



Sygic Truck GPS Navigation

User Manual
version 09/2018

online version available at:
[www.manula.com/manuals/sygic/
sygic-truck-navigation](http://www.manula.com/manuals/sygic/sygic-truck-navigation)

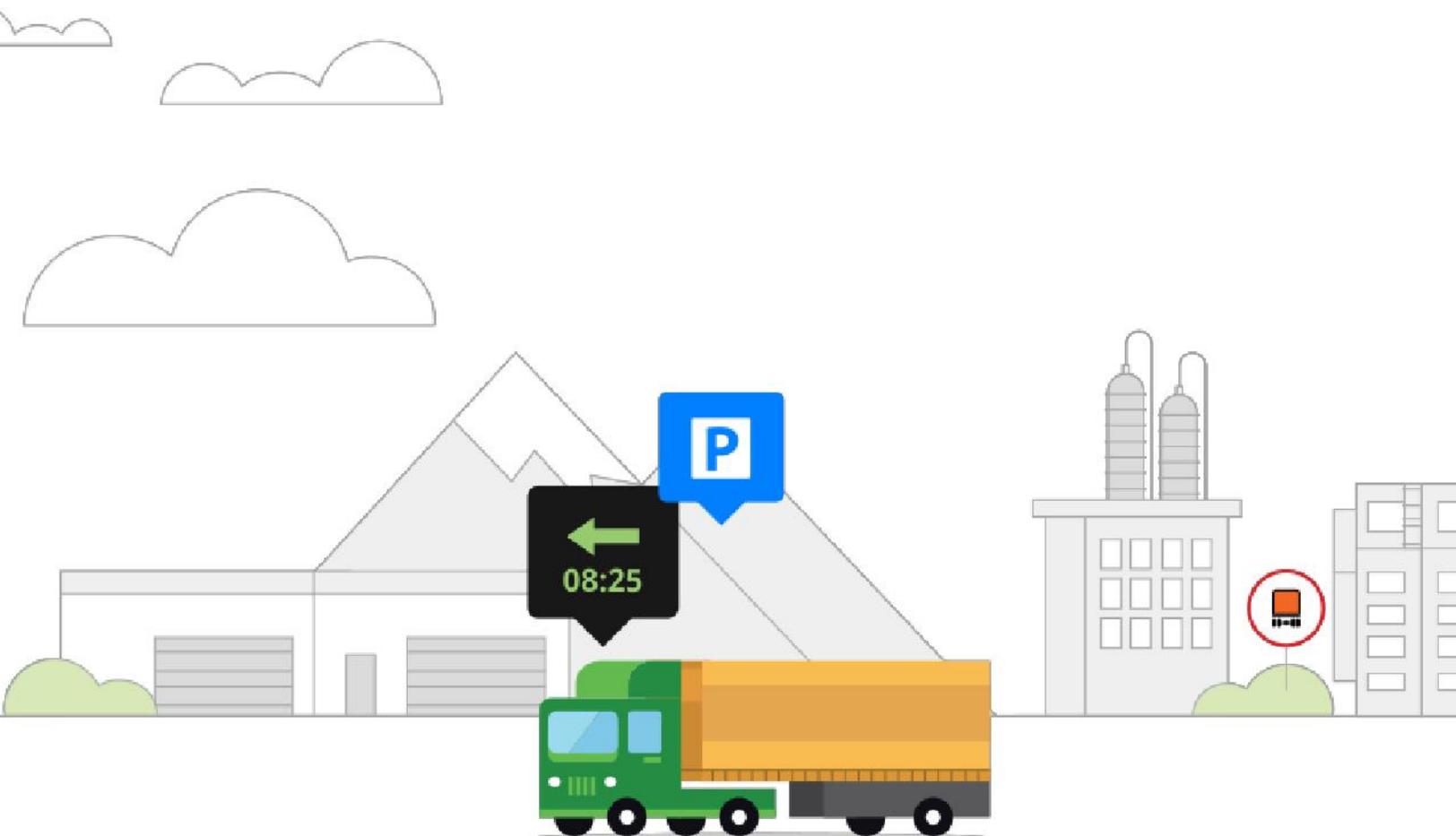


Table of Contents

- Prologue 2**
- Product Info 3**
- Getting Started 5**
 - Planning Your First Trip 5
 - Navigation Screen Description 7
 - Changing Route Calculation Method 8
 - Changing Truck Settings 9
 - Changing Language 10
- Personalizing Navigation 12**
 - Manage Maps 12
 - Map 13
 - Connection 15
 - Notifications & Sounds 16
 - Route Planning 17
 - Hardware 18
 - Regional 19
 - Battery Management 20
 - Information Bar 21
 - Side Bar 22
 - Autoclose Dialog 23
 - Favourite POI 24
 - About 24
 - Reset to Defaults 25
- Navigating 26**
 - Searching and Entering a Destination 26
 - Navigating to an Address 27
 - Navigating to a Point of Interest 28
 - Searching POI by Categories 29
 - Adding a New POI or POI Category 30
 - Navigating Home 31
 - Quick Search 32
 - Navigating to Recent Destinations / History 33
 - Save Vehicle Position 34
 - Choosing the Route 35

Editing & Avoiding Route Parts	36
Route Summary	36
Avoid Motorways, Toll roads, Ferries.....	37
Important Places.....	38
Other Options in Route Summary Menu.....	39
Demonstrate & Save Route	39
Adding Waypoints to the Route.....	40
Optimize Route with Multiple Waypoints	40
Drag & Drop Route Editing.....	41
Turn by Turn Navigation.....	41
Useful Database of POIs.....	42
Navigating with Truck Attributes	44
Set-up Truck Attributes	44
Troubleshooting	48
Acquiring GPS Position	48
Problem Entering a Destination.....	48
Problem Downloading Maps on Android.....	49
Frequent Freezing and Crashing on Android Device	49
Problem Downloading Application on Android	50
Traffic is not Working	50
Blackscreen, the Application Stopped Working.....	51
Trouble Downloading Resources from Google Play.....	51
Support Center	52

Prologue

Dear customer,

Thank you for choosing Sygic Truck Navigation.

Sygic Truck Navigation software is a complete navigation system with **realistic 3D maps**, accurate search and precise route computing. **Sygic Truck Navigation** is using specially defined maps with truck-specific features that automatically avoid roads not suitable for specified truck or cargo.

We wish you a pleasant and safe journey.



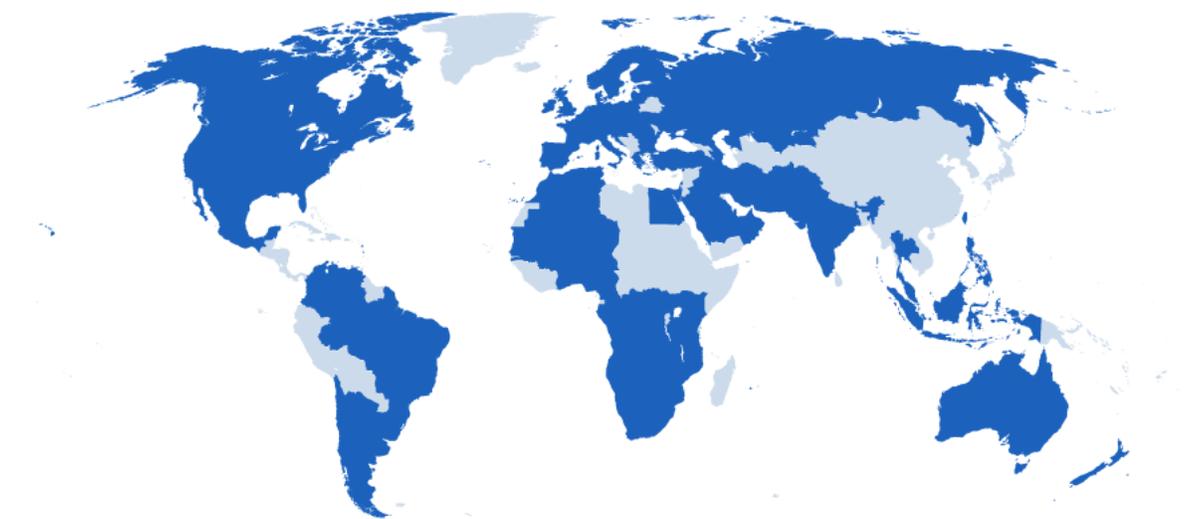
Product Info

Sygic Truck Navigation is offline navigation software. **Latest maps** are stored directly on the device, which means that it primarily does **not require online connection** to operate. Online connection is only necessary during initial installation and activation of the software and for installing **maps and updates**. Sygic offers only maps from premium providers and provides frequent map updates at no additional cost for 3 years. Online connection is also necessary for optional **add-on services** such as **Traffic information**. With real-time warnings about traffic jams and accidents the driver can choose an alternative route when needed. With Sygic Truck Navigation it's easy to plan ahead for the entire day and set-up routes with **multiple waypoints** for loading and unloading.

The product also has special profile configuration for **RV, caravan or camper car** drivers. You can safely avoid roads on which RVs are not permitted, narrow roads or for which your vehicle is too heavy to cross. There is also a load of POIs with campgrounds and parking stations for your great holiday. POIs are available in My Sygic → Sygic Places → Camping Sites.

Maps

Sygic Truck Navigation comes with the latest maps from premium global and local providers



Languages

User interface and voice guidance are available in 36 languages.

Arabic, Bulgarian, Croatian, Czech, Danish, Dutch, English UK, English US, Estonian, Finish, French, German, Greek, Hebrew, Hungarian, Chinese – simplified, Chinese – traditional HKG, Chinese – traditional

TWN, Indonesian, Italian, Kurdish, Latvian, Lithuanian, Malay, Norwegian, Polish, , Portuguese BR, Portuguese PT, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai, Turkish

Recommendations

Your safety and the safety of your cargo is of utmost importance, that is why you should always plan your route before the **beginning of the journey**. Also 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.

While driving, always keep your eyes on the road and avoid operating the software. Local roadway signs and regulations take precedence over indications of this navigation software. Please take reasonable care and keep your own sound judgment while following instructions.

