



## HGVSOLUTIONS.COM – QUICK START GUIDE CD ROM

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### **STEP 1: A QUICK INTRO TO USING LOW BRIDGE POI**

There are **6 easy steps** to using this Landis Media Ltd – Fleet and Low Bridge Data Disk with your tomtom. If you get stuck then refer to the TROUBLESHOOTING section on the CD ROM.

This first step introduces you to using Low Bridge POI data and an overview of the system in use. Make sure you read this step because the background given will help you decide which POI files you will need later. We give two **EXAMPLES** to demonstrate how in practice Low Bridge POI warnings work.

**NOTE:** The maps below are just for illustration purposes and not taken from a tomtom unit. You can see similar style maps on your tomtom device and this is demonstrated later.

**Example 1:** You have a 15ft 4inch cab height and your vehicle can't fit under the 14ft 7inch Low Bridge that's on the planned route ahead.



Please follow step by step what happens on the picture above:

- ➊ You follow the route that the tomtom has planned (shown by the BLUE arrows)
- ➋ You are 2km from the Bridge at **Point 1** - you hear and see the POI alert for the All\_Low\_Bridges\_Data POI
- ➌ This warning tells you that a bridge is coming up and that you need to listen out carefully for further warnings over the next 2 KM. You continue to drive
- ➍ You are 1.5km from the Bridge at **Point 2** - you hear and see 15ft 4inch Low Bridge POI warning (for your cab height). You know your vehicle won't fit under the Bridge ahead and that you will need to choose a new route.
- ➎ You choose an alternative route using the tomtom (shown by the RED arrows) and divert off the old route at Nut Hill roundabout. This takes you down Nut Lane and avoids the Low Bridge on the B3301 by the railway tunnel.
- ➏ You rejoin the planned main route (BLUE arrows) at Griggs Hill and continue your journey as planned.

**Example 2:** You are now in a truck with a 13ft 2inch cab height. You can easily fit under the 14ft 7inch Low Bridge that's on the planned route.



Please follow step by step what happens on the picture above:

- ➊ You are 2km from the Bridge at **Point 1** - you hear and see the POI alert for the All\_Low\_Bridges\_Data POI
- ➋ This warning tells you that a bridge is coming up and that you need to listen out carefully for further warnings over the next 2 KM. You continue to drive
- ➌ You are now 1.5km from the Bridge at **Point 2** - this time you don't hear or see any warning, why not? Your cab height in this example is 13ft 2inches and so will fit easily under the 14ft 7inch railway bridge ahead. Since you don't hear any warning you can keep driving confidently following the planned route (Blue arrows)
- ➍ You are now 100m from the Bridge at **Point 3** - you then hear and see the Alert\_Low\_Bridge\_Close POI warning. This tells you that you are 100m away from the Bridge and should reduce speed
- ➎ This warning is used as a safety feature in case of fog, bad road conditions, corners or temporary bridge height reductions (local council put scaffolding up)
- ➏ You drive under the bridge and continue on your planned route

**USER TIP:** These **examples** show that just **3 POI files** contain **all the information** needed to avoid every Low Bridge in the UK. A further total of 85 different CAB HEIGHTS are provided from which each driver will choose just the one that corresponds to their Cab Height. This way we can cover every vehicle on the road, trucks, HGV, commercial, caravans, leisure vehicle etc. Remember you need just 3 POI files; **your Cab Height**, the **All Low Bridges** and **Alert Low Bridge Close**.

## STEP 2: CHECKLIST OF SOFTWARE AND EQUIPMENT NEEDED

Please make sure that you have the following;

- A PC laptop or desktop running Windows XP
- TomTom device (whichever model you use) charged up
- USB cable to connect the tomtom device to the PC
- The LANDIS MEDIA Ltd - Fleet & Low Bridge CD
- A note of your UNLOADED cab height

You need the **latest** copy of TomTom HOME software installed on your PC. TomTom HOME is tomtom's update program that runs on your PC and makes sure everything is up to date. It also makes backups and installing and removing POIs easy.

Even if you already have TomTom HOME installed, make sure that it's at least **Version 1.5** It can be downloaded from here; <http://www.tomtom.com/plus/service.php?ID=17>.

Download the TomTom HOME software, save onto your desktop and then run the installer. If you have any problems please contact TOMTOM directly who will help. If you use a version of TomTom HOME that came on the disk you bought with the tomtom, we still suggest checking you have Version 1.5

