

FREQUENTLY ASKED QUESTIONS & SUPPORT (X350/X430 & Z350/Z430)

What is an update?

The Map data loaded on your Binatone GPS is the most current at the time of release from the map service provider Navteq.

This does not always mean that every road, intersection, highways etc is accurate as of the release date. In some cases roads which were introduced several years ago are not yet reflected in the maps. Unfortunately this is a limitation of the map data & is common with all navigation solutions.

NAVTEQ are committed to constantly upgrading the map data to include unfamiliar roads & areas. Database discrepancies can be reported via a map reporter via a map-based interface on the NAVTEQ website. www.mapreporter.com. Each submitted report is followed up individually. All reports identifying a legitimate map database discrepancy are investigated & corrected in the NAVTEQ database. From the moment you lodge the report Navteq provide you with tracking information to the resolution of your query. You will be emailed with a response after the investigation has been completed to notify you if the addition or discrepancy will be featured in the next map upgrade.

*Navteq release **updates** to mapping up to **2 times per year** so your navigator can remain up to date at all times. Updates will be available from the Binatone website.*

The upgrade available for the Z series units (Z350, Z430 & Z350BT) is an advanced software update. It includes software fixes to improve the usability of the GPS such as Australian accent voice directions and additions to the operating system to make it easier to Navigate.

In my Z series package there is a DVD included. What is this for?

This is a backup copy of the software & Map data which has been Pre-loaded on the GPS.

There is no need to install it. If you are attempting to re-install because of a problem you have encountered using the GPS or you are encountering difficulties, please call our technical support line.

How often should I update my GPS?

Map updates are available up to 2 times per year; you should consider updating the map data every 12 -24 months as there may have been new highway & motorway inclusions.

Free Software updates downloaded from the Binatone Australia website should be uploaded on the GPS unit every 3 - 9 months or if necessary.

When I perform the software update available from the www.binatone.com.au some streets still don't show?

The free software update contains no new map data. It is not a map upgrade but an emendation of the software. It may improve performance and add functionality.

Can I update the software on the GPS using a MAC?

The Binatone GPS is Windows CE based and supports Windows Vista and XP operating systems, Specialist Macintosh software would be required to Sync to the Mac type of computer.

When will other Countries map data be released? What countries will be available?

For Additional Maps, there will be 3 available by February 2009. Each map will be supplied on a DVD & Pre-loaded on SD card.

*Additional Maps include: **Western Europe & North America** (includes Canada, Hawaii, Alaska & Puerto Rico)
New Zealand Maps will also be available with the Next Australian Map update.*

Can I upload Australian Map Data for a Binatone GPS I purchased in the UK?

You can purchase the latest available Australian Mp data on the Binatone Website. This is supported for all Binatone GPS models. Please note this will overwrite the mapping data currently on the unit. Please contact Binatone technical support for details on how to keep the UK map.

My GPS doesn't appear to hold a charge?

The GPS system absorbs a lot more power than most electrical devices commonly uses. The unit will not charge whilst switched on or in sleep mode. The GPS must be switched off to charge. Binatone recommends the unit always be connected to the car charger when in use, sometimes a charged unit may connect to satellites nominally better.

Why do I sometimes receive the message "The start location is not on the road network" or "The end point which has been chosen is not on a navigable road"?

This means that you are actually off the road network or the destination you have chosen is not on a navigable road e.g. a large parking lot or pedestrian access only, & the navigator can't determine your start point. In this case the software attempts to carry out a proximity search and attached you to the nearest road but this is limited in some cases so that you don't get attached to random roads surrounding you and creates recalculations. The navigator cannot determine the selected option is not on a navigable road until the user has specified their destination.

If you receive either of these messages try connecting again when you have moved to a different location or in the case of the end point, chose another option for the street number, which is close by

When I drive in a large CBD area, the GPS drop out or has trouble syncing.

This is known as Urban Canyon Effect. CBD areas, Tunnels & Bridges tend to have a canyon effect on GPS systems. Essentially tall buildings are what interfere with the signals of the GPS satellites. This is the reason your GPS may find it difficult to calculate the current position. The system will re-calculate when the vehicle is positioned in a more open area.

Why do I sometimes find Map Errors

Binatone is using at present the best digital map data available on the market. In order to obtain the correct map data, Binatone and its map suppliers, rely on local government and other local organisations across the whole world to supply us with the most accurate and up to date information for millions of roads, streets and lanes.

On average, 8% of roads in the world are changed; our map supplier has a number of resources collecting data on a daily basis and analysing satellite images to register these changes.

I have entered in a Suburb or Street but My GPS will not recognise the Destination?

