

FAQs

What does Navigation (Global) do?

Navigation (Global) is a GPS-based navigation application (app) for professional drivers. It provides turn-by-turn navigation instructions on mobile devices for a variety of vehicle classes and is highly configurable.

What is the difference between Navigation (Global) and Navigation (N. America)?

- Navigation (N. America) is the legacy navigation application for Windows and Android systems. Navigation (N. America) has map data for US and Canadian roads. The Navigation Portal application allows administrators to monitor and manage their Navigation (N. America) solution.
- Navigation (Global) builds on Navigation (N. America) and is fully integrated with the Verizon Connect platform. Navigation (Global) supports international data in all regions of the world.

How do I get started?

You can set up a subscription for your fleet and activate the Navigation (Global) service by contacting your Verizon Connect account representative. As soon as the service has been activated, your drivers can download and install the Navigation (Global) mobile application and start using it.

- iOS users can download the app from the [App Store](#).
- Android users can download the app from [Google Play](#).

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See the [Navigation Getting Started Guide](#) for details about signing in and using the application.

What are the key advantages of Verizon Connect Navigation?

Verizon Connect Navigation software is built on years of driver experience. Over 150,000 drivers have been using our Navigation software for over a decade. We have used that experience and feedback to improve map data and add key features that help professional drivers manage routes and schedules effectively to stay informed, focused and well-prepared when they are on the road.

Our extensive driver community also provides daily feedback about routes and road conditions that is integrated into the Navigation road network data. As a result, drivers have the most current road network data available when using the service. With its offboard map option, you do not need to download gigabytes of data to get started. You can start using Navigation in minutes.

What kind of savings can I expect?

Studies have shown that fleets that deploy Verizon Connect Navigation services have experienced a 2-4% drop in mileage, a 5% decrease in fuel costs, a 5-10% decrease in accidents, a 20% increase in workforce productivity, and more...

What is “last mile” navigation?

The “last mile” is how Verizon Connect Navigation services provide custom navigation and instructions to drivers as they approach their destination. The Verizon Connect Markers feature works with our Navigation services to provide instructions customized for your unique depot and customer locations, including configurable yard shapes and sizes, access paths to the location from nearby roads and back out to the road (and

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different arrival and departure routing if needed), and custom arrival and departure notes.

Where do I go for more information?

Visit www.verizonconnect.com or help.verizonconnect.com.

Technical Questions

How is the USA map data divided into coverage regions?

The USA map data is divided as follows:

Great Lakes

Wisconsin, Michigan, Illinois, Indiana, Ohio.

Mid West

N & S Dakota, Minnesota, Nebraska, Iowa, Kansas, Missouri, Oklahoma, Arkansas.

Mountain West

Montana, Idaho, Wyoming, Nevada, Utah, Colorado, Arizona, New Mexico.

North East

Pennsylvania, New York, New Jersey, Connecticut, Massachusetts, Rhode Island, Vermont, New Hampshire, Maine.

Pacific West

California, Oregon, Washington, Alaska, Hawaii.

