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HOW-TO GUIDE: How to install Naviextras Toolbox?

The Naviextras Toolbox is a Windows-based program designed to install and organize content on your device. It enables you to install free updates made available by the manufacturer of your navigation device. It also enables you to purchase a wide variety of extra content, including maps, 3D content, traffic information, and road safety cameras. Once connected to the Naviextras Toolbox web store, you can browse and purchase items that are compatible with your navigation device. In addition, the application enables you to upload your own points of interest to your device, to remove unnecessary content, and to make a backup to avoid any data loss.

This guide leads you through the above actions.
Guide: How to install Naviextras Toolbox?
Before downloading the installer from the 'Downloads' page, please make sure that your PC meets the minimum requirements:

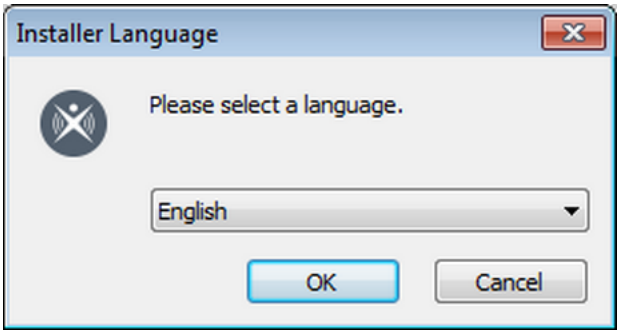
• 4GB USB

• Broadband internet connection is recommended

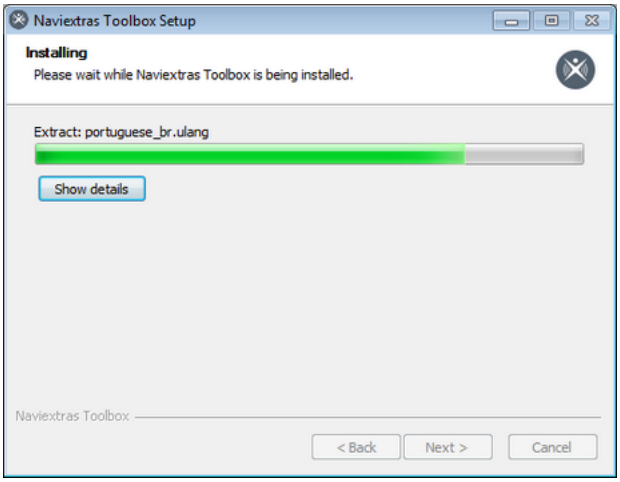
• Windows operating system installed on your PC (Windows XP or newer version)

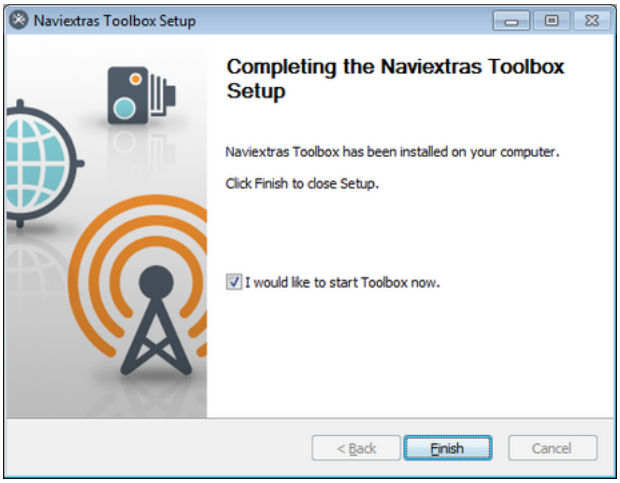
The Naviextras Toolbox is quick and easy to install. After downloading the installer file, simply double-click on the file to start the installation.

First you need to select the language of the Installation Wizard.



To install the application, follow the instructions on the screen.





The Naviextras Toolbox prompts you to update at startup if there is a newer version available. If you choose to update, you will go through the same installation procedure as described above. You must be logged in to be able to update the software. If you are notified about an available update but can find no way to complete it, please contact your internet service provider.

HOW-TO GUIDE: How to start using Naviextras Toolbox (connecting navigation device and logging in)?

This Guide will help you get started in using Naviextras Toolbox by walking you through how to connect your navigation device to your PC and how to log in with your username and password.

After Naviextras Toolbox has been started, you will see the main page. Naviextras Toolbox will prompt you to connect your navigation device.

