

## Welcome

Thank you for choosing CoPilot Truck 11. This guide will tell you everything you need to know about using CoPilot Truck 11.

This PDF is interactive to make it easier for you to navigate through it to find the information you are looking for. Here are some tips for using it:

- Click on the titles in the contents page to be taken straight to the section of your choice.
- Click 酚 at the bottom of each page to go back to the contents page.
- Click on red text and page numbers to be taken to the page referenced.

You can also use the Pages tab in Adobe Acrobat Reader to help you navigate the document.

## A Safety Note:

CoPilot Truck is designed to calculate the most efficient and truck-specific routes for you. However, some of the information in the database may change from time to time. You must stay alert and pay attention to road signs at all times.



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#### **08 EULA**

#### Checklist

First check the contents of your box with the list below.





**CoPilot Truck DVD** Software & Street-level Maps

Documentation



**USB GPS Receiver\*** 



**Bluetooth GPS Receiver\*\*** 



**Car Charger\*\*** 

\* Optional accessory. Only included in certain CoPilot Truck navigation kits that include a USB GPS receiver.

\*\* Optional accessory. Only included in certain CoPilot Truck navigation kits that include a Bluetooth GPS receiver.

#### Installing CoPilot Truck 11

**Note:** If you are updating from an older version of CoPilot, you may want to uninstall the previous version first. This is not required.

1 Turn on your laptop and insert the supplied CoPilot Truck DVD into your DVD drive. The install will start automatically within a few seconds.

**Note:** Alternatively, you can select **Start** > **My Computer** > **DVD Drive**.

- 2 Choose a language (for example: "English (United States)" and click **OK**.
- Follow the Installation Wizard instructions and select **Next**. 3
- Enter your product key in the boxes provided. Your product key can be 4 found on the back of the Quick Start Guide.
- Follow the instructions, click Next to go from one screen to the next in the 5 Installation Wizard.

CoPilot Truck 11 will now be installed. This may take a few minutes, please be patient.

#### **Activating CoPilot Truck**

After CoPilot Truck is installed, a shortcut will be available on your desktop.

The first time you open CoPilot Truck, you will be prompted to activate the license.

Press Next to activate now or Cancel if you prefer to activate the license later. If you press Cancel you will still be able to use your CoPilot Truck software under an evaluation license for 3 days.



You can activate CoPilot Truck automatically using your laptop's internet connection. Or, you can activate your license on the CoPilot Truck activation website at http:// activate.alk.com

#### **Automatic Activation**

For automatic activation (recommended):

- Select **Internet** and then select **Next**. 1
- 2 Enter your email address when requested and select Next.



# 01

# **Getting started**

#### Manual Activation Through the CoPilot Activation Website

- 1 Select **No Internet** from the Activate CoPilot screen. Press **Next**.
- **2** The next screen will show your product key and license number.
- 3 Now, visit the CoPilot activation website at http:// activate.alk.com and enter your product key, license number and email address as requested. Press Submit. Your activation code will be displayed on-screen and will be sent to you by email.
- 4 On your laptop, press **Next** to continue to the next screen. Enter your activation code and press **Next**.

#### After activation

When activation is completed you will see the message **Activation successful**.

• Press **Next** to continue using CoPilot.



Cancel Back Next

Activate CoPilot
Do you have an internet connection?

Internet

( No Internet

#### Select Language and Voice

in the Language and Speech screen you can choose which language you would like CoPilot Truck to use for on-screen text and voice guidance.

- Use the and arrows to choose your preferred options.
- Click **Test** to hear a sample of the voice you have chosen.

When you are happy with your selections click **Next**.

**Note:** You can change these settings at any time, **Menu > Settings > > Language & Speech**.





Î

## Select a Distance Measurement

Choose between Miles and Kilometers for the distance units used in maps and instructions.

**Note:** You can change these settings at any time, **Menu** > **Settings** > **Map**.

**Note:** When you have selected your distance setting, you will be presented with a legal notice. Please read this carefully, and then click **Accept**.

Set Map Units	625
Mile	
Km	

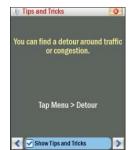
#### **Tips and Tricks**

CoPilot Truck has loads of great features, to help you get to know and understand them we have included **Tips and Tricks** at start up.

To turn off the Tips and Tricks uncheck the '**Show Tips** and Tricks' box. To see more use  $\checkmark$  and  $\triangleright$ . To close the window click on the cross ( 2).

To view Tips and Tricks at any time:

• Menu > > Tips & Tutorials > Tips & Tricks.



#### **GPS Setup**

Your laptop may have a built-in GPS receiver. If it does not, you will need to set up a connection to a Bluetooth or a USB GPS receiver.

## **Configuring GPS**

Whether you have a built-in or a USB GPS receiver, you will need to set up your GPS receiver in CoPilot before you can begin navigating.

• Click Menu > Settings > GPS > Setup GPS.

On the Setup GPS Receiver screen choose between:

- **Built-In** to use the GPS receiver built into your laptop.
- **Bluetooth** to set up a connection between your laptop and the Bluetooth GPS receiver.
- **USB** to use a USB GPS receiver connected to your laptop's USB port.

**Important:** Make sure you set the correct date and time on your laptop to get the best GPS functionality.

#### Setting Up a Built-in or USB GPS Receiver

If you selected **Built-In** or **USB** you will need to choose between **Automatic** and **Manual**. We recommend Automatic setup.

With Automatic selected, click **Finish**. CoPilot will find and connect to the GPS receiver in your laptop.

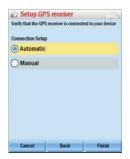
To set up Manually, select **Manual**, you will need to select the **COM Port** that the GPS is connected to and the **BAUD** rate for the laptop. Please consult your laptop manufacturer for this information.

When you have entered the information click **Finish** to continue. Once setup has been completed select **Finish** to complete the process.

**Note:** If you get the message GPS Setup failed, the COM Port and/or BAUD information were incorrect. Please try again.

You are now ready for your first trip with CoPilot!

See page 10 for GPS Signal tips.







#### Setting Up a Bluetooth GPS Receiver

- **1** Switch on your Bluetooth GPS receiver.
- 2 Select **Bluetooth** in the Setup GPS Receiver screen then click **Next**.

CoPilot Truck will begin searching for Bluetooth devices in your immediate vicinity. Once the search is complete, all nearby GPS devices will be displayed.

- 3 Select your GPS receiver from the list. (If you are using the GPS receiver supplied with your CoPilot software it will appear in the list with a name similar to "BTGPS".)
- 4 Click **Next**. To complete the setup, click **Finish**.

