User's Guide

Complete U.S. Street Maps

Navigation at its Best

- Detailed Voice Instructions
- Superior GPS Performance
- Communications Enabled
- Customizable Display
- Works on Latest Pocket PCs
- Additional Maps Available
  - Europe
  - Australia

CoPilot® live

Pocket PC 4

The Evolution of GPS Navigation

ALK Technologies, Inc.

CoPilot Help Files on your Pocket PC

Now CoPilot Live includes Help files on your Pocket PC to assist you. After launching CoPilot, tap **Tools** at the bottom of the screen and tap **Help**.

Important Note, Please Read:

Do not use this product in any way that interferes with safe and attentive operation of a vehicle. The driver must remain alert at all times to actual road conditions and obey all posted signs and traffic regulations. **Always keep your hands on the steering wheel and eyes on the road when driving!** While driving, either ask a passenger to operate CoPilot or pull over to the side of the road when interacting with CoPilot on your Pocket PC.

1. Check the package contents

Your CoPilot Live package includes the following:

- Install/Data Disks
- *Quick Start Guide*
- GPS Receiver (not in software-only packages)
- In-Vehicle Power Adapter (not in software-only packages)
- Vent Mount (not in software-only packages)

2. Uninstall any previous version

If you have a previous version of CoPilot installed on your Pocket PC and/or desktop computer, you must uninstall it before updating. **Make sure your GPS receiver is NOT attached**, then follow these steps:

(1) **On your Pocket PC:**

1. Tap the Start menu and select Settings/System/Remove Programs
2. Select *Pocket CoPilot* and tap **Remove**.
3. Select *Pocket Speech* and tap **Remove**.

4a. If you stored map data on a storage card:

i. Delete the *Pocket CoPilot* folder on the storage card. Tap Start, then Programs/File Explorer/My Device/SD Card, then tap and hold on *Pocket CoPilot* and select **Delete** from the menu.

4b. If you stored map data on your device memory:

i. Delete the *Pocket CoPilot* folder on My Device. Tap Start, then Programs/File Explorer/My Device, then tap and hold on *Pocket CoPilot* and select **Delete** from the menu.

(2) **On your Desktop/Laptop computer:**

1. Select Start/Settings/Control Panel.
2. Double-click Add/Remove Programs.
3. Select *Pocket CoPilot* and click on the **Remove** button.
4. If asked to confirm the removal of *Pocket CoPilot* and all of its components, select **YES**.
5. If asked to remove shared files during the uninstall process, select **No To All**.
6. Select Start/Search/Files or Folders and find the *Pocket CoPilot* folder.
7. Right-click the Pocket CoPilot folder and select **Delete**.

3. Install CoPilot Live

NOTE: Make sure no previous version of CoPilot is installed (see above).

Your desktop/laptop and Pocket PC should both be turned on. The cradle/cable for your mobile device must be connected to your desktop through either a *USB* or *Serial* port. Your Pocket PC should be connected to your desktop via ActiveSync. If it is not, see the instructions that came with your Pocket PC.

If you plan to use a Storage Card Reader, it must be installed and connected to your desktop. You can also use a PCMCIA adapter for the Storage Card if you have a laptop

Installation Steps:

Step 1: Insert the CoPilot Live **Install Disk** into your CD-ROM drive. Enter your **Product Key Code** when prompted (you can find it on the cover of your printed *Quick Start*). Click **Next**.

Step 2: Make sure **Pocket PC Installation** and **Desktop Installation** are checked on the installation menu. Click **Next**.

Step 3: The installation will start with the text-to-speech software. Choose a **Male** or **Female Voice** (both are standard TTS file), or **Pre-recorded Sound Files** (WAV files, male voice) when prompted. The pre-recorded option saves space on your Pocket PC, but provides less detailed driving instructions. Click **Next**.

Step 4: Click **Next** if prompted to make an ActiveSync connection. (You should already be connected. If not, cancel the installation, make the connection and start over.)

Step 5: Choose an installation location on the Pocket PC. The default is the device's main memory (click **Yes**). Recommended: To install to a storage card, click **No**, then choose **Storage card** from the drop-down pick list.

Step 6: When CoPilot has been installed to your Pocket PC (this will take a few minutes), you will be prompted to begin the desktop/laptop installation. Click **Next** and follow the on-screen instructions.

Step 7: When the installation is complete, a CoPilot Live icon will appear on your desktop.

NOTE to Navman GPS Jacket Users: If you are using this software with the Navman GPS Jacket (the jacket will have the word NAVMAN molded into the back of it and has a conical antenna), you must also install drivers for that jacket separately:

1. Insert the **CoPilot Live Install Disk** into your **CD-ROM drive**.
2. Exit out of the Installation screen when it appears.
3. Open up **My Computer**, right-click on your **CD-ROM drive** and select **Explore** from the pop-up menu.
4. Open the **WinCE** folder, then open the **Legacy Drivers** folder and copy the file **3.1.1.COM.ALKNavman.arm.CAB** to the **My Documents** folder on your Pocket PC.
5. **On your Pocket PC** open **File Explorer** and go to **My Device > My Documents** and single-tap the CAB file you just copied from your computer. This will install the appropriate drivers.
6. You may have to unseat/reseat your iPAQ in the jacket in order for the drivers to take effect.

4. Download map data

NOTE: CoPilot Live won't open on your Pocket PC unless map data has been downloaded first.

(1) Choose a Storage Location:

1. Open the CoPilot Live application on your desktop/laptop, then click the **Data Download Wizard** icon in the sidebar on the left. Make sure your Pocket PC is synchronized.

2. Choose where you would like data stored on the Pocket PC. CoPilot will scan your computer to detect which options are available. If you choose an option other than the device memory, click the pick list that appears and select a storage card name or the drive letter of your storage card reader. Click **Next**.

NOTE: If data is stored on the device's memory and also on a Storage Card in the device, CoPilot will use the Storage Card by default. To have it use map data on device memory, you must remove the Storage Card.

(2) Select a Data Area:

Select **City Radius** to create a data region of a specified radius around a city of your choice:

1. In the City, State or ZIP Code box, type a City, State (e.g. new york, ny) and press **<Enter>**.
2. Specify the Distance Around City to Download (e.g. 60) and press **<Enter>**. Click **Next**.
3. Your selected data region will be displayed. A window will appear showing how much space you have available on your selected destination (see *Choose a Storage Location* above) and how much memory this data region will take up. If necessary, adjust the radius to make sure your data region will fit on your selected destination. Click **Next**.
4. Give your data region a name and click **Next**.

5. You will then be given the option to either select additional map data or download selected areas to your Pocket PC. Click **Download**.

(3) Download the Data:

1. Clicking the **Download** icon will take you to a screen where Available Area(s) for download are displayed on the left.

2. To designate an area to include in the download, highlight it and then click on the right arrow button to move it to the Data Included in This Download list on the right. To take an area off the list, highlight it and click the left arrow button.

3. After confirming that the area(s) you would like to download are in the Data Included in This Download list, click **Download** to complete the map data download process.

5. Activate the Software

NOTE: CoPilot won't open unless map data has previously been downloaded from the CoPilot desktop application (see Step 4).

The first time you open CoPilot Live on your Pocket PC, you will be asked to activate the software. CoPilot must be activated before you can use it.

To launch CoPilot Live, first turn on your Pocket PC and attach the GPS receiver. Tap **Start** on your Pocket PC and choose **CoPilot Live** from the drop-down menu.

The first time you open CoPilot Live on your Pocket PC, the **Activate** screen will appear. For **Automatic Activation**, follow the on-screen instructions:

1. Synchronize your Pocket PC via ActiveSync to your laptop/desktop.
2. Connect your laptop/desktop to the Internet. Make sure it is active and you are logged in if necessary.
3. Tap **Next** when ready.

To Activate Manually:

If you do not have access to the internet and would like to obtain your Activation Code by phone, check *Activate manually* and tap **Next** to go to a screen that displays your Product Key Code and License Number. Then call ALK Technical Support at 888-872-8768 Monday-Friday, 9:00am-5:00pm EST. You will be asked for your Product Key Code and License Number.

6. In-vehicle hardware setup

WARNING: Never leave GPS receiver in closed vehicle that exceeds 140º F.

First turn on your Pocket PC, then make sure that the GPS receiver is attached and powered and your engine is running before using CoPilot Live.

If you have a CoPilot vent mount and in-vehicle power adapter:

1. Attach the cable to the Pocket PC and insert it into your vehicle's cigarette lighter socket. Make sure it is firmly seated (red light on).
2. Attach the vent mount clips to the vent in your vehicle, in a position that will allow you to be comfortable as you view and operate CoPilot.
3. Slide the Pocket PC into the vent mount, and make sure it is turned on.

Third Party GPS Receiver setup:

On your Pocket PC, select **Options** from CoPilot's **Tools** menu. Then select the **GPS** tab (bottom) and tap on **Auto Scan**. CoPilot will scan all COM Port and Baud Rate settings until it finds your GPS receiver.

7. Adjust the speech volume

To hear CoPilot Live's voice prompts, the volume on your Pocket PC must be turned all the way up. In the Pocket PC *Start* menu, go to *Settings* and tap on *Sounds and Notifications*. Under *System Volume*, move the slide bar all the way to the right.

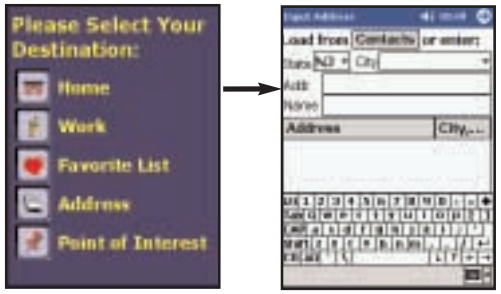
You can also use your Pocket PC's keypad when CoPilot Live is open: tap up until you reach the maximum volume.

8. Enter an address

NOTE: There is no need to enter a starting point. CoPilot Live uses GPS positioning to determine your location automatically.

1. The first time you use CoPilot Live, you will be asked to enter your nearest city to help speed up the initial GPS acquisition. Enter your *city, state* (e.g. new york, ny) and tap **OK.** You will only need to enter your nearest city the first time you use CoPilot Live.

2. Tap the **Address** button when asked to enter a destination.



Step 2 *Step 3*

3. **Select a state from the drop-down menu.**

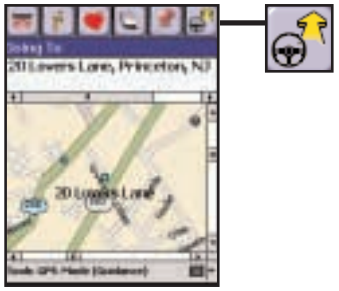
4. Using the keyboard, **type in the name of a city**. Possible matches will be provided. Tap the **<Enter>** key to select the city.

If this is not your first use of CoPilot Live, a pick list of cities previously entered may appear.

Step 4 *Step 5*

5. In the **Addr** box, type a street address (optional). Then **tap <Enter>**.

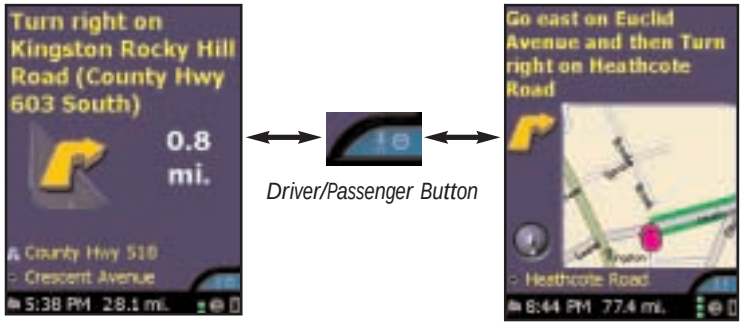
If there is an exact match in CoPilot's database, your address will appear on the **Address** list highlighted in blue. **Tap <Enter> again to confirm your destination**. If no exact match was found, a list of possible matches appears. Highlight one and tap **<Enter>**.



6. In the *Edit Trip* screen, tap the **View Route** button to begin receiving guidance instructions to the destination you entered. Or enter additional stops first.

9. Start driving

Start driving! To toggle between the *Driver Safety* and the *Passenger* screens, tap the **Driver/Passenger** button. The *Driver Safety* screen only shows maps as you approach your next turn or when you're traveling slower than 10 m.p.h.



Driver/Passenger Button

Driver Safety Screen *Passenger Screen*

Contact information and additional help

For more detailed instructions and descriptions of CoPilot Live's screens, menus, and features, see the *User's Guide* that came with the product or the *Help Files* in either your desktop (*Help menu > Help Contents and Search)* or Pocket (*Tools menu > Help*) installation.

Registered users can e-mail **techsupport@alk.com** or call **888-872-8768**, Monday-Friday, 9:00 am-5:00 pm EST for technical support. Please be at your computer. Also check out our Internet site at **http://www.alk.com/cp4** for technical support documentation and posted answers to common questions.

Contents

Quick Start ..... **i-viii**
CoPilot Overview **1**
Safety Warning **2**
What's New in Version 4.0? **2**
Getting Started **3**
Getting Started - Hardware. 3
Getting Started - Get Connected 4
Uninstalling a Previous Version 5
Installing CoPilot Live 6
Changing the Voice Option At Any Time 8
Data Download To Your Pocket PC **9**
Step 1: Specify Where Data Is Stored 9
CoPilot QuickStart 10
Step 2: Choose a Data Selection Method 11
Step 3: Select the Data 13
City Radius 13
Map Area 15
Trip 17
Step 4: Download the Data 19
POI Download Options 20
Trip Transfer 20
Importing Custom Places 21
Software Activation **23**
Speech Volume **24**
Using Your Pocket PC for Guidance **25**
Address Entry 26
Start Driving! 28
Entering a Home Address 28
Entering a Work Address 29
Finding Points of Interest 29
Favorites 30
Closing CoPilot 30
Map/Itinerary/Guidance Toggle 31
Customizing the Guidance Screens 32
Trip Editing and Waypoints 33
Getting ETA's and Distances 33
Contact Integration 34
Picking Stops From the Map 35
Detour Feature 36
Selective Routing 37
Tools Menu Options 38
POI Alert Options 39
Modes 40
The GPS Menu 41
Open and Play GPS Tracks 42
Save Current Location 43
Reference: CoPilot Live on Your Pocket PC 44
Trip Planning on Your Pocket PC **48**
Saving and Loading Trip Itineraries 49
Trip Planning on Your Desktop **50**
Menus and Toolbar Buttons 50
Reference: CoPilot Live on Your Desktop 58
CoPilot Live Communications **63**
Pocket PC Setup 64
Automatic Vehicle Location (AVL) 64
Send/Receive Messages - Desktop 65
Receive/Respond To Messages - Pocket PC 67
Send Trip Itinerary Updates - Desktop 68
Receive Trip Itinerary Updates - Pocket PC 70
Helpful Hints **71**
About GPS Technology **71**
Trouble-shooting **73**
Using Help Files **74**
Technical Support **74**

CoPilot Overview

Your CoPilot Live | Pocket PC 4 Includes:

- Install/Data Disks
- GPS Receiver (not in software-only packages)
- In-Vehicle Power Adapter (not in software-only packages)
- Vent Mount (not in software-only packages)

Desktop PC Requirements

- Microsoft Windows 95, 98, 2000, ME, XP or Windows NT® (4.0 or higher)
- Pentium II processor or better
- 12X CD-ROM or better
- 64 MB of RAM and a hard drive with at least 65 MB of available disk space
- Microsoft ActiveSync version 3.1 or later

Pocket PC Requirements

With Map Data on Storage Card

- Pocket PC running Windows CE 3.x or Pocket PC 2002
- MIPS, SH3 or StrongARM processor
- 4-7 MB of storage RAM
- 6-12 MB of program RAM (available for running programs)
- Storage Card recommended (minimum 32MB, 64MB recommended)

GPS Requirements

- Standard NMEA GPS receiver* including:
  - CF GPS receivers
  - iPAQ GPS Jacket
  - Cabled GPS receivers
  - Wireless Bluetooth GPS receivers

* For information on purchasing a GPS receiver from ALK Technologies, go to **www.alk.com**.

A Safety Warning

Always keep your hands on the steering wheel and eyes on the road when driving!

Do not use this product in any way that interferes with safe and attentive operation of a vehicle. When used in a vehicle, do not place the GPS receiver, antenna, power supply, or your computer where it may strike the driver or passengers if the vehicle turns sharply or stops abruptly. This product is designed, manufactured, and intended as an aid to planning and navigating routes. The accuracy of the map data, driving directions, and GPS tracking system is insufficient for this product to be used for automated navigation or in any situation in which the failure of the product could lead directly to death, personal injury, or physical or environmental damage. The driver must remain alert at all times to actual road conditions and obey all posted signs and traffic regulations.

TravRoute assumes no responsibility for any damage or injury resulting from the use of this product.

