



ALFAPILOT
**TIPS AND
RESOLUTIONS**

We try to describe the most common problems, and the information that helps us solve them, as well as possible solutions. For this we separate the problems in two blocks, for it the first thing is to differentiate if the problem was some software error or some blockage of the device.

The easiest way to differentiate is by pressing the menu button and see if the menu bar is displayed, or the power button and see if the alfapilot enters Stand By, if it does not show the menu bar or does not enter Stand By , nor responds to any action is a blockage, in other case to some software error.

The most common blocking problems:

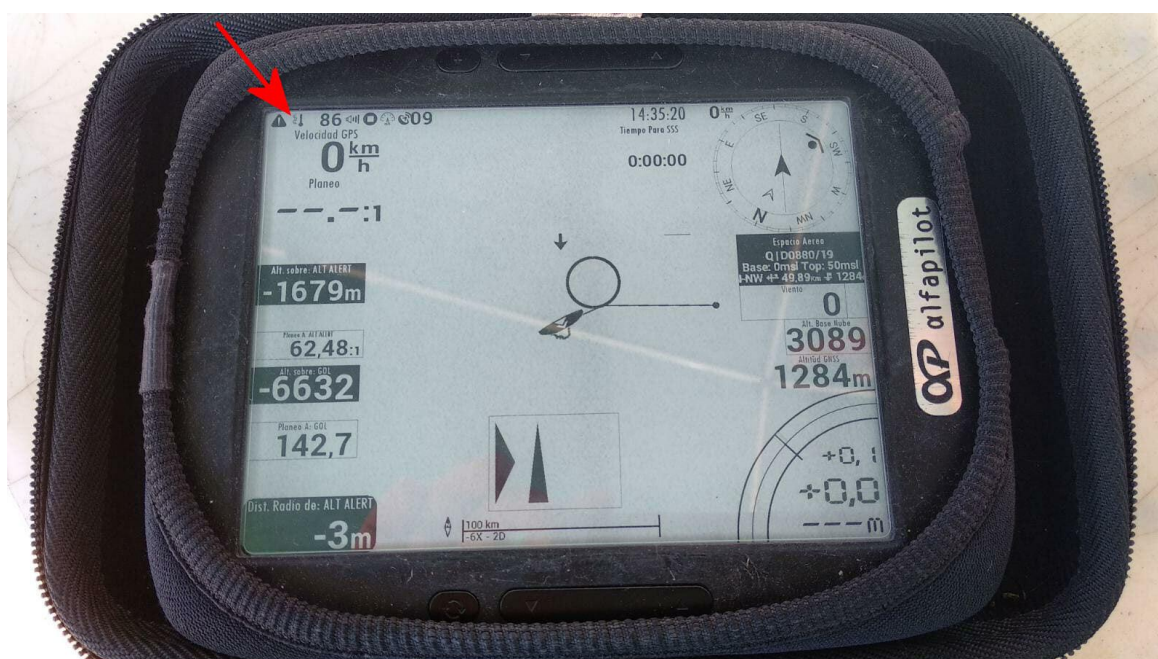
1º Battery Exhaustion: When this happens, alfapilot will turn off, and the last image displayed will remain on the screen (unlike devices with LCD screens, electronic ink screens is able to retain the last image shown).

Symptoms: When we try to light the alfapilot, it will not turn on, or if it comes on it will turn off soon after, even during the "STARTING" animation.

Solution: When we connect it to the charger the Alfapilot will turn on and work properly. We also recommend the use of a Power Bank to give greater autonomy and stability to our Alfapilot.

2º Excess of Temperature: In this case the alfapilot will be blocked as protection due to a very high temperature, which can damage the electronics, or the battery.

Symptoms: The screen will turn a more grayish color, if we are on the flight screen the warning icon of excess temperature will be displayed in the status bar, as in this image:



Solution: Keep pressing the power button for 10 to 15 seconds, this will completely turn off the alfapilot, take the alfapilot to a shaded area and wait a few minutes for it to cool, then it can be turned on normally.

3º Unintentionally pressing the Power button: Sometimes if the neoprene sleeve is not correctly placed, or the Alfapilot is located very close to any other device that can press the power button, it can be pressed involuntarily.

