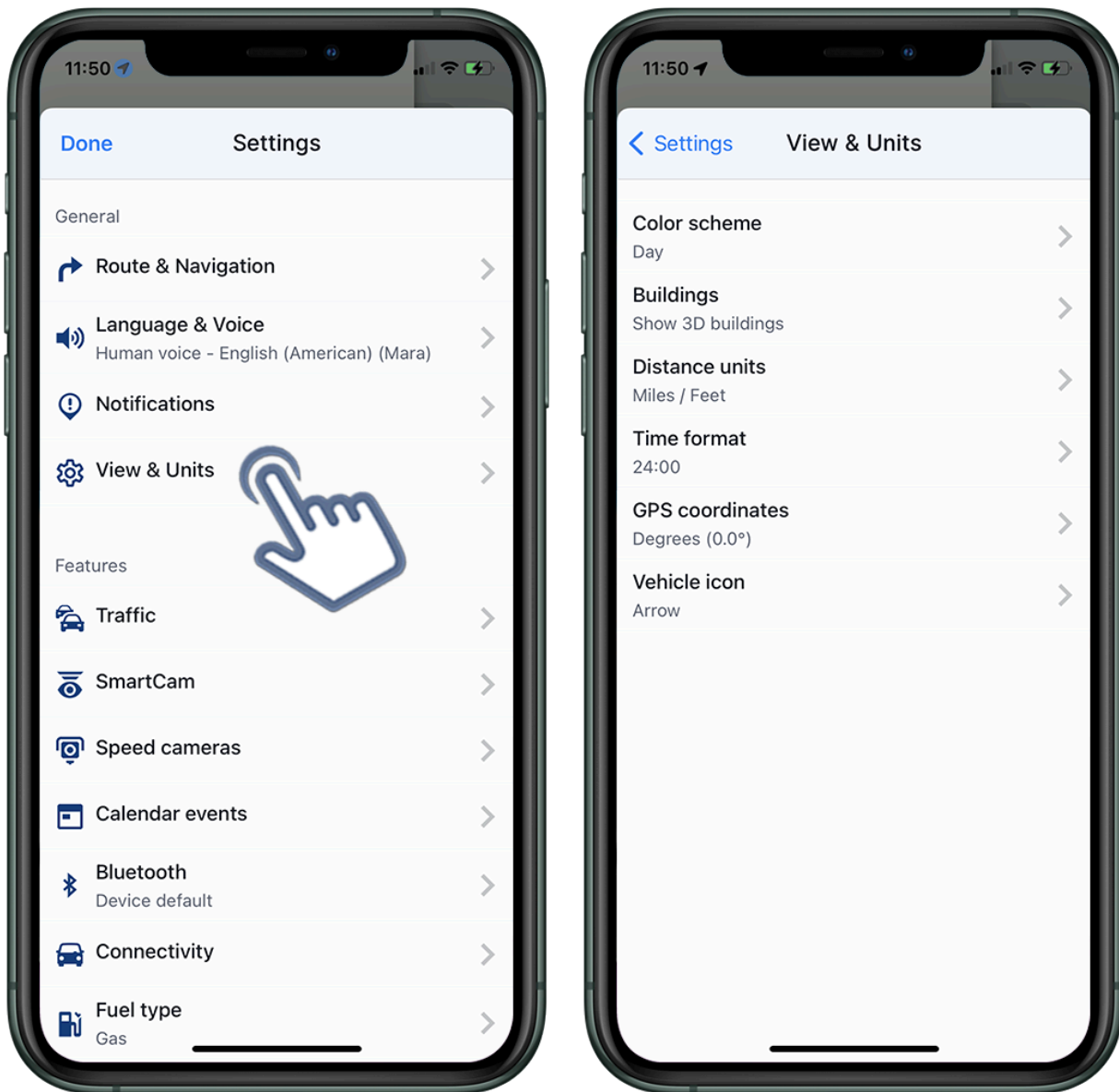


For **Speed limits**, **Sharp curves** and **Railway crossing**, you can also set when you want to get a notification, via **Warning in advance**



4.3.4. View & Units

By tapping on **Menu** → **Settings** → **Views & Units** you can customize what details you want to see on the map and how the map looks, and also set units for the navigation.



- **Color scheme**
set the dark / light mode – switch automatically, according to the position and time zone of the device/ day mode/ night mode/ system, according to the system settings of the device
- **Buildings**
set the display of available objects in 3D mode / turn off the 3D mode
- **Length units**
set preferred distance units Km/ Miles and Yards / Miles and Feet
- **Time format**
set 24 hour / 12 hour cycle
- **GPS coordinates**
set the accuracy of the coordinates display format in site detail by degrees/ minutes/ seconds
- **Vehicle icon**

This feature is only available to users with an active **Premium + subscription**, it allows you to change the icon displayed during navigation.

4.3.5. Traffic

Through the **Main menu** → **Settings** → **Traffic** it is possible to enable/disable showing traffic.

Please note that the Traffic is a paid feature and requires an internet connection.

You can enable/disable Real-Time Traffic info by **ON/OFF** button at the top of the screen.

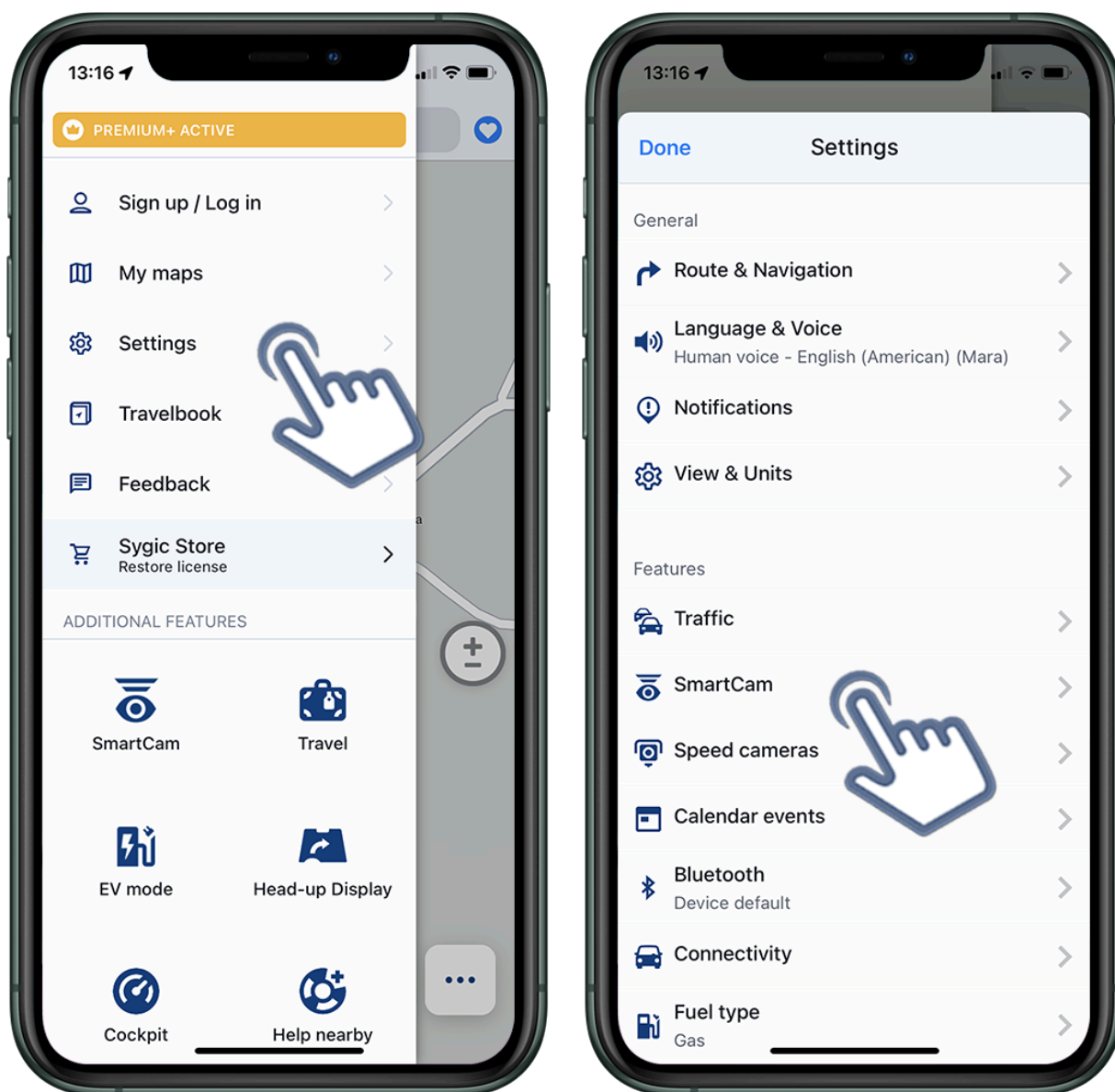
You can also enable/disable notifications about significant slowdown on your route, and notifications about faster route, if available.

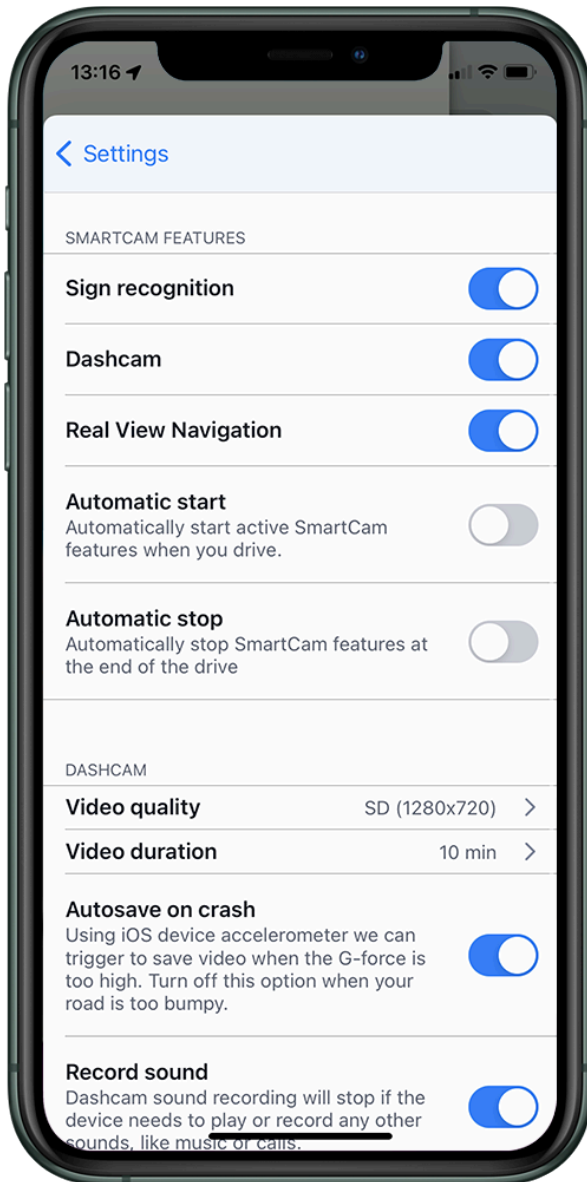
- **Traffic notification** – Notify about significant slowdown on your route
- **Faster route found** – Suggest an alternative route to avoid traffic in case a faster route is available



4.3.6. SmartCam

By tapping on Main menu → Settings → SmartCam, you can change settings for SmartCam feature, and also change the settings for Dashcam recording.