#### You are now ready for your first trip with CoPilot!

**Note:** If you chose Manual to set up your Bluetooth receiver, you may be prompted to enter a pin code. Use "0183" or "0000" to enter.

Selec	t your GPS re	ceiver
BT-GPS-35D	038	
BTGPS		
Sara		
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Cancel	Back	Next

# Cancel Back Next

Back Fi

## **Tips: GPS Signal**

• The first time you use the GPS receiver it may take a moment to determine your position.



- GPS signal will be limited inside buildings, tunnels or parking lots. To work effectively the GPS receiver needs to have a clear line of sight to the sky.
- If you are using a USB receiver, be sure it is firmly plugged into your laptop and that your computer recognizes the device.

## ▲ Safety Information

Do not attempt to change the settings, or set a destination on CoPilot while you are driving. Ask a passenger to make changes, or pull over safely.

Do not leave your laptop PC or GPS loose in the car while driving. Ensure they are correctly seated in a car mount.

#### **Selecting a Destination**

CoPilot uses GPS satellites to calculate your exact position so you don't have to enter your starting point. Simply enter your destination and CoPilot will take you there, providing detailed turn instructions all the way.



sing this product while dri

can be distracting and ngerous. Please exercise

tion and common sense in its use and operation.

Accept

- Click Menu > Destination > Address.
- Enter the city/town name of your destination.
- Select the correct city or area when it appears in the list below. Scroll down to see more address options matching what you have typed.

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Belle	Mead,	TN, Ru	therfor	d Cour	ity						
Belle	Meade	AR, S	t Franc	is Cou	nty						
Belle	Meade	AR, S	t Franc	is Cou	nty						
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-	7	x	c	v	b	n	m			Cal	10

- Enter the first three or four letters of the street name. As you enter the street name CoPilot will list potential matches. Select the correct street name when it appears in the list below.
- Enter the house number and select **Finish**, or just select **Finish** to skip this step.

A preview map of your route will then appear. Select **Drive** to begin navigating your route.

## Quickly Pick a Stop From the Map

You can also select a destination from the map.

 Select Menu > Destination > > Pick on Map.

A map of the area around your current location will be displayed. Touch and drag the screen to move around the map and click your desired destination when you find it.







12

# **Using CoPilot Truck**

## **Nearby Points of Interest**

If you are running low on diesel fuel or need to rest at a truck stop, CoPilot Truck has over 6 million pre-loaded Points-of-Interest (POI) to search.

- Select Menu > Nearby POI.
- From the list, select a category. For example, Truck Services.

After a few moments a list of nearby Truck Services will appear, in order of distance from your current location.

- Make a selection and click **OK**. A preview map of the route to your selected POI will appear.
- Click **Drive** to begin navigating the route.

#### **Tip: POI In the City**

You can search for a POI within a city, near your current location or along your route by pressing **Menu** > **Destination** > **Points of Interest**.

You can search for a particular POI within a category by name, see page 13.



elect a POI

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7.0 mi

7.5 mi

7.5 mi

Search

OK

## **Adjusting the POI Settings**

You can choose when to have POIs shown on-screen and the distance at which you are notified by adjusting the POI settings.

- Click Menu > Settings > POIs.
- Enable the POIs by checking the box. Disable by unchecking.
- Choose to Show POIs Always, Never or When Stopped from the picklist.
- In the **Report POIs this far ahead** field, select a distance between 0.2 and 25 miles.
- Select whether to show POIs that are on your route or nearby it. Select **On Route** or **Near Route**.
- Under Select POIs to be reported, select specific POI categories to display by checking the boxes.
- Click **OK** to apply the settings and return to the Settings menu.

POIs	124
how POIs	~
When Stopped	-
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eport POIs this far ahead	
3 miles	~ ~
Report POIs which are	
🕘 On Route	
🔵 Near Route	
Select POIs to be reported	~
Cancel	🕗 ОК



#### **Advanced POI Search**

If you want to visit a specific POI without entering the address, you can search the POI database and set it as a destination.

- Select Menu > Destination > Points of Interest.
- Choose to select a category or search all. If you check the **Pick Category** box, click the correct category. Click **Next**.
- If you know the name of the place you want to visit, enter it here.
- Select a location option: choose from **Near current location**, **Along my route** or **In a City** to search for a related POI. Press **Next**.
- For **Near current location** and **Along my route**, the POI list will be automatically generated. If you selected **In a City**, enter the name of the city or town nearest the POI you are searching for.

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Bus/Taxi/Limo	_	
Custom	~	
O REF		

CoPilot will then search the millions of POIs in its database. When complete, a list of the nearest matches will appear on-screen.

- Select the correct POI from the list.
- Press **Details** to view the POI on the map. CoPilot will also display the phone number for the POI if available.
- For CoPilot to create a route from your current location to your selected POI, select **OK**.



#### **To Choose a Recent Destination**

• Select Menu > Destination > Recent.

Recent provides quick and easy access to the last 50 destinations that you entered.

**Note:** Your recent list will store the last 50 addresses you have entered. When the list is full each new address will replace an older inactive address.

To delete the recent stops list:

• Select Menu > Destination > Recent > Clear All.

#### To Choose a Contact's Address As a Destination

8

You can select an address from any Contacts that you have stored in your laptop.

To select a contact:

14

• Click Menu > Destination > Contact.

Enter your contact name to automatically recall the address saved in your laptop, or select from the list of contacts.



500 Market Stre

Glen Clair Driv 2 Berkley Aven

> hington Crossing In size State Building\*

anklin Avenue & Ewing St 2 Sanset Road

> on Avenue & Blue ! Assembly of God\*

th Main Street & Bird North Main Street

## To Choose an Intersection For Your Destination



• Select Menu > Destination >  $\ge$  > Intersection.

Enter the City or Town and click next, you will be asked to enter the first road and then the second. CoPilot will calculate your route to the point where they meet.

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hinor	ton Av	9949								- 0.	ak j
										Esp	nd
1	2	3	4	5	6	7	8	9	0	-	
1	2	3 e	4 r	5 t	6 y	7 u	8	9	0 p		
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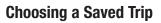
#### Selecting a Destination Using Lat and Long

If you know the latitude and longitude of your destination you can enter them directly.

- Click Menu > Destination > > Coordinates.
- Choose to set the latitude and longitude in Degrees Minutes Seconds, Decimal Degrees or Decimal Minutes.
- Enter a latitude and longitude in the appropriate format depending on which one you selected.

CoPilot will take a few moments to find the point. When it is located a map will appear with the location pinpointed by a red arrow.

