

Re: Garmin don't want to know about bugs

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Another example:

Request from me:

I am using the "Find City by Name" feature on my Quest. The city I enter (for example Histon, UK) exists in both the Atlantic Routable basemap and also the loaded CitySelect Europe V7 maps.

In the "Find by Name" screen, pressing Menu brings up three options:

1. Use built-in Atlantic Basemap
2. Use CitySelect Europe v7
3. Use Best Maps

The problem is that selecting "Use Best Maps" ends up using the Atlantic basemap instead of the CitySelect maps.

This should not normally be an issue, but it turns out the coordinates of the City are slightly different in the two maps and the unit managed to get me to a factory site instead of the town center.

Response from Garmin:

Thank you for contacting Garmin Europe.

The basemap in your unit has been drawn from a map with a scale of 1:1,000,000. You can only expect an accuracy of .25 miles from a map of this scale. It is for this reason that we have created detailed mapping products like city select.

Further to this, it is worth noting that when you view your position on the GPS map page, we draw a circle around your current position. This circle is designed to tell you the area you can expect your actual position to fall within. The less accuracy the unit has at the time, the larger the circle will be. The diameter of this circle considers both your GPS accuracy and the accuracy

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of the map you are trying to plot your position onto.

City select for example has an accuracy of about 40', therefore you would expect to see a small circle around your actual position (assuming you have a good GPS position fix).

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Vartan

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