# SMARTPLAY INFOTAINMENT system Software update manual

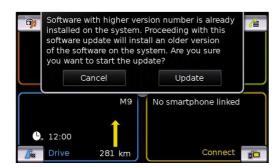


### 1 Prerequisites

- 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.



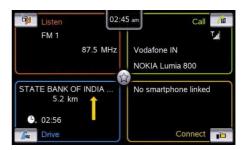


## 3 Start software update

▶ Turn the ignition key on and start the SmartPlay unit



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



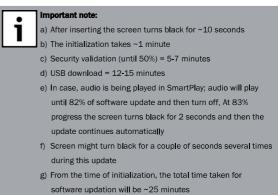
► After inserting the USB stick, screen will turn black for ~10 seconds

## 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

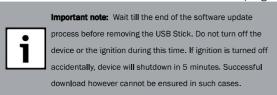


#### 5 Finalization

 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.



### 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