What's New in Version 4.0?

Enhancements and new features in CoPilot Live | Pocket PC 4 that we think you'll like include:

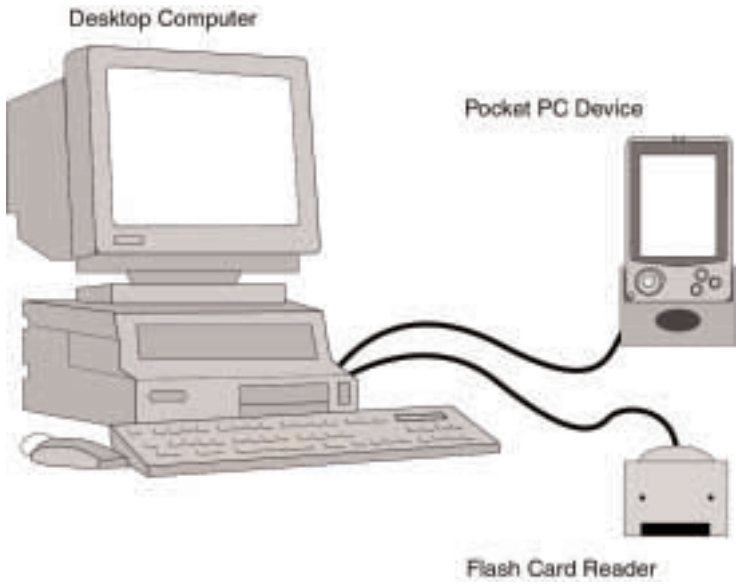
- **Customizable Navigation Display** - Now you can customize your navigation screen to display the current road, crossroad, vehicle speed, current time, elevation, and nearest town. ETA and distance to destination are always displayed and constantly updated. Plus a new *Regional POI Download Option* lets you choose which types of points of interest you want displayed along with the map data you download, and gives you complete access to 5 million POIs nationwide!
- **Faster GPS Acquisition** - CoPilot Live now acquires a signal within seconds from the time you begin.
- **Trip Transfer** - Trip itineraries created on your desktop can now be downloaded to your Pocket PC for later use.
- **RV and Toll Avoidance Routing** - Favor major roads and avoid sharp turns and U-turns wherever possible using CoPilot's new RV routing option. Choose Toll Avoidance routing to minimize toll payments.
- **Custom Place Importing** - This new feature enables you to import your own sets of addresses and download them to the Pocket PC as Custom POIs.
- **Downloadable Favorites** - Now you can transfer all Favorites stored on your desktop PC when downloading map data.
- **Live Messaging and Real-time Tracking** - Maintain two-way communication with a driver who's using CoPilot Live and actually see where he or she is currently located using your home PC!

Getting Started - Hardware

Both your desktop/laptop and your Pocket PC must be turned on. The cradle/cable for your mobile device must be connected to your desktop/laptop computer through either the *USB* or *Serial* port.

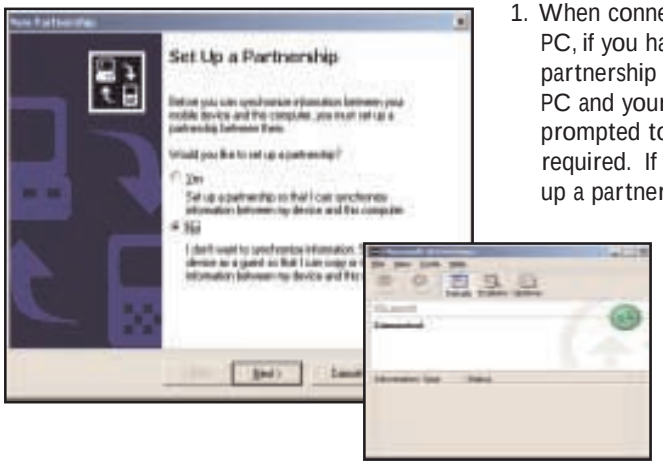
If you plan to transfer the map data to your mobile device's main memory, or to a Storage Card in the device, there are no more connections needed.

If you plan to transfer data to a Storage Card through a Storage Card Reader, you must also have the reader installed and connected to your desktop/laptop. You can also use a PCMCIA adapter for your Storage Card if you have a laptop.



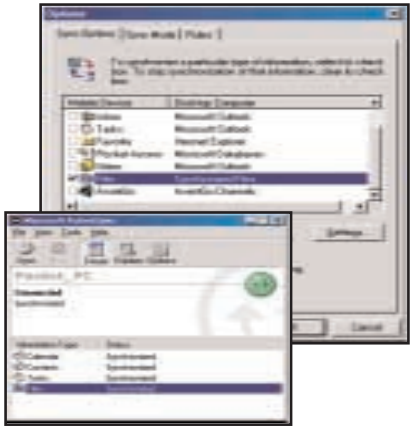
Getting Started - Get Connected

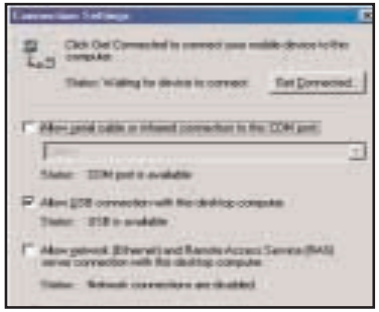
In order to successfully transfer data from your desktop to your Pocket PC, you must have *Microsoft ActiveSync 3.1* (or later) installed. This software is necessary to connect the two machines and is provided by your Pocket PC manufacturer. If you did not receive this software with your mobile device, contact the distributor immediately.



1. When connecting your Pocket PC, if you have not set up a partnership between your Pocket PC and your desktop, you will be prompted to do so. This is not required. If you choose not to set up a partnership select **Guest partnership**, and you will be logged in as a *Guest* and ready to transfer data between machines.

2. If you have set up a partnership in the past, or choose to do so at this point, be sure to allow your Pocket PC to synchronize with your desktop/laptop prior to launching CoPilot Live.





NOTE: If your desktop/laptop computer does not seem to be recognizing the connection with your Pocket PC, select **Connection Settings...** from the drop-down **File menu**, and make sure you're connected using the appropriate Port. Then click **Get Connected...** in the **File menu** and follow the on-screen instructions.

Uninstalling a Previous Version

If you have been using an earlier version of Pocket CoPilot it will be necessary for you to uninstall the application and its data before installing CoPilot Live.

NOTE: When uninstalling CoPilot, your GPS receiver cannot be attached. Before uninstalling, you must disconnect the receiver and perform a soft restart. Then follow the steps outlined below:

(1) On your **Pocket PC**:

1. From the Start menu, select Settings/System/Remove Programs.
2. Select *Pocket CoPilot* and tap **Remove**.
3. Select *Pocket Speech* and tap **Remove**.

4a. If you stored map data on a storage card:

i. Delete the *Pocket CoPilot* folder on the storage card. Tap Start, then Programs/File Explorer/My Device/SD Card, then tap and hold on *Pocket CoPilot* and select **Delete** from the menu.

4b. If you stored map data on your device memory:

i. Delete the *Pocket CoPilot* folder on My Device. Tap Start, then Programs/File Explorer/My Device, then tap and hold on *Pocket CoPilot* and select **Delete** from the menu.

(2) On your **Desktop/Laptop** computer:

1. From the Start menu, select Settings/Control Panel.
2. Double-click Add/Remove Programs.
3. Select *Pocket CoPilot* and click on the **Remove** button.
4. If asked to confirm the removal of Pocket CoPilot and all of its components, select **YES**.
5. If asked to remove shared files during the uninstall, select **No To All**.
6. Select Start/Search/Files or Folders and search for the *Pocket CoPilot* folder.
7. Right-click the *Pocket CoPilot* folder and select **Delete**.

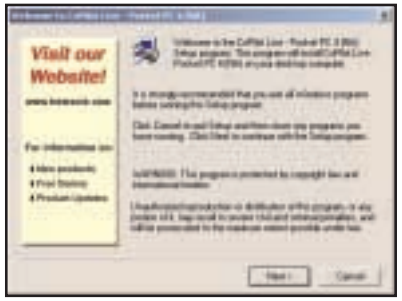
Installing CoPilot Live

NOTE: You must uninstall any previous version of Pocket CoPilot from your desktop/laptop and Pocket PC before proceeding (see above).

To install CoPilot Live, first turn on your computer and set up your Pocket PC. **Do NOT attach the GPS receiver yet, the application should not be installed with the GPS receiver attached.** Your Pocket PC should be connected via ActiveSync, as described on p. 4.

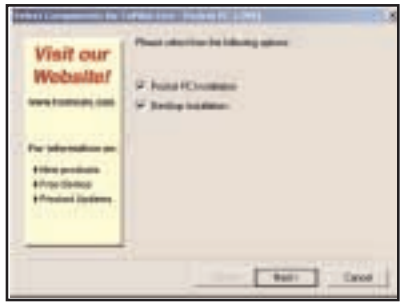
The steps in the installation process are covered on the following pages.

To Install CoPilot Live:

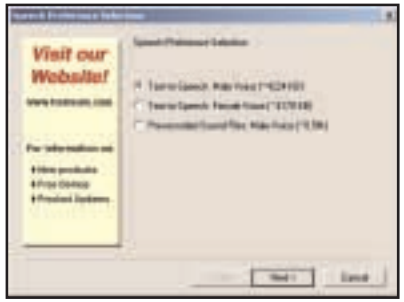


1. Insert the CoPilot Live **Install Disk** in your CD-ROM drive. Have your **Product Key Code** ready (you can find it on your printed *Quick Start*).

2. After clicking **Yes** to accept the License Agreement, enter your Product Key Code when prompted, then click **Next**. The installation menu will appear.

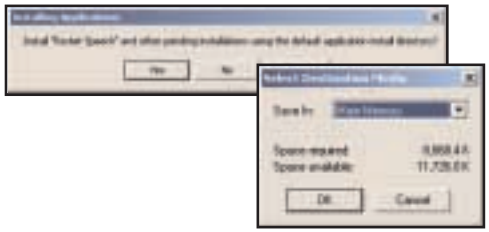


3. Make sure there are check marks next to **Pocket PC Installation** and **Desktop Installation**. (Your Pocket PC should be connected with the desktop/laptop before doing this part of the installation). Click **Next**.



4. The *Installation Wizard* will then start installing to your Pocket PC, beginning with the text-to-speech software that delivers CoPilot Live's spoken driving instructions. You'll be prompted to choose a **Male** or **Female Voice** (both are standard TTS files), or **Pre-recorded Sound Files** (WAV files, male voice). Choosing

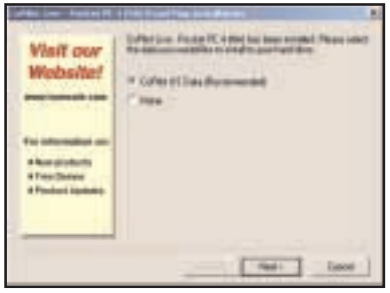
the pre-recorded option saves space on your Pocket PC, but will give you less detailed driving instructions. Click **Next** to continue.



5. Next, you will be prompted to choose an installation location on the Pocket PC. The default location is the Pocket PC main memory (click **Yes**). To install to a storage card, click **No**, then choose **Storage card** from the drop-down pick list (recommended).

6. The installation to your Pocket PC will take a few minutes. Check your Pocket PC screen to determine when the installation is complete.

7. When CoPilot has been installed to your Pocket PC, you will be prompted to begin the desktop/ laptop installation. Click **Next** and follow the on-screen instructions.



8. As the desktop installation proceeds, you will be given the choice to install the **CoPilot US Data** to your hard drive. This is the recommended option and requires **700 MB** of available space. If you choose None, you will need to insert the CoPilot Live Data Disk each time you download data to your Pocket PC or use CoPilot Live for trip planning on your desktop.

9. When the installation is complete, a **CoPilot Live** icon will appear on your desktop or laptop. You are now ready to start using CoPilot!

NOTE to Navman GPS Jacket Users: If you are using this software with the Navman GPS Jacket (the jacket has the word NAVMAN molded into the back of it and has a conical antenna), you must also install drivers for that jacket separately:

1. Insert the **CoPilot Live Install Disk** into your CD-ROM drive.
2. Exit out of the Installation screen when it appears.
3. Open up **My Computer**, right-click on your CD-ROM drive and select **Explore** from the pop-up menu.
4. Open the **WinCE** folder, then open the **Legacy Drivers** folder and copy the file **3.1.1.COM.ALKNavman.arm.CAB** to the **My Documents** folder on your Pocket PC.
5. **On your Pocket PC** open **File Explorer** and go to **My Device > My Documents** and single-tap the CAB file you just copied from your computer. This will install the appropriate drivers.
6. You may have to unseat/reseat your iPAQ in the jacket in order for the drivers to take effect.

Changing the Voice Option at Any Time

To change the voice CoPilot Live uses from male to female or vice versa at any time after installation, you must first delete CoPilot from your Pocket PC (see *Uninstalling a Previous Version*, p. 5, for how to uninstall the application). Then re-install CoPilot Live to your Pocket PC, choosing only the **Pocket PC Installation**, and when you are prompted to choose a voice option, make your selection.

1. Insert the **Install Disk** into your CD-ROM drive, follow instructions.
2. Make sure ONLY **Pocket PC Installation** is checked, click **Next**, and select the voice option you want. Click **Next** again.
3. Click **Yes** to reinstall Pocket Speech.
4. Click **No** to reinstall CoPilot Live.
5. Click **Yes** to install in the default directory if that's where you originally installed. If you installed CoPilot Live elsewhere, click **No** and choose the appropriate location.
6. Tap **OK** on your Pocket PC to reinstall.
7. Tap **Yes to All** if prompted.
8. Click **OK** on your Desktop, then click **Finish** to complete the process.

Data Download to Your Pocket PC

To use CoPilot Live on your Pocket PC, you first need to download map data from your desktop or laptop computer to your Pocket device. You select the data to download from one or more regions ("data areas") that you specify in the CoPilot Live application on your desktop. It's a simple 4-step process.

Step 1: *Specify Where Data Will Be Stored*

To begin the data download process, open the CoPilot Live application on your desktop/laptop, then click the **Data Download Wizard** icon or pick *Data Download Wizard* from the File menu.

CoPilot Live gives you three options for downloading data:

1) directly to the Pocket device's memory,
2) to a Storage Card in the device, or
3) to a Storage Card through a Storage Card Reader.

You will be prompted to enter one of these choices before you can download. CoPilot will detect which options are available to you.

NOTE: If there is data stored on the device's memory and also on a Storage Card in the device, CoPilot will use the map data on the Storage Card by default. To have it use the device's memory, you must remove the Storage Card.

1. **To download to Pocket PC Device Memory:**
(In this example, CoPilot Live has detected that there is no Storage Card in the device.) Click **Next** to go to the *Data Selection* window. See *CoPilot QuickStart*, p. 10, for a description of software included in downloads. See p. 20 for **Options**.

2. **To download to a Storage Card in the device:**
(In this example, CoPilot Live has detected that all options are available.) Select a storage card name from the drop-down pick list, then click **Next** to go to the *Data Selection* window. See *CoPilot QuickStart*, p. 10, for a description of software included in downloads. See p. 20 for **Options**.

3. **To download to a Storage Card through a Card Reader:**
(In this example, again all options are available.) Pick the drive letter associated with your Storage Card Reader, then click **Next** to go to the *Data Selection* window. See *CoPilot QuickStart* below for a description of software included in downloads. See p. 20 for **Options**.

NOTE: You can also download to a Storage Card through a PCMCIA adapter. Simply identify the drive letter associated with the adapter under the Storage Card Reader option.

CoPilot QuickStart
Storage Card Application Download

If you are downloading map data to a Storage Card or Storage Card Reader, you have the option to download a complete, ready-to-use "QuickStart" version of CoPilot Live along with the data. Having the QuickStart version on your Storage Card ensures that CoPilot Live will be available even if you experience technical problems with your Pocket PC and need to perform a hard reset. (During a hard reset, all installed applications are deleted from the Pocket PC.) **Inserting a storage card with the QuickStart version will automatically install CoPilot, and your map data will already be there!**

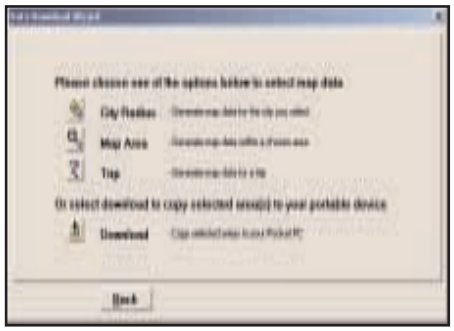
The QuickStart option can be turned on or off in the final step of the download process (see p. 19). **By default this option is active and the QuickStart download will be executed each time you download map data.**

The QuickStart needs **10 MB** of space on your Storage Card. Once the QuickStart has been copied, you can save time the next time you download data by unchecking the **Create QuickStart** option in the final Data Download Wizard screen before proceeding to download. You will also want to uncheck this option if you do not have enough room on your Storage Card for it.