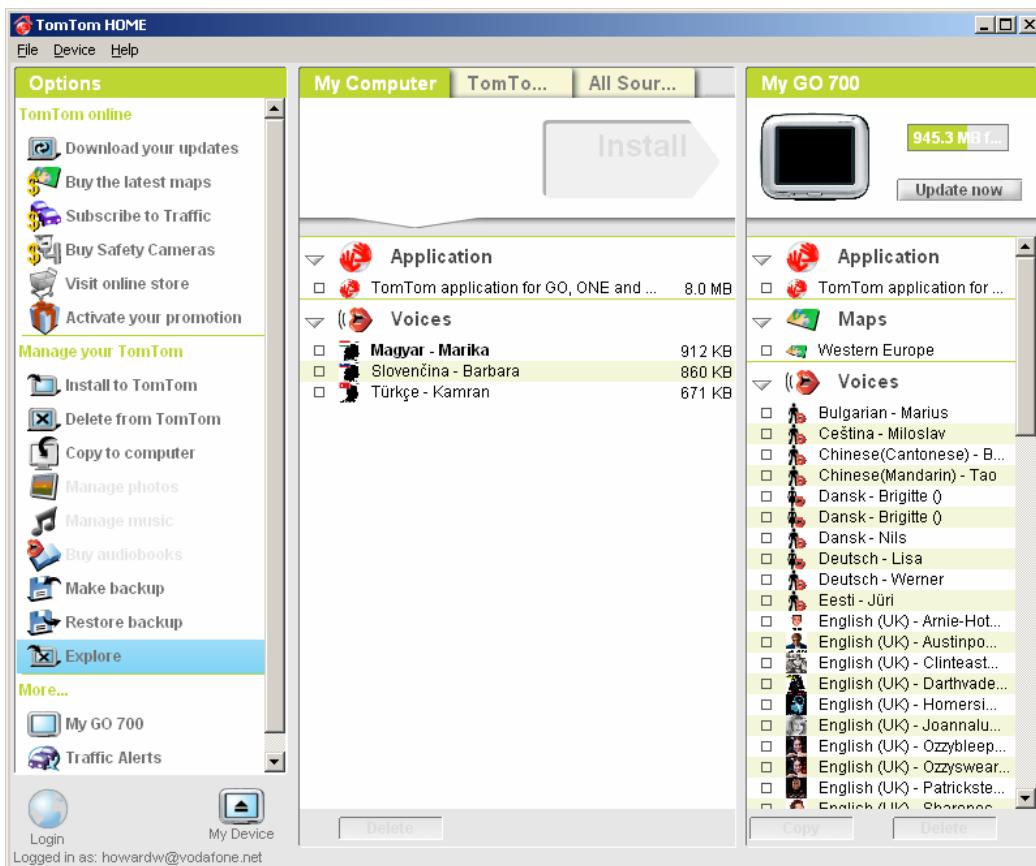
When you first start TomTom HOME and you haven't used it before – you are likely to get a number of update windows and requests. This is perfectly normal please see our TROUBLESHOOTING section for details or the tomtom website.

Finally please ensure you use TomTom HOME to make a **BACKUP** – should anything go wrong then you can always restore.

## STEP 3: USING TOMTOM HOME AND CHOOSING THE LOW BRIDGE POI FILES

Connect your tomtom device using the USB cable to your PC and then turn it on. Make sure that the LANDIS MEDIA Ltd - Fleet & Low Bridge CD ROM is also inside your PC's CD ROM drive. Now start up TomTom HOME – it may auto start or you may have to start it.

 Click the Explore icon (highlighted in blue below) to connect your tomtom device to the software.

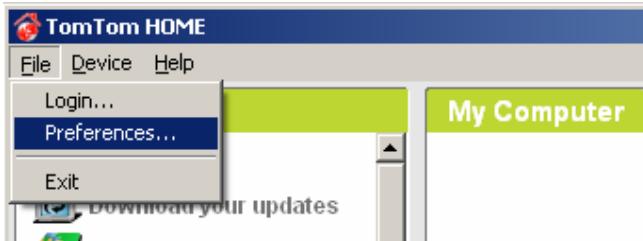


The example above shows a tomtom 700 – your tomtom device type will also be shown in the top right corner. The contents in the windows may also differ from this example above, depending on what you have installed.

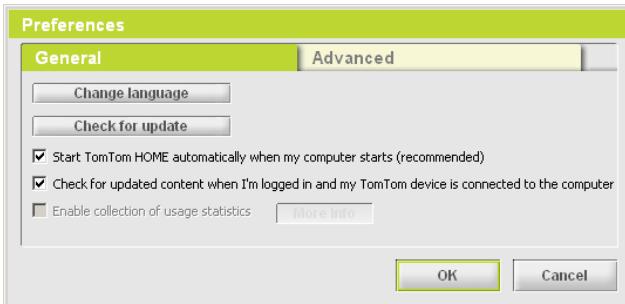
**USER TIP:** You may already have some POIs showing in the right hand window (if you have installed any POI before). If you have previous LOW BRIDGE FILES shown then you will need to remove them before installing these new files from the CD ROM. Please see our TROUBLESHOOTING guide for how to delete or remove older POIs.

### **LOCATE THE LOW BRIDGE POI FILES**

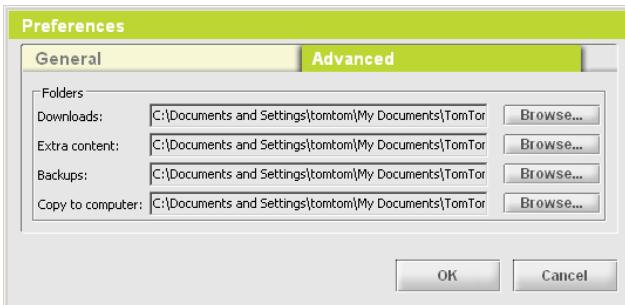
To locate the Low Bridge POI data files on the CD ROM – click the **File** menu and select **Preferences**



