

TomTom Taxi Assistant Reference Guide

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What's in the box

What's in the box

- TomTom Taxi Assistant with removable mount



- USB cable



- USB car charger



- Dashboard mount disks. Disks are included in some products and are available as accessories for others. For more information, go to tomtom.com/accessories.



- Installation poster

Read me first

Positioning the mount

Consider carefully where to attach the mount in your car. The mount should not block or interfere with any of the following:

- Your view of the road
- Any of the controls in your car
- Any of your mirrors
- Any airbags

When your navigation device is in the mount, you should be able to reach the device easily without leaning or stretching. You can attach the mount to the windscreen or side window or you can use a Dashboard Mount Disk to attach the mount to your dashboard. The following diagrams show where you can safely attach the mount.



Installing in your car

Use the mount provided with your device to install your TomTom Taxi Assistant inside your car. You can attach your device to your windscreen or use the Dashboard Mount Disk to attach your device to your dashboard. See the printed installation instructions included with your product for more information. Read the Safety instructions before you install your device.

To install your device, do the following:

1. Choose the best location for your TomTom device. The location should be as smooth as possible.

Important: Choose a location that does not interfere with your view of the road, your mirrors, or any of the controls in your vehicle.

2. If you are using the Dashboard Mounting Disk, clean the dashboard and install the Disk.
3. Make sure that both the suction cup on the mount and your windscreen or disk are clean and dry.
4. Press the suction cup of the mount firmly against your windscreen or disk.
5. Turn the rubber grip near the base of the mount in a clockwise direction until you feel it lock.
6. Place your TomTom Taxi Assistant in the EasyClick mount, making sure that it clicks into place.
7. Plug the USB car charger into the power supply on your dashboard.
8. Connect the USB cable to the car charger and your TomTom device.

Your navigation device is now installed. The next step is to switch it on and answer a few set-up questions.

Switching on and off

To switch on your navigation device, press and hold the On/Off button until you see the start-up screen. The first time you switch on your device, you have to hold the button down for up to 15 seconds.

Setting up

Important: Take care to select the correct language as the language you choose will be used for all text on the screen.

When you first switch on your device, you have to answer a few questions to set up the device. Answer the questions by tapping the screen.

GPS reception

When you first start your TomTom Taxi Assistant navigation device, the device may need a few minutes to determine your GPS position and show your current position on the map. In future, your position will be found much faster, usually within a few seconds.

To ensure good GPS reception, you should use your device outdoors and keep your device upright. Large objects such as tall buildings can sometimes interfere with reception. GPS reception can also be affected if the device is placed flat on a surface or held flat in your hand.

Device not starting

In rare cases, your TomTom Taxi Assistant navigation device may not start correctly or may stop responding to your taps.

First, check that the battery is charged. To charge the battery, connect your device to the car charger. It can take up to 2 hours to fully charge the battery.

If this does not solve the problem, you can reset the device. To do this, press and hold the On/Off button until your device begins to restart.

Charging your device

The battery in your TomTom Taxi Assistant navigation device charges when you connect it to the car charger or to your computer.

Important: You should plug the USB connector directly into a USB port on your computer and not into a USB hub or USB port on a keyboard or monitor.

Sharing information with TomTom

When you first start navigating or perform a reset, your device asks for permission to collect some information about your use of the navigation device. The information is stored on the device until we retrieve it. We use it anonymously to improve our products and services. If you use LIVE services, we will also use your location information to deliver the services to you.

Additional information

Only if you give us your permission, your navigation device will continuously collect information and send it to TomTom at regular intervals. The information is also stored on your device until you connect it to your computer, then the information is sent to TomTom and deleted from your device. The information includes details that identify the navigation device, details about routes and locations, your TomTom Taxi account name and information entered while you were using the navigation device.

TomTom uses this information to be able to deliver LIVE services to you and to improve the HD Traffic service.

Within twenty minutes of switching off your navigation device, TomTom automatically and irreversibly destroys any information that allows identification of you or your device. This, now anonymous, information is used to improve TomTom's products and services, such as maps, reports on Points of Interest and average speeds driven. These products and services are also used by government agencies and businesses.

Using your navigation device, you can report speed cameras or danger zones. If you choose to use a service, your reports, which include location information and your TomTom Taxi account name, are sent to TomTom and kept together with your TomTom Taxi account. TomTom then uses your information to improve its speed cameras.

If you no longer allow sharing of information, none of the above information is sent to TomTom and information previously stored on your device is deleted. You won't be able to receive HD Traffic or mobile speed camera locations, or use any other LIVE services.

TomTom will not give anyone else access to the information collected from your navigation device.

In choosing to provide TomTom with information you are helping to make driving better, specifically by improving maps, traffic flows and reducing congestion. We appreciate your help.

This navigation device uses a GSM network that contains location information about your navigation device. By law, the network operator may be required to retain this location and other information for law enforcement purposes and TomTom has no influence over this. If you disable information sharing the mobile network connection is not active and the network operator cannot store location information.

If you think that your information is not being used for the purpose for which you have provided it to TomTom, contact us at tomtom.com/support.

See our privacy policy at tomtom.com/privacy.

Safety Notice

Some navigation devices contain a GSM/GPRS module which can interfere with electrical devices such as cardiac pacemakers, hearing aids and aviation equipment.

Interference with these devices may endanger the health or life of you or others.

If your device includes a GSM/GPRS module, do not use it near unprotected electrical units or in areas where the use of mobile telephones is prohibited, such as hospitals and aircraft.

Take care of your navigation device

It is important to take care of your device:

- Do not open the casing of your device under any circumstances. Doing so may be dangerous and will invalidate the warranty.
- Wipe or dry the screen of your device using a soft cloth. Do not use any liquid cleaners.

Getting help to use your navigation device

You can get further help by going to tomtomtaxi.com.

For warranty information, go to tomtom.com/legal.

Logging in to TomTom Taxi

Registering on TomTom Taxi

Before you can use your TomTom Taxi Assistant first go to TomTomTaxi.com and register. You cannot use your Taxi Assistant if you are not registered.

During registration you enter an email address and a user name to create a TomTom Taxi account. You receive a Personal Identification Number or PIN. You need your email address and PIN to log in to your TomTom Taxi Assistant.

Note: You must enter a mobile telephone number when you register. Important messages from TomTom Taxi and your customers are sent to your mobile telephone.

Your TomTom Taxi account is linked to your email address and is used for all transactions with TomTom and TomTom Taxi customers.

Logging in for the first time

To log in for the first time, do the following:

1. [Start](#) your Taxi Assistant.
2. If this is the first time your Taxi Assistant has been switched on, a Welcome screen is shown. Tap **OK** on the Welcome screen.
3. Enter your email address then tap **Next**.
4. Enter your PIN then tap **Login**.

Tip: If you have forgotten your PIN contact Customer Support.

5. Read the Legal notice then tap **I agree**.
6. Watch the tour of the Taxi Assistant or tap **Skip**.
7. The Driving View appears. You can now show yourself as [available for TomTom Taxi](#), or you can [navigate to pick up or drop off](#) a customer.

Logging in again or as another user

To log in again, do the following:

1. [Start](#) your TomTom Taxi Assistant.
2. If you are the same user who last logged out, enter your PIN then tap **Login**.

Tip: If you have forgotten your PIN contact Customer Support.

3. If you are a different user, tap **Change user**. Enter your email address then tap **Next**. Enter your PIN then tap **Login**.

Tip: If you have forgotten your PIN contact Customer Support.

4. The Driving View appears. You can now show yourself as [available for TomTom Taxi](#), or you can [navigate to pick up or drop off](#) a customer.

Logging out

To log in as a new user, do the following:

1. Tap the Main Menu button.
2. Tap MyTomTom Taxi.
3. Tap Logout. Tap Yes to confirm.

You return to the login screen. You can login in again or change user.

Using the TomTom Taxi Assistant

About TomTom Taxi Assistant

TomTom Taxi Assistant puts you in contact with people who need a taxi. The Taxi Assistant uses TomTom's advanced navigation and TomTom HD Traffic to guide you to your pick-up and drop-off locations, reducing your workload and making your journeys better.

How does it work

When a customer orders a taxi TomTom Taxi determines which taxi is best available to pick up the customer. The customer enters the pick-up location and the drop-off location, and the TomTom Taxi Assistant navigates you to those locations. When the customer has not entered a drop-off location you can manually enter the address.

When you are selected for an order Taxi Assistant helps you during your entire journey. It finds the fastest route, avoids traffic and informs you and your customer about the expected trip duration and arrival times.

You can also use Taxi Assistant when picking up non-TomTom Taxi customers, such as your regular customers or customers who hail you in the street.

Costs

You only have to pay for the orders you have accepted. When you receive a customer request, the order fee is shown on the screen. There are no monthly fees or other subscription costs. Visit tomtomtaxi.com for more information.

Getting customers

If you want to receive customer requests from TomTom Taxi, you must [set your availability](#) to **YES**. Customer requests appear when available and applicable to you. If you are driving TomTom Taxi customers or other customers, you are automatically not available for new TomTom Taxi customer requests. If you are on a break or don't want to be available for new customer requests from TomTom Taxi for other reasons, you can manually set the availability to **NO**.

Reward

If you accept customer requests, pick up customers on time, don't cancel orders (unless there is a no show) and receive positive customer feedback, you are rewarded by being offered more customers.

Giving feedback

You can give feedback about your experience with your customer. TomTom Taxi collects feedback to check for bad customers. Bad customers are not allowed to use the service.

If you complain about a misbehaving customer we evaluate the complaint and determine if the customer needs to be excluded from using the service. Remember that your customers can also give feedback about you.

Make yourself available or unavailable

When you are logged in to your TomTom Taxi Assistant the [Driving View](#) is displayed.



Tap the **Available** slider to show **YES**. The status indicator in the information bar changes to green. You are now available to receive new [TomTom Taxi customer requests](#).

If you pick up a [non-TomTom Taxi customer](#), such as a tourist on the street, you can still use navigation by tapping the **Navigate to...** button. Your availability will automatically be set to **NO** until you finish the order.