If the QuickStart is copied onto your Storage Card and you need to remove it, simply delete the folder that contains it. The folder will be named either "2577", "4000", or "10003" depending on which type of Pocket PC you are using.

Data Download

Step 2: *Choose a Data Selection Method*



After you specify a location where the data will be stored, you will be prompted to select a region on the map to download. CoPilot allows you to download data using one of the three methods described below.

See *Data Download* Step 3 beginning on page 13 for step-by-step instructions for downloading data to your Pocket PC using each of these three methods.

City Radius - This method allows you to quickly select data in the shape of a circle surrounding any city in the United States. In the Data Download Wizard you type a city name and state abbreviation or ZIP code and enter the number of miles you would like the radius to extend around the city, then click **Next**.

City Radius

The Wizard displays a map that shows the city and the radius you chose. At this point you can zoom the map in and out using zoom buttons and adjust the size of the data area by altering the radius of the circle.

Map Area - This method of selecting data allows you to choose an area of data by drawing a box on the Data Download Wizard's map screen.

Map Area

In the Wizard, you enter a city name near which you would like to select data, then click **Next**. The map will zoom to that location. Then you create a box around the desired area by clicking and dragging your mouse across the map. The street-level data within that box will be selected.

At this point you can zoom the map in and out using zoom buttons and adjust the size of the data area by redrawing the box.

Trip - The Trip method of selecting data is by far the most customizable method. This option allows you to run a trip and select street-level data specific to that trip, thereby avoiding unneeded data and saving valuable memory space.

Trip

Once the trip is run, the Data Download Wizard automatically selects circles of data around your origin and destination, and a corridor of data along your route. You can then click **Options** to adjust the radius of the circles and the width of the corridor.

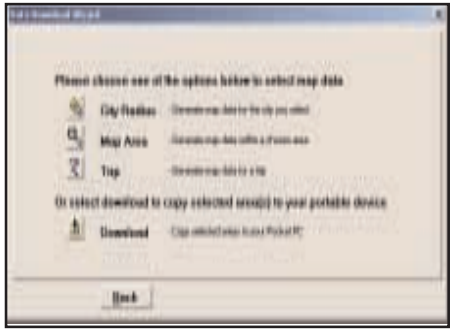
The Trip Itinerary for each trip you download will be stored on your Pocket PC (see *Trip Transfer*, p. 20). Multiple trips can be downloaded to the Pocket PC for later use.

Data Download

Step 3: *Select Your Data*

Use any of the three methods covered on the following pages (**City Radius**, **Map Area**, or **Trip**) to select one or more regions and then download your data.

City Radius



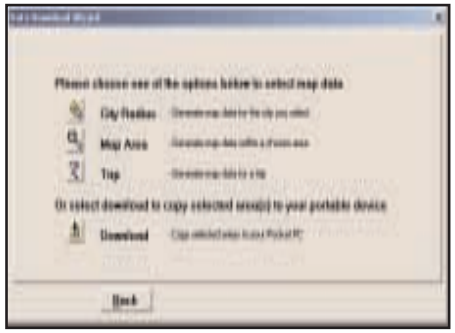
1. Click the **City Radius** icon.

2. Enter a **City, State or ZIP code,** and a **mile radius** around the area that you would like to download. Click **Next** to verify that the area is correct.

3. Using the *Data Download Wizard* toolbar you can zoom in or out, change the radius, or go back to the previous screen. When you are satisfied with your selection, click **Next**.

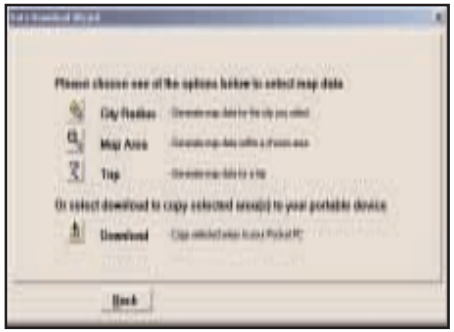
   Note: CoPilot's available memory calculations subtract 15 MB from the available memory on your storage card (if you are using one) to account for support files.

4. **Name the selection**. Click **Next**.

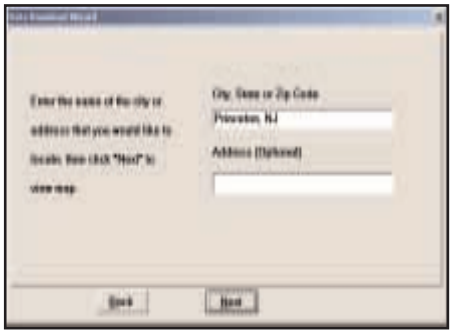


5. You will return to the *Data Selection Menu* where you can select another data area if you like, using any method. When you finish selecting data areas, click the **Download** icon and you will be taken to the final screen where you can build your download.

Map Area



1. Click the **Map Area** icon.

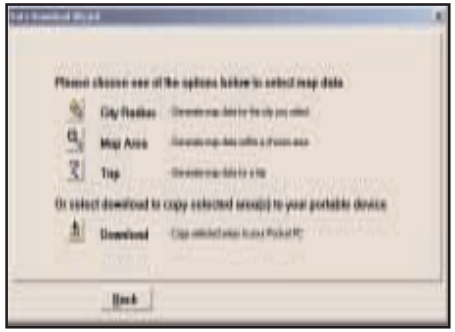


2. Enter a **City, State or ZIP code** (address optional) within the area that you would like to download. Click **Next**.

3. **Click and hold the left mouse button** and **drag the cursor** to draw a box around a desired area. The size of the area will be displayed in the toolbar. Click **Next**.

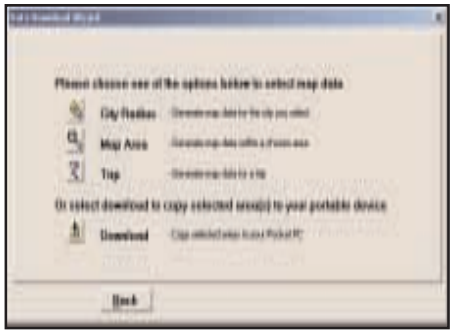
   Note: CoPilot's available memory calculations subtract 15 MB from the available memory on your storage card (if you are using one) to account for support files.

4. **Name the selection**. Click **Next**.

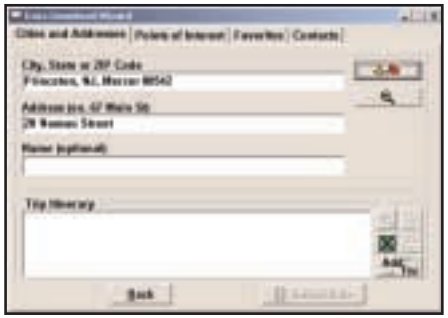


5. You will return to the *Data Selection Menu* where you can select another data area if you like, using any method. When you are finished selecting data areas, click the **Download** icon to go to the final screen where you can build your download.

Trip

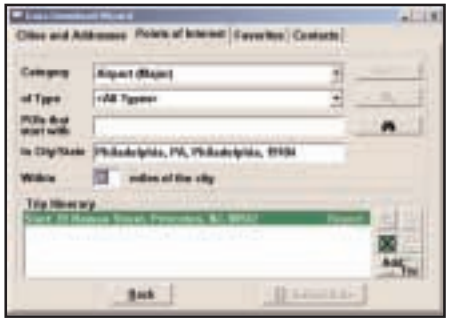


1. Click the **Trip** icon.



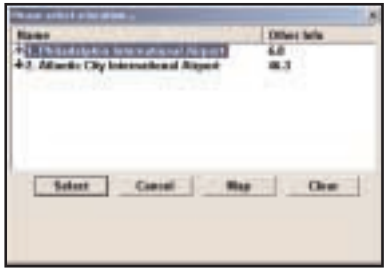
2. You now have three options for entering stops on your trip. If you choose the *Cities and Addresses* tab you will need to **enter a City, State** or **ZIP code**, press **<Enter>**, and click the Add Stop button.

You may enter one or multiple destinations. Use the buttons to the right of the *Itinerary* to zoom to a stop on the map, change the order of stops, or delete a stop.



3. If you choose the *Points of Interest* tab, enter a **City, State** or a ZIP Code and click the Find button.

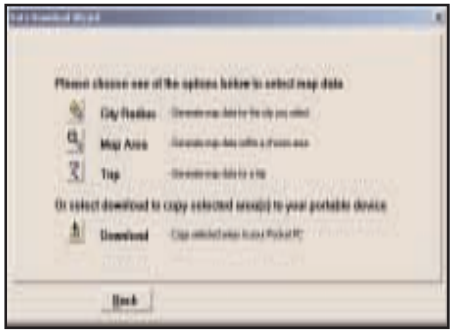
You can specify search parameters by selecting a POI **Category** and/or **Type** (this will speed up the search).



3a. **Highlight a selection**, click **Select**, then **Add Stop**. When all your stops have been entered, click **Select Data**.

4. By default a 20 mile radius around all stops and a width of 4 miles along the corridor which connects them will be highlighted. **Note:** CoPilot's available memory calculations subtract 15 MB from the available memory on your storage card (If you are using one) to account for support files.

5. **To customize these distances** for any trip, click **Options** and **type a distance** in the appropriate box.



6. You will return to the *Data Selection Menu* where you can select another data area if you like, using any method. When you are finished selecting data areas, click **Download**. Trip itineraries that were created using the *Trip* download method will be transferred along with map data. See p. 20.

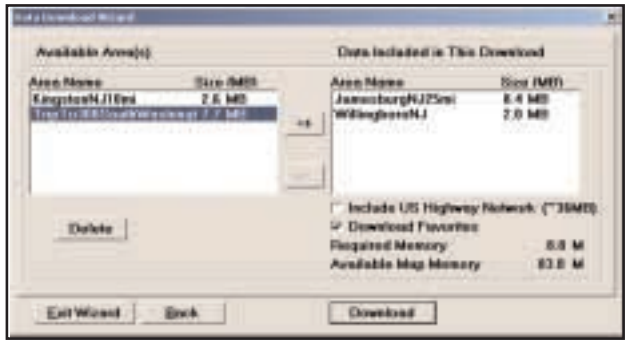
Data Download

Step 4: *Download the Data*

When you're ready to execute a download, the Wizard will display a list of **Available Area(s)** for download on the left side of the window. To designate an area to include in the download, click on it and then click on the right arrow button to move it to the **Data Included in This Download** list.

Notice that the amount of available map memory and the memory required for all the areas on the Included list is shown under the list. **NOTE:** CoPilot's available memory calculations subtract 15 MB from the available memory on your storage card (if you are using one) to account for support files.

If you need to move an area off the Included list, click on it and use the left arrow button. To delete an area from memory, click on it and click **Delete**.



IMPORTANT: Each data download overwrites the data that is already on your Pocket PC. If any data areas are already loaded on your Pocket PC, they will be overwritten by the new download. Therefore, your download must include all areas that you wish to have available on your Pocket PC.

Check **Include US Highway Network** to download CoPilot's complete US Highway Network along with your data. This additional download requires approximately 36 MB of space on your Pocket PC. When this network is loaded, major roads, cities, and some points of interest outside your selected data region will be shown on the map and you'll be able to receive guidance as you drive anywhere in the United States.

Check **Download Favorites** to download your Favorites list from the Trip Planner window on your desktop along with map data. These addresses will then be available as Favorites for trip entry on the Pocket PC.

Uncheck **Create QuickStart** if you do not want the CoPilot QuickStart software copied to your Storage Card (see p. 10 for a description of this feature).

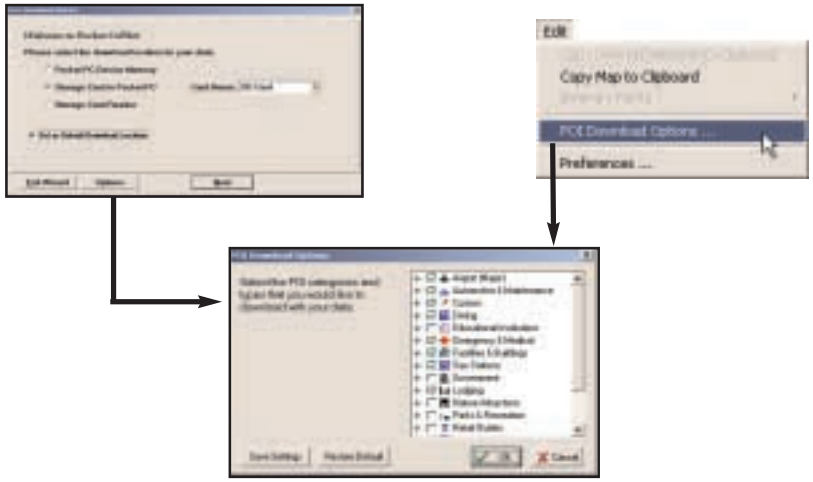
POI Download Options

When you download a data region, you'll get all roads within that region (but not roads outside the region). Also included with each download are regional points of interest (POI) such as gas stations, hotels, restaurants, visitor attractions, etc.

CoPilot Live now lets you control the number and types of points of interest that get downloaded along with your data areas. You can save space on your Pocket PC by eliminating categories of POI that you're not interested in seeing.

To select which POI categories you want, choose *POI Download Options* from the **Edit menu** in the desktop application or, when you first open the Data Download Wizard, click the **Options** button in the Wizard. In the window that opens, check the categories you wish to select. Click the plus sign next to each category to see the included sub-categories.

Click **Save Settings** to save the set of categories you create. Click **Restore Default** to return to CoPilot's default categories.



Trip Transfer

CoPilot Live now transfers whole trips to your Pocket PC when you use the **Trip** option for data downloading. Any trip you create, including its Itinerary, is automatically downloaded along with the surrounding data corridor and will become the current trip on your Pocket PC. A **.TRP** file is created and placed in the *Save* directory in the CoPilot installation folder on the Pocket PC. Subsequent downloads will add more .TRP files to this folder. The number of trips that may be stored is limited only by the available memory on your Pocket PC.

If multiple trips are downloaded, the last one to be added will open as the current trip. Use *Open Trip* in the pop-up *Tools* menu to open a stored .TRP file.

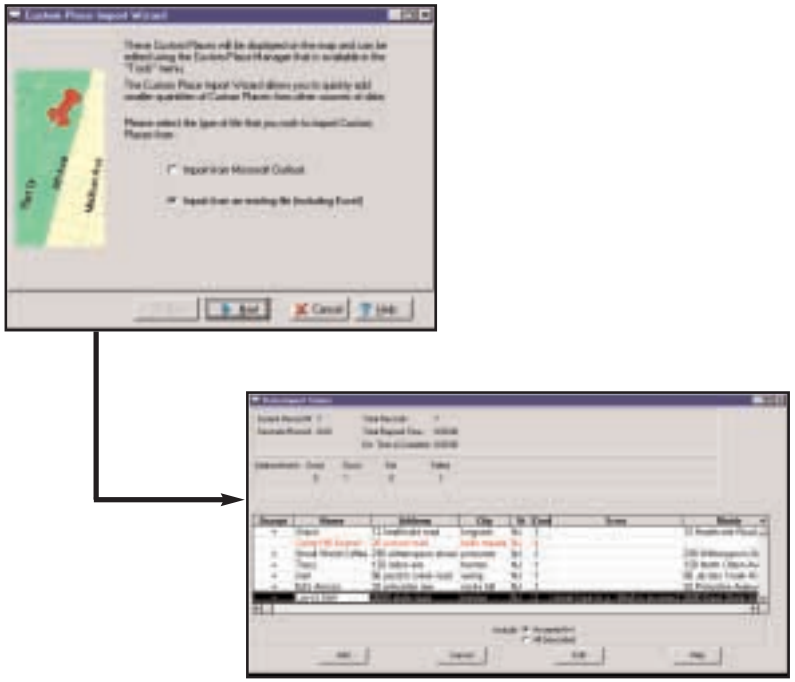
Importing Custom Places

CoPilot Live's *Custom Place Import Wizard* enables you to import addresses from your Outlook Contacts database, an Excel file, or text file. (If you are using another type of database or contact manager, you can export your contacts/locations to an Excel or text file before importing them into CoPilot Live.) These points are added to CoPilot's POI database under the *Custom* category. Once they are in the database, they are displayed on maps as pushpins and included in search results when you search for points of interest on your Pocket PC or in the Trip Planner window on your desktop/laptop.

To access the Wizard, choose *Import Custom Places* from the Tools menu in Planning Mode on the desktop, then follow the step-by-step instructions given by the Wizard.

Use the *Data Import Status* window to edit any addresses that were not accepted during the importing process, then click **Add** to import the final list of addresses.

