Mireo, Don't Panic - FAQ

? - *I have a question concerning use of the Don't Panic navigation software such as, how to enter a destination, select the fastest or shortest route, etc.*

√ - Please download the Don't Panic software manual from our website or visit the Mireo website and view tutorial videos: http://www.mireo.hr/en/navigation-apps/how-to/efficient-search

? - *Every time I start the Software the settings have changed / I cannot save settings such as language.*

√ - In order to save changed settings please exit the software in the main menu before switching off the GPS

1   2

√ - In order to change the language exit the software and then change the GPS lanuage

1   2   3

? - *I cannot Start the navigation software / nothing happens when click on "Navigate" in the starting menu.*

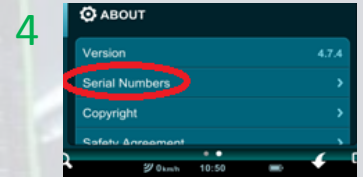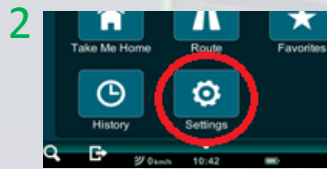√ - If the GPS is connected to a PC please disconnect it and try Again or change/setup the Startpath
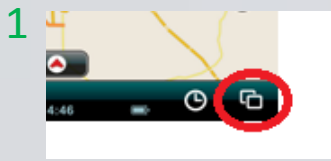
1   2 Click the blue folder

3 Select **\ResidentFlash\Dontpanic\Dontpanic.exe**

? - *I cannot find the serial number needed to update the GPS.*

√ - The serial number can be found within Settings

1   2   3   4

? - *The GPS does not charge. Either the device itself or the charger is defective.*

√ - Please contact the helpdesk by email.

? - *The GPS does not start. After switching the GPS on the logo appears but nothing further.*

√ - The firmware & Windows CE will need to be reinstalled. Please contact the helpdesk by email for instructions.

? - *I want to update the maps/I wish to update my GPS.*

√ - Please use the updater on our website to update the maps or Software.

? - *There was no manual with the GPS / Where can I find a user Manual*

√ - The user manual is available in four languages, you can download it from our website. For additional lanuages please visit www.mireo.hr

? - How do I enter house numbers / I cannot always enter a house number

√ - Not all house numbers are available, this is due to the fact that the GPS makes use of user contributed Open Source maps. Please visit www.openstreetmap.org for more information.

? - I cannot find a street / I cannot enter a certain address

√ - It is possible that the street you are looking for is listed in a different region or suburb. It is also possible that the address is not available yet. Please visit www.openstreetmap.org for more Information or see if the address is available there.

? - My GPS is broken and I wish to have it repaired.

√ - Please contact our customer support by email.

? - I did not receive an SD card with my GPS.

√ - A SD card is not needed, the software and maps are preinstalled on the GPS. If the navigation software does not start Please see above solution or contact customer support.

? - There was no 220V mains charger with my GPS.

√ - No 220V adapter was sold with the GPS. You can use the 12V car charger to charge the GPS in the car or the USB cable if you have a 220V charger at home. Please note that charging the GPS using a computer does work but due to the low capacity it can take more than a day to fully charge the GPS this way.