- **Sign recognition** – enable/disable using Sign recognition with SmartCam
- **Dashcam** – enable/disable using Dashcam with SmartCam
- **Real View Navigation** – enable/disable using Real View Navigation with SmartCam
- **Automatic start** – automatically start active SmartCam features when you drive
- **Automatic stop** – automatically stop SmartCam features at the end of the drive

Dashcam settings

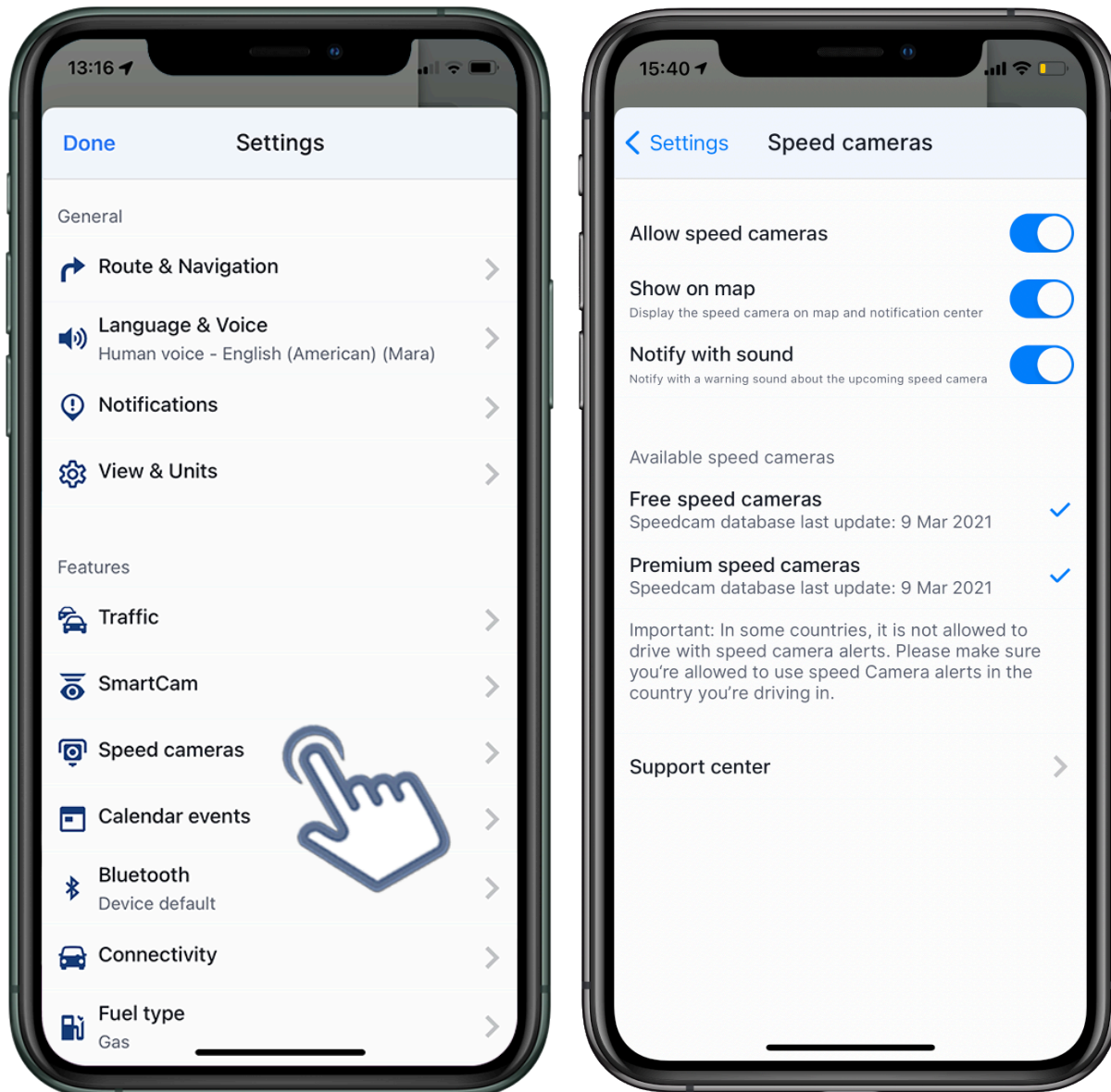
- **Video quality** – choose the quality/resolution of the recording, which will affect the storage size of the video file
- **Video duration** – set the video duration between 1, 5, 10, or 15 minutes
- **Autosave on crash** – the feature of automatically saving the video in case of a car crash, which is

evaluated based on sensors of the phone/tablet

- **Record sounds** – the recording of sound along with the video
- **Video overlay** – show date, time, speed and street while recording

4.3.7. Speed cameras

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

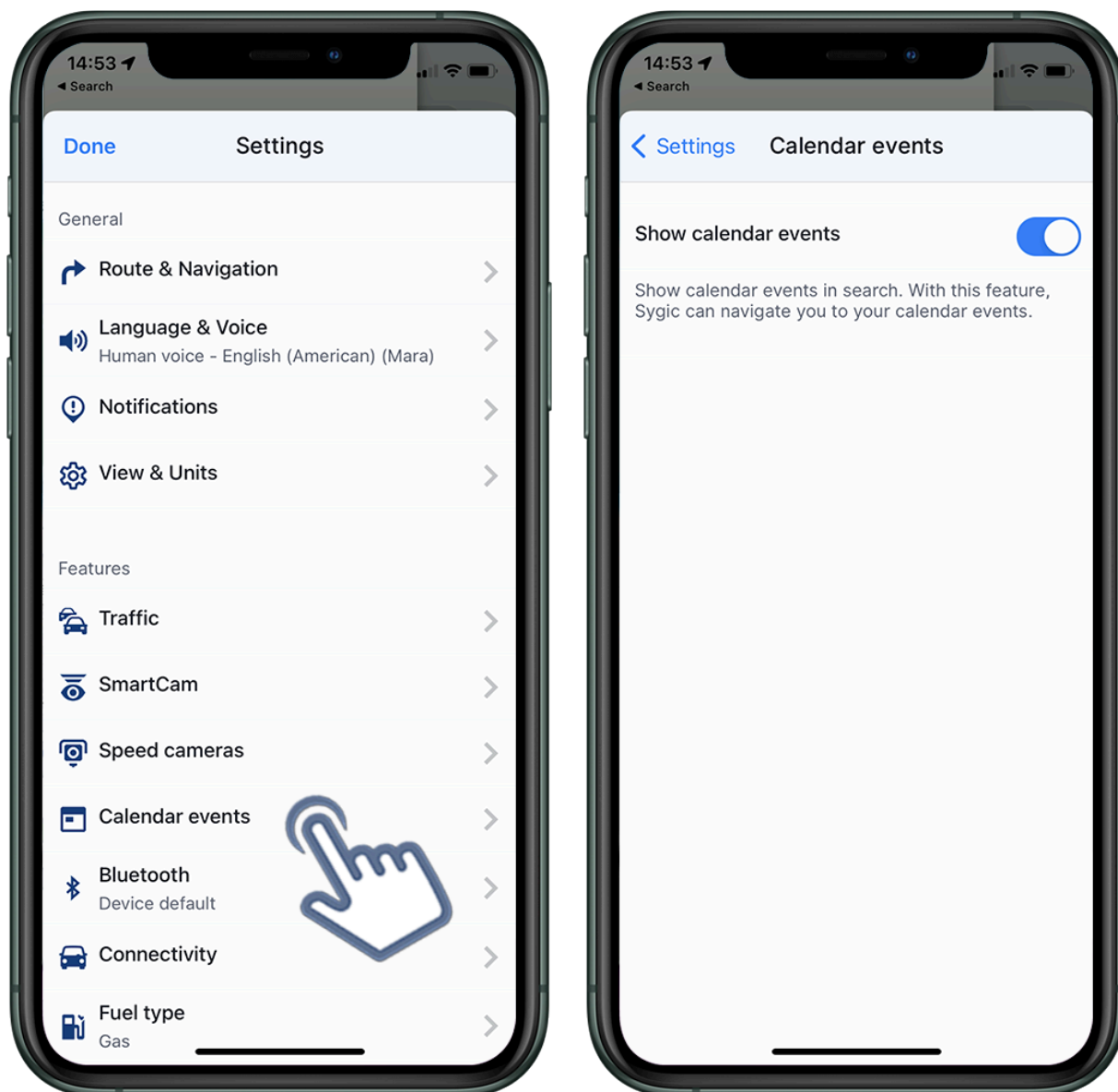


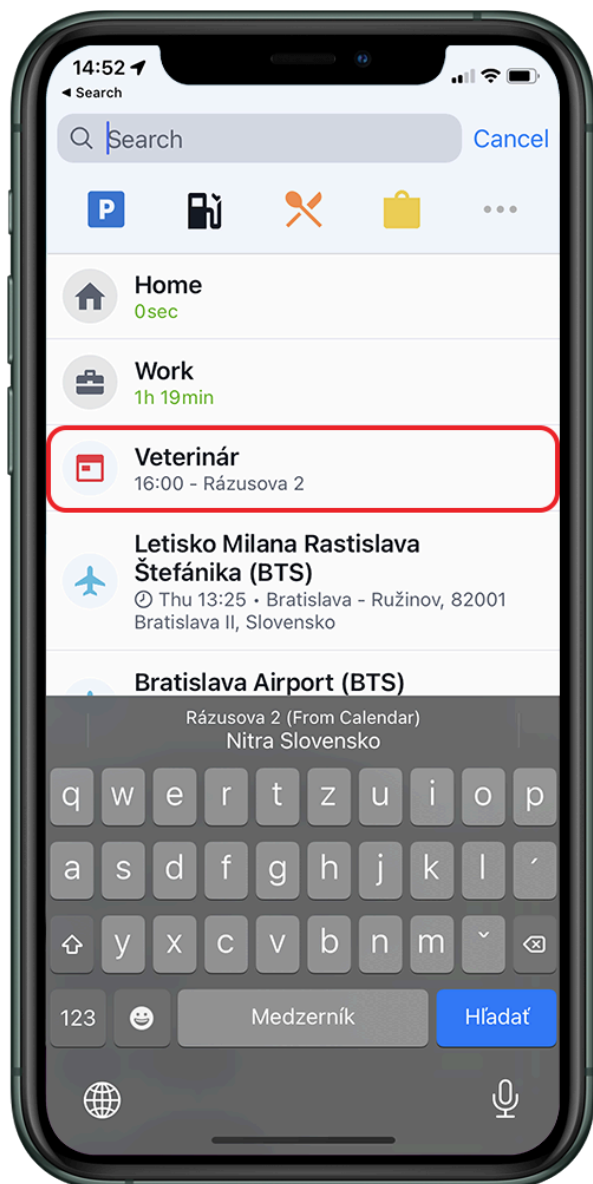
- **Show on map** – Notify with a speed camera icon on the map to inform you about the upcoming speed camera
- **Notify with sound** – Notify with a warning sound about upcoming speed camera

4.3.8. Calendar events

Here you can enable/disable showing events from your calendar.

- **Show calendar events** – Show calendar events in search. With this feature, Sygic can navigate you to your calendar events.