The **Preferences Window** will open up as shown below



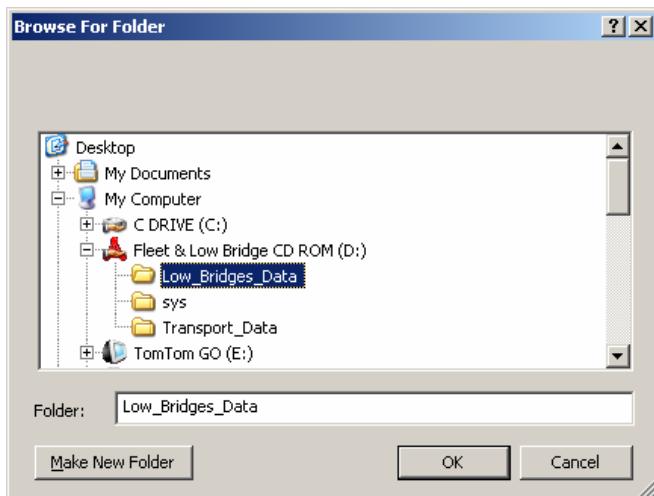
Please click on the **Advanced TAB** – (it turns green when selected) and the windows content changes



Now carefully click on the **BROWSE** button next to the line that says **Extra Content**:



a **Browse Window** will now open up



You will use this window to locate the "Extra Content:" in this case its Low Bridges Data POIs and later on the Transport Data POIs.

Click inside this window on My Computer (you can expand its contents using the + sign to its left)

Now click on the CD ROM drive - it should be labelled "Fleet & Low Bridge CD ROM" - followed by a drive letter

Now click on the Low\_Bridges\_Data folder (highlighted in blue above) which should also appear in the Folder window at the bottom of the window. See a zoom of this below



Finally check all these details and then click OK

**NOTE:** In our picture the CD ROM is letter D: yours may be different depending on your PC. When you first see this screen the contents of My Computer, CD ROM and other folders may be "wrapped up" – to expand them just use the + sign that's next to the folder to see its contents. The window above shows the CD ROM will always be called "Fleet & Low Bridge CD ROM", whatever the drive letter.

If you selected the correct folder a long list of Low Bridge POIs will now appear in the middle window.

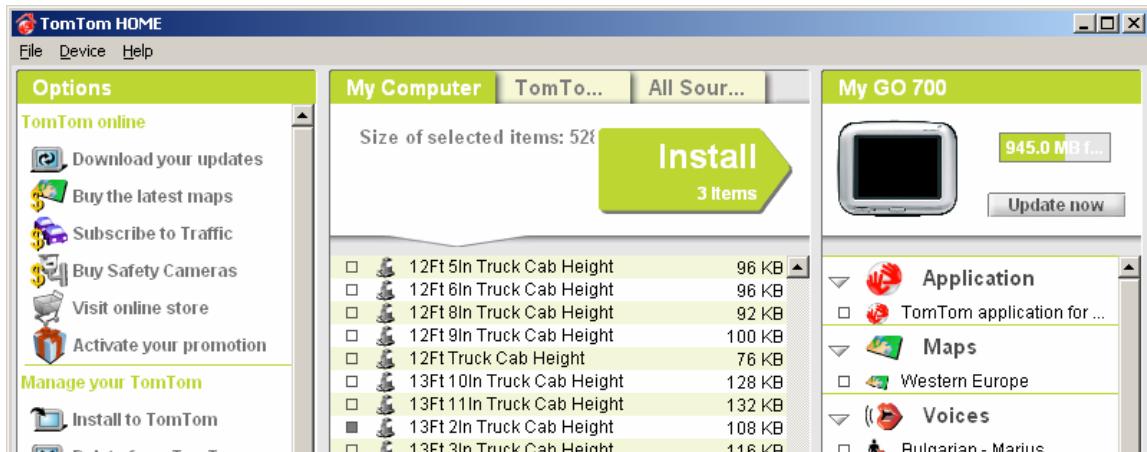
As explained in **Step 1:** you will only have to install **3 Low Bridge** POI files in total. The **first two** POI files are always the same whatever the vehicle and are at the end of the long list of Cab Heights. Click the square to the left to select them ready for install (grey means they are selected)

<input checked="" type="checkbox"/>	Alert Low Bridge Close	208 KB
<input type="checkbox"/>	All Low Bridges Data	212 KB