To make yourself unavailable, tap the **Available** slider to show **NO**. The status indicator dot in the information bar changes to red. You are now not available to receive new TomTom Taxi customer requests. You can still [navigate to non-TomTom Taxi customers](#) using the **Navigate to...** button.

Customer request using TomTom Taxi

To receive and respond to customer requests, do the following:

1. [Make yourself available](#) to receive TomTom Taxi offers.

When a new request arrives the **New customer request** panel is shown. The panel contains details about the customer's location and the cost of the order.

2. Tap on the yellow panel to open the details screen. If you don't want the customer, tap on the screen outside of the yellow panel to return to the [Driving View](#).

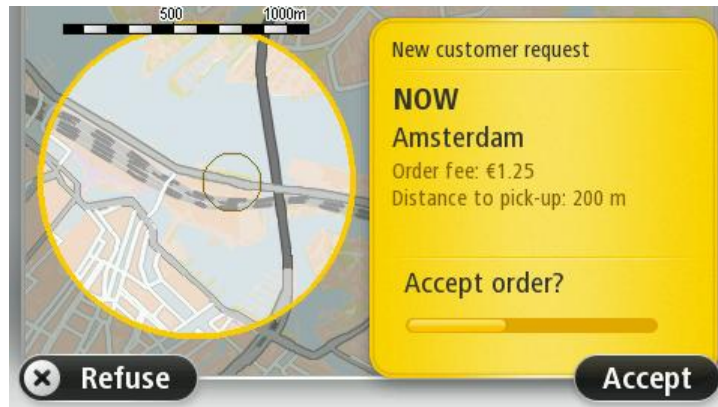
If you don't react then the yellow panel closes after a short time.



3. The approximate location of the pick-up is shown on the map. Tap **Accept** if you are interested in this customer.

If you are not interested in this customer tap **Refuse** or wait a short time. The [Driving View](#) then appears.

Important: Tapping **Refuse** or not reacting to the offer may affect your TomTom Taxi rewards which can reduce the number of offers you receive in the future.



4. After you have applied for an order TomTom Taxi determines which of the drivers that applied is the best candidate to receive the order. This can take a few minutes. The [information bar](#) shows that the selection process is in progress.

Tip: Don't pick up other customers while you are waiting for the selection process to finish.

5. After a short time you receive notification of whether you have been selected or not.
When you are selected you see the message **You have been selected! Go to pick-up now.** In the [information bar](#) the green tick shows you have won the order. The route to the pick-up location is calculated immediately and you can start driving to the pick-up location.
When you are not selected you see the message **Sorry, you were not selected this time.** In the [information bar](#) the red cross shows you lost the order and the green dot shows you are still available.

Customer request while driving another customer

You can receive new customer requests while you are busy with your present customer, but only when you are driving to the drop-off address. Apply for a new customer by clicking **Yes** on the order panel.

If you win the order, the message **You are selected! Finish current order** is shown.

Continue with your present customer. When you have [dropped off your customer](#), tap **Finish order**. The route to your new customer is calculated and you can drive immediately to the pick-up location.

When you are not selected you see the message **Sorry, you were not selected this time.**

Navigating to the pick-up location

Follow the instructions given by your TomTom Taxi Assistant to navigate to the pick-up location.



The information panel

In the information panel you can see the status of the order, for example **En route to pick up**, the name of the customer or venue, and the address (street and city) of the pick-up location. If there is no house number specified, the precise location of the customer is shown by a pin on the map.

Customer and order details

To see detailed information about the customer and order, tap the 'arrow' button next to the customer's name.

Text messages from the customer

A green balloon icon next to the button shows that the customer has sent you a text message. This message is shown on the Order details screen.

Estimated arrival time

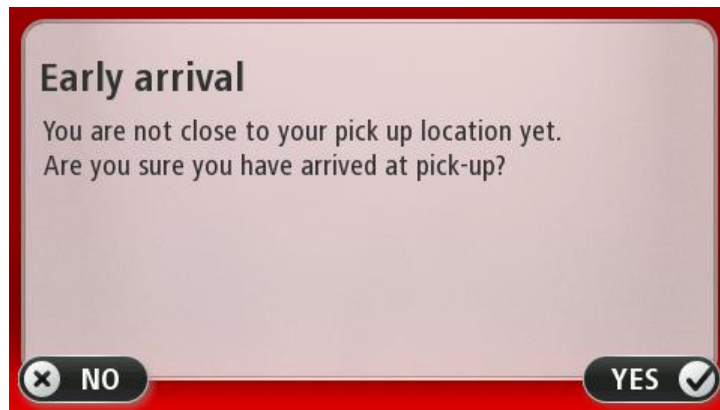
Below the address you can see the estimated arrival time and the time in minutes that it will take you to arrive at the pick-up location.

On arrival

Tap the **Report Arrival** button when you have reached the pick-up location. When your status changes to Arrived, the customer receives notification that you have arrived at the pick-up location.

Early arrival

If you tap the **Report Arrival** button when you are not near the pick-up location, the **Early arrival** screen is shown. Tap **Yes** if you are sure you have arrived. Tap **No** if you want to continue to navigate to your pick-up location.



At the pick-up location

At the pick-up location the Taxi Assistant helps you to find your customer. You can see the pick-up location on the map, and if the customer has left a message you see it on the screen.



If you can't find the customer and have tried to contact them using the contact details on the trip details screen, tap the **No show** button to cancel the trip.

When the drop-off location is already known by TomTom Taxi the route is automatically calculated. When the route has been calculated you can start driving to the drop-off location.

If the drop-off location is not known, tap **Go to drop-off** to [plan a route](#).

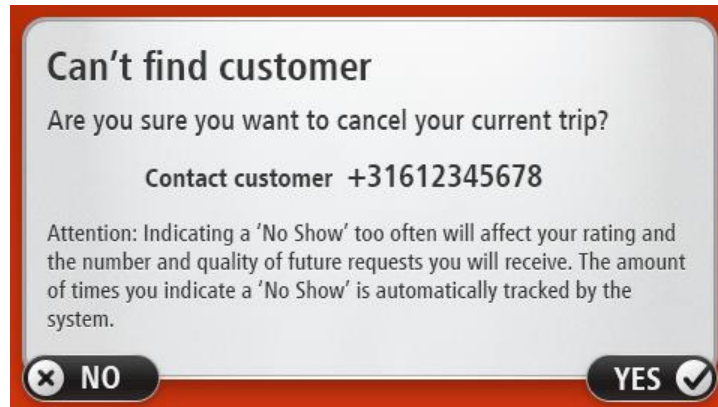
No customer waiting at the pick-up location

If you arrive at the pick-up location and your customer is not there, tap **No show**.

The Cancel order screen appears. If the customer has given a phone number, the phone number is shown. You can call the customer to find out the customer's location.

Tap **No** to return to the pick-up screen. Tap **Yes** to cancel the order.

Important: Cancelling because of a no show does not affect your TomTom ranking. However if you have more no shows than the average driver it could affect your ranking.



Planning a route to the drop-off location

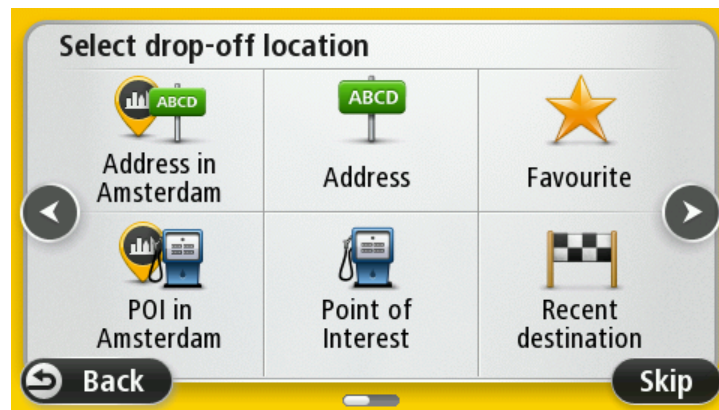
To plan a route, do the following:

1. Tap **Navigate to...** on the At-pick-up screen.
2. On the **Select drop-off location** screen, tap **Address in city**.

If the location is not in your current city tap **Address**. You must then first enter the city you want to navigate to.

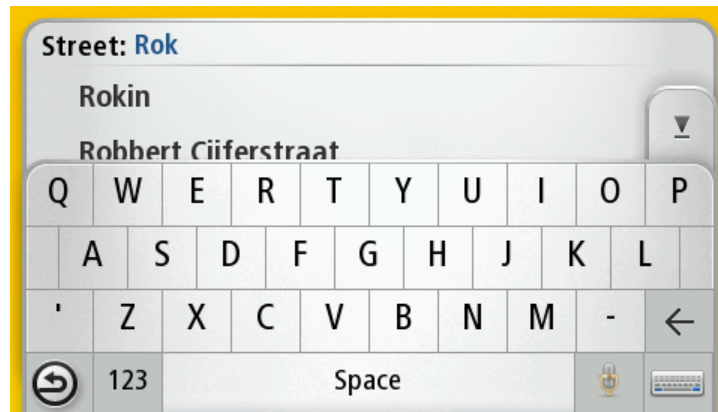
Tip: You can also use [other Navigate to options](#) to select a location.

Tip: Tap **Skip** if you don't want to use navigation. Your Taxi Assistant will still track your position.

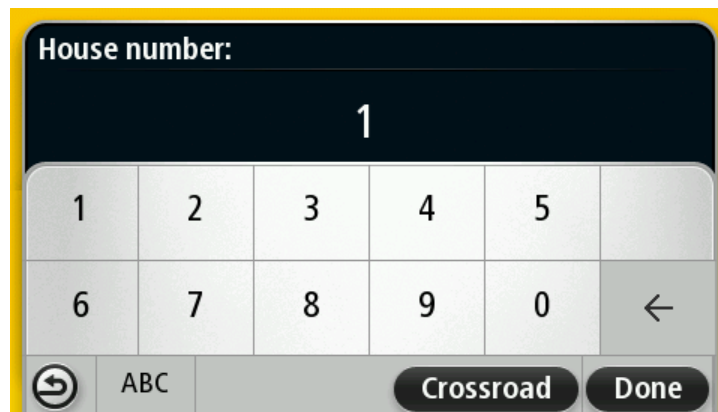


3. Enter the street name.
Streets with similar names are shown in the list as you type.

When the correct street name appears in the list, tap the name to select the destination.



