

TomTom GO Reference Guide



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Welcome to navigation with TomTom

This Reference Guide explains all you need to know about your new TomTom GO navigation device.

If you want a quick read of the essentials, we recommend that you read the [Get going](#) chapter. This covers installation, switching on, setting up and planning your first route.

After that, you will probably want to connect to TomTom services and you can read all about that in the [Connecting to services](#) chapter.

For information about what you see on the device itself, go to:

- [What's on the screen](#)
- [Using gestures](#)
- [Main menu](#)

Tip: There are also frequently asked questions (FAQs) at tomtom.com/support. Select your product model from the list or enter a search term.

We hope you enjoy reading about and, most importantly, using your new navigation device!

Get going

Installing in your car

Use the mount provided with your device to install your TomTom GO device in your vehicle. Read the instructions about positioning your device before you install your device.

To install your device, do the following:

1. Connect the supplied USB cable to the mount. If the mount is integrated into your device, connect the USB cable to the device.

Note: Use ONLY the USB cable supplied with your device. Other USB cables may not work.

2. Connect the USB cable to the USB car charger and plug this into the power supply on your dashboard.
3. Choose the best smooth location, on your windscreen or side window, to mount your TomTom GO device.
4. Make sure that both the suction cup on the mount and your windscreen are clean and dry.
5. Press the suction cup of the mount firmly against your windscreen.
6. Turn the rubber grip near the base of the mount in a clockwise direction until you feel it lock.
7. If your mount is not integrated into your device, place your device in the mount, making sure that it clicks into place.

Dashboard mount disks are available as part of a range of accessories for your device. For more information, go to tomtom.com/accessories.

Positioning the device

Be careful where you install your navigation device in your car. The device shouldn't block or interfere with any of the following:

- Your view of the road
- Any of the controls in your car
- Any of the mirrors
- Any airbags

You should be able to reach the device easily without leaning or stretching. You can attach the device to the windscreen or side window or you can use a Dashboard Mount Disk to attach the mount to your dashboard.

Switching on and off

Switching your device on

Press the On/Off button until your device starts. If the device was off you see the map view. If your device was sleeping you see the last screen you were looking at.

Sending your device to sleep

To send your navigation device to sleep, press the On/Off button and then release it.

You can also press the On/Off button for more than 2 seconds until you see the Sleep and Turn Off buttons. Select **Sleep** to make the device sleep.

Tip: To send your navigation device to sleep whenever it is removed from the mount, go to Battery settings in the Settings Menu.

Switching your device off completely

To switch off your navigation device completely, you can do one of the following:

- Press and hold the On/Off button for more than 2 seconds until you see the Sleep and Turn Off buttons. Select **Turn Off** to switch off the device. Select the "back" button if you don't want to switch your device off.
- Press and hold the On/Off button for more than 5 seconds until the device switches off.

Setting up

Important: Take care to select the correct language as the language you choose will be used for all text on the screen.

When you first switch on your device, you have to answer a few questions to set up the device. Answer the questions by touching the screen.

GPS reception

When you first start your TomTom GO navigation device, the device may need a few minutes to determine your position. In future, your position will be found much faster.

To ensure good satellite reception, use your device outdoors and keep it upright. Large objects such as tall buildings can sometimes interfere with reception.

Important: QuickGPSfix contains information about satellite positions which helps your navigation device find your position faster. QuickGPSfix information is sent to Always Connected devices in real time and to Smartphone Connected devices when connected to TomTom services using your smartphone.

Planning a route to an address using search

Important: In the interest of safety and to avoid distractions while you are driving, you should always plan a route before you start driving.

To plan a route to an address using search, do the following:

1. Select the Main Menu button to open the Main Menu.



2. Select **Search**.



The search screen opens with the keyboard showing.

3. Use the keyboard to enter the name of the place you want to plan a route to.

Tip: If you [press and hold](#) a letter key on the keyboard, you get access to extra characters if they are available. For example, press and hold the letter "e" to access these characters: "3 e è é ê ë" and more...



You can search for an address, town, city, postcode or [mapcode](#).

Tip: To search for a specific street in the United Kingdom or the Netherlands, type in a post-code, then leave a space and then type in the house number. For example, "1017CT 35". For other countries, postcodes are area-based and will give you a list of matching cities, towns and streets in your search results.

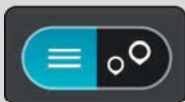
Note: When searching, the whole map is searched. If you want to change how the search is done, select the button to the right of the search box. You can then change where the search is done, for example, to being along the route or in a city.

4. As you type the address, suggestions are shown based on what you have entered. You can continue typing or select a suggestion.

Towns and roads are shown on the left, POIs are shown on the right.

Tip: To see more results, hide the keyboard or swipe the results list to scroll it.

Note: You can switch between seeing the results on the map or in a list by selecting the list/map button:



5. Select an address suggestion.



6. Enter the house number if you have one and haven't entered it already.



7. Select **Drive**.

Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the [guidance view](#) is shown automatically.

Tip: If your destination is in a different time zone, you see a plus (+) or a minus (-) sign and the time difference in hours and half hours in the [arrival information panel](#). The estimated time of arrival is the local time at your destination.

Tip: You can [add a stop to a route](#) that you have already planned.

Tip: You can save a route using [My Routes](#).

Planning a route using the map

Important: In the interest of safety and to avoid distractions while you are driving, you should always plan a route before you start driving.

To plan a route using the map, do the following:

1. Move the map until you can see the destination that you want to navigate to. Here are some of the gestures you can use to move the map:
 - **Pinch** - to zoom, touch the screen with your thumb and a finger. Move them apart to zoom in or move them together to zoom out.
 - **Double tap** - to zoom in, double tap on the map.

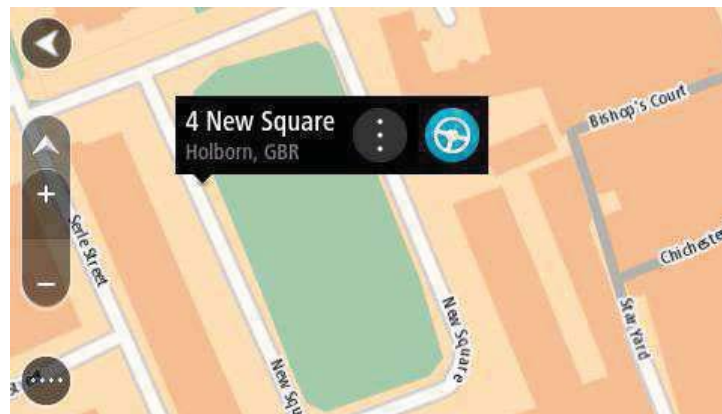
- **Drag** - to scroll the map, touch the screen with a finger and move it across the screen.
- **Flick** - to scroll the map a long way, flick the tip of a finger across the screen.

Tip: For a complete list of gestures, see [Using gestures](#).



2. When you have found your destination on the map, select it by pressing and holding the screen for about one second.

A pop-up menu shows the nearest address.



3. To plan a route to this destination, select the drive button:



Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the guidance view is shown automatically.

Tip: You can use the location you selected in other ways, such as adding it to [My Places](#), by selecting the pop-up menu button.



Tip: If your destination is in a different time zone, you see a plus (+) or a minus (-) sign and the time difference in hours and half hours in the [arrival information panel](#). The estimated time of arrival is the local time at your destination.

Tip: You can [add a stop to a route](#) that you have already planned.

Tip: You can save a route using [My Routes](#).

Connecting to TomTom services

About TomTom services

TomTom services give you real-time information about [traffic](#) and [speed cameras](#) on your route. To get TomTom services on your GO you need a [MyTomTom account](#).

The way you connect your GO to TomTom services depends on your navigation device. A GO can connect in one of the following ways:

- With a [permanent connection](#) directly from your GO. These navigation devices are called 'Always Connected' devices.
- With a [connection via your smartphone](#). These devices are called 'Smartphone Connected' devices.

Check tomtom.com/connect for more information.

Note: TomTom services are not available in all countries or regions, and not all services are available in all countries or regions. For more information on available services in each region, go to tomtom.com/services.

