



# Frequently Asked Questions

## General

1. [What is AAA Mobile Navigator?](#)
2. [Is it safe to use AAA Mobile Navigator while driving?](#)
3. [There are several mobile phone navigation services on the market already. What differentiates AAA Mobile Navigator?](#)
4. [What is the price of AAA Mobile Navigator? How does the price compare to competing services?](#)
5. [What is GPS technology?](#)
6. [Where can I use AAA Mobile Navigator?](#)
7. [Can I use AAA Mobile Navigator indoors?](#)
8. [What technology enables AAA Mobile Navigator?](#)
9. [Who can subscribe to AAA Mobile Navigator?](#)
10. [Which wireless carriers offer AAA Mobile Navigator?](#)
11. [Which mobile phones are compatible with AAA Mobile Navigator? Does it work on BlackBerry devices, PDAs and smartphones?](#)
12. [How can I get AAA Mobile Navigator?](#)
13. [How do I set up AAA Mobile Navigator?](#)
14. [What advantages does mobile phone navigation have over in-car systems or personal navigation devices \(PNDs\)?](#)
15. [Is it less safe to view navigation on a small phone screen rather than a larger in-car system or PND screen?](#)
16. [Will AAA Mobile Navigator work if the driver is out of cell phone range or with cloudy skies?](#)
17. [Are additional air time minutes tacked onto the monthly subscription cost?](#)
18. [Will AAA Mobile Navigator work with my Bluetooth car stereo?](#)
19. [Can I subscribe to AAA Mobile Navigator if I am using a prepaid wireless package from my carrier?](#)

## Privacy and Permissions

1. [How do I enable my phone to allow AAA Mobile Navigator to access my location?](#)
2. [If I enable location on my phone, can anyone get my location?](#)
3. [If I enable location on my phone, will emergency services still be able to find me if I dial 9-1-1?](#)

## Local Search

1. [Do I need to select a category? Can I leave it as "All Categories"?](#)
2. [Can I do a Local Search beginning somewhere else?](#)
3. [Why does the place I'm looking not appear in the results of the Local Search?](#)

## Navigation

1. [Am I using air time or my data plan while I'm following my route?](#)
2. [What happens if I miss a turn, or if I know a better way?](#)
3. [What happens if I receive a call while navigating?](#)
4. [Why did the directions AAA Mobile Navigator gave me take me a way that the road wouldn't allow?](#)
5. [Can I change the voice used in navigation?](#)
6. [Can I set up AAA Mobile Navigator to route based on fastest, shortest or simplest?](#)
7. [What is the difference between "fastest", "shortest" and "simplest"?](#)
8. [Can I ensure that routes can be traveled by truck?](#)
9. [Can I get a route for bicycling?](#)



Mobile

## Frequently Asked Questions

10. [Can I get a route for walking?](#)
11. [Can I avoid highways, toll roads and/or HOV lanes?](#)
12. [Can I change the type of audio turn prompts used during navigation?](#)
13. [Can I change the volume for the audio prompts during navigation?](#)
14. [Can I alter how soon the next turn is shown?](#)
15. [What are turn maps?](#)
16. [Can I show/hide the turn maps?](#)
17. [Can I make the turn map appear automatically at the turn?](#)
18. [Can I see the turn map and turn icon at the same time?](#)

### Roadside Service

1. [Can I use the Roadside Service feature if I am not a AAA Member?](#)
2. [Do I need to enter my AAA member number before using the Roadside Service feature?](#)

### Mapping

1. [Can I get a map of any address?](#)
2. [Can I pan and zoom the map?](#)
3. [How do I switch between English and metric units?](#)
4. [How can I make the Follow Me map keep North at the top?](#)
5. [How can I make the Follow Me map put the direction I'm traveling at the top?](#)

### My Places

1. [Can I save favorite places?](#)
2. [I looked for something a few days ago and want to find it again. How do I do this?](#)
3. [How many recent searches are saved by AAA Mobile Navigator?](#)
4. [How many favorites can I save in AAA Mobile Navigator?](#)



# Frequently Asked Questions

## General

**Q: What is AAA Mobile Navigator?**

A: AAA Mobile Navigator is a downloadable mobile phone application that allows you to locate places, including exclusive AAA TourBook® guide travel information, get directions to any destination, get a map of a location and request AAA member roadside assistance at the touch of a button. Directions are provided as turn-by-turn navigation, with audible prompts when you are approaching a turn.