4. Enter the house number, then tap **Done**.



The location is shown on the map and the route is calculated. You can start driving to your pick-up or drop-off location when the route is ready. Your Taxi Assistant starts to guide you to your destination, using spoken instructions and on-screen directions.

Navigating to the drop-off location

Follow the instructions given by your Taxi Assistant to navigate to the drop-off location.



The information panel

In the information panel you can see the status of the order, for example **En route to drop-off**, the name of the customer or venue, and the address (street and city) of the drop-off location.

Customer and order details

To see detailed information about the customer and order, tap the 'arrow' button next to the customer's name.

Estimated arrival time

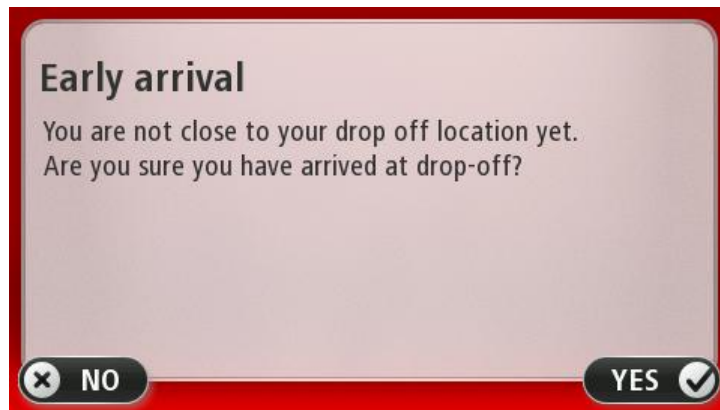
Below the address you can see the estimated arrival time and the time in minutes that it will take you to arrive at the drop-off location.

On arrival

Tap the **Report arrival** button when you have reached the drop-off location. If you are at a location that is different from the drop-off location sent to your Taxi Assistant but you know you have arrived, tap **Report arrival**.

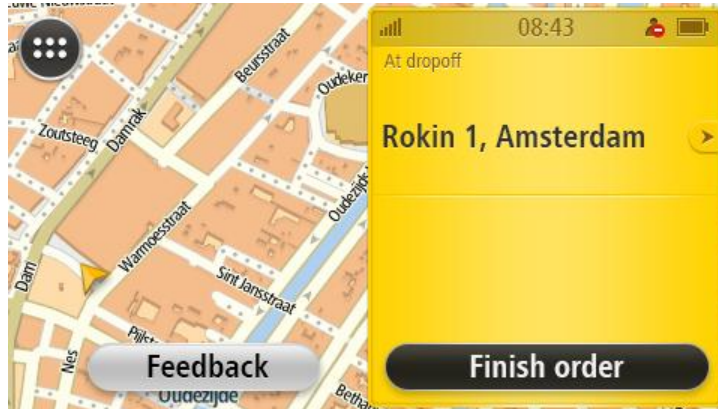
Early arrival

If you tap the **Report arrival** button when you are not near the drop-off location, the **Early arrival** screen is shown. Tap **Yes** if you are sure you have arrived. Tap **No** if you want to continue to navigate to your drop-off location.



At the drop-off location

The At-drop-off screen shows you a summary of your trip, including the exact pick-up and drop-off times and the total duration and distance. You can also give feedback about your customer using this screen.



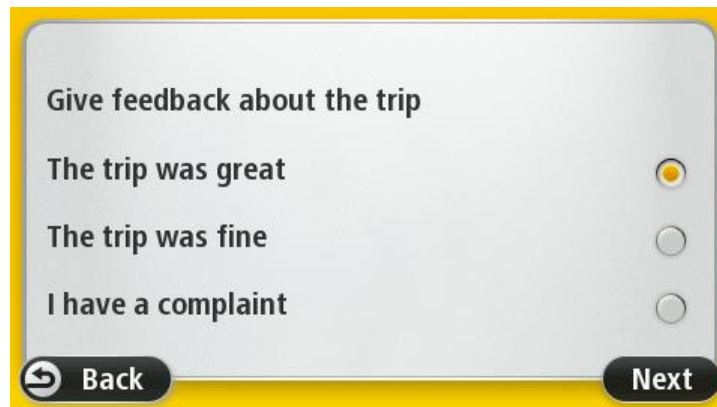
Tap **Finish order** to make yourself available for a new customer or to continue with your next customer.

Giving feedback

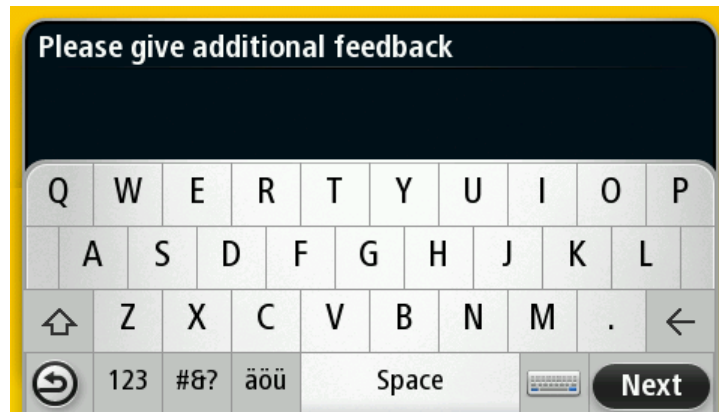
You can give feedback about your customer after you have dropped them off. The information can be used to assess whether the customer will be allowed to use TomTom Taxi again.

Note: Your customer can also give information about you using the TomTom Taxi app.

1. On the At-drop-off screen, tap the **Give feedback** button.
2. Tap the screen to rate the order. Tap **Next**.

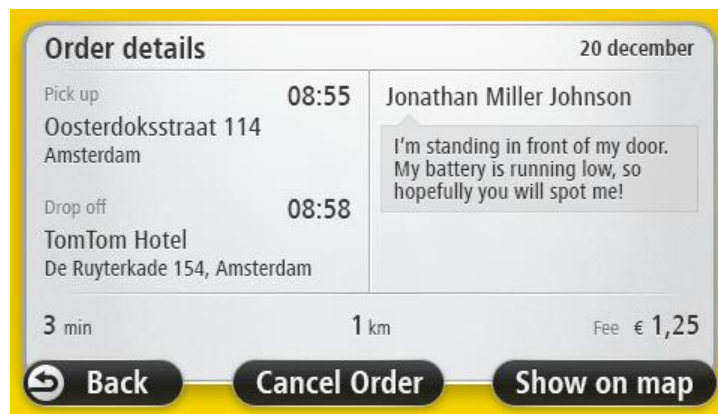


3. Enter any additional information you feel is important. Tap **Done**.



Viewing the order details

You can view the order details at any time during your trip by tapping the arrow next to the customer's name on the information panel.



The order details screen lets you view the following details:

- The customer's name.
- The customer's phone number, if given.
- The message from the customer, if given.
- The pick-up time and location.
- The drop-off time and location.
- The time and distance to the drop-off location.
- The TomTom Taxi order fee.

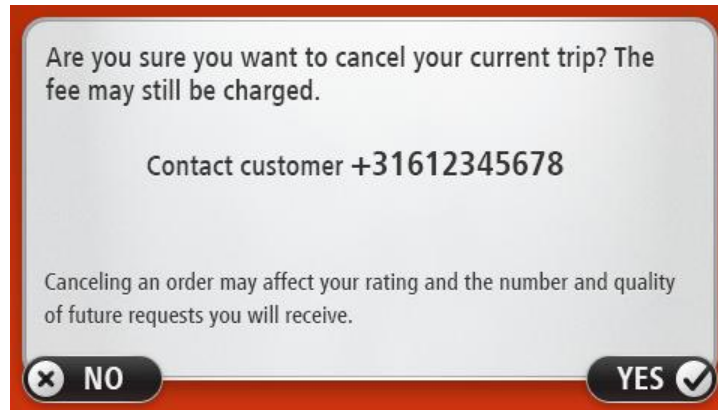
Tap **Cancel order** to [cancel the order](#).

Tap **Show on map** to show the route on [the map](#).

Canceling an order - driver

Important: Canceling the order may affect your TomTom Taxi ranking which can reduce the number of offers you receive.

1. In the [Order details](#) screen, tap **Cancel order** to show the Cancel order screen.



2. If you want to speak to the customer, call the customer's phone number if it's available.
3. Tap **YES** to cancel the order.
4. On the feedback screen, tap the screen to give the reason you want to cancel the order.
5. Tap **Next**.
6. When you give **Other reason** as the reason for cancelling, enter the actual reason for cancelling.
7. Tap **Next**.
8. On the Order cancelled screen, tap **Done**.
You return to the [Driving View](#).

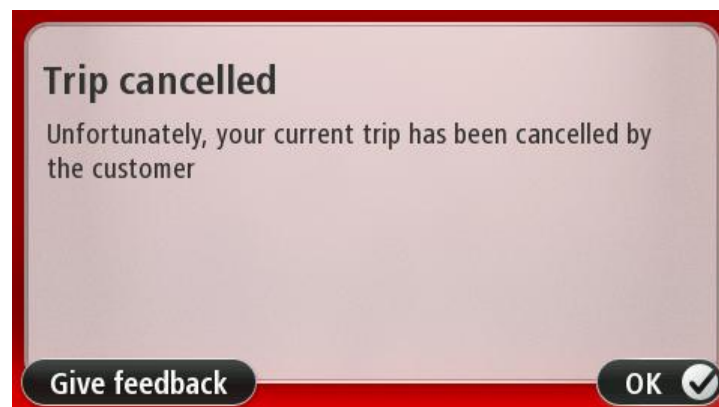
Note: Your availability is automatically set to **No**.

Canceling an order - customer

If a customer cancels an order, the following happens:

Note: An order cancelled by the customer does not affect your TomTom Taxi ranking.

- The **Trip cancelled** screen can appear at any time when a customer cancels an order you have won. Tap **OK** to acknowledge the message or tap **Give feedback** to give feedback about the cancellation.



