

TrafCam for TomTom Go

Device Software and
PC Control Centre

User Manual

Introduction

The TrafCam Control Centre handles the download, installation and updating of TrafCam for TomTom Go. It runs on a Microsoft Windows PC which is in turn connected to the Internet and to the TomTom Go device. Before you install TrafCam on your TomTom Go device, we recommend that you take a backup of your device using the software supplied with it.

Installation

Download the installer program from our web site, and double-click it to install the Control Centre on your PC. We have checked the program for viruses prior to loading it onto our server, but you should perform your own checks for peace of mind.

The installer program will create a menu entry which you should use to start the program.

Operation

Connect your TomTom Go device to the PC using the USB cable or cradle. On some models, you can remove the memory card and put it in a suitable card reader and connect that to your PC.

Start the Control Centre, and you should see this screen:



If you click the “Connect” button, the program will search for the TomTom Go device, and check some information on the device. Once it has successfully read the information, the screen will change to this:

It will show the model of TomTom Go, along with the device serial number (which is blurred out in this screen shot). If TrafCam is already installed on the device, this will also be shown on the display.

The device serial number should match the number printed on the bottom of your TomTom Go device.



If your device is running an old version of the TomTom Navigation software (older than version 6), a message will appear, advising you to contact TomTom to discuss updating the software. Early versions do not support additional programs like TrafCam.

If you don't already have TrafCam installed, you will be prompted to choose either the Free Trial version, to install using a CD Key and Password, or to use your TrafCam web site username and password.

Free Trial Version

If you choose the Free Trial version of TrafCam, you must supply a valid email address in the box provided. Once you have done so, our server will send an activation code by email, and the Control Centre will ask you to type in that code. If the code is correct, the prompt will disappear and you can continue to the download section. The code is not case-sensitive, we recommend that you use the copy-and-paste feature to make sure you don't mistake similar-looking letters and numbers..

Please note that it can take some time for emails to arrive due to limitations in the way that some ISPs handle email. If it hasn't arrived after a reasonable amount of time, feel free to re-start the installation process and our server will re-send the email. Each time the activation code is sent, it will be the same as long as the TomTom device is the same. If the email fails to arrive, please also check that the mail is not being trapped as spam or junk mail.

CD Version

If you have purchased TrafCam on a CD, there will be a label containing a Key and a Password. Enter those into the boxes and press the OK button. If the codes are valid, the subscription will be created and you can continue to the download section. Note that each CD Key and Password can only be used once.

Web Version

If you have purchased TrafCam directly from our web site, you can enter the username and password that you chose during the purchase process. If these are entered correctly you can continue to the download section. If you have forgotten them, you can go to the web site, select the “Members Download page” on the site, and use the “remind me” box to have the username and password sent to your registered email address.

Full Download

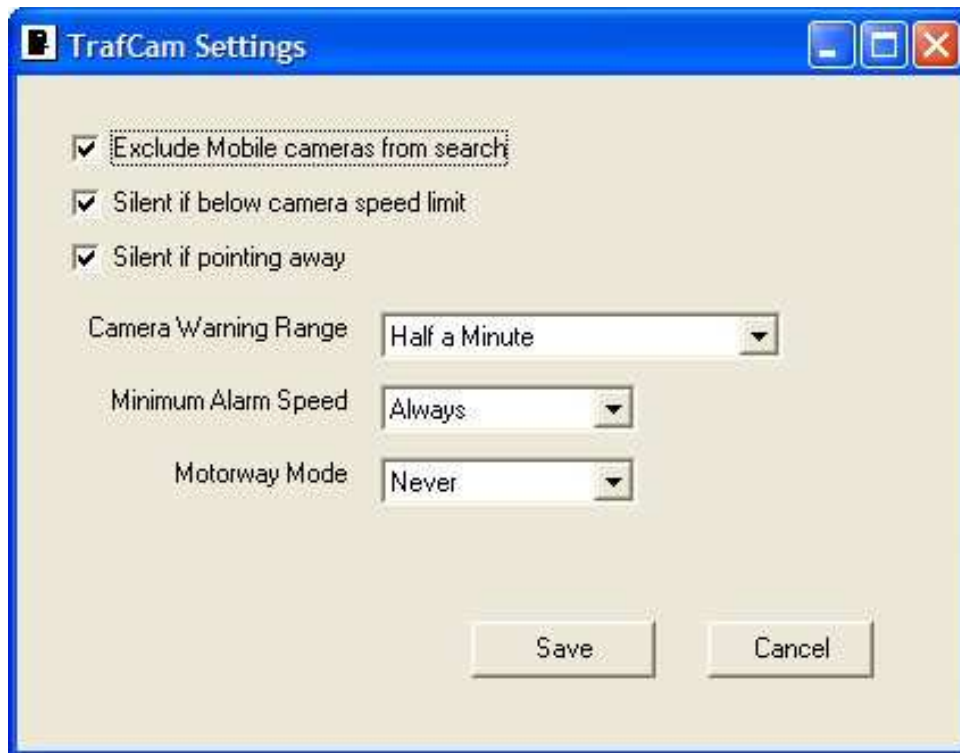
The “Full Download” button will download all the components required to run TrafCam on your TomTom Go, including the program file, sound file and graphic icon files, and then transfer them to your TomTom Go device. This would normally be used for the first-time installation, or if you have to do a full re-installation for some reason.

