

AlpineQuest FAQ

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What are the differences between both versions?

AlpineQuest Lite is a free version (no ads, not limited in time) offering only a subset of the complete (paid) version.

All differences are [listed here](#).

Does this application also work on an iPhone (IOS)?

Unfortunately not, this application is only for Android devices.

The reason is simple, the Android version does already take all of our time.

Where can I purchase the complete version of the application?

The complete (paid) version is currently available using those purchase methods:

- [On the Google Play Store](#);
- [On the Huawei AppGallery](#);
- [On our website](#).

All those methods allow you to install the paid version on your new devices without paying again. However, when you choose a purchase method, you must stick to it. For example, if you purchase the paid version on the Google Play Store, you cannot install it from the Huawei AppGallery, and vice versa. If you want to switch to another purchase method, you must pay the application again.

Is it possible to try the paid version?

Yes.

If you have tested the free [Lite version](#) and still cannot make your mind, simply install and enjoy the [Full version](#), and if you're fully satisfied uninstall it from the Play Store within 48 hours to get an automated and complete refund.

I have just purchased the application on the Play Store, but the download doesn't start or fails

This is an issue in the Google Play application and unfortunately there is nothing we can do. You just need to wait some time and the download will start. Note that if you are installing multiple applications at the same time, they will not be installed altogether and some of them will be paused.

If the problem persists, you can contact [the Google Play support](#).

I have a new device, can I install the complete version without paying again?

Yes.

If you have purchased the application on the Play Store, you just need to reuse the same Google account on your new device. Then open the Play Store application, click on the top/left menu, select "My Apps & Games" and all your purchased applications will be listed in the "Library" tab.

If you have purchased the application on our website using PayPal, install and activate the application [as explained here](#) (skip the payment step).

To reuse the data from your old device, please see below.

I have a new device, how can I reuse all the data I have on my old device?

The application saves all its data in its application folder. In order to reuse your data, you need to copy this folder from your old device to your new device. [See here how to locate the application folder](#).

- If the application folder is located on an SD card, you can simply reuse the same SD card on your new device;
- Otherwise you need to manually copy the folder: you can use your USB cables and a computer, or create a ZIP archive of the application folder and copy this archive using a cloud application.

After moving the application folder, be sure to correctly setup the application on your new device [as explained here](#).

I want to re-install the complete version on my device but the Play Store ask me to pay again

Be sure that:

- You have purchased the application on the Play Store and not on our website using PayPal;
- You are using the same Google account you used when you purchased the application;
- You didn't cancel your order, asked for a refund or received an automated refund.

If you have any doubt, contact us by email with your Google Play purchase order ID so we can check its status.

Is is possible to transfer the application from one Google account to another?

Unfortunately not. Google doesn't allow it yet.

When trying to purchase the application, I'm getting the message "Not available in your country"

It means you're currently located in a country where the Play Store doesn't offer paid application.

You must either use a VPN or [purchase the application using PayPal](#).

I have purchased the application but I cannot activate it

If you have purchased the application on the Play Store, you don't have to activate the it. The complete version has been installed along with the Lite version, be sure to use this one now on. You can uninstall the Lite version if you don't need it anymore.

If you have purchased the application on our website with PayPal, you must [activate it](#).

- If the activation dialog shows "Locked by another device", it means that you are trying to activate more than one device with the same key in a short period of time. Wait some days or contact us by email

for more details;

- If the activation dialog shows “No network”, it means that you are currently not connected to the Internet. Internet is required when activating the application;
- If the activation dialog shows “Unregistered”, it means that your activation email is not recognized. Contact us by email for more details including your purchase details.

When is the application making sounds?

The application does not make sounds unless you specifically request it by using one of those features:

- Record a track, with the setting “Warn me if the GPS signal is lost or too weak”. See setting ② [here](#);
- Follow a path, with the option “Warn me if I go more than...”. See option ⑦ [here](#);
- Use proximity alerts. See [here](#).

How to backup my data?

The application saves all its data by default in its application folder. You can find how to [locate this folder as explained here](#).


In order to backup all your data, you can simply create a ZIP archive of this folder (it will include all data including stored areas), or only a sub-folder (for example the “/Landmarks/” folder that contains all your placemarks).

Finally, you can copy this ZIP file on your favorite cloud (Drive, Dropbox, ...) or on your computer using your USB cable.

