M Gmail

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[Sygic Support] Re: FORM: General Information - Submit your feedback

Sygic Support <support@sygic.zendesk.com>   2 juni 2017 om 10:19
Antwoorden op: Sygic Support <support+id731263@sygic.zendesk.com>
Aan: Bert Hovenkamp <eg.hovenkamp@gmail.com>

IMPORTANT ## Please type your reply above this line

Dear customer,

you can find my answer to your request below.

Thank you.

Take a second to

⭐ RATE MY REPLY

*If you feel your request is not resolved or if you have any additional questions, please reply to this e-mail and I'll get back to you.

Peter Hodovsky (Sygic Support)
Jun 2, 10:19 CEST

Dear customer,

thank you for the feedback you recently submitted.

Due to a high amount of customer requests we are sending out an informational email, where we want to answer the most frequently asked questions regarding new big update of Sygic GPS Navigation 17.1

Frequently asked questions:

1. Using the new Search
The most important change is the brand new, fulltext search engine. This means that you no longer need to enter the address in the "Country, City, Street name, House number" format. Confirming each entry, step by step. Now, you can just type in the search keyword, such as the Streetname with house number to find the address you are looking for.

If, however, you do want to enter the address as it was possible in the previous version, you are free to do so. You can still type in the full search string: "Country, City, Street name, House number" and the location will be found.
Using the new search is described here:

http://www.manula.com/manuals/sygic/sygic-gps-navigation-for-android/3/en/topic/vyh-

adavanie-pod-a-adresy

2. Starting point change
The search and route planning interface has changed and in the process, the possibility to set–up different starting point has been changed too.

You can change the starting point of the route after you select the destination first. Once the destination is selected, just tap on the 3 dot menu button in the top right corner of the screen. You can see where this option is located on the last screenshot on this page of our manual:

http://www.manula.com/manuals/sygic/sygic-gps-navigation-for-android/3/en/topic/pridanie-bodu-trasy

3. Navigating to GPS coordinates
If you wish to use GPS coordinates to find location of your destination, you can easily search for GPS coordinates directly through our search bar. You only need to type in the coordinates without the symbols (degrees, minutes, seconds) but instead use only spaces between characters. More information about GPS coordinates' input formats can be found here:

http://www.manula.com/manuals/sygic/sygic-gps-navigation-for-android/3/en/topic/vyh-adavanie-pod-a-gps-koordinatorov

4. Adding a waypoint (or multiple waypoints) into a route
Possibility to add a waypoint into selected route is also available, the steps are almost the same as with changing the starting point. You just need to tap on the 3 dot menu button in the top right corner of the screen and select "Add waypoint".

http://www.manula.com/manuals/sygic/sygic-gps-navigation-for-android/3/en/topic/pridanie-bodu-trasy

5. Favorite routes with multiple waypoints
We are aware that new (or previously saved) routes with multiple waypoints are not working correctly. This should be fixed in our next update to version 17.2 which is currently being worked on.

Recently, we have also released a new minor update to version 17.1.10 via Google Play, this new version contains some improvements for rare stability issues with the app. Please update to this version if you haven't already.

Also, we prepared a brand new user guide for version 17.1 (in multiple language versions):
http://www.manula.com/manuals/sygic/sygic-gps-navigation-for-android/3/en/topic/zaciname

If this reply or our manuals did not answer your questions, or did not provide the necessary information, please do not hesitate to contact us back by submitting a

ticket via our help page.

Thank you for your attention and have a nice trip with Sygic version 17.1!

Best regards,

Peter
Customer Support Specialist

Bert Hovenkamp
May 23, 16:47 CEST

As an addition to my previous request: Sygic will not save waypoints.
Each waypoint that is placed, Sygic sees this as a separate destination in history. The waypoints A – B – C – D – Etc .. are not recognized as a route (Country: GB, United Kingdom, IP: 83.244.211.222)

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