• Select **Drive** to begin navigating your route.



If you already have a saved trip that you want to use, you can access it quickly.

• Click **Menu** > **Destination** > **Open Saved Trip**. For details on saving a planned trip, see page 18.



#### **Saving Your Current Location**

If you are outside and have a GPS fix, you can save your current location.

- Click Menu > > Save Current Location.
- Enter a name for the destination and click **Save**.
- The location will be saved in your Favorites list, where it can be accessed as a destination in the future.

#### **Other Ways to Select a Destination**

You can save locations as Home and Work for one-click address entry, see page 24. In addition, CoPilot lets you save your Favorite destinations so you can access them quickly, see page 25.



#### **Entering Multiple Destinations**

CoPilot allows you to plan a trip with multiple destinations.

- Click Menu > Plan or Edit Trip.
- Click to add a destination.
- To delete a stop, select it and click
- Add the first address; click the Add Destination button again to add a second, third, etc. address. See page 11 for address entry details.

## **Trip Options**

In the trip planning window click the **Options** button.

- To see a fuel cost estimate when the trip is calculated, type in the vehicle Miles per Gallon and cost per gallon.
- To have break hours included in the trip ETA, select a time interval and break time.
- When **Optimize Final Destination** is checked, the position of the last stop on the stop list can be changed when the trip is optimized (see below).



## Change the Stop Order

When you have entered all your required stops you can change the order they appear in.

• Highlight the address you wish to move.

Click the **Move Up**, **Move Down**, **Move to Start** or **Move to End** button.



The selected stop will move to its new position in the trip list.

## **Optimize Stops**

as an Optimize function which will automatically rearrange

Optimize

CoPilot has an Optimize function which will automatically rearrange the stops on a trip to create the most efficient route.

If your planned trip has more than three (3) stops, click **Optimize**. CoPilot will take a few seconds to reorder your stops for the most efficient trip.

**Note:** Your start point and final destination will not be altered. If you want the final destination to be included in the optimization, click **Options** and check **Optimize Final Destination**.





## **Setting Waypoints**

CoPilot Truck can route you through a designated point without considering it as a stop. By setting Waypoints you can adjust CoPilot's route to calculate a detour via the waypoint.

- Select Menu > Plan or Edit Trip. Enter the addresses or places in the same way detailed in Selecting a Destination on page 11.
- Addresses will normally appear on the trip list as stops with a flag icon next to them. Highlight the address you wish to change to a Waypoint.
- Click the Set as Waypoint button.

The address or place will now be listed as a Waypoint, with an arrow icon in front of it to indicate that it is a Waypoint.

#### Tip: Make a Waypoint a Stop

To change a Waypoint back to a stop, highlight the address then click the **Set as Stop** button.



Plan Trip

**Current Location** 

52 Berkley Avenue Belle Mead, NJ 08502

5 Glen Clair Drive Ewing, NJ 08618

Ewing, NJ 08628 Washington Crossing Inn Washington Crossing, PA

5500 Market Street

Philadelphia, PA 19139

56 Jacobs Creek Road

## Saving Destinations As Favorites

You can save addresses listed on the trip list as Favorite destinations so you can access them quickly.

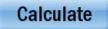


- Click on the address you wish to save as a favorite.
- Click the Add to Favorites button. Now you will be able to enter this address as a destination quickly by selecting Menu > Destination > Favorites and selecting it from the Favorites list.

#### **Tip: Do More With Favorites**

For more information on Favorites see page 25.

#### **Preview Your Route**



When all your stops have been entered, press Calculate.

Your planned trip will appear on the map. From this window you can run a **State Mileage Report**, do a **Preview** run of the trip, edit the stop list, or change the trip options and re-calculate.



#### **Saving a Planned Trip**

Before you calculate a trip, you may want to save it for future use.

- In the trip planning window click **Save Trip**.
- Enter a name for the trip you are saving.
- Click **Save** and the trip will be saved.



#### Loading a Saved Trip

• Click Menu > Plan or Edit Trip.

The last trip you planned will automatically load. If you wish to load an older trip, click **Load Trip** and select the trip you wish to load from the list. Click **Open**. Or, select **Menu** > **Destination** > **Open Saved Trip**.



#### **Deleting a Planned Trip**

• Click New Trip.

You will be asked to confirm this selection. Click **Yes** at the prompt. Now you can enter a new trip, or click **2** to return to the main window.

#### **Generating a State Mileage Report**



After calculating a route, you can generate a State Mileage Report. Click the **State Mileage Report** button under the mileage and time estimate.

This report shows a state-by-state breakdown of total, toll, free, and ferry mileage on your trip. It will open in the internet browser on your laptop.

State/Country	Total	Toll	Free	Ferry
IN	251.1	0.0	251.1	0.0
NJ	40.1	0.0	40.1	0.0
NY	396.6	311.0	85.7	0.0
OH	533.0	0.0	533.0	0.0
PA	393.4	276.6	116.8	0.0
VT	59.9	0.0	59.9	0.0
WV	12.9	0.0	12.9	0.0
US	1687.2	587.6	1099.6	0.0
TOTAL	1687.2	587.6	1099.6	0.0

#### **Route Settings**

CoPilot Truck offers a number of standard PC\*MILER route types and options. For a full description, see the **PC\*MILER Route Types** on pages 37-41.

- Select Menu > Settings > Routing. You will need to scroll down to see some of the options.
- Routing Type: Select Practical or Shortest.
- Toll Roads: Select whether your want CoPilot to Use toll roads, Never use them, or to Avoid If Possible.
- Options: Select National Network or 53 Ft. Trailer.
- Check Override Restrictions for Light Vehicle Routing.
- Check **International Borders Open** to allow your route to cross international borders.
- Check **Hazmat Routing** to generate trips for hazardous material routing (see pages 42-43 for more information).
- Vehicle Restriction: (Not currently available) Click Edit Vehicle Restriction and enter the information that pertains to your vehicle. If nothing is entered here, your route will avoid all truck-restricted roads by default. If information is entered, some restricted roads may be used where appropriate.



Routing - Practical De	Runt	1 - 2
Routing Type		~
Practical		
foll Roads		
Avoid If Possible	-	
General		
National Network		
53 ft Trailer		
Override Restrictions		
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Hazmat Routing		v
Cancel	ØOK	

## **Saving a Routing Profile**

Different combinations of route settings can be saved as routing profiles for use at a later time.

- Click Save Routing Profile.
- Enter a name at the prompt and click **OK**.

#### Loading a Routing Profile

- Click Load Routing Profile.
- Select a profile from the list and click **OK** twice to apply the profile and close the Routing window.