So the initial steps are:

1. Connect your navigation device to your PC.

2. Make sure your PC is connected to the internet.

3. After successful device connection, Naviextras Toolbox redirects you to the login page where you can log in.

Let's see them one by one:

1. Connect your navigation device to your PC.

If you have a PND (portable navigation device), in most cases you will also find a USB cable included in the box. Use this to connect your device to your PC.

Please note, that with some devices, the connection can only be established if the device is in Mass Storage mode. Please the user manual of your device for any instructions regarding this.

If you have a built-in navigation device, there are two methods for connection:

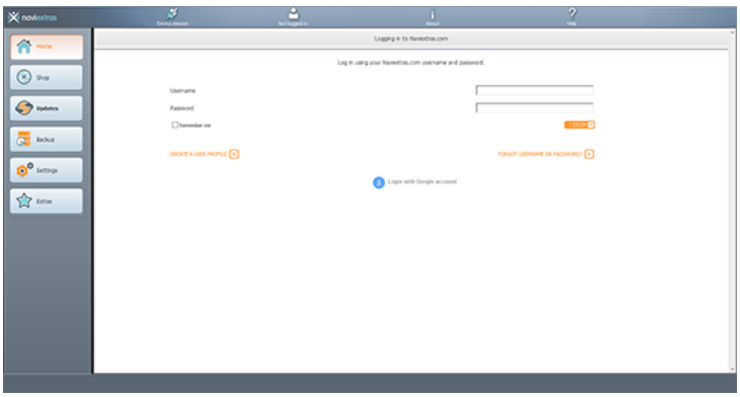
- If you received an SD card containing the navigation software when you purchased the unit, connect this card to your PC via cardreader.

- If the navigation is located in the internal memory of the head unit, a special tool might be required for successful connection. For this, please check this list. If a special connection method is needed, you will find information on this under your device model.

2. Make sure your PC is connected to the Internet.

Internet connection is required for Naviextras Toolbox to verify if any update is available for download, as well as for the download process itself.

3. After successful device connection, Naviextras Toolbox redirects you to the login page where you can log in.



If you already created a user account on Naviextras Toolbox, simply enter your username and password. If you do not have an account yet, you can create one by clicking “Create a user profile”. Of course, this username can be used to log in on the Naviextras.com website as well.

Once you are successfully logged in, your name will be shown on the top of all Naviextras Toolbox screens.

When your device is successfully connected and Naviextras Toolbox finds it in the list of supported devices, the device name will appear at the top of the Naviextras Toolbox window.

(Please note that Naviextras Toolbox might give a slightly different device name than the one you may find on the packaging or in the product information. This does not affect the device functions or the installations of updates in any way.)

If Naviextras Toolbox recognizes the device and you are logged in, your device is automatically registered on Naviextras.com. You do not need to take any additional steps.

(Some navigation devices are capable of collecting strictly anonymous usage statistics and GPS logs. These logs can be used by the developers to improve the quality of maps and the navigation software. If your device can collect such information, Naviextras Toolbox will ask you to allow the upload of that information for anonymous processing.

HOW-TO GUIDE: How to browse and select maps and other extras in Naviextras Toolbox?
(If you already purchased updates on the Naviextras.com portal, you can skip these steps and continue with reading the How to download and install updates? Guide.)
After successfully connecting your device and logging in, you can start browsing maps and other extras in Naviextras Toolbox. Click on the “Shop” button in the menu bar on the left hand side.

Available updates and extras can be filtered by geographic region or content type (map, 3D landmarks, etc.) on the right hand side. After filtering contents and regions there, you will see the list of compatible updates in the middle. The price is displayed next to the name of the package. If an update is available for you free of charge, this is also displayed here. (Please note that free updates provided by the device manufacturer are not shown in the “Shop”. For these updates, check the HOW-TO GUIDE: How to install free updates in Naviextras Toolbox? guide.)
You can view additional details about the updates by clicking “Read more”.
Please remember to check the compatibility requirements and the detailed product description before purchasing an item. If you decided to purchase an update, please check the next guide for details on buying and installing updates.

HOW-TO GUIDE: How to buy updates and extras in Naviextras Toolbox?
You can purchase items in Naviextras Toolbox by following the steps below.
1. Add selected content to cart.
2. Check out. Verify items in your cart.
3. Enter and confirm your invoice address.
4. Enter your credit card data for the purchase.
5. Download and install updates to your device with Naviextras Toolbox.

Let us show you the process step-by-step in the following section.

