



# Troubleshooting

The table lists frequently asked questions you may have about your Colour Touchscreen. If you need any further information please contact Customer Services on 0845 604 5433.

FAQ	Comments	Action
Why is my screen blank?	Screen is off unless ignition is on	Check ignition is on
	Cable not fully pushed in	Check cable is fully inserted
	Screen could have been turned off	Press Screen Select Power button on the top right of the CTO casing
Why do I get a "Connection Error" message?	Your unit is probably being remotely upgraded	Wait five minutes
Why am I occasionally unable to contact the Control Centre?	You may have a problem with the coverage of the GSM network	Begin your journey by driving for a few minutes, stop and try again
My screen fails to display the Home screen map and speed remains at 0mph whilst moving. Why?	Your unit needs time to acquire the GPS signals	Wait five minutes
	You may have a problem with your GPS coverage	Begin your journey by driving for a few minutes, stop and try again
Why does the backlight turn off?	Screen has turned off the backlight because your vehicle's internal temperature is over 60°C	Allow the internal temperature of your vehicle to cool down
For Fleet Director 2-way messaging visit <a href="http://www.trafficmaster.co.uk/literature">www.trafficmaster.co.uk/literature</a> or call Fleet Support on 0845 604 8864		

Colour Touchscreen has been designed to be fail-safe. The driver is always responsible for ensuring safe operation of the vehicle. The use of the navigation system does not relieve the driver of their responsibilities for the safety of themselves, passengers or other road users. The Highway Code and current traffic conditions must always be observed.



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## QUICK-START GUIDE

# colour touchscreen



## HOME PAGE



Start the vehicle ignition and wait 5 seconds for the system to activate. You will then be presented with the Welcome Screen, then the Driver Notice and finally, the Home Page.

The Home Page displays your current location, indicated by a directional icon. Use the or buttons to zoom in and out of the map to your preferred level. The Home Page can be accessed at any time and from any screen by pressing the icon.

Touching the Home Page in the central area brings up the Main Menu.

## MAIN MENU



Pressing this icon takes you through to the Route Menu (see right).



Pressing this icon will take you through to the Map View, allowing you to pan around a full UK map and zoom in and out. A route may also be requested by selecting a point on the map and pressing "Go".



Press to access:



**Emergency PLEASE NOTE.** This will put you straight through to the '999' operator.



**Breakdown (Control Centre)** This will put you through to a dedicated Breakdown PA who will contact your breakdown provider



Pressing this icon gives you access to the Setup Menus. These allow you to adjust settings such as brightness, volume and key sounds as well as switching warnings for Fixed Safety Cameras or Congestion Charging Zones on or off.

### Fly-In-Bar:

This is the tab on the left hand side of the screen, which allows you to "cancel/suspend/re-route" whilst on route.

## ROUTE MENU



Use keyboard to enter  
1. Country  
2. City/Postcode  
3. Street  
4. House/Building number  
5. POI (Point of Interest)

The screen will present a flag of the country that the vehicle is currently in. This will then only allow for the search to look for cities/towns in the country presented. Select the flag icon to change the country where the destination is located.

Start entering the City/Postcode - as you enter characters, the facility will search for and display possible choice. To see what is available, use the drop-down list by pressing the down arrow button on the address field.



Select the City required, and you're ready to select the Street, following the same process. On pressing the required street name, you'll be taken to the Number entry screen.

Select the POI after a City/Postcode has been entered. Using this option you can locate banks, shops etc. in the city/postcode selected. You can also navigate to the City Centre only (if a city has only been entered) or street without entering a number.

You will then see the confirmation screen, where the location is marked with a cross-hatch, showing a banner with the location you chose.

REFER TO YOUR COLOUR TOUCHSCREEN USER MANUAL ON [WWW.TRAFFICMASTER.CO.UK/LITERATURE](http://WWW.TRAFFICMASTER.CO.UK/LITERATURE) FOR FULL INSTRUCTIONS.

For Fleet Director 2-way messaging assistance call Fleet Support on 0845 604 8864 or email [fleetdirector@fleetdirector.co.uk](mailto:fleetdirector@fleetdirector.co.uk).

Please ensure that you are not in an underground car park, tunnel or in other conditions where the antenna cannot 'SEE' the GPS satellites. For safety reasons, please ensure you are stationary before requesting a route.



Press the button and the route will be requested. If you want to fine-tune your choice - short press on the screen - to move the cross-hatch to the point you pressed.