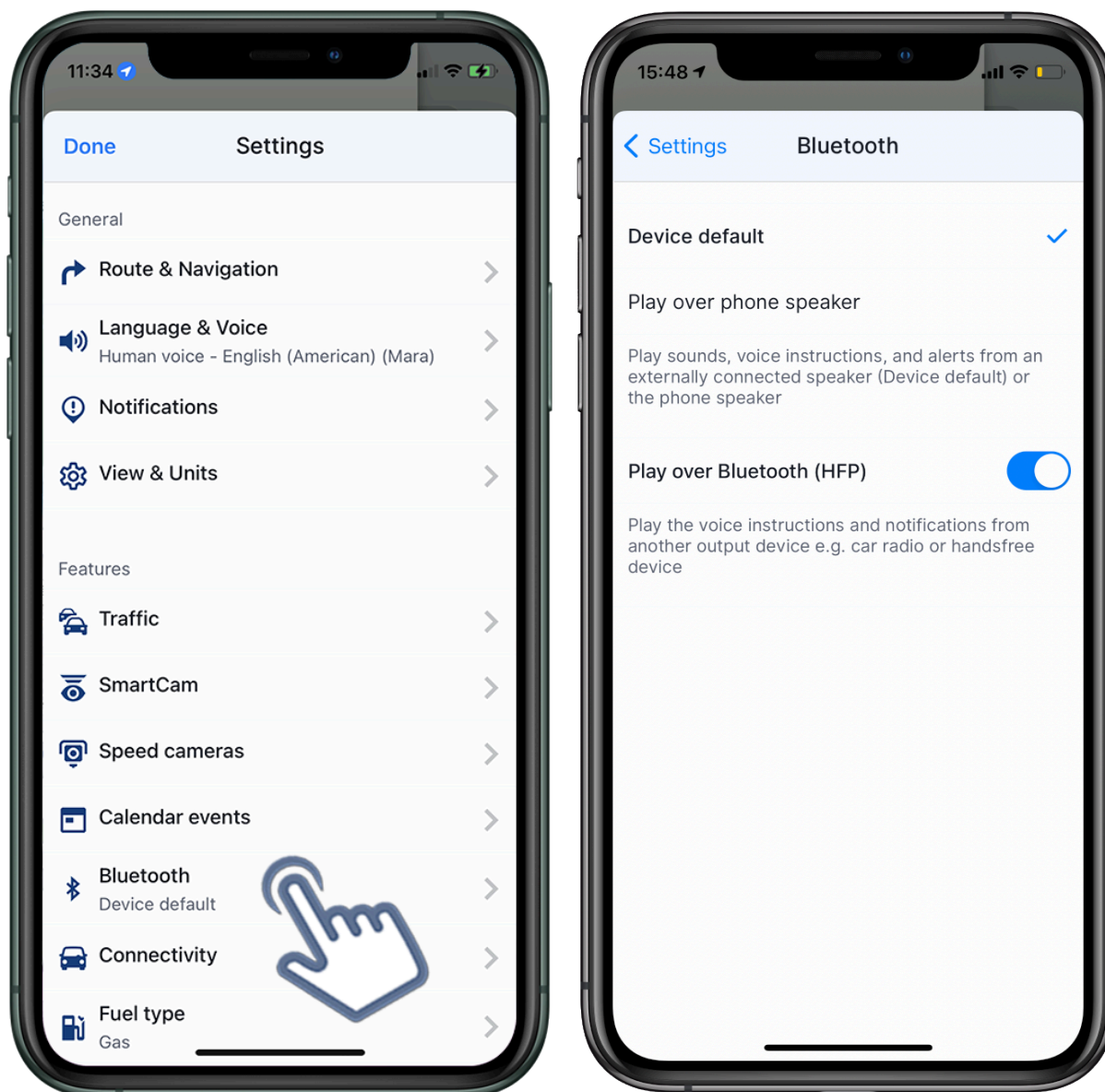
The event in your calendar has to have an address of a location

4.3.9. Bluetooth

By tapping on **Main menu** → **Settings** → **Bluetooth** you can set the output of the voice instructions and notifications. Select **Device default** or **Play over phone speaker**

If you select **Device default**, Sygic will play sounds, instructions, and alerts from an externally connected speaker (for example, if you're connected via Bluetooth to your car speakers).

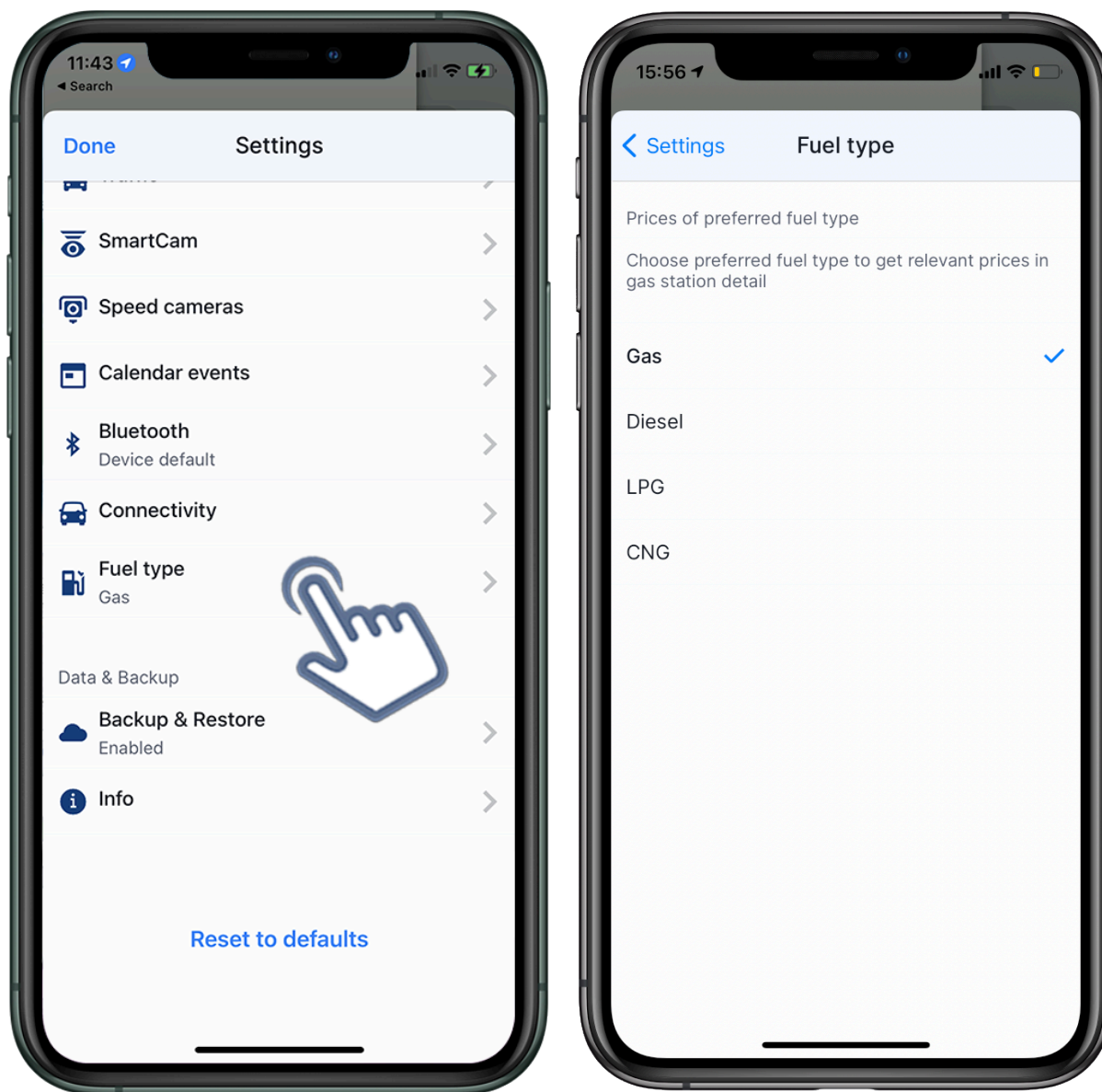
Play over Bluetooth (HFP) – Play the voice instructions and notifications from another output device, e.g. car radio or handsfree device.



4.3.10. 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.

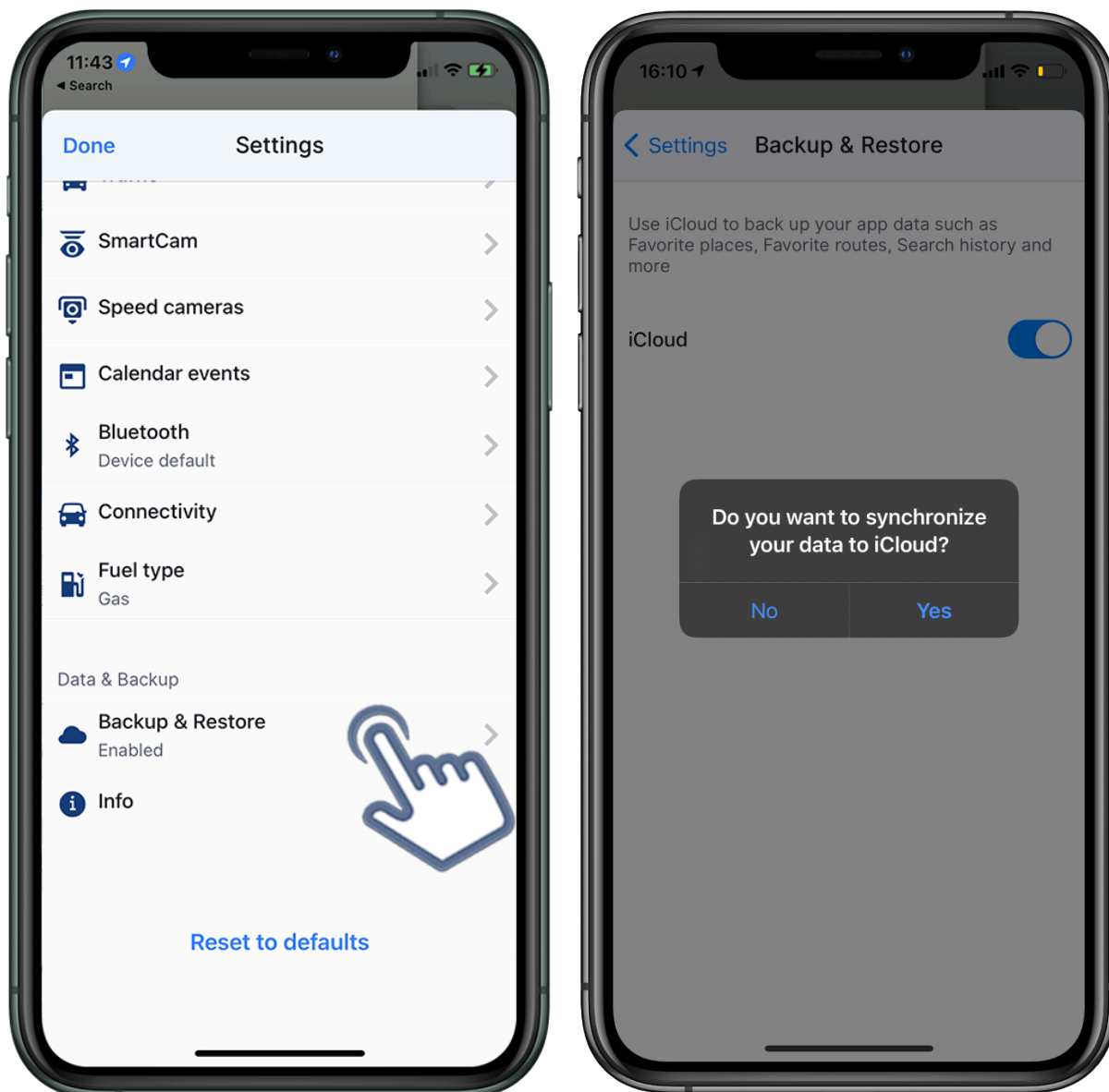
To use this service, it is necessary to have an **internet connection** and a **Premium** license activated.



