

Frequently asked questions

General

Question: where can I download the user guide?

Response: You can download the user guide from the website: www.sailgrib.com
I invite you to download it and read it!

Question: do you have a quick start guide?

Response: Yes! Watch the quick start guide on our [YouTube channel](#).

Question: what is the difference between the free version and the paid version?

Response: the free version is limited to:

- 50 NM routes
- 10 routes between 50 and 150 NM
- access to 2 days of forecast only
- access to the GFS model only on SailGrib servers; no grib of currents.
- access to only one atlas of tidal currents: La Rochelle.

Question: what type of device do you recommend to use SailGrib WR?

Response: SailGrib WR runs on virtually all devices equipped with a GPS which are less than 3 years old (version of Android 3.0 or higher). It is more comfortable to use the app on a tablet. I do recommend the Nexus 7 2013: very bright and an excellent quality-price ratio. To get the grib files, connect to a wifi network. While at sea, consider creating a wifi network sharing your cell phone internet access . Offshore, without data, you can use SailGrib with the iridium Go!, the AxxessPoint or XGate Optimizer. If you prefer to use a phone, I recommend the Moto G; the best value for money (USD 200 as of November 2015).

Question : The app always crashes when I try to download a grib file or run a weather routing.

Réponse : It is most likely a data issue. Go to the Settings Menu in the app and click on « Reset application data ». Routes, routings and polar will be kept. You might also go to the Android Application menu, select SailGrib WR and click the on « Reset application data » button.

Installation

Question: I wish to upgrade to the paid version. Is it possible to install it on my tablet and on my phone?

Answer: Yes, you can install the application on all Android devices you want provided that they have been registered with the same Gmail address from Google

Question: How can I buy the paid version?

Response: go to Google Play Store. Follow this link:

<https://play.google.com/store/search?q=pub:SailGrib>

Don't forget to uninstall the free version after installation of the paid version.

Question: I live in Martinique and I would like to buy the paid version of SailGrib WR, but it is not available on Play store. Do you have a solution?

Response: you are unfortunately not the only one to be confronted with this problem. The best solution is to ask a member of your family or a friend located in an authorized country to connect with a PC to Google Play with the Gmail account that you used to register your Android device and ask him to buy the application. It will then automatically installed on your Android device the next time you will be connected to a Wifi network.

Question: I would like to purchase your application, but I don't have a credit card. Can I send you a check?

Response: no, it is not possible to buy the app apart from the Google Play Store.

Grib and weather forecast files

Question: I bought the paid version and I'm still stuck with 2 day forecast.

Why?

Response: the number of days can be changed in the Grib parameters. If the number of days reverts back to 2 automatically, you are still using the free version. Uninstall this free version and use the paid one. Everything should work properly.

Question: Although I have asked for 16 days of forecasts, the application does not take this into account and returns me 8 days of forecasts only. How can I go beyond?

Response: for more than 8 days of forecasts, choose the correct Source and Model : SailGrib as the source and GFS for the model or SailDocs and the GFS model. And ask for up to 16 days.

Question: I use SailGrib on my cell phone to get the marine weather. How to change the area to be uploaded?

Response: the area that the app will retrieve and display corresponds to the one you have on the screen. You can span and zoom this map.

Question: can I use the files I download on my PC with zygrib.

Response: No, SailGrib cannot read zygrib files.

Question: grib files downloaded this morning do not match the observed weather. What can I do?

Response: weather data are derived from mathematical models. They are not always accurate! Furthermore, you must choose a model suitable for your navigation. The GFS model covers the entire earth with a mesh size of 0.5 ° (about 30 NM). It cannot take account of local phenomena. And even offshore, the GFS may be wrong! These are only forecasts. One of the strengths of SailGrib is that you have access to several models! For European coastal navigation, you can for example choose MeteoConsult free access (Source: other) or Great Circle with models GCWF (paid access).

Question: I asked for waves but I can only see wind data?

Response: choose SailGrib as the Sources and the ww3_global model or SailDocs and the GFS or WW3 model , make sure to check the wave parameter for both the request and the display.

Question: How to display the height and direction of the waves in the Mediterranean?

Response: choose the SailDocs GFS model, make sure to check the wave height parameter. Only the height of the waves is available, the direction of the waves is not provided.

Question: How to use the iridium Go! to get a grib file?