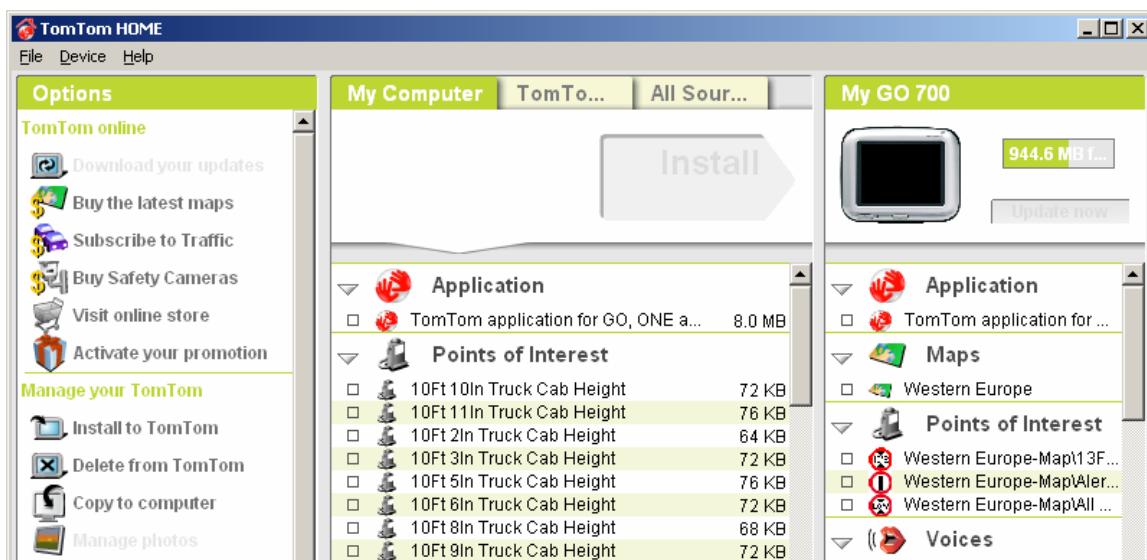
The **third and final** POI file needs to be chosen from the list of 85 different Cab Heights. You need the height that corresponds to **your UNLOADED Cab Height**. Included are a **huge range** of Cab Heights to cover every HGV, truck, caravan, lorry, motor-home and vans in the UK. You need **just ONE** of these, select it from the list making sure the square next to it goes grey.

**SPECIAL NOTE:** You only need **your cab height** from the list of 85 different heights. The Alert and All Low Bridge POIs contain **every Low Bridge** in the UK anyway. The Cab Height file has all the Low Bridges that your vehicle will need to avoid, starting from your Cab Height downwards to 6 feet. Some people install **ALL 85 DIFFERENT CAB HEIGHTS** thinking that they need them all or will get "better" data. In fact doing this would **SLOW DOWN** your tomtom down and even **STOP** the Low Bridge warnings working properly. All the data for the entire UK is already inside the 3 files you have installed.

The example below shows a selected Cab Height of 13ft 2inch (the Alert and All Low Bridges have already been selected but are off the bottom of the screen). You will select your chosen Cab Height which will obviously be different to our example.



Check the Green Arrow at the top indicates 3 Items (these are - All Low Bridge, Alert Low Bridge Close and your chosen Cab Height). Then click on the Install Arrow to install the POIs, to check the POIs are on the tomtom you look at the right hand window. A section called "Points Of Interest" with the icons of the POI you installed should be seen. If perhaps you already had some POIs installed then the POI list should now be longer and contain these files



Once you have completed installing these three Low Bridge POIs, close down TomTom HOME. Turn OFF your tomtom device and unplug the USB cable.

#### **STEP 4: STARTING THE TOMTOM AND CHECKING NEW FILES ARE INSTALLED**

**NOTE:** In this section are actual SCREENSHOTS from the tomtom device and these show Version 6 of the tomtom software. Where necessary we illustrate the entire screen, however in other places we just use the ICON you need to click.

Turn on the tomtom device – it may take a little while to start (a blue and yellow line and the words wait may also appear). This is perfectly normal the tomtom is loading up the new software and POI you have added, just be patient, it can take up to 2 minutes if you have updated the tomtom firmware.

#### **CHECKING LOW BRIDGE POI HAVE BEEN INSTALLED CORRECTLY**

From the tomtom front/start screen – click to get the **Main Menu 1 of 3** Screen



Select **Change Preferences** option and go to the **Preferences 1 of 7** screen



Select the **Enable/ disable POIs** option

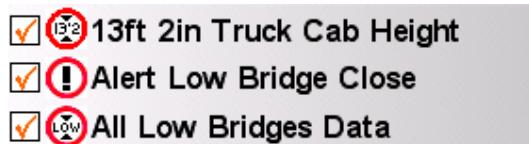
The **POI category** screen shows a list of installed POIs, check for the just installed Low Bridge POIs.



Typically they will appear at the top of the list, if not then scroll through to locate them. Ensure all new POIs have a **TICK** beside them and any other POI you want to use. When ready click **Done**

#### **SETUP LOW BRIDGE WARNINGS AND ALERTS**

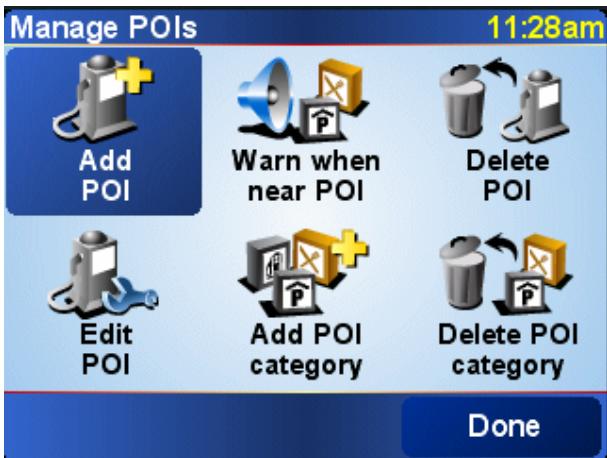
YOU now need to setup the warnings/alerts that flash the screen and sound an alert when you near a Low Bridge. Each warning is setup for an individual POI, in this case there are 3 Low Bridge POIs hence 3 separate warnings. We need to setup warnings for (remember our Cab Height example is 13ft 2inch)