You'll be able to restore it whenever you need, for example if you have a new device.

Is it possible to automatically synchronize my data on the Cloud?

Yes, simply use your favorite Cloud application to synchronize any of the storage folders used by the application. [Here is a description on all folders that are used by the application](#). Most likely, you'll want to synchronize the “/Landmarks/” folder which is the default folder for all the placemarks you've created (waypoints, tracks, routes, areas).

 Please note that “synchronizing” does not mean “backeping”. If you delete some items on your device, they will also be deleted on your Cloud after a sync.

Here are some example of applications you can use (we are not related to any of them):

- Multi-protocols: [Syncthing](#) (open-source), [Syncthing-Fork](#) (open-source), [FolderSync](#);
- Google Drive: [Autosync for Google Drive](#);
- Dropbox: [Dropsync](#);
- OneDrive: [OneSync](#);
- Yandex: [Yandex.Disk](#);

- etc.

Is built-in data synchronizing planned for the future?

No, for many reasons:

- It can be done using dedicated apps, we don't want to reinvent the wheel;
- We'll never done it better that it's currently done by dedicated apps;
- Based on the large number of Cloud providers, only supporting the main ones will require a huge amount of time;
- We try to make the application as much offline as possible;
- We try not to rely on third party frameworks;
- We are developing a mapping application, not a syncing application.

How can I manage my files from Android 11?

From Android 11, applications cannot access the folders and files of other application. This is an Android limitation, we cannot do anything about it.


[For a very limited type of applications](#) (File managers and backup applications), Google can lift this restriction after a review process. However, those applications must apply for the review and must be updated, so it can take some time. [Here is more information on updated file managers](#).

How can I grant the "Allow all the time" location permission to the app?

The location permission "Allow all the time" is only needed by applications that start by themselves and want to use your exact GPS location, without you making a action. You should avoid installing applications that request this type of location permission.

AlpineQuest only needs your GPS location after you start it, and turn on real-time location or the track recorder. If the application is completely closed (no main activity, even in the background, no track recorder), there is no reason for it to use your GPS location.

This is why the "Allow only while using the app" location permission is sufficient and safer for you.

 The Emails application is a typical example of an application that start by itself: every hours or so it starts, checks for new emails, display a notification if needed, and stops. If it would use you exact GPS location, it would need the "Allow all the time" location permission.

How can I change the language of the application?

The application itself (excluding the maps) does use the same language than the device. If it hasn't been translated in this language, English is used. [Here is the list of available translations](#).

Concerning the maps, each of them have their own policy. The default maps displays the names using the language of their respective countries. Other maps only use English or a specific language. Please see more details in the [Maps F.A.Q.](#)

When and what for does the application use Internet?

We do not use any third party libraries or any analytics framework.

Feature	When?	What for?	From where?
On-demand maps	When you display an area with no map data stored (or that must be updated).	To download and store the map data.	Depends on the on-demand map you've selected. The default map is from Psyberia servers (hosted in the U.K.)
DEM Elevations	When you display an area with no elevation data stored and if the "Auto-download elevation data" option checked.	To download and store the elevation data.	Psyberia servers (hosted in France)
Add on-demand maps	When you select "Add more maps" from the on-demand maps list.	To get the list of all available on-demand maps.	Psyberia servers (hosted in France)
Add coordinate systems	When you select "Import" from the "Location format" application settings.	To import the definition of the coordinate system.	Psyberia servers (hosted in France)
Search by name	When you search a location by name.	To give you some results.	Nominatim and Google Place services
Auto-routing	When you create an auto-routing.	To compute the auto-routing.	OSRM, OpenRouteService and Google Direction services
Push-settings	When you start the application, every few days.	To keep the URLs of the on-demand map servers up to date.	Psyberia servers (hosted in France)
Activation	When you activate the website version, and after each application update.	To check your activation status.	Psyberia servers (hosted in France)

What are all the Android Intents the application can handle?

You can find a detailed list [here](#).

Are there bulk conversion tools for the files in the own app

format?

Yes, the [file specifications](#) of the files used by the application are open, and some conversion tools exists:

- apq2gpx (perl) by phkehl: <https://github.com/phkehl/apq2gpx>
- alp2gpx (python) by jachetto: <https://github.com/jachetto/alp2gpx>