



HGVSOLUTIONS.COM – TROUBLESHOOTING & FAQ

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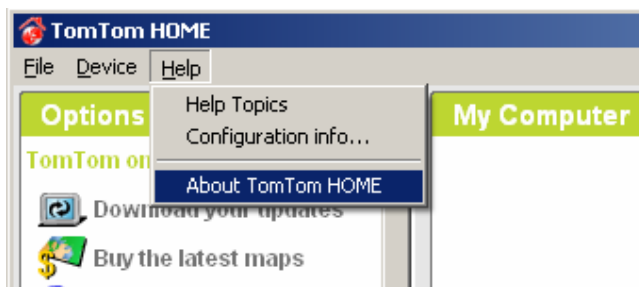
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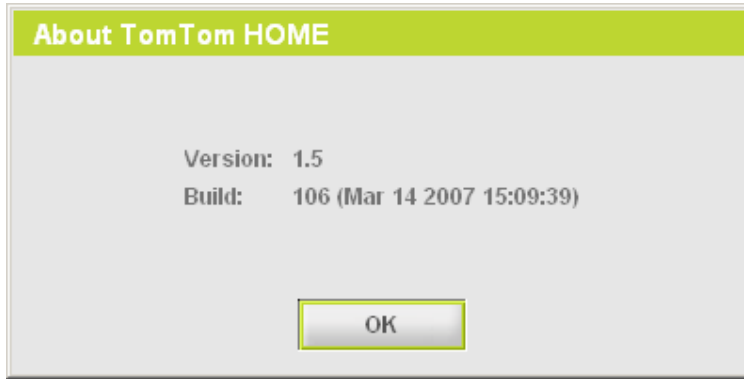
Questions & Answers

🔍 **My TomTom HOME looks different to your pictures, how do I know which version I have ?**


- 👤 Check that you are using the correct version of TomTom HOME – do this by selecting HELP and then HELP ABOUT as shown below



You should see an answer of at least **Version 1.5** or later as shown




If you don't then you are using an **older version** of TomTom HOME. We suggest that you **UNINSTALL** the old version.











You can do this via the START menu  and then select Uninstall TomTom HOME from the correct menu as shown



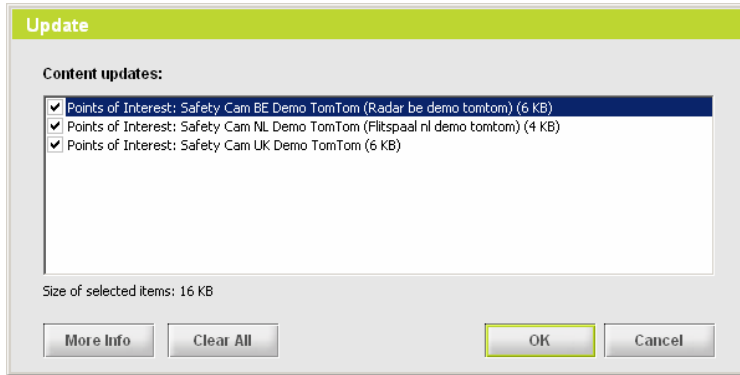
Then download the latest version of TomTom HOME from here:
<http://www.TomTom.com/plus/service.php?ID=17>

I Loaded up TomTom HOME but I get lots of strange messages about updates and things like that and cant get past them ?