Compatibility

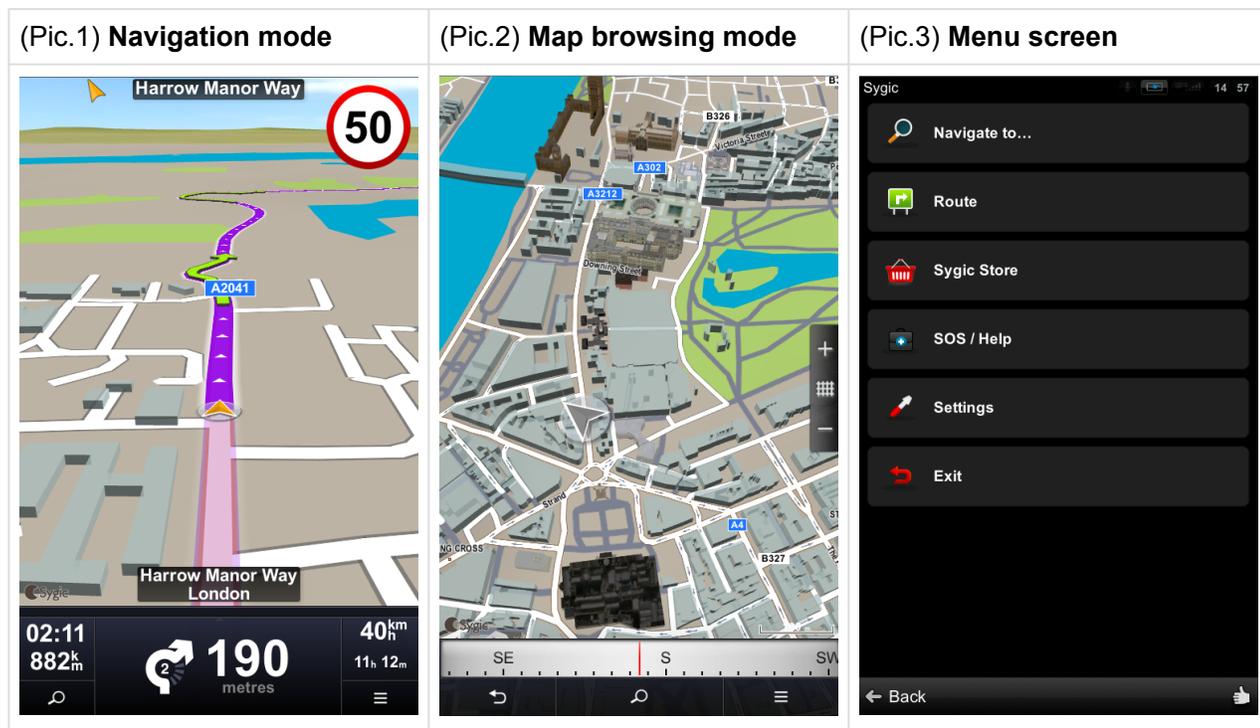
Device specifications	Minimum requirements	Recommended requirements
Processor frequency	600 MHz Single Core	Dual-Core 1.2 GHz
Memory (RAM)	512 MB	1 GB
Graphics card	Adreno 200 or better	Adreno 220 or better
Android version	2.3.x	4.x
Free space	150 MB	150 MB

! Custom ROM is not supported as we cannot guarantee compatibility with other than stock ROM from the manufacturer. **150 megabytes** of free space in your internal memory is required in order to install the application and resource files.

Getting Started

After the application start, the map is displayed in navigation mode.

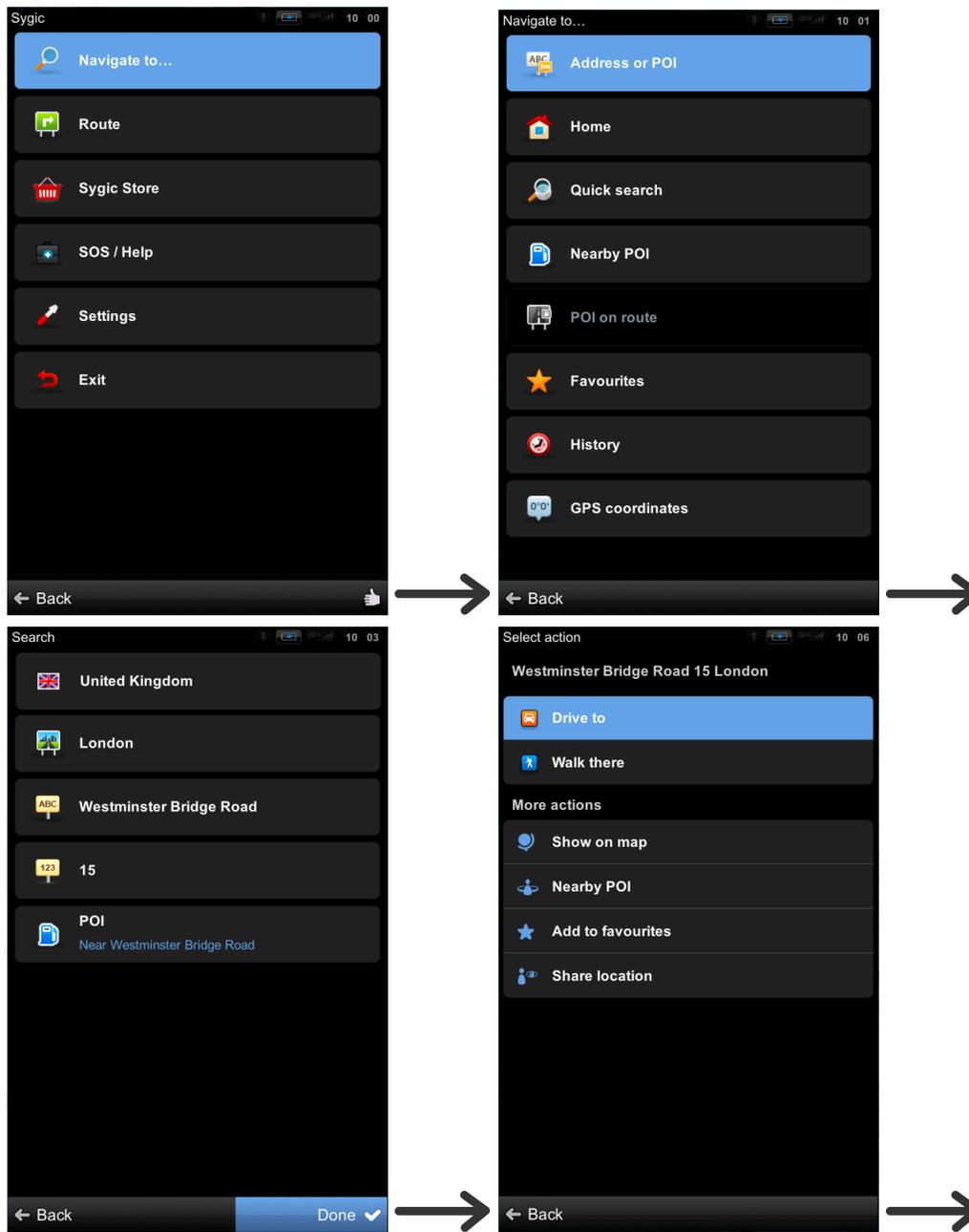
In **Navigation Mode** (Pic.1), the software tracks your position for visual reference of the route and map around you. (Please note that it is necessary to have GPS Module enabled on your device during usage). If you want to explore other locations, drag the map with your fingers to switch to **Map Browsing Mode** (Pic.2). To select destinations, review information about your route and alter settings, go to **Menu** (Pic.3) by tapping  button.

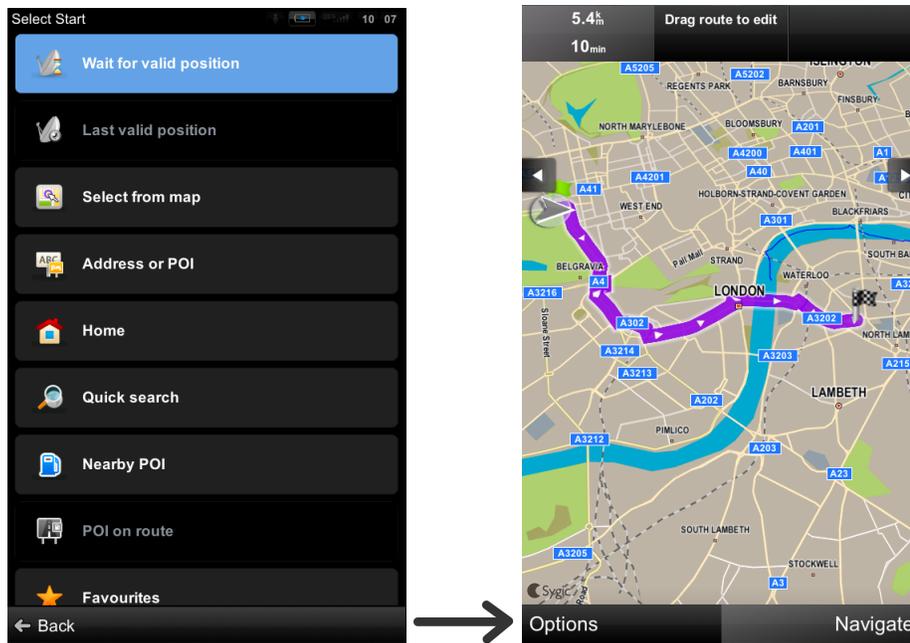


Planning Your First Trip

To navigate to your desired destination, go to:

Main menu > Navigate to > Address or POI > select your address > Drive to > Wait for valid position (if GPS signal was not fixed yet) > Navigate





Navigation Screen Description

The basic graphical elements displayed during navigation are:

The screenshot displays a 3D map of London with a navigation route highlighted in purple. A speed limit sign of 50 is shown in a red circle at the top right. The bottom status bar contains the following information: current time 14:00, current speed 40 km/h, estimated time until arrival 52 min, a menu icon, distance to destination 25 km, a left-turn maneuver arrow, and distance to next change of direction 150 metres.

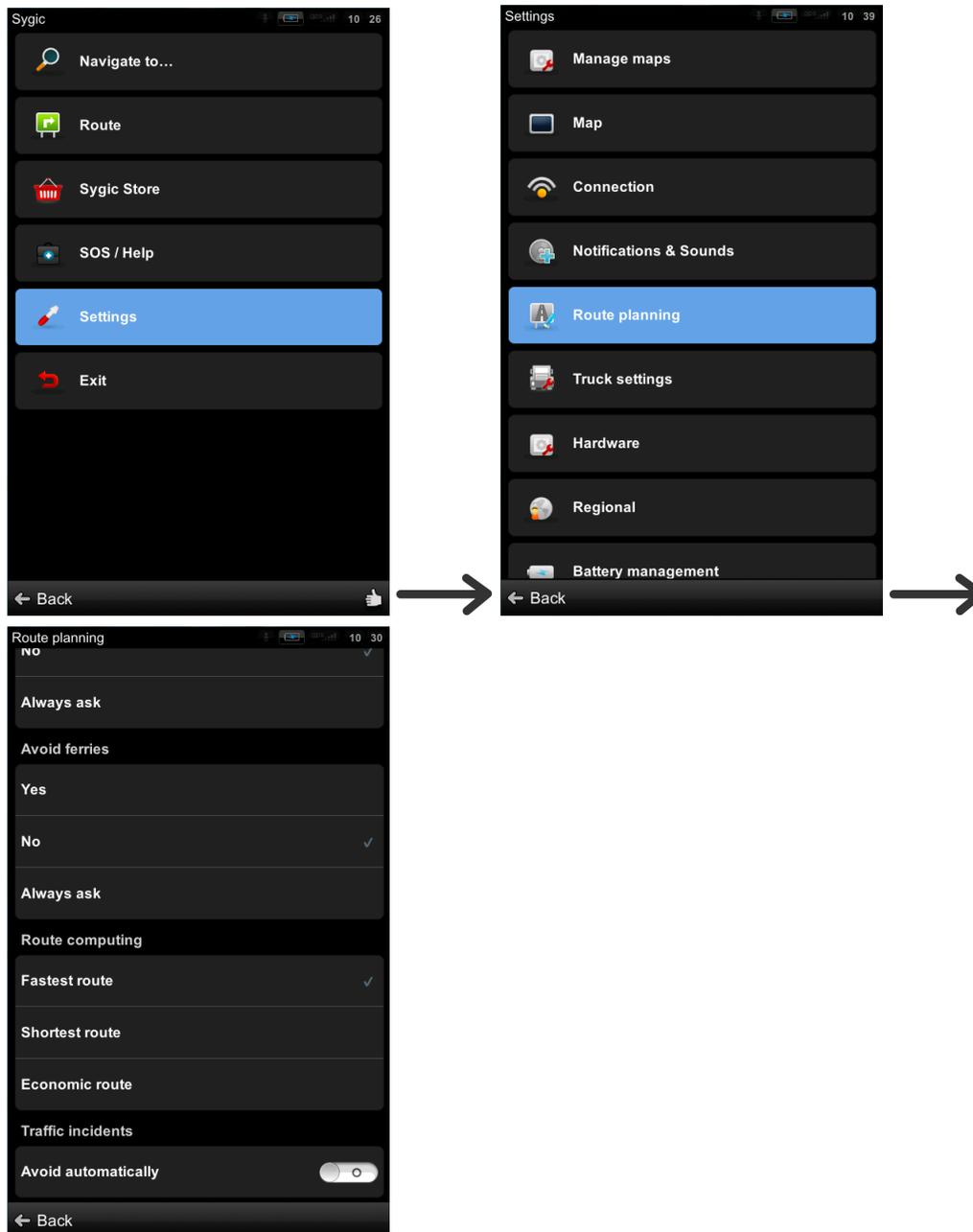
1. Current speed limit
2. Current speed
3. Estimated time until arrival
4. Menu
5. Estimated time of arrival at destination
6. Distance to destination
7. Next maneuver
8. Distance to next change of direction

You can find more detailed description in Navigating > Turn by Turn Navigation section of this manual.