#### **Road Preferences**

(Available only after a routing profile has been saved.) Scroll down and click **View/Edit Road Preferences**.

- For each road type: Choose whether you want CoPilot to Strongly Avoid, Avoid, be Neutral, Favor or Strongly Favor when calculating a route.
- **Speed**: Select an appropriate speed for each road.

**Note:** Changing the default route and road preferences in CoPilot will affect the route calculated and ETA shown.



15 Routing - Practical Default

Edit Vehicle

View / Edit Road Prefe

Max We



#### **Begin Driving**



Select  $\ensuremath{\textbf{Drive}}$  to begin navigating your route.

## **Tip: Starting Points**

If you are planning a trip in advance and are not at the start point of your journey CoPilot will ask you to select your starting location. You can choose to navigate to the starting point, or to navigate directly to the destination from your current location.



#### You are not currently at the start location of your trip. Where do you want to go next? Strikenor Road White River Junction, VT 05001 200 East Kirkwood Avenue Bloomington, IN 47408 Go Zeite Stower

## **Trip Editing**

Once you have pressed **Drive**, you can change the trip entered by selecting: **Menu** > **Plan or Edit Trip**. See **Entering Multiple Destinations**, page 16. To simply delete a destination you have entered, click **Menu** >  $\ge$  > **Clear Destination**.

## **Traffic Service\***

CoPilot can automatically display any traffic incidents that affect your route and can recommend an alternate route if required. For more information see page 29.

\*CoPilot Truck Traffic is available as an optional service.

#### Guidance

CoPilot will guide you to your destination with clear onscreen and spoken instructions. Whenever you are approaching your next turn, CoPilot will speak to you to alert you to the upcoming direction change.



A Traffic



#### **Driving Views**



You can choose from six different screen display options. To access, click **Menu** > **Driving Views**. For more details on each view and how to change views, see **Setting Display Mode** on page 22-23.

In the default mode, your screen will look like the one below.

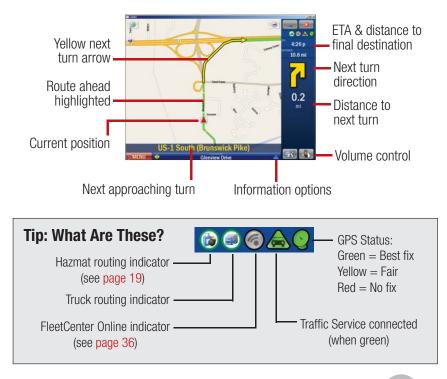


#### **Tip: Take a Closer Look**

Use the s and in 2D or 3D driving views to zoom in or out of the map view.

#### **On-Screen Information**

By default your current location is displayed at the bottom of the map. You can choose what useful information is displayed at the base of your screen when you are driving, see **Customizing the Guidance Screen** on page 26.



While you are driving we recommend you choose Driver Safety, which displays a

simple turn instruction arrow with concise next turn instructions in large type. In

driver safety mode, a map is only displayed as you approach a turn or are

## **Setting Display Mode**

You can choose from several different screen display options. To access, click **Menu** > **Driving Views**.

Or, click the Driving Views Shortcut button to quickly access one of four views:





## 3D

Shows your current position, next turn and surrounding roads using a 3-dimensional perspective.





## 2D Where Am I?

Displays your current location, next turn and surrounding roads on a 2D map.







**Driver Safety** 

travelling below 10mph.

#### User Guide 03 Driving With CoPilot Truck

**Tip: Adjusting Your Safety View** 

#### **2D Next Turn**

Displays your current location and auto zooms into the next turn on a 2D map.



#### **2D Destination**

**User Guide** 

This view shows the route from your current position to your destination.

## Itinerary

This view shows each direction and turn in a text list, including distances.

You can use the Itinerary to check your route before you travel.

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1.00	_	_	-
100			
		\$ 	*

Nan Indrastice	Hiles
Alexander Street	0.4
US-1 South (Brunswick Pike)	5.4
NUS-1 South (Trenton Freeway)	2.9
New York Avenue	0.2
🕈 Route 622 North (North Olden Avenue)	1.0
NJ-33 West (Greenwood Avenue)	0.5
+ Chambers Street (Route 626 South)	0.2
Hamilton Avenue (Route 606 West)	0.0

#### **Night Mode**

Displays map with a dark background that reduces glare for easier night-time viewing.







Enter and save personal destinations, change the map style and color theme, adjust your routing options, and select the voice that guides you to your destination. With CoPilot Truck 11 you can personalize your laptop to behave exactly the way you want it to.

## Saving a Destination As Home



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Save your home address so you don't have to enter it every time you wish to be directed home.

- Click Menu > Destination > Home.
- Enter your home city/state name, street name and (optionally) house number, then click **Finish**.
- The next time you are entering a destination and select Home, your home address will enter automatically.

nter	City or	Др Со	de						-		
Ente	r City o	r Zip C	ode>							Can	pel
rince	ton, N	1								Bat	8
elle	Mead,	NJ									
iscat	away, I	NJ									
wing	, NJ										
1	2	3	4	5	6	7	8	9	0		
q	W	e	r	-t-	y	U	10	0	p		_
@	a	s	d	f	g	h	je	k	1	-	
100	-		-	-	h				-	1000	-

#### Saving a Destination As Work

Save your work address so you don't have to enter it every time you wish to be directed there.

- Click Menu > Destination > Work.
- Enter your home city/state name, street name and (optionally) building number, then click **Finish**.
- The next time you are entering a destination and select Work, your work address will enter automatically.

## **Changing Your Work or Home**

The home and work addresses you entered are placed in your Favorites list and can be edited or deleted at any time, see page 25.

⊇70 Valley Road	Edit
234 Nassau Street	Delete
10 Sunset Road	
21 Gemma Court	Delete All
53 Tichenor Road	

#### User Guide 04 Personalize

#### **Save Your Favorite Destinations**

You can save other addresses to your Favorites list, so you can access them quickly.

- Click Menu > Destination > Favorites.
- Click **Add New** and CoPilot will return to the Destination menu.
- Choose to add the favorite by inputting the address/postcode (click **Address**) or by locating it on a map (**Pick on Map**) or any of the other ways to enter a destination.

When you've successfully added the address or location, it will appear in your Favorites list.