Symptoms: We can look at the placement of the neoprene sleeve, or the location in the cockpit. These images can help detect this situation:



Solution: Release the Power button, so that it is not pressed by the neoprene sleeve, or place it in the cockpit so that the button can not be pressed unintentionally.

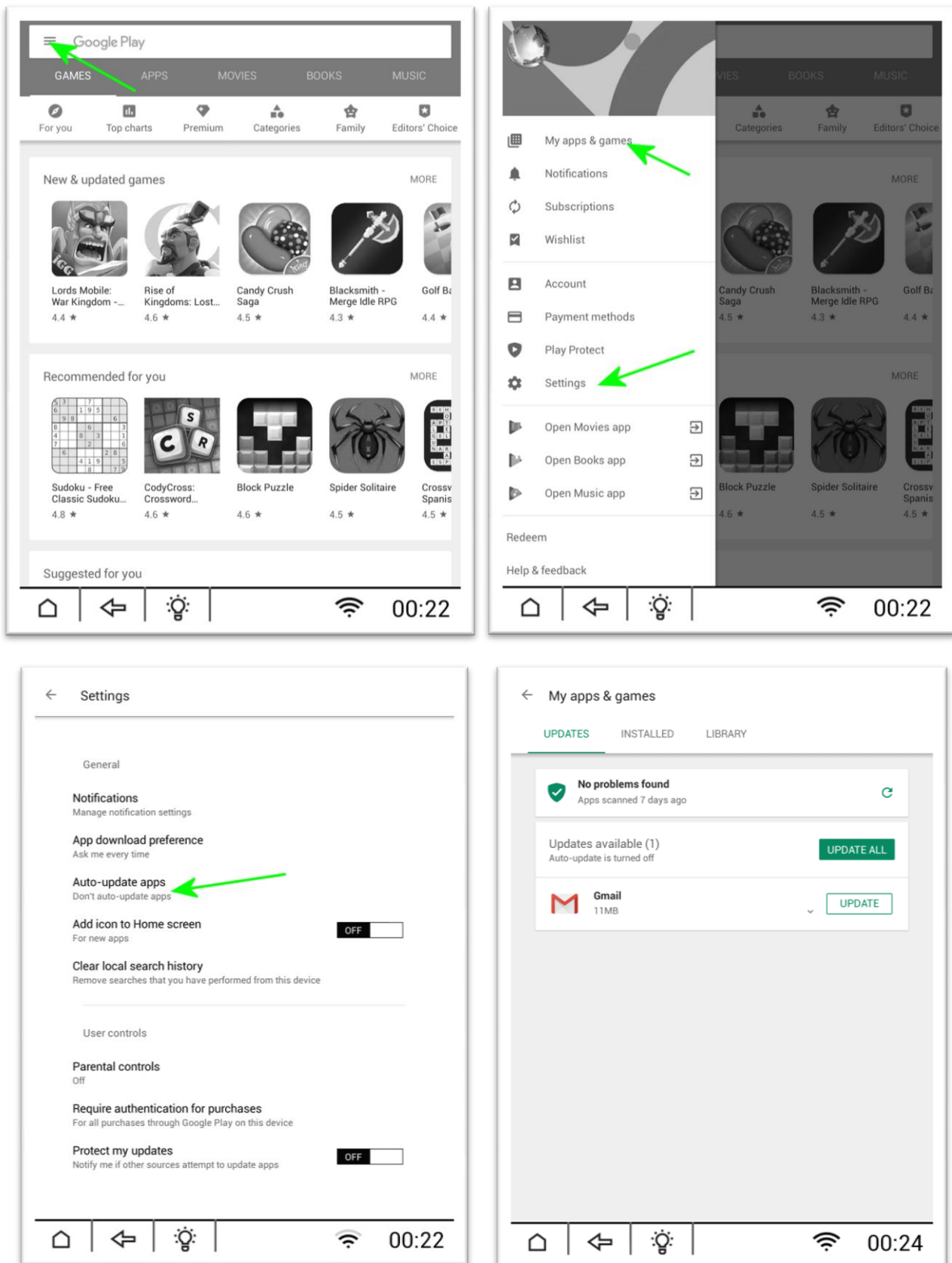
4º Excessive load in the system: Although it is not usual in very special circumstances can lead to the blockade of the alfapilot. For example, if we have activated more than one map at the same time, it significantly increases the system load. These images will show the correct configuration:

MAP MANAGER			MAP MANAGER		
<input checked="" type="checkbox"/>	Australia_Tasmania_ML.map		<input type="checkbox"/>	Australia_Tasmania_ML.map	
<input checked="" type="checkbox"/>	CanaryIslands_ML.map		<input type="checkbox"/>	CanaryIslands_ML.map	
<input checked="" type="checkbox"/>	Hawaii_incl_small_isles_ML.map		<input type="checkbox"/>	Hawaii_incl_small_isles_ML.map	
<input checked="" type="checkbox"/>	Spain_Portugal_ML.map		<input checked="" type="checkbox"/>	Spain_Portugal_ML.map	
<input checked="" type="checkbox"/>	world.map		<input type="checkbox"/>	world.map	

Also when we set up our Gmail account, the Play Store application will begin to update google applications, such as Gmail, Google Drive, Google Services, etc ...

It is not really necessary that these applications are updated for operation, except Text To Speech. Therefore we recommend uninstalling the updates that are not necessary, this will help reduce system load and consumption.

To disable automatic updates and uninstall those already installed, we will access the Play Store:

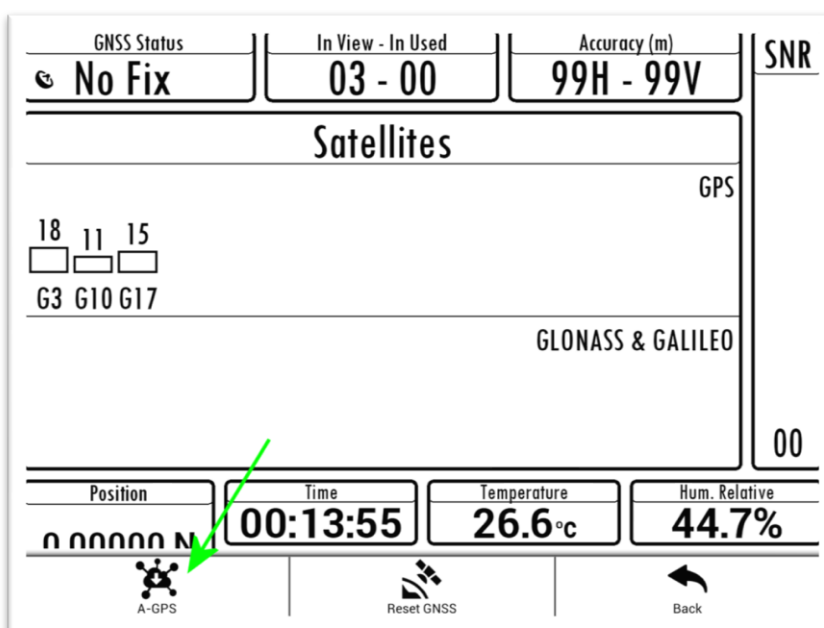
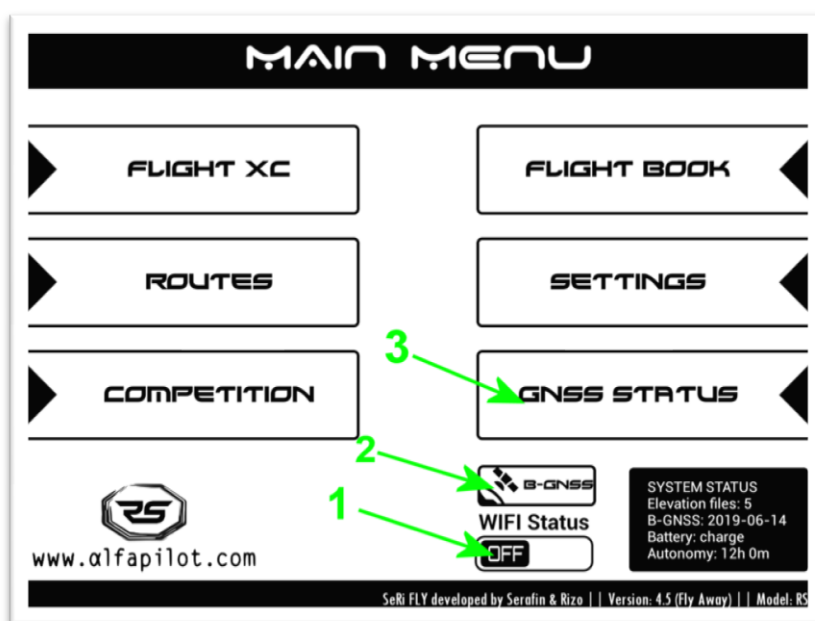