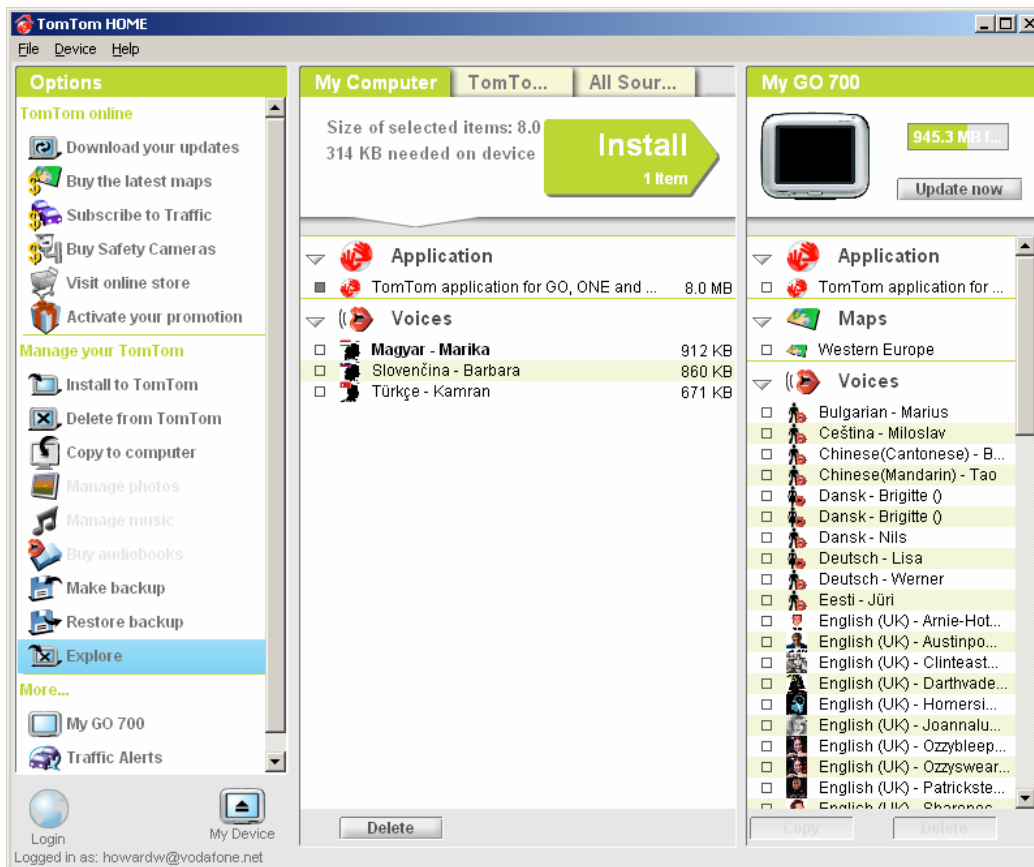
 These questions are all part of TomTom HOME trying to get your TomTom as up to date as possible. The best way to use this is to understand the following points;

-  When TomTom HOME starts up – it check the TomTom device new software
-  If TomTom Home locates out of date software (tomtom device or tomtom HOME)
-  Then an automatic update facility is started
-  The user is prompted and asked if they want to download the new updates
-  Once you have downloaded the updates, HOME will ask if you want to install them
-  If you choose not to install and do so later on, you can save them and install them like other updates
-  We suggest that you do update any application or tomtom device software to stay up to date
-  Some of the downloads and updates suggested will be irrelevant to a UK user
-  Such as extra Polish Voices, Netherlands Speed Camera Trial etc – we suggest you ignore these
-  Others updates though are essential such as application or TomTom software updates

We will show you an example of this. You first have to download these by selecting them on the Updates box (with a tick)




If we click OK then they will be loaded onto the PC but not installed. We have to allow the software to install these, in this case we don't really want them.



Above you can see I have download a new Application (two red hands in middle window) with TomTom application next to it. I have selected this and will click on the Install arrow (green) to install this new updated software to my TomTom.

When you do any large update to the TomTom device like this above it has an effect. When you re-start it later on it may take a while to start up (a yellow and blue ,lines that moves and the words wait). This is normal just let it do this even for several minutes.

? My TomTom has frozen while trying to connect it to TomTom HOME what can I do ?

 There are several possible reasons for this. Often its because an update from TomTom HOME may not have worked – its best to try and install the update again and re-start.