Select a Favorite			
∲52 Berkley Avenue	^	Add New	
👷 200 East Kirkwood Avenue		Manage	
🔂 70 Valley Road		_	
15500 Market Street			
👷 5 Glen Clair Drive			
washington Crossing Inn*			
👷 56 Jacobs Creek Road			
#ALK Technologies, Inc.*			
pLarry's Sunoco*			
👷234 Nassau Street			
🖕 10 Sunset Road			
p21 Gemma Court			
53 Tichenor Road	V	1	

#### **Edit or Delete Favorites**

To edit or delete a location in your Favorites list, click **Manage**, select a favorite and choose to **Edit**, **Delete** or **Delete All**.

- **Edit** will open an enter address window so you can change the location.
- **Delete** will erase the currently highlighted location.



• **Delete all** will erase all the locations in your favorites list, including your Home and Work addresses.

**Note:** You will be asked to confirm you wish to delete an item. If you select **Yes** the address/es will be lost.



#### Night Map



Night Map can be selected in any of the display screen modes. It dims the screen display to reduce glare and eye strain when driving at night.

CoPilot will automatically switch to night mode based on the time and your location, or you can do it manually from the Driving Views menu.

Click Menu > Driving Views > > > Night Map.

To switch off Night Mode, click **Menu** > **Driving Views** > **Day Map.** 

You can also alter the day and night mode settings from the Map Styles window. See **Setting Map Styles** on page 31 for details.



## **Customizing the Guidance Screen**

You can choose what information you want to be displayed below the map when you are driving.

- Click 🖾 on the bottom right of the screen.
- Choose from: **Destination** 
  - Current Road
  - Next Crossroad
  - Next Major Road
  - Nearest Town
  - Speed
  - Altitude & Heading
  - Latitude & Longitude.



User Guide 04 Personalize

## **Personalizing the Voice Instructions**

You can alter the voice with which the guidance instructions are spoken.

- Click Menu > Settings > > Language and Speech.
- Select a language from the **Choose a Language** picklist.
- Select a voice from the Choose a Voice picklist.
   Select Test to hear a sample of the chosen voice.
   For text-to-speech directions, select Samantha.

#### **Setting Map Styles**

• Click Menu > Settings > > Map Styles.

You can select from a range of industry-standard map presentation styles and color themes using the **Map Style** list. A preview is shown each time you select one. Once you are happy with your selection click **OK**.

Also see Adjusting Your Safety View on page 33.



# Language and Speech Choose A Voice John Test Concerned Con



#### Map Styles Day/Hight Mode Automatic Select Syles Day Night Map Syle Coefficiental Coefficiental Rame Confidential Coefficiental Coefficiental Coefficiental Coefficiental Coefficiental Coefficiental Coefficienta Co

## **Applying Themes**

You can change the color theme of your CoPilot. **Menu** > **Settings** > **> Themes**.

Select a theme using the up and down arrows next to the **Select a Theme** field. Press **Apply Theme** to apply the chosen theme.





## **Customizing Routing Options**

Once a destination has been entered the Route screen will appear, showing you a preview map of the route. Select **Options** to change the route type or routing profile for the trip.

For more details see **Preview Your Route** on page 17, and **Route Settings** on page 19.



#### **Detours**

20

- Select **Menu** > **Detour**.
- To route around a specific road, select **Avoid Roads**.

calculate a whole new alternate route.

An itinerary of your journey will appear. Click on the road you would like to avoid then select **Avoid Road**.

You can program CoPilot to make a detour around one or

more selected roads on the calculated route, or to

CoPilot will take a few moments to calculate another route around the selected road, then an updated map

display of the new route will be generated. The difference in mileage and time that will result if the new route is accepted is displayed below the map.

For example: "<1 mi / +2 mins" means that the new route is about one mile shorter but is estimated to take approximately two minutes longer to drive.

- Click **Accept**, then press **1** to close the itinerary window and CoPilot will begin guiding you along the new route.
- If you decide not to use the new route, select **Decline**. CoPilot will then return to your original route. Press 👩 to close the itinerary window.

## Decline Accept T

<1 mi / +2 mir

#### **Tip: Avoiding Multiple Roads**

You can specify multiple roads to be avoided. Repeat as many times as required. Press 🙆 to return to the driving screen when done.

**Note:** CoPilot will save all the roads you select to avoid and avoid them in future route calculations. To clear the memory, select **Menu** > **Detour** > **Clear Avoided Roads.** 

Ending a Detour



If you are on a detour route and would like to return to the original trip, select Menu > Detour > End Detour.

## **Recalculate the Whole Trip**

If you are unhappy with the whole route CoPilot has planned for you, click  $\mbox{Menu} > \mbox{Detour} > \mbox{Alternate route}.$ 

CoPilot will compile a different route for you if a reasonable alternative exists. A map of the proposed detour will be displayed. Select **Accept** to agree or **Decline** to return to the previous route.



#### **CoPilot Truck Traffic Service\***

The optional CoPilot Truck Traffic service provides information about real-time traffic incidents on your route or in a specific location.

Traffic information will be delivered to CoPilot Truck using your mobile internet connection. CoPilot Truck will automatically display any traffic incidents that affect your route and can calculate an alternative route if required.

You can also search for traffic incidents in other locations before you start driving.

The availability of CoPilot Truck Traffic varies by region and retailer. For more information, please visit **www.copilotgps.com**.

#### Setting up CoPilot Truck Traffic

#### Traffic information delivered via Mobile Internet

- Select Menu > Traffic > Traffic (GPRS) Connect.
- Once connected, CoPilot Truck will check your route for traffic automatically, downloading traffic information via your mobile Internet connection.

## Avoiding traffic

You can program CoPilot to make a detour from the programmed route to avoid traffic.

- Select Menu > Detour.
- From the Detour options, select **Avoid All Traffic**.

CoPilot will use GPRS information to find traffic incidents and will automatically plan another route, avoiding traffic congestion.

Along with a map, CoPilot will display the distance the new route will add/subtract from your trip.

- Click **Accept** and CoPilot will begin directing you according to the new route.
- If you decide not to use the new route, select **Decline**. CoPilot will then return to your original route.

\* CoPilot Truck Traffic is available as an optional service. You must be connected via the Mobile Internet as described here to receive traffic data.





#### **Additional Traffic settings**

To adjust the alert settings and define how CoPilot uses GPRS traffic information:

• Select Menu > Traffic > Settings.

Options are:

- **Traffic Source**: The CoPilot Truck Traffic Service in North America receives information via a GPRS Wireless connection to the mobile Internet.
- Internet Connection: In the U.S., use **Default** to automatically connect with your Internet Provider.
- Default Incident Action: Select Avoid to set CoPilot to automatically detour around reported incidents, select Ignore if you do not want to be automatically detoured.
- **Speak Incidents**: Choose to have CoPilot announce traffic incident alerts as they occur.

