Troubleshooting

Use the following tips to fix common issues with the Navigation Global mobile application.

Issue	Possible Cause	Action
Routing from wrong location or previous stop rather than current location	GPS not acquired	1. Tap the green arrow to accept the destination. The route will show the wrong starting location. 2. Tap **X** to cancel the start location. 3. Tap **Resume Navigation** to try again.
Text is not displayed while navigating	Current location is off road or data error	• Tap **X** or back arrow ß below message area to cancel. • Tap **Resume Navigation** to try again.
Calculating or Rerouting message stuck	GPS not acquired	• Tap **X** or back arrow ß below message area to cancel. • Tap **Resume Navigation** to try again.
Routing to wrong destination	Wrong stop passed to Navigation	• Tap **X** or back arrow ß below message area to cancel. • Tap **Resume Navigation** to try again.
Route Overview map not displayed in 2D	Saved previous map state	Tap the **2D/3D Perspective** icon ▦ on the map to switch between 3D mode and 2D mode.
Map details are not displayed	Maps not downloaded	Tap **Menu** ☰ > **Settings**.
Maneuver instructions stuck	Database issue that occurs during updates	Uninstall then reinstall the application if map data is not downloaded. If map data is downloaded contact customer support for assistance.