

Sometimes a user may click on something and get an unintended result. Here's a few common errors and how to fix them. If you don't see your issue here, check our online FAQ for the most recent updates at: <http://trailtreker.com/support--contact.html>

1. How do I make it show me where I'm at?

- a. Sometimes when you open Trail Treker, the GPS receiver may not have "a fix" on your location. To make it "take a fix" press the Location Tool Button in the lower right corner. It will turn blue and your location will be shown with a blue dot on the map. This mode will make your position always be centered on the map. If you are browsing away from this area, it will force the map to "jump back" to your location. Simply press the Location button twice more (until it is gray) to turn off Location mode.

2. I pinched the map and it changed to a perspective view!

- a. Click the maps layer button, deselect and reselect your map. It will come back in the normal view.

3. My map is turning/spinning when I move the phone!

- a. You have clicked on the Location button in the lower right corner and entered Compass View mode. The map will always point north in this view (handy for navigating). Click the location button (it will be showing a compass) once and it will exit Compass View mode.

4. My map keeps jumping back to my location even though I'm looking at a map far away!

- a. You've activated the "Show my location" mode by clicking the Location button in the lower right corner. You will probably want to **click twice** as the next mode is Compass View and the next click will return you to standard viewing mode.

5. I tapped on the map and a POI showed up! How do I get rid of it?

- a. For reference, you long-tapped and the POI creation process was started. To remove this POI, just click anywhere else on the map. See How to use POIs help doc for more on creating your own POIs.

6. I created a POI, but I want to edit or delete it now!

- a. Click on the POI, click on the info box shown to get to the details view. In the lower right corner, click the Multi-Tool button and choose Edit or Delete.

7. I have my map selected, POIs are showing up, but the MAP IS NOT DISPLAYING!

- a. You've probably made the map transparent using the Transparency slider tool. Click the transparency slider button and slide to the right. If this doesn't work, deselect the map under Map layers and then reselect it.

8. My map doesn't have my city drawn very cleanly, but there are POIs, how can I see the city streets?

- a. Because some maps are drawn over large areas, it's hard to show details like city streets at such a scale. However, Trail Treker has you covered! Simply make your map Transparent using the Transparency slider tool and then zoom into the street view. Your google map base view will show all the street detail with the POIs.

9. I need to free up space, can I delete a map I've purchased and get it back later?

- a. Yes! Go to the Map Layers and Left-Swipe on the map you wish to delete. A red Delete button will be shown. Click to confirm the delete. Later, you can go back in and reload the button and you will not be charged. Coupons are good for one year/season, so you may need to purchase or get the new coupon code.

10. My phone is running dead when I'm out of mobile coverage!

- a. Once you've loaded your map, you can place your phone in Airplane mode to conserve battery power. Your GPS receiver still works while in Airplane mode! Tracking apps can also eat up the battery if left on all the time...make sure you don't have another app on!

11. I changed phones. Do I have to re-purchase Trail Treker or the maps?

- a. Generally no. Your apps are managed via the account you have tied to the Google Play Store or Apple App Store. If you change accounts, the device may not recognize the app or prevent the app from being opened. You may be able to have multiple IDs active at once or switch between them. [See our help doc on updating phones.](#)
- a. If you are switching from Android to Apple or vice versa, you will have to re-purchase the app and maps.

12. I just downloaded the app and I'm not sure it is working correctly.

- a. On some phones, opening the app for the first time directly after install can cause issues. If you're not sure, try quitting the app and then re-open it. To quit apps on Android, click the windows button (usually to the left of the main button), move up or down until Trail Treker is shown and then slide the app to the left or right to close it. On Apple, double click the main button, move up or down until Trail Treker is shown and then slide it off the screen. Then reopen the app.

13. I don't see any folders or maps after clicking Add.

- a. On some phones, the menu does not automatically refresh. Simply swipe your finger down from the top of the white menu area and the menu list will refresh. Also, if you browse into a folder and nothing is shown, you may have downloaded all of the maps.

14. My map draws slowly or not at all (on my Apple iPhone) when I'm in the field.

- a. iOS is trying to get more data from Google for the base map. Place the phone in Airplane mode and it will draw immediately. You can also cache the basemap before going afield by zooming in and dragging around the map to make sure all of the base map has been downloaded (at that zoom ratio).

15. My tracks are coming out with long straight lines--not tracking my actual path.

There are two possible settings that can affect your tracking:

- a. Some phones have a Battery Optimizer. These will turn off your app and GPS receiver while the phone is locked in your pocket causing the track to only select a point while you have the phone/app on. Settings and names of these settings vary from phone to phone, but you need to allow Trail Treker to use battery power at all times. On Samsung phones, go to Settings>>Device Maintenance>>Battery and uncheck Trail Treker. On Apple iPhones, you need to Allow Trail Treker to run in the background (Background App Refresh).
- a. In Trail Treker, Press the Settings button (upper left corner), scroll down to Tracking and select Accuracy. Make sure it's set to 33 feet. Under Min distance between two points, set it to 30 feet. These will use slightly more battery power, but they give more accurate tracks.