The most common software problems:

1º Normally these errors are corrected within two weeks to a month, depending on the severity of the bug, so it is always advisable to be attentive to updates, and update our alfapilot whenever we can. The list of updates is published in the support section of our website. We also send emails every time we update.

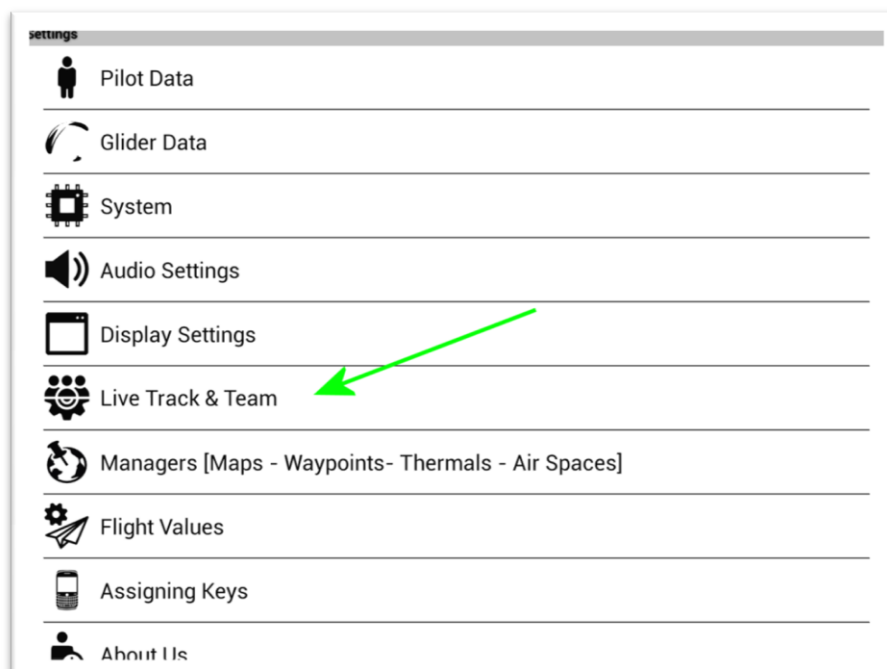
2º Deficit of Satellites in use: Although it is not really an error, for the pilot it may seem that the screen stops, since not having enough satellites, no new positions are processed, speed, heading, etc ... If we look in the status bar we will see that the satellites in use are 00.

Solution: It is important that before taking off we have at least 6 or 7 satellites in use. We can also help with additional information to the GNSS module so that it acquires more satellites. For this we will temporarily activate the WiFi, and proceed according to these images:



3º Activate a Live Track server when we do not have a connection: Sometimes we activate a tracking server, but we do not really offer an internet connection to our alfapilot. In this case during the flight there will be internal errors when trying to send the information to the servers when it is not possible due to lack of connection.

Solution: Disable Live Track servers when we are not really using them:



In general these are the most common situations we have detected, in any case each problem usually has its particularities, so the best way to solve problems is by communicating them to our technical department, providing as much information as possible of what happened, in order to offer the best possible solution.

To contact our technical service there are two official channels:

e-mail: **support@alfapilot.com**

Whatsapp: **+34 661 345 260** (Only text or voice messages, photos or videos. It is not possible to call)