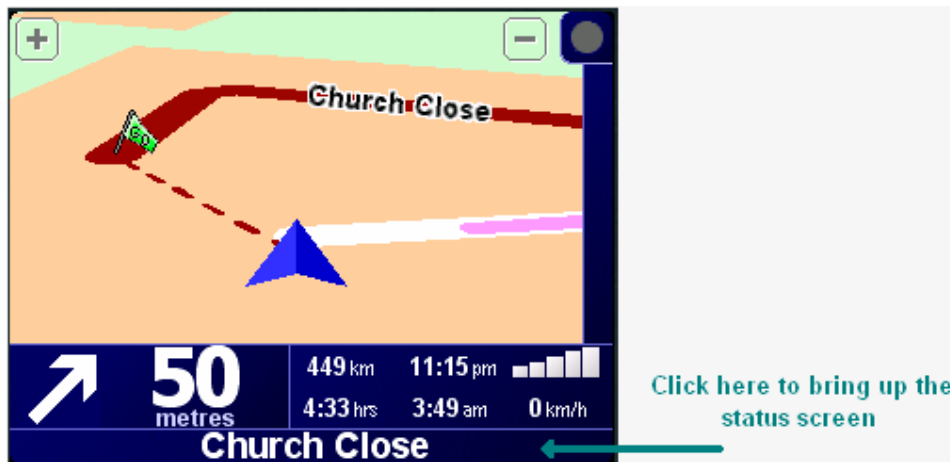
If you can even re-start the TomTom and this does sometimes happen, the best option is to RESET it manually.

ON the bottom of the TomTom unit (make sure its not in the window mount) you will see a small hole on the underneath near the front. The words RESET by a small hole. If you insert a suitable object e.g. the end of paperclip into this hole to press the switch down it resets the unit.

NOTE: Landis Media Ltd provide this information on an "as is" basis. We make no recommendation to carry out such an action n or do we provide ant guarantee or recommendation that this will solve any problem,. Should damage result from this activity Landis media Ltd. nor any of its associates or subsidiaries will be held responsible.

🔗 What version of the TomTom software am I using / my TomTom looks different to the screenshots in the manual why is this ?

👤 This is because you may be using an older version of the TomTom software. Its an easy thing to check and we suggest that you do this now. The easiest method is just to click on the right of the main screen in the bottom right corner.



