

## **C-MAP GENESIS FAQs**

Following are several frequently asked questions and their answers.

### **WHAT IS C-MAP GENESIS?**

C-MAP Genesis is a marine mapping program that empowers you to create custom, high-definition fishing maps from sonar data recorded with a compatible sonar/GPS unit on your own boat.

### **WHY WOULD I USE C-MAP GENESIS?**

If there's currently no map of your favorite waterbodies, the benefits are immediately apparent. Finally, you can know what's below, and the best spots to go! No more wishing or waiting for a company or the government to map the waters most important to you.

And if there is a map already of your favorite waterbody, how accurate is it? Ever found a hump, ditch or drop-off that's not on your map? With C-MAP Genesis, you can create 1-foot contours you can trust, freeing you to unlock all the secrets of your favorite waterbody. You are in control. You can map your own path to success. You can discover and dissect spot-on-the-spot areas unknown to others. You can catch more and bigger fish.

### **WHAT DOES C-MAP GENESIS COST?**

Some of the most valuable features of C-MAP Genesis are FREE, including download of Social Map charts, adding personally mapped areas to Social Map, and custom-color depth shading.

A premium Genesis Edge subscription – which includes features like bottom-hardness layer, submerged-vegetation layer, and option to keep private any areas personally mapped – is available for \$99 a year or \$24.99 a month.

### **HOW DO I SIGN UP FOR A FREE C-MAP GENESIS ACCOUNT?**

Sign up for a free account at [www.genesismaps.com](http://www.genesismaps.com).

### **WHERE CAN I PURCHASE A GENESIS EDGE SUBSCRIPTION?**

After registering for a free account at [www.genesismaps.com](http://www.genesismaps.com), click “Upgrade” and follow the prompts.

## **GENESIS EDGE REFUND POLICY**

We offer refunds on both monthly and annual C-MAP Genesis subscriptions if requested (by email) within 5 days of the initial purchase and before the first file is uploaded after purchase, whichever is sooner. You will not be eligible for a refund after a file has been uploaded to the Genesis Edge account. You are not eligible for a refund on any auto-renewal charge unless the auto-renewal charge occurred in error. By default, your account is set to auto-renew when your subscription period ends. You can set your account to not auto renew any time in your account settings on your dashboard. For more about auto-renew, please see the section below on this topic.

To request a refund within the appropriate time period, please send an email to our customer support team at [info.Genesis@c-map.com](mailto:info.Genesis@c-map.com) and include the email address you use for your account.

## **AT THE END OF A SUBSCRIPTION PERIOD WILL I NEED TO MANUALLY RENEW MY SUBSCRIPTION?**

Subscriptions are, by default, auto-renewed. You may, however, opt out of auto-renewal at any time by clicking the “Do not renew your subscription” button in the Account page in your Dashboard. You may cancel your subscription at any time during your subscription period and you will not be billed again after your subscription period expires. Your subscription-renewal date is displayed in your Account page.

## **WHICH CHARTPLOTTERS ARE COMPATIBLE WITH C-MAP GENESIS?**

Most Lowrance, Simrad and B&G sonar/GPS units can display C-MAP Genesis and Social Map charts as well as record sonar-log files.

## **WILL C-MAP GENESIS WORK ON MY MACBOOK?**

Yes. However, it will not work with Safari. We recommend Chrome or Firefox.

## WILL C-MAP GENESIS WORK ON MY PHONE OR eTABLET?

Yes. While C-MAP Genesis is optimized for a computer browser, it is also compatible when viewed through a smart-phone browser.

## HOW DOES C-MAP GENESIS WORK?

- **Step 1: Record Sonar Data** – With a mini-SD\* card inserted in a compatible fish-finder, tap the following buttons in this order: “Sonar” ... “Advanced” ... “Log Sonar”. Doing so will record to the mini-SD card a sonar log that includes all the depth, vegetation and bottom-hardness data within the sonar cone emitting from your transducer. Record a new sonar log every hour or so on the water, because the Genesis servers can more quickly process 6 one-hour files than one 6-hour file.
- **Step 2: Upload Sonar Files** – Remove your mini-SD card from your fish-finder, insert it into your computer and then log into [genesismaps.com](http://genesismaps.com) and follow the prompts on the website. If you’ve ever posted a photo to Facebook, you’ll be familiar with the upload process, which is similar.
  - If you have a wi-fi enabled fish-finder running the [latest software](#), your sonar recordings will automatically upload to CMAP Genesis when your unit connects with wifi. If you have an unlimited mobile data plan and good cell service, you can do this from your boat, on the water.
  - For additional file-upload tips, [click this link](#).
- **Step 3: Download High-Res Map** – C-MAP Genesis will automatically create a downloadable map file from each sonar-log file you upload. You will receive an email when each file finishes processing. If you uploaded multiple files from the same waterbody, you can easily merge them into a single downloadable map file to save on your mini-SD card and use in your fish-finder on the water.
  - For additional download tips, [click this link](#). For additional merging tips, [click this link](#).