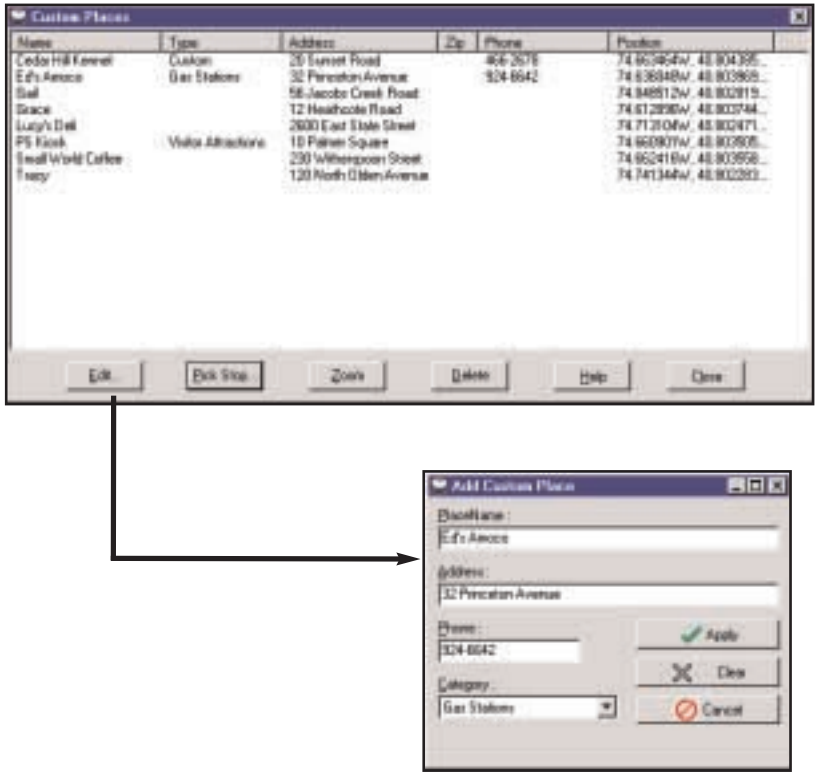
For more detailed instructions, refer to the CoPilot Live Help files on your desktop (*Help Contents and Search* in the Help menu).



Editing Custom Places in the Database

After custom places have been added to the database, they can be edited at any time. Select *Manage Custom Places* from the Tools menu, then highlight the custom place you wish to edit, click **Edit**, and make your changes. Click **Apply** when finished.

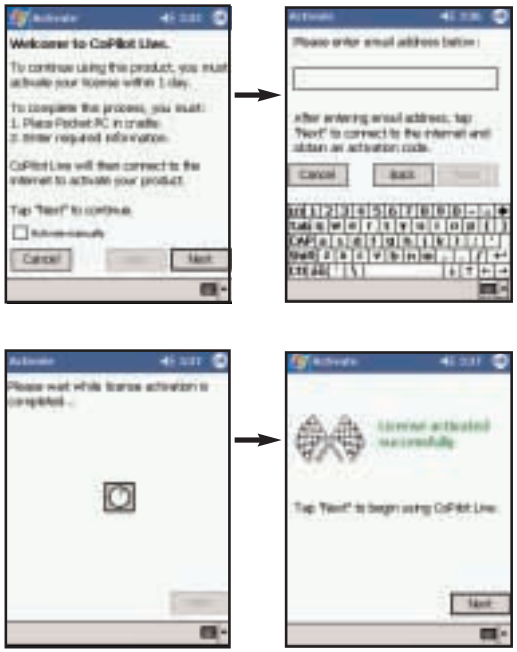
NOTE: By default, addresses entered as Custom Places are assigned to the Custom POI category. You can change this assignment at any time by selecting another **Category** from the drop-down pick list as you edit.



Software Activation

NOTE: CoPilot Live won't open on your Pocket PC unless map data has been previously downloaded from the CoPilot desktop application.

CoPilot Live must be activated after installation before you can use it. Follow the steps below to obtain an Activation Code that will unlock the software:



1. The first time you open CoPilot Live on your Pocket PC, the *Activate* screen will appear. Follow the on-screen instructions and tap **Next**.

2. In the next screen, enter your e-mail address and tap **Next**. Your Product Key Code and License ID number will be entered automatically if your Pocket PC is turned on and synchronized with your desktop or laptop computer and you have an internet connection.

3. CoPilot Live will be activated within a few seconds. Tap **Next** to begin using CoPilot.

To Activate Manually:

If you do not have access to the internet and would like to obtain your Activation Code by phone, check *Activate manually* and tap **Next** to go to a screen that displays your Product Key Code and License Number. Then call ALK Technical Support at **888-872-8768** Monday-Friday, 9:00am-5:00pm EST. You'll be asked for your Product Key Code and License ID. When you've received your Activation Code, enter it and tap **Next** to activate.

Deactivation and License Update:

If you're planning to uninstall CoPilot Live from one Pocket device and install the same version on another device, you need to deactivate the software on the first device before installing it again. To do this, open CoPilot on your Pocket PC, tap the *Tools* menu, then tap **Update License**. Then tap **Deactivate** in the License Manager. Your Pocket PC must be synchronized for the deactivation process to take effect. When you re-install CoPilot Live on another device, you will be asked to activate it again.

Speech Volume

To hear CoPilot's voice prompts, the volume on your Pocket PC must be turned all the way up. In the Pocket PC *Start* menu, go to *Settings* and tap on *Sounds and Notifications*. Under *System Volume*, move the slide bar all the way to the right. You can also use your Pocket PC's keypad when CoPilot is open: tap up until you reach the maximum volume.

Using Your Pocket PC for Guidance

In CoPilot Live's *Guidance Mode* you will receive turn-by-turn route guidance information as you travel. For your safety the *Driver Safety* screen will hide maps when they are not necessary to avoid distractions. Using the *Passenger* screen the map will be visible at all times.

REMINDER: CoPilot Live won't open on your Pocket PC unless map data has been previously downloaded from the CoPilot desktop application.

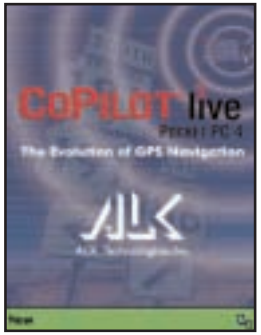
In-vehicle Hardware Setup:

First turn on your Pocket PC, then make sure that the GPS receiver is attached and powered and your engine is running before using CoPilot Live.

If you have a vent mount and in-vehicle power adapter:

1. Attach the cable to the Pocket PC and insert it into your vehicle's cigarette lighter socket. Make sure it is firmly seated (the red light should be on).
2. Attach the vent mount clips to the vent in your vehicle, in a position that will allow you to be comfortable as you view and operate CoPilot.
3. Slide the Pocket PC into the vent mount, and make sure it is turned on.

Launch CoPilot Live:



1. To launch the CoPilot Live program, **tap Start and choose "CoPilot Live"** from the drop-down menu. Because you have the GPS receiver attached and powered, CoPilot assumes that you are on the road ready to drive, and opens in *Guidance Mode* to get you on your way quickly and easily.

2. The first time you use CoPilot Live, you will be asked to enter your current location to help speed up the initial GPS acquisition. Enter your *city, state* (e.g. new york, ny) and tap **OK.**

PLEASE NOTE: You will only need to enter your initial city the first time you use CoPilot Live. For subsequent uses, CoPilot will remember your last location automatically.

3. CoPilot will then provide you with a number of different ways to enter an address. You can:
   a) Program your **Home** address
   b) Program your **Work** address
   c) Enter a new **Address**
   d) Select a destination from your **Favorite List**, or
   e) Search for a **Point of Interest**

Tap the appropriate button to choose the option you would like to use.

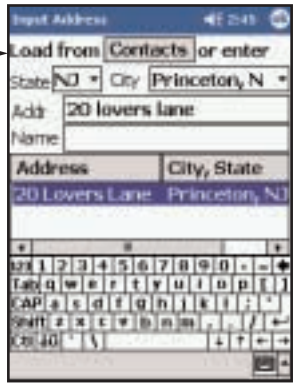
Address Entry

NOTE: There is no need to enter a starting point. CoPilot Live uses GPS positioning to determine your location automatically.

Tap the **Address** button.

Select a state from the drop-down menu. Using the keyboard, type in the name of a city. Tap on the city or tap the **<Enter>** key to select it.

If this is not your first use of CoPilot Live, a pick list of cities previously entered may appear.



In the **Addr** box, type in the street address (optional). **Then tap the <Enter> key**. If there is an exact match in CoPilot's database, your address will appear on the **Address** list highlighted in blue. **Tap <Enter> again to enter it**. If no exact match was found, a list of possible matches appears. Highlight one and tap **<Enter>**. Tap the **Name** box to enter a name (optional), type in a name, then tap **OK**.

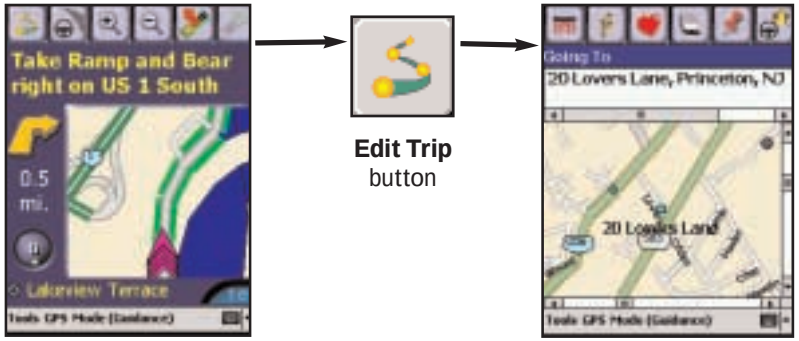
Once you enter a destination, CoPilot will display the **Edit Trip screen**. At this point you can enter additional stops using the tool bar or begin receiving guidance to the destination you entered by tapping the *View Route* button (see below).

To add additional stops, tap one of the trip entry buttons on the tool bar at the top of the screen. Each option is described on the following pages.

To begin your trip, simply **tap the View Route button and start driving!**

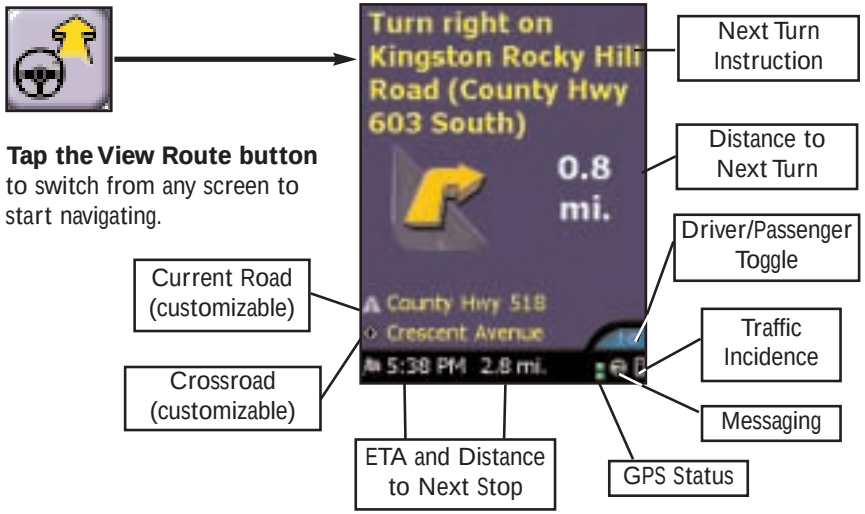
View Route button

To return to the Edit Trip screen from the navigation screen at any time, first tap anywhere above or to the side of the map to bring up the tool bar. Then tap the *Edit Trip* button.



Edit Trip button

Start Driving!

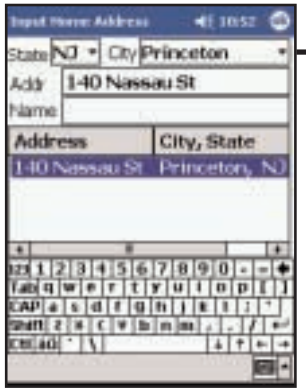


Tap the View Route button to switch from any screen to start navigating.

Start driving and enjoy CoPilot's spoken instructions, continuously updated maps and ETA's, and automatic route recalculation capabilities.

Entering a Home Address

Tap the Home button in the *Edit Trip* screen. The first time you use this button, you will be prompted to enter your *Home Address*.



Enter the City or ZIP code and **address**. **Tap OK** and it will be saved.

Now you can tap the *Home* button to enter your home as a stop. To change your home address, see *Favorites* p. 30.

Entering a Work Address

Tap the Work button. The first time you use this button, you'll be prompted to enter your *Work Address*.

Enter the City or ZIP code, Address, and (optionally) **Name** of your workplace. **Tap OK** to save it.

In later uses tapping the *Work* button will enter your workplace as a stop. To change your work address in the future, see *Favorites* p. 30.

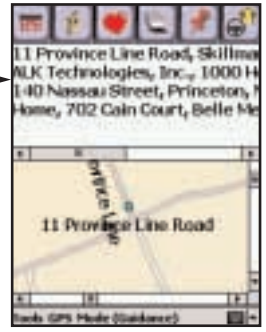
Finding Points of Interest

Tap the Points of Interest button to search for and/or enter a point of interest as a destination.

Select a state from the drop-down menu, **enter a City**, and **choose a Type** from the drop-down menu. Tap **Find** to execute the search.

Select from the pick list of nearby POIs that best match your description by tapping with your stylus. Your choice will then be entered as a destination.

Favorites



Tap the Favorites button. A drop-down list will appear, providing quick access to the last 50 destinations that you entered.

Highlight a Favorite and tap **Edit** to edit the address or name of the Favorite. To change which Favorite is assigned to the **Home** or **Work** buttons, tap the *Tools* menu, select *Options*, and tap on the *Favorites* tab. Highlight the one you wish to change and tap either *Home*, *Work*, or *Favorite*.

NOTE: When your Favorites list is filled (50), each new address will replace the address that has been inactive for the longest period of time.

To Save Your Current Location As a Favorite:

You must be receiving GPS data to save your current location as a favorite. Tap the *GPS* menu and then select *Save Current Location*.

A prompt will ask you to assign a location name to your current latitude/longitude position. After you enter a name, your current location will be saved in the Favorites list.

Closing CoPilot

To exit the CoPilot Live application, select *Exit* from the pop-up *Tools* menu at the bottom of the screen. (If the menu isn't visible, tap the screen anywhere except on the map.)

Changing Views:
Map/Itinerary/Guidance Toggle

NOTE: It is not safe to attempt to alter settings on your Pocket PC while you are driving. Either have a passenger make changes, or pull over to a safe area.

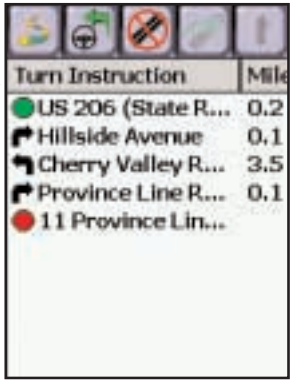
1. Map

Tap the View Map button to switch from any screen to see a map of your current location.

In the *Map* screen you will see the area around your current location. You can *Zoom In* or *Zoom Out* and alter the map's *Detail* level using the toolbar buttons. **Tap on an exit ramp on the map and the exit number will pop up (where available).**

2. Itinerary

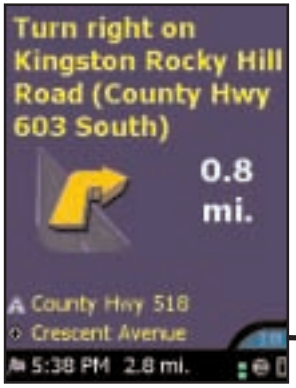
To go to the *Itinerary* screen, **tap the View Itinerary button**.



In this window you can view *turn-by-turn instructions* to your next stop.

3. Guidance

Tap the View Route button to go to the *Guidance* screen.



Driver Safety Screen

Passenger Screen

In *Guidance Mode* you will receive turn-by-turn driving instructions. You can change between the *Driver Safety* and *Passenger* screens by tapping this button in the lower right hand corner:

The *Driver Safety* screen will only show maps as you approach your next turn or when you're traveling slower than 10 m.p.h. The *Passenger* screen will always show the map. Please keep your eyes on the road if you are the driver!

Customizing the Guidance Screens

The two lines above the ETA in the Driver Safety screen can be customized. Tap either icon to cycle between displaying the current road, nearest cross-road, speed, current time, elevation, or nearest town. Both lines offer the same display options. Note that only one line will be shown when the Passenger screen is displayed.

The map display can also be customized. Choose *Options* in the pop-up *Tools* menu, then select *miles* or *kilometers* for distances; a *North Up* map view that always considers north to be at the top or *Heading Up* view that always tracks your route upward; and *Box Zoom* (draw a box around the area to zoom to with the stylus) or *Drag Map* (use the stylus to drag map to the desired area).