- On the feedback screen, enter your feedback message then tap **Done**.
You return to the [Driving View](#).

Using the map

You can view the map in the same way as you might look at a traditional paper map. The map shows your current location and many other locations such as Favourites and Points of Interest (POIs.)



To view the map in this way, tap anywhere on the map on any screen to show the map screen.

You view different locations on the map by moving the map across the screen. To move the map, touch the screen and drag your finger across the screen. You can zoom in and out using the zoom buttons. You can also zoom in and out by touching the screen with your thumb and forefinger and sliding them together and apart.

To select a location on the map, tap the location on the map. The cursor highlights the location and displays useful information about the location in an information panel.

Working with non-TomTom Taxi customers

Using your Taxi Assistant for navigation

You can use your Taxi Assistant to navigate to pick up and drop off non-TomTom Taxi customers, for example customers that you pick up on the street or regular customers who use a different booking method.

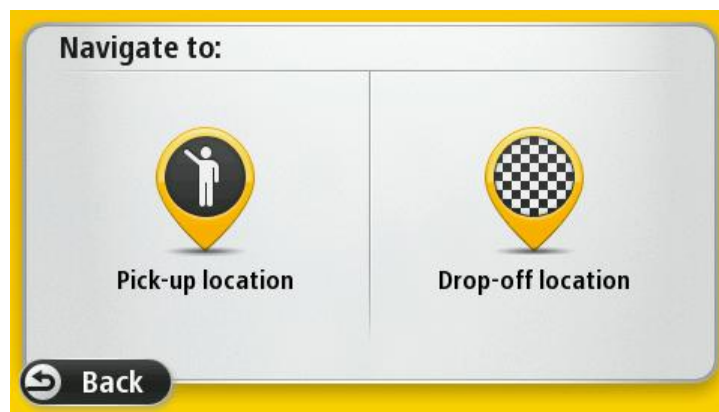
When working with non-TomTom Taxi customers you can still be available to apply for TomTom Taxi customers. If you do not want customers from TomTom Taxi, remember to [make yourself unavailable](#).

Planning a route

Important: In the interest of safety and to reduce distractions while you are driving, you should always plan a route before you start driving.

To plan a route on your TomTom Taxi Assistant, do the following:

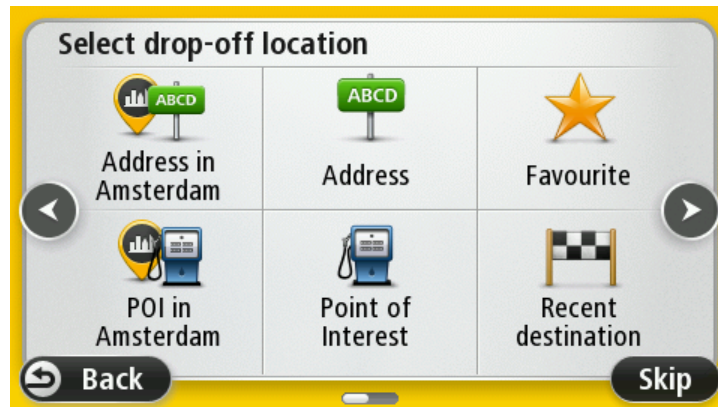
1. Tap **Navigate to...** on the [Driving View](#).
2. On the **Navigate to** screen, tap **Pick up location** to pick up a customer, or **Drop off location** to drop off a customer.



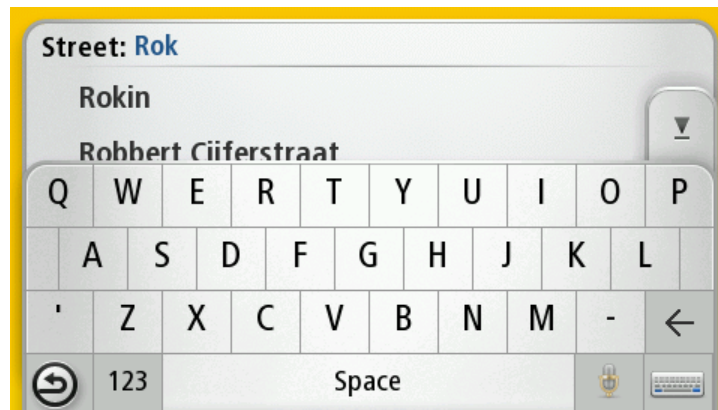
3. On the **Navigate to** menu screen tap **Address in city**.
If the location is not in your current city tap **Address**. You must then first enter the city you want to navigate to.

Tip: You can also use [other Navigate to options](#) to select a location.

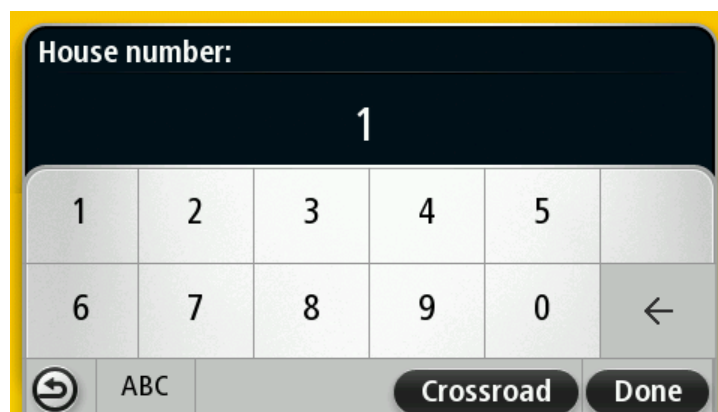
Tip: Tap **Skip** if you don't want to use navigation. Your Taxi Assistant will still track your position.



4. Enter the street name.
Streets with similar names are shown in the list while you type.
When the correct street name appears in the list, tap the name to select the destination.



5. Enter the house number, then tap **Done**.



The location is shown on the map and the route is calculated. When the route is ready tap **Start trip** and start driving to your pick-up or drop-off location. Your Taxi Assistant starts to guide you to your destination, using spoken instructions and on-screen directions.



6. To end the navigation instructions, tap the **Report arrival** button on the information panel. If you are at the pick-up location, tap **Go to drop-off**. You can then enter the destination address and navigate to the drop-off location.



Using the map

You can view the map in the same way as you might look at a traditional paper map. The map shows your current location and many other locations such as Favourites and Points of Interest (POIs.)



To view the map in this way, tap anywhere on the map on any screen to show the map screen.

You view different locations on the map by moving the map across the screen. To move the map, touch the screen and drag your finger across the screen. You can zoom in and out using the zoom buttons. You can also zoom in and out by touching the screen with your thumb and forefinger and sliding them together and apart.

To select a location on the map, tap the location on the map. The cursor highlights the location and displays useful information about the location in an information panel.

Navigation menu options

When you tap **Navigate to** you can set your destination in many ways, not just by entering the address. The other options are listed below:



Tap this button to navigate to a location in your current city.

Address in city



Tap this button to enter an address as your destination.

Address



Tap this button to select a Favourite as your destination.

Favourite



Tap this button to navigate to a Point of Interest (POI) in your current city.

POI in city



Tap this button to navigate to a Point of Interest (POI).

Point of Interest



Tap this button to select your destination from a list of places you have recently used as destinations.

Recent destination



Local search

Tap this button to use Local Search with TomTom Places to help you find shops and businesses in and around your current location.

You can choose to search for shops and businesses near you, near your destination, near any other destination or in a city.

For example, if you are looking for a swimming pool near your current location, enter 'swimming pool' and choose the best search result.



Tap this button to select a point on the map.

Point on map



Tap this button to enter an address by saying the address.

Spoken address



These are quick links to your last destinations. Tap a link to plan a route to that destination.

Location

The Driving View and Menus

About the Driving View




When you have logged in to your TomTom Taxi account the Driving View is shown. The Driving View enables you to navigate to a pick-up or drop-off location and apply for new TomTom Taxi customers. The Driving View also shows your availability.

To open the [Menu](#) from the Driving View, tap the **Menu** button. The Menu lets you navigate to a location, view your account, and change settings on your Taxi Assistant.




The Driving View



1. Menu button. Tap the button to open the [Menu](#).
2. Road sign information or the next street name.
3. GPRS signal strength indicator.
4. Audio on mute icon.
5. No GPS fix icon.
6. Current time.
7. Icon to show that your mobile phone is not connected via Bluetooth.
8. Order status icons:

	Order selection in progress
	Order won
	Order lost

9. Availability icons:

	Available
	Unavailable
	Disconnected

You may not be available because you are busy with an existing customer, or you have [set your status to unavailable](#).

10. [Battery level](#) indicator.

11. The information panel which shows the following information:

- The status of your journey. This can be one of the following:
 - En route to pick-up
 - At pick-up
 - En-route to drop-off
 - At drop-off
- The name of your customer, and the pick-up or drop-off location. Tap the panel to [view the order details](#).

12. The estimated time of arrival at your pick-up or drop-off location, and the estimated time to get there.

13. The **Navigate to**, the **Report arrival** or the **Finish order** button.

14. Volume control button.

15. Your current speed and, if known, the speed limit at your current location. If you exceed the speed limit your speed appears red.

16. Navigation instruction for the road ahead and the distance to next instruction. If the second instruction is less than 500ft after the first instruction, you see it shown immediately instead of the distance.

Tap this part of the status bar to repeat the last voice instruction and to change the volume. You can also tap here to mute the sound.

17. [Traffic sidebar](#). Tap the sidebar to open the Traffic menu.

The traffic bar is only shown when there is traffic on your planned route. Traffic information is not available in all countries or regions.

18. The name of the street you are on.

19. Your current position.

20. Speed cameras icon.

21. Mobile phone icon or quick menu icon.

The Menu

The following buttons are available in the Menu:



Plan route

Tap this button to start [planning a route](#) to your customer location or destination.



My TomTom Taxi

Tap this button to open the [TomTom Taxi Account menu](#).



Speed Cameras

Tap this button to open the [Speed Cameras menu](#).



HD Traffic

Tap this button to open the [HD Traffic menu](#).



Weather

Tap this button to open the Weather menu.



