# DACIA MAP UPDATE application FAQ

## GENERAL

**What is DACIA MAP UPDATE application?**
The DACIA MAP UPDATE **application** is a free, easy-to-use smartphone application that allows you to download, purchase and install available map updates or other content (POIs) onto your navigation system.

**Which mobile operating system versions are compatible with the DACIA MAP UPDATE application?**
The DACIA MAP UPDATE application is compatible with the latest and the 2 previous versions of Android.
Please note that the DACIA MAP UPDATE application requires a minimum of 2 GB free space on your phone for optimal performance.

**How can I download the DACIA MAP UPDATE application?**
You can download the DACIA MAP UPDATE application from the Google Play Store.

**How can I get the latest version of the DACIA MAP UPDATE application? How can I update the DACIA MAP UPDATE application?**
The DACIA MAP UPDATE application can be updated via the Google Play Store. Google Play has an automatic update function, which always provides the latest available DACIA MAP UPDATE application. Please make sure that this function is always enabled.

## DACIA MAP UPDATE APPLICATION REGISTRATION/LOGIN

**I cannot create an application account with my email address.**
The email address is a unique identifier for your account. If you cannot create an account with the provided email address, please check whether you mistyped it (an email address must have '@' and a valid domain name '@xx.com'). Alternatively, the provided email address may already be in use. In that case, please request a new password.

**I forgot my password. What can I do?**
If you forgot your password, you can use the Forgot Password link in the DACIA MAP UPDATE application to recover your password.

## PAYMENT

**What kind of payment methods can I use?**
All major credit cards are accepted. Some examples: Visa, American Express, MasterCard, Visa Debit, Maestro, Discover, MasterCard Debit. (GooglePay to be added later)

**Is online payment safe in DACIA MAP UPDATE application?**

The online payment system is operated by one of the world's biggest online payment processor companies, WorldPay (Fis Global). It uses https secure transmission data protocol. You provide your credit card data directly to WorldPay, the application does not receive or store any sensitive data. WorldPay informs the application if your payment was successful or not.

**I do not have a debit/credit card for online payment. / I do not want to pay online.**
Online payment is the only accepted method. You may wish to visit one of the authorized dealerships to help you update your navigation map.

**I mistyped the invoicing data or I need an invoice for a different name and address. How can I change the invoice?**
According to the Terms and Conditions of purchase, invoice data cannot be modified after sending the order.

## THE MAP UPDATE PROCESS

**What happens if the update or payment process is aborted?**
If the process is aborted before payment, you must start the checkout process from the beginning. All selected content will stay in your cart. If the update process is aborted after a successful payment, proceed with launching DACIA MAP UPDATE application and check the purchased content in Owned menu in the application.

**How long does it take to download the updates?**
To download the content you purchased, you need to have an internet (Wifi or mobile data) connection. The download time will vary depending on your connection quality.

**If I have more than one device, can I update all of them with the content I purchased?**
No. The purchased content can only be used on the device that was connected to the phone at the time of the purchase.

## COMMON PROBLEMS AND ERRORS

**I have purchased extra content, but it does not appear on my phone.**
Please contact our [Customer Care Support Team](#), with as much detail as possible.

**The application gives me the following error message: "Unable to connect to the server".**
This error may be caused by various issues, e.g. the internet connection is down, the server is not responding, etc. Please retry. If the error persists, contact the [Customer Care Support Team](#).

**I am using an iPhone and I am not able to download the DACIA MAP UPDATE application. What should I do?**
The application is currently not available in the Apple Store. Please use the MediaNav Evolution Toolbox desktop program on your computer to purchase a content package.

**What should I pay attention to when using the application?**
When your smartphone requests permission for the application, please grant it, otherwise the application will not work properly.

**Can I change the application permission settings later?**
You can set the application permissions in your phone's settings menu at any time.

**I have a problem which is not listed in the FAQ, what should I do?**
Please contact our [Customer Care Support Team.](#)