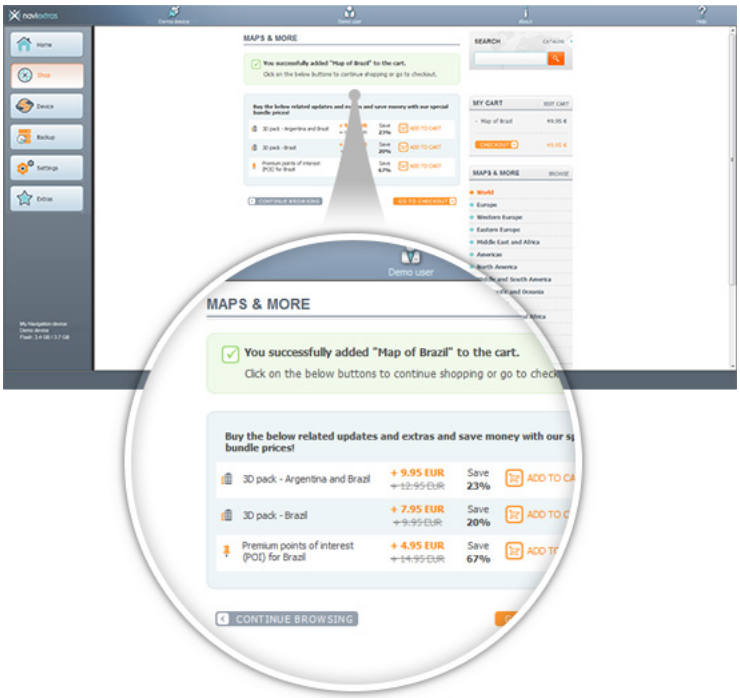
Instead of buying updates and extras on the Naviextras.com site, you can decide to buy them conveniently in Naviextras Toolbox. This guide explains the simple Naviextras Toolbox purchase and checkout procedure.

As you need to connect your device to Naviextras Toolbox to install any updates, it is recommended to use Naviextras Toolbox for the payment process, as well, for your convenience.

You can start shopping by clicking on the shopping cart icon with the “Add to cart” text in the detailed description of the item (under “Read more”…).

After adding the item to the cart, the “Checkout” button will appear on the right under the “My cart” field, enabling you to complete your purchase. Sometimes there are additional recommended items that you can get for a special bundle price if you buy them together with the content that is already in your cart. Click the cart next to any of these items if you choose to take advantage of the special offer.

If you would like to buy additional updates, as well, simply select another region and/or content type on the right side for further browsing. The contents of your cart will be displayed on the top right side, under the search field. Once you are finished browsing, click “Checkout” to proceed to payment.



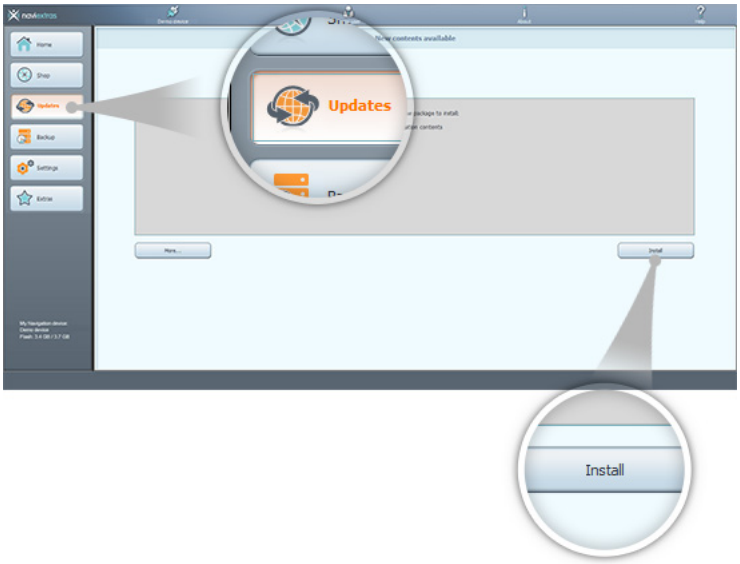
Here, you are asked for your invoice information. If you have previously filled out this page, the data you previously entered will appear. You can modify your invoice information on Naviextras.com, under your profile. Please note that invoices cannot be modified once they are issued, therefore, carefully check your information before proceeding to payment.

Once you entered your information, and proceeded to payment, you will be redirected to our payment provider's site where you can select the payment methods available in your invoice country.

After successful payment, you will be redirected to the “Updates” tab in Naviextras Toolbox, where you can find the purchased contents immediately.

HOW-TO-GUIDE: How to download and install updates on the navigation device (or software)?

If you purchased update(s), please click on the “Updates” button in the menu bar on the left hand side. This is the last step to update your navigation device or software.