Always connected devices

Follow these steps to get TomTom services on a TomTom GO that is always connected:

Note: When you start your GO for the first time, or after a reset, you are given the option to activate TomTom Services when you set up your GO.

1. Select **Traffic & Speed Cameras** or **Traffic & Danger Zones** in the Main Menu.
2. Select **Activate now**.
3. If you are prompted, select **Yes** to agree to send information to TomTom.

Note: You cannot use TomTom services unless you agree to send information to TomTom.

4. Create a new MyTomTom account or login to your existing MyTomTom account.

Tip: If you already own a TomTom navigation device, we recommend that you open a new MyTomTom account for your GO using a different email address.

TomTom services are now active.

Smartphone connected devices

Some TomTom navigation devices use your phone to connect to TomTom services so that you can receive real-time TomTom Traffic and safety warnings. Your phone needs to be compatible with the navigation device, and you must have a data plan from a mobile services provider. Go to tomtom.com/connect for more information.

Using TomTom services means that data is sent and received by your phone using your mobile services provider.

Important: You might have additional costs when you use the internet on your phone, especially if you are outside the area covered by your data plan. Check with your mobile services provider for more information.

Personal Area Networks

Your phone shares its internet connection by using the phone's Bluetooth and Personal Area Network (PAN) functions.

Depending on your phone's Operating System, this network, or PAN, might be called one of the following names:

- Personal Hotspot
- Tethering or Bluetooth Tethering
- Tether or Bluetooth Tether

The PAN function is probably already in your phone's Operating System, or you can download an app to create a PAN.

Note: Some mobile service providers don't allow their users to use a PAN. If your phone doesn't have the PAN function, you should contact your service provider for more information.

Please check the user guide for your phone if you are having trouble finding the settings.

For more help, go to tomtom.com/connect.

Connect to TomTom services using your smartphone

To connect your GO to your phone, do the following:

1. Select **Traffic & Speed Cameras** or **Traffic & Danger Zones** in the Main Menu.
2. Select **Activate now**.
3. If you are prompted, select **Yes** to agree to send information to TomTom.

Note: You cannot use TomTom services unless you agree to send information to TomTom.

4. Follow the instructions on your navigation device about switching on a [Personal Area Network](#) on your smartphone.
5. Switch on Bluetooth on your phone, and make sure your phone is discoverable.
6. Select the next screen arrow on your navigation device.

Your device searches for your phone.

Tip: If your device cannot find your phone, make sure your phone is still 'discoverable' for other Bluetooth devices. Select **Search** to search for your phone again.

7. Select your phone from the list on your navigation device.
Your navigation device connects to TomTom services using your phone's internet connection.
8. Create a new MyTomTom account or login to your existing MyTomTom account.

Tip: If you already own a TomTom navigation device, we recommend that you open a new MyTomTom account for your GO using a different email address.

TomTom services are now active.

Reconnecting your smartphone

You do not need to do anything to reconnect your GO to your phone.

Your GO will remember your phone and will find it automatically when you have Personal Area Network (PAN) and Bluetooth switched on and you are in range of your navigation device. If you have a valid TomTom services subscription, the service will start automatically.

The Bluetooth icon at the top of the [main menu](#) screen shows the status of the Bluetooth connection:



Bluetooth not connected.



Bluetooth connecting. Your device is trying to automatically connect to your phone.



Bluetooth connected. Your device is connected to your phone.

If you want to [connect using another phone](#), you must turn on Personal Area Network (PAN) and Bluetooth on that phone, then let your device search for the phone.

Connect to TomTom services using a different smartphone

1. Follow the instructions on your device about switching on a [Personal Area Network](#) on your smartphone.
2. Switch on Bluetooth on your smartphone.
3. Select **Traffic & Speed Cameras** or **Traffic & Danger Zones** in the Main Menu.
4. Select the pop-up menu button then select **Search for Phones**.

Your navigation device searches for your smartphone.

Tip: If your device cannot find your smartphone, make sure your smartphone is still 'discoverable' for other Bluetooth devices.

5. Select your smartphone from the list of smartphones on your device.
Your navigation device connects to TomTom services using your smartphone internet connection.
6. Login to your existing MyTomTom account.

TomTom services are now active.

Deleting phones

1. Select **Traffic & Speed Cameras** or **Traffic & Danger Zones** in the Main Menu.
2. Select the pop-up menu button then select **Delete Phones**.
3. Select the phone that you want to delete.
4. Select **Delete**.

Your phone is deleted.

Tip: If you delete all your connected phones, you will no longer be able to use TomTom services.

Unable to get a connection

If your GO cannot connect to your phone, or you have no internet connection, check the following:

- Your phone is shown on your TomTom navigation device.
- Your phone's Bluetooth is switched on.
- Your phone's Personal Area Network (PAN), which is also known as Personal Hotspot, Tethering, or Bluetooth Tethering, is switched on.
- Your data plan with your mobile services provider is active, and you can access the internet on your phone.

My device

Memory card slot

Some TomTom navigation devices have a memory card slot that is located on the side or bottom of the device.

Before you use the memory card slot, make sure that you have the latest version of the application installed on your navigation device by connecting to [MyDrive](#) using a computer.

When your device is up-to-date, you can use a memory card as extra storage space to add extra maps to your device. Maps can be purchased from [tomtom.com](#).

Device not starting

In rare cases, your TomTom GO navigation device may not start correctly or may stop responding to your taps.

First, check that the battery is charged. To charge the battery, connect your device to the car charger. It can take up to 2 hours to fully charge the battery.

If this does not solve the problem, you can reset the device. To do this, press and hold the On/Off button until your device begins to restart.

Charging your device

The battery in your TomTom GO navigation device charges when you connect it to the car charger or to your computer.

You are warned when the battery level is low or critical. You lose your connection to some TomTom services when the battery level is low or critical. When the battery is empty, the device goes into sleep mode.

Important: You should plug the USB connector directly into a USB port on your computer and not into a USB hub or USB port on a keyboard or monitor.

Sending information to TomTom

When you first start navigating or perform a full reset, your device asks for permission to collect some information about your use of the navigation device. The information is stored on the device until we retrieve it. We use it anonymously to improve our products and services. If you use our services, we will also use your location information to deliver the services to you.

You can change whether you share this information with us at any time by doing the following:

1. In the Main Menu, select **Settings**.
2. Select **System**.
3. Select **Your information**.
4. Select the button to turn sending of information on or off.

Note: If you choose not to share this information, you will no longer receive our services. This is because services need to send the location of your device to TomTom in order to receive the traffic information related to where you are. The end date of your subscription remains the same, even if you do not share this information with us.

Additional information

If you think that your information is not being used for the purpose for which you have provided it to TomTom, contact us at tomtom.com/support.

You can find current and more detailed information at tomtom.com/privacy.

Getting help

You can get further help by going to tomtom.com/support.

For warranty and privacy information, go to tomtom.com/legal.

Take care of your navigation device

It is important to take care of your device:

- Do not open the casing of your device under any circumstances. Doing so may be dangerous and will invalidate the warranty.
- Wipe or dry the screen of your device using a soft cloth. Do not use any liquid cleaners.