Here is the status screen showing **Version 6.520** of the software

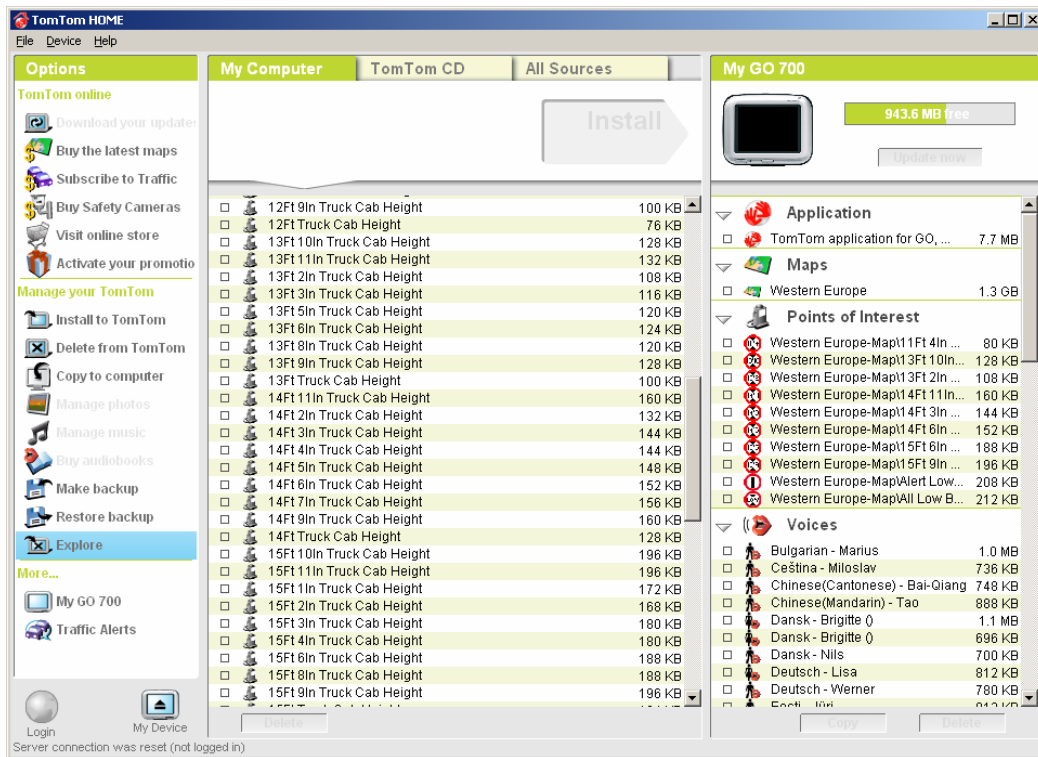


Clicking on the Version square will give the full version information about the TomTom unit

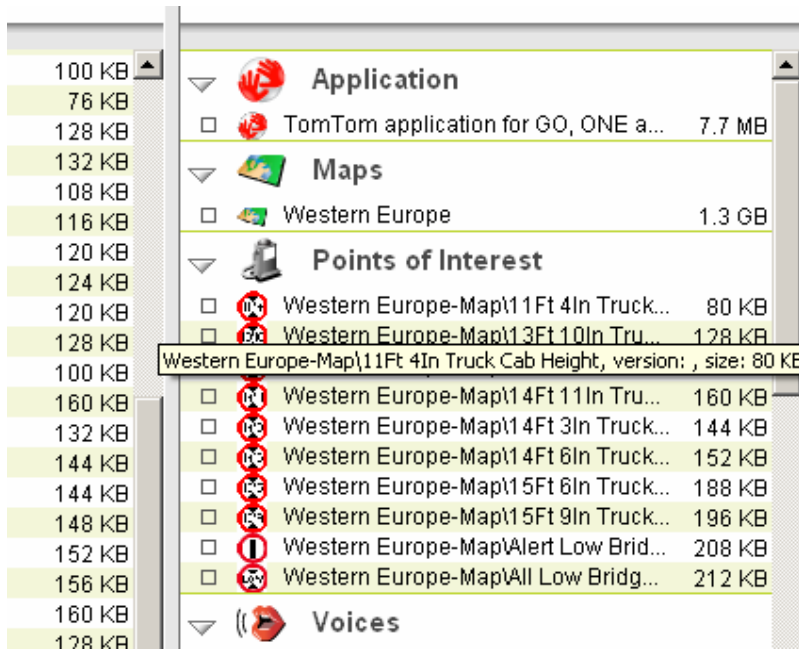


? I am a contract driver and drive many different height vehicles what do I do ?

i If you drive a number of vehicles as most contract staff do from day to day, you will want the flexibility to use a number of Cab Height files. We suggest that you install the Cab Heights POIs that you drive often.



Above you can see a number of different heights have been installed. To see exactly what they are and check them (as they are hard to read) just point the cursor at them and the info box is displayed