The “Updates” button will open a screen which shows all available updates, including:

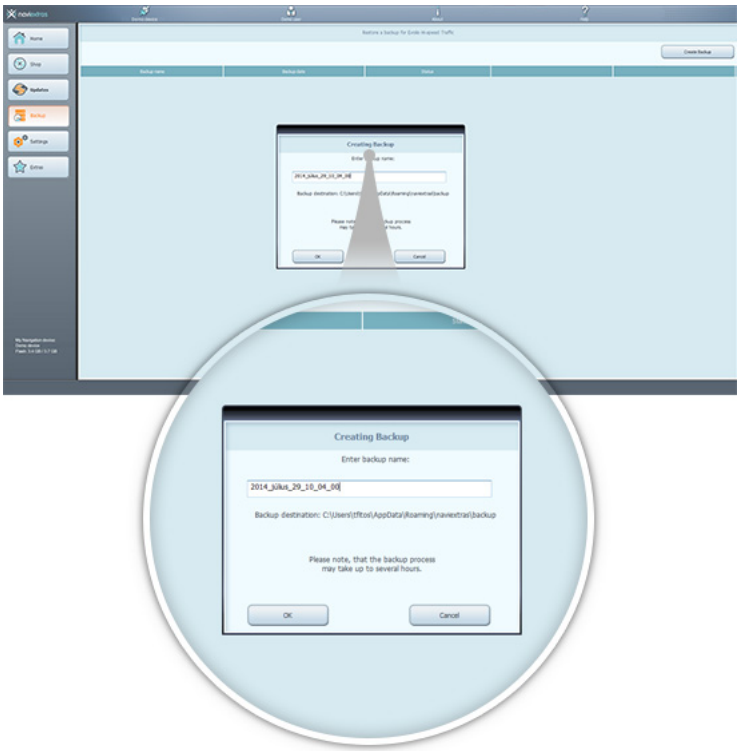
- Items that you have purchased but not yet installed (updates or extras),

- Free updates and extras that you added to the installation queue from the “Shop”,

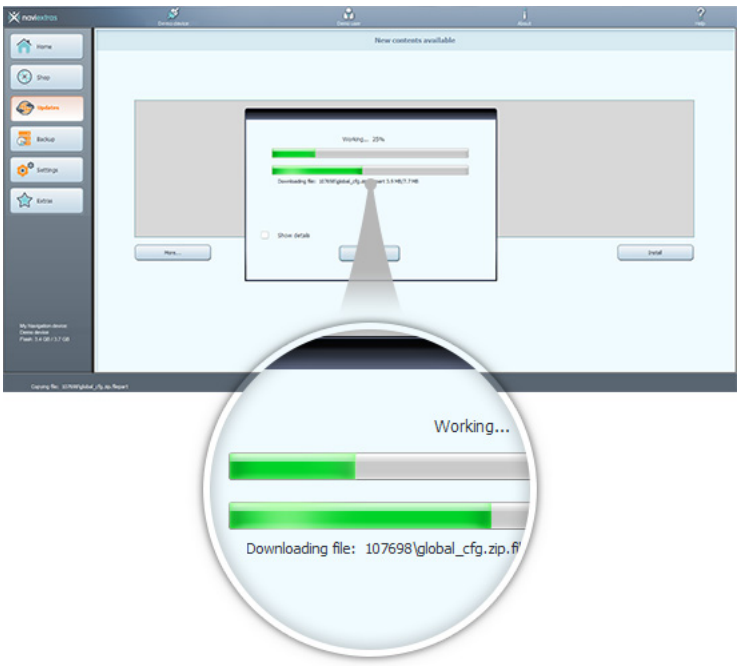
- Special free updates (which are normally pay updates but your manufacturer or the

Site operator provides them to you free of charge).

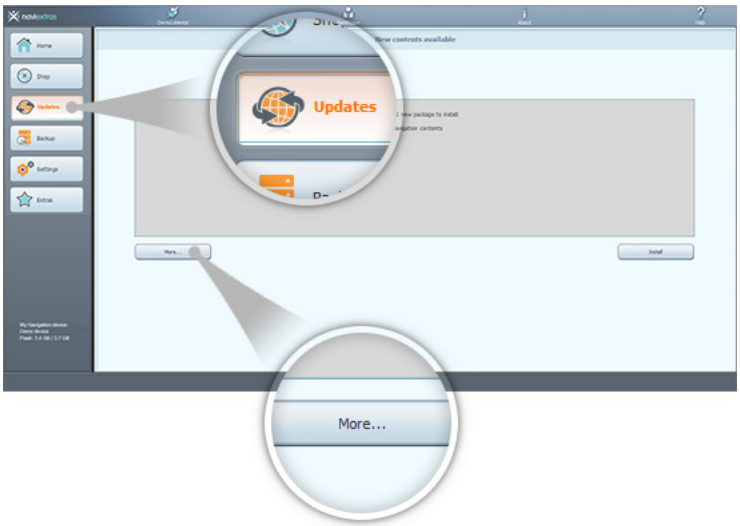
If you click on “Install”…, Naviextras Toolbox will install every available content onto your device. It is highly recommended to create a backup before this (Naviextras Toolbox will also prompt you with this option) to avoid data loss.