**Q: Is it safe to use AAA Mobile Navigator while driving?**

A: A driver should not program or interact with AAA Mobile Navigator in any manner that takes his or her eyes or mind off the road or hands off the steering wheel while driving; this should be done only while the vehicle is parked in a safe location or the driver should ask a passenger to perform these tasks. Once programmed AAA Mobile Navigator provides hands-free, audible navigation prompts and can be an effective aide to negotiating an unfamiliar route when seeking a destination. Upon accessing AAA Mobile Navigator a safety advisory is automatically and prominently displayed on the handset screen and users must indicate their acknowledgement of the advisory:



Because AAA is concerned about the dangers of distracted driving, AAA has included these instructions on the unit consistent with guidance from AAA on the use of any mobile communications device while operating a motor vehicle. Because AAA Mobile Navigator provides audible, turn-by-turn navigation instructions, it is not necessary - or advisable - for drivers to refer to the handset screen for visual instructions while driving. Visual navigation prompts and other features of AAA Mobile Navigator may be helpful or of interest to passengers riding in a vehicle.



## Frequently Asked Questions

**Q: There are several mobile phone navigation services on the market already. What differentiates AAA Mobile Navigator?**

A: With AAA Mobile Navigator, subscribers who are also AAA members can have the GPS location of the mobile phone sent to AAA when requesting roadside assistance. Requesting roadside assistance is as simple as pressing a single button on the phone, which will send the phone's GPS location to AAA and identify the AAA roadside assistance dispatch center to be called to request quick and reliable roadside assistance. In addition, AAA Mobile Navigator subscribers can access AAA TourBook<sup>®</sup> guide travel information on their mobile phones, allowing them to locate and obtain turn-by-turn driving directions to AAA Approved<sup>®</sup> points of interest (POIs), including Diamond Rated<sup>®</sup> hotels and restaurants, and find locations that offer AAA member savings. Subscribers can review detailed AAA descriptions for POIs on their phone, receive a map showing a destination on the mobile phone screen, and bookmark locations as favorites for quick recall in future.

**Q: What is the price of AAA Mobile Navigator? How does the price compare to competing services?**

A: Similar to competing services, subscribers will pay \$9.99 per month. This charge will typically appear on your monthly wireless carrier cell phone billing statement. Additional data usage fees may apply and will vary by carrier and your wireless service plan. Please contact your wireless carrier for more information on data usage fees. Details can be found at [www.AAA.com/AAAMobile](http://www.AAA.com/AAAMobile).

**Q: What is GPS technology?**

A: Global Positioning System (GPS) technology allows your mobile device to determine where you are, and relate that location to maps and local points of interest. This system consists of orbiting satellites that transmit continuous signals to GPS receivers. The latitude and longitude of a GPS receiver can be determined by triangulating the position of at least three of these satellites.

AAA Mobile Navigator uses Assisted GPS technology which allows the application to find the location without having a direct view of the sky or access to three or more GPS satellites. To get an initial location however, your mobile phone must have a wireless signal and be on your carrier's digital network (not roaming).

**Q: Where can I use AAA Mobile Navigator?**

A: AAA Mobile Navigator will work anywhere within your carrier's home network coverage area. If you are roaming, AAA Mobile Navigator will also operate but the GPS location capabilities will not be available.

**Q: Can I use AAA Mobile Navigator indoors?**

A: Yes. You can use all of AAA Mobile Navigator's features, including GPS location, while indoors. It is important to note that the GPS locations acquired by AAA Mobile Navigator while indoors will not be as precise as those acquired while outdoors with a clear view of the sky.



## Frequently Asked Questions

**Q: What technology enables AAA Mobile Navigator?**

A: Networks In Motion's award-winning location-based services platform, called *NavBuilder™*, powers AAA Mobile Navigator. It is also used for Verizon Wireless' *VZ Navigator*, Alltel's *Axcess Mobile Guide* and TELUS *Kid Find*. AAA chose Networks In Motion because of its product's ease of use and proven success rate in the industry.

**Q: Who can subscribe to AAA Mobile Navigator?**

A: AAA Mobile Navigator is available to anyone, including AAA's 50 million members. AAA Mobile Navigator is a great service for anyone who drives, from getting directions to a specific destination to finding nearby hotels, restaurants, and attractions on a business trip or vacation.

**Q: Which wireless carriers offer AAA Mobile Navigator?**

A: AAA Mobile Navigator is currently only available on select T-Mobile devices. Visit [AAA.com/AAAmobile](http://AAA.com/AAAmobile) for details..

**Q: Which mobile phones are compatible with AAA Mobile Navigator? Does it work on BlackBerry devices, PDAs or smartphones?**

A: To see a list of compatible phones for AAA Mobile Navigator, visit [www.AAA.com/AAAMobile](http://www.AAA.com/AAAMobile). We will continue to add additional phone models for each carrier and update this list. If you do not see your phone listed right now, you can check back often to see if your phone has been added to the list.

