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Frequently Asked Questions

General

Q: What is AAA Mobile?

A: AAA Mobile is a downloadable mobile phone application that allows you to locate places, including exclusive AAA TourBook® guide travel information, get directions to any destination, get a map of a location and request AAA member roadside assistance at the touch of a button. Directions are provided as turn-by-turn navigation, with audible prompts when you are approaching a turn.

Q: Is it safe to use AAA Mobile while driving?

A: Yes. Upon accessing AAA Mobile a safety advisory is automatically and prominently displayed on the handset screen and users must indicate their acknowledgement of the advisory:



These instructions are consistent with guidance from AAA on the use of any mobile communications device while operating a motor vehicle. Because AAA Mobile provides audible, turn-by-turn navigation instructions, it is not necessary for drivers to refer to the handset screen for visual instructions while driving. Visual navigation prompts and other features of AAA Mobile may be helpful or of interest to passengers riding in a vehicle while it is being operated.

Q: There are several mobile phone navigation services on the market already. What differentiates AAA Mobile?

A: With AAA Mobile, subscribers who are also AAA members can have the GPS location of the mobile phone sent to AAA when requesting roadside assistance. Requesting roadside assistance is as simple as pressing a single button on the phone, which will send the phone's GPS location to AAA and identify the AAA roadside assistance dispatch center to be called to request quick and reliable roadside assistance. In addition, AAA Mobile subscribers can access AAA TourBook® guide travel information on their mobile phones, allowing them to locate and obtain turn-by-turn driving directions to AAA Approved® points of interest (POIs), including Diamond Rated® hotels and restaurants, and find locations that offer AAA member savings. Subscribers can review detailed AAA descriptions for POIs on their phone, receive a map showing a destination on the mobile phone screen, and bookmark locations as favorites for quick recall in future.



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Q: What is the price of AAA Mobile? How does the price compare to competing services?

A: Similar to competing services, subscribers will pay \$9.99 per month. This charge will appear on your monthly wireless carrier cell phone billing statement. Additional data usage fees may apply and will vary by carrier and your wireless service plan. Please contact your wireless carrier for more information on data usage fees.

Q: What is GPS technology?

A: Global Positioning System (GPS) technology allows your mobile device to determine where you are, and relate that location to maps and local points of interest. This system consists of orbiting satellites that transmit continuous signals to GPS receivers. The latitude and longitude of a GPS receiver can be determined by triangulating the position of at least three of these satellites.

AAA Mobile uses Assisted GPS technology which allows the application to find the location without having a direct view of the sky or access to three or more GPS satellites. To get an initial location however, your mobile phone must have a wireless signal and be on your carrier's digital network (not roaming).

Q: Where can I use AAA Mobile?

A: AAA Mobile will work anywhere within your carrier's home network coverage area. If you are roaming, AAA Mobile will also operate but the GPS location capabilities will not be available.

Q: Can I use AAA Mobile indoors?

A: Yes. You can use all of AAA Mobile's features, including GPS location, while indoors. It is important to note that the GPS locations acquired by AAA Mobile while indoors will not be as precise as those acquired while outdoors with a clear view of the sky.

Q: What technology enables AAA Mobile?

A: Networks In Motion's award-winning location-based services platform, called *NavBuilder*[™], powers AAA Mobile. It is also used for Verizon Wireless' *VZ Navigator*, Alltel's *Axcess Mobile Guide* and TELUS *Kid Find*. AAA chose Networks In Motion because of its product's ease of use and proven success rate in the industry.

Q: Who can subscribe to AAA Mobile?

A: AAA Mobile is available to anyone, including AAA's 50 million members. AAA Mobile is a great service for anyone who drives, from getting directions to a specific destination to finding nearby hotels, restaurants, and attractions on a business trip or vacation.

Q: Which wireless carriers offer AAA Mobile?

A: AAA Mobile is currently available to Verizon Wireless customers and other major U.S. wireless carriers on additional networks and phones.

Q: Which mobile phones are compatible with AAA Mobile? Does it work on BlackBerrys, PDAs or smartphones?



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A: To see a list of compatible phones for AAA Mobile, visit www.AAA.com/AAAMobile. We will continue to add additional phone models for each carrier and update this list. If you do not see your phone listed right now, you can check back often to see if your phone has been added to the list.

Currently, AAA Mobile is not available for BlackBerry, PDA or smartphone devices. AAA is working on versions of AAA Mobile for these devices. Check www.AAA.com/AAAMobile often for updates.

Q: How can I get AAA Mobile?