Response: You will get grib files with a mail exchange. Here are the instructions:

- install the iridium Go! app on your device.
install link: <https://play.google.com/store/apps/details?id=com.iridiumgo>
- install the iridium Mail and Web app as well.
install link : <https://play.google.com/store/apps/details?id=com.iridium.mailandweb>
overview link : <https://www.iridium.com//products/iridium-mail-and-web.aspx>
user guide: <http://www.iridium.com/DownloadAttachment.aspx?attachmentID=2746>
- Register with iridium to get a specific iridium email address
registration link : <https://www.iridium.com//Iridium-Mail-and-Web-Registration.aspx>

- in SailGrib WR, you will get the grib file through a mail exchange. You have to use SailDocs (or Great Circle) as the source of your grib files. The Source is set in the grib request parameters. In practice, to request a grib:
 - set your Source to SailDocs
 - set your model generally to GFS
 - check at the bottom of the screen the box "Make your request with iridium"
 - enter your iridium email address just below
 - Request the grib. A mail is prepared and sent to the iridium Mail and Web app.

- Go to the iridium Mail and Web app and send the email through the iridium network
 - wait for 5 minutes
 - Get mails in the iridium Mail and Web app, you should receive a mail from SailDocs in your mailbox. Show all the details of the mail: tap the Menu button and show all details. The attached file will be shown with a download button.
 - Save the grib file which comes as an attachment.
 - open the file in SailGrib.

Be careful that the max size should be around 50kb for the grib file.

To get the entire Atlantic, set the grid resolution to 2.5°

And most importantly, train before you set sails.

First with WiFi, to make sure you set the correct parameters to get a grib file size of 50kb or less.

Second, with the Go! to get an actual file.

If you do not have an external antenna for the Go!, it will work better when the Go! is outside with a clear sky view.

Routing

Question: I use the free version. How to access the SailGrib current atlases for the European coasts?

Response: access to SailGrib current atlases for the European coasts is restricted to the paid version of SailGrib WR. Upgrade!

Question: I use the free version. How to access the current MyOcean current files?

Response: access to MyOcean currents files, that allow to integrate the tidal currents along the European coasts, is restricted to the paid version of SailGrib WR. Upgrade!

Question: It is impossible to do a Toulon-Ajaccio routing. It crashes at the end of the Routing and asks me to restart. What should I do?

Response: when you do a routing, do not start or end inside a bay. If you wish to make a routing ending in the bay of Ajaccio, add a waypoint at the entrance of the Bay South of the "Sanguinaires Islands". The routing should work.

Question: between the routing and actual navigation I have significant difference in the order of 1h30 on a navigation of 7h20. What should be corrected?"

Response: broad question... with many potential answers.

Here are the most likely:

- The wind does not match forecasts.
- The boat speed does not correspond to the polar: optimistic polar, navigation in "cruise" mode, dirty hull, worn sails, sea state... you can edit the polar or simply play with the 2 efficiency parameters.'
- do not forget the maneuver's time at the exit and at the entrance of the harbor or anchorage; I typically add 1 hour.
- presence of current: did you load a current grib?

Question: How can I move a waypoint on a route?

Response: you have 2 possibilities:

- move the waypoint directly on the screen while in 'route edit' mode: hold it and move it.
- In "Route edit" mode, edit the route then the waypoint and change its coordinates.

Question: I made a routing. Great! Now, I cannot delete this routing to make another one. What should I do?

Response: routings can be selected by a long tap on the screen. A menu appears. You have the choice between:

- 'Load a routing' - you select those you want to display,
- "reset all" to unload the grib, the routes and the routings.

Question: is it possible to import routes from the Navionics app?

Response: Yes, in the Navionics app:

- Click on the 'Menu' button and then select "Archive" and "routes".
- check the route to export, and then click the blue arrow to the right
- Click on the 'Share' button, select "Email" and then click on the grey button "share."

- no need to send the mail, a route file was created on your Android device.
- return to SailGrib, you can then open this route.

Question: is it possible to export routings or routes to the Navionics app?

Response: No, Navionics does not allow importing of routes.

Question: in mixed (sail + engine) routing, while under power, the routing does not go straight towards the waypoint. Is this normal?

Response: Yes, there's no reason to go directly towards the waypoint! The application is looking for the fastest route with the supplied parameters. It might indicate that the routing is looking to fetch the wind.

Question: do you use waves in routing

Response: no, not yet.

Navigation

Question: Can I save my MBtiles charts on an SD card

Response: Yes, starting with version 2.1, you can choose the MBTiles directory, including on an SD card.

Question: Can I connect in Bluetooth to my NMEA 0183 data?

Response: No, you have to connect in wifi

Question: I cannot connect to my NMEA 0183 data on my cell phone but it works on my tablet.

Response: You have to uncheck the mobile data from your GSM connection.

Help by mail

Question: What do I do if I can't find an answer to my problem?

Response: download the manual, read it. You should get your answer. If you still cannot find the answer, do not hesitate to contact me directly. So that I can help you, please proceed as follows:

- check the Log in the 'Settings' menu option,
- reproduce the issue by attempting to use the application
- send me a mail with the menu "Contact us", files will then be attached to the mail.
- If the routing crashes, explain in the mail with as much detail as possible how and when the app crashes.