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**1.1 What does it mean that the newest Ovi Maps 3.03 will come “ready out of the box at no extra cost”?**

**Comment [HC1]:** Alternative phrasing in KICS: For Free.

It means that starting 2010, all compatible Nokia GPS-enabled smartphones supporting Ovi services will include global maps, voice-guided car and pedestrian navigation and premium content, ready out of the box at no extra cost for the lifetime of the device and the content.

In practice, this means that you don’t need a navigation license anymore, it’s all included in the device.

Your operator might charge you for data traffic in case you download map data over a data connection, but voice-guided car and pedestrian navigation, as well as premium content including travel, weather and event

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information, come right out of the box with no additional cost on compatible Nokia GPS-enabled smartphones.

### **1.2 What do I get with the Ovi Maps 3.03 application that offers navigation for free?**

- Maps for over 180 countries and free map updates
- Drive and Walk navigation available in over 70 countries
  - Real-time voice guidance, lane assistance and speed limit warners in Drive navigation mode
  - Real-time voice guidance; routing and navigation via pedestrian zones and shortcuts in over 80 cities in Walk navigation mode
- Real-time weather service including a 5-day forecast for your current or any location found via search
- Premium travel content by Lonely Planet and Michelin for over 1000 destinations
- Real-time events listings for your current location or any other location found via search

#### **New features:**

- Shop has been removed, and Drive and Walk navigation in over 70 countries is now available at no extra cost. No license activation needed in this release.
- Integration with Ovi account so that you can easily personalize your Ovi Maps and synchronize your favourite places and routes,
- Options tools box to switch between 2D, 3D, satellite and terrain map mode, as well as night mode and turning 3D landmarks on or off.
- Localised version of the Ovi Maps 3.03 available in Symbian languages
- Improved application start-up and simplified service menu makes it faster and easier to access favorite content and services with a single touch or click,
- Improved one-box search,
- New features in car navigation service: 'Drive home' and tracking (follow your position while driving),
- New features in pedestrian navigation service: 'Walk home' and tracking (follow your position while walking),
- Text-to-speech voice-guidance in car and pedestrian navigation, currently available for English and German. More languages will follow later on.

### **1.3 What Nokia devices will have the navigation feature in Ovi Maps for free, and when?**

Current owners of compatible devices can download Ovi Maps 3.03 version including navigation features and premium content completely free of charge from Ovi Maps website on <http://www.nokia.com/maps>. Currently, a variety of devices that can run Symbian 3.0 Feature Pack 2 and Symbian 5.0 are compatible. Please check the Ovi Maps website for a detailed compatibility list!

### **1.4 How long can I use the free navigation service in the Ovi Maps 3.03? Will it expire?**

All the maps, voice-guided navigation and premium content you download or get straight out of the box, are yours to keep and use for the entire device and content lifetime; meaning as long as the device is

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functional and the premium content or service in question are provided by Maps. Such services would include content like events, travel and weather.

### **1.5 How and where can I get the Ovi Maps 3.03 with free navigation?**

Current owners of compatible devices can download the Ovi Maps 3.03 including navigation features and premium content completely free of charge from Ovi Maps website at <http://www.nokia.com/maps>. Select your device from the compatibility list and follow the installation instructions on the website.

For certain devices (e.g. the Nokia N97), the update will be offered through the Software Update Service in the device.

**Comment [HC2]:** Alternative question: How can I update to the Maps version that has navigation for free?

### **1.6 I have just bought a navigation license for Maps. Can I upgrade to the new application that offers navigation for free?**

Current owners of compatible devices can download the Ovi Maps 3.03 including navigation features and premium content completely free of charge from the Ovi Maps website at <http://www.nokia.com/maps>.

Until now, navigation licenses were available as time limited licenses (such as a day, a week or even a year). All existing licenses remain valid. When they expire, you can download the new application from Nokia Maps website to your compatible Nokia device.

