

# INVION

## Frequently Asked Questions

### Fact Sheet on all other GPS models

1) If you have an older model GPS that does not have built-in internal memory but uses a SD card instead, and you are experiencing software issues with your GPS unit such as: lack of signal, trouble with your GPS starting in Alaska or another error message, please call customer service at 1-800-984-3270

2) How do I change map settings on my GPS unit, with the SD card in?

Answer:

- Go to Settings → Back → Map Manager → Select map  
→ Find your state/region → set up

3) My GPS unit is showing me a blue screen and asking me to insert a card. What does this mean?

Answer:

**This means your GPS unit thinks the SD card needs to be inserted.**

- Your unit may need to be refreshed with the map data. Please see “How do I refresh my SD card” in your user manual. Another option could be that your SD card has stopped working.
- Your unit is covered for repairs if:
  - It is still within the warranty.
  - You have registered it with us.
  - And have a copy of the receipt from an authorized supplier.
- If you do not have a copy of your receipt, or the unit is no longer under warranty, you can purchase an SD Card from our website ([link](#))

4) My GPS unit will only show me the MP3 and/or MP4 function. I cannot access my maps. What does this mean?

Answer:

**The Map Data may have been lost from the SD card. This is an easy fix!**

If your unit came with a DVD in the box, you can use this DVD to re-flash your card.

If you did not receive a DVD in the box with your unit, you can contact Support Plus Customer Service for a link to a File Transfer Page (FTP) that will allow you to download the map data. (You must have a high-speed Internet connection, DSL or above). Or you can be mailed a DVD copy of the map data with directions to re-flash your SD card.

**6) Sometimes my GPS gives me unusual routing. Can the routing be changed on my unit?**

**Answer:**

First check to make sure you have the most up-to-date mapping available for your unit, as streets and city's change over time. It can take up to 4 years for new streets and cities to be entered into the maps. Mapping is an ongoing process and changes daily. If your new city, street or building is not in our current map, it will likely be incorporated in to the mapping soon.

© SP By Design cannot change the mapping of your unit, as it comes from a mapping company.

**7) How do I change from 2D to 3D or from 3D to 2D?**

**Answer:**

From the Destinator screen → Settings → back 3D/2D mode

**8) What is the Bluetooth pass code for pairing the GPS and Bluetooth on my cell phone?**

**Answer:**

The code is 1234.

**9) How do I enter roads I want to avoid?**

**Answer:**

- From the “Destinations”, Go to Settings → Back Route Manager → Avoid Roads
- Highlight the second option down “My Roads to Avoid” → Actions
- Under Actions → Add Road, select State that the road is located in → Then the City
- From the City → Select The Road
- Press Next → enter alternate name for the road if you like → Next.

**10) What is this USB Cable that came with my unit used for?**

**Answer:**

Many of our units come with USB cables for recharging purposes (example: 3V406 can be charged via USB, on your computer).

**11) Where can I get Canada maps for my 3V406, 3V506, or 4V506 GPS unit?**

**Answer:**

At this time we must first make sure you [register your unit with us](#) before we can issue you Canadian maps for your GPS unit.

Please call CS

**12) How do I use the FM transmitter? I see it in the software on my unit but I cannot get it to work.**

**Answer:**

Currently NONE of our USA Retailers have requested this feature in their devices.

The FM transmitter is always in our software; however, if you bought your unit from a USA based retailer then it is not built into the hardware. If you see this feature in your software but you have purchased your GPS from a USA BASED Retailer, **then it will not work on your unit.** It is a 'Ghost' feature ONLY in your GPS - meaning it may LOOK LIKE it's there, but if the retailer didn't originally request the feature when the unit was manufactured, it's not really there. Nothing you can do will make this 'Ghost' feature work because the hardware is not made to have this capability.

**A good rule of thumb is, if the FM Transmitter was not mentioned in your User Guide, then it is not a function of your unit.**

**14) I cannot find the POI (point-of-interest) I am looking for?**

**Answer:**

Please make sure you are searching for the POI in the correct manner.

Here are the steps:

- 1) Go to 'navigation mode'
- 2) Tap "go"
- 3) Tap "Point of Interest"
- 4) If you would like to search for one by name choose "by name"
- 5) Type in the name of your POI you would like to find
- 6) Tap "Search"

If the POI is in our data base then it will pop up. If it is not in our data base an "error No Data Found" message will pop up.

We suggest trying to find retail locations such as "JC Penney" who is not listed by their store name by looking through the "Shopping Center browser."

If you have located a POI such as "Wal-Mart," however it is not showing you a POI that you consider closest to your current location, **it is possible that POI has not been entered into our data base yet.** Even if the location is not a "new" location it still could be missing from the Navteq data base. **Additionally, our POIs are limited to fitting on the memory space sold with the unit.**