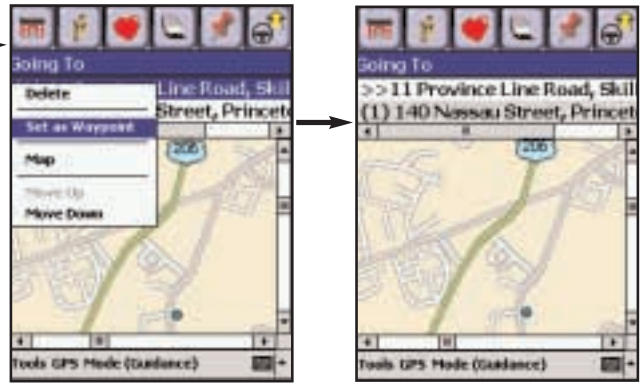
Trip Editing and Waypoints

To get to the *Edit Trip* screen from the Guidance screens at any time, tap the screen anywhere except on the map to display the tool bar, then tap the **Edit Trip** button. From here you can edit the current trip or add additional stops.

Now you can tap and hold on any stop to activate a pop-up menu that lets you **delete**, **map** or **change the order of stops** on your route. This menu also lets you designate a stop as a "waypoint" (tap **Set as Waypoint**). Waypoints are not considered as stops in the Trip Itinerary, their purpose is to guide CoPilot's route calculations along roads that you choose. To change a waypoint back to a stop, choose **Set as Stop** from the menu. Waypoints appear with ">>" instead of a stop number on the *Going To* list.

Also, CoPilot ignores waypoints when calculating the ETA and distance to the next stop, so waypoints can be used to get the ETA and distance to a stop that is not your next stop (see *Getting ETA's and Distances* below).

Edit Trip button.



Getting ETA's and Distances

The estimated time of arrival (ETA) and distance to your next stop will always be shown in the lower left corner of the Guidance screens. After entering a destination, tap the **View Route** button to display the Guidance screens and see the ETA/distance.

If your trip has multiple stops and you want to know the ETA for a destination that is not the next stop, designate the stops between your current location and the target stop as waypoints as described in *Trip Editing and Waypoints* above.

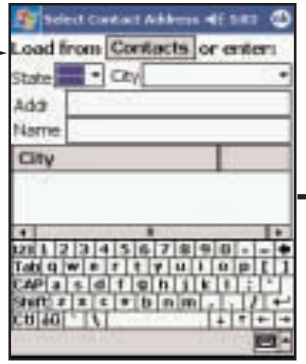
Contact Integration

CoPilot Live allows you to link directly to Pocket Outlook to retrieve address information. With just a couple of quick taps of the stylus, you can enter a contact's home and/or work address as your destination.

1. From the Edit Trip screen, **tap the Address button**.

Address button.

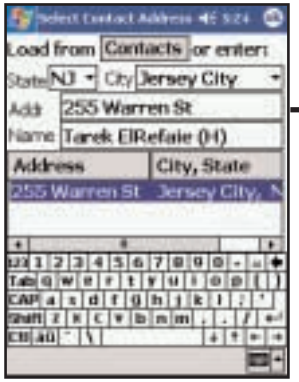
2. To pull a contact's address directly from Pocket Outlook, **tap the Contacts button.**



3. You can either scroll **through your entire list of contacts, or enter the first few letters of the contact you are looking for.** Choose either the *Home* or *Work* address.

4. Make sure that CoPilot has found the exact address. **Tap on the address, or tap OK to confirm.**

5. Your contact's address will now be entered as a destination. **Tap the View Route button and begin driving.**



Picking Stops From the Map

CoPilot Live enables you to pick a stop off the map when you don't know the exact address of your destination. You must be in *Planning* mode to pick a stop and name it (choose *Planning* from the **Mode menu**). The stop you pick and name becomes a *Favorite*, which you can then enter as a destination in any mode.

1. Choose *Planning* from the Mode menu at the bottom of the screen.

2. In the *Edit Trip* screen, tap either **Going To** or **Origin** to identify your location as one or the other, then click the **Pick Stops** button.

3. In the *Pick Stops* screen, enter a city name or postal code in which you would like to search for a location. If you know a nearby address you may enter that as well.

4. Using your stylus, **tap the area** on the screen that you would like to select. A *short tap* will display street names. *Tapping and holding* will prompt the selection screen.

5. In the screen that pops up, the address of the area you tapped will be displayed and you will be prompted to **name that address** for easy reference from your *Favorites* list.

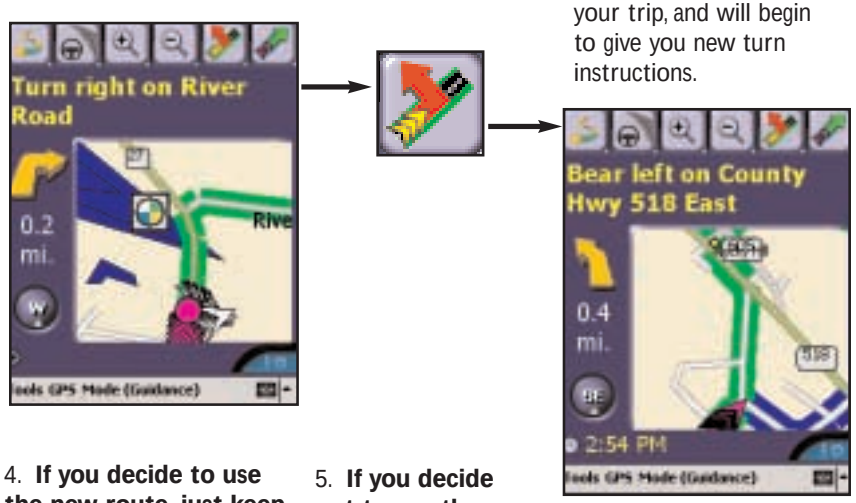
Detour Feature

CoPilot Live's Detour Feature allows you to preview an alternate route before deciding whether or not to take it. Perfect for situations in which traffic has suddenly slowed ahead of you, the Detour Feature will generate an alternate route and tell you exactly how much distance the new route will add to your trip. You can then make an informed decision about whether you're better off driving through the delay or taking the new route.

1. As you approach a delay, **tap on the black screen** to make the toolbar appear.

2. **Tap on the Detour button** to request a new route.

3. CoPilot's voice will tell you how many miles the new route will add to your trip, and will begin to give you new turn instructions.



4. **If you decide to use the new route, just keep driving.** Your old route will be displayed in blue for reference.

5. **If you decide not to use the new route, tap the Cancel Detour button.**

6. CoPilot will then return you to your original route.

Selective Routing

CoPilot Live allows you to be selective about the roads you take on your trip. There are two ways to do this: 1) you can customize your Trip Itinerary in *Guidance* mode so that CoPilot will avoid certain roads; or 2) you can guide CoPilot's route by entering stops as "waypoints".

Avoiding a Road in the Trip Itinerary

1. **Switch to the Itinerary screen by tapping on the View Itinerary button.** The Itinerary screen provides a list of all roads that you will be traveling on if you have entered at least one destination. Once in the Itinerary screen, you can edit your route using the **Avoid** button.

2. Highlight the road to avoid by tapping it once.

3. Tap the **Avoid** button, and CoPilot will calculate a new route that avoids that road. You can customize your trip only once.

To Return to the Original Route:

You can return to the original route that CoPilot gave you at any time by tapping the **Return to Original Route** button.

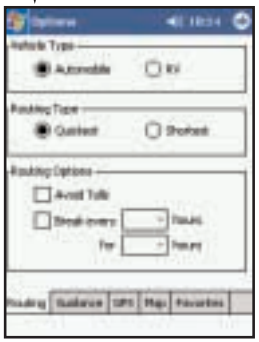
Tailoring Your Route Using Waypoints

CoPilot Live lets you customize a route by designating some stops as "waypoints". Waypoints appear on the Itinerary but they're not treated like stops in Guidance Mode and or in routing instructions. You can enter a waypoint along a road you want CoPilot to use, and CoPilot will guide you through the waypoint along that road toward your destination.

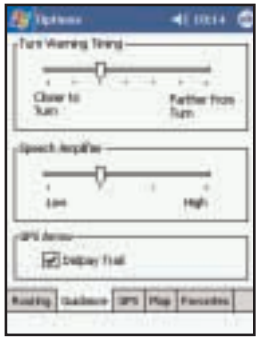
To designate a location as a waypoint, enter it as a stop in the *Edit Trip* screen. Tap and hold the location on the *Going To* list until a menu pops up, then choose *Set as Waypoint*. Waypoints appear on the *Going To* list preceded by ">>" instead of a stop number. To turn the location into a stop again, repeat and choose *Set as Stop*. You can set as many waypoints as you like on a trip; however, CoPilot will always recognize the last address in the *Going To* list as a stop.

Tools Menu Options

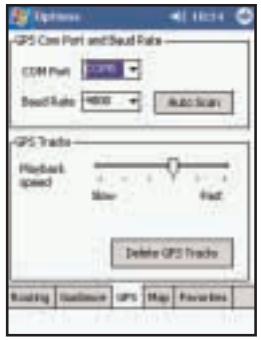
Select Options from the pop-up *Tools* menu to jump to a screen that lets you change various CoPilot Live application settings and edit your *Home* or *Work* address.



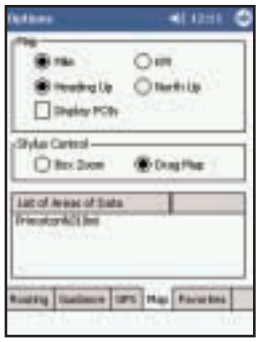
Tap the Routing Tab to change your *Vehicle Type*, *Routing Type*, and *Routing Options*. *RV* routes favor major roads and avoid sharp turns and U-turns wherever possible. *Quickest* routing is based on the most practical route in terms of road quality, terrain, and urban/rural classifications.



Tap the Guidance Tab to adjust the turn warning time and speech volume, and to display or hide GPS tracking on the map.
Note on Speech: See *Speech Volume*, p. 24, for additional ways to adjust the volume.



Tap the GPS Tab to see the speed at which your GPS tracks will be played back. From this screen you can tap the *Delete GPS Tracks* button to remove your saved GPS tracks. *AutoScan* will scan your Pocket device for any connected GPS receivers.



Tap the Map Tab to choose between *Miles* and *Kilometers*, and a map display that always tracks your position moving upward or maintains north at the top. You can also choose *Drag Map* mode that lets you use the stylus to drag the map in any direction to a desired location (versus drawing a box around an area).

Tap the Favorites Tab to open the list of your *Favorite Addresses*. You can change the assignment of your *Work* or *Home* address as well as *Edit* and *Delete One* or *Delete All* addresses.

NOTE: When your favorites list is filled (50), each new address will replace the address that has been inactive for the longest period of time.

POI Alert Options

From the *Tools* menu, select *Live* and then tap on *POIs* to set POI reporting options. When POI Alerts are enabled, CoPilot will alert you to the presence of points of interest as you approach them. You can set how far away you'll be when you receive the alerts and which types of POIs should be reported. You can also limit alerts to POIs right on your route, or include POIs that are nearby.

Modes

CoPilot Live has four modes of operation on the Pocket PC. Tap the pop-up *Mode* menu at the bottom of the screen to select *Guidance*, *Navigating*, *Walking*, or *Planning Mode*.

Guidance Mode

In *Guidance Mode*, you enter one or more destinations, tap the *View Route* button on the toolbar, and start driving. This mode provides you with on-screen spoken driving directions and other information relevant to your trip, such as estimated time of arrival and distance to the next stop. To receive driving directions and other data, you must have a GPS receiver attached to your Pocket PC and the receiver must be in a good position to receive signals.

Navigating Mode

While in *Navigating Mode*, CoPilot will track your position as you drive. Unlike in Guidance Mode, you won't receive turn instructions or voice prompts. This tracking feature is an ideal way to see your location on the map if you don't want to be distracted by CoPilot's guidance features.

Walking Mode

Take CoPilot with you wherever you go! *Walking Mode* provides an as-the-crow-flies distance and direction line to your destination, directions that are perfect for walking. A GPS receiver must be attached and receiving signals.

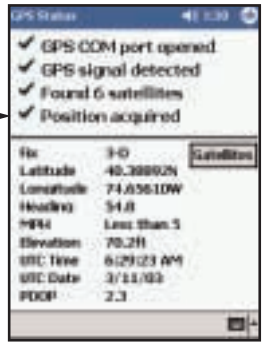
Planning Mode

Planning Mode lets you use your Pocket PC as a pre-trip planning tool or easy-to-use reference guide. *Planning Mode* lets you view static maps and directions without the need for a GPS receiver. Trip itineraries you create in *Planning Mode* can be saved and then loaded in any mode at a later time.

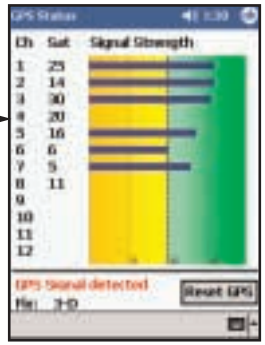
The GPS Menu

Status

To view your GPS satellite activity at any time, **select Status** from the *GPS* menu.



Here you will receive information on *Speed*, *Lat/Long* position, *Heading*, and *Time and Date*. **Tap on the Sats tab** for more GPS satellite information.



From this window you can get additional satellite acquisition information. To get a 3-D fix (required for CoPilot to locate your position) you must have four satellites "in the green" for several seconds.

Receiving signals-ON

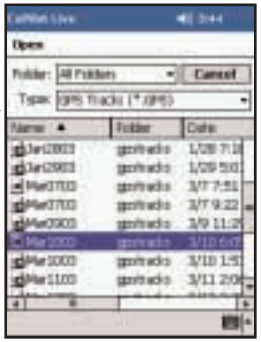
Select Receiving from the pop-up GPS menu to activate or deactivate GPS satellite reception. *Receiving* is active if you see a check mark.

Receiving signals-OFF

Tap once to change the status. If *Receiving* is inactive, CoPilot will be unable to provide driving instructions.

Open and Play GPS Tracks

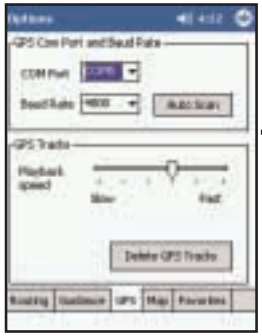
1. **To open a GPS track, receiving must be turned off. Select Open Tracks** to open a Windows folder of your stored .gps files.



2. **To access a track, tap once.**

3. **Select Play GPS Tracks** from the pop-up GPS menu to begin track playback.

4. During track playback you can **select Pause GPS Tracks** to stop the track from playing.



4a. Playback can be viewed in any window. To control the speed, select *Options* from the *Tools* menu, tap the *GPS* tab, and use the sliding bar.

5. **Select Close GPS Tracks** from the *GPS* menu to stop the track from playing. To turn receiving on, **tap Receiving**.

Save Current Location

You can use the GPS menu to save your current location as a favorite place. You must be receiving GPS data to do this. Tap the *GPS* menu and then select *Save Current Location.*

A prompt will ask you to assign a location name to your current latitude/longitude position. After you enter a name, your current location will be saved in the Favorites list.

NOTE: Remember that when your favorites list is filled (50), each new address will replace the address that has been inactive for the longest period of time.

Reference: CoPilot Live Screens

What's What on Your Pocket PC

The following is a guide to the various features and shortcuts available from the screens you will see on your Pocket PC as you operate CoPilot Live.

Edit Trip Screen

Shortcuts to: *Home*, *Work*, *Favorites*, *Address Input*, *Points of Interest*, and the *View Route* button.

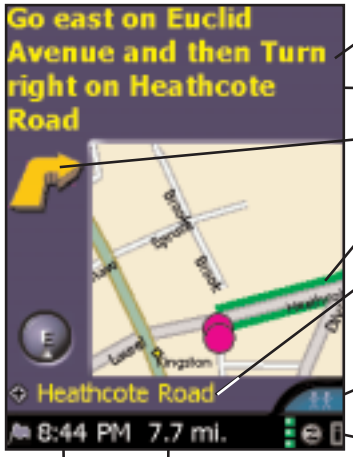
Numbers identify each stop. The last number is your destination.

Map shows area around your *next stop*.

Scroll to view more of the map.

Guidance (Passenger Screen)

Map will always be shown.



If toolbar is not visible **tap anywhere outside the map.**

Next turn instruction.

Next turn arrow.

Route ahead highlighted on the map.

Customizable data display, tap icon to cycle between current road, crossroad, speed, current time, elevation, and nearest town.