### **1.7 I have just purchased a navigation license and now Nokia offers the navigation feature for free. Can I get my money back?**

All existing licenses remain valid. When they expire, you can download the new application from the Nokia Maps website (<http://www.nokia.com/maps>). Of course, you are also welcome to upgrade your Maps application right away in case you own a compatible mobile device. In that case, you will get increased coverage and length for the navigation feature.

**Comment [HC3]:** Alternative question in KICS: Can I get a refund?

By upgrading your Maps version to the latest Ovi Maps 3.03, you will even get more coverage (all regions in which navigation is supported) and an increase in length as you can use the navigation (both Drive and Walk) without time constraints!

### **1.8 My device is currently not supported for the free navigation feature, what will be the compatible devices in the future?**

Please check <http://www.nokia.com/maps> from time to time to check for more compatible devices.

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### **1.9 Can I download the Ovi Maps 3.03 sis file directly to my computer to install it from there?**

To avoid download costs from the download via the mobi page, you can also download a sis file for Ovi Maps 3.03 and trigger the installation from your computer. Just follow the link **Desktop download (without data charges)** on the installation page.

Please consider that you need to have Nokia PC Suite (or Ovi Suite) installed in order to run the installation via your Mac or PC.

For selected devices, we also offer the update for Ovi Maps 3.03 via the Software Update application in the device or for free download from the Ovi Store.

### **1.10 I have a Nokia 5800XpressMusic and when trying to install Ovi Maps 3.03, I get an error message. What should I do?**

Note that when installing Ovi Maps 3.03 on your Nokia 5800XpressMusic, you need to update your mobile device software before installing Ovi Maps 3.03. To update your mobile device software, you need to have PC Suite and Nokia Software Updater installed on your device. Alternatively, you can do the update from your mobile device by entering \*#0000#, select **Options > Check for Updates**.

Consider taking a back up before performing any updates of your mobile device software.

After the installation of Ovi Maps 3.03, you can download the required map data and voice files via Nokia Map Loader.

*Not for localization:*

### **1.11 How do I activate the free navigation functionality in the Ovi Maps 3.03?**

You do not need to activate it, it will work straight away out of the box or after installation of the latest application version.

Current owners of compatible devices can download the Ovi Maps 3.03 including navigation features and premium content completely free of charge from the Ovi Maps website at <http://www.nokia.com/maps>.

### **1.12 Why is the free navigation feature not available for Series 40 Maps application?**

Developing on some platforms is quicker than on others. S60 or Symbian, the platform where Nokia is more agile, can try out new services easily. When developing for the Series 40 platform we have to take extreme focus on ease of use.

We are continuously developing the experiences across multiple platforms and are now taking the first steps on Series 40 side by introducing the first Series 40 devices with built-in GPS.

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January 20<sup>th</sup>, 2010**1.13 I have just purchased a voucher for Maps which now becomes obsolete because I have the Maps with navigation for free – what can I do? Can I get my money back?**

This varies country by country. Please contact your local retailer for further information.

**1.14 What do I need to consider if I upgrade from Maps 2.0 to the latest Ovi Maps 3.03 release which offers navigation for free?**

If you are currently running Maps 2.0 on your mobile device, please first update the your mobile device's software via Nokia Software Updater (<link>) before you upgrade to Ovi Maps 3.03. To update to the new Maps version that offers navigation at no extra costs, please go to <http://www.nokia.com/maps>. Select your device from the compatibility list and follow the installation instructions on the website.

For selected mobile devices (e.g. the Nokia N97), the update will be offered through the Software Update Service in the device.

Due to an incompatibility of your old map data with the new Maps version, the update will delete your map data and voice files. When asked "This version of Maps is not compatible with the old map data stored on your device. Delete old map data?" during the installation, select "yes", otherwise the installation will be cancelled.

In this case, we recommend you to download the Nokia Map Loader to re-install your map data and voice files to your mobile device. For more information about the Nokia Map Loader, please check our FAQ!