4.3.11. Backup & Restore

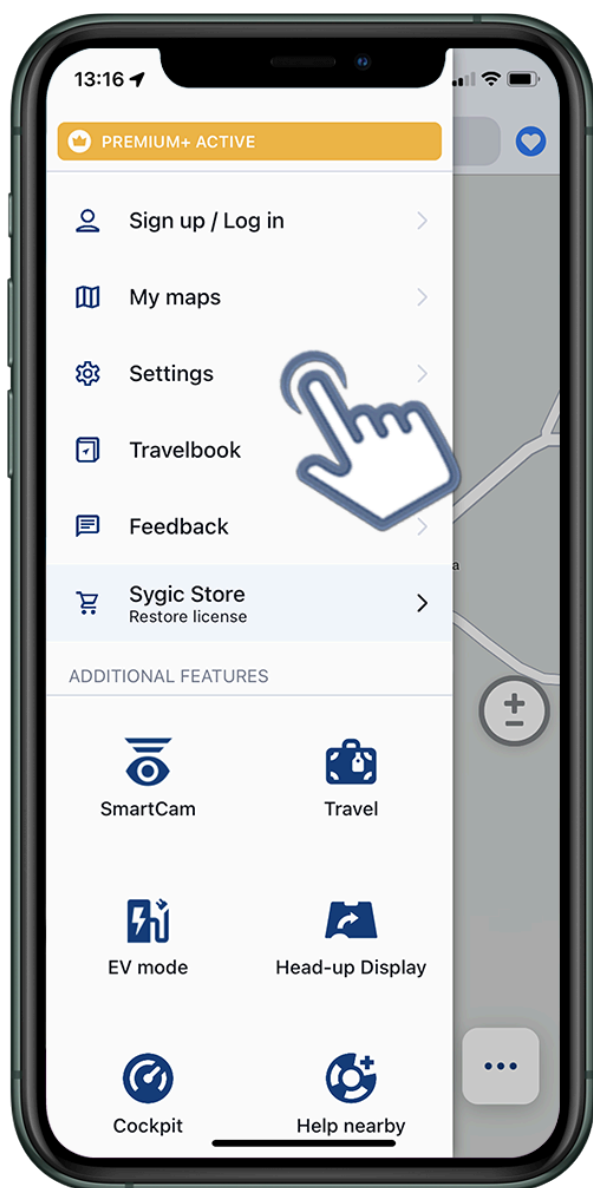
Sygic GPS Navigation uses iCloud to back up and restore saved data. To backup your data using iCloud, go to Sygic application Menu → Settings → Backup & Restore and connect your iCloud account. Afterwards, you will be able to backup your data at your leisure and restore it on another device, or if they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

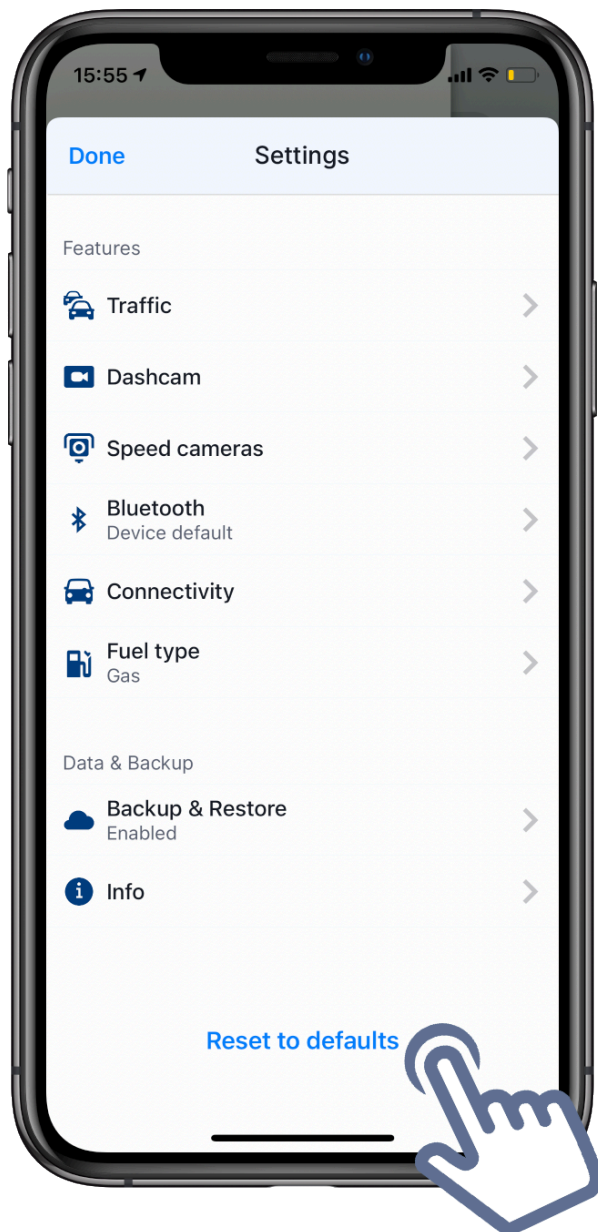
The following items are backed up: App settings, Favorite locations, Favorite routes, and history.



4.4. Reset to defaults

To get the application settings back to default state, reset it to its **default settings** in [Main Menu](#) → **Settings** using the option at the very bottom. Exit and restart the Sygic app afterwards.



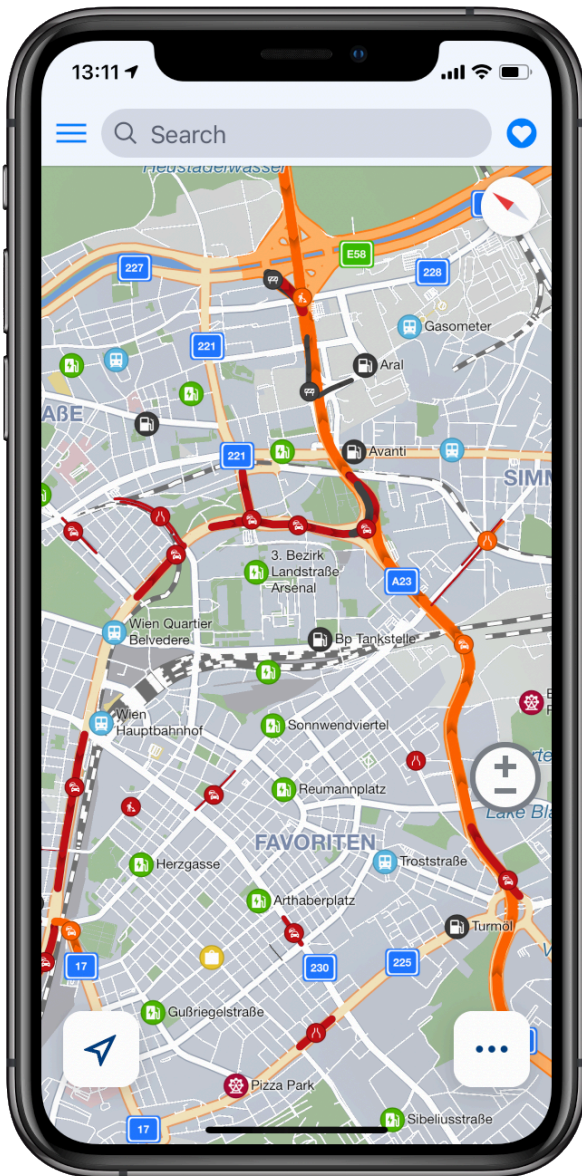


5. Add-ons and extra features

5.1. Traffic

Traffic information is a service that provides you with faster route suggestions when there are delays due to traffic on your route.

When you look at the map, the red and yellow lines indicate heavy and light traffic. Black lines indicate road closures. In some cases, you can also see green lines, which means there's some incident on the route (e.g. road works), but there's no delay. When you plan your route, the app will find the best way to avoid traffic.



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.



Traffic is an online service, it requires an active internet connection to work. The amount of data consumed by the traffic service varies and depends on the time of day (more during the morning or afternoon rush hours), the number of countries you have downloaded, the number of incidents around you in general (less in rural areas). Depending on these factors, the data usage will usually be in the 1-10 MB range, per hour.

Coverage:**Asia:**

Hong Kong, India, Indonesia, Macau, Malaysia, Singapore, Taiwan, Thailand

North America:

Canada, Mexico, United States

South America:

Argentina, Brazil, Chile, Colombia

Africa:

Egypt, Lesotho, South Africa, Morocco

Europe:

Andorra, Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom

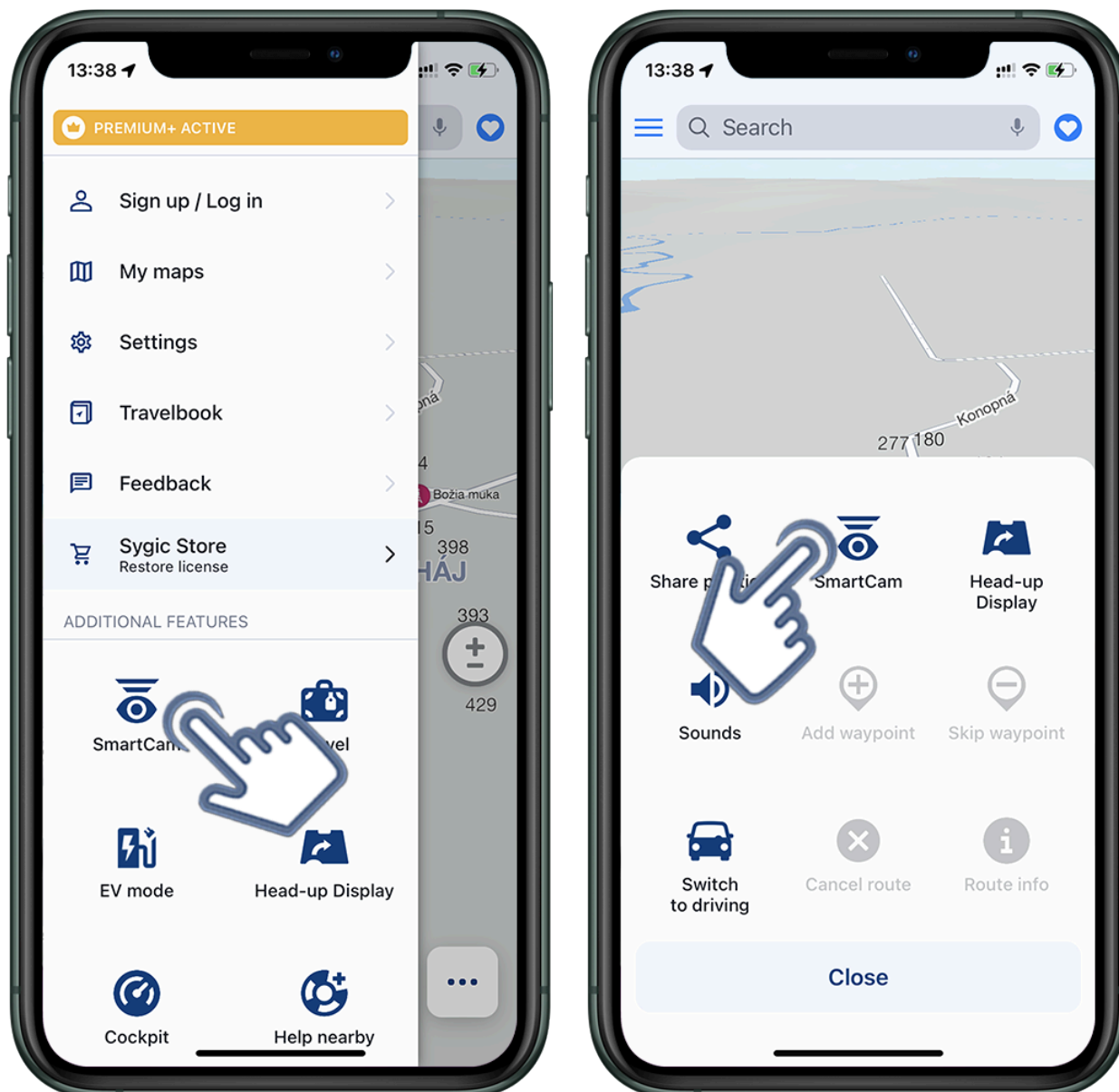
Australia:

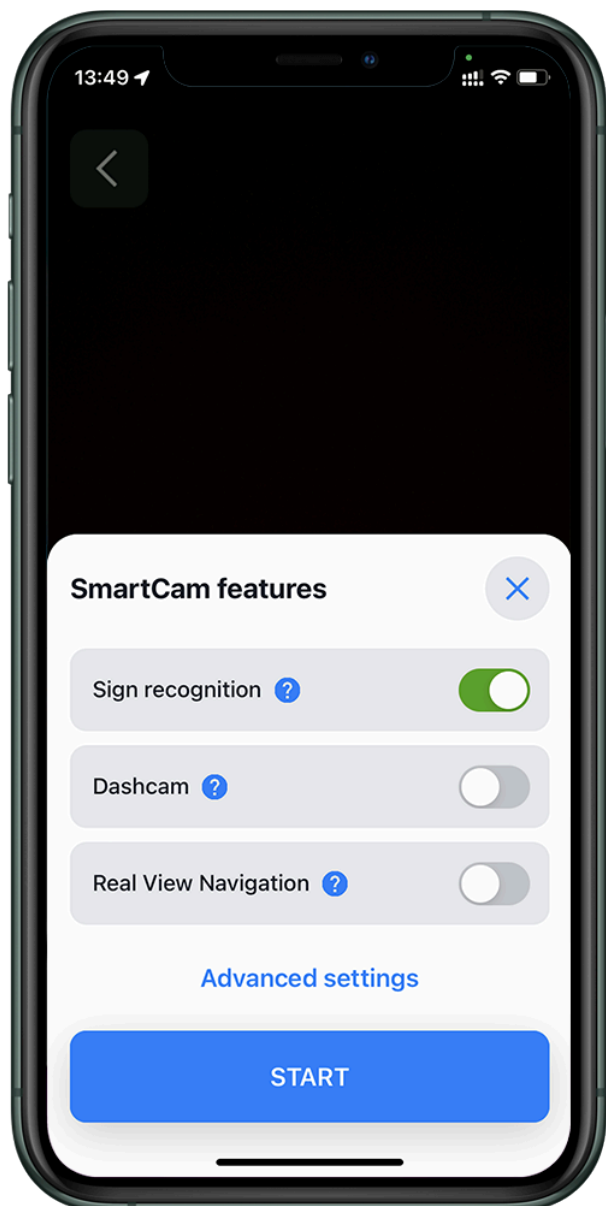
Australia, New Zealand

5.2. SmartCam

Smart Camera is a feature available from the app version **22.1.0**, 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.