What's on the screen

The map view

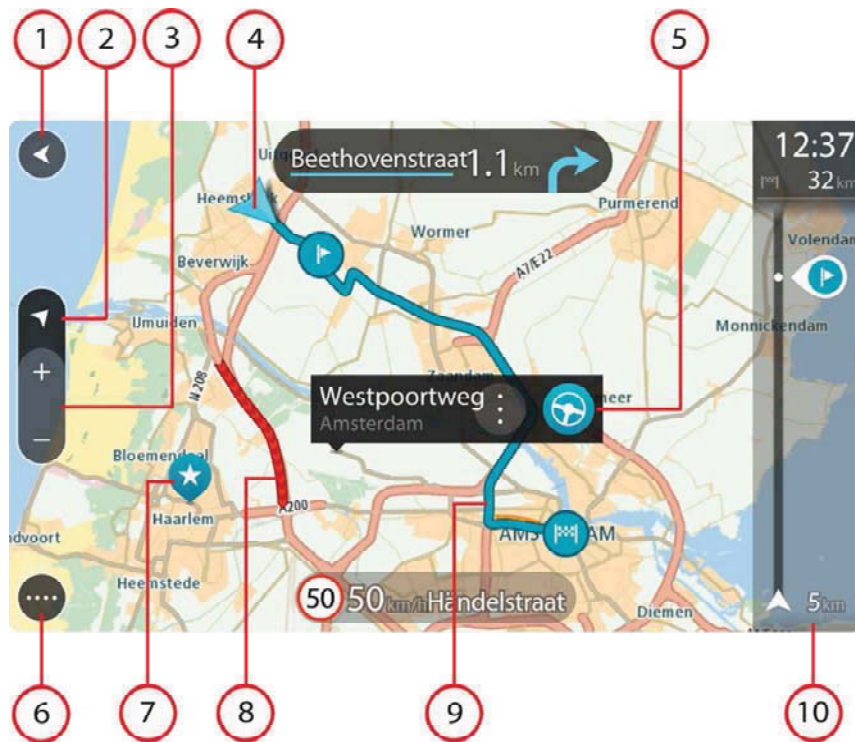
The map view is shown when you start your navigation device and you have no planned route. Your actual location is shown as soon as your device has found your GPS location.

You can use map view in the same way as you might look at a traditional paper map. You can move around the map using [gestures](#), and zoom using the zoom buttons.

Important: Everything on the map is interactive including the route and the map symbols - try selecting something by tapping it and see what it does!

The map shows your current location and many other locations such as your [My Places](#) locations.

If you have not planned a route the map is zoomed out to show the area around your location. If you have planned a route, your complete route is shown on the map. You can [add stops](#) to your route directly from the map.



1. Back button. This button returns the map to an overview of your whole route or, if no route is planned, moves the map to put your current location at the centre.
2. Switch view button. Select the switch view button to change between the map view and the guidance view. When in map view, the small arrow rotates to show you your current driving direction, with North being up.
3. Zoom buttons. Select the zoom buttons to zoom in and out.

4. Current location. This symbol shows your current location. Select it to add it to My Places or search near your current location.
5. Selected location. Press and hold to [select a location](#) on the map. Select the pop-up menu button to show options for the location, or select the drive button to plan a route to the location.
6. Main Menu button. Select the button to open the [Main Menu](#).
7. Map symbols. Symbols are used on the map to show your destination and your saved places:



- Your destination.



- Your home location. You can set your home location in [My Places](#).



- A [stop](#) on your route.



- A location saved in [My Places](#).

Select a map symbol to show the pop-up menu showing a range of things you can do.

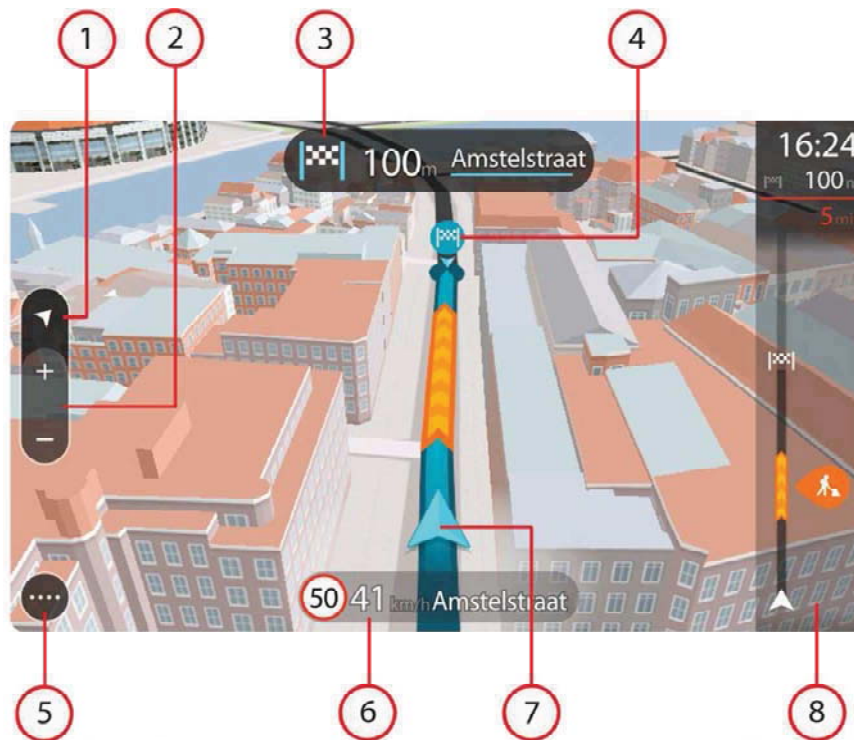
8. Traffic information. Select the traffic incident to display information about the [traffic delay](#).
9. Your route, if you have [planned a route](#). Select the route to clear it, change the route type, add a stop or save changes to your route.
10. Route bar. The [route bar](#) is shown when you have planned a route.

The guidance view

The guidance view is used to guide you along the route to your destination. The guidance view is normally in 3D, but you can [change it to 2D](#).

The guidance view is shown when you start driving. You see your current location and details along your route, including 3D buildings in some cities.

When your navigation device starts after it was turned off and you have a route planned, you are shown the map view with your current location.



1. Switch view button. Select the switch view button to change between the map view and the guidance view.
2. Zoom buttons. Select the zoom buttons to zoom in and out.

Tip: You can also [pinch](#) to zoom in and out.

3. Instruction panel. This panel shows the following information:
 - The direction of your next turn.
 - The distance to your next turn.
 - The name of the next road on your route.
 - [Lane guidance](#) at some junctions.
4. Route symbols. Symbols are used on your route to show your starting location, your [stops](#), and your destination.
5. Main Menu button. Select the button to show the [Main Menu](#).
6. Speed panel. This panel shows the following information:
 - The speed limit at your location.
 - Your current speed.
 - The name of the street you are driving on.
7. Current location. This symbol shows your current location.
8. Route bar. The [route bar](#) is shown when you have planned a route.

The route bar

The route bar is shown when you have planned a route. It has an arrival information panel at the top, and a bar with symbols underneath.

Tip: The distance ahead shown by the route bar is 50 km or 30 miles. The bottom half of the route bar shows the first third of this distance (up to 16 km or 10 miles from your location) while the top half shows the remaining two thirds ie. 34 km or 20 miles).



The arrival information panel shows the following information:

- The estimated time that you will arrive at your destination.
- The length of time to drive to the destination from your current location.
- A parking button is shown near the destination flag when parking is available near your destination.

Tip: If your destination is in a different time zone, you see a plus (+) or a minus (-) sign and the time difference in hours and half hours in the [arrival information panel](#). The estimated time of arrival is the local time at your destination.

If you have [stops](#) on your route, select this panel to change between information about the next stop and your final destination.

You can [choose the information you see](#) on the arrival information panel.

The bar uses symbols to show the following information:

- The next two [stops](#) on your route.
- [Petrol stations](#) that are directly on your route.
- [TomTom Traffic](#).
- TomTom [Speed Cameras](#) and [Danger Zones](#).

The symbols are in the order that they occur on your route. For traffic incidents, the symbol for each incident alternates between showing the type of incident and the delay in minutes. Select a symbol to see more information about a stop or an incident.

The total time delay due to traffic jams and other incidents on your route, including information provided by IQ Routes, is shown above the symbols.

For a complete list of incident types, see [Traffic incidents](#).

The bottom of the route bar represents your current location and shows the distance to the next incident on your route.

Tip: To make the route bar more readable some incidents may not be shown. These incidents will always be of minor importance and only cause short delays.

The route bar also shows messages about the status of your GO.

Advanced Lane Guidance

Note: Lane guidance is not available for all junctions or in all countries.

Your TomTom GO navigation device helps you prepare for motorway exits and junctions by showing the correct driving lane for your planned route.

As you approach an exit or junction, the lane you need is shown on the screen and in the instruction panel.



Tip: To close the lane image, select anywhere on the screen or press the back button.

To turn lane images off, select **Settings** in the Main Menu, then select **Appearance**. Switch off the **Show previews of motorway exits** setting.

Time-dependent speed limits in Australia and New Zealand

If you are driving in Australia or New Zealand, the speed limit in the speed panel changes depending on the time of day.