Currently, AAA Mobile Navigator is only available for select devices on T-Mobile.. See [www.AAA.com/AAAMobile](http://www.AAA.com/AAAMobile) for details. Check [www.AAA.com/AAAMobile](http://www.AAA.com/AAAMobile) often for updates.

**Q: How can I get AAA Mobile Navigator?**

A: You must download AAA Mobile Navigator directly from your wireless phone or Handmark.com (AAA Mobile Navigator on BlackBerry requires a credit card to which the subscription fees can be billed).

**Q: How do I set up AAA Mobile Navigator?**

A: AAA Mobile Navigator will walk through its basic setup when you first launch the application. The process will take you through the following steps:

1. You will be asked to accept the terms of use.
2. You will be asked by AAA Mobile Navigator to grant access to the features of your phone that allow AAA Mobile Navigator to access your location and the carrier's data network. It is highly recommended that you select the "Always Allow" option when prompted, in order to allow AAA Mobile Navigator to seamlessly access these features. AAA Mobile Navigator may not be able to operate correctly if you select "Never" or "Do Not Allow".
3. AAA Mobile Navigator will remind you to enable the location capability on your phone.
4. AAA Mobile Navigator will ask you to enter your AAA member number. You can skip this last step if you do not have your member number handy. If you are entering your member number, you must enter all 16 digits shown on your membership card.



## Frequently Asked Questions

**Q: What advantages does mobile phone navigation have over in-car systems or personal navigation devices (PNDs)?**

A: AAA Mobile Navigator has frequent and automatic updates of maps and points of interest data, which eliminate the need to purchase updates. In addition, subscribers pay a smaller monthly or daily service fee rather than larger up-front sales prices for an in-car systems and personal navigation devices. Finally, users can take their phone anywhere along with their AAA membership and have the benefits of real-time navigation and AAA service in the palm of their hand.

**Q: Is it less safe to view navigation on a small phone screen rather than a larger in-car system or PND screen?**

A: AAA Mobile Navigator provides heads-up, voice-prompted turn-by-turn directions with auto-rerouting if a turn is missed, so the driver does not need to look down in order to navigate. It is highly recommended that your vehicle be parked in a safe location before attempting to look at the screen or program new destinations.

**Q: Will AAA Mobile Navigator work if the driver is out of cell phone range or with cloudy skies?**

A: Unlike navigation devices that must be outdoors to work, AAA Mobile Navigator uses assisted GPS technology that allows users to find a route or get a map while sitting in a covered parking lot or meeting room. To get an initial fix, which calculates the route, the driver must have cell phone reception. Once the route is downloaded onto the phone, the user can go out of range and navigation will continue.

**Q: Are additional air time minutes tacked onto the monthly subscription cost?**

A: Each wireless carrier handles billing for wireless data usage differently. Please contact your carrier for details on wireless data plans and usage.

**Q: Will AAA Mobile Navigator work with my Bluetooth car stereo?**

A: AAA Mobile Navigator does not currently support audio output to a Bluetooth-capable car stereo, due to incompatibilities between the Bluetooth profiles in the wireless phone and car stereo. AAA Mobile Navigator cannot overcome these incompatibilities, as they are hardware limitations.

**Q: Can I subscribe to AAA Mobile Navigator if I am using a prepaid wireless package from my carrier?**

A: At this time, only Alltel Wireless prepaid customers can subscribe to downloadable wireless application services.

### **Privacy and Permissions**

**Q: If I enable location on my phone, can anyone get my location?**

A: No. The carriers value your privacy, and have taken many steps to ensure that your privacy is protected. Enabling location capabilities on your phone does not allow anyone to determine your location. It merely allows the software you installed to find your location when you request it.

**Q: If I enable location on my phone, will emergency services still be able to find me if I dial 9-1-1?**



Mobile

## Frequently Asked Questions

A: Yes. 9-1-1 operators will be able to locate you regardless of whether you have enabled location on your phone.



# Frequently Asked Questions

## Local Search

**Q: Do I need to select a category?**

A: No, you don't need to select a category. If you leave the category as "All Categories," AAA Mobile Navigator will search its database for all places around the specified location that have names that match the name (or partial name) that you enter in the "What" field.