## **HOW DO I MAKE THE BEST C-MAP GENESIS MAPS?**

To make the best possible C-MAP Genesis custom contour map of your favorite lake, pond, reservoir creek arm or river section, drive your boat just under 10 mph, make shore-to-shore up-and-back trips spaced pretty closely together, and record small sonar logs with the correct settings dialed in on your Lowrance, Simrad or B&G GPS/chartplotter. If you are on a reservoir, your map will look better if you drive the river and/or creek channel also. Mapping is really based on your objectives – slower speeds and closer boat paths result in more-accurate maps.

## **DO I NEED TO MAKE A BACK AND FORTH "SURVEY" TO USE GENESIS?**

No. While a strategic survey will create the best map, it is not required to map areas you fish frequently. It's very easy to map while you fish – just remember to insert an SD card into your sonar/GPS unit and press “record” every time you go fishing. Sonar data recorded during multiple trips on the water over time can be automatically merged into a Social Map chart or a private, encrypted map that only you can use. That way, you build up a detailed map over time as you are on the water.

## **WHAT TYPE OF SONAR DATA IS COMPATIBLE WITH C-MAP GENESIS?**

The traditional sonar setting of 200khz or High CHIRP can be recorded in an .SLG, .SL2 or .SL3 digital file, which we call a “sonar log.” Sonar logs contain the requisite sonar and GPS data to create a C-MAP Genesis map. While StructureScan data can enhance a C-MAP Genesis chart, it cannot be used alone to create a chart.

## **HOW LONG DOES IT TAKE TO MAKE A MAP FROM MY SONAR DATA?**

Following upload of a sonar-log file, Genesis Edge subscribers can usually expect a map in about 20 minutes, depending on server demands and how many people are uploading files at the same time. A slow Internet connection and/or exceptionally large sonar files can slow the automated map-creation problem.

## HOW ARE GENESIS MAPS MERGED?

C-MAP Genesis makes this process very simple. When viewing any map in your dashboard, click on the “Merge Trips” tab. You can select individual trips to merge, but most just choose the top button next to “Trip Title,” which selects all of your trips on that waterbody. You can select a buffer distance that fills in gaps in your map – but use it sparingly to ensure accuracy.

## HOW ARE DIFFERENT WATER LEVELS ACCOUNTED FOR WHEN MAPS ARE MERGED?

- In tidal areas, C-MAP Genesis automatically accounts for water-level variations, using the nearest buoy data.
- Genesis users in inland areas can use the “Data Offset” tab in the dashboard to enter the water level variation for that day’s trip. Here’s how:
  - Example 1: For a transducer placement of 8 inches below the water line, enter 0.667 feet.
  - Example 2: If the water level is down 4 feet below normal, enter "4" ... if on the next trip the water level is up 2 feet, enter "-2"

## HOW DO I REGISTER MY SONAR/GPS UNIT(S) TO USE MY DOWNLOADED MAPS?

- Log in to your account at [www.genesismaps.com](http://www.genesismaps.com)
- Scroll down until you see “PLOTTERS” on the right-hand side of the page
- Click the button labeled “Add Device”
- Type in a nick-name for the sonar/GPS unit you are registering – “HDS-9 Console” or “HDS-12 Bow” for example
- Click the down-arrow in the “Model” field and scroll down to highlight the model of your unit
- Type in your unit’s Serial Number\* in the field provided – Tip: Letters are case sensitive; look twice to distinguish between a letter O and a number 0 (in most cases, it’s the letter)
- Type in your unit’s Content ID Number\* in the field provided

*\* Both the Serial Number and Content ID Number can be found on your unit’s “About” page. To learn how to find that page, see the entry below.*

## **HOW DO I USE THE TREND-ANALYSIS TOOLS?**

Each sonar file uploaded to your account will be automatically tagged with weather, temperature and barometric-pressure readings taken while you were on the water. You can access and analyze all the data in your C-MAP Genesis dashboard to determine what conditions contribute to productive fishing.

## **WHERE CAN I FIND MY UNIT'S SERIAL NUMBER & CONTENT ID NUMBER?**

- Power on you sonar/GPS unit
- Press the “Pages” button to get to the Home Screen/Main Menu
- Press “Settings” (located on the lower left-hand corner of the screen)
- Scroll down to the bottom of the page and then press “About”
- In most compatible units, your Serial Number and Content ID Number will be the third and fourth line-items, respectively, in the list in the window that pops up.

## **MY CHARTPLOTTER IS HAVING TROUBLE LOADING/DISPLAYING THE C-MAP GENESIS MAP I JUST CREATED. WHAT DO I DO?**

Usually this is caused by the chartplotter's serial number and content ID number not being entered correctly. Hint – Letters are case-sensitive and it's a zero, not the letter "O". Make sure the numbers on the “About” screen of your chartplotter match what has been entered in My Plotters. Once they match, generate your map again.