For example, you may see the speed limit near schools decrease to 40 km/hr between 8 - 9am and 3 - 4pm.

Using gestures

All about gestures

You need to use gestures to control your navigation device.

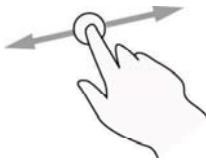
This Reference Guide explains which gestures to use throughout the guide but here is a complete list of all the gestures you can use.

Double tap



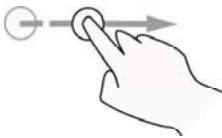
Touch one finger on the screen twice in rapid succession.
Example of when to use this: Zooming in on the map.

Drag



Put one finger on the screen and move it across the screen.
Example of when to use this: Scrolling around in the map.

Flick



Flick the tip of a single finger across the screen.
Example of when to use this: Scrolling a big distance on the map.

Press and hold



Put one finger on the screen for more than 0.5 second.
Example of when to use this: Opening the pop-up menu for a place on the map.

Pinch to zoom



Touch the screen with your thumb and a finger. Move them apart to zoom in or move them together to zoom out.
Example of when to use this: Zooming in and out on the map.

Tap or select



Tap a single finger on the screen.
Example of when to use this: Selecting an item in the Main Menu.

Main Menu

Navigation buttons

On the [map view](#) or [guidance view](#), select the Main Menu button to open the Main Menu.

The following navigation buttons are available in the Main Menu:

Search

Select this button to search for an address, a place or a Point of Interest, then [plan a route](#) to that location.



Current route

Select this button to [clear or change](#) your planned route.



My Places

Select this button to show your [saved places](#).



My Routes

Select this button to show your [saved routes](#).



Parking

Select this button to [find car parks](#).



Petrol Station

Select this button to [find petrol stations](#).



Traffic & Safety Warnings

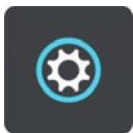
Select this button to [connect to TomTom services](#), or to check your [TomTom Traffic](#), [TomTom Speed Cameras](#) or [TomTom Danger Zones](#) subscription.



Other buttons

On the map or guidance view, select the Main Menu button to open the Main Menu.

The following buttons are available in the Main Menu screen, in addition to the [navigation buttons](#):



Select this button to open the [Settings Menu](#).



Select this button to open the [Help Menu](#). The Help Menu contains a guided tour and information about your GO.



Select this button to return to the previous screen.



Select this button to return to the [map view](#) or [guidance view](#).



This symbol shows the status of the Bluetooth connection when you use a smartphone to [connect to TomTom services](#).



This symbol shows the power level of the battery in your device.



This symbol shows the status of the TomTom Traffic service.



Select this button to switch off voice instructions. You will no longer hear spoken route instructions but you will still hear information such as traffic information and warning sounds.

Tip: You can select the types of instructions you want to hear. Select [Voices](#) in the Settings Menu and select the instructions you want to hear.



Select this button to switch on voice instructions.



Select this button to reduce the brightness of the screen and display the map in darker colours.

When driving at night or when driving through a dark tunnel, it is easier to view the screen and less distracting for the driver if the brightness of the screen is dimmed.

Tip: Your device automatically switches between day and night colours depending on the time of day. To switch off this feature, select [Appearance](#) in the Settings menu and switch off **Switch to night colours when dark**.



Select this button to increase the brightness of the screen and display the map in brighter colours.

Volume control

On the map or guidance view, select the Main Menu button to open the Main Menu.

Select and slide the volume control to change the volume of voice instructions and warnings. If the voice instructions are switched off, the volume control will still change to volume of the warnings.



Using Quick Search

About search

You use search to find a wide range of places and then navigate to them. You can search for the following:

- A specific address, for example, 123 Oxford Street, London.
- A partial address, for example, Oxford st Lon.
- A type of place, for example, petrol station or restaurant.
- A place by name, for example, Starbucks.
- A postcode, for example, W1D 1LL for Oxford Street, London.
- A city to navigate to a city centre, for example, London.
- A POI (Point of Interest) near your current location, for example, restaurant near me.
- A pair of latitude longitude coordinates, for example, N 51°30'31" W 0°08'34".

Tip: To search for a specific street in the United Kingdom or the Netherlands, type in a post-code, then leave a space and then type in the house number. For example, "1017CT 35". For other countries, postcodes are area-based and will give you a list of matching cities, towns and streets in your search results.

Planning a route to a POI using search

Important: In the interest of safety and to avoid distractions while you are driving, you should always plan a route before you start driving.

To plan a route to a POI type or a specific POI using search, do the following:

1. Select the Main Menu button to open the Main Menu.



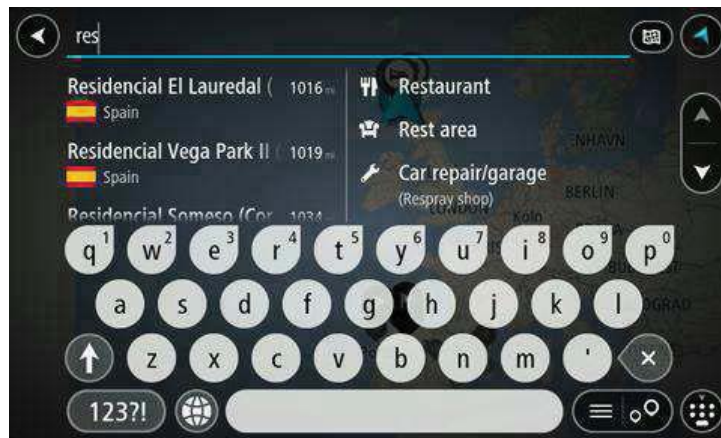
2. Select **Search**.



The search screen opens with the keyboard showing.

3. Use the keyboard to enter the name of the place you want to plan a route to.

Tip: If you [press and hold](#) a letter key on the keyboard, you get access to extra characters if they are available. For example, press and hold the letter "e" to access these characters: "3 è é ê ë" and more...



You can search for a POI (Point of Interest) type, such as a restaurant or tourist attraction. Alternatively, you can search for a specific POI, for example, "Rosie's Pizzeria".

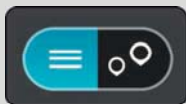
Note: When searching, the whole map is searched. If you want to change how the search is done, select the button to the right of the search box. You can then change where the search is done, for example, to being along the route or in a city.

4. As you type, suggestions are shown based on what you have entered. You can continue typing or select a suggestion.

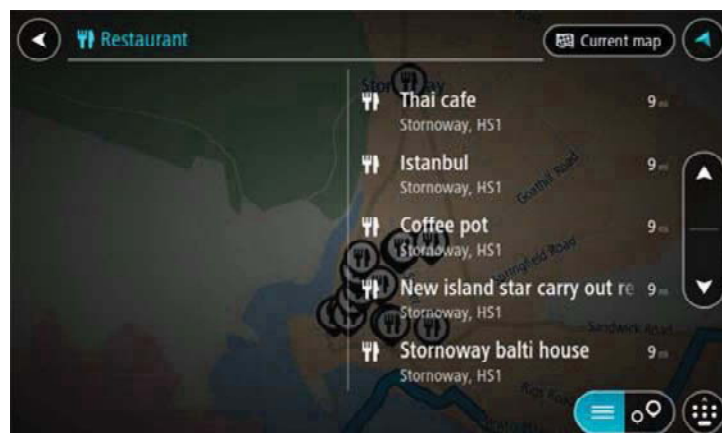
Towns and roads are shown on the left, POIs are shown on the right.

Tip: To see more results, hide the keyboard or swipe the results list to scroll it.

Note: You can switch between seeing the results on the map or in a list by selecting the list/map button:



5. Select a POI type or an individual POI.
6. If you selected a POI type, select your chosen POI.



7. Select **Drive**.

Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the [guidance view](#) is shown automatically.