**Q: Can I do a Local Search beginning somewhere else?**

A: Yes. Simply change the starting location by modifying the "Where" field in the search (the default is your current GPS location). Press on the bottom of the Scroll Pad until the "Where" field is highlighted, and then press on the right side of the Scroll Pad to view the available location options. Press up or down on the Scroll Pad to select the type of location you would like to use as the center of your search. You can select from locations recently used for navigation, favorite locations, addresses, intersections and airports.

**Q: Why does the place I'm looking for not appear in the results of the Local Search?**

A: The AAA Mobile Navigator database of places is updated on a quarterly basis, so if the place you are looking for is new, it may not yet be available in our database. In addition, the AAA Mobile Navigator search engine is optimized to return a focused set of results, so that you are not overwhelmed with many pages of results. Try using an address or intersection that is closer to the place for which you are searching or search for a place or address that is close to the place you are trying to find.

## Navigation

**Q: Am I using air time or my data plan while I'm following my route?**

A: No. All of the directions are downloaded to the phone when the route is first requested. As long as you don't go off route, no additional air time or data plan unit will be used.

**Q: What happens if I miss a turn, or if I know a better way?**

A: If you miss a turn, or if you go off route, AAA Mobile Navigator will automatically contact the server and download new directions. If you know a better way and deviate multiple times from the route provided by AAA Mobile, the application will stop automatically requesting new directions from the server and ask you whether you wish to continue using the directions provided by AAA Mobile. This feature is provided to minimize the usage of air time or your data plan while navigating.

**Q: What happens if I receive a call while navigating?**

A: Navigation will be suspended during the call. At the end of the call, AAA Mobile Navigator will determine your location and will continue navigating to your destination. Note that it may be necessary for AAA Mobile Navigator to contact the server to update the directions if you have deviated from the route that was provided before the call was received.



## Frequently Asked Questions

**Q: Why did the directions AAA Mobile Navigator provided me take me a way that the road wouldn't allow?**

A: Actual roads are constantly being added and changed. The AAA Mobile Navigator road database is updated on a quarterly basis, so any recent changes to actual roads may not be available to AAA Mobile. In addition, some road changes are not communicated to the AAA Mobile Navigator road database provider (Navteq) by the municipality or highway administration on a reliable basis.

**Q: Can I change the voice used in navigation?**

A: Yes. From the main screen, select "Options" (the top right key just below the screen) and then "Preferences". Select "Navigation", then "Voice Type". Press on the top or bottom of the Scroll Pad to select the voice you want to use, and press OK to save the setting.

**Q: Can I set up AAA Mobile Navigator to route based on fastest, shortest or simplest?**

A: Yes. From the main screen, select "Options" (the top right key just below the screen) and then "Preferences". Select "Navigation", then "Trip Settings", and then "Route Type". Press on the top or bottom of the Scroll Pad to select the route type you want to use, and select "OK" to save the setting.

**Q: What is the difference between "fastest," "shortest" and "simplest?"**

A: "Fastest" routes are selected based on estimated travel time. They are faster to drive but can be longer in distance. "Shortest" routes are selected based on total travel distance. They can take longer to drive due to speed limits. "Simplest" routes contain the fewest possible turns but may take longer to drive and may be longer in distance than other route options.

**Q: Can I ensure that routes can be traveled by truck?**

A: Yes. From the main screen, select "Options" (the top right key just below the screen) and then "Preferences". Select "Navigation", then "Trip Settings", and then "Vehicle Type". Press on the top or bottom of the Scroll Pad to select "Truck" and select "OK" to save the setting.

**Q: Can I get a route for bicycling?**

A: Yes. From the main screen, select "Options" (the top right key just below the screen) and then "Preferences". Select "Navigation", then "Trip Settings", and then "Vehicle Type". Press on the top or bottom of the Scroll Pad to select "Bicycle" and select "OK" to save the setting.

**Q: Can I get a route for walking?**

A: Yes. From the main screen, select "Options" (the top right key just below the screen) and then "Preferences". Select "Navigation", then "Trip Settings", and then "Vehicle Type". Press on the top or bottom of the Scroll Pad to select "Pedestrian" and select "OK" to save the setting.



## Frequently Asked Questions

**Q: Can I avoid highways, toll roads and/or HOV lanes?**

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Trip Settings”, and then “Avoid”. Press on the top or bottom of the Scroll Pad to select the avoid option you wish to change, then press “Set” (the top left key just below the screen) to change the setting for the option (on or off). When you are done, select “OK” to save your settings..

**Q: Can I change the type of audio turn prompts used during navigation?**

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Navigator Audio”. Press on the top or bottom of the Scroll Pad to select the type of audio prompts you would like, and then select “OK” to save your setting.

