

Porsche Track Precision App FAQs

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1. App Compatibility

1.1 Which smartphones are compatible with the Porsche Track Precision app?

The app is available for the iOS* and Android™** operating systems.

- a) iOS: iOS7 or later and iPhone 5 or later, resolution: 1136 × 640.
 - b) Android: Android 4.0 or later.
Minimum requirement: Dual core, 1 GB RAM, min. resolution 1280 x 720.
- *iOS is a trademark of Cisco Systems Inc.
**Android is a trademark of Google Inc.

1.2 With which Porsche vehicles can the Porsche Track Precision app be used?

The app is available for Porsche 911 GT vehicles (from week 22/2014) in combination with the Sport Chrono package. Retrofitting is possible for all 991-generation 911 GT3 vehicles. Further information on retrofitting is available online at www.porsche.com/tequipment or from your Porsche Centre.

1.3 Which external GPS systems are compatible with the Porsche Track Precision app?

To be compatible with the app, the external GPS system must transmit location information using an NMEA protocol.

The following GPS receivers are compatible with iOS:

- VBOX Sport
- Dual Sky Pro (XGPS160)

The following GPS receivers are compatible with Android:

- Qstarz BT-Q1000XTM (5 Hz)
- Qstarz BT-Q1000EX (10 Hz)
- Qstarz BT-Q818XT (10 Hz)

2. Functions and Operation

2.1 Why are the app LiveViews not available all of the time?

If you are on an unknown race track, the LiveViews are not available while driving for safety reasons. When you are on a known race track, the LiveViews are shown while you are driving.

You can find the known race tracks on which LiveViews are available in the track list at www.porsche.com/track-precision-app. Please note that general activation of LiveViews is not possible.

2.2 Why are my video recordings not being saved?

Video recordings may not be saved for the following reasons:

- a) Storage limit too low. Increase the storage limit in the "Video" menu.
- b) Smartphone memory full. Delete old recordings or archive them on your home PC (see Help function).

2.3 Why does my smartphone memory become full so quickly or are video files exceptionally large?

Video recording begins as soon as you select "START" (even if you have not yet crossed the start line). Use the following tips to avoid unnecessarily long video recordings:

- a) You should start the video recording function just before the start line (but at least 100 m before it).
- b) Reduce the video resolution in the "Video" menu, so that less memory is required.

2.4 Why is the picture in video recordings so blurred?

The sharpness of video recordings can be affected by factors such as vibration, dirt, snow, rain or auto-focus. Use the following tips to improve your recordings:

- a) Secure your smartphone using a stable mount. However, make sure that this doesn't affect your ability to make video recordings.
- b) Make sure your windscreen is clean.

2.5 Why do I have problems when using SD cards to save videos? (e.g. the video recording stops)

To save videos, you need a high-quality, fast SD card (Class 10 or higher). Alternatively, you can reduce the video resolution in the "Video" menu.

2.6 Why are lap recordings greyed out or marked as invalid in the app selection menu?

If a recording is invalid, the lap must be measured again, as the lap length actually driven differs from the selected reference track (imported track or pre-recorded track).

If it is an imported track, it is recommended that you create the track again using the track editor ("Tracks" and "via Map" function). If a pre-recorded track is selected, it is recommended that you check the track profile and make sure that the lap is driven according to this profile.

2.7 Why can't I create new tracks in the track editor?

To create a new track in the track editor, you must have an Internet connection. Make sure that you have an active mobile Internet data connection. (Please bear in mind any additional costs that you may incur with an active data connection, e.g. roaming charges when abroad.)

In China and Turkey there are no maps available on account of legal requirements. The functions for creating a track "via Map" and the "Track" and "Position" analysis functions are not available for this reason. Alternatively, a race track can be created directly in the vehicle "via Car".

2.8 Why can't I edit a track that I created myself in the track editor?

In the track editor, you can only edit tracks that you created yourself if there are no recordings for the selected track. If you want to edit a track for which recordings already exist, it is recommended that you archive the recordings on your home PC and then delete them from your smartphone. These tracks can then be changed and edited. You cannot edit pre-installed tracks.

