SOFTWARE UPDATE INSTRUCTIONS

🔗 QUICK LINKS

- Software Update File: <u>Download here</u>
- Video Tutorial: <u>Watch Here</u>

IMPORTANT NOTES BEFORE UPDATING

⚠️ Please **ONLY** run this update if you have **Carplay/Android Auto BUILT INTO** the head unit. (if unsure, please contact us beforehand)

⚠️ **Factory Reset Warning**

This update will reset your head unit to factory settings

📍 **Map Reinstallation**

If you've purchased maps, follow our video guides at the end of this PDF to reinstall them after the update

STEP-BY-STEP UPDATE INSTRUCTIONS

1- Prepare Your USB Drive:

- Format the USB to FAT32.

2- Download & Transfer the Update File:

- Download the file and save it as kupdate.zip (do not rename or unzip it).
- Copy it onto your formatted USB drive.

3- Run the Update

- Insert the USB into one of the cabled USB ports (usually in the glove box).
- When prompted on the head unit, select Yes to start the update.
- If the update doesn't start, follow the **"Force Update"** steps below.

⏱️ **Update Time:** Approx. 10 minutes

4- Post-Update Steps

- Connect the head unit to the internet.
- Open the Phonelink app and it will activate automatically

- For Bluetooth mic gain adjustments **(Iphone: 9" screens & up)**:

  - **Iphone**: Go to **Settings > Car Settings > Factory Settings > (Password 126)> Volume > Audio Gain > Mic**

  - **Android: Settings > Car Settings > Factory Settings > (Password 126)> Volume > BT Mic Gain**

- Connect your phone to Android Auto or Apple Carplay
- If using a **hotspot** for internet, disable it before connecting to Android Auto or Apple Carplay

FORCE UPDATE INSTRUCTIONS (IF REQUIRED)

If the update doesn't initiate:
- Ensure the USB contains the correct kupdate.zip file.
- Insert the USB into one of the cabled USB ports
- Press and hold in the RESET button (use a thin object to avoid damaging the screen).
- When the lights around the button panel flash, release the button and press it again immediately.

TROUBLESHOOTING TIPS

- Ensure the update file is zipped and named exactly kupdate.zip.
- Avoid automatic file unzipping on Mac computers:
  - Go to **Safari > Preferences > General** and uncheck "Open 'safe' files after downloading."
- Try a different USB **port** if the file isn't detected.
- Format the USB drive to FAT32 before transferring the file.

ADDITIONAL INFORMATION

 DVD/CD Issues?
- For Universal Luxx or ToyotaLuxx (7" screen):
- Go to Settings > Car Settings > Factory Settings (Password: 126) > APP.
- Ensure DVD is **ON** and DVD USB is **OFF**.

📍 MAP REINSTALLATION GUIDES

- TomTom Maps (iGO): <u>Watch here</u>
- OziExplorer Maps: <u>Watch here</u>
- Hema Maps: <u>Watch here</u>

📢 STAY UPDATED

Register your head unit <u>here</u> to receive notifications about future updates and ensure compatibility with the latest phone updates.

NEED MORE HELP?

If you need help with the update process, please don't hesitate to reach out to us via one of the our channels below:

📞 1300 555 514 or (02) 9638 1222

💬 0483 930 453

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