Update guide for Panasonic 12″

Without map

Checking the update compatibility

1. Enter dealer mode

To put the head unit into dealer mode, go to the main screen on your head unit (pictured on the first image on the right). Then, press the leftmost and rightmost buttons on the bottom button row (marked with red circles) simultaneously until you enter dealer mode.

2. Check the firmware version and serial number

When you've entered dealer mode, navigate to 'System Information' -> 'Radio Part Information'. Here you can find the serial number and current firmware version of the device (marked in red and green, respectively).

First, make sure that the serial number matches the one on the site where you downloaded the update (in the update table under 'Serial Number'). If the serial number doesn't match, please contact us.

Next, make sure that the application version (**not the 'software version' !**) displayed on the device (marked in green) is lower than the firmware version noted on the site where you downloaded the update. If the firmware version of your device is higher than or equal to the firmware version that is stated on the update site, do not install this update: you are already on the most recent version.

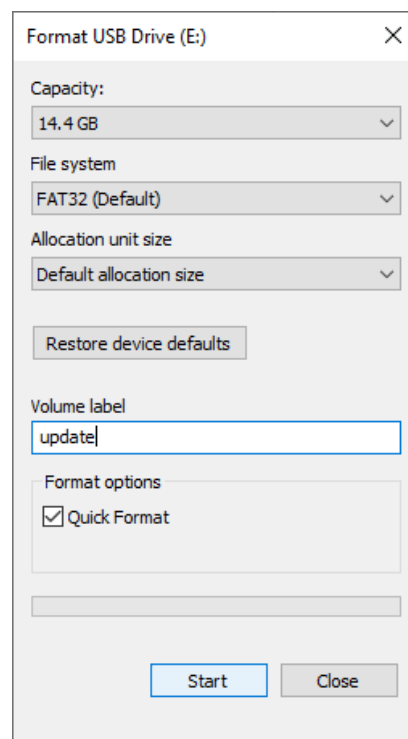# Preparing the update

1. Get a usb drive

We will use a usb drive to get the update onto your unit. The usb drive used needs to have **a minimum capacity of 4GB and a maximum capacity of 32GB** (otherwise you won't be able to format the drive to FAT32 in the next step). Note that all files on this usb drive will be deleted, so make sure it doesn't contain any important files.

2. Format the usb drive to FAT32

To make sure the unit can read files from our usb drive, we need to format it. To format it, plug it into a Windows computer. Then open explorer and in the menu on the left, right click on your usb drive, and select 'Format'. A popup like the one in the image on the right will be shown.

In this popup, select the biggest possible capacity, 'FAT32' under 'File system' and 'Default allocation size' under 'Allocation unit size'. Then, enter a name for the drive under 'Volume label' (it doesn't matter what you enter here), and press Start. If you get a warning, click OK.

WARNING: Formatting the drive will delete all files and other data from the drive. Make sure no important files are on the drive.
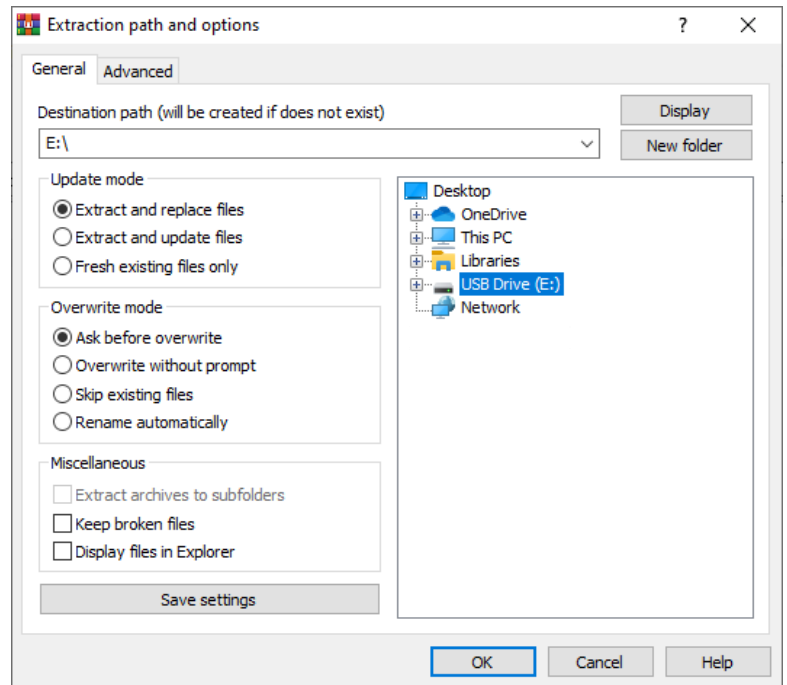
3. Put the update on the usb drive