Changing Route Calculation Method

To change the route calculation method, i.e. your planning preferences, go to:

Main menu > Settings > Route Planning > select your Route computing method (fastest, shortest, economic)

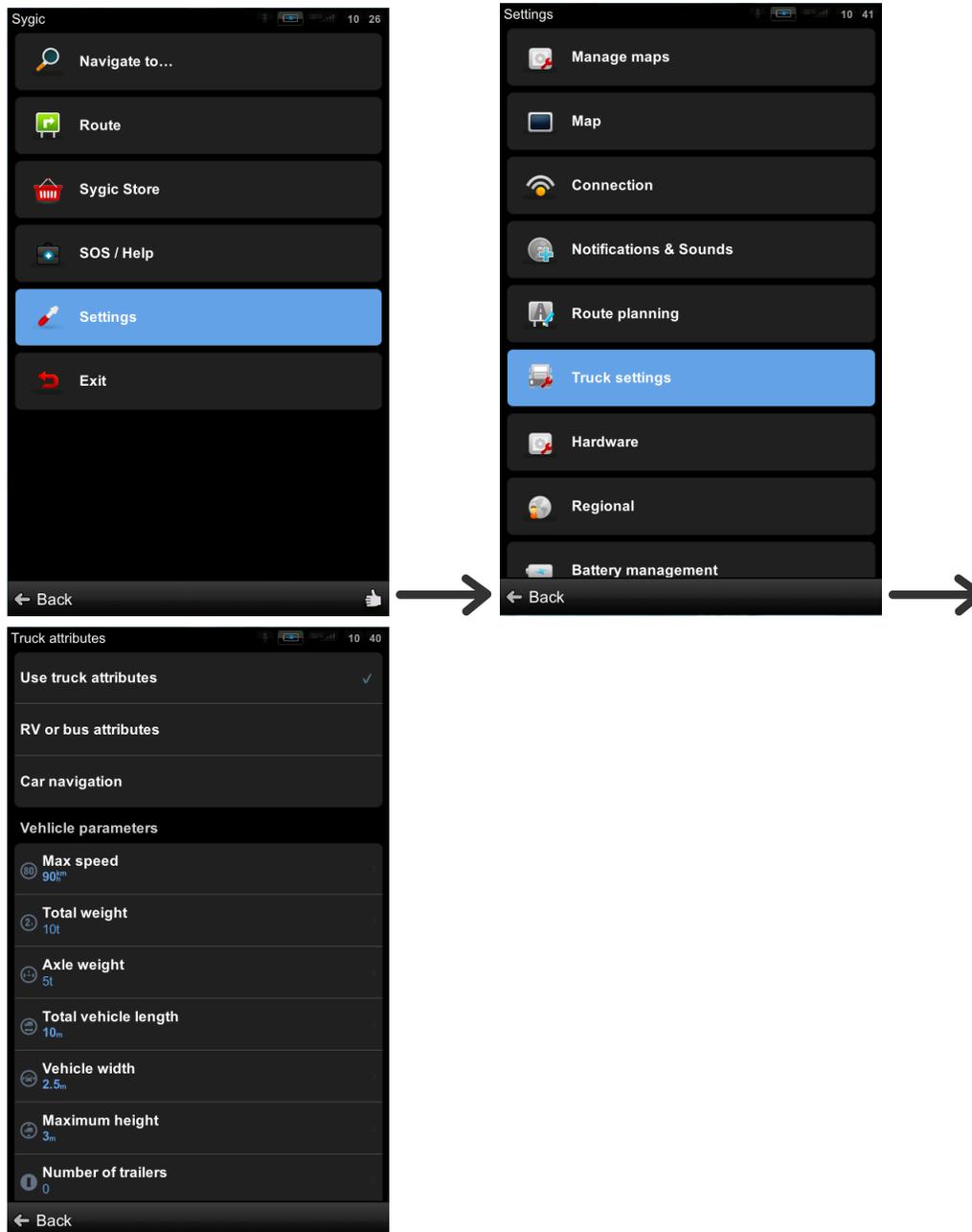


Changing Truck Settings

Correct truck settings enable to calculate safer and more efficient routes to avoid the weight/length/width/height/max. speed restricted roads, tunnels and bridges, as well as sharp turns and narrow country lanes.

To set truck attributes, go to:

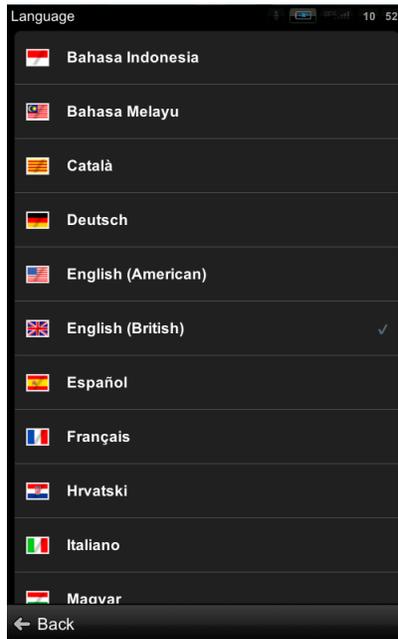
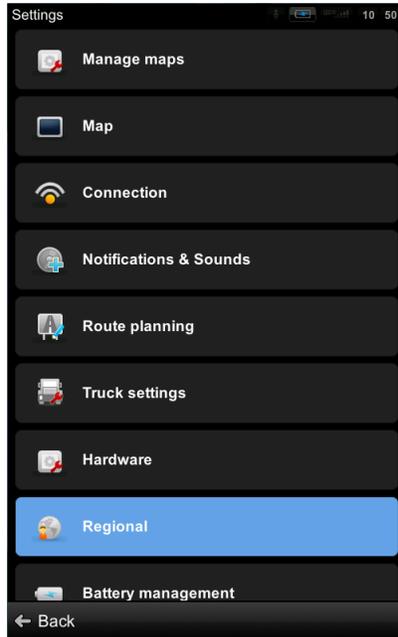
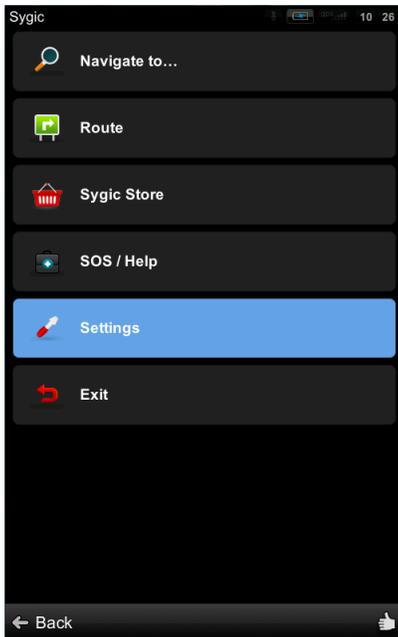
Main menu > Settings > Truck settings



Changing Language

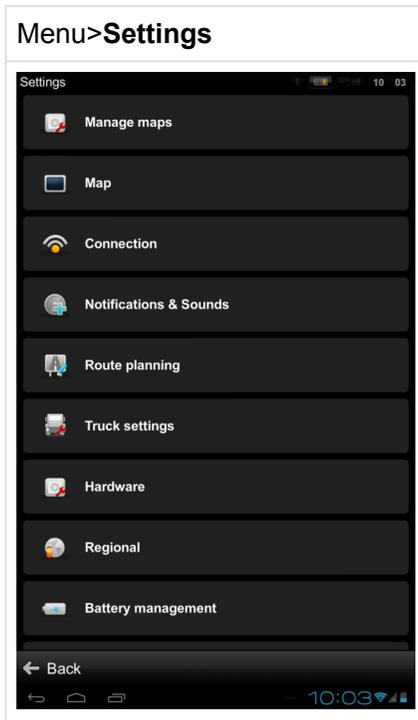
To change the language just go to:

Main menu > Settings > Regional > Language



Personalizing Navigation

If you want to **personalise** your settings, it is enough to go to **Menu > Settings**, and pick which setting you would like to modify.



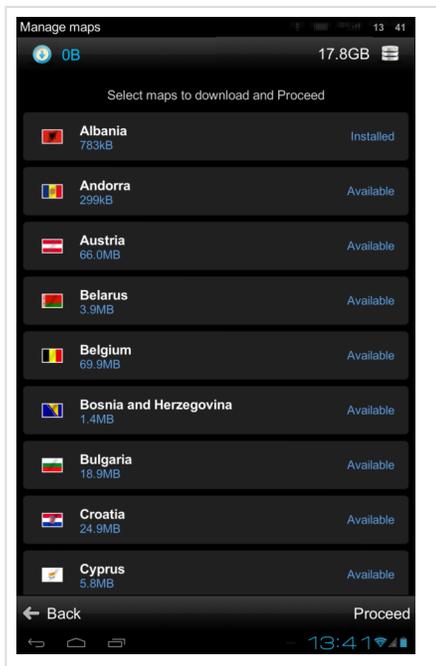
Please note, that you can easily use Sygic Truck Navigation without changing anything in Sygic settings.

Manage Maps

You are able to manage your purchased map packages in **Manage maps** menu

To do so, just go to:

Menu > Settings > **Manage Maps**



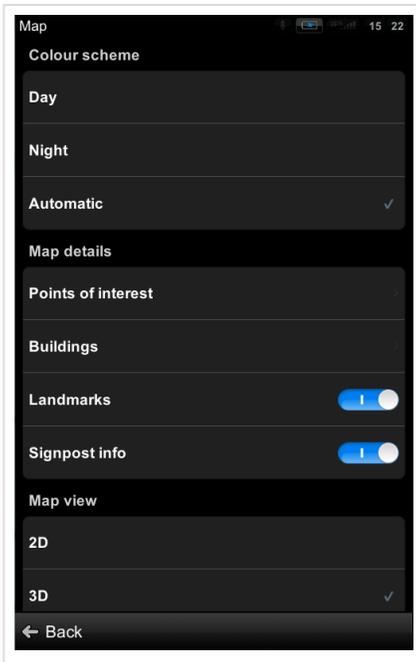
Map

You can easily personalise your **map settings** by going to **Menu > Settings > Map**, and pick which setting you would like to modify:

- **Colour scheme**
Switch between Day/Night color scheme. Default setting is automatically switching between Day/Night colors
- **Map details**
 - **Point of interest**
Choose which categories of POI you wish to see on the map. POIs are visible in Map browsing mode and hidden in Navigation mode
 - **Buildings**
Switch between Elevated / Footprint / Off
 - **Landmarks**
Switch landmarks on/off
 - **Signpost info**
Switch signpost on/off
- **Map view**
 - **2D/3D map view**
Switch between 2D/3D map view

- **North up**
Enable to keep the maps always north up.
- **Lane guidance**
Switch between Dynamic/ Simplified/Off
- **Cellular data**
 - **Data traffic counter**
Enable to monitor data usage
 - **Only when roaming**
Enable to monitor data usage only when roaming
- **POI on route**
Switch between Dynamic/Always on/Off.
Choose which categories of POI you wish to see on the route.
- **Autozoom**
Automatically zooms-in and out of map in Navigation mode for optimal overview of the route ahead.
- **Photos**
Turn on to see photos on map in Map Browsing mode.
- **Traffic info**
Turn on to see Traffic on map. An ad-on service
- **Fullscreen**
Fullscreen mode for smartphone devices.
- **Current street**
Enable to see current street.
- **Font size**
Choose font size

Menu > Settings > **Map**



Connection

Creating a **Sygic account** is **free** of charge. If you purchase any item from Sygic online shop at www.sygic.com, the email used for making a purchase becomes your Sygic account.