**Searching for Traffic Incidents** 

To search for traffic incidents along your current route:

• Select Menu > Traffic > Traffic on Route.

GPRS Wireless	
O TMC	
Internet Connection	
Default	~ ~
TMC 5	iettings
Default Incident Action	
Ignore	
Avoid	
Speak Incidents	
Cancel	(C) OK

A Traffic Settings



To search for traffic incidents in a City:

• Select Menu > Traffic > Traffic in a City.

Enter the city/town name of where you would like to check for traffic destination.

To search for all traffic incidents:

• Select Menu > Traffic > View Traffic Incidents.

To clear the traffic incidents list:

• Select Menu > Traffic > Clear Traffic Incidents.

#### Using the Traffic Incidents List

Once CoPilot has found traffic incidents, select one to view detailed information relating to the incident. Choose **Ignore** to continue on your planned route, **Avoid** to calculate a new route that avoids the incident, or Show Map to display the incident on a map.

In the Traffic Incidents list you can also select **Map All** to see all listed incidents on the map, **Avoid All** to calculate a new route that avoids all incidents, or **Ignore All** to continue and ignore all incidents.



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8.5

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#### **Setting Map Preferences**

You can also set up what sort of maps CoPilot uses.

• Click Menu > Settings > Map.

The available settings are:

- Units: Choose to display Miles or KM on your maps.
- Map Rotation: Choose Heading Up to always be travelling upwards on the screen, or select North Up to hold the map static as you travel along your route.
- Stylus control: Select Box Zoom or Drag Map.
- General: Choose whether to display turn restrictions by checking or unchecking the box. Check the box marked 'Display View Shortcuts' to display a driving view button which allows you to quickly change between driving views.
- Click **OK** to apply the settings and return to the Settings menu.



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Units	^	
() Mile		i
() Кля		
Map Rotation		
Heading Up		
🔿 North Up		
Stylus Control		
🕒 Box Zoom		
O Drag Map		
General	~	
Cancel	ØOK	Í

#### Display View Shortcuts

#### **Setting Map Styles**

• Click Menu > Settings > > Map Styles.

Choose the default setting for the day or night mode from the lists. The options are **Automatic**, **Night** and **Day**.

If you select Automatic, CoPilot will automatically switch to night mode when it starts to get dark, based on the current time and location.

Select Styles: Choose to display Day or Night map styles.

You can select from a range of industry standard map presentation styles and color themes using the **Map Style** list. A preview is shown each time you select one, once you are happy with your selection click **OK**.





#### **Checking the GPS Status**

• Click Menu > Settings > GPS > GPS Status.

The GPS Status window shows detailed information regarding the GPS fix and signal strength which your laptop uses for guidance. In this window you can see your current latitude and longitude position, the UTC time and date, your speed and your elevation (feet above sea level).





#### Note:

Your GPS signal will be limited when the receiver is inside buildings, tunnels or garages. To work effectively the GPS receiver needs to have a clear line of sight to the sky.

## **Track Playback**

CoPilot automatically tracks you as you drive and stores each completed trip. You can play back any previously completed trip.

- Click Menu > Settings > GPS > Track Playback.
- Select the track to play from the list, click **OK**.

To control the speed of the playback, or to close it, see instructions for playing a demo on page 34.





#### **Adjusting the Volume**

• Click Menu > Settings > Volume.

Use the + and - symbols to increase or decrease the volume of the spoken instructions. To turn off the 'click' sound which occurs when you touch the screen, uncheck the **Button Sounds** box.



User Guide 05 Advanced



## Adjusting the Guidance Settings

You can adjust the way CoPilot guides you.

- Click Menu > Settings > Guidance.
- Select the distances at which you want CoPilot to speak to you when approaching a turn.
- Select what information you wish to be displayed on the customizable part of the screen, see page 26.
- Check the box to **Display Route Arrow**, or uncheck to remove.



S Guidance	- 11 AX	5
Speak Turn Warning At		^
🗹 2 ml.		1
🖌 1 mi.		
✓ 3/10 mi.		
Near Turn (Local Only)		
At Tum		
6 Seconds	~~	
Custom Display		
Next Crossroad	-	
		-
Cancel	ОК	

**7**0

## **Adjusting Your Safety View**

- Click **Menu** > **Settings** > **Driver Safety**. From here you can alter the settings of the Safety View in the following ways:
- **Display Map Near Turns**: Decide whether to show a 2D/3D zoomed map on the approach to each turn or always show the Driver Safety screen. Select **Yes** to display the map or **No** not to.

Cancel	ОК
⊙ 3D	
○2D	
Мар Туре	
0.7 mi	~ ~
When the Turn is Within	
No	
• Yes	
Display Map Near Turns	
Safety View	in the second

- When the Turn is Within: If you selected **Yes** above, choose the distance before the turn at which you would like the map to be displayed. The distance can be set between 0.3 miles and 1 mile.
- **Map Type**: If **Display Map Near Turns** is set to **Yes**, select whether to use a 2D or 3D map when approaching turns.

#### Setting the Language and Speech

- Click Menu > Settings > > Language and Speech.
- Select a language from the **Choose a Language** picklist.
- Select a voice from the Choose a Voice picklist. Select Test to hear a sample of the chosen voice. For text-to-speech directions, select Samantha.





#### **Playing a Demo**



CoPilot contains a demonstration trip to a pre-defined destination. To view the demo:

#### • Menu > **>** Play Demo.

Click the camera on the map to open a panel of buttons that lets you control the demo or a track playback.



- Speed up by clicking **Faster** or slow down by clicking **Slower**.
- Click 🔣 to go back to the beginning of the demo or track.
- Click *d* to go back to the most recent turn.
- Click 🚺 to pause.
- Click *b* to forward to the next upcoming turn.
- Click 🧧 to close the demo or track.

#### **Keyboard**

#### • Menu > Settings > $\ge$ > Keyboard.

This setting affects CoPilot screens that include a keyboard for text entry. Select a keyboard type from the drop-down menu. The options are Alphabetical, QWERTY, AZERTY.





#### **About CoPilot**

To access the version, data number and product key of your CoPilot Truck software, click Menu > Settings > >> >> About CoPilot.



#### Licensing

• Click Menu > Settings > > Licensing.

The Licensing settings allow you to deactivate license regions.

X	
A Licensing	0
Type: Full Feature List	
😳 Map data - Pan EU	^
😋 Map data - EU Region	
😋 Map data - EU City	

Upgrade Deactivate

V

🕑 Map data - Pan NA 😋 Map data - NA City 😋 Map data - Africa

#### **Transferring Your CoPilot Truck License**

If you wish to use your CoPilot Truck application and maps license on a different laptop, select **Deactivate** and follow the on-screen instructions.