A: You must download AAA Mobile directly from your wireless phone.

For Verizon Wireless, AAA Mobile can be found in the Get It Now catalog under Get Going (option #5). Simply select “Get New” from the “Get Going” section, then select “Travel & Guides” and click on AAA Mobile to start the download.

Q: How do I set up AAA Mobile?

A: AAA Mobile will walk through its basic setup when you first launch the application. The process will take you through the following steps:

1. You will be asked to accept the terms of use.
2. You will be asked by AAA Mobile to grant access to the features of your phone that allow AAA Mobile to access your location and the carrier’s data network. It is highly recommended that you select the “Always Allow” option when prompted, in order to allow AAA Mobile to seamlessly access these features. AAA Mobile may not be able to operate correctly if you select “Never” or “Do Not Allow”.
3. AAA Mobile will remind you to enable the location capability on your phone.
4. AAA Mobile will ask you to enter your AAA member number. You can skip this last step if you do not have your member number handy. If you are entering your member number, you must enter all 16 digits shown on your membership card.

Q: Is it possible to try AAA Mobile before subscribing?

A: Each carrier has a different trial period available for AAA Mobile. These trial versions are fully functional (there are no disabled or crippled features). Once your trial period ends, AAA Mobile will ask you to download and subscribe to continue to use the application.

Q: What advantages does mobile phone navigation have over in-car systems or personal navigation devices (PNDs)?

A: AAA Mobile has frequent and automatic updates of maps and points of interest data, which eliminate the need to purchase updates. In addition, subscribers pay a smaller monthly or daily service fee rather than larger up-front sales prices for an in-car systems and personal navigation devices. Finally, users can take their phone anywhere along with their AAA membership and have the benefits of real-time navigation and AAA service in the palm of their hand.

Q: Is it less safe to view navigation on a small phone screen rather than a larger in-car system or PND screen?



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A: AAA Mobile provides heads-up, voice-prompted turn-by-turn directions with auto-rerouting if a turn is missed, so the driver does not need to look down in order to navigate. It is highly recommended that your vehicle be parked in a safe location before attempting to look at the screen or program new destinations.

Q: Will AAA Mobile work if the driver is out of cell phone range or with cloudy skies?

A: Unlike navigation devices that must be outdoors to work, AAA Mobile uses assisted GPS technology that allows users to find a route or get a map while sitting in a covered parking lot or meeting room. To get an initial fix, which calculates the route, the driver must have cell phone reception. Once the route is downloaded onto the phone, the user can go out of range and navigation will continue.

Q: Are additional air time minutes tacked onto the monthly subscription cost?

A: Each wireless carrier handles billing for wireless data usage differently.

Verizon Wireless: Approximately one minute of air time is used when the phone obtains information from the server such as POIs, maps, or route calculation. If you have a wireless data plan as part of your wireless service agreement, AAA Mobile will use that instead of consuming airtime minutes.

Q: Will AAA Mobile work with my Bluetooth car stereo?

A: AAA Mobile does not currently support audio output to a Bluetooth-capable car stereo, due to incompatibilities between the Bluetooth profiles in the wireless phone and car stereo. AAA Mobile cannot overcome these incompatibilities, as they are hardware limitations.

Q: Can I subscribe to AAA Mobile if I am using a prepaid wireless package from my carrier?

A: Not at this time. Wireless carriers do not currently allow prepaid customers to subscribe to downloadable wireless application services.



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Privacy and Permissions

Q: How do I enable my phone to allow AAA Mobile to access my location?

A: This differs based on carrier and phone model.

For Verizon Wireless, use the following steps to enable your phone to allow AAA Mobile to get your location:

- a. Press the “OK” button from the main (idle) screen of the phone to open the phone’s menu.
- b. Press on the right side of the Scroll Pad until “Settings & Tools” is highlighted.
- c. Press on the bottom of the Scroll Pad until “System” is highlighted, then press the “OK” button.
- d. Press on the bottom of the Scroll Pad until “Location” is highlighted, then press the “OK” button.
- e. Press on the bottom of the Scroll Pad until “Location On” is highlighted, then press “Select” (the top right key just below the screen). Press the “End” key once to return to the main (idle) screen. The icon on the top status bar will change to indicate the new status.

Q: If I enable location on my phone, can anyone get my location?

A: No. The carriers value your privacy, and have taken many steps to ensure that your privacy is protected. Enabling location capabilities on your phone does not allow anyone to determine your location. It merely allows the software you installed to find your location when you request it.

Q: If I enable location on my phone, will emergency services still be able to find me if I dial 9-1-1?