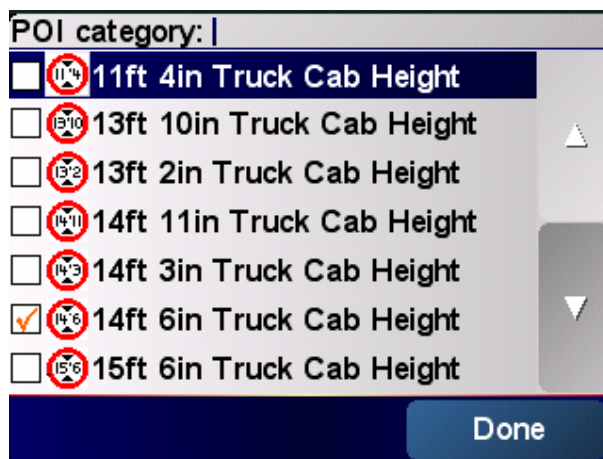


Once installed make sure you turn of the TomTom and exit TomTom HOME

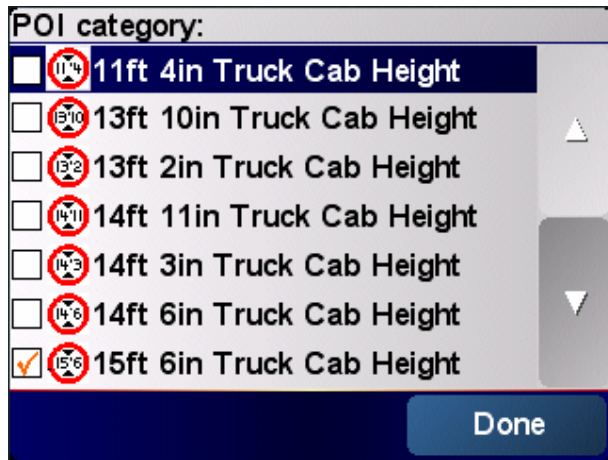
Now turn on the TomTom device (not connected to the PC) and disable all of the Cab Height files you won't be using for that days driving. You can use the Enable/disable POIs icon to do this



In the example below there are 7 different Cab Heights that we use regularly but only the 14ft 6inch is still enabled – as that's the truck we are driving today.

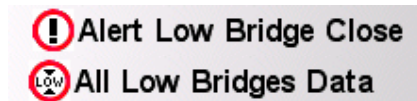


Tomorrow we will be driving a 15ft 6inch truck and so tonight we turn off the other heights and turn on the 15ft 6inch Cab Height files as shown




So as you swap between truck heights just turn on the height you require.

Remember though to always keep the **Alert Low Bridge Close** and **All Low Bridges Data** turned on at all times as you always need these




? Why cant I get special voice warnings for the Other Transport POIs ?

 You can but we have not supplied them. We recorded over 90 special warnings for the LOW Bridges warnings to make them the leading product in the UK. We can make some warnings yuo for other POI like "Fuel Station Nearby" etc. But we would need to decide what these would sound like.

We are open to suggestions if people think they would be really useful. We concentrated on the Low Bridges for obvious reasons, the warnings on them are so crucial to the system working properly.

? Where can I get some more POI from you ?

 Just visit our websites

www.TomTompoi.net
www.TomTomfree.com
www.hqvsolutions.com

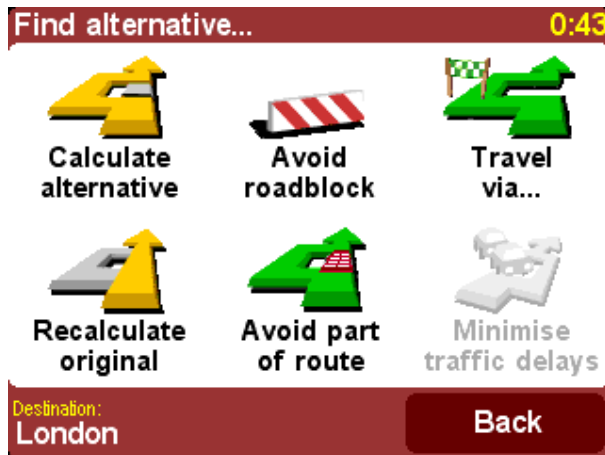
We specialise in other POI data and have currently;
Custom, POI we can create for your business
Key fuel sites in the UK that can take an HGV

And we are working on weight and width limits

There are also a number of free POIs on our www.TomTomfree.com website for TomTom's

🔍 How can I plan alternative routes with the TomTom to avoid bridges rather than using the roadblock ?

👤 There are other useful features as mentioned in the manual these are shown here;



We will give a very brief guide to what these can do;

AVOID PART OF ROUTE



If you want to avoid a particular road junction, perhaps because it's a known traffic black spot, choose '**Avoid part of route**'. Use ▲ and ▼ to scroll through the current route instructions, choosing which junction you want to steer clear of. A new route will then be calculated.

TRAVEL VIA



Using travel via you can select any standard TomTom position to travel via. Use this only for single diversions, if you need multiple points then use the Itinerary function. You can select a point on the map, favourite, address, postcode, any POI, part of road or junction to travel via. This is often useful for re-planning routes around Low Bridges. You view the Low Bridge, select a suitable section of road that goes around it and then use the travel via calculation. It creates a route for you that will avoid the Low ridge in question.

