

## 1. 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.
- a. If you have a new Apple device, go under settings, click “Restore Purchases” and the maps you previously purchased on your old Apple device, will show up as available to download. You do need to re-download the maps.
- a. If you are switching from Android to Apple or vice versa, you will have to re-purchase the app and maps.
- a. Maps you received via a coupon code may or may not be available with that coupon (coupon codes do expire). But you will need the valid coupon code. Trail Treker does not give out client coupon codes. You will need to contact the local club or agency for the code.

## 2. What about my saved Tracks?

- a. Tracks are not migrated automatically. If you have one or more tracks, you can save them to an external storage device, iCloud, Google Drive, DropBox, etc, or email them to yourself (from your old device) and then click on each to reload on your new phone.

You can export all tracks at one time using the Export button on the Tracks menu. Use the “.ttap” format. You will find the files under the TrailTreker/Tracks folder on your device--save/email these files.

When you click on a saved track on your new device “track.ttap” (in your email), select Open With Trail Treker (always). The file will then be opened and added to your Tracks menu automatically. If you use the “always” selection, your device will then automatically recognize the .ttap format and open them with Trail Treker each time you click on one.

## 3. I upgraded to a new phone and attempted to migrate my apps (including Trail Treker, it's maps and tracks), but it's not working correctly.

- a. We have seen a few issues with phone migration tools. Our best recommendation is to reinstall the app clean--do not use the migration tool for Trail Treker (you don't have to re-purchase unless you changed from Apple to Android or vice versa), and then just download the maps--see #1 and #2 above for more.
- b. If you've already run the migration tool and you're having issues, just uninstall the app, reinstall from the App Store or Google Play Store, then load the maps you need (again, see #1 and #2 above for more on maps and tracks).