## UPDATING PROCEDURE : SOFTWARE UPDATE - NAC AUDIO-NAVIGATION

## 1. Preliminary operations

### 1.1. Part required

1USB stick with a capacity between 8 and 32 GB and formatted to FAT 32.

### 1.2. Formatting the USB stick

Connect the USB stick to one of the USB ports on the local computer (PC).

AutoPlay	
KINGSTON (D	:)
~	
General options	
Open folder to view using Windows Expl	files
Speed up my system using Windows Rea	n dyBoost
View more AutoPlay optio	ons in Control Panel

Figure : D5AM064D

Click on "Open the folder and display the files".

Organize 🕶	Expand	
and the second second	Open AutoPlay	
Desktop	Open in new window	
Mes docum	Scan for Viruses	
🔛 Recent Plac	Share with	
	Open as Portable Device	
4 🛄 Desktop	Format	
Libraries	Eject	
> A MAJ	Cut	
> D Music	Сору	
Pictures	Rename	
D 🖬 Videos	New	
DSAv3 (C		
KINGSTONT	Properties	
Main Network		
A Control Panel		

Figure : D5AM065D

Right-click on the removable disk where the USB stick has been connected "USB (X: )".

	Format KINGSTON (D:)
а	Capacity:
	7.21 G8
	File system
•	FAT32 (Default)
	Allocation unit size
	4096 bytes 👻
b	Restore device defaults         Volume label         KINGSTON         Format options         Quick Format         Create an MS-DOS startup disk



Format the USB stick to FAT 32 :

- Uncheck "quick formatting"
- Select "Format"
- Select the file system FAT 32 (At "a" )
- Click "Start" (At "b" )

**N.B.**: Untick "Quick formatting".

**N.B.**: Formatting a 8 GB USB stick can take up to 30 minutes.

### 2. Preparing the software and licence update

**N.B.** : The preparation of the updating operation may take one hour (Outside of downloading time on the manufacturer's after sales documentation portal ).

**N.B.**: "Internet Explorer" is the recommended browser to use for the manufacturer's aftersales documentation portal.

Create a specific directory on the local PC. Connect to the manufacturer's portal.

RECEPTION OCUMENTA	DON INCIDENTS - ASSISTANCE WARRANTY - SERVICE CONTRACTS ADMINISTRATION ORGANISATION
FOLDER	The VM colored is not known
List of folders	Vehicle Warranty incidents Recall campaigns (0)
A sork ine A bour cose A bour	Create the folder and Pint ¥ Cancel
Cutatanding orders Criter history My Distributors	5242

Figure : D5AM067D

Enter the VIN of the vehicle concerned.

Confirm by pressing "OK".

Select the section "ADMINISTRATION / Basket" or "RECEPTION / Warranty history".

Registration	VF3	VIN MJAHXHG	39288619		Marque Péugéot	Max 3008/	(P84)	Servic 1460	elParts N* 78920001		Vehicle	Code
arranty start date : farranty end date : ntiperforation end date :	29/03/2017 29/03/2019 29/03/2029				Setting coun Responsible	try : country :	BE BE			Selling deal Responsible	er : e dealer :	0033004 0033004
G M L	P SI	F	MO	BV	BC	cc	AM	MD	HE	CA	HI	CG
1 P P	8 SY	T	KB	к	80	A0	8	0	M6	129	48	FH
der warranty	Active											
pe of contract OVIP					contract - View m	vapping and so	fiware update v	SCEIGOS				

Figure : D5AM068D

Click on "View map and software update versions" (At "c" ).

Contract Nº : No contract			
	Elle	decompression application	
Updale	Customer version	Latest version available	
Mapping for Europe		<u>4020</u>	
Mapping for Latin America	*	1.0.0-0	
Mapping for the Middle East		200-0	
Mapping for Africa	*	3.0.0-0	
Mapping for Israel	-	300-0	
Mapping for Algeria	*	300-0	
Mapping for Oceania		3.0.0-0	
Mapping for Asia		2.0.0.0	
Cartographie Iran			
Cartographie Russie		10.0-0	
Cartographie LATAM (vue Chili)			
Software	5.15.29.42+0	21.05.68.24 NAC-r0 / Licence	
Soft RCC			

The screen to view the map and software versions is displayed.

