



# FAQ

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## Contacting us

- [Have a question, problem, idea?](#)
- [How to help with app development?](#)

## Installation

- [Disabled installation from AndroidPIT](#)
- [Error during installation from Google Play](#)
- [Error during app initialization](#)
- [Older Androids](#)
- [BlackBerry devices](#)
- [Upgrade from Free to Pro version](#)
- [Moving Locus Map to another phone or tablet](#)

## Payment

- [Accepted payment methods](#)
- [I changed my phone or tablet. Do I have to buy Locus Map Pro again?](#)
- [Is it possible to transfer my Locus Map Pro licence to another account?](#)
- [How much is LoCoin?](#)
- [Three free LoMaps for new users](#)
- [When do I get the invoice for Locus Map Pro purchase?](#)

## Troubleshooting

- **[Crash and other faults](#)**
- [How to create an error message/log?](#)
- [How to improve app performance?](#)
- [Why Bing, Google, Yahoo or Nokia/Ovi maps cannot be used](#)
- [Is there Locus Map for iOS?](#)
- [Supported heart rate monitors and other BT/ANT+ sensors](#)
- [Problems with points&tracks database](#)
- [Problems with log in to Locus Store](#)
- [Locus on external SD card](#)
- [Why app needs access to media and other permissions](#)
- [Losing GPS location or app killed in stand-by mode](#)
- [Bluetooth sleeping issues](#)

- [Disappearing maps, points and tracks](#)
- [Why is it impossible to use Android 5+ API for full SD card access?](#)
- [Pro version doesn't run without Google Play Store/Amazon Store installed](#)

## Other how to...

- [How to navigate and plan routes offline?](#)
- [How to work with elevation data?](#)
- [How to calibrate compass on my phone?](#)
- [How to set up the Audio coach?](#)
- [How to use maps on external SD card?](#)

From:

<http://docs.locusmap.eu/> - **Locus Map Classic - knowledge base**

Permanent link:

<http://docs.locusmap.eu/doku.php?id=manual:faq&rev=1604053722>

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