You should check the address. The destination you are looking for may be listed under a different suburb in that area. Addresses in the maps are set by postcode boundaries. Addresses may be listed as being in adjacent suburbs

Can I charge the unit off main's power? Where can I get a DC power adapter?

All Binatone Carrera units come with an in-car charger only. A third party 240 volt DC usb charger" may be purchased from most electrical retailers. For advice, please call Binatone technical support.

My Car charger appears to be faulty?

If the item is under warranty, please send to the Shriro repair department with proof of purchase and a description of the complication. The original USB charger can be purchased through Binatone Service for \$39.95 including postage.

My screen shows "No GPS"?

The unit has yet to connect to a satellite, to rule out a possible hardware or software problem, you will need to verify a solid connection to the satellite using the GPS receiver (In; "Menu") waiting up to 10-15 minutes in your Vehicle or outside. Once this has been established, follow the instructions in your manual on page 15 and attempt to navigate. It may take a few more moments to visualize the navigation

screen. If the process is not successful, please send the unit to the Binatone Service department with your proof of purchase and a description of the complication.

Where can I purchase an External GPS antenna?

A third party "MMCX" antenna can be used with your GPS, however it is not required unless you are experiencing frequent drop out's which may be caused by thick windscreen glass or signal restrictive areas of Australia.

When I turn the GPS on, the Binatone Logo display is frozen on the screen?

The software may have been corrupted, the bundled CD (DVD) may be used to reload the software (installation instructions are included on the disc). If this does not rectify the problem, the flash memory could be faulty. Please send the unit to the Binatone Service department with proof of purchase and a description of the complication.

On the Z350 & Z430, in the set up menu /Map Drive Options, there is an option for Name or Number. What is this?

The official naming for most major roads which link to other major roads is identified by numbers as the reference point.

The user has the option for guidance to be given for roads as numbers or names. 99% of the time Australian residents will recognize the roads as names rather than numbers. The default setting has been selected as Names. If you find guidance is being given for roads as numbers, excluding motorways. Please change this back to "Names" in the settings menu. This is an advanced feature which may only be required for a different purpose other than every day Navigation.

Can I receive updates on Safety Camera Alerts & Add Spoken Street Names (TTS) to my Z350 or Z430

Safety Camera locations are Pre-loaded on Z350 & Z430 with no ongoing subscription fee. Updates on these locations & additional feature of Spoken Street Names (TTS) will be available with the next Australian map update & each future updates. The Z350 & Z430 features the latest Map Data available to Binatone at the time. Of release the next update is expected for release 1st quarter 2009.

My GPS shows an error when I enter in certain Melbourne suburbs?

(X Series only)

You can download the update instructions in the support area on the Binatone website. For assistance please email or call Binatone Service

During the operation of the GPS unit you may receive the following error.

FATAL APPLICATION ERROR Application Mobile Navigator.exe has performed an illegal operation & will be shut down *(X Series only)*

To resolve this: Turn the GPS unit off & restart. For assistance please email or call Binatone Service

What is the returns & repair procedure for My Binatone Carrera?

The Binatone GPS is covered by a 12 month warranty from date of purchase on the GPS unit only. (Units purchased from Retail stores only) Accessories can be ordered from Binatone Service.

The Binatone GPS is covered by a 14 day DOA period. During this period the GPS can be returned to the place of purchase for a replacement unit.

(Units purchased from Retail stores only)

For repairs after the DOA period, please contact Binatone Service. Proof of purchase will be required for warranty claims.

My instruction manual shows I should receive a 6month trial period for Speed Camera alert. My unit does not have this function? *(X Series only)*

This feature at the time of release of the X 350 or X430 was only available for the UK. A solution has now been provided to include this feature when the latest Australian map update is uploaded on your X350 or X430 GPS unit. You can purchase this update from the Binatone website.

Will there be upgrades to the Point of interest to include other categories?

All future Map upgrades will offer an expansion of current point of interest selections

While calculating long routes (e.g Adelaide to Sydney-1500km) it can't complete the process. Halfway it shows the message \"system resources exceeded while calculating the route. Please consider a shorter route\" How can I overcome this?

In some cases this could be due to the memory size of the map data. It is recommended to select a mid point of your desired route & once the mid point is reached, select for the unit to recalculate.

My unit displays “An Illegal operation has occurred” this does not allow me to go any further with using the device. *(X Series only)*

The selection the user has made has jammed the software. Please restart the unit. Please call for technical assistance.

Why can't I delete the recent destination list?

The software holds a limited memory & each new destination will overwrite the recent list. The only other way to wipe the recent list entirely is to re-install the software. Please contact Binatone service for assistance.

My Unit is missing some of the standard accessories?

Please get in contact with Binatone Service for assistance

For Service & Technical Support

Binatone Service 1300 768 112 or service@shriro.com.au

www.binatone.com.au