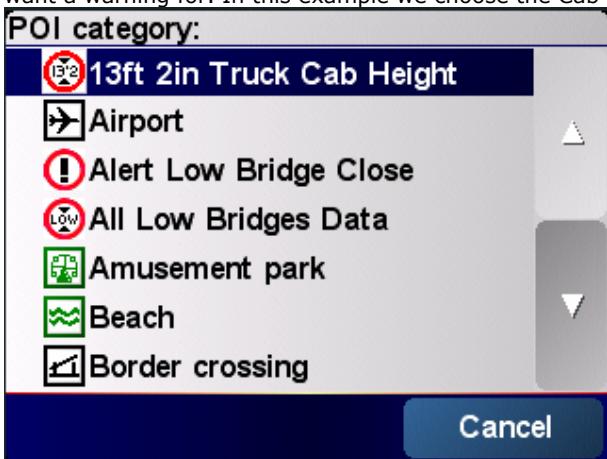
From the start screen – click into **Main Menu 1 of 3** then into **Preferences 1 of 7** screen. Now use the right arrow ► to move through the **Preferences** screens to **Preferences 2 of 7** screen.



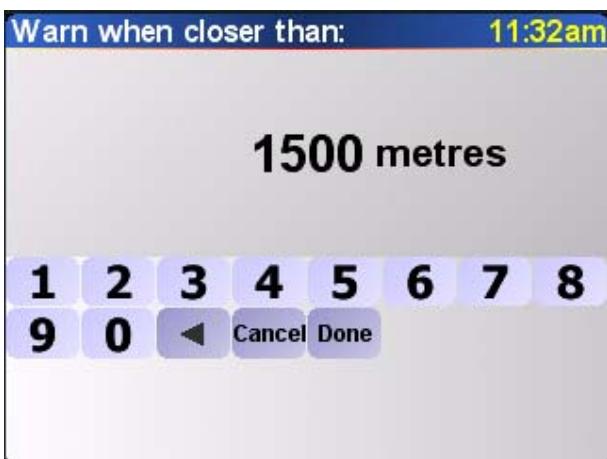
Now click on **Manage POIs** which will take you to the **Manage POIs** screen



Click now on '**Warn when near POI**'  you will be prompted to choose the POI category you want a warning for. In this example we choose the Cab Height POI ( 13ft 2in in our example below)

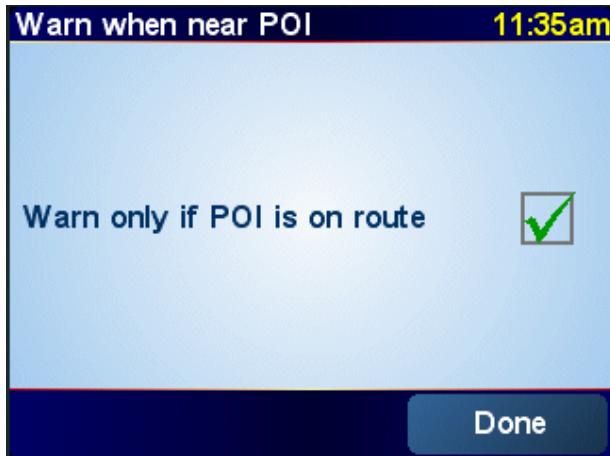


Once selected the **Warn when closer than:** screen option opens up. Warning distances from the POI are setup here. In the case of the Cab Height POI (whatever its height) this will be 1500 metres, just enter this, when completed click DONE.



**USER TIP:** As you get used to this system you may decide to "tune" these warning distances for your own personal preference. For now just use the values suggested here until you get the hang of things.

Finally make sure the "Warn only if POI is on route" box is ticked. This makes sure that you don't get an incorrect warning for a Low Bridge as you travel over a railway tunnel under a motorway fly-over.



**SPECIAL NOTE:** If you have setup these POI warnings on the tomtom before – you will be used to choosing a warning sound ? In tests with drivers we found the default bells, whistles, klaxons etc didn't help people remember their meanings. Landis Media Ltd have now improved the system by replacing these noises with real spoken voice warnings which clearly inform you what's happening.