CALCULATE ALTERNATIVE



This function will calculate an alternative route using different roads. It isn't that useful for avoiding bridges but can be used for varying the route you travel. If for instance you don't want to take a particular motorway or A road you can use this to re-tune the route.


AVOID ROADBLOCK




This has already been covered in the main manual. This is the feature most often used to avoid Low Bridges as it's easy to use whilst driving. You select this function and it simply diverts you off the current route via alternative roads for a pre-set distance. Rejoining you back with your previous route at the desired distance. The pre-set distances are very useful, with 2KM being the distance most used with Low Bridges.

Since the cab height warning is triggered at 1500m – this informs you that you need to alter your route. Selecting a 2km diversion around it allows 500m as a safety margin to make sure you end up well past the Low Bridge.


Where do I get my Low Bridge updates from ?

 Your low bridge updates are sent out to you on a regular basis (minimum six months). They will be sent out by download and so you will need to be able to UNZIP the download and follow the instructions. They are virtually the same as the CD ROM instructions. When you download them you will receive full instructions on how to download and UNZIP the folders.

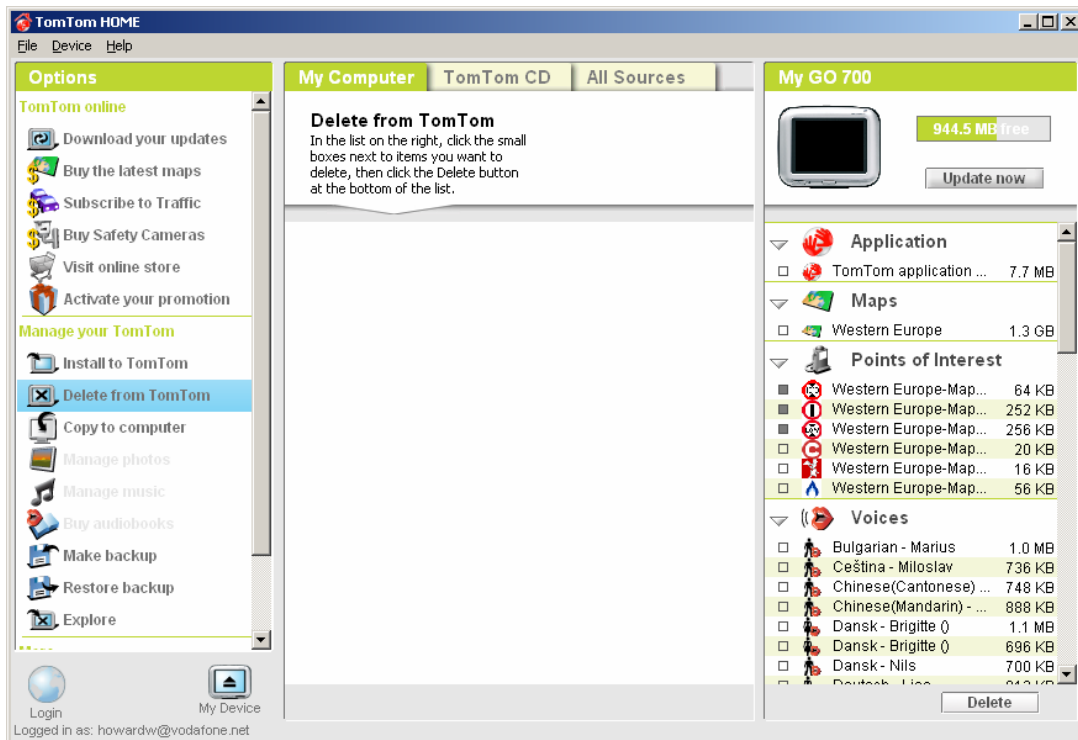
I use TomTom Navigator – I can't use TomTom HOME with this what do I do ?

 You need to select the TomTom Navigator version of the software. Unfortunately you can't use TomTom HOME and so have to use the older .OV2 and .BMP system. We provide this data on a separate disk for people who use Navigator. Send us an email at helpdesk@tomtompoi.net

How do I uninstall old POIs from my tomtom using TomTom HOME ?