If you want to return to Address Searching at the confirmation screen, press the green arrow in the banner. If you make a mistake characters can be deleted individually by pressing .

Pressing at any time will cancel route entry and return you to the Home Page.



Press the key containing the required letter. An enlarged key pad appears enabling you to select the letter needed (shown below), press the letter itself to select it.



Press or to swap between letters and numbers.



Errors made during postcode entry can be corrected by using the icon. When you have entered a complete postcode the right-hand arrow will change to a green , press this to confirm that the postcode is correct and request guidance.



'Home' will be the address you gave us when registering. Select this or any other favourite destination and then press the right green arrow to obtain the route. Selecting "Update" will refresh the favourite list.



This stores the last five downloaded unique destinations you have requested. Select a last destination then press the right green arrow.

## CALL PA

Pressing this icon will connect you through to one of our PA's who will be able to assist you at any time.



Form messages are pre-set messages with blanks to be completed. Use the to scroll from one page to the next. When you see the message you want press the row to select it, it is then highlighted in green, then press the to open it.



When you open a message it will be the first blank field the message defaults to i.e. \_ HOUR(S).



The buttons allow you to move to the next or previous field. If you touch the white area of the message the last blank field in the message is chosen. Fill in the blanks then press 'Send'.

Scrolling down to a free text message allows you to type a message from scratch using the alphanumeric keypad with up to a maximum of 200 characters. To select the numeric screen if you are in the alphabetic keypad, press the and if you are in the numeric screen, press the to return to the alphabetic keypad.



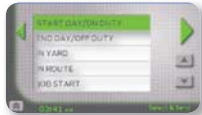
To enter letters press the key until you select the letter you want as you would on a mobile phone i.e. press the key 3 times if you want the letter 'C'. When using the same key there is a 1.5 second delay before you can select the next letter. Use the to delete the last letter/number typed. Use the to scroll up and down. The will take you back to your Inbox.

When you have finished typing the message press 'Send'. You will see that your message is being sent.

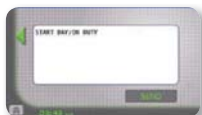
A 'Message Sent' screen will appear when it has been delivered.



Canned messages are pre-set messages that cannot be changed; they are simply selected and sent for ease of use and speed. Use the to scroll from one page to the next.



When you see the message you want press the row to select it, it is then highlighted in green, then press the to open it.



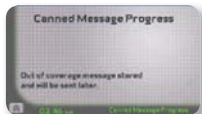
Press the 'Send' key to send it.

You will see that your message is being sent.

When the message has been sent you will return to the Canned Message Page.

## MESSAGE SENDING ERRORS

If a message cannot be sent due to the lack of GSM coverage at that time the following will appear:



The message will be sent when coverage is available and you will receive confirmation:



This confirmation can appear on top of any screen once the message has been sent.

This will be the same for Canned, Form and Free Text messages.

## MESSAGING MENU



Press the Inbox key to access your messages.



If the Inbox arrow has a green outline you have unread messages. If the Inbox arrow is a green outline you have read and saved messages. If the Inbox arrow is outlined red you have no messages.



Press Forms to access pre-set messages with Fill in the Blanks and Free Text messages.

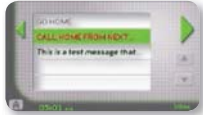


Press Canned Messages to access pre-set messages.



When you have new messages in your Inbox a green speech bubble will appear in the top right corner of the 'Home Page', displaying the number of new messages you have i.e. 3 shown above.

You will also hear a double-beep when a new message arrives in your Inbox. The beep will sound every 30 seconds until the unread message is read. To access your inbox either press the green speech icon or press anywhere on the screen to obtain the Main Menu, select 'Messaging' then 'Inbox'.



Unread messages are bold red. Read messages are grey. Saved messages are black, bold italic.

To read an unread messages press the row it appears on and press the to open it.

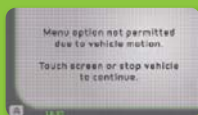


You can save or delete the message by pressing the or keys. If you choose to delete it the following confirmation screen will appear:



Note: The Inbox allows up to 50 messages to be stored at any one time. Any new messages after that will result in the oldest unsaved message being automatically deleted.

Note: If you are travelling at more than 5 mph then the following screen will appear:



Stop the vehicle or wait for 30 seconds or touch the screen again to access the Main Menu.