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Getting Started

About This Manual

This user manual is designed to guide you through the tasks involved in planning a route and using MapQuest® Navigator. The pictures of screens may vary slightly on different cell phone models. In these cases there are notes specifying the differences.

The manual assumes you are familiar with the usage of your cell phone. For information about using the cell phone, please refer to your cell phone manufacturer's user manual.

You can access MapQuest® Navigator in the same way that you would access any other application on your cell phone. In joystick-based phones, menus that appear on the screen are accessed by scrolling with the joystick and then pressing on the appropriate highlighted item. Other menu options are accessed by the cell phone's soft buttons, usually the one on the left of the joystick that opens the Options menu.

In touch screen phones like the menu items are accessed by tapping on the appropriate item on the screen with the stylus. Other options are accessed by tapping on the MapQuest® Navigator Menu at the top left hand corner of the screen and then selecting the required option from the drop-down menu.
Getting Started

Setting up MapQuest® Navigator

To start MapQuest® Navigator for the first time

1. Check if MapQuest® Navigator is preinstalled on your cell phone. If not, download MapQuest® Navigator and installation should proceed automatically. You should have received download instructions upon purchase of your subscription package.

2. Make sure that the GPS on your cell phone is enabled and functioning properly according to manufacturer instructions.

3. From the list of applications in your cell phone menu, select MapQuest® Navigator.
   The splash screen is displayed while MapQuest® Navigator is loading. When done, the screen displays a disclaimer.

4. To confirm, select I Agree
   The Main Menu screen is displayed.

5. Start navigating!

Note: For information on using the various application features of your cell phone, please refer to your cell phone manufacturer's user manual.

Note: For a detailed explanation of GPS technology, see Using GPS to Determine Locations (on page 35).
Planning a route with MapQuest® Navigator is easy. All you have to do is use the system's powerful and flexible capabilities to determine your origin and destination. The system does the rest.

To plan a route, start by setting your origin (where you will start) and destination (where you are going).

**Setting Your Origin**

If you are in a car, the easiest way to define your origin is to use the in-car GPS, which is the default setting automatically provided by the system. If you are on foot, have a weak GPS signal, or want to start the navigation process before entering the car (at home, hotel or office), it's best to use MapQuest® Navigator's powerful address search functions, with exactly the same tools used to set your destination.

**Setting Your Destination**

MapQuest® Navigator uses powerful search mechanisms to make the most of what you know about your destination. First, specify a country or state, and then specify a city, town, or zip code.

With those two criteria, MapQuest® Navigator can start navigating to the geographic center of the designated destination. If you add the street name and address, or an intersection MapQuest® Navigator will bring you to your exact destination.

You can also choose a location you have recently visited or an entry from the address book. All locations are defined in terms of latitude and longitude. When you specify an address, the system automatically locates the latitude and longitude of the specified address.
Planning a Route and Navigating

To plan a route and start navigation

1. Make sure the GPS is enabled and in clear sky view.

2. In the Main Menu screen, select Navigate.
   The Navigate screen appears displaying your current location as the default origin.

3. Leave the default origin if you are in a car. If you are on foot, or have a weak GPS signal, use the Origin button to manually choose an origin (see Selecting a Location or Address (on page 9)).

4. To select a destination, select the Destination button (see Selecting a Location or Address (on page 9)).
   The Navigate screen displays the origin / destination you entered.

5. To start navigation, select Navigate.
   The application connects to the MapQuest® Navigator server to calculate and download the route. As the route is being downloaded, you will begin to get oral travel instructions and your immediate position will be displayed on the cell phone screen. When you reach your destination, a map of the area is automatically displayed. (For instructions about using the map, see Using Maps (on page 23)).
**Tip:** Some car manufacturers use heat reflecting windshields that reflect all electromagnetic signals including GPS, blocking the signal from entering the car. To improve the GPS fix, use an external antenna. See also Frequently Asked Questions and Troubleshooting (on page 31) in this manual.

**Tip:** In joystick-based cell phones, you may also click left and right on the joystick to cycle through the GPS and the Route Options screens.

**Tip:** You can select Route Options to pick special route options, such as the fastest route, the shortest route or a route without highways.

