








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.	<ol style="list-style-type: none"> 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.	<ul style="list-style-type: none"> • Tap X or back arrow  below message area to cancel. • Tap Resume Navigation to try again.
Calculating or Rerouting message stuck.	GPS not acquired.	<ul style="list-style-type: none"> • Tap X or back arrow  below message area to cancel. • Tap Resume Navigation to try again.
Routing to incorrect destination.	Wrong stop passed to Navigation.	<ul style="list-style-type: none"> • Tap X or back arrow  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.

Issue	Possible Cause	Action
When Enhanced Turn Notifications is enabled on LG devices, the audible “clicking” feature doesn’t always work.	Some LG models have known issues when playing audio files.	Restart the device for a temporary fix.
“Service not available” message is displayed.	No network available.	Check device network connection.
“No data available” message is displayed.	A request was sent from a WorkPlan account that does not have offboard maps enabled.	Download local map data from Menu  > Map Data .
“Couldn’t find destination” message is displayed when trying to navigate to a job from WorkPlan, even when local map data is installed.		Go back to WorkPlan and tap Navigate to Job again.
“Enable connectivity or onboard routing to reroute” message remains on screen even after connectivity is established.		Exit the Guidance screen, then go back to the Guidance screen. The message should be gone.
Problems with the GPS connection.	Incorrect GPS setting is selected.	Contact customer support for assistance.