

Cabbie's Mate iOS iPhone-iPad Apps trouble shooting and Previously Asked Questions

INDEX

- 1- I already have the 2012-13 and/or 2013-14 Cabbie's Mate apps, will I lose the old apps if I update to subscription?
- 2- How do I back up my Cabbie's Mate app?
- 3- If I change my iPhone to Android, can I transfer my app?
- 4- I bought a new iPhone, how do I transfer my Cabbie's Mate app to my new iPhone/iPad?
- 5- How many iOS devices can I install my Cabbie's Mate app?
- 6- When do you update A-Z maps?
- 7- When do you update the app?
- 8- Is there a user manual I can read or download?
- 9- When Apple release a new iOS update, will my Cabbie's Mate app work? When should I update?
- 10- How much network data do I need if I use my Cabbie's Mate app?
- 11- Which iPad is suitable for Cabbie's Mate App?
- 12- I cannot purchase the subscription based app, why is a message saying 'in-app purchases are not allowed'?
- 13- I cannot download all available maps, what am I doing wrong?
- 14- I downloaded all available maps but I cannot see the Super Scale and Greater London Map
- 15- Downloaded all maps but it won't show me my current position
- 16- I am on subscription, how will I update my maps and or poi when released?

1- I already have the 2012-13 and/or 2013-14 Cabbie's Mate apps, will I lose the old apps if I update to subscription?

- a) If you have the 2012-13 Cabbie's Mate app, you will not lose this app if you go on to subscription. However you should back up this app on your iTunes immediately since this app now is 3 years old and had to be removed from the app store as we now have a newer app. If you delete without backing up the app, you will not be able to reinstall the app.
- b) If you have the 2013-14 Cabbie's Mate app and you subscribe to our new app, unfortunately this will be overwritten. If you do not wish to subscribe you can use the app as long as it works but you must back it up on your iTunes account as from mid 2016 this app/map will be 3 years old and will be removed from the app store. After we remove the app from the app store and Apple updates the iOS, please do not update since this may affect your app.

1- How do I back up my Cabbie's Mate app?

Please click on the link below for guidance

<http://www.navigationmaster.com/manuals/Transferring-an-App-to-your-phone-via-iTunes.pdf>

2- If I change my iPhone to Android, can I transfer my app?

Unfortunately, you cannot transfer your iOS app to your android phone or tablet since the operating systems are completely different.

3- I bought a new iPhone, how do I transfer my Cabbie's Mate app to my new iPhone/iPad?

Go to the 'App Store' icon on your device and search for 'Cabbie's Mate'. It will let you to download the app on your new iPhone/iPad.

- a) If you are using 2012-13 app and it is backed up, you should connect your device to your PC or Apple Mac, go to your iTunes account, connect the device to the PC or Mac and Sync.
- b) b) If you have 2013-14 app, you will be able to just search on the App Store on your device and download directly until mid-2016. After this you can only re install if you backed up.

- c) c) If you are subscribed, just go to the App Store on your device, search for Cabbie's Mate and download.

4- How many iOS devices can I install my Cabbie's Mate app?

You can download the Cabbie's Mate app you paid for on as many iOS devices you own, providing your Apple ID used to purchase the app and the Apple ID on the devices are exactly the same.

You will never have to pay again for the SAME app version you have already purchased as long as you are using the SAME iTunes account details. You can find a list of purchased apps by going to the App Store > Updates > Purchased > All, scroll down to find the app you have purchased and you can reinstall it from here.

5- When do you update A-Z maps?

We update A-Z maps once a year. There is no fixed date since we don't know when we will receive the new A-Z maps from Geographers'. We usually receive the new maps in the spring. We need to convert, test and submit maps for approval before release. Updates are usually released in the spring or at the beginning of summer.

6- When do you update the app?

The map update and the app update are two different parts. The app is updated:

- a) When a major bug or crash is reported
- b) If there are a few reported bugs
- c) If we make changes or improvements
- d) If Apple update the iOS and the app requires modifications to make it compatible

7- Is there a user manual I can read or download?

Yes there are.