You need to repeat the above steps from '**Warn when near POI**' and set warnings for both of the other Low Bridge POIs. The only difference will be that the warning distances vary, rather than 1500m they should be set at:

#### **Alert Low Bridge Close**

"WARN WHEN CLOSER THAN:" 100m

#### **All Low Bridges Data**

"WARN WHEN CLOSER THAN:" 2000m

## **STEP 5: USING THE TOMTOM TO FIND THE LOW BRIDGES ON YOUR ROUTES**

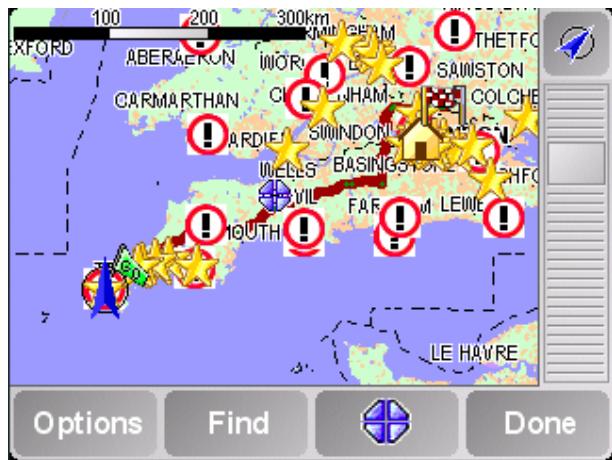
What all drivers want is to locate any Low Bridges on their planned route, with the heights and locations so they can plan to avoid them. So our drivers agree that the single most useful feature is being given a list of bridges on the route, with heights and being able to zoom in on their location. Whether they use a map or the tomtom to re-plan the route this is the "must have" feature.



To use this feature select the route planning option from the **Main Menu 1 of 3** Screen and click on the '**Navigate to**' icon. Choose a route as per normal – but pause when you reach the route summary screen (shown below). Instead of clicking "**Done**" as you would normally, click "**Details**" instead.



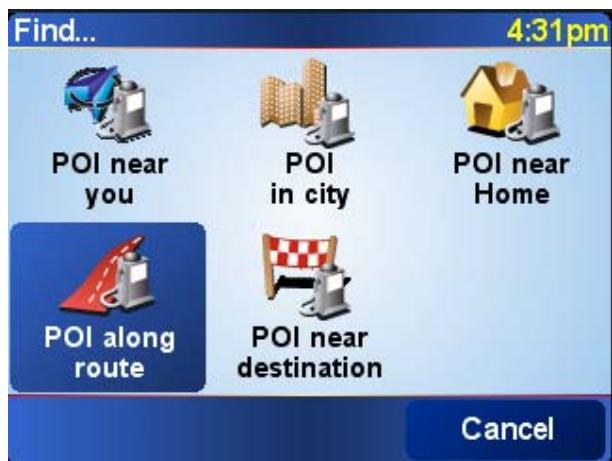
On the next **View Route screen** select the "**Browse Map Of Route**" icon. This will display a high level (or the last level zoomed) view of the route as shown below.



On the screen above click “**Find**” then on the next screen select the **Point Of Interest** you want to find



This will take you to the following screen “**Find...**” where you select “**POI along route**”



A list of categories will appear. If at first you see only a few of them use the right arrow ► to see the full list like that shown below. Scroll through the list and select the POI you want to see on your planned route, the two useful POI are

**POI category:**

- 13ft 2in Truck Cab Height**
- Airport**
- Alert Low Bridge Close**
- All Low Bridges Data**
- Amusement park**
- Beach**
- Border crossing**

**Back**

**All Low Bridges Data** Select this POI to see **every** Low Bridge on the route, this will include ones you can drive under as well as ones you cannot

**13ft 2in Truck Cab Height** Select this POI of Cab Height (example 13ft 2in) to see Low Bridges of the Cab Height or lower. These are in fact all the Low Bridges that you will **have** to avoid

Whatever Low Bridge POI you choose you will then get a route summary with all the Low Bridges and their heights (in metres and feet) shown in a list

**POI:**

- 54.4 km 14'3 ft (4.34 m) - A30 - Victoria - Roche - St Austell**
- 55.6 km 14'3 ft (4.34 m) - A30 - ...**
- 172 km 14'6 ft (4.42 m) - A3015 - ...**
- 441 km 15'0 ft (4.57 m) - A41 - ...**
- 23.5 km 15'3 ft (4.65 m) - A3047 - ...**
- 2.0 km 15'0 ft (4.57 m) - Old Qu... - ...**
- 69.0 km 13'3 ft (4.04 m) - B3268 - ...**

**Back**

Drivers find this screen extremely useful because the heights of every bridge on route is shown as well as being able to click on a bridge and see the a map and location. A quick note on what the icons to the left of the descriptions mean:

= Low Bridge POI is on your route

= Low Bridge POI is near to your route and a small diversion will reach it

= Low Bridge POI is not on your route, a large diversion will be needed to reach it

Only the straight green arrows will directly cause a problem, as they are Low Bridge you will need to avoid (depending on height).



Depending on the last "zoom" you used will depend on the scale you see. You can use the "zoom" bar slider on the right to "zoom" into the chosen Low Bridge POI as needed



All the info about the Low Bridge is shown. Click on any Low Bridge POI to open a BLUE box with details inside. This is very useful when planning to avoid road segments. To locate more bridges just click on **Find** and then repeat the steps above.

**USER TIP:** When planning a complex route its sometimes easier to turn off all the POI you won't be using for planning. This can make seeing the Low Bridge or other POI on the map easier, de-clutters the screen and helps the "zoom" function work more smoothly. You can then turn these POI back on before you start your journey.

