

System Firmware Update Instructions for AVIC-Z920DAB, AVIC-Z820DAB,

REMARKS:

- ✓ If you have any difficulty carrying out these instructions, please contact Pioneer Customer Support. Once upgraded to this version, it is not possible to downgrade to a lower version.
- ✓ **Do NOT install this firmware to a Camper Van model.** You can check if you have a –C (–Camper) Model by checking the Firmware version; –C versions have Firmware version "8.01xxxx" or higher, check the below instructions how to display the version.
- ✓ **This firmware is NOT intended for US version products.**
- ✓ Please download and print these instructions before downloading and installing the firmware update. It is important that you complete all steps correctly and in the order described below.
- ✓ Never turn your unit off, eject the SD memory card or disconnect the USB storage device while the firmware is being updated.
- ✓ You can only update the firmware when the vehicle is stopped and the parking brake is engaged.
- ✓ In order to perform this update, the following items are needed:
 - Pioneer AVIC-Z920DAB, AVIC-Z820DAB
 - A USB storage device or SD card, storage device requirements:
 - 2 GB or larger in capacity, formatted to FAT32
 - Should be blank (should not contain any files)

IMPORTANT (For navigation system users)

- ✓ If you install this Firmware, all navigation function settings and save data will be formatted. Once the update has finished, you will need to reconfigure the settings.
- ✓ Any content purchased and added through Naviextras will also need to be re-installed. Note that no charges will be incurred to download previously purchased content.

A. Displaying the firmware version

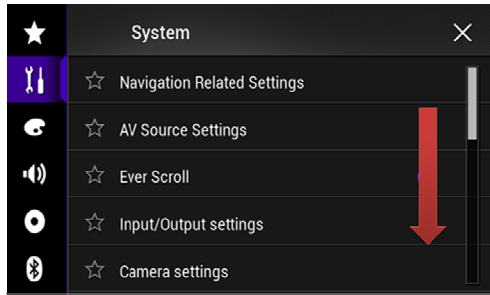
Check whether the firmware of your unit needs to be updated by checking the version number of the firmware.

1. Press the HOME button to display the Top menu screen.
2. Touch the following keys in the following order.

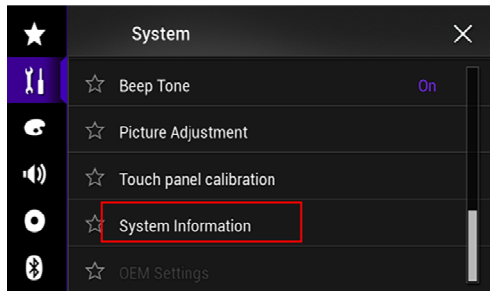


The "System" screen appears

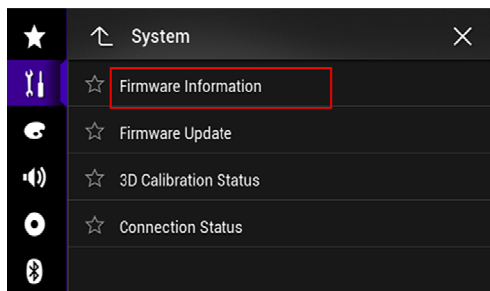
3. Scroll down the list.



4. Touch [System Information].



5. Touch [Firmware Information].



6. After the "Firmware Information" screen appears, check the firmware version number.

7. If the firmware version is **1.03** or higher, it is not necessary to update the firmware. If the version number is lower than **1.03**, it is necessary to update the firmware. Please continue to Step B. **If the firmware version starts with 8 you have a Camper Van model and you should download a different firmware update file.**

B. Downloading the Firmware Update Files from Pioneer's website

NOTE: If you have any difficulty performing these instructions, please contact Pioneer Customer Support. Once upgraded to this version, it is not possible to downgrade to a lower version.

1. Download the correct file from the website to a folder on your computer.

European model: AVIC-Z920DAB_Z820DAB_EU5_FW_VER103.ZIP

2. Double click the ZIP file named to open it.

3. Extract and save the folder "**AVIC19**" to a folder on your computer.

C. Updating the firmware on your Unit

IMPORTANT

- ✓ DO NOT perform any further steps of this firmware update if the model number is anything other than AVIC-Z920DAB, AVIC-Z820DAB
- ✓ Disconnect any mobile devices that are currently connected to your unit.
- ✓ Ensure that the update file is located within the root (top) folder of your SD card or USB storage device. There should be no other files on the SD card or USB storage device.
- ✓ While your unit is being updated, DO NOT turn off the system's power and DO NOT touch the unit's touch panel screen as this may result in severe damage to your unit.
- ✓ DO NOT remove the SD memory card or USB storage device during the firmware update.
- ✓ Performing the firmware update will restore all settings to their default values.