**Tip:** You can use the Navigation menu to select special options, such as viewing the route itinerary or route Overview Map (see Navigation Options (on page 20)).
Selecting a Location or Address

To select an address

1. **Select Address.**
   
   A screen for entering the address is displayed.
   
   **Note:** You must specify the Country or State, and a city or zip code. Additional information is optional. The Country / State will stay on the menu as your active region of navigation. If you move to a different Country or State you need to change the active region by selecting the Country / State field and then choosing the new region.

2. To pinpoint your location, enter a street name and number.

3. If you are seeking an intersection, select the **Type** button at the top of the screen to switch the setting to **Intersection** and enter both street names. If you enter only one street name, the screen lists all the possible intersections of the street.

4. From the menu, select **Search**.
   
   The application now finds matches for the address. The results are listed under Address Search Results.

5. Select the Address you want from the list.
   
   The address is selected.

Every Address you select is saved in your list of recent locations and can be used again for navigation. For more permanent storage, save the address under My Places.

**Tip:** When entering address information, just type the first few letters for the city or street, and the application will present a list of all the names that begin with the same letters, or that sound similar to the address you are seeking.

**Tip:** In joystick-based cell phones, you can view a list of recent input by clicking right on the joystick.
To save the origin or destination to the Address Book

1. On the **Navigate** screen, from the Options menu, select **Save Origin** or **Save Destination**. The screen displays the entry form for My Places.
2. Type a name (like Aunt Jane, for example) for the saved location.
3. You may add a comment as well as a telephone number.
4. Save.

**Tip:** Make your own frequently used addresses (home, office, etc.) the first addresses you enter into My Places.

**Note:** If the origin or destination is a downloaded Point of Interest (POI) the name field is automatically set to the POI name.
Using My Places to Set Origins or Destinations

To select a My Places entry

   The screen displays the My Places screen with all the saved locations.
2. Scroll through the entries to find your selection.
3. Select the required entry.
   The saved name of the location appears in the origin or destination button.

*Note: If you selected My Places directly from the main menu, after finding your selection, select Set as Origin or Set as Destination from the Options menu*

To select a recent location as origin or destination

1. Select Recent Locations.
   The screen displays a list of recent locations.
2. Scroll through the entries to find your selection.
3. Select the required entry.
   The location is selected.

*Note: In touch screen phones, you can use the Next and Prev buttons to scroll through My Places and the list of Recent Locations.*
Selecting Points of Interest (POI)

Points of Interest is a feature that makes MapQuest® Navigator especially valuable to you, as a traveler, helping you navigate efficiently to the closest gas station, ATM or hotel, and helping you to find restaurants, theaters or other important addresses. By default, the application searches for POIs near your current location as determined by the GPS. You can, however, instruct the application to search for POIs near different locations, such as specific cities or addresses. Some POI information includes a telephone number. Use this feature to call ahead and reserve a place at a restaurant or check on opening hours.

To navigate to a Point of Interest

1. In the Find or Navigate screens, select Point of Interest.
   A screen for specifying the POI category and approximate location is displayed.
2. To choose a category, select the What? button.
   The Choose Category list displays a list of categories.
3. From the Choose Category list, choose a category.
4. To set the vicinity you want, select Where?. This can be any location you specify or a place saved in your Recent Locations or under My Places. The default is the current location as determined by the GPS.
5. You may also enter a key word in the Name field to be used in the POI search. (This is optional).
   The results are listed under POI Results.
7. Select the required POI in the list.
   The POI is selected.
To place a phone call to a POI

1. Locate the required POI (follow steps 1-6 above). Choose **Details** from the **Options** menu. The Details screen for the selected POI is displayed.

2. Choose **Call** from the **Options** menu. The telephone number is displayed for editing if necessary.

3. Choose **Call** again from the menu. The telephone number is displayed at the bottom of the screen.

4. To confirm, select **Yes**. The call is placed automatically.

5. When you finish the call, you may need to use the phone menu to select **MapQuest® Navigator** and return to the main menu.

*Note: When calling a POI, you may have to add a dialing prefix.*
While navigating, MapQuest® Navigator provides you with clear and precise oral and visual navigation instructions. The oral instructions include a series of maneuvers, actions and directions, such as “turn right” or “bear left”. The instructions include the distance to the next maneuver, for example “In 0.3 miles turn left.” In addition to oral instructions, the Navigation screen provides a graphic display of the next maneuver as well as information, such as distance, time to destination, and the general direction you are traveling in. It also displays a progress bar indicating the distance to the turn.