## STEP 6: USING THE TOMTOM TO AVOID LOW BRIDGES ON YOUR ROUTE

This method is very useful for avoiding Low Bridges on your route as you are driving. As you approach a Low Bridge you will hear and see the alerts setup earlier in STEP 4:. If you hear a Cab Height warning this tells you that the Bridge ahead is lower than your cab and you need to divert like STEP 1:

**USER TIP:** Some drivers turn off at the next major road when they hear this warning. This is surprisingly effective and an easy way to avoid bridges. The tomtom calculates a new route almost immediately and this generally avoids the bridge. This is of course not foolproof but is worth mentioning as many drivers use this method. The tomtom is very effective and not telling you to "turn round" and will normally select a new road.

The "proper" technique below is actually useful in a number of situations.

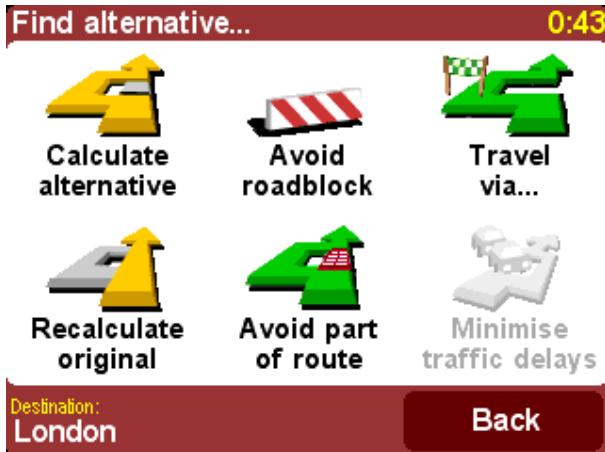
- ⌚ Perhaps you need to avoid the Low Bridge ahead ?
- ⌚ Perhaps a route has been planned that you're not happy with?
- ⌚ Perhaps you have been routed via a busy junction?
- ⌚ Perhaps you spot road works up ahead?
- ⌚ Perhaps you really wanted to go 'via' one particular location?

When you hear the Cab Height warning (**Point 2** in STEP 1: ) this means you must divert from the planned route because you will not fit under the Low Bridge.



## Find alternative

Click into "Main Menu 1" and select the "Find Alternative" icon which opens



This is a very useful screen, the option we will be using here is the '**Avoid roadblock**' click it

**SPECIAL NOTE:** To save time (when you're driving), there are four presets for "**Avoid Roadblock**". You estimate how far ahead the "Blockage" is, then select the relevant option '**100m**', '**500m**', '**2000m**' or '**5000m**'. This diverts you off the planned route to a point ahead of the chosen distance avoiding the "roadblock" in the middle.



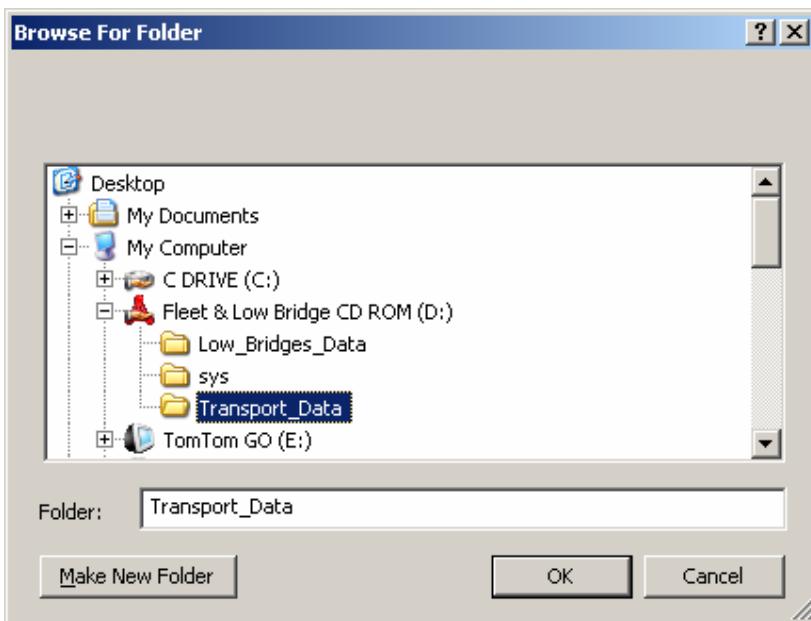
Since the Cab Height warning is set at 1500m (1.5km) from the Low Bridge choosing then you know that using the 2000m (2km) option will bring you back 500m past the Bridge back on our planned route. This option quickly calculates a route that avoids the planned route for the chosen distance, routing you right round the troubled area. This is an effective feature for avoiding any upcoming blockage be it Low Bridge, Roadblock, stationary traffic or accidents. It allows you to keep to your planned route you setup but detour for a set distance around any local blockages.

**USER TIP:** After choosing the roadblock option, look for a "turn off" almost immediately. If you continue into what is the 'blocked' area you may have to use '**Find alternative...**' and then '**Avoid roadblock**' again, to recalculate taking into account your new position.

## INSTALLING OTHER TRANSPORT DATA

This is a very simple task – make sure that you have read through **Steps 3 to 4**. You will follow almost exactly the same steps used to install Low Bridge POIs onto your tomtom.