2.9 Why are my set track markers not recognised?

When you drive around a track that you created yourself, the start, finish and sector markers are automatically detected by the app. If this is not the case, the distances between the markers may not be big enough. A distance of 3 seconds or 25 m is essential so that the app can detect sectors or the finish line, for example. Check for good GPS accuracy before driving off.

2.10 Why can't I create a route "via Car"?

Direction information is needed, which means that the vehicle must be in motion when creating a track "via Car" or when setting the starting line.

2.11 Why do problems occur when exporting tracks or recordings via e-mail?

The following requirements must be met when exporting tracks or track recordings via e-mail:

1. Make sure that you have an active mobile Internet data connection. (Please bear in mind any additional costs that you may incur with an active data connection.)
2. Make sure that the mail account on your smartphone is active.
3. The e-mail attachment must not exceed the maximum permitted size specified by your e-mail provider.

Alternatively, you can find all recordings and tracks in the data backup for your smartphone.

- a) For iOS devices, you will find the files in iTunes under "Smartphone Name" > Apps > File Sharing > Track Precision App.
- b) For Android devices, you will find the files in the folder \PorscheTrackPrecision\Export.

2.12 Why can't I import tracks or recordings?

The following requirements must be met when importing tracks or track recordings via e-mail:

1. Make sure that you have an active mobile Internet data connection. (Please bear in mind any additional costs that you may incur with an active data connection.)
2. Make sure that the mail account on your smartphone is active. For iOS, the standard mail app must be used.
3. The incoming e-mail with attachment must not exceed the maximum permitted size specified by your e-mail provider.

Alternatively, all exported recordings and tracks can be stored directly on your smartphone in the app sub-folder.

- a) For iOS devices, you will find the files in iTunes under "Smartphone Name" > Apps > File Sharing > Track Precision App.
- b) For Android devices, you will find the files in the folder \PorscheTrackPrecision\Import.

The received/saved files must then be selected and imported using the "Import" button in the respective menu ("Tracks" or "Records").

2.13 Why are there different file formats for exporting recordings?

The various file formats available for export support a wide range of data analyses.

- a) When the "Porsche Track Precision App" file format is selected, an export file is created, which can then be imported and analysed by other "Porsche Track Precision App" users.
- b) When the ".csv" file format is selected, all of the vehicle data can be displayed on your home PC with various programs.
- c) When the ".vbo" file format is selected, the vehicle data can be opened and analysed using the "Circuit Tools" program from RaceLogic. When opening the data in "Circuit Tools" please enter a lograte of 10 Hz.
- d) When the ".kml" file format is selected, the track profile can be displayed on the map using Google Earth™.

2.14 Why are no maps displayed for vehicle data analyses or when I select the function for creating a track "via Map"?

To display maps with some functions you need an active mobile Internet data connection.

- a) Make sure that you have an active mobile Internet data connection. (Please bear in mind any additional costs that you may incur with an active data connection, e.g. roaming charges when abroad.)
- b) In China and Turkey there are no maps available on account of legal requirements. The functions for creating a track "via Map" and the "Track" and "Position" analysis functions are not available for this reason. Alternatively, a race track can be created directly in the vehicle "via Car", as no map data is required in this case.

2.15 Why does the recorded GPS data differ from the track driven?

When using the vehicle's GPS system, the recorded GPS data for the race track can differ from the actual race track profile. The reason for this is "Map Matching", which compares the route actually driven with the roads saved in the PCM maps and follows the PCM map route profile where there are slight differences in distance.

Please also remember that the accuracy of your smartphone's GPS system can be affected by external factors such as buildings or poor weather conditions.

2.16 How can I view my smartphone screen in large format on my PC or TV?

- a) The smartphone screen can be displayed on a TV using a HDMI adapter and a HDMI cable.
- b) There are also numerous apps that allow you to display your smartphone screen on a PC or TV.

Information for iOS:

- c) Another way of displaying the smartphone screen of iOS devices on a TV is to use the "Airplay®" function in combination with Apple TV®*. Note: Before starting the app, make sure that you are holding the smartphone horizontally (landscape mode). The view will thus fill the entire TV screen. *Airplay and Apple TV are trademarks of Apple Inc.