After creating a backup, Naviextras Toolbox will start downloading and installing the selected updates. A double status bar shows you the progress: the one on top shows the total ratio of the job already done, and the one at the bottom shows progress with the current file. Please wait until you receive a message that the operation is completed.



If you do not have enough space on the device, this option is not available for you. Also, if you do not wish to install everything at once, you can choose between updates to install on your device by clicking “More”…



Advanced options

You have several options to review the available updates in detail:

If you click “More”…, you will find a map showing you the regions where updates are available.

1. The map shows you all the regions that you have updates for

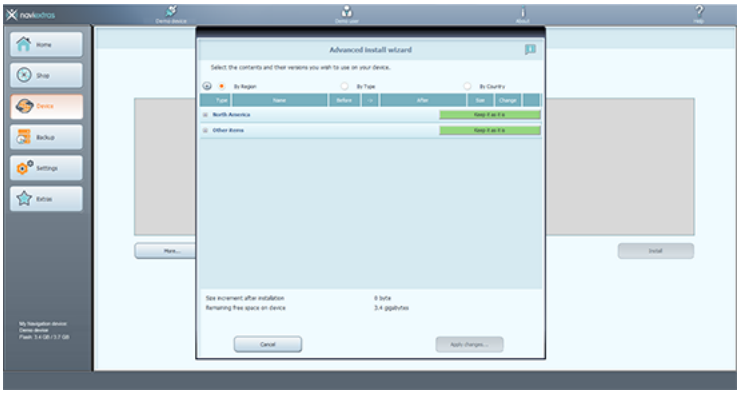
2. You can see the specifics of the updates in this field. You can also see more detailed information when clicking on the „Info” button to the right of each package.

3. This bar will show you the amount of space the current content takes up (in grey), the size increment that will occur after the selected updates (in green) as well as the remaining free

space on your device (the portion of the bar that is not filled). Simply mouse over the bar for more detailed information.

For a detailed view, go to the Advanced install wizard where you can organise your contents one-by-one.

For this, click “Advanced”... to enter the Advanced install wizard.



Here you can find all the files related to map contents and other extras that are already on your device or those that can be updated with your latest purchases or free updates.

In this menu, Naviextras Toolbox allows you to select and install individual items from a purchased package in case you choose not to install everything (e.g., because of the lack of free space).

1. You can use these buttons to expand or hide the individual packages

2. Name of the package

3. You can select to “Remove”, “Keep” or “Upgrade” the individual items within a package.

Clicking on these buttons indicating the state of the content they will change to a drop-down menu, allowing you to select what you wish to do with the package.

4. This area shows the size increment as well as the disk space that will remain after the update.
You can select which regions or content types you wish to “Upgrade”, “Keep” or “Remove”. If you keep a region or type as it is, no updates will be performed on this region/type. If you remove a region, all previously installed updates and pre-installed data will be removed from this region.

You can remove or update files one by one if you click on the “+ “next to the region.

Please only install the maps and other extras that you (actually) need at the given time and remove what you do not need anymore (you can avoid running out of space on your drive like this).

Please do not remove pre-installed contents as this may harm your device. (You can see this under the green bar of the update).

You will see the size increment information on the bottom of this window.

To make sure you avoid the loss of data, please create a backup through Naviextras Toolbox before performing removal and installation.