 You will need to remove/delete old Low Bridge POIs when you add data from a new DOWNLOAD or DISK. That's because these files now have out of data information and you will want the new files to replace them. Unfortunately the tomtom doesn't distinguish between the old and new files and so its safest to remove the old files before you start to install the new ones. You do this by using the same TomTom HOME screen as normal – to DELETE the POI you click on the DELETE button on the left hand window

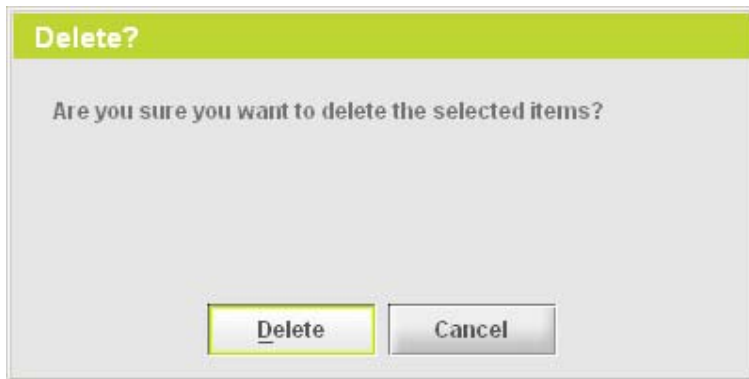
 **Delete from TomTom** The following screen will appear



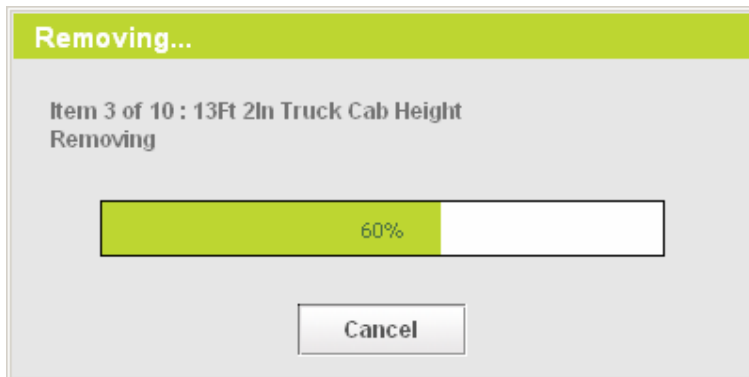
At the top you can see that under My Computer in the middle window it tells you about Deleting from the tomtom. Here you can see we have selected the POIs that we want to delete with a grey box next to them.

In this case the old Cab Heights file (In this example 13ft 2inches) , the All Low Bridges file and the Alert Low Bridges file. If you are not sure which file is which because the icons are not clear or the words cant be seen then just point the mouse at the words for a while and the full name will pop-up.

Once we are ready to delete them we will click the DELETE button at the bottom the right window. You will then be asked if you are sure you want to do this




Click on Delete and then the system will then show its removing the files as below