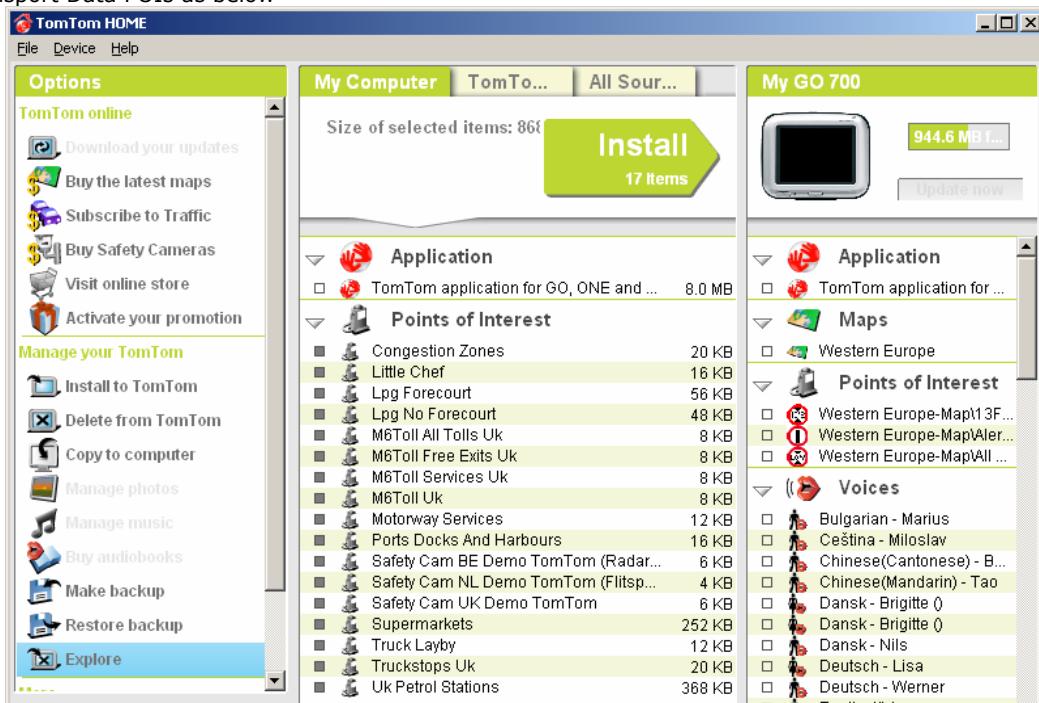
Go to **Step3:** and under the sub heading **LOCATE THE LOW BRIDGE POI FILES** follow the instructions until you get to the point where you **Browse For Folder**. Here you will select the "Transport-Data" folder instead of the "Low\_Bridges\_Data" folder. The correct selection is shown below



The text by the Folder: box needs to show "Transport\_Data" rather than "Low\_Bridges\_Data"



Click OK and the Transport Data will load and replace the Low Bridge list and Cab Heights with the Transport Data POIs as below



These like the Low Bridge POIs appear in the middle window. Just follow the same Install procedure used for Low Bridges. Select the POI you require by clicking the small box on the left and turning it grey. When you have selected the ones you want click the Install arrow (in the example we show all 17 items being installed).

As with Low Bridge POI you can check the right hand window to see all the POI now on your tomtom. There should be 3 Low Bridge POI from earlier and the new transport POIs just installed. When completed, exit TomTom HOME, turn off the device and unplug the USB cable.

Turn on the tomtom and repeat **Steps 5:** Sub heading **CHECKING LOW BRIDGES HAVE BEEN INSTALLED**, of course this time you will make sure that the new transport POI you just added have ticks next to them.



You can any time you want turn POIs on and off using this icon. You can also install POI from this list whenever you want, as well as swapping back to the other Low Bridge list just by re-selecting the correct folder on the Fleet & Low Bridge CD ROM.

## TROUBLESHOOTING

We have an extensive troubleshooting guide on the CD ROM. It covers more complex queries such as ;

- 💡 My TomTom HOME looks different to your how do I know what version I am using ?
- 💡 I Loaded up TomTom HOME but I get lots of strange messages about updates and things like that and cant get past them ?
- 💡 My TomTom has frozen while trying to connect it to TomTom HOME what can I do ?
- 💡 What version of the TomTom software am I using / my TomTom looks different to the screenshots in the manual why is this ?
- 💡 I am a contract driver and drive many different height vehicles what do I do ?
- 💡 Why cant I get special voice warnings for the Other Transport POIs ?
- 💡 Where can I get some more POI from you ?
- 💡 How can I plan alternative routes with the TomTom to avoid bridges rather than using the roadblock ?
- 💡 Where do I get my Low Bridge updates from ?
- 💡 I use TomTom Navigator – I can't use TomTom HOME with this what do I do ?
- 💡 What do I do when I need to update my Low Bridge POIs ?
- 💡 How do I uninstall old POIs from my tomtom using TomTom HOME ?
- 💡 How can I backup or save POIs from my tomtom using TomTom HOME ?
- 💡 I like my distances in metres/yards – how do I swap this over ?
- 💡 I am used to the "old" method of installing POIs using .OV2 and .BMP files what should I do ?

If you have a more complex query or are getting stuck at a particular point we would suggest that you try this section first for help. You can always contact us at [helpdesk@hqsolutions.com](mailto:helpdesk@hqsolutions.com)