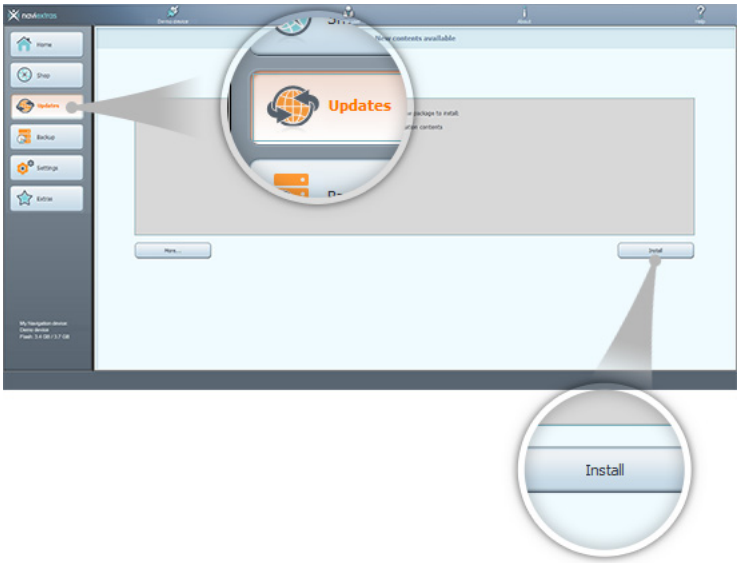
Click “Apply changes”... to start installing the selected updates and to perform all selected actions. The installation process is then the same as in the case of a simple installation.
After installation, the purchased updates will no longer appear under the “Updates” tab. You can, however, always re-install purchased contents in the Advanced install wizard.

HOW-TO GUIDE: How to install free updates in Naviextras Toolbox

Naviextras.com offers free updates for a wide range of devices. If you have been notified that you are eligible for such an update on your device, please follow the instructions below.

(Please note that the free updates are not available on the Naviextras.com page, you can only find them in Naviextras Toolbox after successful login.)

If you are entitled to a free update, it will appear in Naviextras Toolbox under “Updates”. You simply need to click “Install”… and it will be installed onto your device. If you are entitled to free updates for a year, 3 years or more, make sure to return to Naviextras Toolbox regularly for the latest ones available. These will always appear under “Updates” as well.



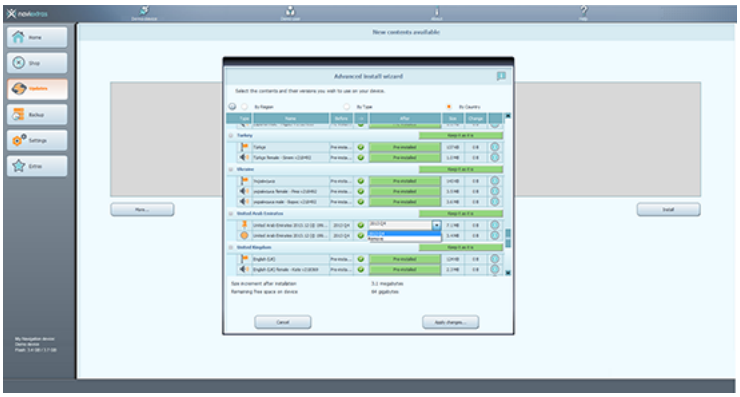
You can also reinstall free updates just like pay updates. For this, go to Advanced install wizard as these contents can be found there, too.

HOW-TO GUIDE: How to free up space?

Naviextras Toolbox allows you to select and install only the desired content from the purchased package - in case you do not wish to install the whole (because of the lack of free space).

In order to free up space go to “Updates”/”Device” -> “More” -> “Advanced” and do the following:

Only install those updates that you need at the moment. You can select which regions you wish to “Upgrade”, “Keep” or “Remove”. If you keep a region as it is, no updates will be performed on this region. If you remove a region, all previously installed updates and pre-installed files will be removed from this region.



You can remove or update files one by one if you click on the “+” next to the region.

Please install only those maps and other extras that you need at the moment and remove what you do not need anymore.

Please do not remove pre-installed contents, as this may harm your device. (You can see this under the green bar of the update).

You will see the size increment information on the bottom of this window as soon as enough space has been freed up.

To make sure that no data gets lost, please create a backup Naviextras Toolbox before performing removal and installation.

HOW-TO GUIDE: How to make or restore a backup of the navigation device?
From time to time, it is useful to make a backup of the contents of your navigation software or device to avoid losing data in case of a hardware error or accidental data loss. This guide explains how to make a backup of your device and how to restore a backup if it becomes necessary.

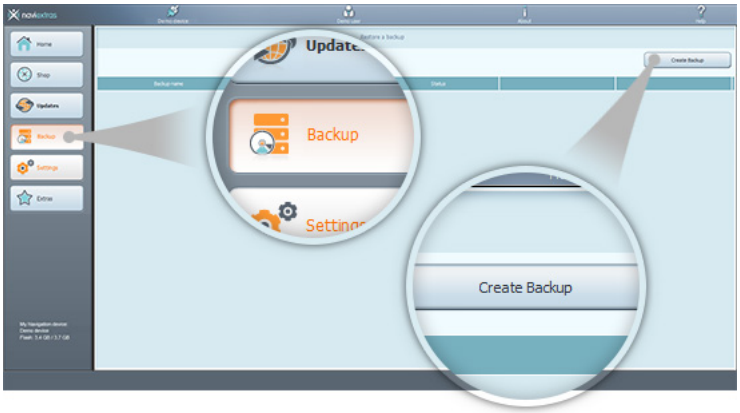
It is suggested to make a backup in at least the following cases:
- Right after you acquire a device or navigation software;

