

**If you have a problem with the coordinates (GPS), please read the instructions below. An App receives the coordinates sent by Android, if**

- Unable to capture coordinates: This is a problem with the mobile phone, and has nothing to do with the App.
- The positioning speed is slow: This is also a problem with the mobile phone, and it is also related to the positioning method. However, it has nothing to do with the App.
- Cannot catch altitude: This is related to the positioning method and has nothing to do with the App. Network positioning may not have an altitude value.
- Poor accuracy: This is related to the positioning method, and a small part may also be related to the chip of the mobile phone. This has nothing to do with the App. Please understand that Android provides "accuracy" value because the coordinates are "inaccurate". Large values may be normal.

**There are two positioning method.**

- Network positioning (indoor): Assisted GPS (A-GPS), the accuracy can be large. If the value is less than 1000m, the accuracy is normal.
- Satellite positioning (outdoor): Satellite GPS. The accuracy should be small. If the value is less than 100m, the accuracy is normal.

For more details, please read <https://www.androidcentral.com/how-does-gps-work-my-phone> .

**There are three positioning options in Android.**

- High accuracy: It calls upon every service available: GPS, Wi-Fi, Bluetooth, and/or cellular networks in whatever combination available, and uses Google's location services to provide the most accurate location. The positioning time is uncertain. Locate once **every second or every 10~30 seconds.** (When there is a SIM card, the location information captured will be more accurate even if the SIM card does not provide network access. On the contrary, if there is no SIM card, location information may not be retrieved.)
- Battery saving: The network positioning mentioned above. It uses less battery-intensive location sources (Wi-Fi, Bluetooth, and/or nearby cell towers). This will not be as accurate as using GPS. Locate once **every 10~30 seconds.** Save electricity.
- Device only: The satellite positioning mentioned above. It uses the GPS radio signal built into your Android phone. If the signal is good, locate once **every second.** Consume power.

Reference:

<https://www.androidcentral.com/location-services-whats-difference-between-choices-and-which-should-i-pick>

**How do you check the status of your GPS location?**

**(This might be a little different depending on the version of Android.)**

- “Android settings” → “Security”, “Password & Security”, “Location”, etc. → “Location” → Check

“Location access” and “Location mode”. “Location access” must be ON. The “High accuracy” of location mode would be better.

- If you don't have Internet access (mobile network), you can only use the satellite positioning method (outdoor).
- If there is a "(!)" Symbol on the camera preview screen, it means that this coordinates are the last known coordinates of your mobile device. The coordinate values may be wrong.

#### **Users who complain that the accuracy cannot be less than 10 m**

- Please understand that this is not the problem of the App, and it may not be the problem of the mobile phone system or hardware.
- When there are many satellites in your location and their signals are good, the accuracy will be better. You can install applications such as “GPS Test” to understand the status of satellite signals.
- At present, [Satellite Navigation System](#) mainly comes from four countries (GPS in the United States, GLONASS in Russia, BDS in China and GALILEO in the European Union). In special countries or regions, there may be service interruptions or inaccuracy. For example, there are military bases nearby, local wars, or areas with heavy drug trafficking.
- After version 5.10, we changed the location method (from LocationManager to FusedLocationProvider). Fused Location Provider (FLP) is recommended by Google. It provides a more powerful, high-level framework that automatically handles location providers, user movement, and location accuracy. In most cases, you will get better battery performance, as well as more appropriate accuracy. However, if you think that the accuracy is not good enough, you can use LocationManager. You can set it from "⊕" → "Settings" → "Format (GPS coordinates)" → "Accuracy" → "High accuracy (every second)".
- We cannot change the accuracy of your mobile device, but we can issue a warning. After version 5.11, we provide a value for setting the accuracy warning. You can reduce this value. When the shutter is pressed and the value exceeds this value, a warning will be issued. You can set it from "⊕" → "Settings" → "Format (GPS coordinates)" → "Accuracy" → "When the GPS accuracy is greater than this value, a warning will be displayed".

#### **Incorrect altitude**

- The preset altitude captured by GPS is the height of the WGS84 elliptical coordinates, not the elevation. Therefore, our App uses geoid information to correct altitude to elevation.
- However, some new Android phones have automatically corrected the geoid to elevation. In this case, the altitude may be incorrect due to repeated calculation of geoid information. If it happens, you can turn off geoid information through the following settings. In the lower right corner of the App, press "⊕" → "Settings" → "Format (GPS coordinates)" → unchecked "Use Geoid (otherwise WGS84 altitude)".