### 2.1. Downloading the decompression tool

**N.B.** : The various screens are displayed in the language configured on the PC (In English by default ).

OVIP		
Contract N* : No contract		
	Ele	decompression application
Update	Customer version	Latest version available
Mapping for Europe		4.0.2-0
Mapping for Latin America		300-0
Mapping for the Middle East		300-0
Mapping for Africa	i i	300-0
Mapping for Israel		300-0
Mapping for Algeria		300-0
Mapping for Oceania		300-0
Mapping for Asia		300-0
Cartographie Iran		
Cartographie Russie	i i i i i i i i i i i i i i i i i i i	300-0
Cartographie LATAM (vue Chili)		
Software	5.15.29.42+0	21.05.68.24. NAC-r0/ Lisense
Soft RCC	1	

Figure : D5AM06AD

Click on the link "Decompression tool" (At "d" ).

e
Save Save as Run Save Save and run

Figure : D5AM06BD

Open the "Save" drop-down menu to select "Save as" (At "e" ).

	f
The installer.exe download has completed.	Run Open folder View downloads X

Figure : D5AM06WD

Ignore the error message that appears ; Click on the cross to close the window (At "f" ). Save the file "Installer.exe" onto the local PC in the directory created specifically for the operation.

Bibliothèque Documents			
Nom	Modifié le	Туре	Taile
23 installer ave	05/11/2015 09-32	Application	455 Ko

Figure : E3B70AYD

The downloaded file is called "Installer.exe".

#### 2.2. Downloading the licence and the software

CAUTION : Download the licence and the software at the same time and into the same folder as the

decompression tool.

**CAUTION** : Each licence is associated with a vehicle, retrieve the licence systematically for each vehicle . This license is also associated with the latest software available on the manufacturer's after-sales documentation portal

**CAUTION** : Keep the software in your file as long as a later version is not available.

OVIP			
Contract Nº : No contract			
	Elle	decompression application	
Update	Customer version	Latest version available	
Mapping for Europe		4.0.2-0	
Mapping for Latin America		300-0	
Mapping for the Middle East		3.0.0-0	
Mapping for Africa		3.0.0-0	
Mapping for Israel	i i	3.0.0-0	
Mapping for Algeria	i i	3.0.0-10	
Mapping for Oceania		3.0.0-0	
Mapping for Asia	1	300-0	
Cartographie Iran	1		
Cartographie Russie		3.0.0-0	
Cartographie LATAM (vue Chili)			
Software	5.15.29.42+0	21.05.68.24 NAC+0/ KOK6	
Soft RCC			

Figure : D5AM06CD

Click on the licence link (At "g" ).

	h
Do you want to open or save license_0001071A91D4E6855AF1_001315031487843893.key from majestic-web.mpsa.com?	Save Save as Open Save V Save and open

#### Figure : D5AM06DD

Open the "Save" drop-down menu to select "Save as" (At "h" ). Save the licence file in the directory created specifically for the operation.

OVIP			
Contract Nº : No contract			
	Elit	decompression application	
Update	Customer version	Latest version available	
Mapping for Europe		402-0	
Mapping for Latin America	i i	200-0	
Mapping for the Middle East		3.0.0	
Mapping for Africa	1	10.0-0	
Mapping for Israel		3.0.0-0	
Mapping for Algeria	1	100-0	
Mapping for Oceania		100-0	
Mapping for Asia		200-0	
Cartographie Iran			
Cartographie Russie		200-0	
Cartographie LATAM (vue Chili)			
Software	5.15.29.42+0	REDSTORATION / Licence	
Soft RCC		1	

Figure : D5AM06ED

Click on the software link (At "j" ).

Do you want to open or save PSA_ovip-int-firmware-version_21-05-68-24_NAC-r0_NAC_EUR_WAVE2.tar (2.46 GB) from majestic-web.mpsa.com? Save as Open Save = Save and open	Do you want to open or save PSA_ovip-int-firmware-version_21-05-68-24_NAC-r0_NAC_EUR_WAVE2.tar (2.46 G8) from majes	ĸ	Save
Open Save  Save and open		sec-web.mpsa.com:	Save as
		Open	Save and open

Figure : D5AM06FD

Open the "Save" drop-down menu to select "Save as" (At "k" ).

Save the software file into the directory created specifically for the operation.

<b>.</b>	MAJ NAC			×
Organize 💌	Include in library 👻 Share with 👻 New fo	older	 	0
Dicense_00	01071A91D4E6B55AF1_001315031487843893.key int-firmware-version_21-05-68-24_NAC-r0_NAC_EUR_1	WAVE2.tar		

Figure : D5AM06GD

Г

Check that the folder contains the files above ( \*. exe, \*.key, \*.tar).