Check for Updates

The “Check for Updates” button will request any updated files from the server, and if any are found it will download and install them without further prompting. Only files which have changed since you last connected to our server will be downloaded. This is the way that you would normally keep the camera database and program up to date.

Edit Settings

To alter the way that TrafCam provides camera warnings, use the “Edit Settings” button on the Control Centre. The following screen will appear:



The settings are quite self-explanatory, but to summarise:

Exclude Mobile Cameras from Search – if ticked, you will only receive warnings for fixed camera types. Some users find mobile camera warnings quite annoying as they can be frequent and often have no camera present as they are, by nature, non-permanent.

Silent if below camera speed limit – if ticked, no alarm sound will be played if you are travelling below the speed limit that we have recorded for the camera. The visual warning will still be shown.

Silent if pointing away – if ticked, no alarm sound will be played if you are travelling away from the “direction of relevance” that we have recorded for the camera. The visual warning will still be shown.

Camera warning range – choose the range at which you start to receive warnings for a camera. This can be chosen by distance, or by the time taken to reach the camera. In the latter case, the distance is calculated from your current speed. This is a useful setting as it means you get the same time to react regardless of whether you are travelling at 30mph or 70mph.

Minimum Alarm Speed – this is the speed below which alarm sounds are silenced. Choose “Always” to hear all warnings, or one of the speeds as a minimum. This is a useful setting to prevent audible warnings when crawling in slow-moving traffic.

Motorway Mode – choose a speed above which the search field is reduced to thirty degrees either side of your current heading. Normally the search field is one hundred degrees either side, but this setting helps reduce false alarms when travelling at higher speeds.

Click the Save button to save your chosen settings onto the device, or the Cancel button to forget any changes you have made.

On the Device

Once you have installed TrafCam and made any changes to the settings that you require, you should exit the installer using the “Exit” option from the Menu, and disconnect your device (or remove the memory card from the reader) using the recommended procedure for your PC. You should then switch on your TomTom Go.

Watch the screen during the start-up procedure, and you should see that shortly after the map display appears, a message to say “TrafCam started” will appear on the screen in the top right corner. If you see this message, all is well.

There are two other messages that could appear:

TrafCam Expired: When your subscription has expired, this message will appear and the TrafCam program will exit. You should connect to our web site and renew your subscription, then check for updates to get the new database.

TrafCam Database Error: This means that the camera database on the device is encoded for a different TomTom Go. You should contact our support department at info@trafcam.com for further assistance. Please note that all support is handled by email.

Note that there are no additions to the TomTom menu structure, the only way to see that TrafCam has started is from these messages in the top right corner during start-up.

Camera Warning

A typical warning screen will look like this:

When you get within your chosen range of a camera location, you will see a flashing message in the top right corner of the screen. This will contain some information including:



- Camera Type: Gatso, SPECS, Mobile, Truvelo
- Distance to camera in miles
- Camera speed limit (if known)
- Camera road name (if known)

So a basic warning might say “Gatso 0.1 on unnamed road” for a Gatso camera a tenth of a mile away, or a more complete warning might read “40mph Gatso 0.2 on A51” for a Gatso camera with a 40mph warning, 0.2 miles away on the A51.

If your warning settings allow it, a sound will also be made when the camera is first seen.

As you get close to the camera, if your warning settings allow it, the sound will be repeated. You will also see a small icon drawn on the screen to show the approximate

location of the camera. The flashing message, and the icon, will be removed once you have moved out of range of the camera.

Customising TrafCam

You can customise some aspects of the way that TrafCam operates, in addition to the user options that you can modify from the control centre.