Settings

Tap this button to open the [Settings menu](#).



Plan route

Tap this button to plan a route in advance, selecting your starting point and your destination.



Show route demo

Tap this button to watch a demo of the journey. You can interrupt the demo at any time by tapping the screen.

My TomTom Taxi menu

The following buttons are available in the My TomTom Taxi menu:



My account

Tap this button to view details about your TomTom Taxi Account.



**About TomTom
Taxi**

Tap this button to view details about the version of TomTom Taxi on your Taxi Assistant.



Watch the Video

Tap this button to view a video about how to use TomTom Taxi.



Take the tour

Tap this button to view a video about how to use TomTom Taxi.



Log out

Tap this button to log out from your account. You return to the PIN screen where you can log in again or change user.

Advanced Lane Guidance

About lane guidance

Note: Lane guidance is not available for all junctions or in all countries.

Your TomTom Taxi Assistant navigation device helps you prepare for motorway exits and junctions by showing the correct driving lane for your planned route.

As you approach an exit or junction, the lane you need is shown on the screen.

Using lane guidance

There are two types of lane guidance:

- Lane images



Tip: Tap anywhere on the screen to return to the Driving View.

- Instructions in the status bar



Tip: If no lane guidance is shown in the status bar and all lanes are highlighted, you can use any lane.

View map

About viewing the map

You can view the map in the same way as you might look at a traditional paper map. The map shows your current location and many other locations such as Favourites and POIs.

To view the map in this way, tap **View map** or **View route** in the Main menu.

You view different locations on the map by moving the map across the screen. To move the map, touch the screen and drag your finger across the screen. If your device supports gestures, you can also zoom in and out by touching the screen with your thumb and forefinger and sliding them together and apart.

To select a location on the map, tap the location on the map. The cursor highlights the location and displays useful information about the location in an information panel. Tap the information panel to create a Favourite or plan a route to that location.

View map



1. The scale bar
2. The cursor with street name balloon. The selected street is highlighted on the map. The house number range is shown for the part of the street that is selected. When there are only house numbers on one side of a street, a red X is shown for the side without house numbers.
3. Marker
 - A marker shows the distance to a location. Markers are coloured as follows:
 - Blue - points to your current location. This marker is grey if you lose your GPS signal.
 - Red - points to your destination.
 - Tap a marker to centre the map on the location pointed to by the marker.

To turn markers off, tap **Options**, then **Advanced** and clear the **Markers** checkbox.

4. The zoom bar
Zoom in and out by moving the slider.
5. Options button
Tap this button to show the map options.
6. The Find button
Tap this button to find specific addresses, favourites or Points of Interest.
7. Traffic - current traffic incidents. Use the Options button to select whether traffic information is shown on the map. When traffic information is shown on the map, POIs and Favourites are not shown.

Options

Tap the **Options** button to set the information shown on the map and show the following information:

- **Traffic information** - select this option to show traffic information on the map. When traffic information is shown, POIs and Favourites are not shown.
- **Names** - select this option to show street and city names on the map.
- **Points of interest (POIs)** - select this option to show POIs on the map. Tap **Choose POIs** to choose which POI categories are shown on the map.
- **Favourites** - select this option to show your Favourites on the map.
- **Satellite images** - select this option to show satellite images of the area being viewed. Satellite images are not available in every map or for every location on the map.

Tap **Advanced** to show or hide the following information:

- **Markers** - select this option to enable markers. Markers point to your current location (blue) and your destination (red). The marker shows the distance to the location.
Tap a marker to centre the map on the location which the marker is pointing to.
- **Coordinates** - select this option to show GPS coordinates in the lower left corner of the map.

Sounds and voices

About sounds and voices

Your TomTom Taxi Assistant device uses sound for some or all of the following:

- Driving directions and other route instructions
- Traffic information

Note: To use a TomTom traffic information service, you may need a subscription or a receiver. Traffic services are not supported in all countries or regions. For more information, visit tomtom.com/services.

- Warnings that you set

There are two types of voice available for your device:

- Computer voices
Computer voices are generated by your device. They provide route instructions and read aloud city and street names, traffic and other useful information.
- Human voices
These are recorded by an actor and only provide route instructions.

About computer voices

Your TomTom Taxi Assistant device uses text-to-speech technology and computer voices to read the street names on your map as it guides you on your route.

The computer voice analyses the whole phrase or sentence before speaking, to ensure that the sentence sounds as close as possible to natural speech.

Computer voices can recognise and pronounce foreign towns and street names. For example, the English computer voice can read and pronounce French street names.

Selecting a voice

To select a different voice on your TomTom Taxi Assistant device, either tap **Change voice** in the **Settings** menu or tap **Voices**, then tap **Change voice** and select the required voice.

Changing the volume level

You can change the volume on your TomTom Taxi Assistant device in several ways.

- In the Driving View.
Tap the distance-to-turn panel below the information panel to display the volume slider. Move the slider to adjust the volume. The last route instruction is played so you can hear the new volume level.
- In the Settings menu.

Tap **Menu** in the [Driving View](#), then tap **Settings**. Tap **Volume Settings** and move the slider to adjust the volume. Tap **Test** to listen to the new volume level.

Automatic volume control

To set your TomTom Taxi Assistant device to automatically adjust the volume, do the following:

1. Tap **Settings** in the Main menu.
2. Tap **Volume**.
3. Select **Link volume to car speed** to automatically adjust the volume inside the car in response to changes in the speed of your driving.
4. Tap **Done**.

Settings

About Settings

You can change the way your TomTom Taxi Assistant device looks and behaves. Most of the settings on your device can be accessed by tapping **Menu** in the [Driving View](#), then **Settings**.

2D/3D settings



2D/3D settings

Tap this button to set the default view of the map. To switch between 2D and 3D views while driving, tap the left side of the status bar in Driving View.

It is sometimes easier to view the map from above, such as when navigating a complex road network.

The 2D view shows a two dimensional view of the map as though viewed from above.

The 3D view shows a three dimensional view of the map as though you are driving through the landscape.

The following buttons are available:

- **In 2D view: rotate map in direction of travel** - tap this button so the map is rotated automatically with the direction you are travelling always at the top.
- **Switch to 3D view when following a route** - tap this button to show the map automatically in 3D view when you are following a route.

Battery status



Battery status

Tap this button to check the status of the battery.

A battery-level status indicator is shown on the information bar. The level changes for every 20% decrease in the battery level or charge.

When the battery level is only 20% the message **20% battery remaining** is shown on the screen.

When the battery level is only 10% the message **10% battery remaining. Connect charger** is shown on the screen.

When the battery is almost empty the **Battery empty** screen is shown and the device shuts down.

Connect your device to your car charger to [charge the battery](#).

Brightness



Brightness

Tap this button to set the brightness of the screen. Move the sliders to adjust the brightness level.

To view the map and menus in day or night colours, tap **Use day colours** or **Use night colours** in the Settings menu.

Clock



Clock

Tap this button to select the time format. As soon as you have a GPS fix, the time will be set automatically. If you don't have a GPS fix, you can choose to set the time manually.

Connection Status - Texas



Connection Status

Tap this button to see the status of your GSM connection. You also see some information that may be requested by Customer Support if you have to report a problem.

Favourites



Favourites

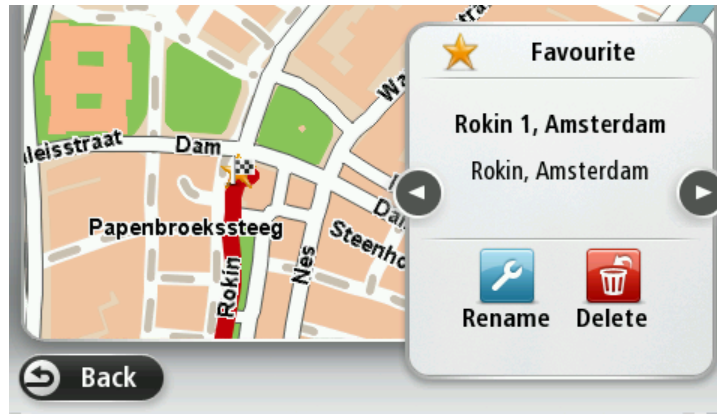
Tap this button to add, rename or delete Favourites.

Favourites provide an easy way to select a location without the need to enter the address. They do not need to be favourite places, they can simply be seen as a collection of useful addresses.

To create a new Favourite, tap **Add**. Then enter the location address in the same way that you enter an address when you plan a route.



To view or change an existing Favourite, tap one of the items in the list. To see more Favourites on the map, tap the left or right buttons.



GPS status



GPS status

Tap this button to see the current status of GPS reception on your device.

Keyboard



Keyboard

Tap this button to select the keyboards that will be available for your use and the layout of the Latin keyboard.

You use the keyboard to enter names and addresses, such as when you plan a route or search for the name of a town or a local restaurant.

Language



Change Language

Tap this button to change the language used for all the buttons and messages you see on your device.

You can choose from a wide range of languages. When you change the language, you can also change the voice.

Manage maps



Switch map

Tap this button to change the map you are using.

Map colours



Map colours

Tap this button to select the colour schemes for day and night map colours.

Tap **Search** to search for a colour scheme by typing the name.

Phone



Phone

Tap this button to open the phone settings menu.

For more information on connecting your phone and making hands-free calls, see [Hands-free calling](#).

Reset factory settings



Reset factory settings

Tap this button to delete all your personal settings and restore the standard factory settings to your TomTom Taxi Assistant device.

This is not a software update and will not affect the version of the software application installed on your device.

Important: This feature deletes all your personal settings!

If you want to keep your personal information and settings, you should perform a full backup of your device before you reset the device. You can then restore all your personal information and settings after you reset the device.

This includes items such as your Home and Favourite locations, your personal menu and your POI categories and POI locations.

Show POI on map



Show POI on map

Tap this button to select the types of Point of Interest (POI) you want to see on the map.

1. Tap **Show POI on map** in the Settings menu.
2. Select the POI categories you want to be shown on the map.
Tap **Search** and use the keyboard to search for a category name.
3. Select whether you want POIs to be shown in 2D or 3D views of the map.
4. Tap **Done**.