2.17 Why do I have problems using the lap trigger?

To avoid problems when using the lap trigger, refer to the information in the chapter "Use with Sport Chrono and lap trigger" of the app Help function before using the lap trigger. Instructions and other important information on setting up the lap trigger can be found in the chapter "Lap trigger" in the Driver's Manual.

3. Connectivity Issues and Troubleshooting

3.1 Why doesn't the app connect to the vehicle?

If you experience problems with connection setup between the app and the vehicle, follow the steps described below.

1. Check whether the vehicle ignition is switched on.
2. Check whether the WLAN function of the smartphone is activated. If yes, reactivate the WLAN function.
3. Look for the WLAN generated by the vehicle in your smartphone's WLAN settings.
(Sample WLAN name: "My_Porsche_XXXXXX").
4. Restart your smartphone.
5. Try using a different smartphone or an alternative WLAN-capable device (e.g. tablet).
6. Check the diagnostic status of the Porsche Track Precision app in the "Car" menu. If fault codes (DTCxxx) are output in red in the "Status AppControlUnit" menu display, send them to your Porsche Centre for further analysis.

3.2 Why does my Android smartphone lose its Internet connection as soon as I connect it to the car?

Android smartphones generally allow only one connection type, either WLAN or mobile data. You must disconnect your smartphone from the vehicle (disable WLAN) if you need an Internet connection with mobile data (e.g. when using the track editor).

3.3 Why does the WLAN connection keep dropping with Android smartphones?

To avoid dropped connections, deactivate the automatic network switch between WLAN and mobile data connection in the system settings of your smartphone.

3.4 How do I know whether there is a software update available for the app or AppControlUnit?

- a) Updating the app:
When you are connected to the Internet, the update is displayed automatically by the App Store™* or Google Play™** Store**. Note: Please activate automatic updates to ensure that the app is always up-to-date. A new version is also displayed in red in the app under “Car”.
- b) Updating the AppControlUnit (firmware):
As soon as a new software version for the AppControlUnit becomes available, the text “AppControlUnit Software Version” is displayed in red in the “Car” menu and the “Update” button is selectable. Installation of a new firmware version can take up to 5 minutes. The connection must not be interrupted during this time.

For installation, carry out the following steps:

1. Switch on the vehicle ignition.
2. Start the app (do not close it).
3. Establish a WLAN connection between the vehicle and smartphone. Do not disconnect the smartphone from the vehicle WLAN during installation.
4. Start “Update” in the “Car” menu and follow the instructions.

*App Store is a trademark of Apple Inc.

**Google Play Store is a trademark of Google Inc.

3.5 Why can't I establish a Bluetooth® connection between the app and an external GPS receiver?

When establishing a connection with an external GPS receiver, check the following points:

1. Make sure that the external GPS receiver for a Bluetooth® connection is compatible with the smartphone.
2. Check whether Bluetooth® has been activated on the smartphone and the GPS receiver.
3. Make sure that the external GPS receiver has enough charge.
4. Check whether the GPS signal is affected by buildings, tunnels or weather conditions, for example.
5. Make sure that only one device is connected to the external GPS receiver.
6. If necessary, disconnect the GPS receiver from the smartphone and then reconnect.

3.6 Why isn't my smartphone receiving any GPS signals?

Make sure that the GPS receiver of the smartphone is active.

The accuracy of your smartphone's GPS system can be affected by external factors such as buildings or poor weather conditions.

3.7 Where can I convert the units of measurement (e.g. km/h or miles) in the app?

You can set the desired units of measurement in the multi-function display on the instrument panel under “Vehicle” > “Settings” > “Units”. The units of measurement set in the vehicle determine the units of measurement in the app. The units of measurement cannot be set in the app itself.

3.8 What do I need to know about interruptions to the app?

a) iOS:

If the app remains open in the background, e.g. when you answer a call, recording continues without video. After 10 minutes running in the background, recording is stopped and the app is closed.

Tip: Use your smartphone's Airplane Mode and then activate the WLAN connection. This prevents interruptions during video recording on the race track. This only works with the GPS source “Vehicle GPS” or with an external GPS receiver with active Bluetooth.

b) Android:

If the app remains open in the background, e.g. when you answer a call, recording continues with video. Recording does not stop automatically. When the app is not in use, you should close it by pressing “Back” twice in the main menu in order to preserve your smartphone's battery life.