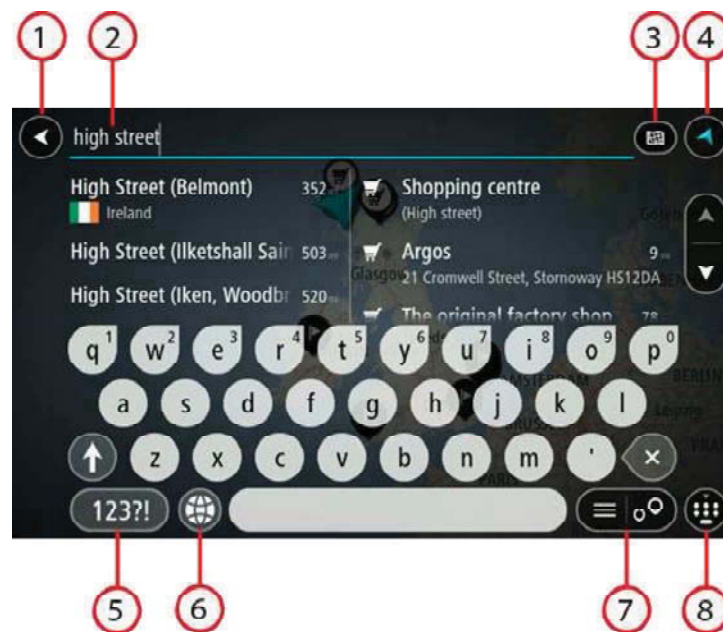
Tip: If your destination is in a different time zone, you see a plus (+) or a minus (-) sign and the time difference in hours and half hours in the [arrival information panel](#). The estimated time of arrival is the local time at your destination.

Tip: You can [add a stop to a route](#) that you have already planned.

Tip: You can save a route using [My Routes](#).

Entering search terms

Select **Search** in the [Main menu](#) to start searching for addresses and POIs. The search screen opens showing the keyboard and the following buttons:



1. Back button.

Select this button to go back to the previous screen.

2. Search input box.

Enter your search term here. As you type, matching addresses and POIs are shown.

Tip: If you [press and hold](#) a letter key on the keyboard, you get access to extra characters if they are available. For example, press and hold the letter "e" to access these characters: "3 e è é ê ë" and more...

Tip: To edit, select a word you have already typed to place the cursor. You can then insert or delete characters.

3. Type of search.

By default, the whole of the current map is searched. Select this button to change the type of search to any of the following:



Current map

Select this option to search the whole of your current map with no limit to the search radius. Your current location is the centre of the search. The results are ranked by exact match.



Near me

Select this option to search with your current GPS location as the search centre. The results are ranked by distance.



In town or city

Select this option to use a town or city as the centre for your search. You need to enter the town or city name using the keyboard.



Along route

When a route has been planned, you can select this option to search along your route for a specific type of location, for example, petrol stations. When prompted, enter the type of location and then select it in the right-hand column to carry out the search.



Near destination

When a route has been planned, you can select this option to use your destination as the centre for your search.



Latitude Longitude

Select this option to enter a pair of latitude longitude coordinates. You can enter any of these coordinate types:

- Decimal values, for example, 51.508742 -0.142822.
- Degrees, minutes and seconds, for example, N 51°30'31" W 0°08'34".
- GPS standard coordinates, for example, N 51 30.525 W 0 08.569.

4. **View button.**

Select this button to return to the [map view](#) or [guidance view](#).

5. **123?! button.**

Select this button to use numbers and symbols on your keyboard. Select the \Rightarrow button to toggle between the numbers and more symbols. Select the **ABC** button to go back to the general keyboard.

6. **Keyboard layout button.**

Select this button to change your keyboard layout to another language. You can choose up to four layouts from the list. If you have more than one layout selected, selecting the keyboard layout button opens a pop-up so you can quickly swap between your selected keyboard layouts. [Press and hold](#) this button to go directly to the list of all the layouts.

7. **List/map button.**

Select this button to switch between showing the results in a list or showing the results on the map.

8. **Show/hide keyboard.**

Select this button to show or hide the keyboard.

Tip: Select the **Shift** key once to make the next letter you type upper case. [Double tap](#) the **Shift key** to use Caps-Lock where all the letters you type are upper case. Select the **Shift** key once to quit Caps-Lock.

Tip: To cancel a search, select the map/guidance view button in the top right-hand corner of the screen.

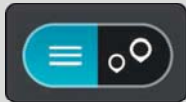
Working with search results

After carrying out a search, you see your search results in two columns.

Address and city matches are shown in the left-hand column and POIs, types of POIs and Places are shown in the right-hand column.

Tip: To see more results, hide the keyboard or swipe the results list to scroll it.

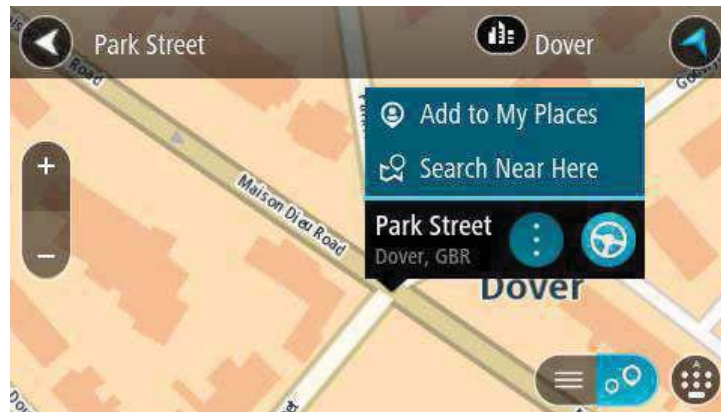
Note: You can switch between seeing the results on the map or in a list by selecting the list/map button:



When you select an address from the list of search results, you can choose to show it on the map, add a crossroad or plan a route to that chosen location.



If you show the result on the map, you can use the pop-up menu to add the location to My Places or search near this location. If a route is already planned, you can add the location to your current route.



Note: The best search results are shown on the map. When you zoom in, the lower ranked search results are gradually shown.

About postcodes

When searching using a postcode, your results depend on the type of postcode used in the country that you are searching in.

The following types of postcodes are used:

- Street postcodes navigate you to a street or part of a street.
- Area postcodes navigate you to an area comprising, for example, several villages in a rural area or a district in a large city.

Street postcodes

Countries such as the Netherlands and the United Kingdom use this type of postcode. When you search using this type of postcode, enter the postcode, then leave a space and then optionally enter the house number. For example, "1017CT 35". Your device then plans a route to a specific house or building on a specific street.

Area postcodes

Countries such as Germany, France and Belgium use this type of area postcode. If you search using an area postcode, your results include all the streets in a city district, the whole town, or the villages within that postcode.

You may get results from multiple countries if you enter an area postcode.

Note: If you search using an area postcode, you will not get a single address in your results.

This type of postcode is still very useful in reducing the number of search results. For example, a search for Neustadt in Germany returns a long list of possible results. Adding a space followed by the area postcode narrows the results down to the Neustadt that you are looking for.

As another example, if you want to search in a city, enter an area postcode and select the city centre you are searching for from the results.

About mapcodes

In countries where roads and houses have no names or addresses, you can use a mapcode instead. A mapcode represents a location.

Every location on Earth, including those in the sea like islands and oil rigs, can be represented by a mapcode. Mapcodes are short, and easy to recognise, remember and communicate. They are precise to a few metres, which is good enough for every-day use.

Go to mapcode.com for instructions on how to find the mapcode for a location.

Mapcodes are more precise and more flexible than the address on a business card. You can PICK the location you want to associate with your address, for example, the main entrance or entrance to a car park.