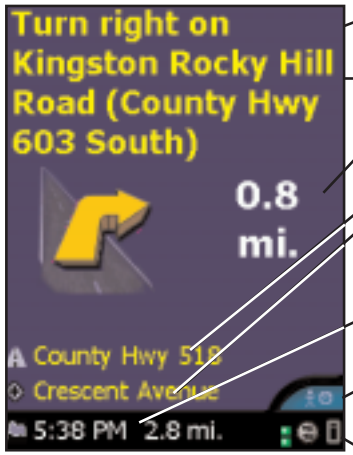
Toggle between *Driver Safety* and *Passenger* screens.

GPS Status, *Messaging*, and *Traffic* indicators.

ETA and *Distance to Next Stop* display.

Guidance (Driver Safety Screen)

Map will only be shown as you approach turn.



If toolbar is not visible **tap anywhere on the screen.**

Next turn instruction.

Next turn arrow and distance to next turn.

Customizable display, tap to cycle between current road, crossroad, speed, current time, elevation, and nearest town.

ETA and *Distance to Next Stop* display.

Toggle between *Driver Safety* and *Passenger* screens.

GPS Status, *Messaging*, and *Traffic* indicators.

No GPS Signal

When you see this screen it means that CoPilot is not receiving data from the GPS unit.

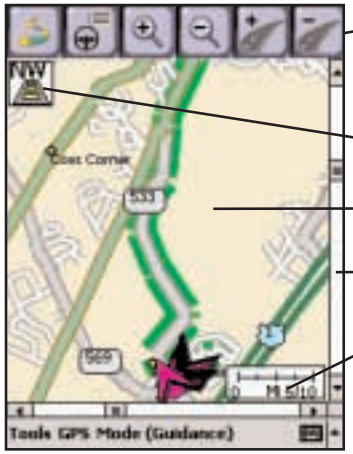
1) Check that all your connections have been made correctly, and that all wires are secure.

2) Make sure your receiver is plugged into your vehicle's power source.

3) In the drop-down *GPS* menu on your Pocket PC, be sure *Receiving* is checked.

4) Occasionally, when using the GPS expansion pack without a power adapter, this message may be displayed because the expansion pack is powering down temporarily to save power. Reception will resume within a few seconds.

Map Screen



Toolbar for easy access to *Trip* window, *Itinerary*, and *Zoom In/Out* or *More/Less Detail*.

Direction which your map is facing.

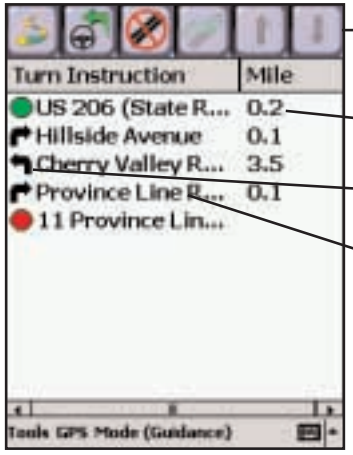
Area around *current location*

Scroll map.

Scale of Miles.

Exit numbers: Tap any exit ramp on the map to see the exit number where available.

Itinerary Window



Toolbar for easy access to *Guidance* screens, can also be used to *avoid* roads.

Distance between turns.

Direction of turns along your route.

Names of roads for upcoming turns.

Address Input Screen

Tap the Contacts button to select an address from Pocket Outlook.

Enter a City/ZIP code for your destination by typing it in using the keyboard at the bottom of the screen. Previously entered cities can be chosen from the drop-down list. **Tap the Enter key** or **OK**.

(Optional) **Type a street address, then tap the Enter key**.

(Optional) **Type a Name,** then tap OK.

List of *possible matches*. Highlight one, then **tap the Enter key**.

Enter key.

Points of Interest Search

Enter a City/ZIP code from which you would like CoPilot to search.

Select a category Type from the drop-down menu, and tap **Find**.

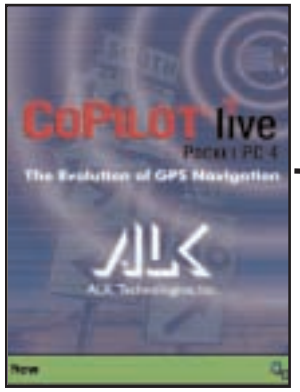
(Optional) Type a name to speed up the search.

List of *nearest matches* to your search criteria (within the area downloaded to your Pocket PC), and *distance from the city* you entered. Highlight one and **tap the Enter key**.

Enter key.

Trip Planning on Your Pocket PC

You can use Pocket CoPilot on your Pocket PC for trip planning whether or not the GPS receiver is connected and receiving data. *Planning* mode allows you to run a trip on your Pocket PC even when you're not in your car. You'll get driving directions and maps that you can use for reference before your trip begins.

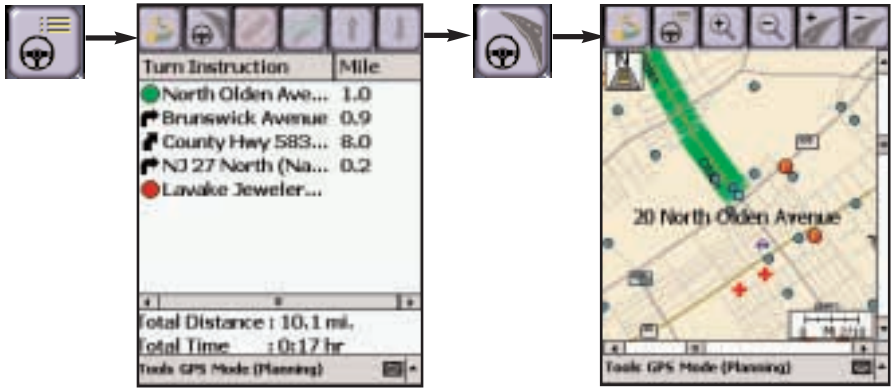


1. First turn on your Pocket PC. To launch the CoPilot Live program, **click on Start and choose "CoPilot Live"** from the drop-down menu.

2. Select *Edit Trip*, then tap the **Mode** pop-up menu at the bottom of the *Edit Trip* screen and select **Planning**.

3. **You'll see the same trip entry toolbar buttons** as in the *Edit Trip* screen, plus a *Pick Stops* button. Tap the **Origin** bar to enter an origin and the **Going To** bar to enter your destination and any stops. See p. 35 on picking stops from the map.

4. **Click the View Route button** and your route will be displayed in the *Map* screen. You can *Zoom* in/out and alter *Detail* levels using the toolbar buttons.

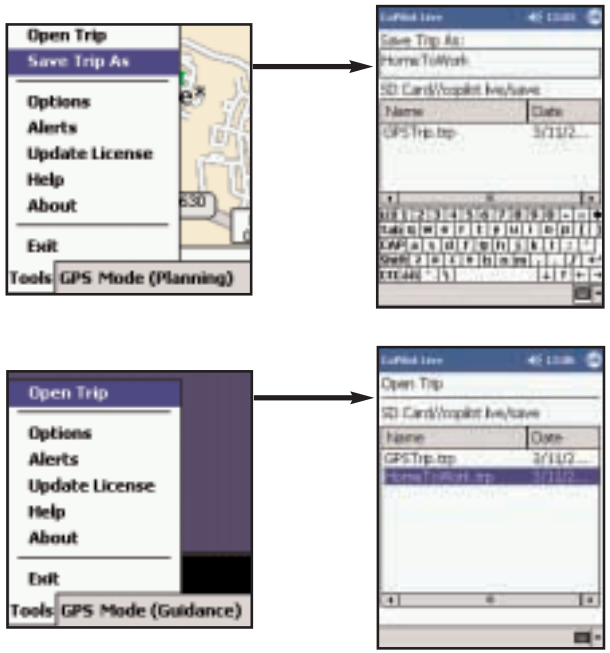


5. **Tap the Itinerary button** to see the itinerary for your planned trip.

6. **Tap the Map View button** to return to the map screen.

Saving and Loading Trip Itineraries

To save a trip itinerary you put together, select *Save Trip As* from the pop-up *Tools* menu. Give the trip a name and tap **OK**. The itinerary can then be opened at a later time in any mode.



Trip Planning on Your Desktop

On the following pages you will find brief descriptions of the trip planning capabilities of the CoPilot Live desktop application. You can use CoPilot's desktop functions to map out routes and print maps and driving directions before getting on the road. This is an additional feature of CoPilot Live that is in no way connected to using your Pocket PC for route guidance.

To access *Planning* mode on your desktop/laptop, click the **Planning** icon in the sidebar to the left of the map.

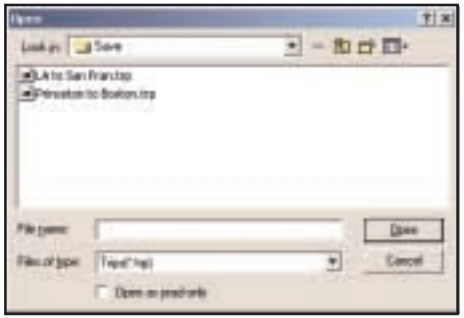
To see CoPilot's desktop trip planning functionality described in more detail, open the CoPilot Live Help Files from within the desktop application (*Help Contents and Search* in the **Help menu** or click the **Help** button on the toolbar). Go to **Desktop Trip Planning** in the *Contents* tab.

Menus and Toolbar Buttons

Using the drop-down menus you can select from a number of functions. Many of these functions also have corresponding *toolbar buttons*:

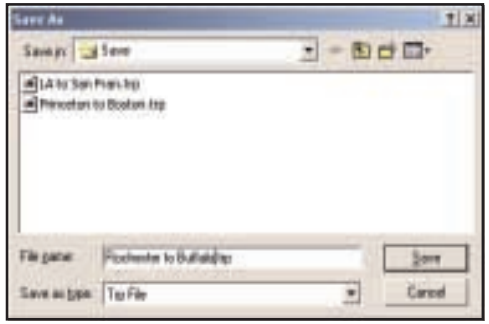
1. Open Trip

Open Trip button or *Open Trip...*from the *File* menu.



Takes you into a standard Windows folder where you can select from trips you have saved after running them in the *Trip Planner*.

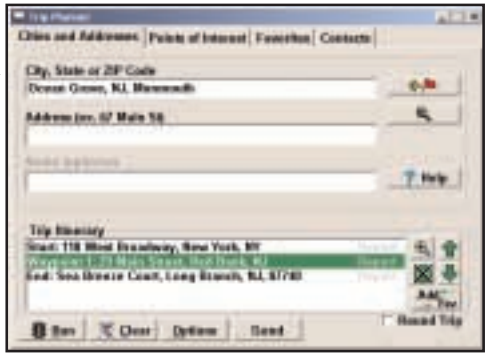
2. Save Trip



Save Trip button or *Save Trip.../ Save Trip As...* from the *File* menu.

Takes you into a standard Windows folder where you can name trips to be saved after running them in the *Trip Planner*.

3. Edit Trip



Edit Trip button or *Edit Trip* from the *Trip* menu.

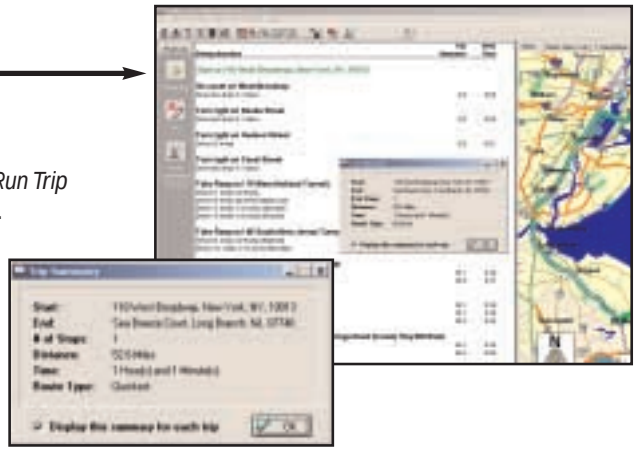
Takes you to the *Trip Planner* window where you can edit stops on your existing trip, arrange the order of your stops, add or edit *Favorites*, and search for *Points of Interest*. **Click Run** to generate driving directions and a map, or use your *Contacts* database to add stops to your trip.

4. New Trip

New Trip button or *New Trip* from the *File* menu.

Takes you to the *Trip Planner* window where you can create a new trip, arrange the order of stops on your route, add or edit *Favorites*, and search for *Points of Interest*. **Click Run** to receive driving directions and a map.

5. Run Trip

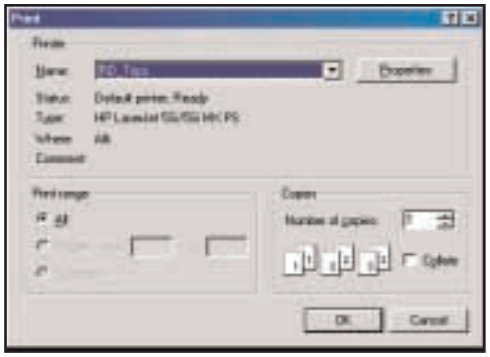


Run Trip button or *Run Trip* from the *Trip* menu.

Generates the route. Will show a detailed *Trip Summary*, and display a map and driving directions for the route that was run.

6. Print

Print button or *Print...* from the *File* menu.



Takes you to the standard Windows *Print* menu to print the active window that contains your map or driving directions. Activate one or the other window by selecting from the drop-down Window menu. Select **Print TravPak...** from the *File* menu to print driving directions, an overview map, and a zoomed map of each stop.

7. Help

Help button or *Help Contents* and *Search* in the *Help* menu.

Opens the *Help Files* at the *Table of Contents*. From here you can search for help by topic, use the *Index*, or *Search* for a word or phrase.

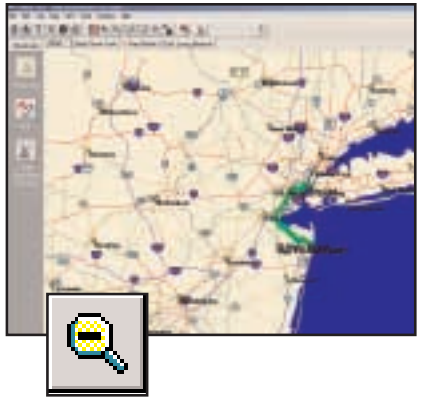
8. Data Download Wizard

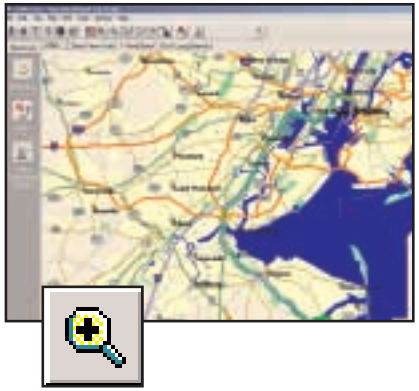
Data Download Wizard button or *Data Download Wizard* from the *File* menu.

Takes you to the first screen in the *Data Download Wizard* where you can specify the location where you want downloaded data to reside on your Pocket PC.

9. Zoom Out

10. Zoom In

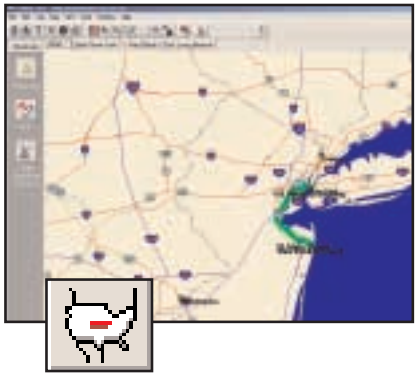




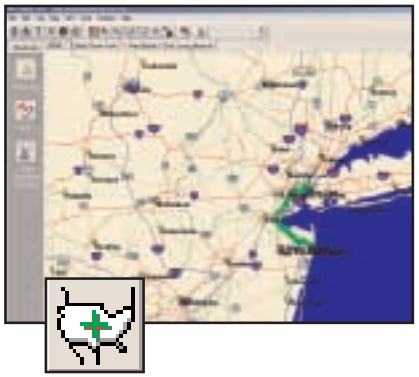
Zoom Out/Zoom In buttons or *Zoom Out/Zoom In* from the *Map* menu.

Each time you click on one of these buttons, your view will be zoomed in or out by one increment. The zoom level is shown in the title bar of the map window.

11. Less Detail

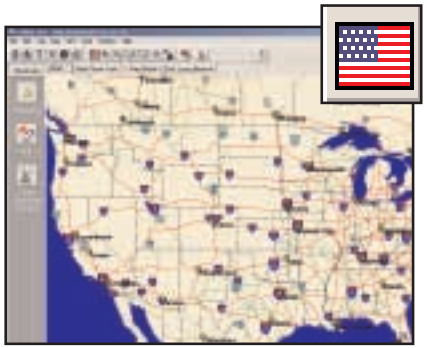


12. More Detail



More/Less Detail buttons or *Detail* from the *Map* menu.

Clicking on these buttons once will change the level of detail you see on the map by one increment.