- a) There is a simple brief user manual on the app. Please tap on info (i) button on the tool bar of the app and the tap on user manual.
- b) Please click on the link below to read or download the user manual

8- When Apple release a new iOS update, will my Cabbie's Mate app work? When should I update?

- a) If you are using an old app like 2012-13 or 2013-14 we advise you not to update the iOS since these apps are at least 3 years old and had to be removed from the App Store, there will not be any fix for these to make them compatible with the new iOS. If you update the iOS, they may not work properly or stop working.
- b) If you are subscribed please allow at least a month before updating the iOS. We will need to test the subscription based app, make changes and submit for approval before release. The approval period may be longer than usual at this time since all apps are queuing up for approval. When we release an update or fix, this will come to your device automatically if your device is enabled for auto update.

9- How much network data do I need if I use my Cabbie's Mate app?

The App does use some data however as iPhones have their own A-GPS module the data usage should be minimal and shouldn't greatly affect your data usage. Our maps are downloaded on initial installation and from then on your A-GPS module locates your positioning via your cellular network, whereas with Google maps your maps are downloaded whilst you search so in theory our app should use less data than Google maps. The data usage therefore is negligible. We advise that you use the app with your current tariff for a month to see whether it is sufficient.

For example one of our test devices is a 3G enabled iPad2 but we don't have sim card inside. It locates the current position without using the 3G network data. If you are buying an iPad we suggest it should be 3 G

enabled not Wi-Fi ONLY. Please seek guidance when purchasing. Also if unsure, please keep your eye on your data usage to be on the safe side but any standard pay monthly data plan should be sufficient.

10- Which iPad is suitable for Cabbie's Mate App?

Only the 3G model comes with GPS or Assisted GPS, the Wi-Fi only model does not. You will need the cellular version of the iPad (3G) but will not need a sim card. We, ourselves have an iPad 2 3G model and the app locates us without having a sim card and data plan, we would therefore recommend a 3G model however you should seek advice from Apple for further information.

11- I cannot purchase the subscription based app, why is a message saying 'in-app purchases are not allowed'?

There are a number of reasons for this message, most likely it could be that the device is setup on home sharing but does not have permission to make purchases or it could be that purchases are disabled. Check the latter by going to Settings > General > Restrictions > Allowed Content > In-App Purchases and making sure that purchases are enabled.

12- I cannot download all available maps, what am I doing wrong?

If you have already installed the maps on this previously and deleted the app or performed a factory reset, next time, install the app first and then when you get started, tap on 'Download' button and if this is not available please tap on 'Restore' to be able to download all available maps.

13- I downloaded all available maps but I cannot see the Super Scale and Greater London Map

You must be in the relevant map coverage area to be able to see the map. For example if you are outside the Super Scale map area and are in the Greater London map area, when you switch maps, you cannot see the Super Scale map unless you manually drag the Greater London map within the Super Scale map coverage area and then switch the map. This applies to all other maps too. Another example is if you live in Chelmsford and work in Greater London, but downloaded the Cabbie's Mate app at home, when checking the map on the app, you will see the Great Britain Road Atlas only since you are out of all other map coverage areas except this. You should manually scroll the GB Road Atlas to the City and/or West End then switch maps to see all purchased maps. The same applies to the search facility. If you are in the GB Road Atlas coverage area and would like to search a place within Greater London, you must manually scroll the GB map to the Greater London map coverage and switch the map to the Greater London map, you will then be able to search a street, postcode or POI within Greater London.

14- Downloaded all maps but it won't show me my current position

It is likely that you have not enabled location settings when you installed the app. You need to go to Settings > Privacy > Location services > scroll down to the app and switch it to 'Always or while using'

15- I am on subscription, how will I update my maps and or poi when released?

When updates are released, a message 'updates are available or a newer map is available' will be displayed on your device provided you did not opt out of receiving Cabbie's Mate push notifications when downloaded the Cabbie's mate app. Even if you opted out, the update will be displayed under the App Store icon on your device. You can then select and update manually. If your device is enabled to download the updates automatically, the maps will be downloaded onto your device as soon as a Wi-Fi network is available.