- Before using Naviextras Toolbox to update your navigation software and its content;

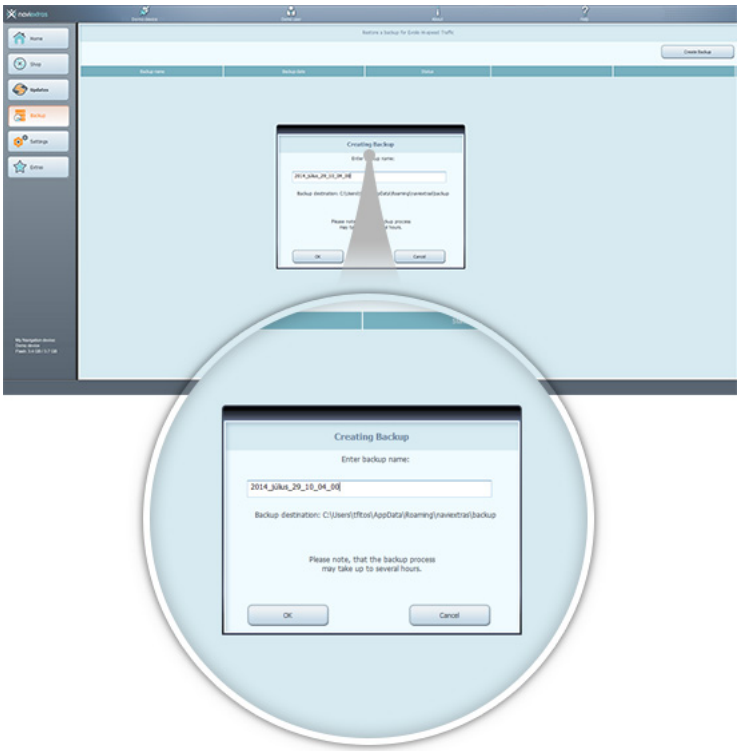
- After updating your device or software.
By default, Naviextras Toolbox reminds you to make a backup in each of these events.

Creating a backup

After connecting your device and logging in, click the “Backup” button on the left panel to access the backup and restore functions.



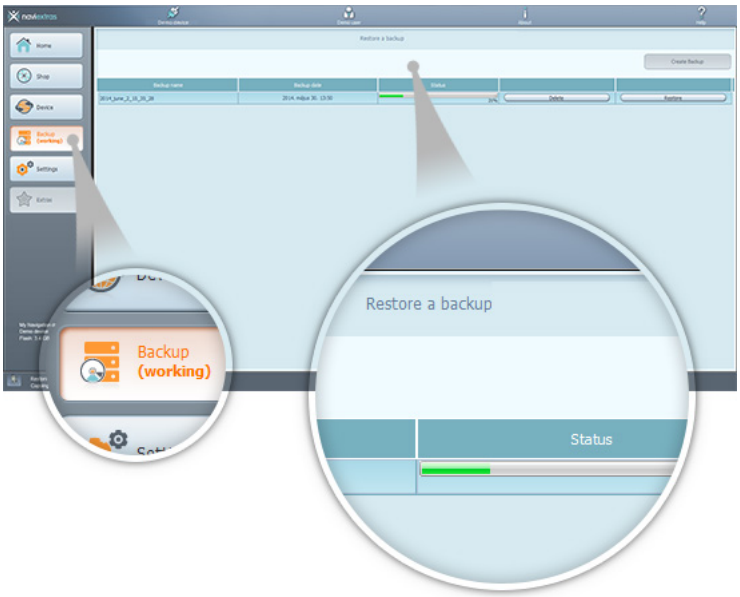
You can see the list of existing backups (this should be empty by default). Click “Create Backup” to start making a backup.
If you wish to give a name to your backup, you can do this when you start creating a backup. If you do not enter a name, the date will be added automatically as the name of the backup.



Please wait until the backup is completed. Do not disconnect or switch off your device during the process.
A status bar with the percentage of completion will be shown while creating a backup is in progress. Once the process is complete, the status bar will change to “Completed” (previous backups will have “ready to restore” displayed in this field).

Restoring a backup

If you need to restore a backup, click the “Restore” button in the line that shows the name of the backup. A warning is displayed that if you choose to continue restoring a backup, all changes and updates will be lost that have been made after the backup has been created. Accept the warning only if you are sure that no harm will be done to your important data.