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

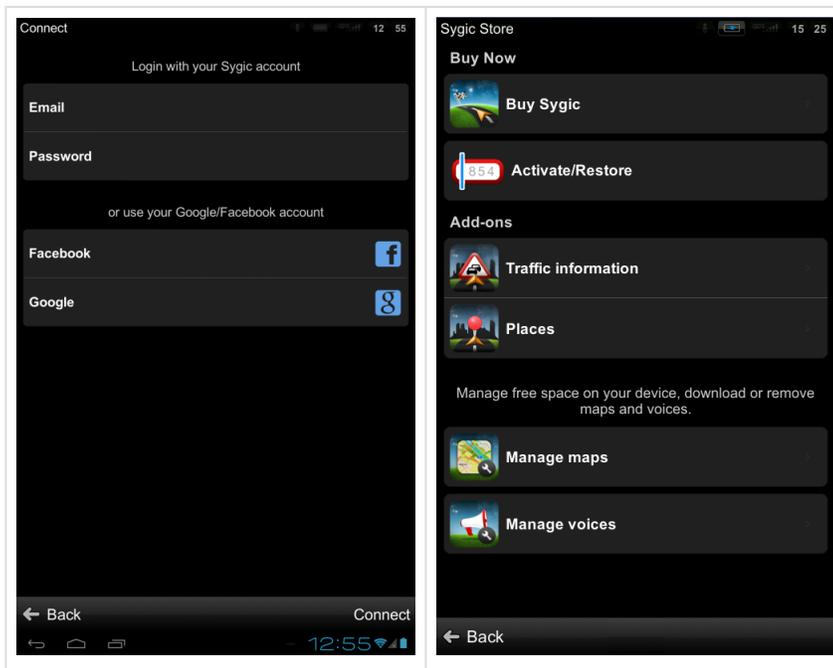
- **Sygic** (recommended)
- **Facebook**
- **Google**

To do so, it is enough to go to **Menu > Settings > Connection**.

After successful login you will be able to use additional features via Sygic Store, such as **Traffic**.

Menu > Settings > **Connection**

Menu > **Sygic Store**



Also, the menu will change. You will be able to:

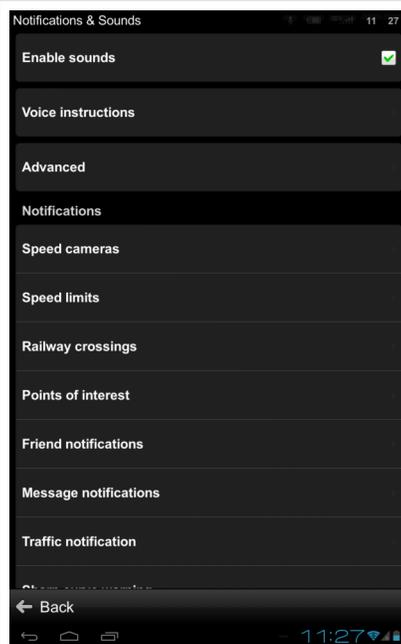
- Set your **connection preferences**
- Enable or disable **sending anonymous data** to Sygic (Help improve Traffic, Help improve Sygic)
- Synchronize your Sygic data with **Dropbox**
- Select whether to receive **News & updates**

Notifications & Sounds

- **Enable sounds**
Enables/Disables sounds.
- **Voice instructions**
Enables/Disables Voice instructions.
Enables/Disables Road numbers.
- **Volume settings**
Set overall volume and volume for high speeds.
Enable/disable volume increase on high speeds.
- **Advanced**
Enables/Disables Phone speaker

- **Notifications** – enable/disable notificatins, set sounds and adapt settings for:
 - Speed cameras
 - Speed limits
 - Railway crossings
 - Points of interest
 - Message notification
 - Traffic notification
 - Offroad

Menu > Settings > **Notification & Sounds**

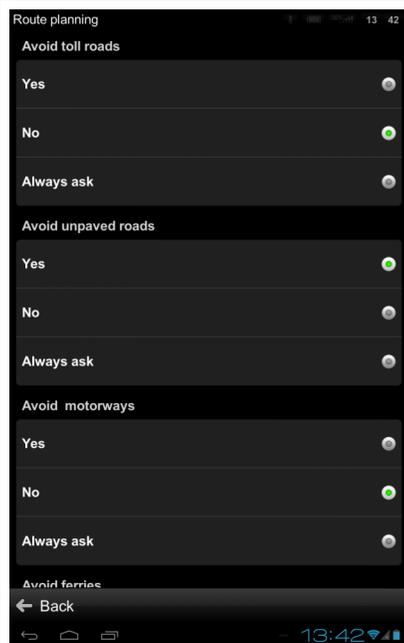


Route Planning

- **Avoid toll roads**
Choose between Yes/ No/Always ask
- **Avoid unpaved roads**
Choose between Yes/ No/Always ask
- **Avoid motorways**
Choose between Yes/ No/Always ask

- **Avoid ferries**
Choose between Yes/ No/Always ask
- **Route computing**
Choose between Fastest/ Shortest/Economic route
- **Traffic incidents**
Set this preference to avoid incidents automatically

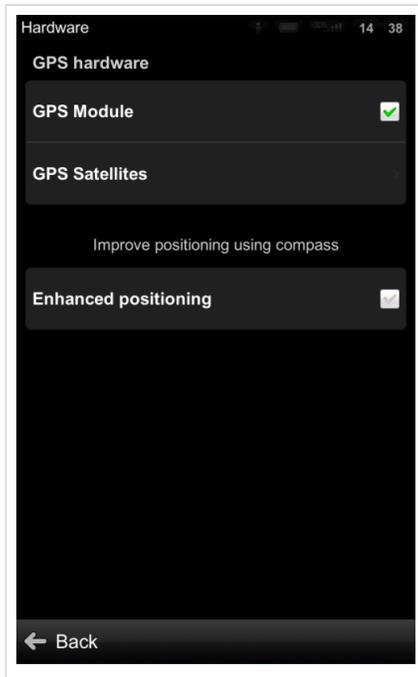
Menu > Settings > **Route planning**



Hardware

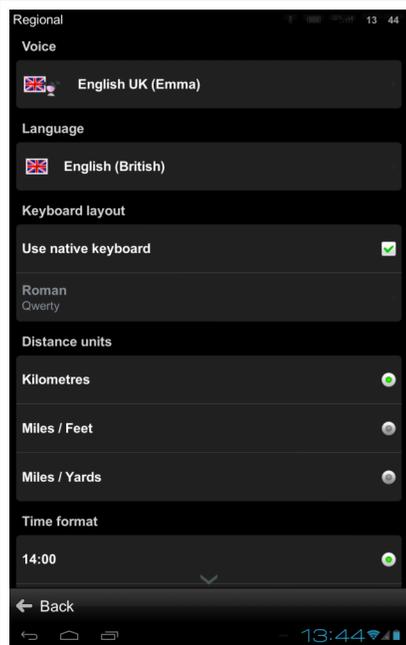
Settings for **advanced users** only. You are able to set the **GPS communication port** manually and **enhance positioning** using compass.

Menu > Settings > **Hardware**



Regional

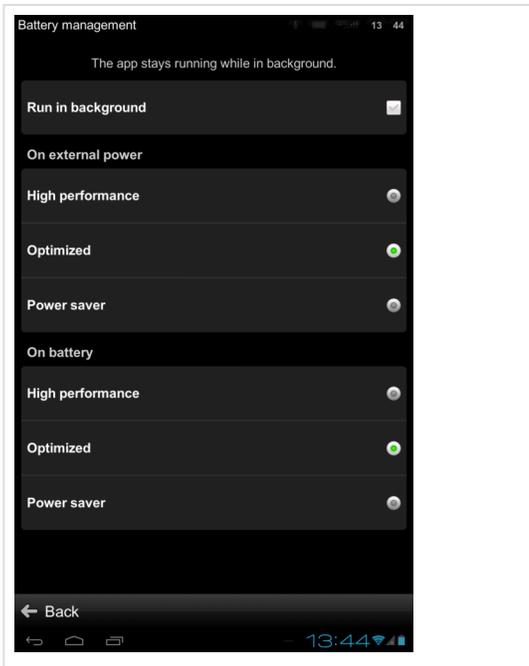
- **Voice**
Set language of voice instructions.
- **Language**
Set language of user interface.
- **Keyboard layout**
Choose keyboard layout.
- **Distance units**
Set distance units format. Choose from:
 - Kilometres/Metres
 - Miles/Feet
 - Miles/Yards
- **Time format**
Set time format. Choose from:
 - 14:00
 - 2:00 PM
 - 2:00
- **Temperature**
Select temperature units. Choose from Celsius, Fahrenheit.
- **GPS Coordinates**
Set GPS coordinates format. Choose from degrees, minutes, seconds.

Menu > Settings > Regional

Battery Management

- **Run in background**
On smartphone/tablet devices the app stays running while in background.
- **On external power**
Choose High performance/Optimized/Power saver
- **On battery**
Choose High performance/Optimized/Power saver

Menu > Settings > Battery management

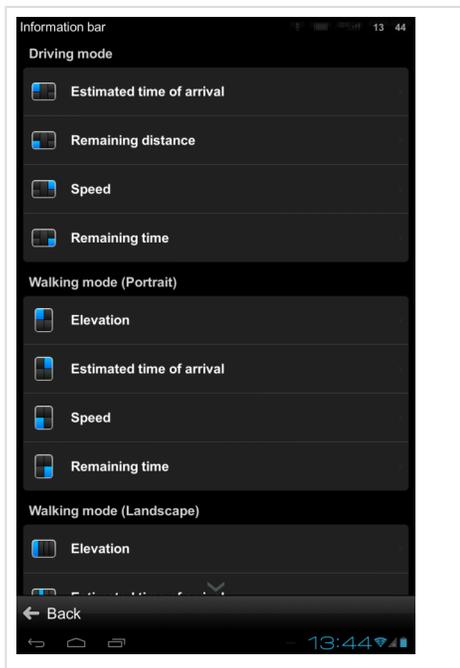


Information Bar

Set which information you want to see on **Information bar** in driving or walking mode.

- Estimated time of arrival
- Speed
- Elevation
- Remaining distance
- Time
- Signal level
- Route length
- Travelled distance

Menu > Settings > **Information bar**



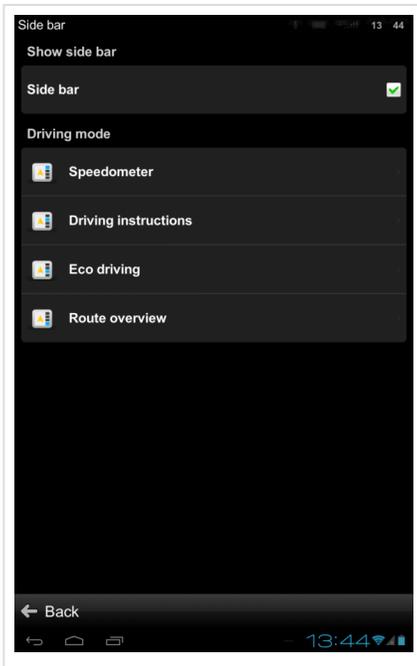
Side Bar

Switch **sidebar** for tablets on/off.