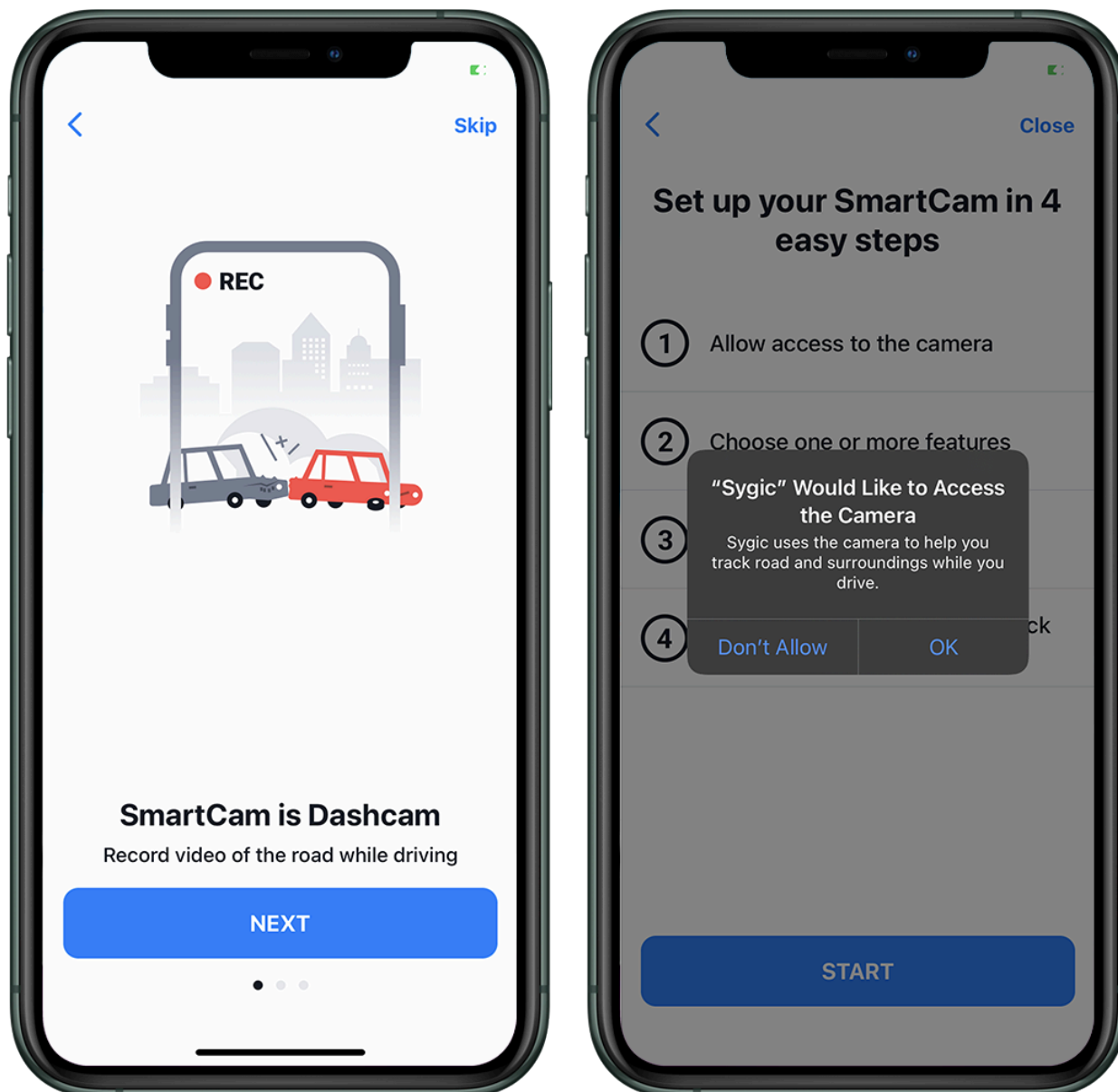
You can access Smart Camera from the [Main Menu](#), or also via the [Quick Menu](#).





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

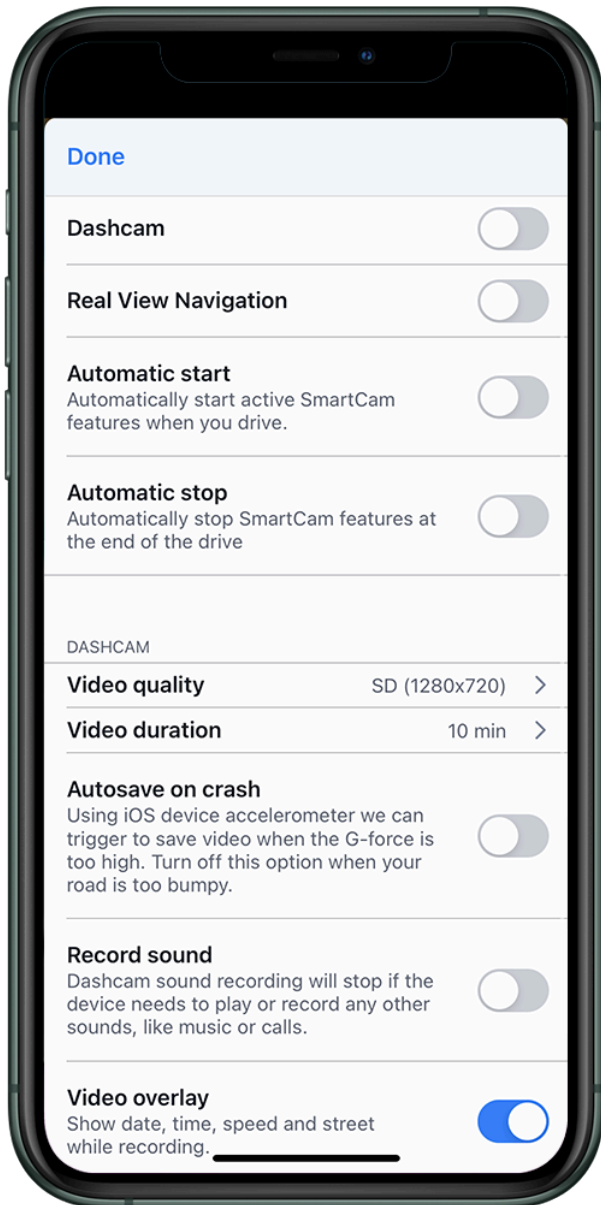
1. Allow access to the camera
2. Choose one or more features you would like to use
3. Mount your device on the windshield and straighten it
4. Tap on Start button and go back to map



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 SpeedCam, you can select what features to use with smart camera. You enable only one, or all of them (Sign recognition, Dashcam, Real View Navigation).



- **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.

(SCREENSHOT) (SCREENSHOT) (SCREENSHOT)



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.

You can enable **Dashcam** via [SmartCam](#) feature.

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 recorded videos are automatically saved to your Photos app.

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.

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.

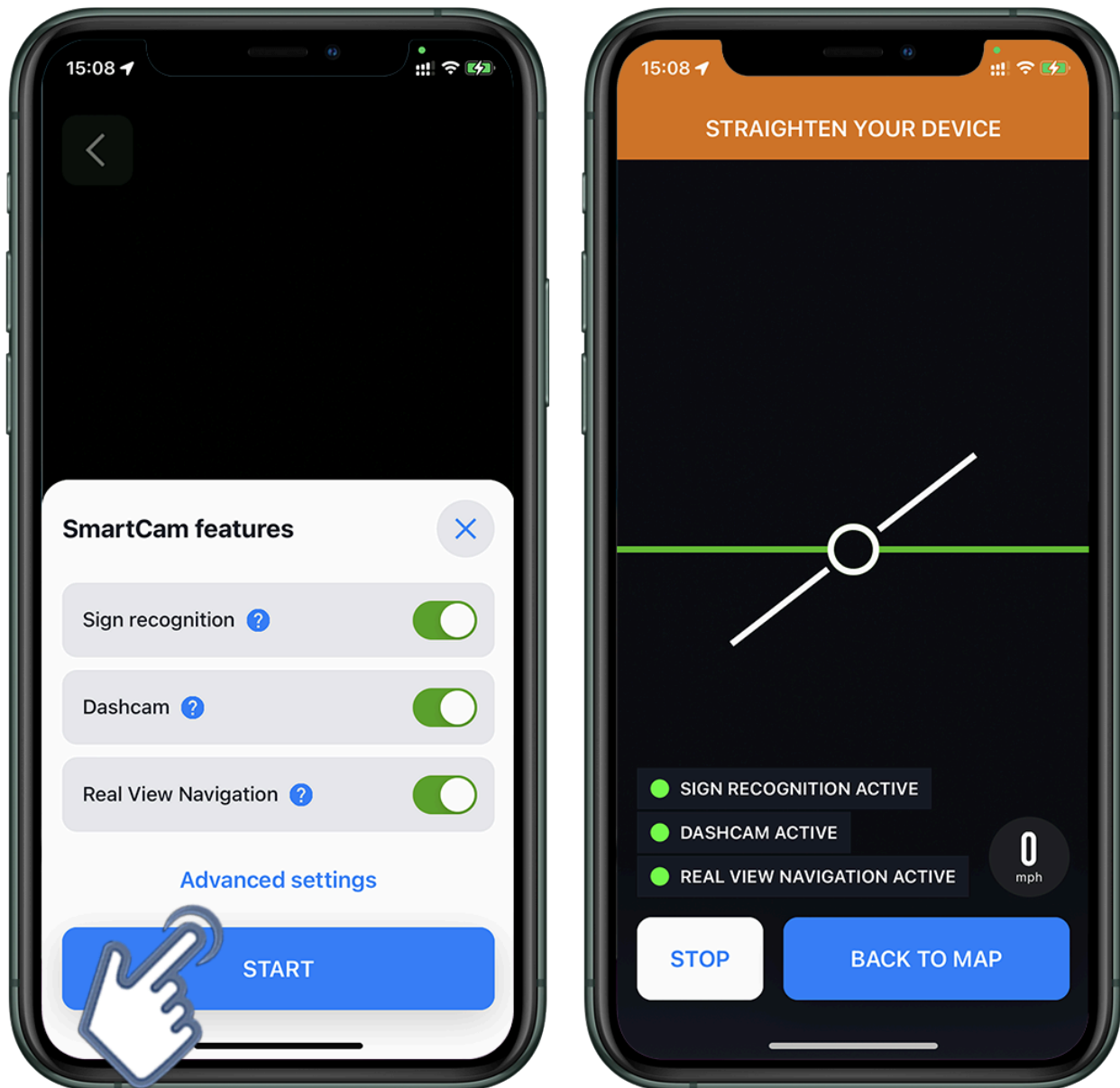


A major advantage of this mode, is that you can still see what is happening on the road before you, even during moments while you are glancing at the screen of your device. Real View works anywhere in the world, it doesn't have any special requirements for your device to be able to use it, and it works offline so no internet connection is required.

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.



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

5.3. Head Up Display

1. Plan your route and tap on the Quick Menu icon in the map view (3 dots bottom right). Select Head-Up Display to start this feature.



2. Once the Head-up Display is running, tap anywhere on the screen. More options will appear now. You can switch between dark and light mode (Dark mode button), switch to HUD mode (flipping the Head-up Display to mirror image is necessary to see it correctly when it's reflected on the windshield), and lock the rotation of the screen (you can lock it in the landscape or portrait mode, it will then not change automatically when you flip the screen). You can also adjust the brightness manually.