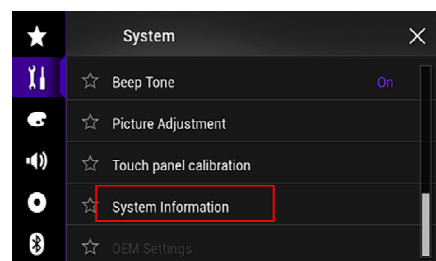
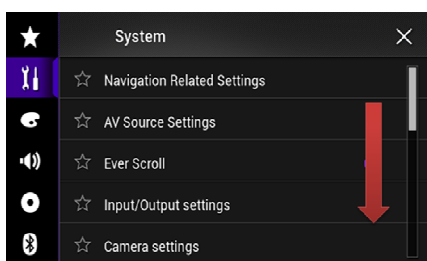
Procedure:

1. Connect a blank (formatted in FAT32) SD card or USB storage device to your computer, and then locate the correct update folder (AVIC19) and copy it onto the SD card or USB storage device
2. Insert the SD card into the SD card slot or connect the USB storage device to the USB port
3. Set the audio source to "OFF" on your unit.
4. Press the HOME button to display the Top menu screen.
5. Touch the keys below in the following order.



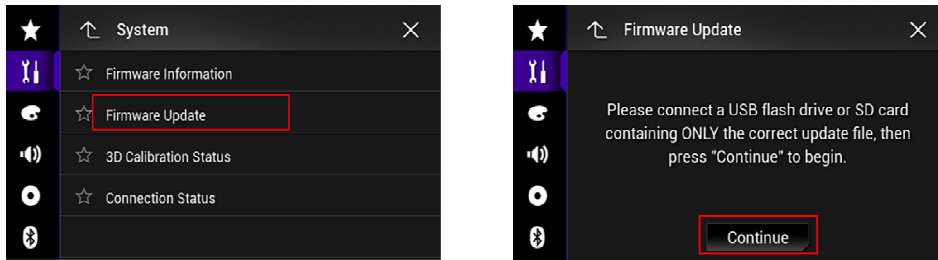
The "System" screen appears.

6. Scroll down the list and select [System Information].

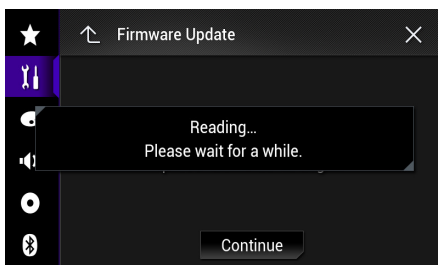


Note that the images are for illustration purposes only; the actual images may differ.

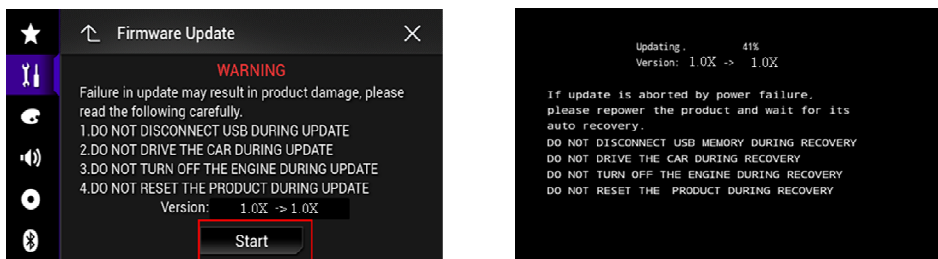
7. Select [Firmware Update]. The "Firmware Update" screen appears. Touch [Continue] to display the data transfer mode.



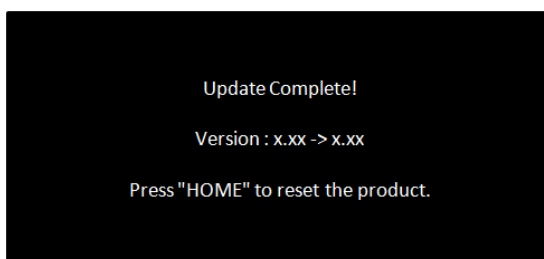
Wait for the file check (approx. 2 minutes).



8. Select [Start]. The Progress status is shown.



9. Wait until the update process is complete. **DO NOT pull out the SD card, USB storage device or remove power until you see the "Update Complete" screen.** Once the firmware update process is complete, the unit will display the "Update Complete" screen.



10. Press the HOME button.
11. Remove the SD card or USB storage device.
12. The firmware update is complete.

Check the firmware version as described in paragraph A "Displaying the firmware version" to confirm that the update was successful.



Firmware Update FAQ

Q: What if my set does not switch on automatically after updating the software or starts up more than once?

A: Turn off the ignition key and turn on again – the set should start up now.

Q: What if I cannot upgrade my set / the set does not show the start up screen after more than 1 attempt?

A: Please contact your local Pioneer service organisation for a product check-up.

Contact Information

Pioneer Customer Support Center

<http://www.pioneer.eu>

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