Choose information that will be displayed in the **sidebar** while driving:

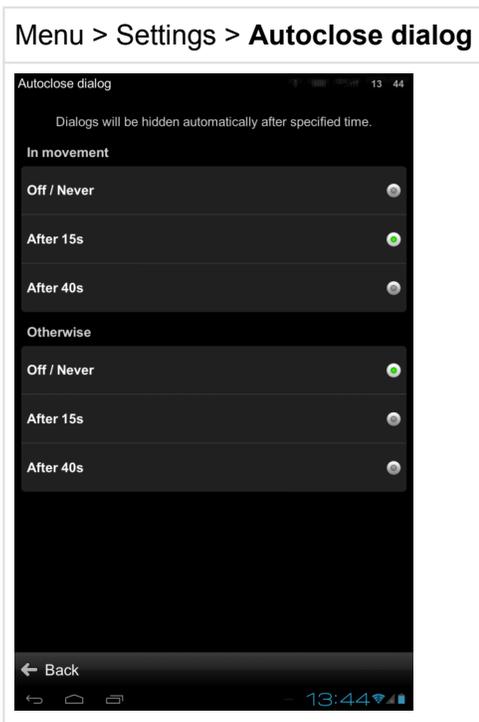
- Traffic on route
- Driving instructions
- Eco driving
- Speedometer
- History
- Favorites
- Route overview

Menu > Settings > **Side bar**



Autoclose Dialog

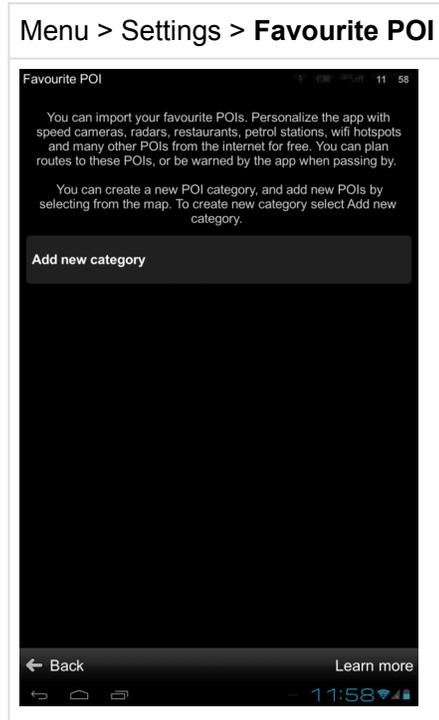
Dialogs will be **hidden automatically** after specified time.



Favourite POI

You can **add your own POIs** , create new **categories** and manage them.

For more information visit www.sygic.com/poi

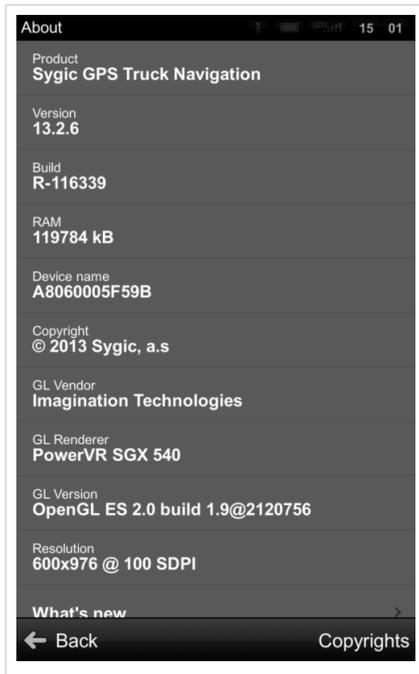


About

Information about **version**, **device code** and **available application memory**.

Please provide this information in communication with **Sygic support**.

Menu > Settings > **About**



Reset to Defaults

Whenever you can get back to default state of your Sygic application by resetting it to **default settings**.



Navigating

This topic contains information about how to **set and modify route** and all other **routing possibilities**.

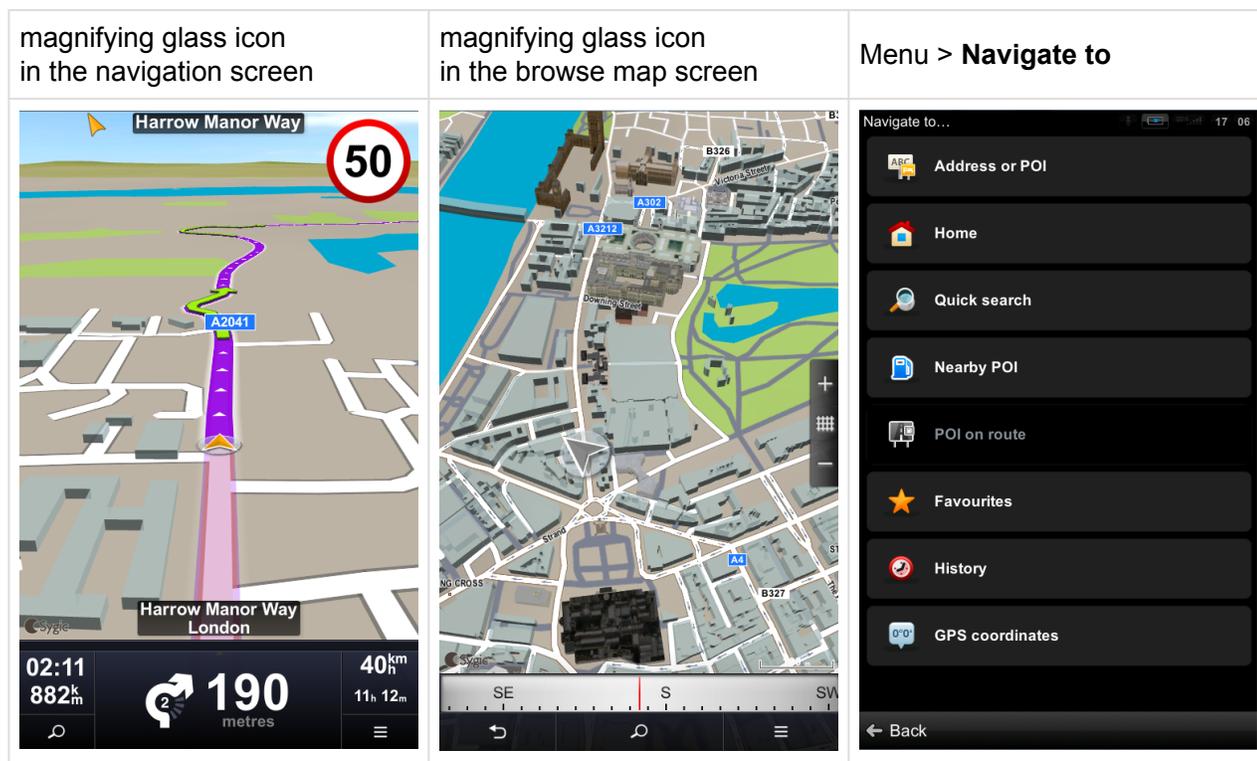
For more information please see the subtopics.

Searching and Entering a Destination

This topic describes all the **Navigate to** possibilities including navigating to an address, POI, Home, Favourite destination or Quick search option.

There are several ways how to enter the **Navigate to** menu:

- click on **magnifying glass** icon at the bottom panel in the navigation screen
- click on **magnifying glass** icon at the bottom panel in the browse map screen
- go to Menu > **Navigate to**



Navigating to an Address

To set your **destination** by entering its address select:

Menu > Navigate to... > **Address or POI**

or

magnifying glass icon > **Address or POI**

First the country has to be chosen. The last choice is remembered, so there is no need to enter the country on navigating next time.

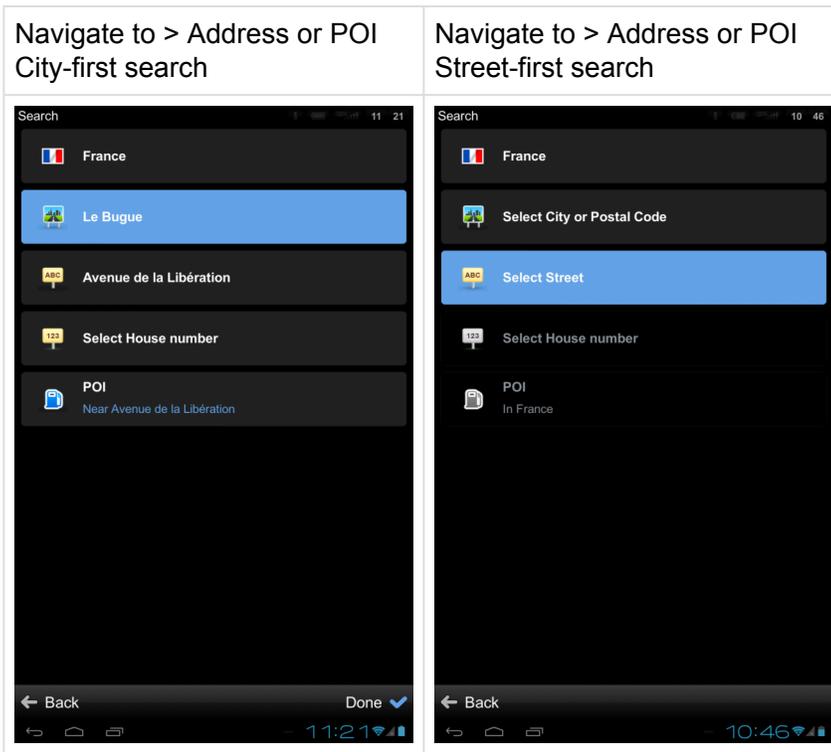
Afterwards you can proceed to Select **City** or **Postal Code** or Select **Street** directly.

Enter the first few letters of the **City/Street name** to see a list of suggestions.

Once you select street name, you will be able to select **House number**.

To set chosen location as your destination, tap **Drive to** or **Walk there**.

Sygic supports both **City-first** and **Street-first address entry**.

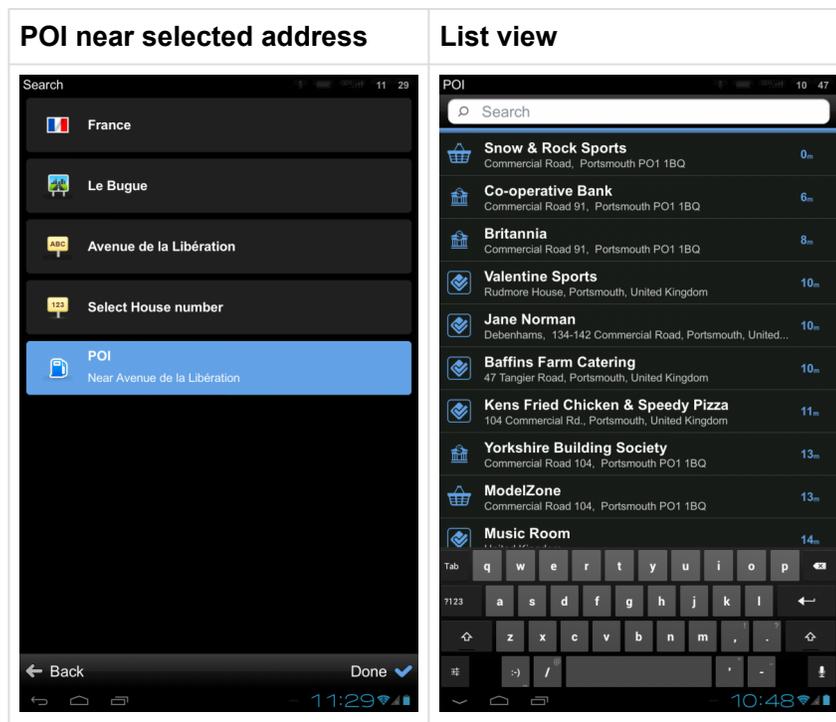


Navigating to a Point of Interest

In addition to the road network, the map also contains the details of thousands of **Points of Interest (POIs)** such as gas stations, restaurants, hotels, tourist attractions and other facilities.