3. You can change the layout of the elements in HUD easily. First, tap on the Layout button. Afterwards, you can choose between 3 different layouts.



4. It is also possible to select your preferred elements shown in HUD and also change the color. Start by tapping on the Content button. In the content section, you can choose your preferred element for each of the 3 fields in the layout. Select the field you'd like to change by tapping on it, then select the element you'd like to see, also by tapping on it. You can scroll left and right between the available elements. Confirm the changes by tapping on the Back button in the top left corner.



5. Now, flip the Head-up Display (tap on the HUD mode button) and place your device under the windshield. By adjusting the distance of the device from the windshield you can change how high on the windshield the Head/up Display appears. You are ready to hit the road.



6. To exit HUD, tap on the screen once, then tap on Exit HUD.



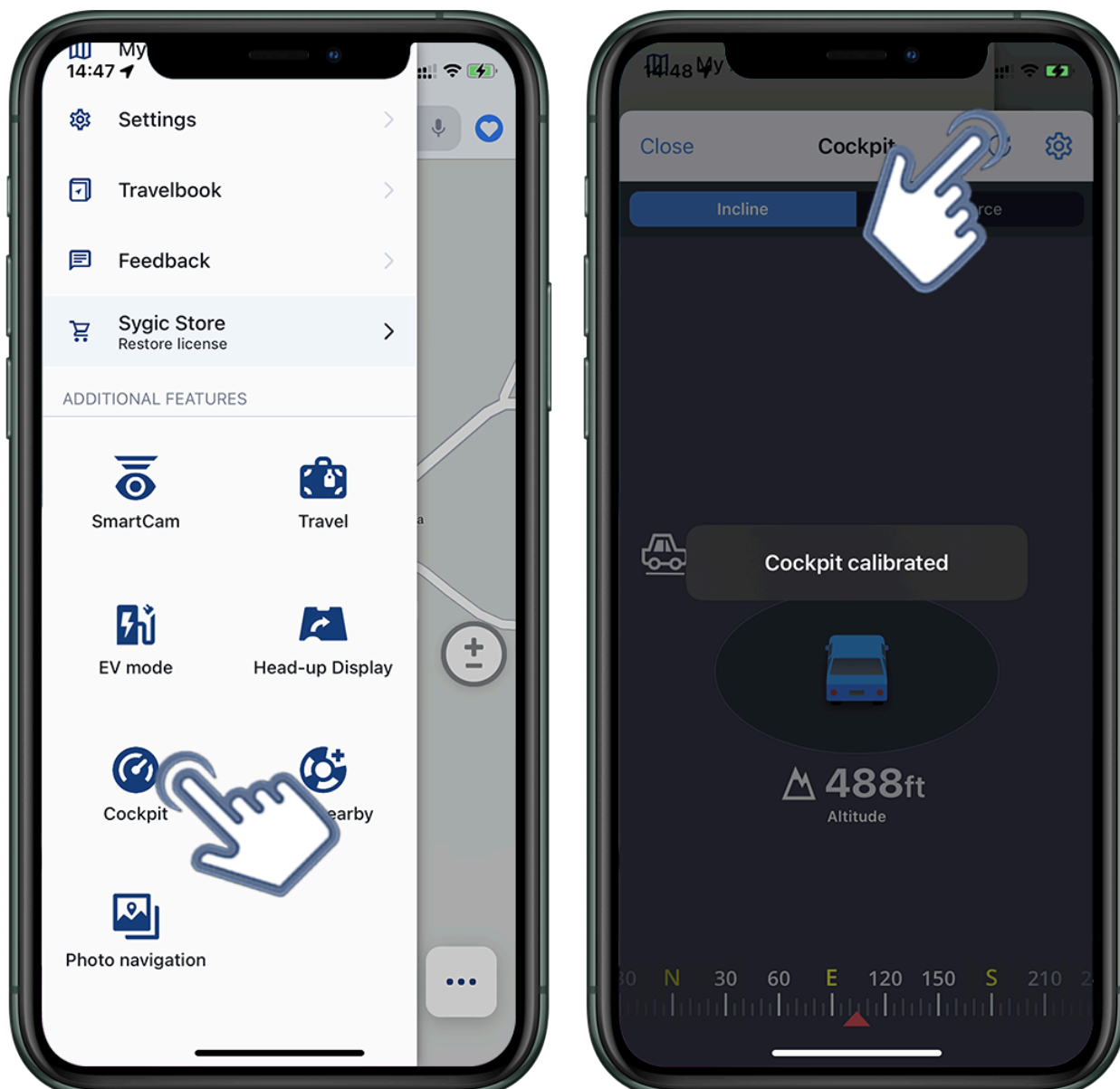
5.4. Cockpit

Cockpit is a tool that shows you certain real-time statistics, such as:

- **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

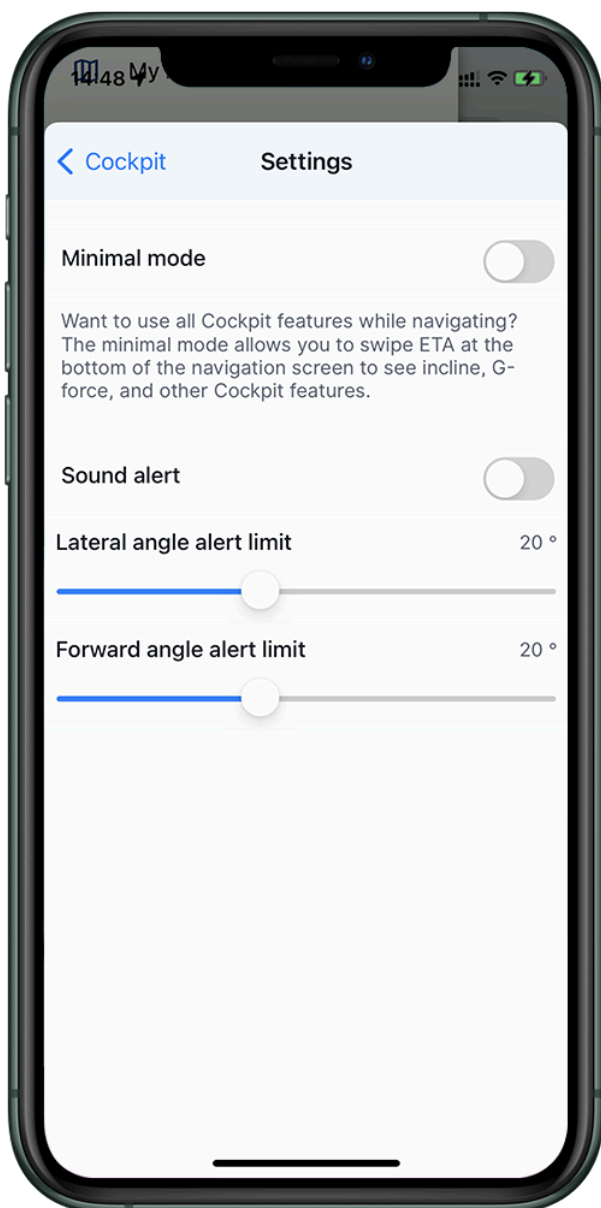


The first time you start Cockpit, a pop-up screen will inform you to mount your device into holder. Your vehicle should be stationary, on a level road without steep inclines. Pressing calibrate sets the parameters of pitch and roll to zero and measures the displayed values from that default state

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.

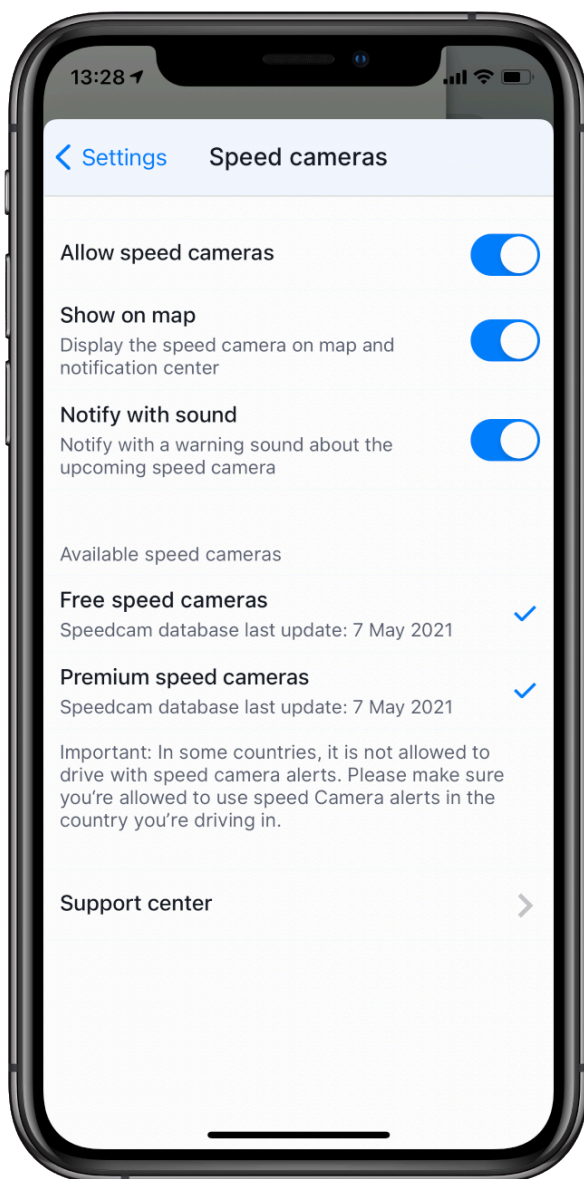


5.5. Static Speed Cameras

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 several times per year, and the information for it is gathered from many sources, usually specific to each country.

You can find options for Speed Cameras in the Sygic app's menu → Settings → Speed Cameras. You can enable/disable this feature, select the warning sound, and adjust the distance from which you will get notified about them.



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 an optional paid add-on that was introduced in our app with version 18.7.0

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.

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

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

Electric vehicles are becoming more and more popular and we want to support our users to go “green” while driving, therefore we decided to implement **EV mode** directly into our 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.



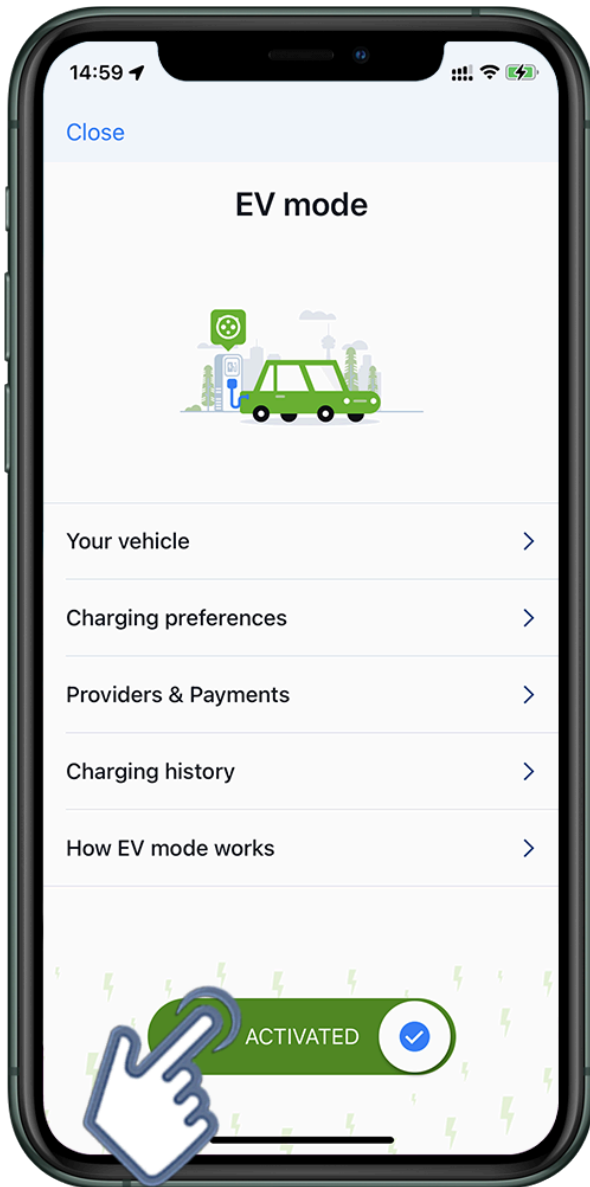
Please note: EV mode requires Sygic app version **18.7.x or newer**

5.7.1. EV mode settings

This article covers the details of using EV mode within the Sygic GPS Navigation app.