List of POI type icons

Legal and financial services



Court house



Cash dispenser



Legal - Solicitors



Financial institution



Legal - other services

Food services



Convenience store



Fast food restaurant



Restaurant



Chinese restaurant

Accommodation



Hotel or motel



Luxury hotel



Camping ground



Economy chain hotel

Emergency services



Hospital or polyclinic



Police station



Doctor



Dentist



Veterinarian



Fire station

Car-related services



Outside parking



Petrol station



Parking garage



Car wash



Car dealer



Vehicle inspection centre



Rental car facility



Electrical car charging point(s)



Rental car parking



Car repair facility

Other services



Embassy



Pet services



Government office



Telecommunication



Company



Community service



Post office



Pharmacy



Shopping centre



Beauty services



Tourist information office



Shop

Education



College or university



School



Library



Convention centre

Leisure



Casino



Winery



Theatre



Tourist attraction



Cinema



Zoo



Concert hall



Amusement park



Museum



Exhibition centre



Opera



Cultural centre



Nightlife



Leisure centre

Sport



Playing field



Swimming pool



Mountain peak



Watersports



Beach



Tennis court



Park or recreation area



Ice skating rink



Yacht basin or marina



Sports centre



Stadium



Golf course

Religion



Church



Place of worship

Travel



Railway station



Mountain pass



Airport



Scenic or panoramic view



Ferry terminal



Postcode



Border crossing



Residential area



Bus station



Petrol station



Toll gate



Electrical car charging stations



Rest area



Truck stop



City centre

Planning a route

Planning a route to an address using search

Important: In the interest of safety and to avoid distractions while you are driving, you should always plan a route before you start driving.

To plan a route to an address using search, do the following:

1. Select the Main Menu button to open the Main Menu.



2. Select **Search**.



The search screen opens with the keyboard showing.

3. Use the keyboard to enter the name of the place you want to plan a route to.

Tip: If you [press and hold](#) a letter key on the keyboard, you get access to extra characters if they are available. For example, press and hold the letter "e" to access these characters: "3 e è é ê ë" and more...



You can search for an address, town, city, postcode or [mapcode](#).

Tip: To search for a specific street in the United Kingdom or the Netherlands, type in a post-code, then leave a space and then type in the house number. For example, "1017CT 35". For other countries, postcodes are area-based and will give you a list of matching cities, towns and streets in your search results.

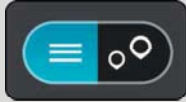
Note: When searching, the whole map is searched. If you want to change how the search is done, select the button to the right of the search box. You can then change where the search is done, for example, to being along the route or in a city.

- As you type the address, suggestions are shown based on what you have entered. You can continue typing or select a suggestion.

Towns and roads are shown on the left, POIs are shown on the right.

Tip: To see more results, hide the keyboard or swipe the results list to scroll it.

Note: You can switch between seeing the results on the map or in a list by selecting the list/map button:



- Select an address suggestion.



- Enter the house number if you have one and haven't entered it already.



- Select **Drive**.

Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the [guidance view](#) is shown automatically.

Tip: If your destination is in a different time zone, you see a plus (+) or a minus (-) sign and the time difference in hours and half hours in the [arrival information panel](#). The estimated time of arrival is the local time at your destination.

Tip: You can [add a stop to a route](#) that you have already planned.

Tip: You can save a route using [My Routes](#).

Planning a route to a POI using search

Important: In the interest of safety and to avoid distractions while you are driving, you should always plan a route before you start driving.

To plan a route to a POI type or a specific POI using search, do the following:

1. Select the Main Menu button to open the Main Menu.



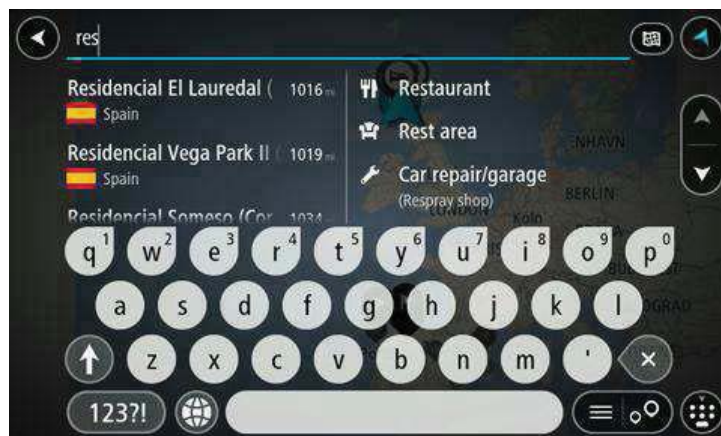
2. Select **Search**.



The search screen opens with the keyboard showing.

3. Use the keyboard to enter the name of the place you want to plan a route to.

Tip: If you [press and hold](#) a letter key on the keyboard, you get access to extra characters if they are available. For example, press and hold the letter "e" to access these characters: "3 e è é ê ë" and more...



You can search for a POI (Point of Interest) type, such as a restaurant or tourist attraction. Alternatively, you can search for a specific POI, for example, "Rosie's Pizzeria".

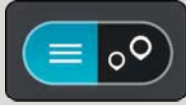
Note: When searching, the whole map is searched. If you want to change how the search is done, select the button to the right of the search box. You can then change where the search is done, for example, to being along the route or in a city.

4. As you type, suggestions are shown based on what you have entered. You can continue typing or select a suggestion.

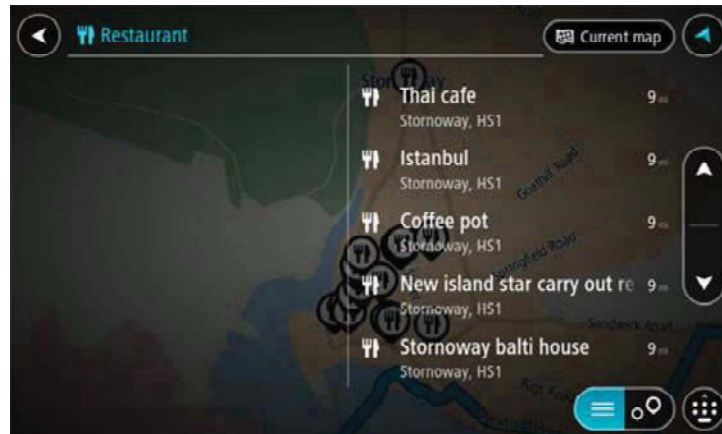
Towns and roads are shown on the left, POIs are shown on the right.

Tip: To see more results, hide the keyboard or swipe the results list to scroll it.

Note: You can switch between seeing the results on the map or in a list by selecting the list/map button:



5. Select a POI type or an individual POI.
6. If you selected a POI type, select your chosen POI.



7. Select **Drive**.

Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the [guidance view](#) is shown automatically.

Tip: If your destination is in a different time zone, you see a plus (+) or a minus (-) sign and the time difference in hours and half hours in the [arrival information panel](#). The estimated time of arrival is the local time at your destination.

Tip: You can [add a stop to a route](#) that you have already planned.

Tip: You can save a route using [My Routes](#).

Planning a route using the map

Important: In the interest of safety and to avoid distractions while you are driving, you should always plan a route before you start driving.

To plan a route using the map, do the following:

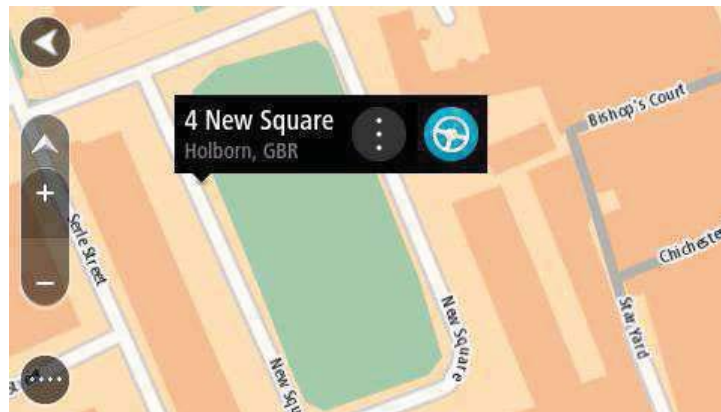
1. Move the map until you can see the destination that you want to navigate to. Here are some of the gestures you can use to move the map:
 - **Pinch** - to zoom, touch the screen with your thumb and a finger. Move them apart to zoom in or move them together to zoom out.
 - **Double tap** - to zoom in, double tap on the map.
 - **Drag** - to scroll the map, touch the screen with a finger and move it across the screen.
 - **Flick** - to scroll the map a long way, flick the tip of a finger across the screen.

Tip: For a complete list of gestures, see [Using gestures](#).



2. When you have found your destination on the map, select it by pressing and holding the screen for about one second.

A pop-up menu shows the nearest address.



3. To plan a route to this destination, select the drive button:



Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the guidance view is shown automatically.