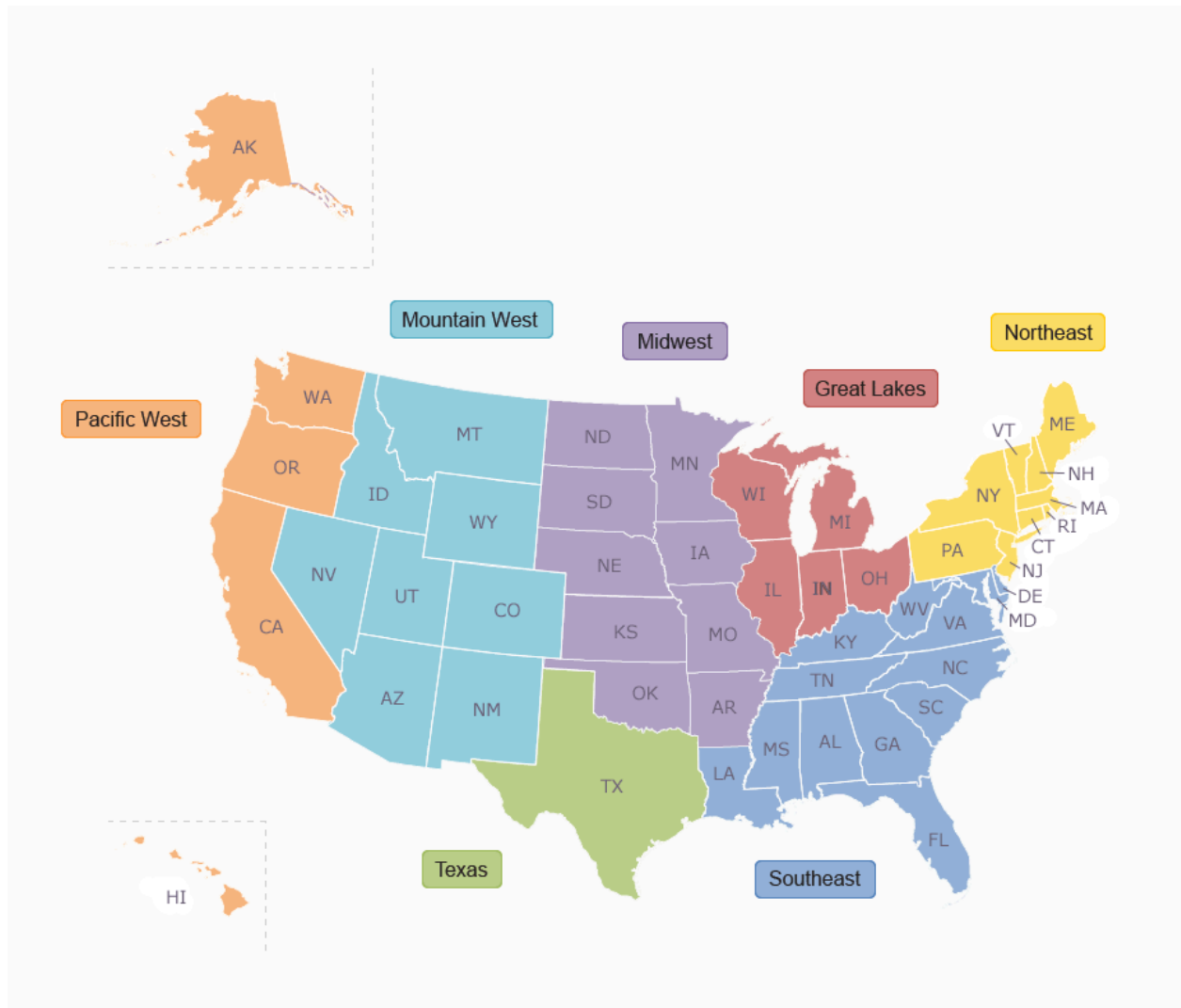
South East

Louisiana, Mississippi, Tennessee, Kentucky, Alabama, Florida, Georgia, N & S Carolina, Virginia, West Virginia, Maryland, Delaware, District of Columbia.

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Texas

Texas.



What types of map data files exist?

Map data is broken into a series of files by country and function. These include:

- Road Network — basic road data.
- Truck Network — truck specific road data.
- Historic Traffic — historic traffic data used for routing.
- Enhanced Network — comprises Truck and Historic map data.

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- Signage — includes junction view and signage data.
- World Junction Views — junction views for various countries.
- World Cities and Borders — city and border data.

For larger regions and countries, the files can be broken into West and East (for USA) or North and South (for Brazil).

Note: Common Navigation files are used for all data coverage regions. This sometimes makes it appear that all regions are downloaded, even if the user has chosen only one region.

How do I set up devices with Navigation and preloaded map data for drivers?

For information on how to copy map data, see [How to Copy Map Data Files](#).

How do I make Navigation the default map or satnav app on my Android device?

1. On the phone or tablet, go to **Settings**.
2. Tap **Apps**. If Google Maps (or any other map app) is set as default, find it in the list on the **Apps** screen and tap it.
3. Tap **Open by default**.
4. Tap **Open Supported Links**, then tap “Ask Every Time”.
5. Go back to the **Apps** screen, find “Navigation” in the list, and tap it.
6. Tap **Open by default**.
7. Tap **Open Supported Links**, then tap “Open Every Time”.

Note: The options described in the steps above may be slightly different depending on the make and model of your Android device.

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What is the difference between offboard and onboard maps?

Offboard maps are the fastest way to start using Navigation without downloading data. Offboard maps require an Internet connection. Onboard maps are downloaded to your device and give you access to additional features such as speed alerts and junction views. Onboard maps work without an Internet connection.

For more details about offboard and onboard maps see the following Verizon Connect Knowledge Base article: [Onboard vs. Offboard Maps in Navigation Apps](#).