## **CoPilot Live FleetCenter**



Are you ready for your

Other Response

NO

1HR

Delete

next stop?

YES

20MIN

Defer

CoPilot Truck may be combined with CoPilot Live FleetCenter for fleet management and real-time tracking. FleetCenter is a web-based extension of our CoPilot Truck GPS navigation solution that provides real-time location tracking for fleet managers and customers, job dispatch, instant messaging and historical reporting.

CoPilot Live FleetCenter provides the following capabilities:

- Lets your dispatcher see your exact location on an Internet map.
- Enables your dispatcher to send you instant messages from the FleetCenter web site when you are on the road.
- Allows your dispatcher to see your destination and estimated time of arrival.
- Lets your dispatcher send you new stops that are automatically added to your CoPilot Truck itinerary.
- Allows drivers to send tracking invites by e-mail directly from CoPilot Truck.
- Includes historical reports, exception reports, and bread crumb trails.



## **For More Information**

For more information and pricing please contact:

#### 888-872-8768

or send an email to:

#### fleetcenterinfo@alk.com.

Please include your company name, contact name, phone number, email address, product you are interested in and license quantity.

# **PC\*MILER Route Types**

#### **PC\*MILER Route Type and Option Descriptions**

## **A** Safety Note:

CoPilot Truck is designed as a tool to get you from Point A to Point B along the most efficient and truck-specific routes. However, some of the information in the database may change from time to time. You must stay alert and pay attention to road signs at all times.

#### **PC\*MILER Practical Routes**

Practical routes represent distances and driving routes that a driver would normally take to minimize time and cost. Practical Routes model the trade-off between taking the most direct path and staying on major, high quality highways. Interstate highways are given a higher priority than toll roads, which, in turn, are given a higher priority than secondary highways, and so on. Routing instructions and mileage can be used when actual travel distances and directions are needed.

PC\*MILER Practical routings consider distance, road quality, terrain, urban/ rural classifications, truck-restricted roads, and designated principal and secondary through routes.

PC\*MILER Practical Route mileage and state-by-state mileage breakdowns can be used to supplement your regular fuel tax reporting documents for many states. Many state audit departments have purchased licenses to incorporate PC\*MILER into their audit procedures.

#### PC\*MILER Shortest Routes

PC\*MILER Shortest Routes represent distances and driving routes that a vehicle would take to minimize total distance traveled while still following a reasonable route. For instance, Shortest Route mileage and routes will also avoid truck-restricted roads and, in some cases, may favor a beltway rather than traveling directly through a city.

ALK believes, however, that carriers and shippers alike would all be better served by using a mileage tariff based on actual miles traveled (i.e. similar to those generated using the PC\*MILER Practical Route option), which would more accurately reflect true transportation costs.

#### **PC\*MILER National Network Routes**

The National Network is a U.S. government-designated system of highways originally established by the Surface Transportation Assistance Act of 1982 (STAA). This routing option is based on the federally-designated National Network system updated in the April, 1992 Code of Federal Regulations, Part 658, Appendix A. The National Network includes the Interstate System (several minor segments are not included), and many selected U.S. and state highways. Highways continue to be added to the National Network by federal and state governments.

PC\*MILER National Network routing represents distances and driving routes which are most reasonable and legal for the larger trucks authorized by the Surface Transportation Assistance Act of 1982. *(continued on next page)* 

## **PC\*MILER Route Types**

National Network routing stays on the National Network to the maximum extent possible. Given that many areas are not directly served by the National Network, the origin and stop-offs of your route may not be on the National Network. In these cases PC\*MILER will take the shortest reasonable path from the origin and stop-offs to the Network. Detailed Route Reports (driving directions) for PC\*MILER National Network routes provide a warning wherever the route is forced to use a non-conforming link. These road segments should be checked before traveling.

National Network mileage tends to be higher than Shortest or Practical mileage.

These designated highways permit, at a minimum, 102" wide, single 48 ft. trailers and tandem 28 ft. trailers. The Interstate system and most, but not all, remaining designated routes are open to 80,000 pound vehicles. Certain states, notably Arkansas and Mississippi, have designated certain National Network segments with less than an 80,000 pound capacity.

In addition to the National Network highways, access routes and access policies are components of routing STAA dimensioned trucks. The Federal government has mandated that no state may prohibit travel from the National Network for a minimum of one road mile unless safety restrictions apply. Additionally, no state may deny reasonable access to terminals and facilities for food, fuel, repairs and rest.

Several states maintain more generous access policies and lists of specifically designated access routes to terminals and facilities. (For detailed information about pre-approved access routes, contact the individual states.) Should you

need to travel beyond the National Network and the access roads, you must acquire the proper permit.

**Note:** These suggested National Network routings are based on official highway maps, the Code of Federal Regulations, and information provided by state governments. It is provided without a warranty of any kind. The user assumes full responsibility for any delay, expense, loss, or damage which may occur as a result of its use.

#### PC\*MILER 53 Foot Trailer Routing

Because every mile equals money, PC\*MILER now offers enhanced routing specifically for 53'/102" trailers. The calculations for these routes are based on National Network routing, with the addition of roads that permit 53'/102" trailers.

Detailed Route reports for PC\*MILER 53' Trailer routes now provide a warning wherever the route is forced to use a non-conforming link (a red exclamation point also appears in the route window for the generated route).

# **PC\*MILER Route Types**

#### Heavy/Light Vehicle Routing (Override Restrictions)

In addition to the five basic route types, the Heavy and Light Vehicle routing option is also a critical setting. A "heavy vehicle" is one weighing at least 80,000 pounds; a "light vehicle" weighs less than 80,000 pounds.

When **Override Restrictions** is left unchecked, Heavy Vehicle routing will be in effect, so both truck-prohibited and truck-restricted roads will always be avoided. In addition, Heavy Vehicle routing takes nationwide 13' 6" height restrictions into account.

Checking Override Restrictions activates the Light Vehicle option. With Light Vehicle routing active, truck-prohibited roads will always be avoided, but truck-restricted roads are considered for a route. (Preference is normally given to Interstates, major highways, and major thru-roads where possible.)