Point of Interest locations are shown on the map as symbols.

Turn off voice guidance / Turn on voice guidance



Turn off Voice guidance

Tap this button to switch off voice guidance. You will no longer hear spoken route instructions but you will still hear information such as traffic information and warnings.

Voice guidance is also switched off if you tap **Turn off sound** in the Settings menu.

Note: If you change the voice on your device, then voice guidance is automatically switched on for the new voice.



Turn on Voice guidance

Tap this button to switch on voice guidance and hear spoken route instructions.

Units



Units

Tap this button to set the units used on your device for features such as route planning.

Use night colours / Use day colours



Use night colours

Tap this button to reduce the brightness of the screen and display the map in darker colours.

When driving at night or when driving through a dark tunnel, it is easier to view the screen and less distracting for the driver if the brightness of the screen is dimmed.

Tip: Your device can switch between day and night colours depending on the time of day. To automatically switch between night and day colours, tap **Brightness** in the Settings menu and select **Switch to night colours when dark**.



Use day colours

Tap this button to increase the brightness of the screen and display the map in brighter colours.

Version information



Version information

Tap this button to view technical information about your device, such as the serial number for your device, the version of the main TomTom application and the map version.

Voices



Voice settings

This button opens the **Voices** menu which contains the following buttons:



Change voice

Tap this button to change the voice that gives spoken directions and other route instructions.

A wide range of voices are available. There are computer voices which can read street names and other information directly from the map and there are human voices which have been recorded by actors.



Voice settings

Tap this button to set the type of spoken directions and other route instructions your device will read aloud.

Volume



Volume

Tap this button to set the volume level for your device. Move the slider to change the volume.

Select **Link volume to car speed** to automatically adjust the volume inside the car in response to changes in the speed of your driving.

Points of Interest

About Points of Interest

Points of Interest or POIs are useful places on the map.

Here are some examples:

- Restaurants
- Hotels
- Museums
- Parking garages
- Petrol stations

Using POIs to plan a route

When you plan a route, you can use a POI for the destination.

The following example shows how to plan a route to a car park in a city:

1. Plan a route or navigate to the **Pick-up location** or **Drop-off location**.
2. To look for a POI in your city tap **POI in city**. Tap **Point of Interest** to find a POI in your region or in another city.

Tip: The last POI you viewed is also shown in the menu.

3. You can select POI type using one of the following methods:
 - You can tap **Search by name** to enter the name and select the location.
 - You can tap one of the popular categories shown.
 - You can tap **more...** and scroll through the list of categories.
4. A list of The POIs closest to you or to the centre of the city are shown. The following list explains the distances shown next to each POI. How the distance is measured varies depending on how you initially searched for the POI:
 - POI near you - distance from your current location
 - POI in city - distance from the city centre
 - POI near destination - distance from your destination
5. Tap the name of the POI you want to use.

The route is calculated and your device starts to guide you to the POI.

Tip: You can also use Local Search to find useful locations. For more information about Local Search and other LIVE Services, go to tomtom.com/services.

Showing POIs on the map

You can choose to show POIs on the map in the [map options](#).

Hands-free calling

About hands-free calls

If you have a mobile phone with Bluetooth®, you can use your TomTom Taxi Assistant device to make phone calls and send and receive messages.

Important: Not all phones are supported or compatible with all features.

Connecting to your phone

First you must establish a connection between your mobile phone and your TomTom Taxi Assistant device.

Tap **Phone** in the Settings menu. If this is the first time you have connected a phone, tap **Yes** to search for your phone. If you have already connected a phone and want to connect another phone, tap **Manage phones** in the Phones menu, then tap **Add**.

- Make sure that you switch on Bluetooth® on your phone.
- Make sure that your phone is set to 'discoverable' or 'visible to all'.

Tap your phone when it appears in the list.

You only need to do this once then your TomTom Taxi Assistant device will remember your phone.

Tips

- You may have to enter the password '0000' on your phone in order to connect to your TomTom Taxi Assistant device.
- To avoid having to enter '0000' every time you use the phone, save your TomTom Taxi Assistant device as a trusted device on your phone.

For additional information about Bluetooth settings, refer to your mobile phone user guide.

Making a call

When you have established a connection between your TomTom Taxi Assistant device and your mobile phone, you can use your navigation device to make hands-free calls on your mobile phone.

To make a phone call, tap the phone button in the Driving View.

Tip: If the button is not visible in the Driving view, tap **Quick menu preferences** in the Options menu and select **Call...** to display the button in the Driving View.

Tap one of the following buttons:

- Tap **Home** to call your Home location.
If you have not entered a number for your Home location this button is unavailable.
- Tap **Phone number** to enter a phone number to call.

- Tap **Recently dialled** to select from a list of people or numbers you have called recently using your device.
- Tap **Phone book** to select a contact from your phonebook.

Note: Your phonebook is automatically copied to your Taxi Assistant device when you first establish a connection with your mobile phone.

Not all phones can transfer the phonebook to your device. For more information, go to tomtom.com/phones/compatibility.

- Tap **Point of Interest** to choose a Point of Interest (POI) to call.
If your device knows the phone number of a POI, this is shown next to the POI.
- Tap **Recent caller** to select from a list of people or numbers who called you recently.
Only calls you have received on your device are saved in this list.

Receiving a call

When someone calls you, the caller's name and phone number are shown. Tap the screen to accept or reject the call.

Auto-answer

You can set your TomTom Taxi Assistant device to automatically answer incoming phone calls.

To set automatic answering, tap **Phone** in the Settings menu, then tap **Auto-answer settings**.

Select how long your device will wait before automatically answering your calls, then tap **Done**.

Connecting more phones to your device

You can establish connections for up to 5 mobile phones.

To add more phones, do the following.

1. Tap **Phones** in the Settings menu.
2. Tap **Manage phones**.
3. Tap **Add** and follow the instructions.

To switch between phones, tap **Manage phones**. Then tap the button for the phone you want to connect to.

Mobile phone menu

Note: Hands-free calling is not supported on all navigation devices.



Manage phones

Tap this button to manage the mobile phones that will be connected to your Taxi Assistant device.

You can add a profile for up to five different mobile phones.



Tap this button to disable or enable hands-free calling.

Disable hands-free



Tap this button to make a phone call.

Call



Tap this button to change your home phone number.

Change home number



Tap this button to select information you want to delete. You can delete the list of recent callers and the list of recently dialed numbers.

Delete



Tap this button to change the auto-answer settings.

Auto-answer settings

Important: Not all phones are supported or compatible with all features.

Favourites

About Favourites

Favourites provide an easy way to select a location without the need to enter the address. They do not need to be favourite places, they can simply be seen as a collection of useful addresses.

Tip: If you have set-up any frequent destinations, they are shown in your list of Favourites.

Creating a Favourite

To create a Favourite, do the following:

1. Tap the menu button on the home screen or driving view.
2. Tap **Settings** to open the Settings menu.
3. Tap **Favourites**.
4. Tap **Add**.

Select the type of the Favourite by tapping one of the buttons described below:



You can add an address in your city as a Favourite.

Address in city



You can enter an address as a Favourite.

Address



Add your current location as a Favourite.

My location



You can add a [POI](#) in your city as a Favourite.

POI in city



You can add a [POI](#) in your region or in another city as a Favourite.

Point of Interest



Create a new Favourite by selecting a location from a list of your recent destinations.

Recent destination



Local Search

Tap this button to use Local Search with TomTom Places to find locations such as shops and businesses and save them as Favourites.

For example, if you are looking for a swimming pool near your current location, enter 'swimming pool' and choose the best search result.



Point on map

Tap this button to create a Favourite using the Map Browser.

Select the location of the Favourite using the cursor, then tap **Done**.

Your device suggests a name for your new Favourite. To enter a new name, there is no need to delete the suggested name, you just start typing.

Tip: It is a good idea to give your Favourite a name that is easy to remember.

Tap **OK**.

Your new favourite appears in the list.

Using a Favourite

You can use a Favourite as a way of navigating to a place without having to enter the address. To navigate to a Favourite, do the following:

1. When you select a pick-up or drop-off location, tap **Favourite**.
2. Select a Favourite from the list.

Your device immediately starts guiding you to your destination with spoken instructions and visual instructions on the screen.

Changing the name of a Favourite

To change the name of a Favourite, do the following:

1. Tap the menu button on the home screen or driving view.
2. Tap **Settings** to open the Settings menu.
3. Tap **Favourites**.
4. Tap the Favourite you want to rename.

Tip: Use the left and right arrows to choose another Favourite from your list.

5. Tap **Rename**.
6. Type in the new name and then tap **Next**.
7. Tap **Done**.

Deleting a Favourite

To delete a Favourite, do the following:

1. Tap the menu button on the home screen or driving view.
2. Tap **Settings** to open the Settings menu.
3. Tap **Favourites**.
4. Tap the Favourite you want to delete.

Tip: Use the left and right arrows to choose another Favourite from your list.

5. Tap **Delete**.
6. Tap **Yes** to confirm the deletion.
7. Tap **Done**.

Services

About LIVE Services

Note: LIVE Services are not available in all countries or regions, and not all LIVE Services are available in all countries or regions. You may be able to use LIVE Services when travelling abroad. For more information on available services, go to tomtom.com/services.

The following LIVE Services may be available for your device. LIVE Services are subscription-based.

- HD Traffic
- Speed Cameras
- Weather

Safety Notice

Some navigation devices contain a GSM/GPRS module which can interfere with electrical devices such as cardiac pacemakers, hearing aids and aviation equipment.

Interference with these devices may endanger the health or life of you or others.

If your device includes a GSM/GPRS module, do not use it near unprotected electrical units or in areas where the use of mobile telephones is prohibited, such as hospitals and aircraft.

About TomTom HD Traffic

TomTom HD Traffic is a unique TomTom service providing real-time traffic information. For more information about TomTom services, go to tomtom.com/services.

In combination with IQ Routes, HD Traffic helps you plan the optimum route to your destination taking into account the current local traffic conditions.

Your TomTom Taxi Assistant device regularly receives information about the changing traffic conditions. If traffic jams or other incidents are found on your current route, your device will offer to replan your route to try and avoid any delays.