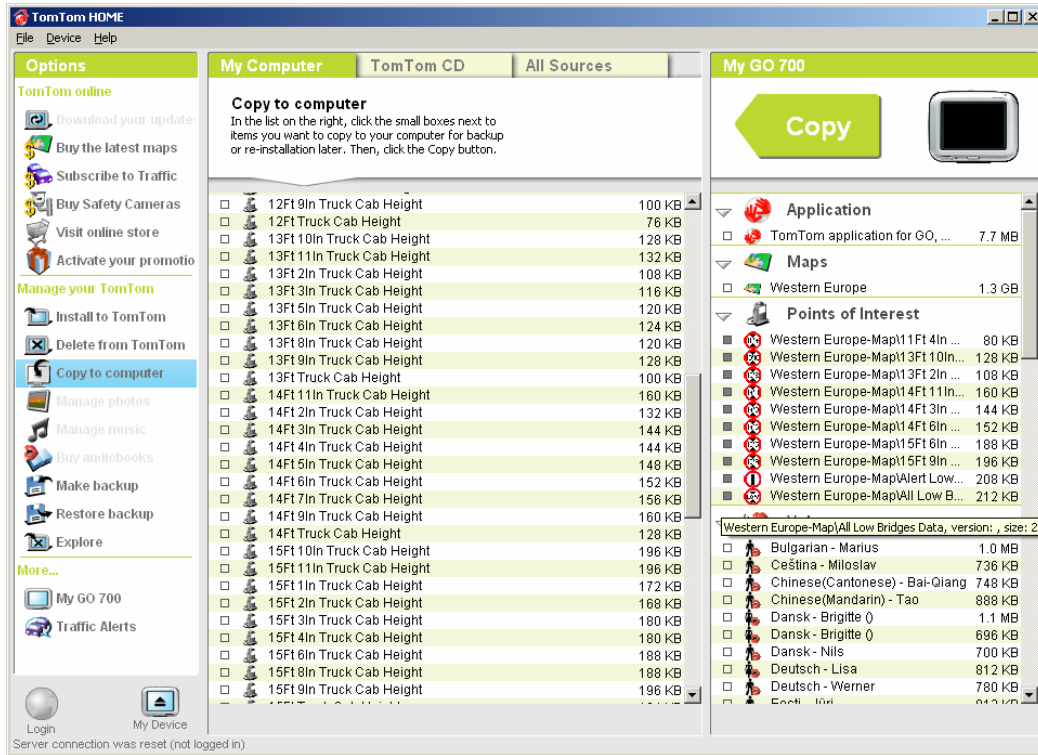
You can see here its removing our 13ft 2inch Truck Cab Height POI file. You can use this method to remove any old POIs that you want to.

How can I backup or save POIs from my tomtom using TomTom HOME ?

 Before deleting POIs or perhaps because you think you may need to use them again, you can make a backup of your POIs from your tomtom. This is also in useful as it stores them all in one place. Especially useful if you are moving from the older method of copying files over to install POIs to the new method using TomTom HOME.

To do this click on the  Copy to computer

button in the left hand window. This will give you a



Here you can see we have selected all of the POI (the grey boxes are filled in) and we will use the COPY arrow in green at the top to copy them over.

? I like my distances in metres/yards – how do I swap this over ?












i To change the format from Metres to Yards and Miles to Kilometres and vice versa you need to use the Set Units function that is on Preferences 5 of 7 screen. This is shown below, after clicking it you will be prompted to change a number of settings for common measurements on the TomTom.



? I am used to the "old" method of installing POIs using .OV2 and .BMP files what should I do ?

i As a company Landis Media Ltd have decide to move to the TomTom HOME based method for a number of reasons. Mainly to be compatible with TomTom's methods as well as giving advantages to you the user.

We have found the following reasons;

-  Easier to support people because everyone is using a standard setup
-  TomTom HOME is tom-tom's portal and all products will in the future go through this
-  We like the fact that backups and updates are done automatically, this means that all our customers will be on the same software and so find reading the instructions easier
-  Having a standard setup will help us to support people, rather than trying to talk our way around Windows XP file manager which people are not used to
-  TomTom will help support getting TomTom HOME working for you and this ensures you get the best help there is
-  We have some aggressive expansion plans and TomTom HOME is a key part of this
-  POI in TomTom HOME are treated as a group, so there's no worrying about leaving files behind, and the sound files are installed as well
-  It helps reduce piracy and the data cannot just be copied and send to someone else
-  The sound warnings that we have added are all handled by TomTom HOME without having to make things complex
-  The user just has to click Install or Delete, there is no messing around with a file structure and possibly causing al, sorts of damage
-  We no longer have to try and guess all the different Map folders people have to install the files into, TomTom HOME works all that out

Just consider if you are a diehard installer by the old method, you can ask us for a TomTom Navigator version that uses the old files and use that if you really want to. We would though strongly encourage you to adopt TomTom HOME. After the initial pain you will find it a very worthwhile upgrade , and its free.

If you have any further queries then please direct them to helpdesk@tomtompoi.net