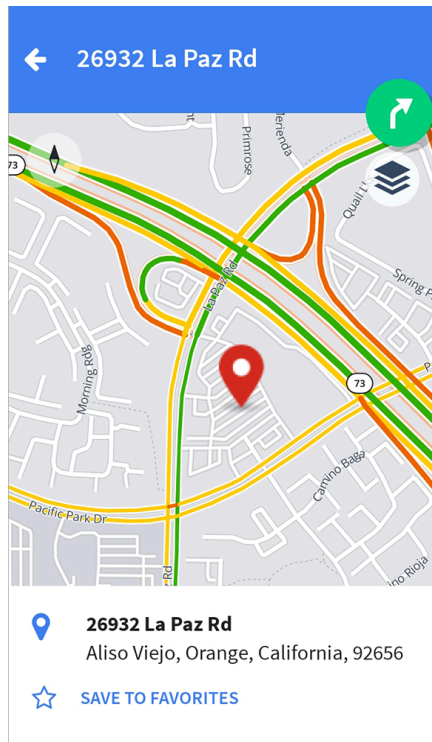
How does Navigation use traffic data to generate routes?

Navigation can use live and historic traffic data for routing. For the first 15 minutes of any route, live traffic data is used for routing. Beyond 15 minutes, historic traffic data is used for routing. Historic traffic data for a particular road varies, depending on the time of day and day of the week.

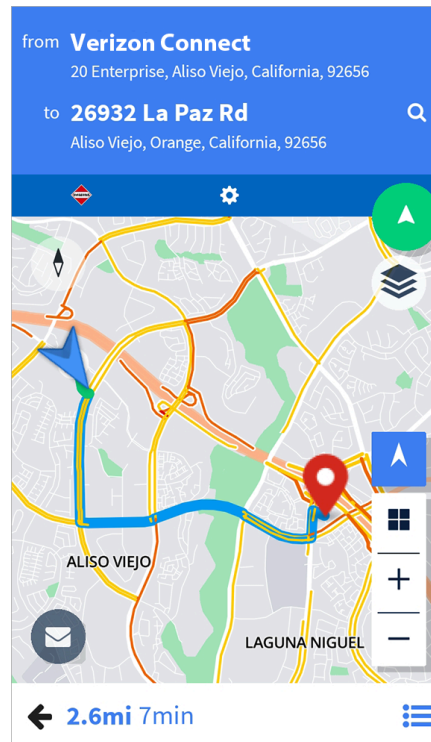
When generating a route, Navigation suggests the route that will get you to your destination the fastest, on roads that are appropriate for your vehicle. This may not always be the most direct or shortest route, since Navigation considers how heavy and concentrated the traffic is on the potential routes, and avoids roads with the worst traffic conditions.

The Navigation map uses color to show the current rate of traffic flow. The traffic flow is indicated by the following colors: red = heavy; amber = medium; yellow = light; green = no traffic. The following screenshots show the traffic flow:

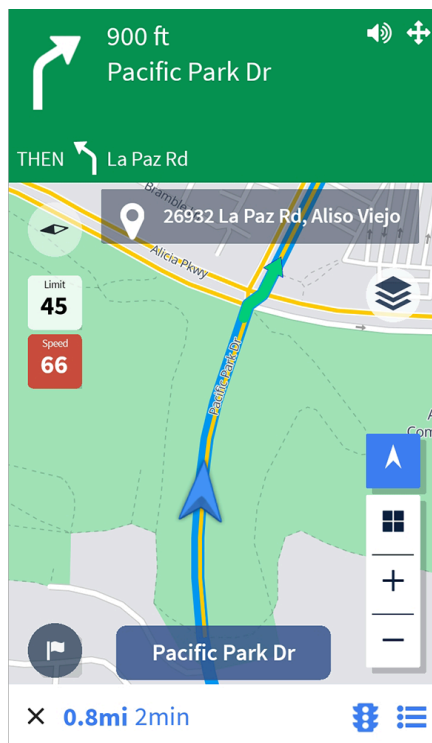
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Location Overview



Route Overview



Guidance View

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How does Navigation calculate ETAs?

When generating a route, Navigation estimates the ETA by adding together the expected duration of all route segments. The expected duration for each route segment is calculated from the length of the segment and the speed limit along the segment. Traffic data is also used to adjust travel times along route segments.

Once you start driving, the ETA is updated every second. When you are in **Guidance** view, the estimated time until the next maneuver is also displayed. This is calculated from the distance to the next maneuver, the speed of the vehicle, and traffic data.

What type of GPS should I use?

Sometimes, when navigating to an address, your device might ask you to select a GPS setting. If this happens, choose a device setting that uses only GPS as a locating method.

When are speed alerts triggered?

A “speed warning” is triggered at 5 KPH or 3.1 MPH over the posted speed limit.

A speed alert is triggered at 10 KPH or 6.2 MPH over the speed limit. A speed alert also triggers an audible alert.

Note: GPS and Odometer speeds might not exactly match. The odometer reading is also dependent on tire inflation pressure.

Why don't some features work on LG mobile devices?

Some features, such as the ability to submit feedback about a marked location, do not work as intended on LG devices. This problem usually applies only when the device is

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positioned in landscape orientation. If you encounter this problem, switch to portrait orientation then try again.