13. Zoom to Region

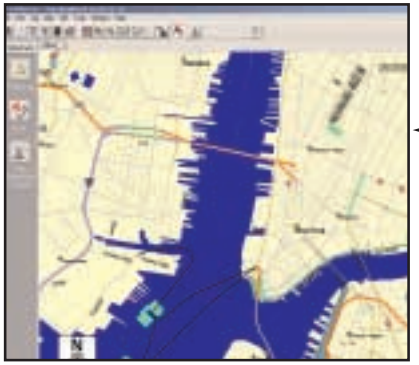
Zoom to US button or *Zoom Region* from the *Map* menu. This function allows you to zoom your map view to a specific region.

14. Refresh Map

Refresh Map button or *Refresh Map* from the *Map* menu. When scrolling through a map you may notice it takes a few seconds for all the data to catch up. This function will snap the entire screen to a new map.

15. Pick Stops

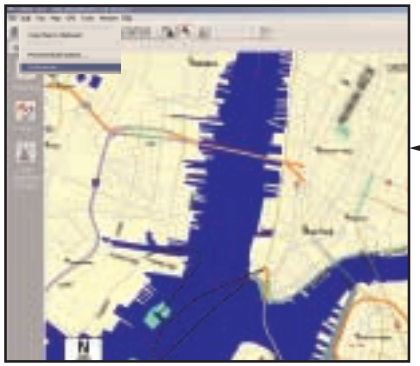
Click the *Pick Stops* button to turn on Pick Stop mode and enter a stop by picking it with the mouse from the map.



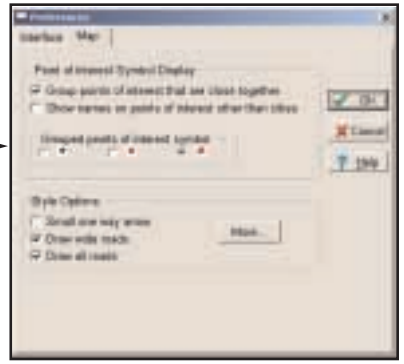
Once Pick Stops mode is enabled, click on any point on the map to select that location.

You can then choose to enter it as a start place, a waypoint, or a destination.

16. Preferences



Select Preferences from the drop-down *Edit* menu.



In this window you can change the way you view your desktop maps and various application settings.

17. Landmark Reporting

Select Landmark Reporting from the drop-down *Trip* menu.

In this window you can control how many Landmarks CoPilot points out when generating driving directions.

18. Help Menu

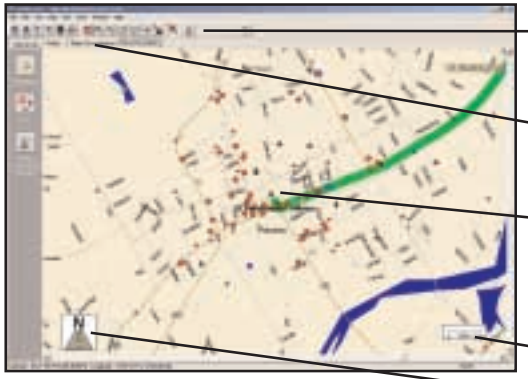
Use the drop-down *Help* menu to access the CoPilot Help Files for assistance with all aspects of the software. In this menu you will also find helpful travel links, a link to the *ALK Web site*, and a link to the *ALK data corrections* e-mail address. With street-level data changing every day, you may discover some errors. Please drop us an email. With your help we will be able to improve our map data with every update.

Reference: Desktop Trip Planning

What's What on Your Desktop

CoPilot Live on your desktop includes many options, special features and shortcuts. The following is a guide to the main screens you will see as you use your desktop/laptop computer for trip planning.

Map Window



Menus and *toolbar buttons* to access all of CoPilot's desktop features.

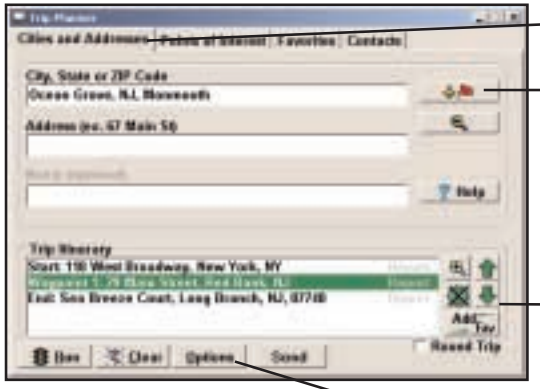
Click on a tab to frame any stop on your route.

Map of area around your destination. **Move your cursor over a street** to view its name.

Distance Scale.

Direction the map is facing.

Trip Planner Window (Cities & Addresses)



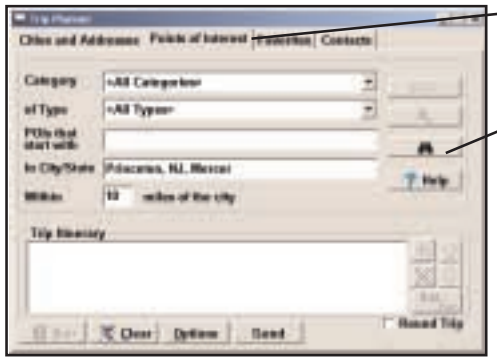
Select tab for address input.

Enter city name/state, or postal code. **Enter an address** (optional), with the option to add a **Name** to it. Click the **Add Stop** button to add the stop to the *Itinerary*.

Use icons to move stops *up* or *down* on your *Itinerary*, *zoom* to stop location on the map, *delete a stop*, or *add a favorite*.

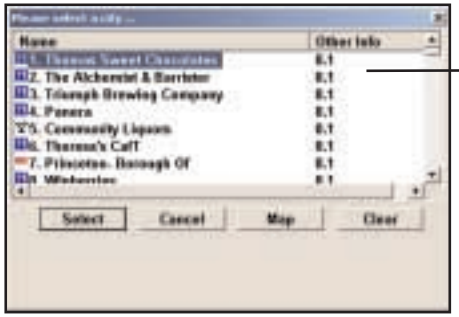
See p. 61 for *Routing Options*.

Trip Planner Window (Points of Interest)



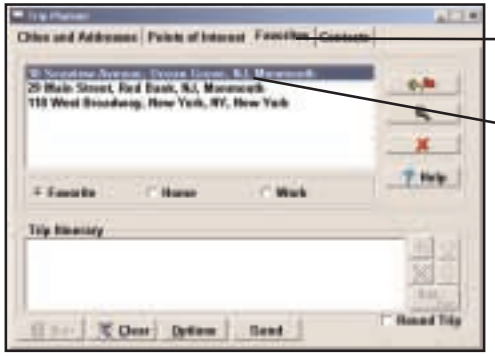
Select *Tab* for Points of Interest.

Enter a city or postal code in which you would like to search, a radius within which to search, **choose a category and type** from the drop-down menu, and **click the binoculars to search.** You can also enter a name to narrow down the search in the **POIs that start with** box.



You will be given a list of matches to your search criteria. **Highlight your selection** and click **Select**. Click the **Add Stop** button to add it to your Itinerary.

Trip Planner Window (Favorites)

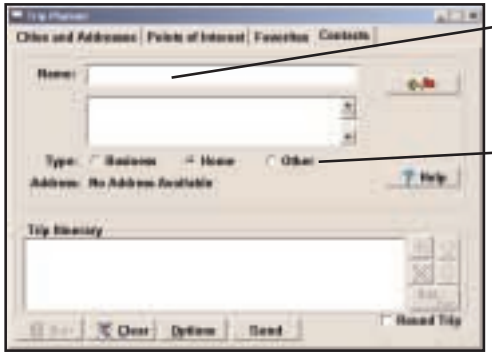


Select *Tab* for *Favorites*.

Highlight a selection from your list of places by clicking on it. You can zoom to it on the map, or *Delete* it from the list using the buttons to the right. Click the **Add Stop** button to add a favorite to your Itinerary.

See p. 61 for *Routing Options*.

Trip Planner Window (Contacts)



Enter a person's first or last name and hit **<Enter>**. CoPilot will search your Contacts database for matches.

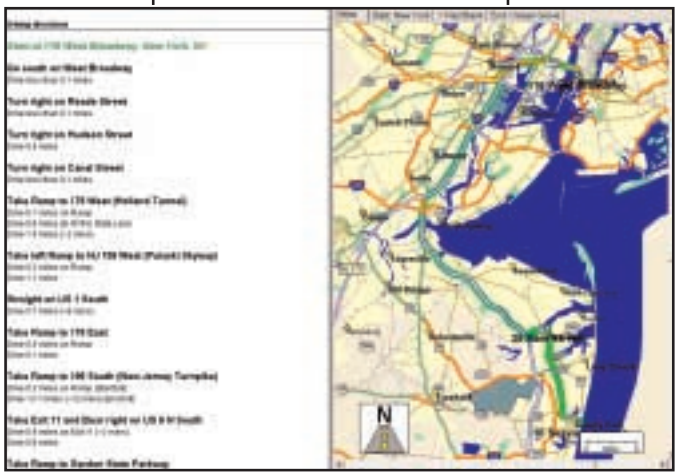
Select the Contacts address type (as defined in Outlook) to get the appropriate address, then click the **Add Stop** button to add it to your Itinerary.

Driving Directions and Map (Split Screen)

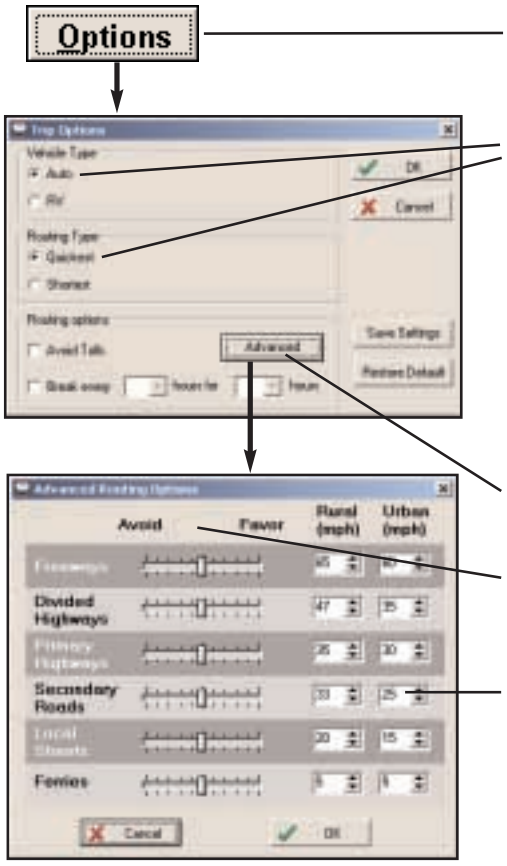
When you click **Run** in the Trip Planner window, your route will be calculated and driving directions and a map will display. To print either one, click on it and choose *Print* from the File menu. To print directions plus all map views, choose *TravPak Printing*.

Driving directions give you *turn-by-turn instructions* including ramps and exits, and *distance and time* between turns.

Atlas, *Start*, and *End* tabs will zoom to the map view of those places respectively.



Routing Options



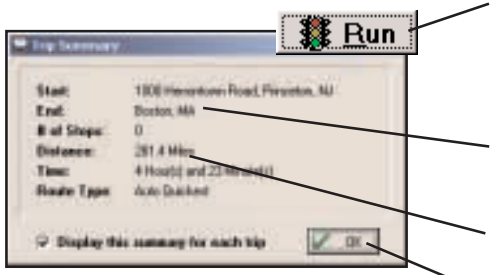
Auto Quickest is the default setting, and provides the quickest routing for automobiles based on practical considerations such as road quality, terrain, and urban/ rural classifications. *RV* routing favors major roads and avoids sharp turns and U-turns where possible.

Click **Advanced** to set general road preferences.

Drag the sliding bars to the left or right to *avoid* or *favor* each road type.

Set the road speeds CoPilot uses in its route calculations for each type of road by either typing or clicking the up and down arrows under *Rural* and *Urban* for each road type.

Trip Summary



Select Run from the *Trip Planner* window to run the trip you enter. Your trip will be calculated based on addresses specified.

Summary will show start, end, and number of stops in between.

Total distance and *time* for trip.

Click OK to view map and driving directions.

CoPilot Live Communications

CoPilot Live now allows you to maintain two-way communication with drivers who are using CoPilot and to actually see where they are currently located using your home or office PC.

Using this CoPilot Live functionality requires the following:

1) CoPilot Live open on your home or office PC. Your PC must be connected to the internet.
2) CoPilot Live running in the vehicle. Your Pocket PC must have a wireless internet connection. (Visit our website at **www.alk.com/cp4** for a list of recommended hardware configurations.)

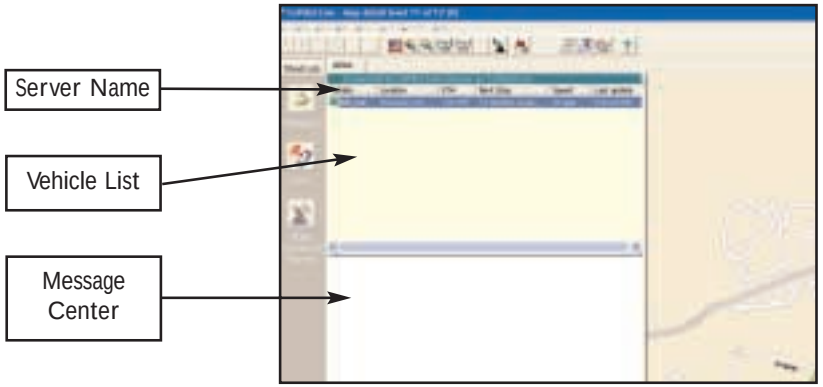
To begin using CoPilot Live functionality on your desktop, click the **Live** icon on the sidebar to the left of the map. The upper portion of the new pane that opens is the **Vehicle List**. Your connection to the CoPilot Live network is displayed above the *Vehicle List*.

The login ID of the driver is displayed on the *Vehicle List*, with columns for the vehicle's next stop, ETA, speed, location, and time of last update. To see all columns, expand the pane by placing the cursor on the right edge until it becomes an arrow and dragging.

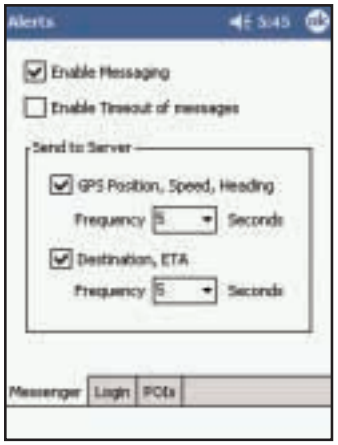
Below the *Vehicle List* is the **Message Center**. The text of sent and received messages will appear here.

NOTE: All of CoPilot Live's communications are done in real-time. This means information is only transferred when the driver in the vehicle and a user on a home/office PC are using CoPilot Live at the same time. In this sense CoPilot Live communication is similar to using a telephone - communication only occurs when both parties are on at the same time.

ALK does not actively log a driver's location information, nor do we use this information for any purpose other than to transfer it to a home/office user.



Pocket PC Setup



Under **Tools > Live** tap the **Messenger** tab. From here you can toggle messaging on or off and specify how often data is transferred.

Depending on the plan offered by your wireless data service provider, sending less data at infrequent intervals will be more cost-effective.

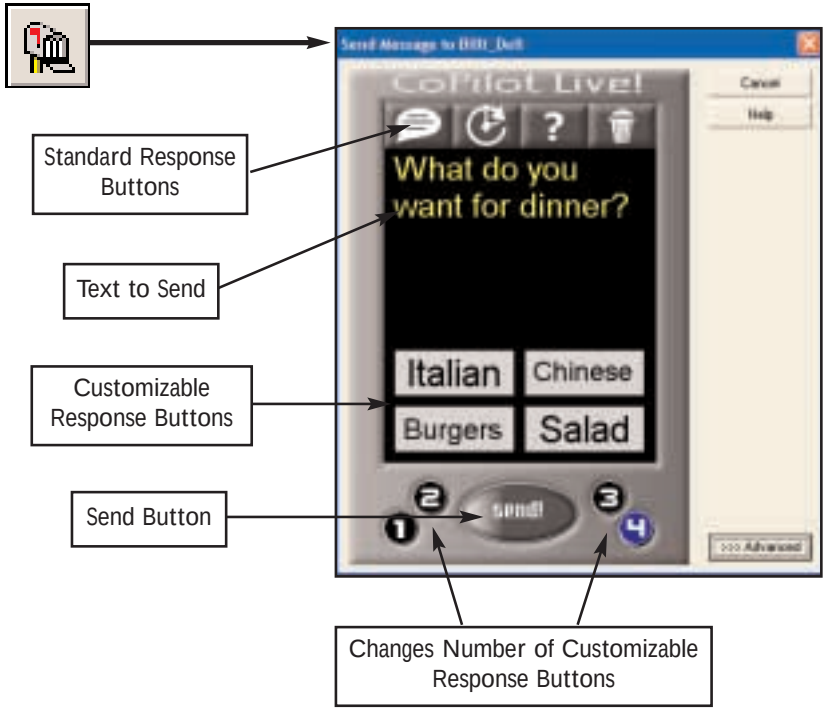
Tapping on the **Login** tab will give you the ability to change your screen name as it appears on the home/office PC.