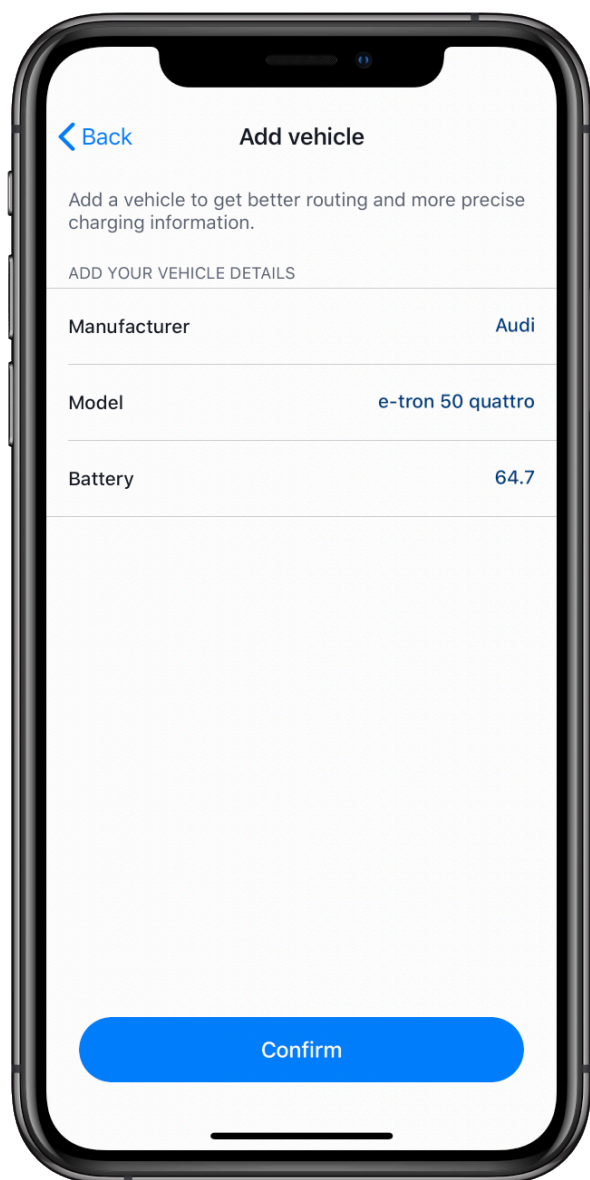
Your first step with EV mode in Sygic should be to access its setup screen. Just tap on the icon “EV mode” found in the Dashboard – the bottom part of our app’s main menu ☰



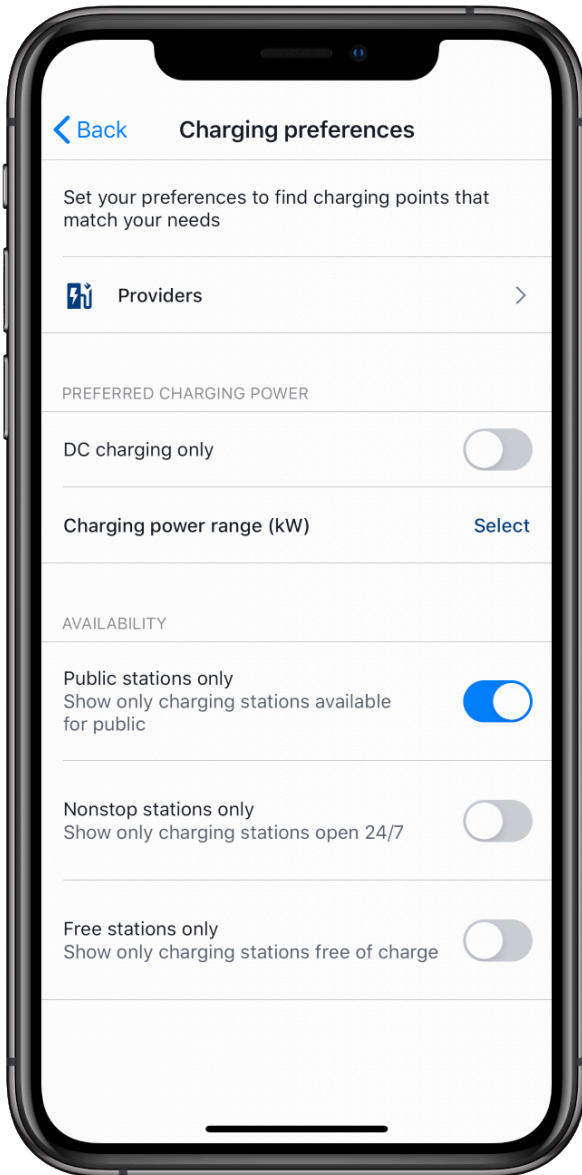


On this EV mode screen you can:

- **Select your vehicle** via **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** via **Charging preferences**. On this screen, you have the option to enable/disable **Automatic routing (BETA)** settings, which will automatically add charging points to your route, **Select preferred charging power**, and also options for filtering charging stations based on other parameters besides connector type. You can enable/disable **Public stations**, **Nonstop stations**, and **Free stations**.

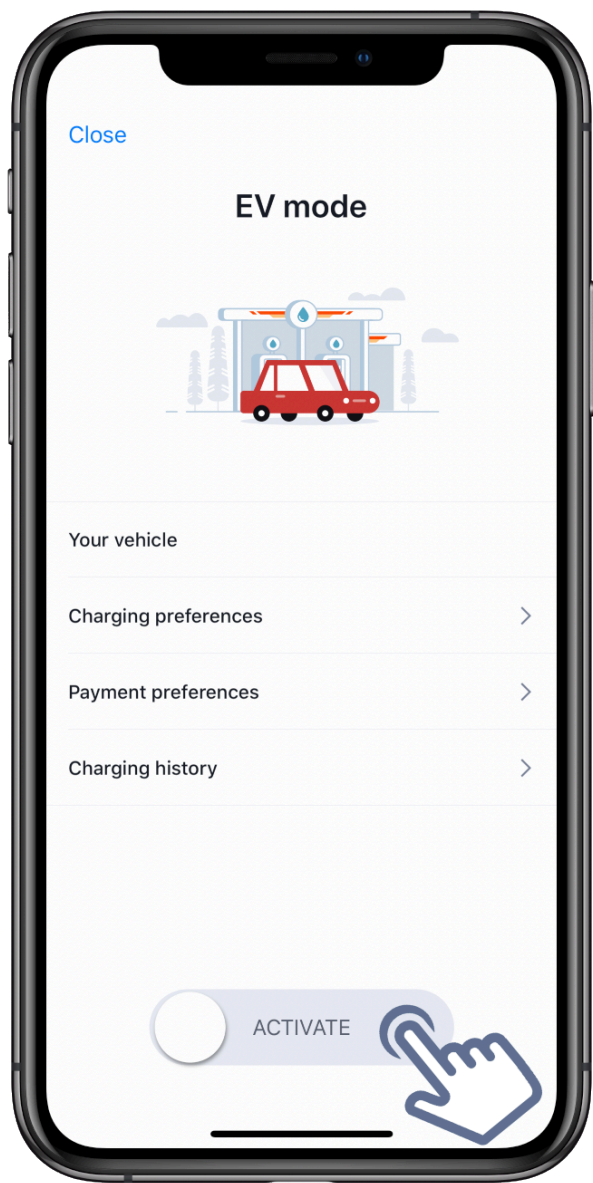


- Select **Providers & Payments**. This is what enables your Sygic app to authorize and begin **charging**, after you get to the EV charging station. **Requires you to be logged in** (in the app menu – Sign in), and your account email address is where you will receive the monthly invoices for charging. 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 canceled at any time by returning to the EV mode screen, tapping on Providers & Payments, and selecting to withdraw GDPR consent.

Besides your invoicing email, this is where you select the **Providers**

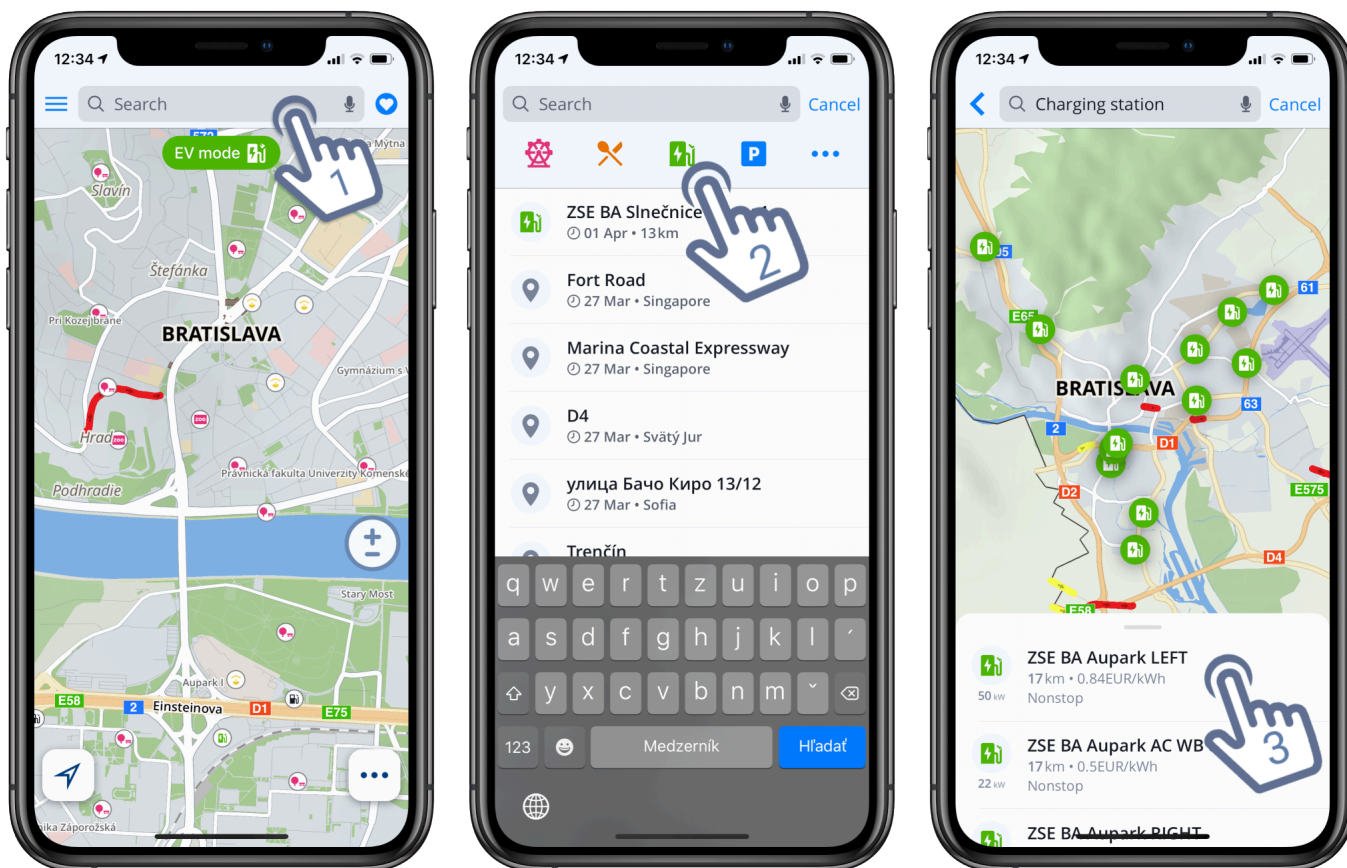
- View your **Charging history** Information about your past charges will be available here if you use Sygic to start your charging at supported stations – those that allow app authorization.

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.



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 stations 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.



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, authentication 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 Authentication section.