A: Yes. 9-1-1 operators will be able to locate you regardless of whether you have enabled location on your phone.

Local Search

Q: Do I need to select a category?

A: No, you don’t need to select a category. If you leave the category as “All Categories,” AAA Mobile will search its database for all places around the specified location that have names that match the name (or partial name) that you enter in the “What” field.

Q: Can I do a Local Search beginning somewhere else?

A: Yes. Simply change the starting location by modifying the “Where” field in the search (the default is your current GPS location). Press on the bottom of the Scroll Pad until the “Where” field is highlighted, and then press on the right side of the Scroll Pad to view the available location options. Press up or down on the Scroll Pad to select the type of location you would like to use as the center of your search. You can select from locations recently used for navigation, favorite locations, addresses, intersections and airports.



Frequently Asked Questions

Q: Why does the place I'm looking for not appear in the results of the Local Search?

A: The AAA Mobile database of places is updated on a quarterly basis, so if the place you are looking for is new, it may not yet be available in our database. In addition, the AAA Mobile search engine is optimized to return a focused set of results, so that you are not overwhelmed with many pages of results. Try using an address or intersection that is closer to the place for which you are searching or search for a place or address that is close to the place you are trying to find.

Navigation

Q: Am I using air time or my data plan while I'm following my route?

A: No. All of the directions are downloaded to the phone when the route is first requested. As long as you don't go off route, no additional air time or data plan unit will be used.

Q: What happens if I miss a turn, or if I know a better way?

A: If you miss a turn, or if you go off route, AAA Mobile will automatically contact the server and download new directions. If you know a better way and deviate multiple times from the route provided by AAA Mobile, the application will stop automatically requesting new directions from the server and ask you whether you wish to continue using the directions provided by AAA Mobile. This feature is provided to minimize the usage of air time or your data plan while navigating.

Q: What happens if I receive a call while navigating?

A: Navigation will be suspended during the call. At the end of the call, AAA Mobile will determine your location and will continue navigating to your destination. Note that it may be necessary for AAA Mobile to contact the server to update the directions if you have deviated from the route that was provided before the call was received.

Q: Why did the directions AAA Mobile provided me take me a way that the road wouldn't allow?

A: Actual roads are constantly being added and changed. The AAA Mobile road database is updated on a quarterly basis, so any recent changes to actual roads may not be available to AAA Mobile. In addition, some road changes are not communicated to the AAA Mobile road database provider (Navteq) by the municipality or highway administration on a reliable basis.

Q: Can I change the voice used in navigation?

A: Yes. From the main screen, select "Options" (the top right key just below the screen) and then "Preferences". Select "Navigation", then "Voice Type". Press on the top or bottom of the Scroll Pad to select the voice you want to use, and press OK to save the setting.

Q: Can I set up AAA Mobile to route based on fastest, shortest or simplest?

A: Yes. From the main screen, select "Options" (the top right key just below the screen) and then "Preferences". Select "Navigation", then "Trip Settings", and then "Route Type". Press on the top or bottom of the Scroll Pad to select the route type you want to use, and select "OK" to save the setting.



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Q: What is the difference between “fastest,” “shortest” and “simplest?”

A: “Fastest” routes are selected based on estimated travel time. They are faster to drive but can be longer in distance. “Shortest” routes are selected based on total travel distance. They can take longer to drive due to speed limits. “Simplest” routes contain the fewest possible turns but may take longer to drive and may be longer in distance than other route options.

Q: Can I ensure that routes can be traveled by truck?

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Trip Settings”, and then “Vehicle Type”. Press on the top or bottom of the Scroll Pad to select “Truck” and select “OK” to save the setting.

Q: Can I get a route for bicycling?

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Trip Settings”, and then “Vehicle Type”. Press on the top or bottom of the Scroll Pad to select “Bicycle” and select “OK” to save the setting.

Q: Can I get a route for walking?

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Trip Settings”, and then “Vehicle Type”. Press on the top or bottom of the Scroll Pad to select “Pedestrian” and select “OK” to save the setting.

Q: Can I avoid highways, toll roads and/or HOV lanes?

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Trip Settings”, and then “Avoid”. Press on the top or bottom of the Scroll Pad to select the avoid option you wish to change, then press “Set” (the top left key just below the screen) to change the setting for the option (on or off). When you are done, select “OK” to save your settings..

Q: Can I change the type of audio turn prompts used during navigation?

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Navigator Audio”. Press on the top or bottom of the Scroll Pad to select the type of audio prompts you would like, and then select “OK” to save your setting.