This chapter explains how to:

- Make the system find the kind of route you want (fastest or shortest, etc.)
- What to do when you get accidentally off the course navigated by MapQuest® Navigator.
- How to make the most of MapQuest® Navigator's oral and visual navigation aids.
Route Options

When planning a route you can choose one of two map display options:
- Sliding Maps
- Maneuver Maps

When planning a route you can also choose one of the following route calculation options:
- Fastest route
- Shortest route
- Pedestrian route

You can also:
- Define restrictions to the planned route.
- Change the default route calculation options. (The default is set to calculate the fastest route without restrictions.)

To set the route calculation options

1. In the **Navigate** screen, select **Route Options** from the menu.
   The **Route Options** screen is displayed.
2. To choose the map display option, select the **Display Mode** button:
   - **Sliding Maps**: If selected, the screen will continuously display your current location on a moving map which will zoom in and provide a clear arrow on the map as you approach the turn.
   - **Maneuver Maps**: If selected, the screen will constantly show a highly zoomed map with your next turn clearly marked.
3. To display the route calculation options, select the **Route Type** button and then select the preferred calculation option:
   - Fastest
   - Shortest
   - Pedestrian

4. Select any restriction you want to impose on the route:
   - **Toll Ways**: If selected, an attempt is made to avoid toll ways in the calculated route.
   - **Highways**: If selected, an attempt is made to avoid highways in the calculated route.
   - **Ferries**: If selected, an attempt is made to avoid ferries in the calculated route.

5. If you want to save these options as defaults, select **Set as Default**.

6. Select **OK**.
Off-Route Behavior

In real life navigation there are many reasons that may cause you to go off-route – a blocked road, a beautiful view, or traffic conditions. MapQuest® Navigator reacts automatically to any deviations from the route and gives you the best possible instructions from where you are right now. If, however, you drive very far out from the original route – outside an area called the MOND – Mobile Optimized Navigation Data set – MapQuest® Navigator will automatically recalculate a new route from your current location and inform you that it is starting navigation according to the new route. (See the Glossary (on page 36) at the end of the booklet for more information on MOND.)

Back to Route Guidance

There are extreme scenarios in which users go off-route, driving totally outside the geographic area covered by the MOND and there is no wireless Internet connection available. As a last resort, MapQuest® Navigator still provides some guidance back to the original route in the form of a visual arrow that points Back to Route until you reach an area where you can start receiving navigation instructions again.
Navigation Instructions

While navigating, MapQuest® Navigator uses the default Navigation screen as shown below, and also gives you oral instructions before each turn.

The oral instructions tell you to:

- Turn
- Bear
- Keep
- Exit: right or left
- Take a certain exit from a traffic circle
- Make a legal U-turn

The system also tells you where to perform the next action. For example:

- In 0.3 miles
- At the end of the road
- At the traffic circle

Each maneuver is announced in advance and displayed on the screen. The instructions are adapted to driving conditions – on highways, for example, the instructions come earlier than in urban areas where speed limits are lower.

The progress bar on the right indicates the remaining distance to the next maneuver. The progress bar adapts to the driving speed, so that in city limits it shows progress in smaller distances compared to highways.
Note: When approaching a traffic circle the oral instructions tell you to exit at a numbered exit (“Take the second exit”). When counting exits the application considers only available exits (excluding roads with No Entry signs).

Tip: In joystick-based cell phones, you may also click left and right on the joystick to cycle through the Navigation Options, Route Overview Map, Route Details, Route Itinerary and GPS screens.

Combined Maneuvers

When maneuvers are physically close to each other (about 150 feet) and there are no other possible turns between them, a single instruction will be generated. For example: “Turn right then turn left.” (After the first turning the system will say “Turn left”).
Navigation Options

The default Navigation screen is focused on what the user needs to do next. There is however more useful information available in the options screen during navigation - once the route has been downloaded.

To display the Navigation Options screen

➢ While Navigating, select Options.

The Navigation Options screen appears.

Note: In touch screen-based cell phones, you can reach the Options screen by tapping the Options button.

The following table lists the actions available during navigation.