If you haven't already, download the update from our site. This should be a .zip file. Store the file on your computer, **not on the drive itself**. Then, navigate to the file with Windows explorer and open it.
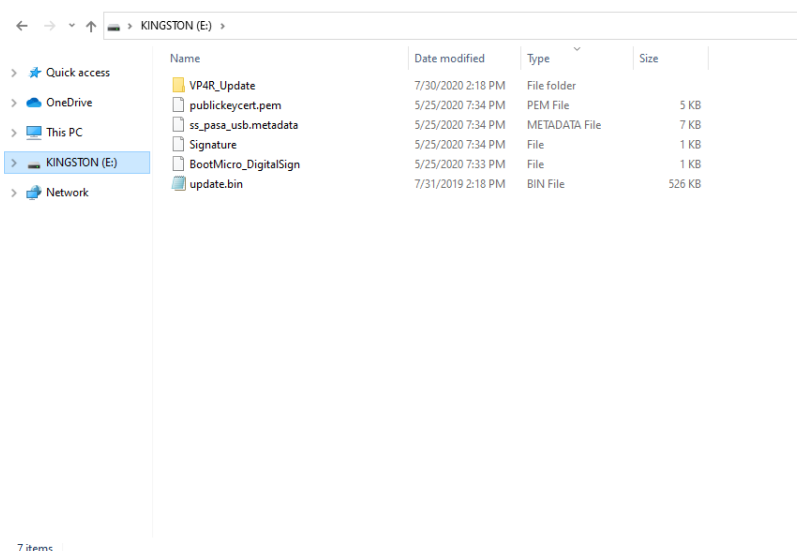
The program this file will be opened in may vary depending on your device. In this example we will use WinRAR. If you have no program yet to open .zip files, you can [download WinRAR](#) for free. Instructions may vary per program.

When you've opened the file, select 'Extract to' in the menu on the top. Then, in the popup, select the usb drive as the extraction destination like in the image on the right. **Place the files in the root of the usb drive, not in a (sub)folder, otherwise the update won't install properly.** Then press ok and the extraction will start. This may take a while.

4. Check the usb drive

After the extraction has finished, open the usb drive in explorer and verify that files are present in the **root of the drive, not in a (sub)folder**, like in the image below. Then, you can remove the drive from your computer.
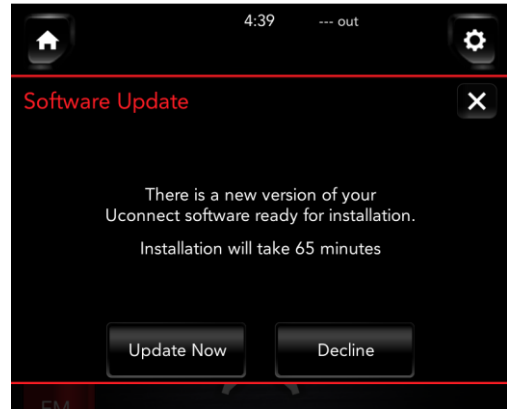
Installing the update

1. Insert the usb drive

Insert the drive into the usb-port in your car. You should see a pop-up like on the first image below appear on your head unit within a few seconds.

2. Wait for the countdown

When you see the popup on the first image, select 'Update Now' to start the update countdown (pictured on the second image). Please keep the car turned on while it is counting down. After the countdown has finished, the head unit should go into update mode, like on the third image.
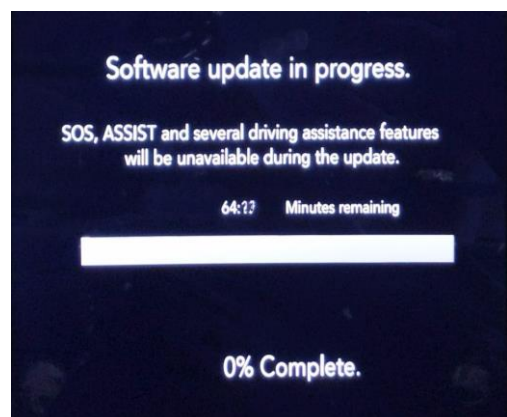You may now turn off ignition, the unit will keep updating.

3. Waiting for the update to finish

While the update is running, the usb drive should remain in your car, otherwise, the update will not install properly. Installing the update will take approximately 20 minutes.

4. Check if update was successful

When the update has finished you should check if the firmware version has changed. To check the firmware version, follow the instructions '*2. Check the firmware version*' at the start of this guide. It should now match the value that the update description stated when you downloaded it. If the update was successful, you can remove the usb drive from your car and reuse it.

Note: some features may not become available until after the car has gone to sleep. If you are missing features, try turning off your contact for an hour.