Q: Can I change the volume for the audio prompts during navigation?

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Navigator Volume”. Press on the top or bottom of the Scroll Pad to select the desired volume for audio prompts, and then select “OK” to save your setting.

Q: Can I alter how soon the next turn is shown?

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Navigation”, then “Show Next Turn”. Press on the top or bottom of the Scroll Pad to select whether you want to always show the next turn or only show the next turn as you approach it. Select “OK” to save your setting.



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Frequently Asked Questions

Q: What are turn maps?

A: Turn maps are detailed maps of turns which give you a better idea of what to expect when making a turn.

Q: Can I show/hide the turn maps?

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Turn Maps”, and then “Download Turn Maps”. Press on the top or bottom of the Scroll Pad to choose whether to use turn maps, then select “OK” to save your setting.

Q: Can I make the turn map appear automatically at the turn?

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Turn Maps”, and then “Show Map at Turn”. Press on the top or bottom of the Scroll Pad to choose whether to automatically show the turn map when approaching a turn, and select “OK” to save the setting.

Q: Can I see the turn map and turn icon at the same time?

A: Yes. From the main screen, select “Options” (the top right key just below the screen) and then “Preferences”. Select “Turn Maps”, and then “Turn Icons on Map”. Press on the top or bottom of the Scroll Pad to choose whether to show the icon on the turn maps, and select “OK” to save the setting.

Roadside Service

Q: Can I use the Roadside Service feature if I am not a AAA Member?

A: Yes. However, AAA's ability to arrange service will depend upon local conditions at the time. You will be advised by the AAA call counselor as to any fees that may be charged by AAA for roadside service, since you are not a member. Also, your GPS location will not be available to the AAA roadside assistance call center.

Q: Do I need to enter my AAA member number before using the Roadside Service feature?

A: No. You can enter your member number by selecting “Edit” (the top left key just below the screen) on the first Roadside Service screen, or you can choose not to enter your member number at all, in which case your GPS location will not be available to the AAA roadside assistance call center.

Mapping

Q: Can I get a map of any address?

A: Yes, you can display a map of any valid street address within the U.S. You cannot however, get a map for a P.O. Box address.

Q: Can I pan and zoom the map?

A: Yes, you can pan the map by pressing up, down, left or right on the Scroll Pad, or by pressing any of the number buttons (except “5”). You can change the zoom level of the map by pressing the “Zoom” button, pressing the left or right side of the Scroll Pad to select your desired zoom level and select “OK”.



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Q: How do I switch between English and Metric units?

A: From the main screen, select “Options” (the top right key just below the screen), then “Preferences” and then “General.” Press up or down on the Scroll Pad to highlight the “Metric Units” option and press “Set” (the top right key just below the screen) so that the box next to the option is checked for metric units and unchecked for English units. Select “OK” to save the setting.

Q: How can I make the Follow Me map keep North at the top?

A: From the main screen, select “Options” (the top right key just below the screen), then “Preferences” and then “General.” Press up or down on the Scroll Pad to highlight the “Heads Up in Follow Me” option and press “Set” (the top right key just below the screen) so that the box next to the option is unchecked. Select “OK” to save the setting.

Q: How can I make the Follow Me map put the direction I’m traveling at the top?

A: From the main screen, select “Options” (the top right key just below the screen), then “Preferences” and then “General.” Press up or down on the Scroll Pad to highlight the “Heads Up in Follow Me” option and press “Set” (the top right key just below the screen) so that the box next to the option is checked. Select “OK” to save the setting.

My Places

Q: Can I save my favorite places?

A: Yes. AAA Mobile allows you to save any search result or any address you enter into your favorites by selecting “Options” (the top right key just below the screen) and then selecting “Add to Favorites”. In addition, you can store your home and work addresses for quick references using the “My Places” feature.

Q: I looked for something a few days ago and want to find it again. How do I do this?

A: All of the places you entered or navigated to/from recently are available as “Recent Searches”. They can be sorted alphabetically or from the most recent to the least recent.

Q: How many recent locations are saved by AAA Mobile?

A: AAA Mobile saves your 100 most recent navigation destinations and entered addresses. The oldest location in the list will be deleted to make room for a new location.

Q: How many favorites can I save in AAA Mobile?

A: AAA Mobile allows you to save up to 75 addresses or places in your Favorites list. If your favorites list is full and you try to save another address or place as a favorite, AAA Mobile will warn you that your favorites list is full and will not allow the new address or place to be saved. In order to save the new address or place, you will need to delete one of your other favorites to make room.