<table>
<thead>
<tr>
<th>Options</th>
<th>Select to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route Overview</td>
<td>View a map of the route. Menus (or icons in some cell phone models) allow you to zoom in, or out or view maps of the origin and destination.</td>
</tr>
<tr>
<td>Route Details</td>
<td>View details of the current route, such as the distance to the destination, Estimated Time of Arrival and other useful information.</td>
</tr>
<tr>
<td>Itinerary</td>
<td>View a list of all the street names, distances and turnings you will have to make during the trip. Note that your current location is always highlighted in red.</td>
</tr>
<tr>
<td>Reroute</td>
<td>Recalculate the route from your current location</td>
</tr>
<tr>
<td>Day/Night Mode</td>
<td>Change the screen from Day to Night display and vice versa.</td>
</tr>
<tr>
<td>Settings</td>
<td>Change the application settings.</td>
</tr>
<tr>
<td>GPS Status</td>
<td>Display the GPS screen.</td>
</tr>
<tr>
<td>Main Menu</td>
<td>Stop navigation and display the main menu.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exit MapQuest® Navigator</td>
</tr>
</tbody>
</table>
Pedestrian Navigation

Pedestrian navigation is totally different from in-car navigation. It is free of traffic regulations thus allowing entry into one-way streets and making turns that are illegal for cars. You do not have to have your GPS functionality enabled for Pedestrian navigation.

The main difference between a pedestrian and automotive route is that the pedestrian route is shown in a series of legs, or sections that follow one particular road. When you reach a turning you have to manually click to the next leg of the journey.

**To plan a pedestrian route and start navigation**

1. In the **Main Menu** screen, select **Navigate**.
2. To select an origin, select the **Origin** button.
3. To select a destination, select the **Destination** button.
   The Navigate screen displays the information you entered.
4. From the Options menu, select **Route Options**.
   The Route Options screen displays various options.
   
   *Note:* In joystick-based cell phones, select Route Options by tilting your joystick to the right.

5. Select the **Route Type** button.
   A list of Route Calculation options is displayed.
6. Select **Pedestrian**.
The following screen is displayed.

![Route Options](image)

- **Route Type**
  - Pedestrian
- **Avoid Options**
  - Toll Ways
  - Highways
- Options Cancel

7. Select **OK**.
The **Navigate** screen is displayed.

8. To start navigation, select **Navigate**.
The screen displays the navigation map with the navigation instructions displayed at the top of the screen.
The number shows the current leg of the trip.

![Navigation Map](image)

**Note:** In joystick-based cell phones, click to the next leg of the journey by tilting your joystick up. In touch screen-based cell phones, click to the next leg of the journey by tapping the arrows on the top right of the screen.

9. You can also use the **Navigation Options** screen to view the entire map, the itinerary and other information.
MapQuest® Navigator is equipped with powerful mapping software to allow you to explore any area, and search for locations and destinations to safely plan your trip.

The maps are displayed in the Map Screen, which has two display modes:

- **View Mode**: Displays a map of a selected location (current location, address, etc).
- **Select Mode**: Used to graphically select a location.

You can select a location on the map and then use the MapQuest® Navigator menu to find the selected address, navigate to or from the location, search for nearby POIs or save the location to My Places.
**View Mode - Mapping and Zooming**

You can use the mapping feature to map the areas around:

- Your current location.
- Any location defined by an address including addresses from My Places or recently used locations.
- Any Point of Interest.

**To view a map of your current location**

- In the **Main Menu** screen, select **Find** and then from the **Find** screen select **My Location**.
  
If your GPS has a position fix, the application loads and displays a map of your current location. Otherwise the application displays a map of your last known location.
To view a map of a selected location

1. In the **Main Menu** screen, select **Find**.
   The **Find** screen displays a list of location types you can look up.

2. Look up the location you want to map and select it from the list of results
   The map of the selected location is displayed. The selected location is marked by an **X**.
   Your current location (if on the map) is marked by a circle.

*Note: In joystick-based cell phones, Zoom and other Mapping Menu functions are reached with the **Options** button to the left of the joystick.*

*Note: In touch screen-based cell phones, Mapping Menu functions appear both at the bottom of the screen and in the MapQuest® Navigator menu.*
Selection Mode - Selecting Locations

In Selection mode you can select any location on the map determine its address, set it as the route origin or destination or add it to My Places.