Organize *	Include in library • Share with •	New folder		11 · [1]
Einstaller.exe	71 401 0456855 451 001 31 5031 48784 3803	hav.		
A_ovip-int	firmware-version_21-05-68-24_NAC-r0_N	VAC_EUR_WAVE2.tar		
	( market and )			
	The second second is			
	Hose Lyner (			
	Literary			
	Ori VSR:		Lefectureser.	
		Lancar		

Figure : D5AM06HD

Run "Installer.exe" (At "I" ).



Figure : D5AM06ID

Click on the "+" (At "m" ). Click on the software file added (At "p" ). Click on "Select" (At "n" ).

**N.B.** : The software file is a "XXX\_ovip-firmware-version\_XX.tar" file.



Figure : D5AM06JD

Click on the "+" (At "q" ).

Click on the licence file to be added (At "s" ).

Click on "Select" (At "r" ).

#### **N.B.** : The licence file is a "XXX.key" file.

Organize 👻 👼	Dpen New folder	88 • 🗊	0
installer.exe	104E6855AF1_001315031487843893.key vare-version_21-05-68-24_NAC-r0_NAC_EUR_WAVE2.tar		
2. PSA Installer version	1.1		×
Update :	Cilisersia257437Decktor/MALNACilicense 0001071401D45		
License :			
USB key :		Select	
	· · · · · · · · · · · · · · · · · · ·		

Figure : D5AM06KD

Check the presence of the file :

- Update (At "t" )
- Licence (At "u")

Connect the blank USB stick with FAT 32 formatting to the local computer (PC).

**N.B.** : The root of the USB stick must be empty.

Organize + 📄 Oper	New folder	8 · CI 0
installer.exe	56855AF1_001315031487843893.key -version_22-45-68-24_NAC-40_NAC_EUR_WAVE2.tar	
PSA Installer version 1.1		B
Update : License : USB key :		

Figure : D5AM06LD

Click on "Select" (At "v" ).

Select the removable disc on which the USB stick has been inserted. Click on "Select" (At "w" ).

Organize 👻 📑	Open New folder	8 • 🗊 Θ
installer.exe	11D4E6855AF1_001315031487843893.key ware-version_21-05-68-24_NAC-r0_NAC_EUR_WAVE2.tar	
d. PSA Installer version	11	
Update :	C:IUserslu257437/DesktopIMAJ NACIPSA_ovip-int-firmware-version_2	+
License :	C:/Users/w257437/Desktop/MAJ NAC/license_0D01071A91D4E6855AF1	_0013150314 • •
USB key :	D/	Select

Figure : D5AM06MD

Click on "Start" to start the preparation of the USB stick (At "x" ).

PSA Installer version	1.1			×
rocess is starting				
Update :	C:\Users\u257437\	Desktop/MAJ NAC\PSA_ovip-int-firmwar	e-version_21-05-68-24_NAC	•
	4	1	×	
USB key: Y	۲ DA	2		- Select
		Start		Cancel

Figure : D5AM06ND

**CAUTION** : Do not click on "Start" again.

Displaying of the progress of the download in the progress bar (At "y" ).

**N.B.** : The progress of the download is only displayed after a few moments (2 minutes).

SA Installer versio	n 1.1		
ss is over			
۲	C:\Users\u257437\D	DesktopiMAJ NACIPSA_ovip-int-firmware-version_21-	05-68-24_NA( +
Update :	Z	11	
	C:\Users\u257437	Desktop/MAJ NACIlicense_0D01071A91D4E6B55AF1	_0013150314 +
License :	4	-	
USB key :	D:\		Select
			Cancel
,.		Start	

Figure : D5AM06OD

At the end of the download, the message "Processing complete!" is displayed (At "z" ). Disconnect the USB stick from the PC.

# 3. Recommendations to avoid the risk of faults

**CAUTION** : Leave the engine running throughout the procedure to avoid going into economy mode : A switch to economy mode during the procedure may damage the audio-navigation system.

**CAUTION** : Disconnect any other media from the USB ports (Check that no media are connected to the USB por in the dashboard storage compartment and/or in the front central armrest ) (\*).

Recommendations to be followed throughout the updating operation :

- Do not use the NAC audio-navigation system
- Do not switch off the engine
- No other media must be connected to the USB port or be present in the CD player (\*)
- The vehicle network must be present (communication and supply)
- Do not disconnect the USB stick

N.B. : (\*) According to equipment.