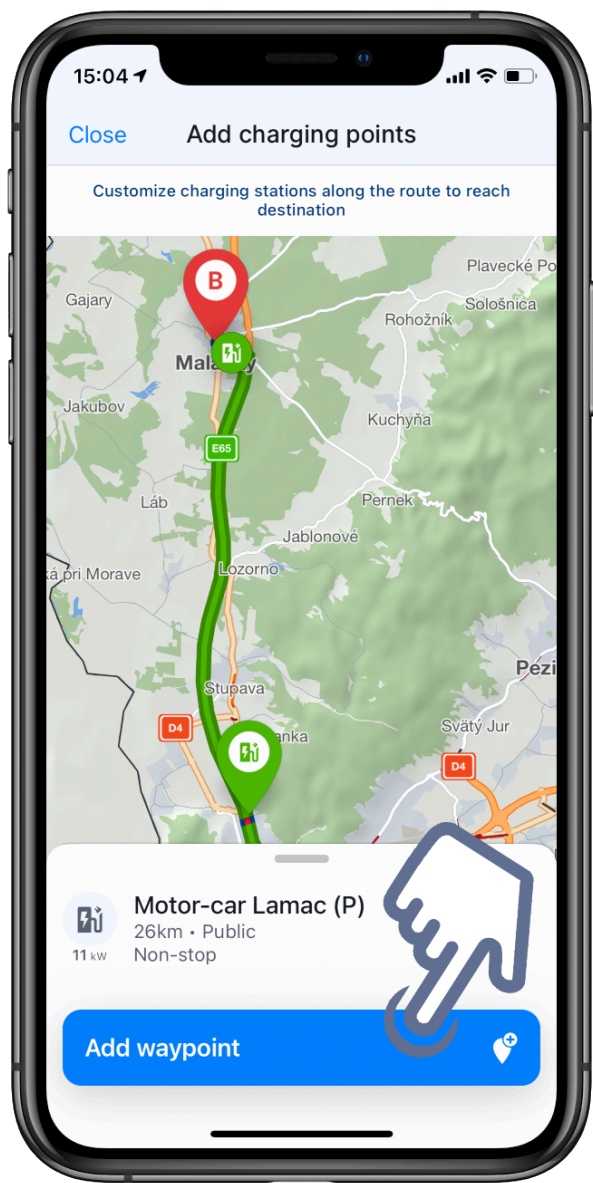


5.7.3. Adding charging stations to your route

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 “Customize 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. EV mode help

Cannot find my station on the map

We only have coverage by Plugs, which is currently ca. 50% of the EU market (differs from country to country). But we grow fast. We currently only support Europe.

Cannot start charging

Some stations are restricted in authorization by the use of an RFID card. We should have that indicated in the POI detail, but maybe the attribute is wrong. Please report to us.

Occasionally, it can be a temporary outage of the connector.

Sometimes we get the status of the connector Unknown from Stations operator, so we open it for charging, but here we are blind.

Cannot stop charging

Yes, it can happen. Some stations are not stoppable by this app. You should disconnect manually.

In case the connector is locked, please find the phone number on the station booth and call its support.

The app showed the price, charged kWh and SOC differently

We only estimate it considering the full power of the charge station. Our service provider currently does not support online status, but this can change in future.

Cannot find my vehicle in the vehicle list

This does not prevent you to use in search and charging permissions.

However, the information you might get can be skewed. E.g. stations suitable for you will not be properly colored as green or black.

You may select a similar car model and adapt the set of connector types and edit battery capacity in the Vehicle settings

But please report the car model to us.

I have my RFID card/key with another provider, can I use it?

Currently, you cannot take advantage of it in our system.

We recommend you to do charging with your own card on the corresponding stations.

Yet you can use Sygic for search and navigation.

Moreover, you can use Sygic for charging on the stations not covered by your RFID as an emergency charge.

Price is too high

We have negotiated these prices with integrated providers, which are the prices for a user without a contract. But we are negotiating for better prices.

I don't agree with the price that was invoiced

We are just brokers in this process. We allow the use of Plugsurfing charging services on their stations. Therefore invoicing comes from their site. And it is their responsibility to make billing and accounting correctly.

I don't see price details on my charging sessions in my charging history

It'll come. This detail comes with a delay after the charging session is stopped.

Sometimes it takes seconds, sometimes hours, but for some stations, it can be even a couple of days.

5.8. Apple CarPlay

CarPlay makes navigation easier, more comfortable and safer. Once connected, you can use the app without looking down at your phone. You can use your car's touchscreen, knobs or buttons to control the app.

You can use Sygic with CarPlay in two ways:

- **Without Subscribing to Premium+** – the app via CarPlay connection will work without the Premium features (voice instructions, speed limits, turn-by-turn instructions, 3D maps). You can still use the app via CarPlay with search, 2D maps, lifetime free updates and routing for free.
- **With the Premium+ Subscription**, which will enable the Premium features also for CarPlay usage. Premium+ will unlock premium features when using the app on your car screen: Voice instructions, Speed limits, Signpost info, 3D maps, Actual speed, Simple Lane Assistant, Places on route (displayed on iPhone)

Sygic requires iOS 12 or higher to work via CarPlay. Sygic GPS Navigation app version 17.6.0 or higher is required (you can check your version in the Sygic app in the menu – Settings – Info – About).

How to connect Sygic with Apple CarPlay

1. Make sure that your car [supports CarPlay](#) or that you have a compatible aftermarket system in your car.
2. Enable Siri in the iOS Settings app → Siri & Search → Press Home for Siri/Press Side Button for Siri (this is required in order to use the CarPlay connectivity in general).
3. Start your car
4. Plug your iPhone into the USB port in your car. The USB port might be labeled with a CarPlay icon or a smartphone icon.
5. CarPlay menu will show up on your car's screen. Scroll through the available apps' icons and choose Sygic.
6. You are ready to choose your destination.

Alternatively, you can also start Sygic on your iPhone prior to the connection with your car. When the app is already running (you might even set up a route), plug the phone into your car and Sygic will be automatically projected to the car's screen.

Troubleshooting

If CarPlay doesn't work like you expect, make sure that your iPhone has the latest version of iOS. After your iPhone is updated, follow these steps—checking CarPlay after each step:

1. If CarPlay doesn't activate automatically, look for the CarPlay logo on your car's display.
2. Restart your iPhone and your car.
3. Make sure that Siri is on in the iOS Settings app → Siri & Search → Press Home for Siri/Press Side

Button for Siri (the switch next to it must be green).

4. If your iPhone isn't detected by CarPlay, make sure that CarPlay isn't restricted. Go to Settings → Screen Time → Content & Privacy Restrictions, tap Allowed Apps and make sure that CarPlay is enabled.
5. Go to Settings → General → CarPlay, and tap Forget This Car.
6. Check your connection, try connecting again with a different USB cable to a different USB port if you have one.
7. If needed, install firmware updates. Check your car's manual for more information.

Additional information

With the iOS 13 update, CarPlay allows you to independently control an app on the phone that's different from the one being displayed in the car's screens. Prior to this, anytime you used the phone to do something, it would close the screen displayed in the car, which made it frustrating for passengers to look something up or read something on the phone itself. Now you can use the phone for any app and the CarPlay session will remain uninterrupted. So for example, now you can use the Sygic app on your iPhone and display a different app on CarPlay at the same time!

- This is only possible with **iOS 13 or later** (it's available for iPhone 6s or newer).
- If you run the Sygic app on the iPhone and on CarPlay simultaneously, only selected features are available on the iPhone screen (Quick menu, Search, Add-ons). The map will be displayed only on CarPlay in this case.

5.9. Import/Export GPX

Beginning in **version 22.0.2** of Sygic GPS Navigation for iOS, 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 [Searching for destination](#)).
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.

5.10. 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**.



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

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.

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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.

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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. App updates

Application updates are available for free. We release updates regularly and these are available via the Apple App Store.

If there is a new update available, you will be notified by the Apple App Store. To update our app:

On iOS 13 or newer:

1. Open the App Store.
2. Tap on your Apple ID profile picture in the top right corner.
3. If you have updates already pending, they'll be at the bottom of your screen. If you want to refresh the list, just pull down.
4. If you have updates ready, tap "Update All" at the top of the updates list.

On iOS 12 or older:

1. Open Apple's App Store
2. Go to the "Updates" section of the App Store
3. Click on the "Sygic GPS Navigation"
4. Tap on the "Update" button.

6.2. Map updates

To update maps:

1. Go to Menu > My maps
2. Click on the Update button to start downloading new maps.
3. Wait for the download to finish

Please note: You need to update the application via App Store at first. It is necessary to update all your maps, if you select to update only few maps, all other maps that you had downloaded before will be deleted. It is also very important that you don't interrupt the update, because the update prompt will not appear again and you will need to remove and re-download all maps again.

7. Troubleshooting

7.1. Problem downloading additional maps

If the app gets 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 → and select "Reset to defaults" at the bottom. Restart the app after the reset.
6. If you have more than one iOS 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.

7.2. Crash/freeze of application

First of all, we're sorry that you experience this kind of behavior in the app. In this case, please follow these steps:

1. Try to force close the Sygic app.

a) On an iPhone X or later or an iPad with iOS 12 or newer, from the Home screen, swipe up from the bottom of the screen and pause slightly in the middle of the screen.

On an iPhone 8 or earlier, double-click the Home button to show your most recently used apps.

b) Swipe up on the Sygic app's preview to close the app.

2. Turn your device off and then on again.

This is to ensure that the crash is not caused by some random or minor system error.

3. Please perform a full application reinstall.

In case the previous steps did not help, please try to reinstall the app (don't forget to back up your files using iCloud in Sygic menu → Settings → Cloud service).

1. Remove the Sygic app from your iOS device. Tap and hold on the icon of the Sygic app until it, and all the other app icons, start shaking

2. If you are using iOS 13 or later, tap on Rearrange Apps

3. Afterwards tap the "X" on the Sygic icon

4. Press Delete to remove the app

5. Install Sygic GPS Navigation again directly from the App Store

If neither of the steps helped in resolving the issue, 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:

- Which iOS version are you currently running on it.
- Sygic App version (you will find this information in Menu → Settings → Info → About,
- Device code (again, you will find this information in Menu → Settings → Info → About).
- Exact or approximate time and date the app crashed or stopped responding (We recommend reproducing the behavior again and writing down the time and date).
- How often does the crash repeat/crash frequency.

7.3. The app is not connecting to servers

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:

- Go to Menu → Settings
- Scroll down and select Reset to defaults
- Close the app and start it again.

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:

- Turn your device off and on again.
- 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.
- Also, check for any firewall or antivirus app that could be blocking it's access to the internet.
- Try connecting using a different network connection

7.4. Inaccurate GPS signal for navigation

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 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.
- Toggle off/on Location Services on your device via iOS Settings app → Privacy → Location services. Our application needs to be enabled under these services as well.
- Go to Menu → Settings and tap on the Reset to defaults button at the bottom of the Menu. This will effectively reset all your settings in the app, but won't affect your data. Restart the app afterwards.
- Perform a hard reset on your iPhone
On iPhone 5S, 6, or 6S: Hold the power and home buttons until you see the Apple logo.
On iPhone 7/7+: Hold the power and volume down buttons until you see the Apple logo.
On iPhone 8/8+/X or newer: Press the volume up button, press the volume down button and then press and hold the power button until you see the Apple logo.
(Note: this will not affect any of the applications or data on your phone)
- Consider hardware fault. You might want to consider contacting the seller or manufacturer of your mobile device for repair if the GPS signal issues persist.
- Full app reinstall. It is also possible that all previous steps did not work and Sygic still can't locate you – in that case, as a last resort, please perform a full app reinstall

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 → 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 note that this step will also remove any data related and stored in the app, like your favorite places or imported POI. You may therefore consider using the iCloud backup option in the Sygic app → Menu → Settings → iCloud service before reinstalling.

- Remove the Sygic app from your iPhone. Tap and hold on the icon of the Sygic app until it, and all the other app icons, start shaking.
- If you are using iOS 13 or newer, tap on Delete App.
- For iOS 12 or older, tap the “X” on the Sygic icon and press Delete to remove the app.
- Install Sygic GPS Navigation again directly from the App Store