#### Safety Tip: Winter Roads

For winter roads in Manitoba and North West Territories, Canada, road safety information for heavy vehicles using these roads can be found at: http://www.gov.mb.ca/tgs/hwyinfo/winterroads/heavy\_traffic.html

#### **Toll Roads**

If **Avoid If Possible** is checked, CoPilot will avoid long stretches of toll roads but won't take long, impractical detours to avoid toll bridges and tunnels. Example: a trip from Boston, MA to Albany, NY avoids the Massachusetts Turnpike, but a trip from Camden, NJ to Philadelphia, PA includes a toll bridge.

#### **International Borders Open**

If this option is checked, the calculated trip will ignore international boundaries (Canada and Mexico) when necessary to generate the best route. If this option is not checked, borders will never be crossed. For example, if all your stops are in the United States, the route will stay in the U.S. even though the most practical or shortest route would involve some Canadian mileage.

#### **PC\*MILER Hazmat Routing**

CoPilot calculates routes for hazardous materials based on over thirty different road categories. Hazmat route options include: **General**, **Caustic**, **Explosives**, **Flammable**, **Inhalants**, and **Radioactive**. To calculate normal (non-hazmat) PC\*MILER routes, select **None**. The table in Appendix B on the next two pages shows how each PC\*MILER hazmat route type handles each hazmat road category.



# 06

# **PC\*MILER Route Types**

#### PC\*MILER Hazardous Material Route Types & Road Categories

CoPilot Truck calculates routes for hazardous materials based on over thirty different road categories. The table below and on the next page shows how each PC\*MILER hazmat route type handles each hazmat road category.

favor = routing will prefer these segmentsavoid = routing will go around these segments whenever possibleno change = routing will not be altered in any way

 $\label{eq:courage} \begin{aligned} \textbf{discourage} &= a \text{ lesser degree of avoidance, used when a state or road authority} \\ allows hazmat only at certain times of day, with prior notification, by permit, or in limited quantities, and for tunnels not otherwise classified \end{aligned}$ 

	Hazmat Routing Category	PC*MILER HazMat Routing Type						Detailed Route	Map's HazMat
#		General	Caustic	Explosives	Flammable	Inhalants	Radioactive	Report Restriction Column Text	Restriction Legend
0	None	no change	no change	no change	no change	no change	no change		none
1	Alternate	favor	favor	favor	favor	favor	favor		Desig/Pref/Alt
2	Preferred	favor	favor	favor	favor	favor	favor		Desig/Pref/Alt
3	Designated	favor	favor	favor	favor	favor	favor		Desig/Pref/Alt
4	Prohibited	avoid	avoid	avoid	avoid	avoid	avoid	Prohibited	Prohibited
5	Restricted	discourage	discourage	discourag e	discourage	discourage	discourage	Restricted	Restricted
6	Unused	-	) (C=)		1	-	()	-	-
7	Explosive Designated	no change	no change	favor	no change	no change	no change		Desig Expl
8	Inhalant Designated	no change	no change	no change	no change	favor	no change		Desig Inhal
9	Explosive & Inhalant Designated	no change	no change	favor	no change	favor	no change		Desig/Pref/Alt
10	Tunnel	discourage	discourage	discourag e	discourage	discourage	discourage	Tunnel	Restricted
11	Tunnel & Alternate	favor	favor	favor	favor	favor	favor		Desig/Pref/Alt
12	Tunnel & Preferred	favor	favor	favor	favor	favor	favor		Desig/Pref/Alt
13	Tunnel & Designated	favor	favor	favor	favor	favor	favor		Desig/Pref/Alt
14	Tunnel & Prohibited	avoid	avoid	avoid	favor	avoid	avoid	Proh. Tunnel	Prohibited
15	Tunnel & Restricted	discourage	discourage	avoid	avoid	avoid	avoid	Restr. Tunnel	Restricted
16	Unused	-	) (m. 1		1	-	(-)	-	-
17	Unused	-		258	87	-	173	-	-

(continued on next page)

User Guide 06 PC\*MILER Route Types

# 06

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# **PC\*MILER Route Types**

(continued from previous page)

18	Caustic, Explosive, Flammable & Radioactive Prohibited	no change	avoid	avoid	avoid	no change	avoid	Many Commodities Prohibited	Some Cmds Prohib.
19	Explosive Restricted	no change	no change	no change	no change	no change	no change	Expl. Restr.	Restricted
20	Unused	-	-	-	-	-			none
21	Explosive & Flammable Prohibited	no change	no change	avoid	avoid	no change	no change	Expl. & Flam. Prohibited	Some Comds Prohib.
22	Radioactive Preferred	no change	no change	no change	no change	no change	favor		Desig Rad
23	Radioactive Designated	no change	no change	no change	no change	no change	favor		Desig Rad
24	Radioactive Prohibited, Explosive Restricted	no change	no change	discourag e	no change	no change	avoid	Rad. Prohib. Expl. Restr.	Some Cmds Prohib.
25	Radioactive Prohibited	no change	no change	no change	no change	no change	avoid	Rad. Prohib.	Some Cmds Prohib.
26	Escort Needed	no change	no change	no change	no change	no change	no change	Escort	none
27	Unused	-	-	10	-	-	1.5		none
28	Explosives, Inhalant & Radioactive Designated	no change	no change	favor	no change	favor	favor		Desig/Pref/Alt
29	Radioactive & Explosive Designated	no change	no change	favor	no change	no change	favor		Desig/Pref/Alt
30	Radioactive & Explosive Prohibited	no change	no change	avoid	no change	no change	avoid	Rad. & Expl. Prohib.	Some Cmds. Prohib.
31	Radioactive & Explosive Restricted	no change	no change	discourag e	no change	no change	discourage	Rad. & Expl. Restr.	Restricted

**Note:** U.S. hazardous material routing restriction/designation information taken from <u>The National Hazardous Materials Route</u> <u>Registry</u> provided by the Federal Motor Carrier Safety Administration (FMCSA); and various other state and federal sources. Canadian hazmat data derived from government and municipal sources in each Province and Territory, and includes hazmat restrictions for major Canadian bridges and tunnels.

# **Support**

#### **CoPilot Customer Support Helpline**

Call a member of our Customer Support team to receive professional and friendly assistance.

Telephone 888-872-8768 x551

Our Support team is available Monday to Friday 9:00am to 5:00pm EST.

#### **Online Support**

Please email **email cpsupport@alk.com** for answers to your CoPilot support related queries and questions.

Alternatively, visit the support section at **www.alk.com/support** to register and activate your CoPilot.

Our FAQs section provides answers to customers' most frequent requests to help you get started and get the most out of CoPilot today.

#### **Register your CoPilot**

You should register your CoPilot navigation solution at **www.alk.com/register** 

Registered customers receive information about downloads, map updates and new versions of CoPilot.

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