Downloaded offline map data are not shown on the map

If you are encountering issue that downloaded offline map data are not shown on main map screen in GPX Viewer PRO this may have several reasons. Solutions which will solve most of the cases of this issue are as follows:

1. Try zooming out by **-** button in bottom right corner as much as possible.
2. If no map is shown, in **top toolbar** tap on **map** button **without globe**. If you hidden this button previously tap on **...** button in top right corner in this top toolbar and from menu select **Offline map**. If you have also hidden this button, open left main menu, then tap on **Settings** button. In settings screen tap on **Maps** button and then **Offline map data manager**, when you do this you can continue to step 4 of this how to.
3. In **Offline map dialog** tap on **Download** button at bottom.
4. In **Offline map data manager** tap on **...** button in top right corner and select **Check offline map data integrity**, if it will show dialog that there are problems with offline map data, tap on **Yes** button to fix them. Then go back to main map screen and check whether downloaded offline map data are shown. If not, open again **Offline map data manager** and continue to step 5.
5. In **Offline map data manager** tap on **+** button in bottom right corner and tap on **Worldwide low zooms** map data. When download is successfull go back into map screen.
6. If no map is shown, open **Offline map data manager** again, then tap on **...** button in top right corner and select **Delete all offline map data**.
7. If still no map is shown, uninstall GPX Viewer PRO from your device.
8. Restart your device.
9. Install GPX Viewer PRO from Google Play Store again.
10. Try downloading worldwide offline map data and see if it is working.
11. If worldwide offline map is working, try downloading other offline map data.

If this doesn't solve your problem, please create ticket at our support system https://support.vecturagames.com/gpxviewer.

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Permanent link:
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