## 4. Updating the vehicle's software

**CAUTION** : The operation must be performed with the engine running.

**CAUTION** : Wait for 2 minutes after the audio-navigation system home page NAC is displayed before carrying ou the update.

Start the vehicle and connect the USB stick to a "Media or NAC" USB port.



Figure : D5AM06PD

Display of the message : "No media content on the USB stick ". Click on the cross or the arrow to close the message (At "aa" ).



Figure : D5AM06QD

Display of the message : "Update present on the medium will require at least one restart . Continue? ". Click on "YES" (At "ab" ).



Figure : D5AM06RD

Display of the message : "The features of the unit will be limited during the system update . This update may take a few minutes and it is recommended that you do not use the car ". Click on "YES" to start the update (At "ac").



Figure : D5AM06SD

Display of the message : "Update : Do not switch off the ignition or withdraw the USB memory stick ". The update information screen is displayed.



Figure : E3B70BFD

The screen becomes black for approximately 15 seconds before the "FIRMWARE UPDATE" screen appears.



Figure : E3B70BGD

When the update is complete :

- Displaying of the message "Firmware update successful ! Please remove the USB stick"
- Disconnect the USB stick from the vehicle
- The screen becomes black for approximately 10 seconds
- Displaying of the system start-up page

### 5. Manufacturer traceability

#### 5.1. Vehicle fitted with the Independent Telematic Unit

The vehicle should parked in the open air (Optimisation of the GSM reception ). Run the engine for 10 minutes (Connection to the server ).

### 5.2. Vehicle not fitted with the independent telematic unit

5.2.1First option (recommended).

Connect the NAC audio-navigation system, using a Wi-Fi network with internet access.

#### **N.B.** : Refer to the handbook for the connection procedure.

5.2.22nd possibility.

The vehicle should parked in the open air (Optimisation of the GSM reception ). Connect the NAC audio-navigation system, using a smartphone shown on the compatibility list with an internet plan

**N.B.** : Refer to the handbook for the connection procedure.

Run the engine for 10 minutes (Connection to the server ). Delete the Wi-Fi and Bluetooth connections used for connection to the servers.

**N.B.** : Refer to the handbook for the connection procedure.

### 6. Procedure in case of error message

### 6.1. Display of error messages

6.1.1Update failure.

	FIRMWARE UPDATE	
Fi di Pi	irmware update failed ue to a corrupted file! lease remove the USB stick!	
S	ystem has limited functionality	

Figure : D5AM06TD

When the update has failed, messages are displayed :

- Firmware update failed due to a corrupted file !
- Please remove the USB stick !
- System has limited functionality

Disconnect the USB stick from the vehicle.



Figure : D5AM06UD

The NAC audio-navigation restarts.

Displaying of the messages :

- "Software loading on demand ..."
- "WARNING : System has limited functionality"

6.1.2Version not compatible with the hardware.

<i>←</i>	: UPDATE
	Version not compatible with hardware

Figure : D5AM06VD

Display of the message : "Version not compatible with the hardware ".

## 6.2. Operations to be performed

6.2.1Update failure.Restarting of the update.Connect the USB stick to a "Media or NAC" USB port.

**N.B.** : If the update still has not worked, repeat the entire update process with a new USB stick.

6.2.2Version not compatible with the hardware.

6.2.2.1Vehicle fitted with the Independent Telematic Unit .

The vehicle should parked in the open air (Optimisation of the GSM reception ).

Repeat the update procedure with the same USB stick ; The audio-navigation NAC will retrieve the correct licence via the GSM network.

6.2.2.2Vehicle not fitted with the independent telematic unit.

6.2.2.2.1First possibility (Action recommended ).

Connect the NAC audio-navigation system, using a Wi-Fi network with internet access.

 $\ensuremath{\textbf{N.B.}}$  : Refer to the handbook for the connection procedure.

Repeat the update procedure with the same USB stick ; The audio-navigation NAC will retrieve the correct licence via the GSM network.

Delete the Wi-Fi and Bluetooth connections used for connection to the servers.

6.2.2.2.2Second possibility.

The vehicle should parked in the open air (Optimisation of the GSM reception ).

Connect the NAC audio-navigation system, using a smartphone shown on the compatibility list with an internet plan

**N.B.** : Refer to the handbook for the connection procedure.

Repeat the update procedure with the same USB stick ; The audio-navigation NAC will retrieve the correct licence via the GSM network.

Delete the Wi-Fi and Bluetooth connections used for connection to the servers.

 $\ensuremath{\textbf{N.B.}}$  : Refer to the handbook for the connection procedure.