Automatic Vehicle Location (AVL)

On your desktop CoPilot Live tracks the location of the driver. Double-clicking the vehicle in the *Vehicle List* will center the map on the driver's last reported location. The vehicle location updates at an interval specified by the driver on his Pocket PC (see *Pocket PC Set Up*, above) as long as both you and the driver are running CoPilot Live.

Send/Receive Messages - Desktop

To send a message to the driver, click the **Send Message** button on the toolbar.



Click your cursor in the space just below the **Standard Response Buttons**, and begin typing.

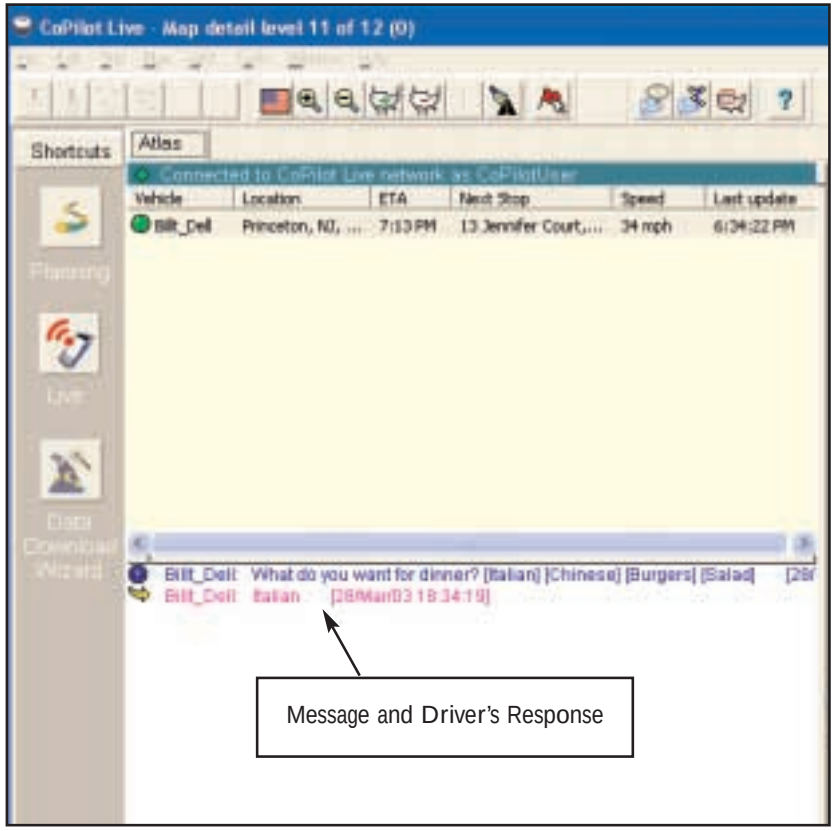
The *Standard Response Buttons* are included in every message and are described in detail in *Receive/Respond To Messages - Pocket PC* (p. 67).

You have complete control over the **Customizable Response Buttons**:

1) Choose to display 1-4 buttons by clicking the corresponding number at the bottom of the screen.
2) Change the text of each button - the driver will see whatever text you enter and when the driver responds, the text of the button will be sent back to you.

Once you have typed your message and specified your *Customizable Response Buttons*, click the **Send** button to send your message to the driver.

When the driver responds to your message, the response is displayed in the Message Center:



Advanced:

Clicking on the **Advanced** tab of the Send Message window will expand the view. From the *Advanced* view you can save frequently used message text and button layouts that you can recall for future messages.

Receive/Respond To Messages - Pocket PC

When you are the driver and a message is sent to you, CoPilot Live displays it on top of all other windows. If you have CoPilot Live's text-to-speech engine installed, when a message is received you will hear the text of the message spoken out loud.

On the top are the four *Standard Response Buttons* which appear on every message:

Speak Message: CoPilot Live's text-to-speech engine speaks the text of the message

Defer Message: Defers the message, which will reappear later. Useful when you need to concentrate on the turn instructions and the road.

More Information: Sends a response back that you need more information.

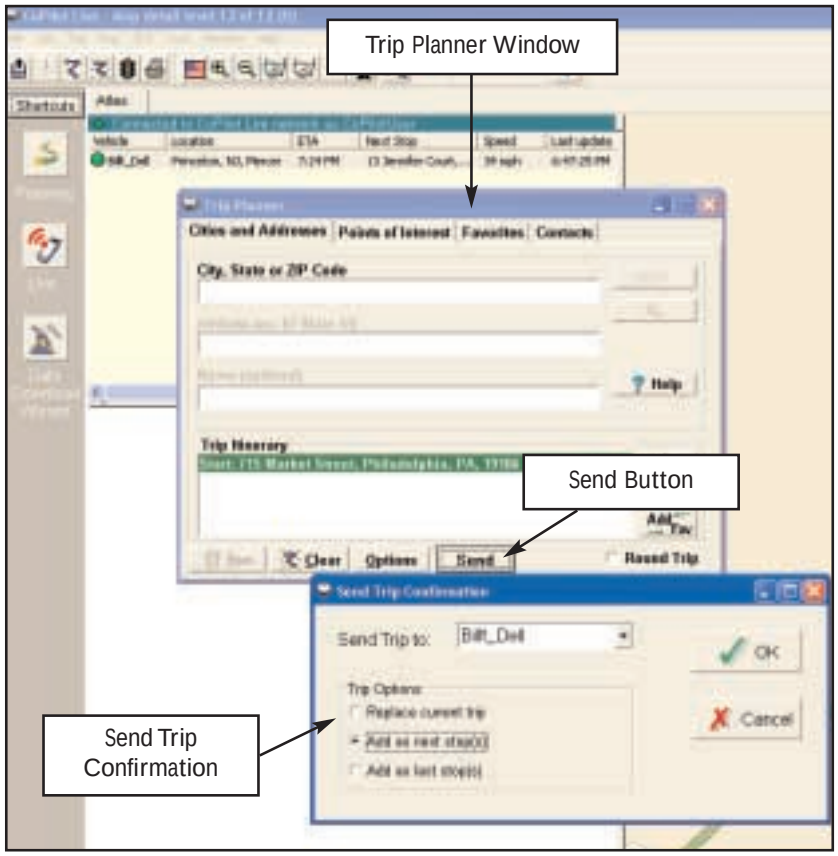
Delete Message: Deletes the message-notice of the delete is sent back.

You can also tap one of the *Customizable Response Buttons* at the bottom of the screen that the message sender has included. The text on the button is sent back.

Send Trip Itinerary Updates - Desktop

To send a Trip Itinerary Update to the driver, click the **New Trip** button on the toolbar and create a trip itinerary in the Trip Planner window just as you would in *Planning Mode* (see p. 58).

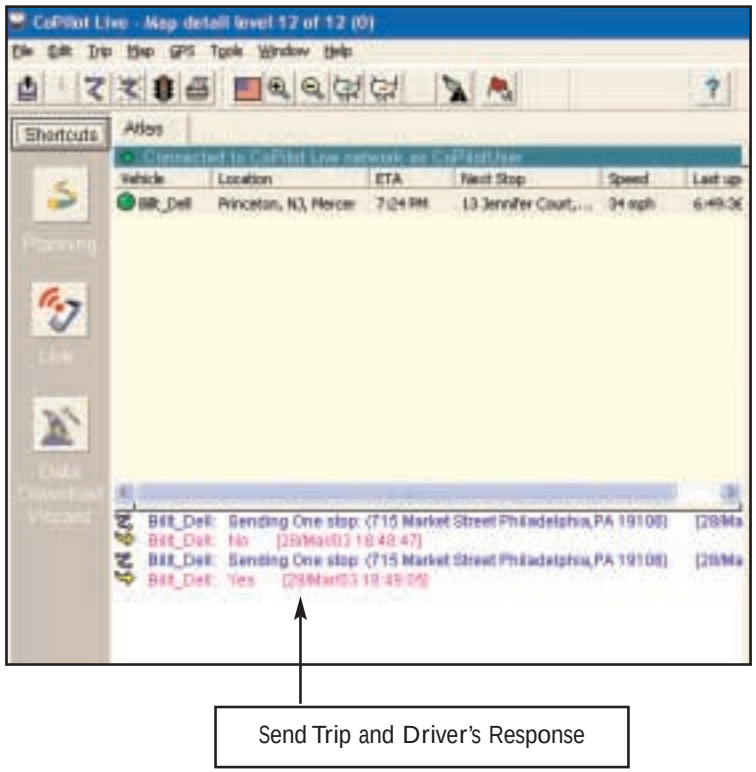
Then click the **Send** button:



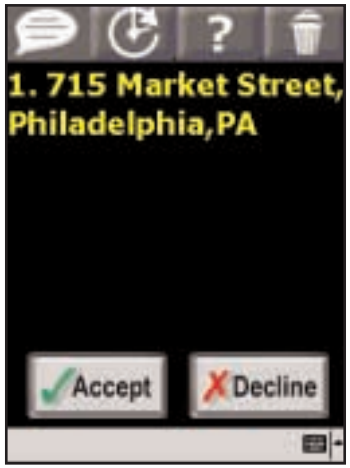
In the **Send Trip Confirmation** window you can specify whether you want the new trip itinerary to replace the driver's existing trip, add as the next stop(s) in the driver's current itinerary, or add as the last stop(s) in the driver's current itinerary. Click **OK** to send the trip itinerary.

NOTE: CoPilot Live always uses the driver's current location as the start point for giving route guidance.

When the driver responds to your trip itinerary update, the response is displayed in the Message Center:



Receive Trip Itinerary Updates - Pocket PC



When you are the driver and a Trip Itinerary Update is sent to you, CoPilot Live displays it on top of all other windows. If you have CoPilot Live's text-to-speech engine installed, you will hear the itinerary updates spoken out loud.

The four *Standard Response Buttons* appear (see p. 67 for more details on these buttons).

You can **Accept** or **Decline** the change to your trip itinerary. If you accept the change, CoPilot Live will automatically start giving route guidance using the new itinerary.

Helpful Hints

Installation

Your **Product Key Code** can be found on the cover of your printed *Quick Start*.

One-Touch Access to CoPilot

You can program one of the buttons on your Pocket PC for one-touch access to CoPilot Live. **Select Settings** from the *Start* menu, **click the Buttons icon**, **highlight the button** you would like to program by clicking on it, and **select CoPilot Live** from the drop-down *Button assignment:* menu. In future uses pressing the assigned button will immediately launch CoPilot.

GPS Tracks

1. CoPilot Live will automatically track your trips, and save them as *.gps* files which you can play back at any time to review a route. You can save memory space by emptying this folder occasionally and transferring the files to a folder on your desktop PC that is not synchronized with your mobile device. To do this **connect your Pocket PC to your desktop**, **select Explore** from the drop-down *File* menu in *ActiveSync*, **go into the GPS Tracks** folder, and **transfer these files** to another folder on your hard drive.

1a. These files are also helpful to us. Occasionally, please take these files, **Zip them**, and **send them to ccptrax@alk.com**. Or, open CoPilot on your desktop PC while your Pocket PC is connected and select *E-mail tracks to Club CoPilot* from the GPS menu. Using your GPS tracks, we will be able to enhance the street-level system to provide even more accurate map data with each new release.

About GPS Technology

The Global Positioning System (GPS), developed by the U.S. Department of Defense, is a constellation of 24 satellites that orbit the Earth twice daily. Each satellite contains an atomic clock that is accurate to the nanosecond, and constantly emitting radio waves toward Earth. GPS sensors (hardware devices for receiving data) can receive these signals from the satellites, and using their own internal clock can calculate the amount of time it has taken for the signal to be received. GPS relies on the fact that radio waves travel at the speed of light to calculate distances, and the exact location of the sensor is figured by combining the data received from four satellites. Using the data from these four satellites, GPS is able to give you the latitude, longitude and elevation of your present location, and also your road speed and direction of travel on a route. Given the right conditions, a GPS sensor can identify your geographic position anywhere in the world within a matter of a few meters.

How CoPilot Live Uses GPS

CoPilot Live uses the GPS positional data that it receives from the hardware unit you place on your dashboard to display your current position on a map as you drive. This is called "tracking". CoPilot also uses the GPS data it receives to guide you along your planned route, provided you enter a destination on your Pocket PC. CoPilot Live guides you with audible prompts as you drive as well as on-screen directions.

Tracking will begin automatically when you have satellite reception. In order to get route guidance you have to enter a destination on your Pocket PC. Tracking may also be used without receiving guidance instructions when you're in *Navigating Mode*. In this case, you'll see your trip tracked on the map on your Pocket PC as you drive, but you won't see a highlighted route on the map and you won't be given driving directions.

GPS Accuracy

The GPS signal CoPilot Live receives from the constellation of satellites has a rated accuracy of within 5 - 10 meters. This means that 95% of the time the reported location is within 15 - 30 feet of your exact position. CoPilot takes this location information and enhances it further by "snapping" it to our street and highway network. Occasionally, CoPilot will place you on the wrong road. If this occurs, keep driving and CoPilot will automatically correct itself and find your proper position.

At times, CoPilot Live's GPS tracking will be less accurate or fail to work at all because the unit is unable to receive satellite signals. Heavy foliage, tall buildings, or any other structures obstructing communications will interfere with CoPilot's ability to track your location. Like your car radio, GPS tracking can also be affected by weather conditions if severe. CoPilot Live will continue tracking as soon as adequate signals are available. Despite these limitations, you can expect CoPilot Live to provide you with useable and accurate information most of the time. CoPilot Live will alert you if accurate information is unavailable.

Trouble-shooting

Why can't I get a satellite reading the first time I use Pocket CoPilot?

The first time the GPS receiver is used it may take approximately 5 minutes to acquire a signal (but may take as long as 15 minutes). You can minimize this time by remaining stationary and positioning the GPS receiver so that it has a clear view of the southern sky. Once initialized, the unit should acquire satellite signals in 40 seconds or less in the future.

How can I speed up satellite acquisition?

Be sure that the GPS receiver has an unobstructed view of the sky. Trees, buildings, and other obstacles are capable of blocking the satellite signals.

In the drive screen on my Pocket PC I am receiving turn-by-turn instructions in the black box, but my CoPilot Live is not speaking. Why is that?

CoPilot Live provides voice prompts each time you come up on your next turn. In order to hear these prompts you need to be sure the volume on your Pocket PC is turned all the way up. On the Pocket PC in the *Start* menu go to *Settings*, and click on *Sounds & Reminders*. Under *System volume* move the slide bar all the way to the right.

You can also use your Pocket PC's keypad to adjust the volume. Tap up to increase the volume, tap down to decrease it.

GPS PROBLEMS

If you do not get a GPS signal please check the following:

1. Under GPS make sure there is a check mark next to *Receiving*.

2. If not please tap on receiving to check it on. If you can not place a check mark next to receiving by tapping on it please hit the *Reset* button located on the bottom or back of your Pocket PC while our program is open and the GPS unit is connected.

3. Once you hit the reset button open the program again and make sure there is a check mark next to *Receiving*. Your GPS unit should now acquire a satellite fix.

Using Help Files

CoPilot Live provides extensive Help Files, available on your desktop/laptop and your Pocket PC, to guide you through the program as you use it.

To access Help on your Pocket PC, once the CoPilot Live application is launched, tap the **Tools** pop-up menu at the bottom of the screen and select **Help**.

Click on the Help button in any window in the desktop application to open a Help topic that describes how to use that window. For example, if you're entering a stop in the *Trip Planner* window, the Help button will open *Help* at the topic *Entering Additional Stops*. From there, you can navigate through other topics, or do a search on a topic using the *Search* tab.

Another way to access the Help Files on your desktop is through the *Help* menu. *Contents and Search* will open *Help* at the *Table of Contents*, which displays the main topics available. *Topic Search* opens the *Search tab*.

Technical Support

After registering your software, you're entitled to technical support and discounts on future updates. There are three ways you can access technical support for CoPilot Live:

- Check out our Internet site at **http://www.alk.com/cp4** for technical support documentation and posted answers to common questions.
- Phone support is available at **888-872-8768**, Monday-Friday, 9:00 am-5:00 pm EST. Please be at your computer when you call and have your Product Key Code handy. This code can be found on the front cover of the printed *Quick Start* that came with your CoPilot Live package.
- E-mail us at **techsupport@alk.com**. Please include your Product Key Code in the message (see the front cover of the printed *Quick Start* that came with your CoPilot Live package).