About Speed Cameras

Note: LIVE Services are not available in all countries or regions, and not all LIVE Services are available in all countries or regions. You may be able to use LIVE Services when travelling abroad. For more information on available services, go to tomtom.com/services.

The Speed Cameras service warns you about the following roadside camera locations:

- Speed camera locations.
- Accident blackspot locations.
- Mobile speed camera locations.
- Average speed camera locations.
- Traffic light camera locations.

Note: In France, no warnings are given for individual cameras or different types of camera. It is only possible to warn about danger zones. Danger zones are areas where there may be cameras. It's possible to report or confirm the location of danger zones, but it's not possible to remove them.

Other services

The following services are also available on your TomTom Taxi Assistant device:

Weather

The Weather service gives you five-day weather reports for any location on your map.

Traffic

About TomTom HD Traffic

TomTom HD Traffic is a unique TomTom service providing real-time traffic information. For more information about TomTom services, go to tomtom.com/services.

In combination with IQ Routes, HD Traffic helps you plan the optimum route to your destination taking into account the current local traffic conditions.

Your TomTom Taxi Assistant device regularly receives information about the changing traffic conditions. If traffic jams or other incidents are found on your current route, your device will offer to replan your route to try and avoid any delays.

Safety Notice

Some navigation devices contain a GSM/GPRS module which can interfere with electrical devices such as cardiac pacemakers, hearing aids and aviation equipment.

Interference with these devices may endanger the health or life of you or others.

If your device includes a GSM/GPRS module, do not use it near unprotected electrical units or in areas where the use of mobile telephones is prohibited, such as hospitals and aircraft.

Using traffic information

The traffic sidebar is shown in the middle of the Driving View when you are driving a planned route. The sidebar informs you about traffic delays while you drive, using glowing dots to show you where each traffic incident is located on your route.



The top of the traffic sidebar represents your destination and shows the total time delay due to traffic jams and other incidents on your route.





The central section of the traffic sidebar shows individual traffic incidents in the order they occur on your route.

The bottom of the traffic sidebar represents your current location and shows the distance to the next incident on your route.

To make the traffic sidebar more readable some incidents may not be shown. These incidents will always be of minor importance and only cause short delays.

When there are no delays on your planned route, or you have not planned a route, the traffic sidebar is not shown.

The colour of the pointers, as shown below, gives you an instant indication of the type of incident:

	Unknown or undetermined situation.
	Slow traffic.
	Queueing traffic.
	Stationary traffic or road closure.

Taking the fastest route

Your Taxi Assistant device regularly looks for a faster route to your destination. If the traffic situation changes and a faster route is found, your device offers to replan your journey so you can use the faster route.

You can also set your device to automatically replan your journey whenever a faster route is found. To apply this setting, tap **Traffic settings** in the **HD Traffic** menu.

To manually find and replan the fastest route to your destination, do the following:

1. Tap the **Menu** button.
2. Tap **Services** then **HD Traffic**.
3. Tap **Minimise delays**.

Your device searches for the fastest route to your destination.

The new route may include traffic delays. You can replan the route to avoid all traffic delays, but a route which avoids all delays will usually take longer than the fastest route.

4. Tap **Continue**.

Minimising delays

You can use TomTom HD Traffic to minimise the impact of traffic delays on your route. To minimise delays automatically, do the following:

1. Tap the **Menu** button.
2. Tap **Services** then **HD Traffic**.
3. Tap **Traffic settings**.
4. Choose between always taking the faster route automatically, being asked or never changing your route.
5. Tap **Done**.
6. Tap **Minimise delays**.

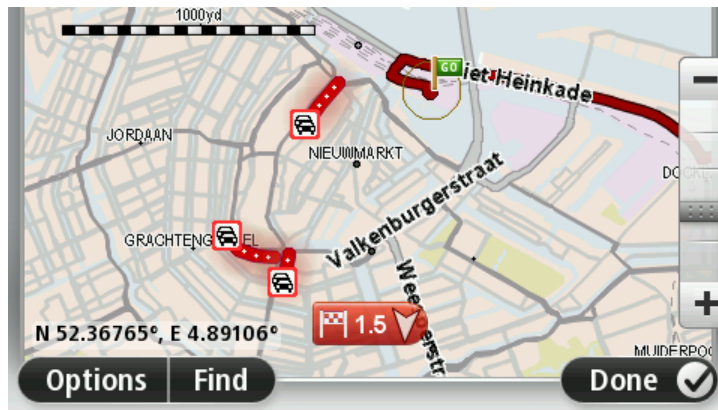
Your device plans the quickest route to your destination. The new route may include traffic delays and may remain the same as the original route.

You can re-plan the route to avoid all delays, but this route is unlikely to be the quickest possible route.

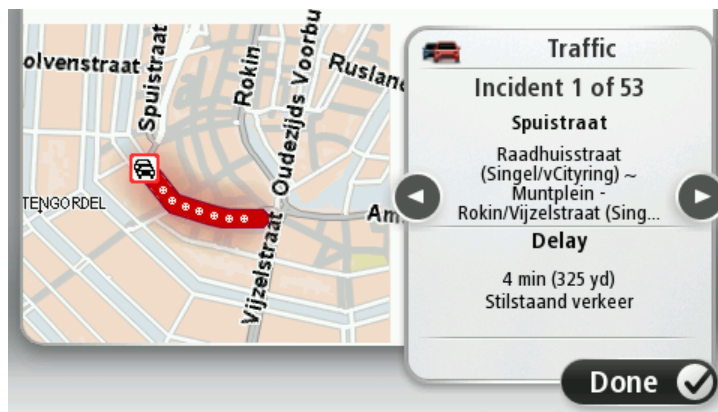
7. Tap **Continue**.

Getting more information about an incident

1. Tap the map to show the map screen. If you have a planned route, your complete route is shown on the the map.
2. Move the map and zoom in to the area which has a traffic incident.



3. Tap on any traffic incident to get more information.



4. Tap the left and right buttons for more detailed information about each incident.
5. Tap Done to return to the Driving view.

Changing traffic settings

Use the **Traffic settings** button to choose how traffic information works on your navigation device.

1. Tap the **Menu** button.
2. Tap **Services** then **HD Traffic**.
3. Tap **Traffic settings**.



4. If a faster route is found while you are driving, Traffic can replan your journey to use the faster route. Select one of the following options and then tap **Done**.
 - **Always switch to that route**
 - **Ask me if I want that route**
 - **Never change my route**







Traffic incidents

Traffic incidents and warnings are shown on the map, in the Driving view and on the Traffic sidebar.






There are two types of incident and warning signs:

- Symbols shown in a red square are traffic incidents. Your navigation device can replan to avoid them.
- Symbols shown in a red triangle are weather related. Your device does not replan to avoid these warnings.

Traffic incident symbols:

	Accident
	Road works
	One or more lanes closed
	Road closed
	Traffic incident
	Traffic jam

Weather related symbols:

	Fog
	Rain
	Wind
	Ice
	Snow



Note: The incident avoided symbol is shown for any traffic incident that you avoid using a traffic service.

Traffic menu

To open the Traffic menu, tap **Services** in the **Menu**, then tap **HD Traffic**.

The following buttons are available:



Tap this button to re-plan your route based on the latest traffic information.

Minimise delays



Show traffic on route

Tap this button for an overview of traffic incidents along your route. Tap the left and right buttons for more detailed information about each incident.

Tap **Minimise delays** to replan your route and avoid the traffic incidents that are shown on the map.



View map

Tap this button to browse the map and see the traffic incidents shown on the map.



Traffic settings

Tap this button to change your settings for how the Traffic service works on your device.



Read aloud traffic info

Tap this button to hear spoken information about traffic incidents on your route.

Note: Your TomTom device must have a computer voice installed to read information aloud.

Speed Cameras

About Speed Cameras

Note: LIVE Services are not available in all countries or regions, and not all LIVE Services are available in all countries or regions. You may be able to use LIVE Services when travelling abroad. For more information on available services, go to [tomtom.com/services](https://www.tomtom.com/services).

The Speed Cameras service warns you about the following roadside camera locations:

- Speed camera locations.
- Accident blackspot locations.
- Mobile speed camera locations.
- Average speed camera locations.
- Traffic light camera locations.

Note: In France, no warnings are given for individual cameras or different types of camera. It is only possible to warn about danger zones. Danger zones are areas where there may be cameras. It's possible to report or confirm the location of danger zones, but it's not possible to remove them.

Speed camera warnings

By default, a warning sound is played for the most common types of speed camera. To change the warning sound, tap **Alert settings** in the **Speed Cameras** menu.

You are warned about speed cameras in three ways:

- Your device plays a warning sound.
- The type of speed camera and your distance from the camera is shown in the Driving View. The speed limit is also shown in the Driving View.
- The location of the speed camera is shown on the map.

Note: For average speed check cameras, your device warns you at the start and end of the average speed check area.

Changing the way you are warned

To change the way your Taxi Assistant device warns you about speed cameras, tap the **Alert settings** button.



You can then set how close you want to be to a speed camera before you are warned and what type of sound is played.

For example, to change the sound that is played when you approach a fixed speed camera, do the following:

1. Tap **Services** in the Main Menu.
2. Tap **Speed Cameras**.
3. Tap **Alert settings**.
A list of speed camera types is displayed. A speaker is shown next to the speed camera types that have an alert set.
4. Tap **Fixed cameras**.
5. Select whether you always want to be warned or warned only when you are speeding. Select **Never** to turn off the warning.
6. Tap the sound you want to be used for the warning.
7. Tap **Next**.

The warning sound you selected is now set for fixed speed cameras. A speaker symbol is shown next to **Fixed cameras** in the list of types of speed camera.

Speed camera symbols

Speed cameras are shown as symbols on the Driving View.

As you approach a camera, you see a symbol showing the kind of camera and the distance to the camera. A warning sound is played. You can [change the warning sound](#) for cameras or turn warning sounds on and off for each camera.

Tap the camera symbol to report that the camera is no longer there or to confirm that it is still there.

Note: In France, to comply with French law we only warn you about danger zones. It's possible to report or confirm the location of a Danger Zone, but it's not possible to remove them.