**1.15 If I update the software of my mobile device, will I still be able to use the Ovi Maps 3.03 and the free navigation that I had installed before?**

We are aiming to make the Ovi Maps 3.03 version to work seamlessly on all compatible mobile devices and with all new software updates. However, in some cases the software update will remove the latest Ovi Maps 3.03 from your device. In this case, please go to <http://www.nokia.com/maps>. Select your device from the compatibility list and follow the installation instructions on the website.

**1.16 If I reset my mobile device (\*#7370#), will I still be able to use the Ovi Maps 3.03 and the free navigation that I had installed before?**

We are aiming to make the Ovi Maps 3.03 version to work seamlessly on all compatible mobile devices. However, in some cases, when you do a reset and restore your original device settings, this action will remove the latest Ovi Maps 3.03 that offers the navigation for free from your device and return to the version of Maps that was originally shipped with your mobile device. In this case, please go to <http://www.nokia.com/maps>. Select your device from the compatibility list and follow the installation instructions on the website.

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### **1.17 What should I do if I haven't received the SMS with the installation link for Ovi Maps 3.03?**

In case you haven't received the text message with the download link, you can either access the download directly from the mobi page (nokia.mobi/maps/download), or you can download a sis file for Ovi Maps 3.03 and trigger the installation from your computer. Just follow the link **Desktop download (without data charges)** on the installation page.

Please consider that you need to have Nokia PC Suite (or Ovi Suite) installed in order to run the installation via your Mac or PC.

For selected devices, we also offer the update for Ovi Maps 3.03 via the Software Update application in the device or for free download from the Ovi Store.

### **1.18 The installation of Ovi Maps 3.03 via the mobi page does not work for me. What should I do?**

In case you are experiencing trouble with the installation via the provided mobi link, you can also download a sis file for Ovi Maps 3.03 and trigger the installation from your computer. Just follow the link **Desktop download (without data charges)** on the installation page.

Please consider that you need to have Nokia PC Suite (or Ovi Suite) installed in order to run the installation via your Mac or PC.

For selected devices, we also offer the update for Ovi Maps 3.03 via the Software Update application in the device or for free download from the Ovi Store.

### **1.19 My country code isn't available from the dropdown list. Can I still install the Ovi Maps 3.03?**

In case your country code is not listed in the dropdown menu, you can also download a sis file for Ovi Maps 3.03 and trigger the installation from your computer. Just follow the link **Desktop download (without data charges)** on the installation page.

Please consider that you need to have Nokia PC Suite (or Ovi Suite) installed in order to run the installation via your Mac or PC.

For selected devices, we also offer the update for Ovi Maps 3.03 via the Software Update application in the device or for free download from the Ovi Store.

### **1.20 I have installed Ovi Maps 3.03 on my 5800XpressMusic but it does not launch. What should I do?**

Note that when installing Ovi Maps 3.03 on your Nokia 5800XpressMusic, you need to update your mobile device software before installing Ovi Maps 3.03. To update your mobile device software, you need to have PC Suite and Nokia Software Updater installed on your device. Alternatively, you can do the update from your mobile device by entering \*#0000#, select **Options > Check for Updates**.

Consider taking a back up before performing any updates of your mobile device software.

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After the installation of Ovi Maps 3.03, you can download the required map data and voice files via Nokia Map Loader.

### **1.21 How can I get Ovi Maps 3.03 for my Nokia N97?**

Nokia N97 will not be supported right from the launch of Ovi Maps 3.03 on, but a bit later. To get Ovi Maps 3.03 for your N97, you need to update the software of your mobile device first. To update your mobile device software, you need to have PC Suite and Nokia Software Updater installed on your device. Alternatively, you can do the update from your mobile device by entering \*#0000#, select **Options > Check for Updates**.

Consider taking a back up before performing any updates of your mobile device software.

After you have updated the software of your N97, please go to the Software Update application in the device. Go to **Menu > Applications > SW update**. You will see Ovi Maps 3.03 an entry in there. To update your Ovi Maps application, select the entry and go to **Options > Start update**.

After the installation of Ovi Maps 3.03, you can download the required map data and voice files via Nokia Map Loader.