Custom camera icons

You can make TrafCam display different icons to denote the camera position. They are bitmap files, 48 pixels high and 48 pixels wide, with a maximum colour depth of 256 colours. The custom files are called:

ud000.bmp – the icon shown when the camera speed limit is not known or variable
ud030.bmp, ud040.bmp etc. – the icon shown when the camera speed limit is 30mph, 40mph up to 70mph.

The files should be placed in the ‘trafcam’ folder on the device memory card or hard disk.

The program will check for a custom icon for the given camera type, and display it if found. If there is no user-defined icon found, the default camera icons supplied by TrafCam will be used. To revert to using the default icons, simply erase the user-defined files.

Custom sound files

It is also possible to provide different sound files to be played for each different camera type. The camera types are:

- 0 – Gatso or Fixed position speed camera
- 1 – SPECS digital average speed camera
- 2 – Truvelo or DS2 semi-permanent camera
- 3 – Frequent mobile speed trap location

The files should be in the “OGG” format (check out www.vorbis.com for tools to create OGG files), and named camwxx.ogg, where ‘xx’ is replaced with the zero-padded camera type shown above, so camw00.ogg would be the warning sound for a Gatso camera. As with the bitmaps, they should be placed in the ‘trafcam’ folder on the device. Each time TrafCam needs to play a sound, it will first search for the custom sound, and if it does not find it, it will then play the default sound (called ‘ding.ogg’). So you could add a custom sound for one camera type, and leave the others to play the default.

Troubleshooting

I haven't received the activation code for the trial version

- Make sure that you don't have any kind of "spam-blocker" that would prevent the email from being received. It will be sent from our automated server address which is server@trafcam.com. If you have an email protection system that requires a confirmation you should exclude this address from it.
- Make sure you entered a valid email address when prompted. If you're not sure, re-start the installation process and try it again and our server will re-send the message.
- Remember that some ISPs (Internet Service Providers) take some time – sometimes a matter of several hours – to deliver emails. The activation code for a given device serial number will always be the same, so you can re-send it several times without causing any problems.

Sometimes the camera icon does not appear "on" the road

This is caused by a number of things. First of all, mapping data is not always accurate to the exact position of the road. To get around this and to reduce confusion, most navigation software programs have a feature which will adjust your position to be on a road even though the map data actually might be slightly off. Because our camera data does not know about these adjustments, it can cause the icon to be slightly adrift. You can see this is the case with some "Points of Interest" databases – some petrol stations display on the map quite some distance from their actual position.

Another issue is that of GPS accuracy. There is a certain amount of inaccuracy in all commercial GPS receivers, which can result in us recording the camera a few feet from its actual position.

In reality, because of the way that TrafCam searches the database for cameras in range, these position inaccuracies don't cause any real problems and you should still get the expected warning.

Sometimes the camera icon appears on the wrong side of the road

The explanation is the same as the above – although the camera positions are generally quite accurate it is not always possible for them to be positioned to this level of detail.

I get messages about being unable to connect to the server

This could mean a problem with your internet connection, or it could mean that our server is running slowly and cannot respond quickly enough. Please leave it a short time and then try again.

I get “run time” or other error messages on my PC

Because of the number of combinations of different types of device and software versions, there may be a setting that confuses the control centre program resulting in a confusing error message. In the first instance, please email our support staff on info@trafcam.com with as much relevant information as you can provide. The control centre program also created a log file while it is working, it's stored in the temporary directory of your PC and called “tccstart.txt”. This contains information about how far the process got before it failed, and you might need to email it to us. If you are concerned about privacy, you can open the file with notepad or a similar program on your PC and check that the information it is sending is not personal to you. Please don't edit the file, though, as it will make it harder for us to understand what is going wrong.

The program doesn't run on the device

If the program doesn't start up on your device, there is normally a good reason for it. First of all, make sure that you are running a reasonably up to date version of the navigation software. If you are using version 5, TrafCam will not start and you must update to at least version 6.

If that still does not cure the problem, TrafCam will normally display a warning message on the screen when it is trying to start up. By necessity, this message is only on the screen for a short time, so it is possible to miss it. TrafCam also creates a start-up log file called “tcstart.txt” which is stored in the ‘trafcam’ folder on your TomTom device. It would be helpful if you could email this to our support staff when reporting a problem.

The small print

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All software is provided under our standard terms and conditions of sale, a copy of which is available on our web site www.trafcam.com

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