You can map all the Points of Interest in any category in the area displayed by the map.

**To display a map in Selection mode and fix locations**

1. Display the map in View mode.
   
   A + sign marks the location for which you displayed the map.

2. Move the cursor around the map to the location you want with your stylus or joystick.
   
   One click or tap will select the location.

   Once you have selected a location it appears on the map with a **pin** icon.

3. Use the menu to set the location either as Origin or Destination.

   Once you have assigned a location as the Origin or Destination it will appear with an appropriate icon on the map.

**Note:** In joystick-based cell phones, press once on the joystick to activate selection mode. Use the joystick to move around on the map, pressing once when you want to select a location.

**Note:** In touch screen-based cell phones, tap the **pin** icon to activate selection mode and then tap on any spot on the map to select a location.
Points of Interest (POIs), Address Location on a Map

MapQuest® Navigator Points of Interest allows you to pinpoint restaurants or ATMs, and many other businesses and institutions wherever you are.

When looking at a map you can also get a precise address fix on any location you choose.

To look at POIs near a location on a map

1. Display a map of the location in Selection mode.
2. Select a location.
3. From the menu, select Find Nearby.
   A screen for specifying the POI category is displayed.
4. To select a category, select the Category button.
   A list of categories is displayed.
5. To search for a specific POI, you may also enter a key word in the Name field. (This is optional).
   The map displays POIs in the selected category on the map.
7. You may select a POI (use Selection Mode as described above) and then select More Information from the menu for more details on the POI.
To use Address Location on a map

1. Display the map in **Selection** mode.
2. Move the cursor to the location for which you want address information and select **Mark Position**.
   The selected location is marked by a *pin* icon.
3. To get the address, select **More Information**.

![Screenshot of the Details window with the Point on Map view selected.](image)

4. To save the location to My Places, select **Save**.
Shifting between Day and Night Display Modes

MapQuest® Navigator has different display modes for driving by day and by night.

To shift Display Mode

- While navigating, from the menu, select **Day/Night** mode.
  
The screen toggles between these two types of display.
Changing Application Settings

Before you start using the application make sure the settings are configured according to your preferences. You can adjust the settings through the menu of most of the screens in MapQuest® Navigator.

Distance Units
You can change the units of distance (either Miles and Feet, or Kilometers and Meters).

Backlight Mode
When using MapQuest® Navigator, the cell phone backlight is set, by default, to be switched on during navigation. You can reset the backlight to the default settings of the cell phone (Normal mode) or set it to be always on whenever the MapQuest® Navigator application is active (Always on mode).

Daylight Saving
To calculate the estimated time of arrival you need to specify whether the daylight saving mode is activated.

To adjust application settings
1. From the MapQuest® Navigator menu, select Settings.
   The Settings screen displays the current settings selected.
2. Change the settings according to your preferences.
3. Select OK
   The new settings are activated.
I cannot get a GPS fix - what could be wrong?

- Make sure the GPS has a clear view of the sky.
- It may take 15 minutes for the GPS to get a “first fix” - this is the time when it calibrates itself and locates the satellites. The information it discovers in this time is remembered, and from that point on it shouldn't take longer than about 1-2 minutes to get a fix. If traveling to another country, the GPS needs to recalibrate itself, and can therefore take up to 15 minutes to acquire a first fix.
- Some car manufacturers use athermic heat-reflecting windshields that reflect all electromagnetic signals including GPS, blocking the signal from entering the car. Owners of vehicles fitted with athermic windshields might need to use an external GPS antenna that is compatible with their phone to ensure adequate GPS signal reception.

The GPS status switches between "Position Fix" and "Acquiring Satellites"

The receiver requires direct visual contact with the GPS satellites in order to receive signals and correctly determine your position. A variety of factors can interfere and cause your receiver to momentarily lose its position fix. Metallic materials, such as the roof of a car, block the signals. Narrow streets between tall buildings reduce the field of view of the receiver and glass surfaces can, in certain circumstances, lead to reflections of the satellite signals, which can impair the performance of the receiver. Even dense foliage, such as a tree-lined avenue, can hamper reception due to the water in the leaves.
Can I receive calls when using MapQuest® Navigator?
Yes. But the cell phone cannot transfer phone data and packet data at the same time. When a network-enabled application is transmitting packet data, the phone services will be blocked. This means that if you go off-route while receiving a call, MapQuest® Navigator will not be able to recalculate the route during the call.