Tip: You can use the location you selected in other ways, such as adding it to [My Places](#), by selecting the pop-up menu button.



Tip: If your destination is in a different time zone, you see a plus (+) or a minus (-) sign and the time difference in hours and half hours in the [arrival information panel](#). The estimated time of arrival is the local time at your destination.

Tip: You can [add a stop to a route](#) that you have already planned.

Tip: You can save a route using [My Routes](#).

Planning a route using My Places

To navigate to one of [My Places](#) from your current location, do the following:

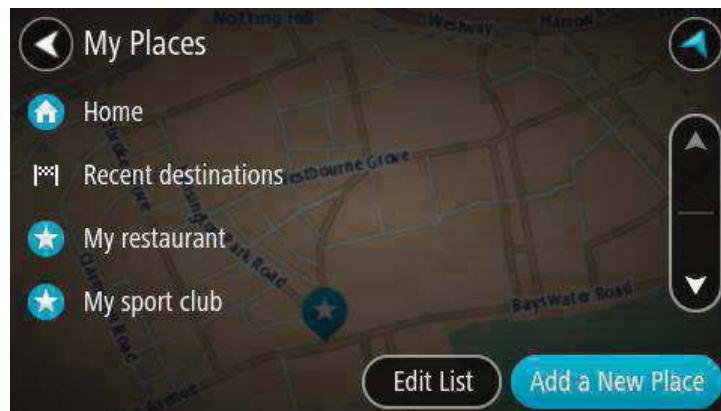
1. Select the Main Menu button to open the Main Menu.



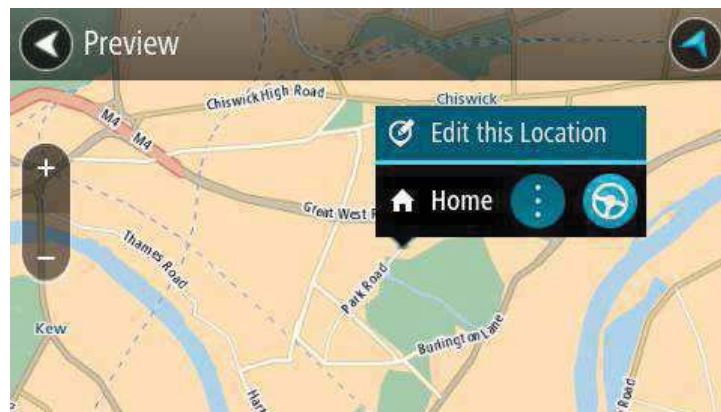
2. Select **My Places**.



A list of all your Places opens.



3. Select the Place you want to navigate to, for example Home.
Your chosen Place is shown on the map with a pop-up menu.



4. To plan a route to this Place, select the drive button:



Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the guidance view is shown automatically.

Tip: If your destination is in a different time zone, you see a plus (+) or a minus (-) sign and the time difference in hours and half hours in the [arrival information panel](#). The estimated time of arrival is the local time at your destination.

Tip: You can [add a stop to a route](#) that you have already planned.

Tip: You can save a route using [My Routes](#).

Planning a route using coordinates

Important: In the interest of safety and to avoid distractions while you are driving, you should always plan a route before you start driving.

To plan a route using a pair of coordinates, do the following:

1. Select the Main Menu button to open the Main Menu.



2. Select **Search**.



The search screen opens with the keyboard showing.

3. Select the type of search button to the right of the search box.



4. Select **Latitude Longitude**.

The keyboard changes to a special keyboard for coordinate entry.

5. Type in your pair of coordinates. You can enter any of these coordinate types:

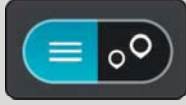
- Decimal values, for example, 51.508742 -0.142822.
- Degrees, minutes and seconds, for example, N 51°30'31" W 0°08'34".
- GPS standard coordinates, for example, N 51 30.525 W 0 08.569.

6. As you type in the coordinates, suggestions are shown based on what you have entered. You can continue typing or select a suggestion.

Towns and roads are shown on the left, POIs are shown on the right.

Tip: To see more results, hide the keyboard or swipe the results list to scroll it.

Note: You can switch between seeing the results on the map or in a list by selecting the list/map button:



7. Select a suggestion for your destination.
8. Select **Drive**.

Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the [guidance view](#) is shown automatically.

Tip: If your destination is in a different time zone, you see a plus (+) or a minus (-) sign and the time difference in hours and half hours in the [arrival information panel](#). The estimated time of arrival is the local time at your destination.

Tip: You can [add a stop to a route](#) that you have already planned.

Tip: You can save a route using [My Routes](#).

Planning a route using a mapcode

Important: In the interest of safety and to avoid distractions while you are driving, you should always plan a route before you start driving.

To plan a route using a mapcode, do the following:

1. Select the Main Menu button to open the Main Menu.



2. Select **Search**.



The search screen opens with the keyboard showing.

3. Type in your mapcode. You can enter any of these mapcode types:

- International, for example, WH6SL.TR10.
- Country-specific, for example, GBR 8MH.51.
- Alternative country-specific, for example, GBR 28.Y6VH or GBR LDGZ.VXR.

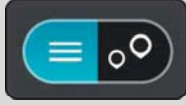
Tip: All the mapcodes in this example are for the same location - Edinburgh Castle in the UK. See [About mapcodes](#) for information on how to get a mapcode for a location.

4. As you type in the mapcode, suggestions are shown based on what you have entered. You can continue typing or select a suggestion.

Towns and roads are shown on the left, POIs are shown on the right.

Tip: To see more results, hide the keyboard or swipe the results list to scroll it.

Note: You can switch between seeing the results on the map or in a list by selecting the list/map button:



5. Select a suggestion for your destination.
6. Select **Drive**.

Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the [guidance view](#) is shown automatically.

Tip: If your destination is in a different time zone, you see a plus (+) or a minus (-) sign and the time difference in hours and half hours in the [arrival information panel](#). The estimated time of arrival is the local time at your destination.

Tip: You can [add a stop to a route](#) that you have already planned.

Tip: You can save a route using [My Routes](#).

Planning a route in advance

You can plan a route in advance before you drive it. You can save the route as part of your [My Routes](#) list.

To plan a route in advance, do the following:

1. Select the Main Menu button to open the Main Menu.



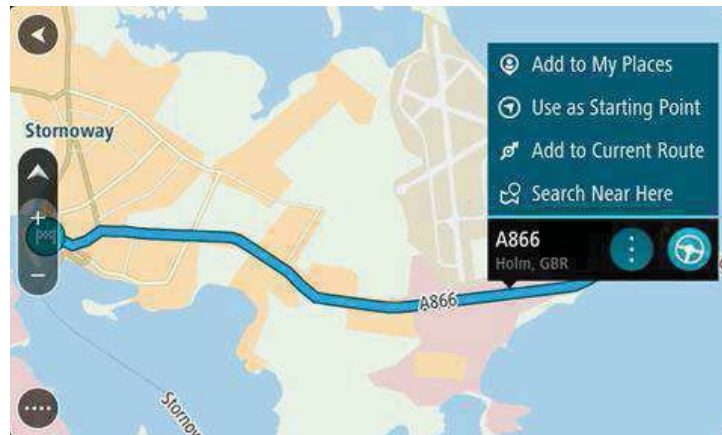
2. Select **Search**.



The search screen opens with the keyboard showing.

3. Use the keyboard to enter the name of the location you want to use as a starting point.
4. Select an address or POI suggestion.
5. Select **Show on Map**.
6. Select the pop-up menu button.

A pop-up menu shows a list of options.



7. Select **Use as Starting Point**.
8. Repeat the search steps to choose your destination, and then select the drive button in the pop-up menu:



Your route is planned using your chosen starting point and destination. The estimated time of arrival is shown at the top of the route bar.

Tip: If you don't want to use search to choose your starting point and destination, go to the map view and press and hold to select a location.

Tip: Stops, POIs, Places and the destination can all be selected as starting points using their pop-up menus.

Changing the starting point to be your current location

1. Select the starting point of the route in the map view.
2. Select the pop-up menu button.

A pop-up menu shows a list of options.



