

**1) How do I get started with my GPS?**

Answer:

- a) Please charge battery for a full 8 hours before use
- b) Make sure the power switch is "on". It is located on the right side of GPS (please refer to pg. 4 in the user's manual for more details)
- c) Please note that the Maps are already on the GPS (NO SD Card required)
- d) Press Navigation
- e) Follow the prompts

**2) Why won't my GPS turn on?**

Answer:

- a) Make sure the On/Off switch is turned to "ON" (to locate the on/off switch, please refer to pg. 4 in the manual)
- b) Make sure the unit is charged for a full 8 hours before use
- c) After completing the above steps, make sure you press and hold Hibernate/Wake Up power button for at least 3 seconds. (to locate, please refer to pg. 4 of the manual)

**3) Why does my GPS have an On/Off switch?**

Answer:

- a) The on/off switch is like a lock that helps preserve battery power; ie: for example if the switch was turned to OFF, and the Hibernate/Wake up button was accidentally pushed during shipment or travel, it will not turn on.

**4) How do I charge the battery?**

Answer:

- a) You can charge the GPS unit by:
  - i. The USB port on your computer: You were provided a USB cable with your unit, plug the cord in the USB port on the GPS, then connect it to the computer's USB port. For more information on where the USB port is located on your GPS, please refer to page 4 of the manual.
  - ii. The car charger provided in your GPS box. To locate the power jack on your GPS, please refer to page 5 of the manual. We recommend that you keep the GPS plugged in the car adapter while driving to preserve battery life.
  - iii. A home charger is also available for purchase through this link- [http://www.invionusa.com/products\\_accessories.html](http://www.invionusa.com/products_accessories.html). We recommend that you do not purchase a charger from other manufacturers as it may not be compatible with the GPS and may damage the unit. If any damage occurs, please note that it will NOT be covered under warranty.

**5) Why does the GPS voice mispronounce some street names?**

Answer:

- a) It is a computerized/synthesized voice that is programmed to pronounce the words phonetically, or exactly as it's spelled on the screen; it may not always pronounce the street names as you do.

**6) The keys on the touch screen are too small and I have trouble entering information.**

Answer:

- a) For easier input, please use the stylus that is included on your unit. It is located on the BACK of the unit, in the bottom left hand corner; to retrieve just slide it out to the left. (see picture below)



**7) Why does my unit have a SD Card slot?**

Answer:

- a) Your unit is fully functional, and the maps are loaded on the internal memory (no need for a SD Card). However, the SD Slot is provided for any future map updates, as new maps become available. Please visit [www.invisionusa.com](http://www.invisionusa.com) for information on available updates.

**8) How do I update my maps? How often are they updated?**

Answer:

- a) Maps are generally updated yearly. For more information on map updates, please visit [www.invisionusa.com](http://www.invisionusa.com)

**9) How do I use my mounting bracket?**

Answer:

- a) Place the GPS into the bracket (make sure the tab is on the top)



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b) Then lock into place by pulling tab forward



c) Make sure the 3 tabs on the back of the bracket are in the same position as the 3 tabs on the windshield mount (2 sides and 1 bottom tab)



d) Next, attach the mounting bracket by sliding it downward onto the windshield mount and locking into place.



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## 10) How do I attach the windshield mount to the window?

Answer:

- a) For best results, please make sure the area on the window is clean first. Press the suction cup on the windshield firmly and push the tab to lock in place (see picture below). Check to make sure it's secure in place. Please note that in some states, such as California, it is ILLEGAL to attach your GPS to the windshield. Please check with your state laws. To comply with these laws, we offer a GPS Cushion that will allow you to place it on your dashboard safely and securely. The GPS CUSHION is available for purchase at [http://www.invionusa.com/products\\_accessories.html](http://www.invionusa.com/products_accessories.html)



## 11) My unit is being displayed in a foreign language? How do I change the language?

Answer:

- a) Please refer to page 37 & 38 in the manual.

## 12) How many addresses can I save?

Answer:

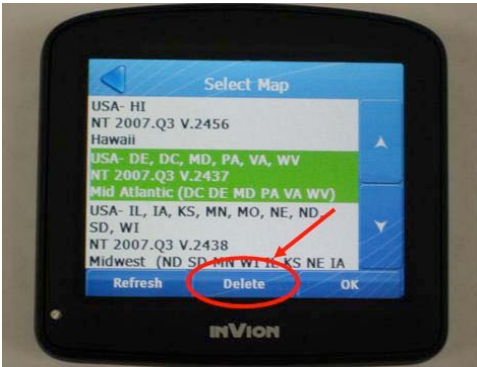
- a) The GPS automatically saves the last 64 addresses in the Recent Locations. You can also save up to 64 addresses in the Favorites folder. For directions on saving addresses to your Favorites folder see page 20 in the manual.

## 13) How do I select another map?

Answer:

- a) To select another map, please refer to page 27 in the manual.

**14) Disclaimer: We advise that you do NOT at any time press the delete button in the Map Selection menu (as shown on the picture below). Please note that this will permanently delete the selected maps on your GPS. If they are accidentally deleted, you may call Customer Service at 1-800-984-3270 for assistance.**



**15) Why is my street address not showing up on the map?**

Answer:

a) Maps are generally updated yearly. Please check first to see if you typed in the correct and valid address. If it still is not found, it may be a street or address that has not yet been added to the map directory.

**16) Why is it taking a long time to acquire a signal or why is my signal too weak?**

Answer:

a) There are many factors that may affect your GPS satellite signal such as: The weather (if it's too cloudy, etc.. your GPS may experience difficulty in acquiring a signal; you may be in a remote area where there are no reliable satellite signals available; you don't have a clear view of the sky, etc.

**17) The GPS screen froze. What do I do?**

Answer:

- a) Turn GPS off by holding the Hibernate power button down for 3 seconds. Wait 1 minute and turn it back on by holding the button again for 3 seconds.
- b) If that does not work, you can restart it by pushing the reset button with the stylus end. For more info on locating the reset button, please refer to page 5 of the manual. \*Please note that if you use this method, it will ERASE all previously saved information, and will restore it back to Factory settings. We are not responsible for any lost information.

**18) Why is the GPS taking me on a different route than I normally travel on?**

Answer:

a) You can set different route settings in the Manage Route setting on the GPS. For more information on these settings please refer to pages 29 in the manual.



**19) Why is my screen too hard to read?**

Answer:

- a) LCD screens in general can be difficult to see in the sunlight. Avoid placing the screen in direct sunlight. Also make sure that the GPS is in day mode during the daytime, and night mode during evening, for easier viewing. You can do this manually or you can set your GPS to automatically switch between day and night modes. For more information, please refer to page 22 in the manual.

**20) How do I use the POI (Points of Interests) Option?**

Answer:

- a) You can search the list of POI's either by category or by the specific name of what you are looking for; there are approximately 1.7M POI's to choose from. To learn more about searching POI's with those options, please refer to pages 14-18 of the manual.