To **set a POI as your destination**, you have multiple options:

- Menu > Navigate to... > **Address or POI**
Finds POI near the selected address. First specify the address, then tap on **POI**. The list of the POIs near to the selected address will be displayed.
- Menu > Navigate to... > **Nearby POI**
Shows a list of POIs near your current (or last valid) position.
- Menu > Navigate to... > **POI on route**
This option is enabled only if the route is computed. The list of POI of specified categories is displayed. You can select the categories to display in Settings > Map > POI on route.
- In **Map Browsing Mode** tap on any location, Action menu will appear. Tap on Action menu and choose **Nearby POI**
- In **Map Browsing Mode** tap on any POI that you can see on the map.



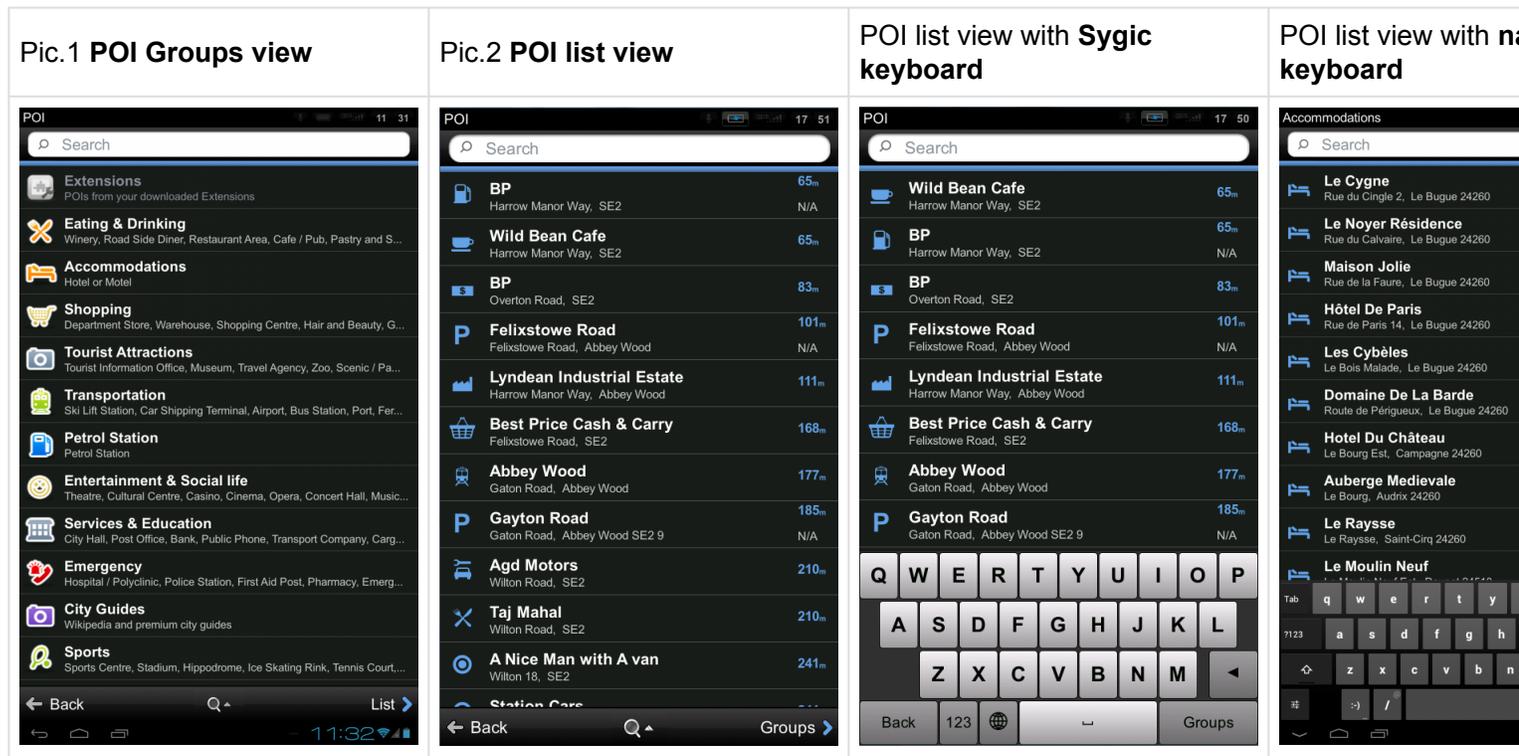
Searching POI by Categories

You can switch between:

- **Groups view** (Pic.1)
Shows POI categories and subcategories.
- **List view** (Pic.2)
Shows a list of POIs nearest to chosen location

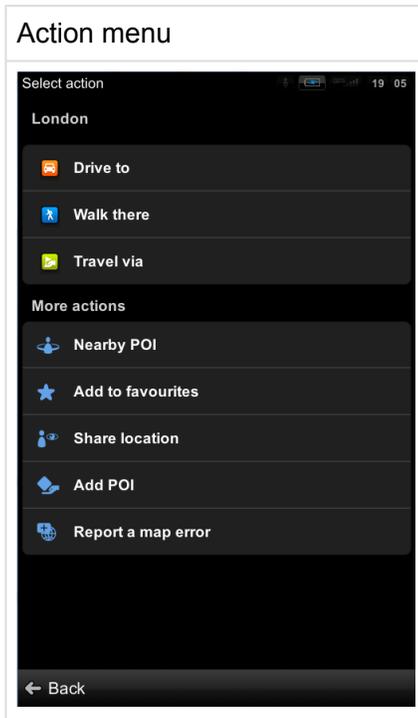
When searching POIs by any means described in the previous topic, the POIs are displayed in **List view**. You can switch between the views by tapping the **List / Group button** on the bottom right of the screen. If you are using a **native keyboard**, this button might be hidden. Hide the keyboard to reveal the button. The native keyboard can be disabled in **Settings > Regional > Use native keyboard**.

To refine your search results, tap the search icon at the bottom of the screen and type the name of the **POI** or group you are looking for (depending on a view). You can also enter partial names. When finished, the Action Menu pops up.



Adding a New POI or POI Category

Tap on any point in browse map, an action menu will appear.

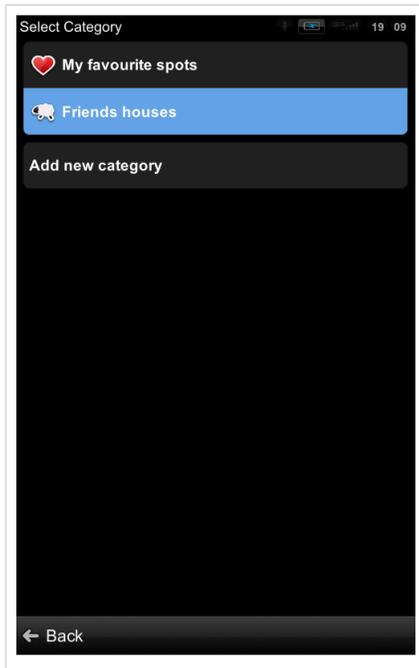


Tap on **Add POI**.

First you will be prompted to enter a POI name.

After the name is inserted, the list of custom POI categories will be displayed.

Custom POI categories list



Select a category or **Add new category**.

After the category is selected, you can fill in more information on the POI – telephone, e-mail, URL, description.

Navigating Home

Go to: **Menu > Navigate to... > Home**

To start using this feature, you need to **set your home location** first (Pic.1).

Following options will appear:

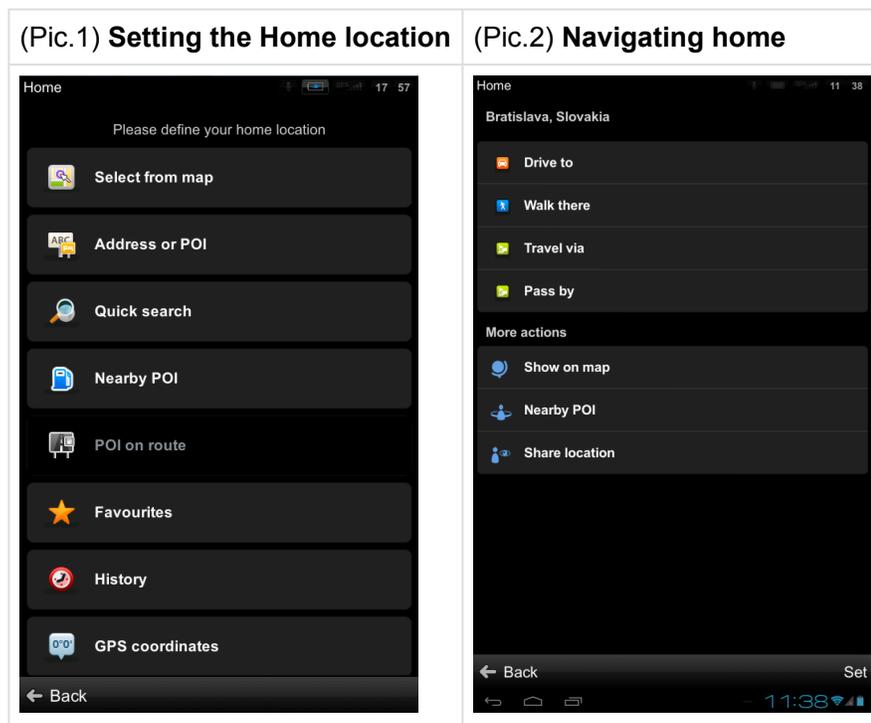
- **Select form map**
Opens map browsing mode so you can select a location
- **Address or POI**
You can choose home location from particular POI or address.
- **Quick search**
Search for any Address, POI, Contact, History or Favorite.
- **Nearby POI**
Shows a list of POIs near your current (or last valid) position.
- **POI on route**
Enabled only if a route is computed. Shows the list of POIs on the route.

- **Favourites**
Opens the list of your favourite locations.
- **History**
The list of your last visited destinations will be displayed.
- **GPS coordinates**
Enter the GPS coordinates.

Once your home address is stored, you can navigate home by choosing:

Menu > Navigate to... > Home

After tapping on Home, the route from your current location to home will be computed immediately. (Pic.2)



If you wish to **change your Home address**, tap the **Set** button on the bottom right of the screen.

Quick Search

You can look for any Address, POI, Contact, History or Favorite with the **Quick search function**.

Go to Menu > Navigate to > **Quick search**

Type the name of the City, Street, POI, Contact, History or Favorite into the search field.

Menu > Navigate to > Quick search



Select the place you were looking for.

To **set chosen location** as your destination, tap the **Drive to**, **Walk there** or **Travel via** button.

To select a different place altogether, tap the **Back** button.

If there are no results available, make sure, that you have a valid position on the map or continue searching with **Detailed search** or **Google local search** instead.