When you first start using your device, warning sounds are played for these types of cameras:



Fixed speed camera - this type of camera checks the speed of passing vehicles and is fixed in one place.



Mobile camera - this type of camera checks the speed of passing vehicles and is moved to different places.



Traffic light camera - this type of camera checks for vehicles breaking traffic rules at traffic lights.



Average speed check - these types of cameras measure your average speed between two points. You are warned at the start and end of the average speed check area.

While you are driving in an average speed check area, your average speed is shown, instead of your current speed.

When you are in the speed check area, the visual warning continues to be shown in the Driving View.



Danger zone - this type of warning is only given in France where you are only warned about danger zones. Danger zones include all other types of warnings.



Accident black spot



Ungated railway crossing

When you first start using your device, no warning sounds are played for these types of cameras:



Restricted road camera



Other camera



Mobile camera hotspot - this type of warning shows places where mobile cameras are often used.



Bidirectional camera

Report button

To show the report button in the Driving View, do the following:

1. Tap the menu button on the home screen or driving view.
2. Tap **Speed Cameras**.
3. Tap **Enable report button**.
4. Tap **Done**.

The report button is shown on left-hand side of the Driving View or if you are already using the quick menu, it's added to the buttons available in the quick menu.

Tip: To hide the report button, tap **Disable report button** in the Speed Cameras menu.

Reporting a new speed camera while on the move

To report a speed camera on the move, do the following:

1. Tap the report button shown in the Driving View or in the quick menu to record the location of the camera.
2. Confirm that you want to add a camera.

You see a message thanking you for adding the camera.

Note: It's possible to report or confirm the location of danger zones, but it's not possible to remove them.

Reporting a new speed camera while at home

You do not need to be at the location of a speed camera to report the new location. To report a new speed camera location while you are at home, do the following:

1. Tap the menu button on the home screen or driving view.
2. Tap **Speed Cameras**.
3. Tap **Report speed camera**.
4. Select the type of camera.
5. Use the cursor to mark the location of the camera on the map, then tap **Done**.
6. Tap **Yes** to confirm the location of the camera, or tap **No** to mark the location again on the map.
7. Select the type of camera.
8. Enter the speed limit.
9. Tap **Done**.

Note: It's possible to report or confirm the location of danger zones, but it's not possible to remove them.

Reporting incorrect camera alerts

You may receive an alert for a camera that is no longer there. To report an incorrect camera alert, do the following:

Note: You can only report an incorrect camera alert while you are at the location.

1. While you are being warned about the camera, tap the warning.



2. Confirm whether the camera is still there or not.

Types of fixed speed camera you can report

When you report a speed camera while at home, you can select the type of camera you are reporting.

These are the different types of fixed speed camera:

- **Fixed camera** - this type of camera checks the speed of passing vehicles and is fixed in one place.
- **Mobile camera** - this type of camera checks the speed of passing vehicles and is moved to different places.
- **Red light camera** - this type of camera checks for vehicles breaking traffic rules at traffic lights.
- **Toll road camera** - this type of camera monitors traffic at toll road barriers.
- **Other camera** - all other types of camera that do not fall into any of the above categories.

Average speed check camera warnings

You can set whether you want to be warned about the cameras at the start and end of an average speed check area. To change the settings, tap **Alert settings** in the **Speed Cameras** menu.

While you are driving in an average speed check area, your average speed is shown, instead of your current speed.

As you approach the start of an average speed check zone, you see a visual warning in the Driving View with a distance to the camera underneath it. You hear an audible warning.



You also see a small icon on the road showing the position of the average speed check camera at the start of the zone.

During the zone, the visual warning continues to be shown in the Driving View.

Speed Cameras menu

To open the Speed Cameras menu, tap **Services** in the Main Menu and then tap **Speed Cameras**.



Report speed camera

Tap this button to [report a new speed camera location](#).



Alert settings

Tap this button to [set the alerts](#) you will receive and the sounds used for each alert.



Disable alerts

Tap this button to disable alerts.



Enable report button

Tap this button to enable the report button. The report button is shown in the Driving View or in the quick menu.

When the report button is shown in the Driving View, this button changes to **Disable report button**.

Customer support

If you need help with your Taxi Assistant, contact TomTom in your country:

- NL:

Email: taxisupport@tomtom.com

Phone: +31 (0)20 753 5943

Addendum

Important Safety Notices and Warnings

Global Positioning System

The Global Positioning System (GPS) is a satellite-based system that provides location and timing information around the globe. GPS is operated and controlled under the sole responsibility of the Government of the United States of America which is responsible for its availability and accuracy. Any changes in GPS availability and accuracy, or in environmental conditions, may impact the operation of this device. TomTom does not accept any liability for the availability and accuracy of GPS.

Use with care

Use of TomTom products while driving still means that you need to drive with due care and attention.

Aircraft and hospitals

Use of devices with an antenna is prohibited on most aircraft, in many hospitals and in many other locations. This device must not be used in these environments.

Safety messages

Please read and take note of the following important safety advice:

Check your tyre pressure regularly.

Service your vehicle regularly.

Medication can affect your riding or driving ability.

Always use seat belts if available.

Before setting off on a motorbike, fasten your helmet correctly.

If riding a bike, always wear protective clothing and equipment.

When riding a motorbike, be extra vigilant and always ride defensively.

Don't drink and drive.

Most accidents happen less than 5 km from home.

Obey the rules of the road.

Always use your turn indicators.

Every 2 hours, take a break for at least 10 minutes.

Keep your seat belts on.

Keep a safe distance from the vehicle in front.

How TomTom uses your information

In order to deliver products and services to you, TomTom needs to use personal information about you. Products and services include downloadable maps, LIVE Services and technical support. TomTom adheres to European Union and other local privacy laws. Based on this, TomTom will only use your information for the purpose and duration for which it was obtained. TomTom will protect your information against misuse. If TomTom needs to know your location, we will ask you beforehand for permission and allow you to withdraw your permission at any time. As our user documentation can only provide information that is accurate at the time of publishing, you can find current and more detailed information on tomtom.com/privacy.

Battery

This product uses a Lithium-Ion battery.

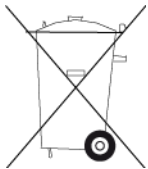
Do not use it in a humid, wet and/or corrosive environment. Do not put, store or leave your product in or near a heat source, in a high temperature location, in strong direct sunlight, in a microwave oven or in a pressurised container, and do not expose it to temperatures over 60°C (140°F). Failure to follow these guidelines may cause the battery to leak acid, become hot, explode or ignite and cause injury and/or damage. Do not pierce, open or disassemble the battery. If the battery leaks and you come into contact with the leaked fluids, rinse thoroughly with water and seek medical attention immediately. For safety reasons, and to prolong the lifetime of the battery, charging will not occur at low (below 0°C/32°F) or high (over 45°C/113°F) temperatures.

Temperatures: Standard operation: 0°C (32°F) to 45°C (113°F); short period storage: -20°C (-4°F) to 60°C (140°F); long period storage: -20°C (-4°F) to 25°C (77°F).

Caution: risk of explosion if battery is replaced by an incorrect type.

Do not remove or attempt to remove the non-user-replaceable battery. If you have a problem with the battery, please contact TomTom customer support.

THE BATTERY CONTAINED IN THE PRODUCT MUST BE RECYCLED OR DISPOSED OF PROPERLY ACCORDING TO THE LOCAL LAWS AND REGULATIONS AND ALWAYS KEPT SEPARATE FROM HOUSEHOLD WASTE. BY DOING THIS YOU WILL HELP CONSERVE THE ENVIRONMENT. USE YOUR TOMTOM DEVICE ONLY WITH THE SUPPLIED DC POWER LEAD (CAR CHARGER/BATTERY CABLE), AC ADAPTER (HOME CHARGER), IN AN APPROVED CRADLE OR USING THE SUPPLIED USB CABLE TO CONNECT TO A COMPUTER FOR BATTERY CHARGING.



If your device requires a charger, please use this device with the charger provided. For replacement chargers, go to tomtom.com for information about approved chargers for your device.

The stated battery life is a maximum possible battery life. The maximum battery life will only be achieved under specific atmospheric conditions. The estimated maximum battery life is based on an average usage profile.

For tips on extending the battery life, see this FAQ: tomtom.com/batterytips.

CE marking

This equipment complies with the requirements for CE marking when used in a residential, commercial, vehicular or light industrial environment, achieving all the appropriate provisions of the relevant legislation in the EU.

CE0168

R&TTE directive

Hereby, TomTom declares that TomTom personal navigation devices and accessories are in compliance with the essential requirements and other relevant provisions of the EU Directive 1999/5/EC. The declaration of conformity can be found here: tomtom.com/legal.

Specific Absorption Rate (SAR) compliance

This GPS Navigation System is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The guidelines are based on standards that were developed by independent scientific organisations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The tests are performed in positions and locations (e.g., worn on the body) as required by the FCC for each model of usage.

WEEE directive

This symbol on the product or its packaging indicates that this product shall not be treated as household waste. In line with EU Directive 2002/96/EC for waste electrical and electronic equipment (WEEE), this electrical product must not be disposed of as unsorted municipal waste. Please dispose of this product by returning it to the point of sale or to your local municipal collection point for recycling.



Pacemakers

Pacemaker manufacturers recommend that a minimum of 15cm (6 inches) be maintained between a handheld wireless device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with independent research and recommendations by Wireless Technology Research.

Guidelines for people with pacemakers

You should ALWAYS keep the device more than 15cm (6 inches) from your pacemaker. You should not carry the device in a breast pocket.

Other medical devices

Please consult your physician or the manufacturer of the medical device, to determine if the operation of your wireless product may interfere with the medical device.

Connected networks

Devices that contain a GSM module are intended for connection to the following networks:

GSM/GPRS 900/1800

Exposure limits

This device complies with radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm (8 inches) during normal operation.

This document

Great care was taken in preparing this document. Constant product development may mean that some information is not entirely up to date. The information in this document is subject to change without notice.

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Model names

4CR52

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The focus is on Earth's climate and environmental change: earthobservatory.nasa.gov

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