## **ARE THERE COUNTRIES IN WHICH C-MAP GENESIS CANNOT BE USED?**

- Countries in which C-MAP Genesis is not available are [listed at this link](#).
- C-MAP Genesis is not available in coastal waters around Finland, Norway and Sweden.

## **WHERE CAN I BUY OTHER C-MAP CHARTS?**

Here: <http://lightmarine.c-map.com/us/>

## WHAT IS "THE CLOUD"?

"The Cloud" is simply a network of several computers and servers which to which you connect via the Internet. Cloud storage of data has a number of advantages:

- You don't have to maintain or upgrade the software. If we make any improvements to the Genesis software, they are instantly available to you without having to do a software update.
- We back up all of your data, so if you drop your SD card overboard or lose it, none of your data is lost.
- Our Quality Control techs have access to view your maps. This allows the QC team to review your data for incorrect data. If you need any assistance, they can log in to your map and assist you, as needed.
- Social Map. All boaters can work together to provide the best mapping possible for everyone.

## CAN I USE C-MAP GENESIS TO NAVIGATE?

No. While C-MAP Genesis provides increased bottom-feature and depth details for the waterbodies you care about, it's not designed for navigation. C-MAP Genesis maps should be used only to enhance activities on the water and not as your main navigation tool.

## HOW CAN I LEARN MORE ABOUT C-MAP GENESIS?

### Lowrance C-MAP Genesis Videos:

- **Overview** - Why do I need C-MAP Genesis on my Lowrance HDS chartplotter?
- **Record** - Record sonar on a Lowrance HDS chartplotter to create a custom C-MAP Genesis map
- **Upload** - Upload sonar from a Lowrance HDS chartplotter to create a custom C-MAP Genesis map
- **Use** - Using your C-MAP Genesis custom map on a computer
- **Use** - Using C-MAP Genesis Social Map
- **Use** - Understanding bottom composition on an C-MAP Genesis map

## **Simrad Yachting C-MAP Genesis Videos:**

- Overview - Why do I need C-MAP Genesis on my Simrad unit?
- Record - Record sonar on Simrad chartplotter to create custom C-MAP Genesis map
- Upload - Upload sonar from Simrad chartplotter to create custom C-MAP Genesis map
- Use - Use your custom map from C-MAP Genesis on your computer
- Use - Use your C-MAP Genesis custom map on your Simrad chartplotter

## **More C-MAP Genesis Videos**

- [C-MAP Fishing You Tube Channel](#)
- [Genesis Maps You Tube Channel](#)

## **I'VE SEEN VIDEOS AND ARTICLES THAT MENTION "INSIGHT GENESIS" – IS THAT SIMILAR TO C-MAP GENESIS?**

Yes. Both names refer to the same service. In 2016, the custom lake-mapping service known previously as "Insight Genesis" was re-named C-MAP Genesis under new ownership. In most cases, recording and mapping procedures described and demonstrated in articles and videos about "Insight Genesis" remain applicable to C-MAP Genesis. We will be updating the videos soon with footage of the new home of C-MAP Genesis, [www.genesismaps.com](http://www.genesismaps.com).

## **WHERE DO I GO FOR HELP WITH C-MAP GENESIS?**

- Visit our blog here: <https://insightgenesis.wordpress.com/>. Numerous "How To" articles for C-MAP Genesis features are posted there.
- If you are having an issue with a specific map, please use the "Contact Support" button below the name of the waterbody within the C-MAP Genesis dashboard to submit a question.
- For general questions, email us at [info.genesis@c-map.com](mailto:info.genesis@c-map.com)

## I NEED HELP ON ANOTHER SUBJECT – WHO DO I CONTACT?

- **Americas Support** – If you need to speak with a Customer Service agent, please call the toll-free Customer Service line at 1-800-628-4487 or send an email to [GoFreeSupport.amer@navico.com](mailto:GoFreeSupport.amer@navico.com).
  - Technicians and representatives are available to help you Monday through Friday from 8:30 a.m. to 4:45 p.m. CST, except holidays.
- **Europe/Middle East/Africa Support** – If you need to speak with a Customer Service agent, please call the Customer Service team on +31 78 653 0050 or send an email to [GoFreeSupport.emea@navico.com](mailto:GoFreeSupport.emea@navico.com).
  - Technicians and representatives are available to help you Monday to Friday from 09:00am to 4:30pm (UK Time), excluding public holidays.
- **Asia/Pacific Support** – If you would like to speak with a Customer Service agent, please call toll free from within Australia at 1-300 NAVICO or from outside Australia at +61 2 9936-1000 or send an email to [GoFreeSupport.apac@navico.com](mailto:GoFreeSupport.apac@navico.com).
  - Technicians and representatives are available to help you Monday through Friday from 8:30 a.m. to 5:00 p.m., Australian Eastern Standard Time, except holidays.