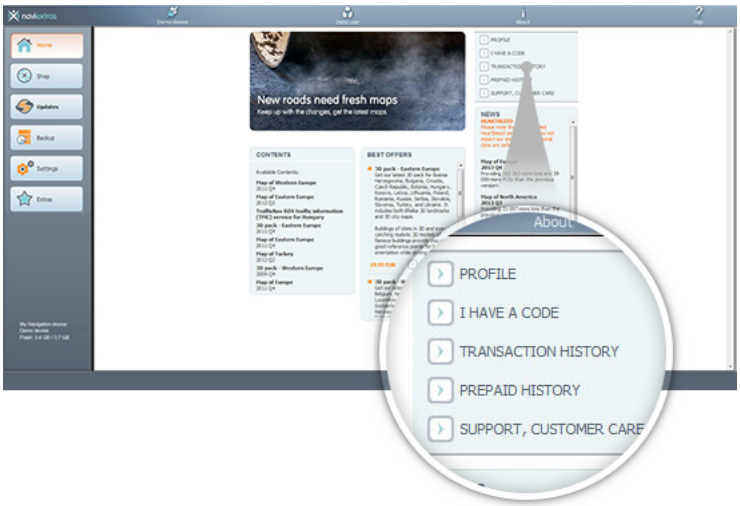


The time needed to restore a backup is similar to the time needed to create a backup. Please wait until the process is completed. Do not disconnect or switch off your device during the process.
A status bar will be shown, along with the percentage of completion while restoring a backup is in progress.

For a short while, the status bar changes to 'Completed' when the process is finished, then Naviextras Toolbox will re-read your device contents. You can continue using Naviextras Toolbox or exit and disconnect your device after this point.

HOW-TO GUIDE: How to access profile and transaction information? How to use the “Settings” and “Extras”?
Personal information, support

Naviextras Toolbox also allows you to check and update your profile as well as to check your previous purchase information. If you are in the “Home” menu, you can find this information on the right. If you click “Profile”, you will find the same page as on Naviextras.com.



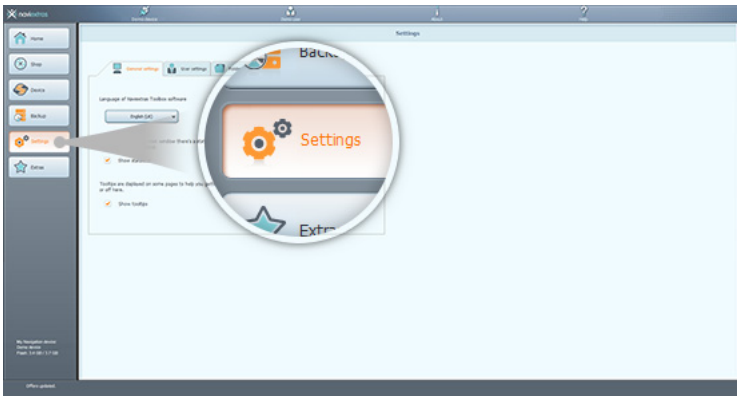
All your previous purchases and free updates are listed under “Transaction History”. If the update was purchased (not provided free), you can open or download your invoice.

“Support, Customer Care” allows you to browse our FAQ as well as to submit a trouble ticket to our customer support team.

“Settings” and “Extras”

This section guides you through the settings in Naviextras Toolbox.

If you click “Settings”, you automatically land on the “General settings” tab, where you can set the language you wish to use Naviextras Toolbox in. (Changing the language will result in Naviextras Toolbox restarting to apply the changes.)



You can also turn the statusbar on and off. This bar appears on the bottom and provides information about the state of your connection and other useful information running in the background.

Naviextras Toolbox can show you tooltips that help familiarize you with the software. Turn

these on for helpful tips.

The “User settings” tab lets you gather anonymous tracklogs and usage statistics. If you enable this, you will provide us with useful data about the navigation software.

Naviextras Toolbox saves data into different folders on your PC. In “Folder settings”, you can change the path to these folders. The first one, workingdir stores essential data for Naviextras Toolbox, including log files, for example.

The backup folder is where Naviextras Toolbox stores the backups you created in the “Backup” menu.

In “Advanced settings”, you can decide to keep or empty the download cache.

Online contents downloaded from the Internet are stored in a temporary folder for further usage. This way the time of reinstalling a map is shortened considerably, though it takes extra disk space on your PC. You can turn off this feature to save space on your PC, or you can empty this temporary folder any time.