

SMARTPLAY INFOTAINMENT system

Software update manual



1 Prerequisites

- ▶ Access to Suzuki web portal <http://www.suzuki-slda.com/>
- ▶ Correctly formatted and empty (no prior data) USB stick
 - USB stick to be formatted with either FAT32 (Windows) or vfat (Linux)
 - USB 1.1 or 2.0 are supported

2 Download latest software

- ▶ Login to Suzuki web portal <http://www.suzuki-slda.com/>
- ▶ Download ZIP file and extract files onto USB sticks
 - Ensure the complete set of 13 or 14 files (if additional file "kds.dnl" is included) is copied directly to the empty USB stick. Do not create subfolders.
 - Approximate file size: ~3 GB
- ▶ SW version downgrade functionality
 - User will be notified with the below popup, in case of SW Update for older version is detected. User can choose to cancel or proceed with downgrade.

- ▶ Once the home screen appears, connect the USB stick with the above mentioned files to the USB socket of vehicle



- ▶ After inserting the USB stick, screen will turn black for ~10 seconds

4 Software update progress

- ▶ After initializing, the software update continues automatically



- ▶ The update occurs in several steps – the progress bar might not change for several minutes

i Important note:
DO NOT DOWNGRADE THE SW UNLESS REALLY REQUIRED AS THIS MAY LEAD TO INCONSISTENT BEHAVIOUR.

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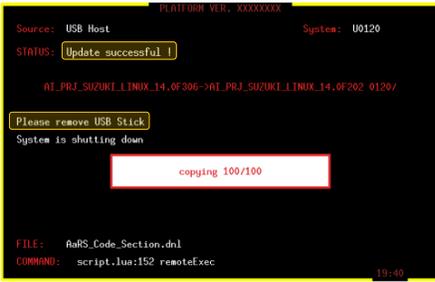
- a) After inserting the screen turns black for ~10 seconds
- b) The initialization takes ~1 minute
- c) Security validation (until 50%) = 5-7 minutes
- d) USB download = 12-15 minutes
- e) In case, audio is being played in SmartPlay; audio will play until 82% of software update and then turn off. At 83% progress the screen turns black for 2 seconds and then the update continues automatically
- f) Screen might turn black for a couple of seconds several times during this update
- g) From the time of initialization, the total time taken for software updation will be ~25 minutes

3 Start software update

- ▶ Turn the ignition key on and start the SmartPlay unit

5 Finalization

- ▶ The installation screen confirms successful software update installation



- ▶ Once the software update is complete, remove the USB stick
- ▶ Following the USB stick removal, the device will reset
- ▶ In case, if USB stick contains an additional file “kds.dnl”
 - Second restart of the system will be performed automatically within 60 sec
- ▶ The SUZUKI start up logo appears and the device goes to Stand-by mode

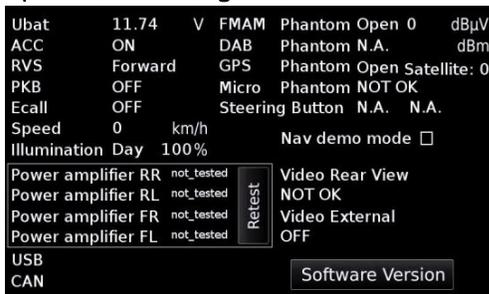


- ▶ Turn off the ignition for 1 minute and turn the ignition back on. Press the **Power** button after the SUZUKI start up logo.

Important note: Wait till the end of the software update process before removing the USB Stick. Do not turn off the device or the ignition during this time. If ignition is turned off accidentally, device will shutdown in 5 minutes. Successful download however cannot be ensured in such cases.

6 Confirming successful software update

- ▶ First, **verify the software version** of the SmartPlay unit
- ▶ **Tap and hold the settings button for ~10 seconds**



- ▶ Choose Software Version Option on the screen above to get the required version details



- ▶ Second, check proper functionality:
 - Browse through the various audio sources
 - Change the volume by swiping on the slider for volume control
 - Check if the device is switched off once you switch the vehicle's ignition lock from ACC to OFF

7 Troubleshooting

- ▶ In case of an unsuccessful software update:
 - Take a picture of the error screen or note down the error message including progress status
 - Remove USB stick
 - Wait for 5 minutes until the SmartPlay unit turned off
 - Download the latest data from the dealer management system on a different USB Stick (as per the prerequisites)**
 - Restart the software update process
- ▶ In case the above does not solve the problem, **raise FTIR.**
 - Provide a description of the error (description of failure message and point at which software download failed)
 - Attach the error screen (picture or description)
 - Attach the log *SpecialLogDirX* located on the USB Stick