Can I place calls when using MapQuest® Navigator?
Yes. You can place a call in the usual manner. If you do not exit the MapQuest® Navigator application it will continue running in the background.

Why do I hear "Recalculating route" when I have not left the route?
Inaccuracy of the map data and the GPS position fix may cause the application to think that it is not on the planned route. If you have not left the route, the phone should resume guidance momentarily.

I keep getting a network error and cannot download maps or routes
To download maps or routes, your phone must be able to establish an Internet connection over the GPRS network. To properly configure your cell phone for Internet access contact your service provider.
## Troubleshooting

### Error Messages

The following table lists the MapQuest® Navigator error messages with detailed explanations of the errors. It also includes suggestions on what you should do if the error message is displayed.

<table>
<thead>
<tr>
<th>Error message</th>
<th>This error message is displayed when...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor GPS signal, unable to determine current position.</td>
<td>You try to use an application feature that requires the GPS coordinates and these are unavailable (for example, navigating from &quot;current position&quot;)</td>
</tr>
<tr>
<td>Phone number field is empty.</td>
<td>You try calling a location for which no phone number has been specified.</td>
</tr>
<tr>
<td>My Places memory full. Please delete one of the entries and try</td>
<td>You try to add an item to a full address book.</td>
</tr>
<tr>
<td>Registration failed, please try again or contact customer support for assistance.</td>
<td>The registration process fails.</td>
</tr>
<tr>
<td>Network error: Could not send message, please check your connection settings and try again.</td>
<td>A general network error occurs. Check your connection settings. If you need assistance contact your service provider.</td>
</tr>
<tr>
<td>Origin and destination points are identical, please select a different origin or destination point.</td>
<td>The same location was entered for origin and destination.</td>
</tr>
<tr>
<td>The requested location is not on a digitized map.</td>
<td>You try to view or navigate to a location which is not on the map (for example at sea).</td>
</tr>
<tr>
<td>Cannot display overview map, there is no active route.</td>
<td>You try to display a map of the route when there is no active route.</td>
</tr>
</tbody>
</table>
Error message

The requested route cannot be calculated.

Login failed, if problem persists, contact customer support for assistance.

Compatibility error, your application may be out of date. Contact customer support for assistance.

Could not perform the requested search, please refine your search and try again.

Could not synchronize with remote server, please check connection settings.

This error message is displayed when...

You try to calculate a route which cannot be calculated (For example, between continents or to a location in the ocean)

Logging in to the application fails.

The application is out of date and needs to be upgraded.

A location search has failed.

The phone cannot connect to the wireless network, check the phone's connection settings and try again.
Using GPS to Determine Locations

The Global Positioning System (GPS) is a worldwide radio-navigation system formed from a constellation of 24 satellites and their ground stations. GPS uses these satellites as reference points to calculate positions accurate to a matter of feet.

GPS positioning is calculated using the following:

- **Triangulation using satellites:**
  The satellites are used as reference points for locations on earth. By precisely measuring our distance from three satellites we can “triangulate” our position anywhere on earth.

- **Measuring travel time:**
  The distance to a satellite is determined by measuring the time a radio signal from the satellite takes to reach the GPS device.
Glossary

Geocoding
The process by which geographic coordinates of a location are determined based on street address, zip code, or other location descriptors. These coordinates can then be used by computer programs to graphically represent geographic data points and their relationship with specific types of data.

Latitude / Longitude
Any location on Earth is described by two numbers, its latitude and its longitude. If a pilot or a ship's captain wants to specify a position on a map, these are the “coordinates” they use.

Mobile Optimized Navigation Data - MOND
The MOND is a unique feature that enables MapQuest® Navigator to quickly identify deviations from the planned route and, for minor deviations, return to the planned route without the need for reconnecting to the server. When downloading a route, the downloaded data includes information of the roads surrounding the route. This information includes the road type: highway, toll way, street or lane as well as distances, traffic lights and traffic signs. Using this and other information such as one-way streets and distances, the application can quickly detect deviations from the route and acts accordingly.