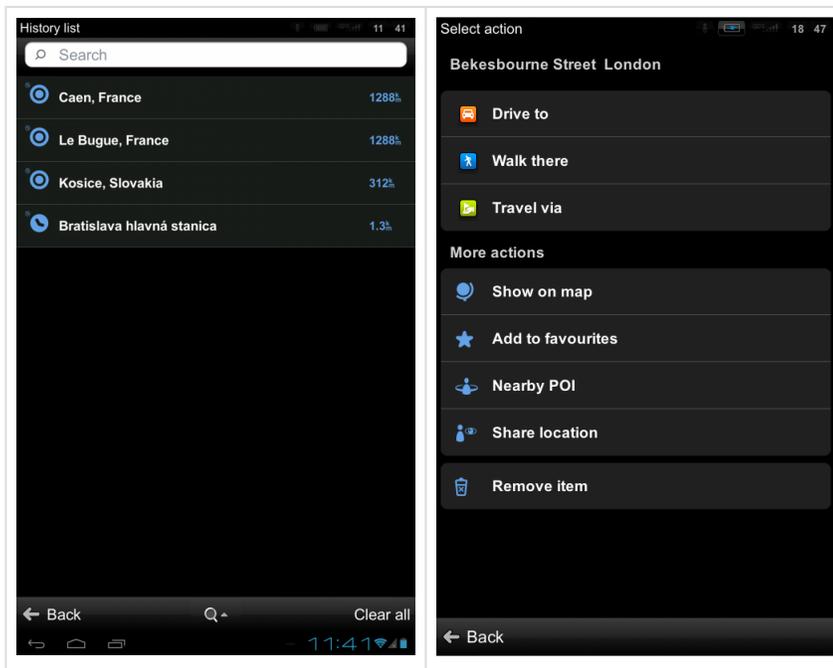
Navigating to Recent Destinations / History

Sygic keeps tracking your recent destinations, making it easy to return to a place that you have been navigated to before.

- When entering an address through **Menu > Navigate to...> Address or POI** , the last address entered is preselected.
- When selecting a **City** or a **Street**, the list of previous selections will appear.
- You can also go directly to a list of recent destinations by selecting **Menu >Navigate to...> History** and start navigation by selecting a previous destination from the list shown.

Menu > Navigate to...> **History**

History Action menu



Tap on the item, an **Action menu** will appear:

- Tap **Drive to**, **Walk there** or **Travel via** to navigate to a chosen recent place.
- Tap **Remove item** to delete the place from the list of recent destinations.

Save Vehicle Position

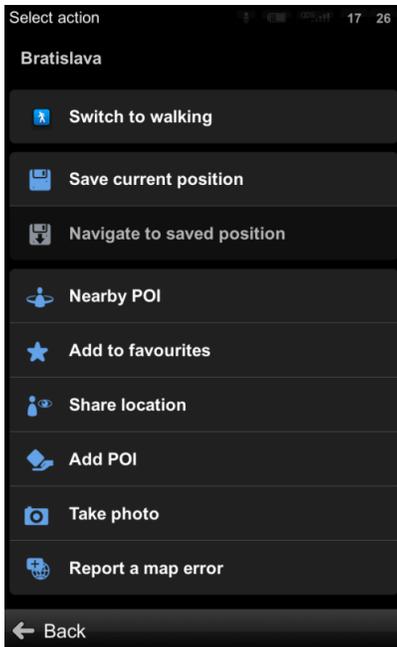
If you want to save the location temporarily, e.g. you want to save the location, where you parked your vehicle in the area you do not know, there is no need to add it to favourites and then delete it.

Just tap on an arrow in the navigation screen and the action menu will appear.

Tap on **Save current position** to save it.

If you want to navigate to saved location later, again tap on the arrow in the navigation screen.

In the action menu select **Navigate to saved position**.



Choosing the Route

Once you select a destination, tap the **Done button** and Action Menu with options **Drive to** and **Walk there** will appear.

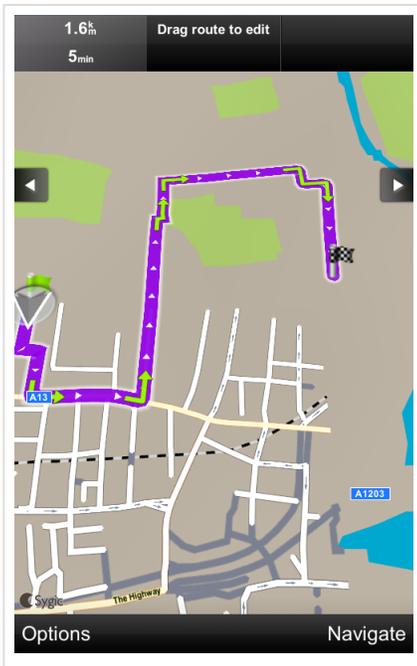
Choose navigation for **trucks, buses or cars (Drive to)** or **pedestrians (Walk there)** to start route calculation.

If your device can determine **your current position**, your route will be calculated immediately from that position.

If your current **position cannot be determined**, please see chapter [Acquiring GPS position](#).

When route calculation is complete, the entire route is displayed on map.

Calculated route



The distance and time to destination are shown on the top of the screen.
Tap **Navigate** to start navigation.

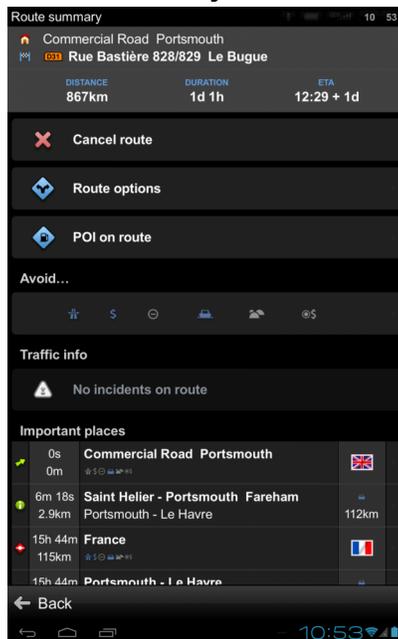
Editing & Avoiding Route Parts

This chapter contains information about **setting and editing your Route**.
For more information please see the following subtopics.

Route Summary

Each time a **route** is calculated, you can either choose to start navigation or tap on **Options** to access the **Route summary** for detailed information about your route and route editing options. You can also return to a planned route and enter Route summary through **Menu > Route**.

Route summary



Avoid Motorways, Toll roads, Ferries...

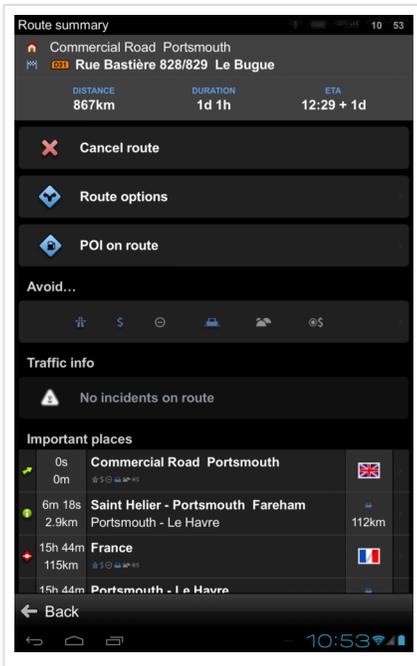
Your route is computed with the preferences you set in Menu > Settings > Route planning. In Route planning section you set general rules for avoiding toll roads, unpaved roads, motorways and ferries.

In Go to Menu > Route, you can select to **avoid motorways, toll roads, ferries, unpaved roads or special areas** just for this particular route (if they are present) by clicking on a corresponding icon in **Avoid section**. By tapping on **No entry** icon, you can also **Avoid next...**

- 250 meters
- 1 kilometer
- 5 kilometers

If you have added **waypoints** to your route, or if your route takes you through several countries you can **avoid Motorways, Toll roads, Restricted areas, Ferries, Unpaved roads, Special areas** for each via point, or each country separately by tapping on the flag/element in **Important places** section.

Menu > Route



Important Places

Shows a list of **Important places** like waypoints, crossings and cities near the route. Tap on items on the list to modify them.

List of important places



Other Options in Route Summary Menu

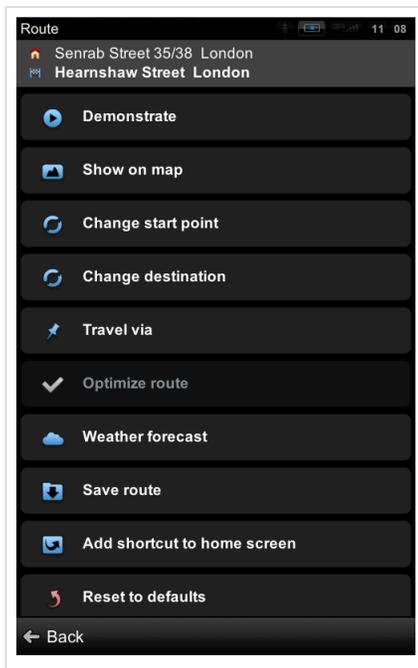
- **Cancel route**
Cancels the calculated route entirely, so you can use the navigation system only as an indicator of your current position.
- **Route options**
Lets you access the Route options submenu. For more information please read the following topic.
- **Traffic info**
Shows traffic along your route. (Availability of the traffic service depends on your product configuration.)
- **Show all instructions**
Shows a detailed list of all junctions and directions along the route. Tap on any item on the list to view the junction on the map or to avoid it.

Demonstrate & Save Route

Tap on **Route > Route options** to access menu with **following functions**:

- **Demonstrate**
Lets you see the calculated route as if you were driving along.
- **Show on map**
Lets you see the entire route on the map.
- **Change start point / Change destination**
Lets you change your start point or destination.
- **Travel via**
Adds a waypoint to your route.
- **Save route**
To save the route to your Saved routes.
- **Add shortcut to home screen**
Adds a shortcut to actual route to your Android device home screen.

Menu > Route > Route Options



Adding Waypoints to the Route

To travel through a certain place on your trip you can **add waypoints** by:

- Select a location on the map and use option **Travel via** or **Pass by** in Action Menu.
- Tap on **Route > Route options > Travel via** and set address by choosing from following options:
 - **Current position** – Sets your last valid GPS position as your home address
 - **Select form map** – Opens map browsing mode so you can select a location
 - **Address or POI**
- Navigate to anything via Navigate to menu. When in the **Action menu** tap on **Travel via**.
- Tap on any point in browse map, an **action menu** will open. Tap on **Travel via**.

Optimize Route with Multiple Waypoints

You can optimize a route with **multiple waypoints**. This function will reorder the waypoints and change the route in a way that will help you to **save time and fuel**.

This option is only available if the route planned contains **more than two waypoints**.

Drag & Drop Route Editing

Drag & Drop feature is available in **Map Browsing mode**.

If you hold your finger on start or destination flag, it will start jumping and then you can move it anywhere else on the map, which will change your itinerary and the route will be recomputed.

You can **edit the route** by holding your finger on the route a bit longer until **blue flag** appears, then drag the blue flag to a position, where you want to place a waypoint. The route will be altered to **pass through** that place.



Turn by Turn Navigation

In **Navigation mode** the navigation screen will show the map of surrounding area with the calculated route **highlighted in violet**. As you approach a junction, further directions are displayed to indicate which road to take.