3. Select **Remove Starting Point**.

Your route is replanned with your current location as the starting point.

Changing the starting point into a stop

1. Select the starting point on the route in the map view.
2. Select the pop-up menu button.

A pop-up menu shows a list of options.



3. Select **Change to Stop**.

Your route is replanned with the starting point changed into a stop.

Finding a car park

To find a car park, do the following:

1. Select the Main Menu button to open the Main Menu.



2. Select **Parking**.

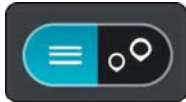


The map opens showing the locations of car parks.



If a route is planned, the map shows car parks near your destination. If a route isn't planned, the map shows car parks near your current location.

You can change the screen to show a list of car parks by pressing this button:

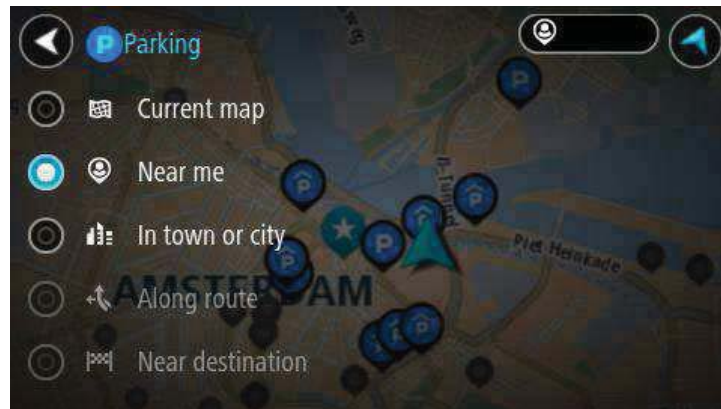


You can select a car park from the list to locate it on the map.

Tip: You can scroll down the list of results using the scroll bar on the right hand side of the second column.

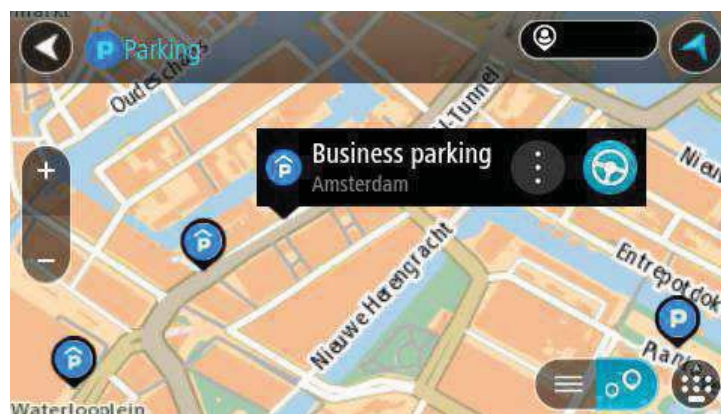


If you want to change how the [search](#) is done, select the button to the right of the search box. You can then change where the search is carried out, for example, to search near you or the whole map.



3. Select a car park from the map or the list.

A pop-up menu opens on the map showing the name of the car park.



4. To plan a route to your chosen car park, select the drive button:



Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the guidance view is shown automatically.

Tip: You can add a car park as a stop on your route by using the pop-up menu.

Finding a petrol station

To find a petrol station, do the following:

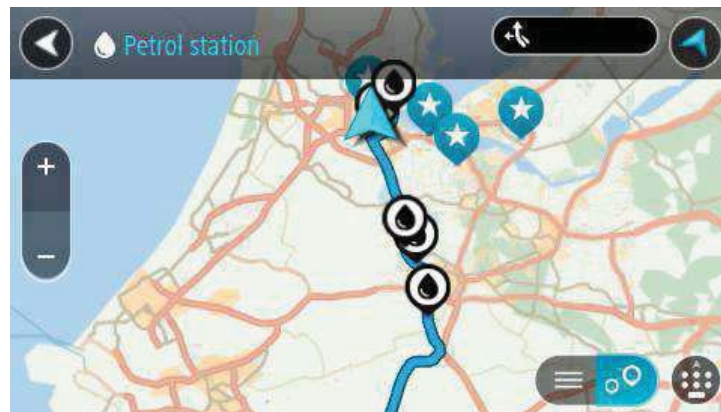
1. Select the Main Menu button to open the Main Menu.



2. Select **Petrol Station**.

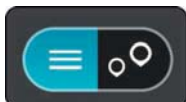


The map opens showing the locations of petrol stations.



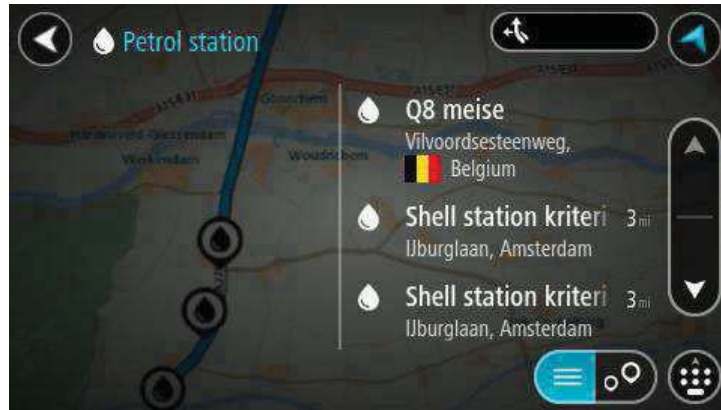
If a route is planned, the map shows petrol stations along your route. If a route isn't planned, the map shows petrol stations near your current location.

You can change the screen to show a list of petrol stations by pressing this button:

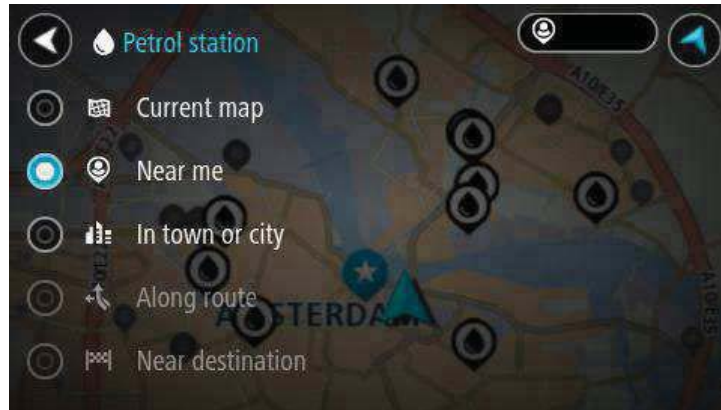


You can select a petrol station from the list to locate it on the map.

Tip: You can scroll down the list of results using the scroll bar on the right hand side of the second column.

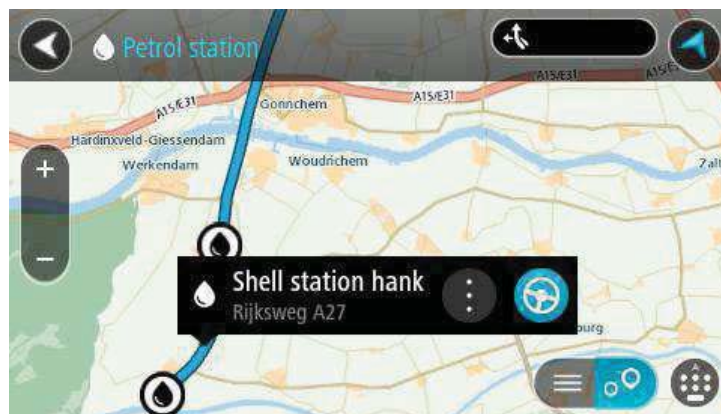


If you want to change how the [search](#) is done, select the button to the right of the search box. You can then change where the search is carried out, for example, to search near you or the whole map.



3. Select a petrol station from the map or the list.

A pop-up menu opens on the map showing the name of the petrol station.



4. To plan a route to your chosen petrol station, select the drive button:



Your navigation device plans a route then starts to guide you to your destination. As soon as you start driving, the guidance view is shown automatically.

Tip: You can add a petrol station as a stop on your route by using the pop-up menu. A petrol station that is a stop on your route has a blue icon.