



Navigation Release

Verizon Connect regularly issues software updates to improve the technical quality and overall user experience of our products and services. These release notes provide information about updates that might directly impact you following the update to **Navigation v6.21.0**.

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What's New?

Navigation v6.21.0 contains the following updates:

- Navigation has been rebranded with a new “global nav” icon, to align with other apps by Verizon Connect. The new icon will be displayed on several screens on your device (Home screen, splash screen, and in the apps list), and on the PlayStore and AppStore.




- Introduced a daily limit for the Satisfaction Survey, so that a maximum of two surveys can be sent each day.
- Removed the **Change Default Settings** toggle button from the **Settings > Vehicle** and **Settings > Route** screens.
- Added a **Reset Defaults** button to the **Settings > Vehicle** and **Settings > Route** screens.
- Improved the navigation instructions on **Guidance** view. Before you start to drive, the road you are currently located on and the direction you need to start traveling in are displayed at the top of the map.
- The Navigation FAQs documentation now includes sections that describe how the app calculates ETAs and uses traffic data to generate routes.
- Made performance, stability, and usability improvements.

Release Date and Time

Updates for the Navigation v6.21.0 mobile application will be released to the Google Play and iTunes Store in June 2020.

Get Help

Use the following resources to download the NavGE mobile application and to get help using or troubleshooting NavGE.

Navigation app download	Google Play store (Android) or the Apple App store (iOS)
Navigation mobile app help	Sign in to the app, then tap Menu  > Help .
Help website	https://help.verizonconnect.com
Troubleshooting	Submit a support request .
Best practices	Check the Resources page on the Verizon Connect website for best practices and insider tips for fleet management, navigation, and routing.

Contact Us

If you have any questions about this update that aren't adequately detailed in this document, email Customer Support at support@verizonconnect.com for additional information.

If you experience an immediate or urgent technical problem following this update, contact us by telephone at **+1-877-943-7306**.

Known Issues

Current known issues in the Navigation mobile application are as follows:

- **Cannot send marked location feedback on LG mobile devices:** This issue applies when attempting to submit feedback for a marked location when the device is positioned in landscape orientation.

Workaround: Use the device in portrait orientation when submitting marked location feedback.

Legal Notice - Terms of Use

See the following web pages for the most current terms of use and privacy policy information for Verizon Connect products and services:

- [Terms of Use](https://login.telogis.com/mobileterms.html) (https://login.telogis.com/mobileterms.html)
- [Verizon Connect Full Privacy Policy](https://www.verizon.com/about/privacy/fullprivacypolicy) (https://www.verizon.com/about/privacy/fullprivacypolicy)