In addition to turn by turn directions, the navigation screen also provides a **range of further useful information**:

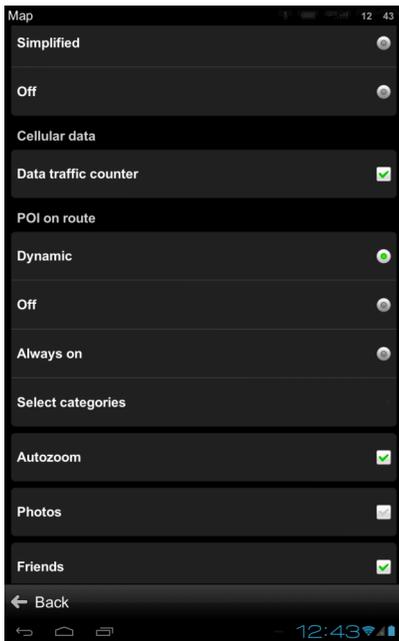


1. Next maneuver
2. Distance to next change of direction
3. Current speed
4. Estimated time of arrival at the destination
5. Distance to destination
6. Dynamic Lane Guidance
7. Current speed limit
8. Upcoming speed limit change with distance to where it becomes effective
9. Real-time traffic – single incident (if traffic is enabled)
10. Real-time traffic – all incidents on route with current delay (if traffic is enabled)
11. Current road/street
12. Next road/street to take
13. Speed camera warning
14. Current location indicator
15. Traffic flow information
16. Map zoom in/out
17. Switch between 2D and 3D view
18. Navigate to menu shortcut
19. Route progress bar
20. POI (Point of Interest)
21. POI on route
22. Turn after next turn indicator (if distance between maneuvers is short)

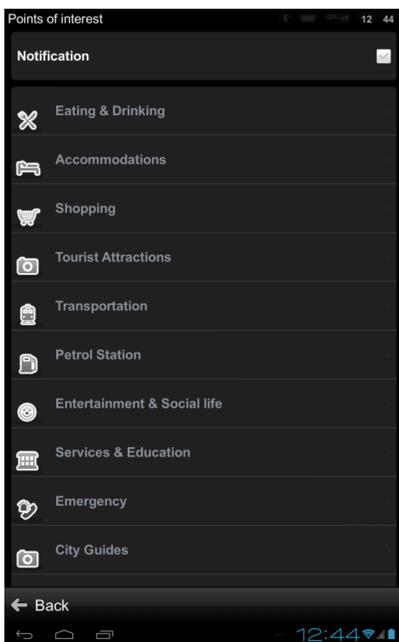
Useful Database of POIs

With **POI on route** option you are able to see all **POIs(Point of interests)** you need directly on your route.

You can choose any **POI category** in:

Menu > Settings > Map > POI on Route > Select categories

If you wish to be warned about specific POIs on route with **sound notification**, you can do so in:

Menu > Settings > Notifications & Sounds > Points of Interest

After choosing a category or a single POI, you will be able to **set notifications** in radius from **100m** to **500m** in 100m steps or turn it off.

Navigating with Truck Attributes

After the truck details are set, safer and more efficient route is calculated to avoid the roads with weight, length, width, height restrictions, specific cargo restricted roads, tunnels and bridges, as well as sharp turns and narrow country lanes.

Truck restrictions are displayed both in navigation screen and browse map.

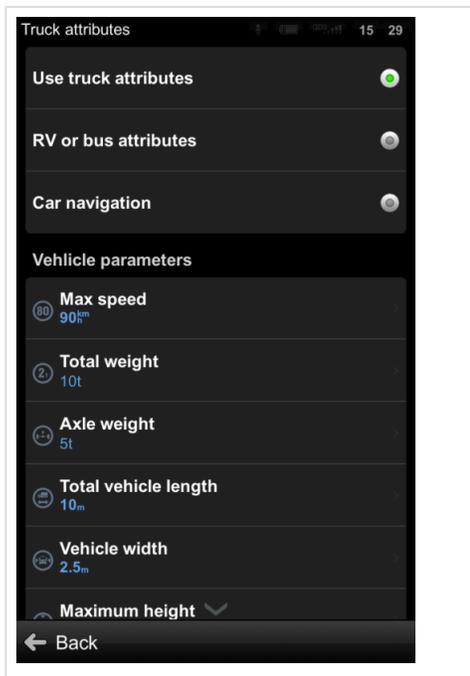


Set-up Truck Attributes

To set up the truck dimensions, go to Menu > Settings > **Truck Attributes**

After the parameters are set, they are used in route calculation from that time on.

Menu > Settings > **Truck Attributes**



Computing method

Choose **route computing method** based on your **vehicle type**:

- **Use truck attributes**

Navigation for trucks. For the best computing suitable for your vehicle, please set your truck attributes. Compared to RV / camper / bus navigation it includes: extended truck parameters (axle weight, axle load, number of trailers, hazardous materials, ADR tunnel codes), routing optimized for truck vehicles, information about time restrictions for trucks delivery in cities, truck restrictions in maps.

- **RV or bus attributes**

Navigation for big non truck vehicles like busses or campers. For correct navigation, please enter your vehicle physical parameters – maximum speed, vehicle weight, length, width and height. The navigation will avoid the physical restrictions, but it will let you in city centers and areas prohibited for trucks in general.

- **Delivery van navigation**

Car navigation for small vans with no need to set any vehicle parameters. Compared to car navigation, it will let you in delivery zones. If you navigate to a delivery zone within its delivery hours, you will be navigated to your destination. If you try to navigate there outside the delivery hours, you will be navigated to the closest reachable point as with car navigation.

- **Car navigation**

Normal navigation for cars with no need to set any vehicle parameters. With car navigation you will

never be navigated to a pedestrian zone. Instead, you will get a message, that your destination is not reachable and you will be navigated to a closest reachable point.

Availability of particular route computing methods

License type	Truck attributes	RV or bus attributes	Delivery van navigation	Car navigation
Truck license	yes	yes	yes	yes
Camper license	no	yes	yes	yes
Van license	no	no	yes	yes

Vehicle parameters

Physical parameters for Truck, RV and bus

Setting	Description	Detail
Max speed	Maximum allowed speed for your vehicle	When the actual speed exceeds this max speed the audio notification will be given by navigation. The parameter also affects ETA calculations.
Total weight	Total weight of the vehicle including load	Sygic will calculate the route using roads where limit is not higher then total weight of vehicle. For example Sygic will not guide driver via bridges with lower tolerance then max weight.
Total vehicle length	Total vehicle length (only vehicle without trailers)	Sygic will calculate the route using roads where limit is not higher then total weight of vehicle.
Vehicle width	Total vehicle width	Sygic will calculate the route using roads where limit is not higher then total width of vehicle. For example Sygic will not guide driver via tunnels, bridges, lane with lower tolerance then max width.
Maximum height	Maximum height of vehicle	Sygic will calculate the route using roads where limit is not higher then total height of vehicle. For example Sygic will not guide driver via tunnels, bridges with lower tolerance then max height.

Extended attributes for Trucks only

Setting	Description	Detail
Axle weight	The heaviest axle weight	Sygic will calculate the route using roads where limit is not higher then axle weight.

Number of trailers	Number of trailers attached to the tractor in the range from 0 to many	reserved for future use
Number of vehicle axles	Number of the total vehicle axles including trailers in the range from 2 to many	reserved for future use
Number of trailer axles	Number of trailer axles in the range from 0 to many	reserved for future use
Hazardous load	Specify, whether your load is hazardous and hazardous types. The settings are different for Europe and U.S. maps.	<ul style="list-style-type: none"> • Europe maps only: <ul style="list-style-type: none"> ◦ General hazardous materials ◦ Harmful to water • U.S. maps only: <ul style="list-style-type: none"> ◦ Explosive (Class 1) ◦ Flammable gas (Class 2) ◦ Flammable liquid (Class 3) ◦ Flammable solid (Class 4) ◦ Oxidizer (Class 5) ◦ Poison (Class 6) ◦ Radioactive material (Class 7) ◦ Corrosive material (Class 8) ◦ Miscellaneous (Class 9) ◦ Poison inhalation (Class I)
ADR Tunnel Codes	transport restrictions through tunnel types. Choose one or none of the options: B, C, D, E .	applicable with Europe maps only

Troubleshooting

Dear customer,

if you are experiencing any issues with **Sygic GPS Navigation**, this topic will help you solve it.

Each subtopic describes one issue. Please check them for the resolutions.

If you would not find proper solution in this **User Guide**, please contact our [Customer support](#).

Acquiring GPS Position

Your device may **lose GPS signal** under any of the following conditions:

- The device is in a **building, tunnel** or at a location where signals from the GPS satellites are **obstructed by buildings, trees, electric cables** or other objects.
- Device **system settings** may be set incorrectly
- On a Smartphone device **location services** are turned off
- **Product settings** may be set incorrectly

If your device can't determine your current position you will be offered the following options:

- **Wait for valid position (Recommended)**
Your route will be calculated from your **current position** as soon as a valid GPS signal is available.
- **Last valid position**
Your route will be calculated from your **last known position** (i.e. where you were just before the device lost GPS signal).
- **Select from map**
Allows you to select any **starting point** for the route calculation.

If problem continues. please contact our [Customer support](#).

Problem Entering a Destination

If you have trouble entering a destination in

Menu > Navigate to... > Address or POI

Please check if you have selected the correct country in

Menu > Navigate to... > Address or POI > Select country

The map for selected country or state may be missing on you device. Depending on your product configuration it may be possible to download missing map in:

Menu > Settings >Manage maps

or

Menu > Sygic Store >Manage maps

If problem continues. please contact our [Customer support](#) .

Problem Downloading Maps on Android

Availability of **Manage maps** feature depends on your product configuration.

If you have trouble downloading maps, or if the download freezes, please check size of selected maps in:

Menu > Settings >Manage maps

or

Menu > Sygic Store >Manage maps

Make sure you have **sufficient free space** available on your device.

If there is enough space, but you are still unable to download maps, you can try deleting the **content.info** and **content.lic** files located in internal_memory or SD card /SygicNavigation/ Maps/ folder.

If problem continues please contact our [Customer support](#) .

Frequent Freezing and Crashing on Android Device

Please make sure that your device meets the **system requirement** specified at [this page](#) .

If your device **does not meet** these requirements, please contact our [Customer support](#) .

Depending on the specifications of your device an application downgrade may resolve the issue.

If your device **meets** these requirements, please try **uninstalling and reinstalling** the application.

If problems continue, please contact our [Customer support](#) .

Problem Downloading Application on Android

Please, make sure your **online connection** is stable, that you are not connected via proxy and your APN is not set to wap.

Then please go to:

Device settings > Applications > Google Play Store > Force close the app

Then try to download again.

If problems continue, please contact our [Customer support](#) .

Traffic is not Working

Please, check if **online connection** is available.

Depending on your product configuration, **Traffic service** may or may not be a part of your license, in which case you have to purchase it separately.

If you purchased **Traffic in Sygic online shop** at www.sygic.com, please make sure that you are logged into the application with the same email that used to make your purchase.

To connect go to:

Menu > Settings > Connection

If problem continues. please contact our [Customer support](#) .

Blackscreen, the Application Stopped Working

If the application was working but now there is a **black screen** when you try to launch it go to:

Device settings > Applications > Sygic > Clear data

Device settings > Applications > Sygic > Force close the app

Then try launching the application again.

If the application does not start, **uninstall and reinstall** the application.

If problem continues. please contact our [Customer support](#) .

Trouble Downloading Resources from Google Play

If you have trouble downloading application resources from **Google Play** go to:

Device settings > Applications > Sygic > Clear data

Device settings > Applications > Sygic > Force quit the app

Afterwards go to:

Device settings > Applications > Google Play Store > Clear data

Device settings > Applications > Google Play Store > Force quit the app

Then try to **download again**.

If problem continues. please contact our [Customer support](#) .

Support Center

If you have any troubles for which you did not find the answer here, questions or suggestions, please visit our [Support page](#)

English (US) ▾



Welcome to Sygic
Support Center

You can search our FAQ database
or browse by clicking your product below