**Q: Can I change the volume for the audio prompts during navigation?**

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Navigator Volume”. Press on the top or bottom of the Scroll Pad to select the desired volume for audio prompts, and then select “OK” to save your setting.

**Q: Can I alter how soon the next turn is shown?**

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Show Next Turn”. Press on the top or bottom of the Scroll Pad to select whether you want to always show the next turn or only show the next turn as you approach it. Select “OK” to save your setting.

**Q: What are turn maps?**

A: Turn maps are detailed maps of turns which give you a better idea of what to expect when making a turn.

**Q: Can I show/hide the turn maps?**

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Turn Maps”, and then “Download Turn Maps”. Press on the top or bottom of the Scroll Pad to choose whether to use turn maps, then select “OK” to save your setting.

**Q: Can I make the turn map appear automatically at the turn?**

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Turn Maps”, and then “Show Map at Turn”. Press on the top or bottom of the Scroll Pad to choose whether to automatically show the turn map when approaching a turn, and select “OK” to save the setting.

**Q: Can I see the turn map and turn icon at the same time?**

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Turn Maps”, and then “Turn Icons on Map”. Press on the top or bottom of the Scroll Pad to choose whether to show the icon on the turn maps, and select “OK” to save the setting.



# Frequently Asked Questions

## Roadside Service

**Q: Can I use the Roadside Service feature if I am not a AAA Member?**

A: Yes. You will be advised by the AAA call counselor as to any fees that may be charged by AAA for roadside service, since you are not a member. Also, your GPS location will not be available to the AAA roadside assistance call center.

**Q: Do I need to enter my AAA member number before using the Roadside Service feature?**

A: No. You can enter your member number by selecting “Edit” (the top left key just below the screen) on the first Roadside Service screen, or you can choose not to enter your member number at all, in which case your GPS location will not be available to the AAA roadside assistance call center. It is highly recommended that you enter your member number into AAA Mobile Navigator if you are a AAA member, as this gives you access to the location-enhanced roadside assistance feature of AAA Mobile.

## Mapping

**Q: Can I get a map of any address?**

A: Yes, you can display a map of any valid street address within the U.S. You cannot however, get a map for a P.O. Box address.

**Q: Can I pan and zoom the map?**

A: Yes, you can pan the map by pressing up, down, left or right on the Scroll Pad, or by pressing any of the number buttons (except “5”). You can change the zoom level of the map by pressing the “Zoom” button, pressing the left or right side of the Scroll Pad to select your desired zoom level and select “OK”.

**Q: How do I switch between English and Metric units?**

A: From the main screen, select “Options” (the top right key just below the screen), then “Preferences” and then “General.” Press up or down on the Scroll Pad to highlight the “Metric Units” option and press “Set” (the top right key just below the screen) so that the box next to the option is checked for metric units and unchecked for English units. Select “OK” to save the setting.

**Q: How can I make the Follow Me map keep North at the top?**

A: From the main screen, select “Options” (the top right key just below the screen), then “Preferences” and then “General.” Press up or down on the Scroll Pad to highlight the “Heads Up in Follow Me” option and press “Set” (the top right key just below the screen) so that the box next to the option is unchecked. Select “OK” to save the setting.

**Q: How can I make the Follow Me map put the direction I’m traveling at the top?**

A: From the main screen, select “Options” (the top right key just below the screen), then “Preferences” and then “General.” Press up or down on the Scroll Pad to highlight the “Heads Up in Follow Me” option and press “Set” (the top right key just below the screen) so that the box next to the option is checked. Select “OK” to save the setting.



# Frequently Asked Questions

## My Places

**Q: Can I save my favorite places?**

A: Yes. AAA Mobile Navigator allows you to save any search result or any address you enter into your favorites by selecting “Options” (the top right key just below the screen) and then selecting “Add to Favorites”. In addition, you can store your home and work addresses for quick references using the “My Places” feature.

**Q: I looked for something a few days ago and want to find it again. How do I do this?**

A: All of the places you entered or navigated to/from recently are available as “Recent Searches”. They can be sorted alphabetically or from the most recent to the least recent.

**Q: How many recent locations are saved by AAA Mobile Navigator?**

A: AAA Mobile Navigator saves your 100 most recent navigation destinations and entered addresses. The oldest location in the list will be deleted to make room for a new location.

**Q: How many favorites can I save in AAA Mobile Navigator?**

A: AAA Mobile Navigator allows you to save up to 75 addresses or places in your Favorites list. If your favorites list is full and you try to save another address or place as a favorite, AAA Mobile Navigator will warn you that your favorites list is full and will not allow the new address or place to be saved. In order to save the new address or place, you will need to delete one of your other favorites to make room.