

SoftTouch Navigation Installation Troubleshooting

250-7610, 250-7613, 250-7614, 250-7615



Condition: Neither of the green LEDs on the navigation control module illuminate when the vehicle's ignition is powered on.

Solution: Verify the connectivity of the TP-IN (yellow labeled) and LCD-IN (pink labeled) harnesses. Unplug and then reconnect the harnesses to verify that their connectors are properly seated. (**Note:** the LCD-IN cable is equipped with a 10-pin connector while the TP-IN cable is equipped with an 8-pin connector.)



Condition: Only the bottom green LED has illuminated when the vehicle's ignition is powered on.

Solution: Verify the connectivity of the TP-IN (yellow labeled) and LCD-IN (pink labeled) harnesses that are routed externally from the touch screen unit. Verify that no pins within the harnesses are bent or have come loose from the connector. Installer is also advised to check the connectivity of the TP-IN and LCD-IN harnesses where they converge on the primary navigational interface board on the interior of the touch screen unit.



Condition: Both green LEDs illuminated when the vehicle's ignition is powered on.

Solution: Two green LEDs illuminated when the vehicle is powered on indicates that the navigation control module is receiving power, has loaded its software, and is ready for operation. At this point, the installer should verify that the navigation system switches from the factory Ford touch screen interface into the iGo Primo GPS software suite when the membrane switch included with this system has been pressed.

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Condition: Vehicle touch screen is blank when the vehicle's ignition is powered on.

Solution: A blank screen is an indication that one of the unit's ribbon cables is not secure, or has been inserted upside down and video is not being properly transmitted. Re-open the touch screen unit and secure all ribbon cables checking for proper alignment.

Condition: Vehicle touch screen is white when entering GPS mode.

Solution: A white touch screen is an indication that the screen needs to be calibrated before use. Using either your finger or the included stylus, touch the individual plus signs that appear on the screen in the order that they appear until the test is complete.

Screen Calibration

After the initial calibration is completed as mentioned above, the screen can be re-calibrated at any time using the included *Settings* menu. To locate this menu, use the following steps:

1. Exit the iGo Primo software by pressing the power icon at the bottom left-hand corner of the screen.
2. Using either your finger or the included stylus, tap the *Setup* icon along the first row in the menu.
3. Select the *Touch Screen* icon by tapping it with your finger or stylus.
4. Follow the on-screen prompts until the calibration is done.

Changing GPS System Language

GPS directions from this unit can be displayed in multiple languages. To change the preferred system language, use the following steps:

1. Exit the iGo Primo software by pressing the power icon at the bottom left-hand corner of the screen.
2. Using either your finger or the included stylus, tap the *Setup* icon along the first row in the menu.
3. Select the *Usual Setup* icon by tapping with your finger or stylus.
4. Once in the Usual Setup menu, use the left and right arrows to scroll through the included languages.
5. Once a language is selected, press the X at the top right-hand corner of the screen to exit the menu.