


Software Update Procedures

 NOTE

If your chassis was produced between April 14, 2015 through May 12, 2017, you need to confirm that you have software that will allow Over-The-Air (OTA) updates. See [Determine if the software update has been installed](#) for details.

Connect to a Wi-Fi Network

Prepare vehicle

1. Make sure the vehicle is parked within range of a secure wifi signal that you have access to. Make sure your vehicle is parked, with the engine off, but the ignition in the **ON** position.

2. The Nav+ HD system must have a Wi-Fi signal and network access.

- Even if signal strength is present, access must be verified. See [Verify Wi-Fi Connection](#).



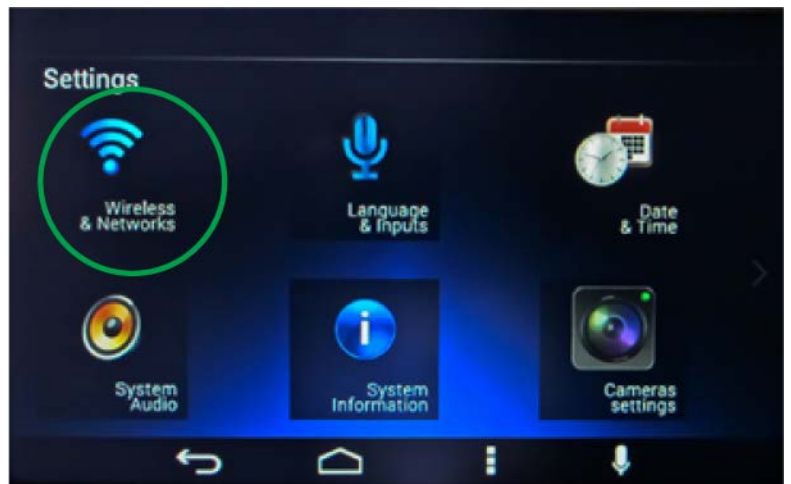
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Connect Wi-Fi

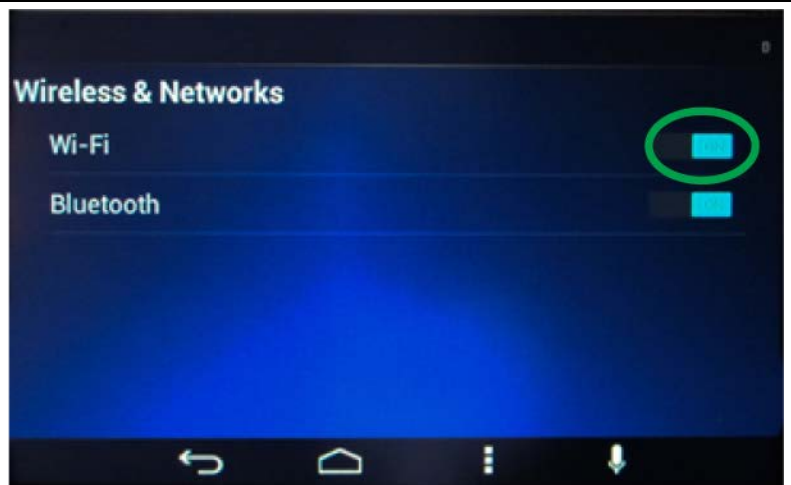
1. Tap the Settings icon on the home screen (shown with the green circle).





2. Tap **Wireless & Networks**.




3. Verify that **Wi-Fi** is **ON**.



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<ol style="list-style-type: none"> 4. When the Wi-Fi is ON, all of the available networks will be listed. 5. Tap the secure Wi-Fi network that you have access. 6. Ensure that the Wi-Fi Network signal strength indicator has a strong signal. <ul style="list-style-type: none"> • The network in the green circle has a stronger signal than the network with yellow circle. 	
<ol style="list-style-type: none"> 7. Enter a password if necessary. 	
<ol style="list-style-type: none"> 8. The System will confirm once it is connected to the network. 	

Verify Wi-Fi Connection

<ol style="list-style-type: none"> 1. Navigate to the Home screen. 2. Flick through the home screen by swiping your finger from right to left on the screen until you find the Browser icon. 	
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3. Tap the **Browser** icon to open the internet browser. If the network selected requires a username or password it will be requested at this time.
4. Make an internet search from the browser screen to verify the connection is working. If the search fails, you are not connected.

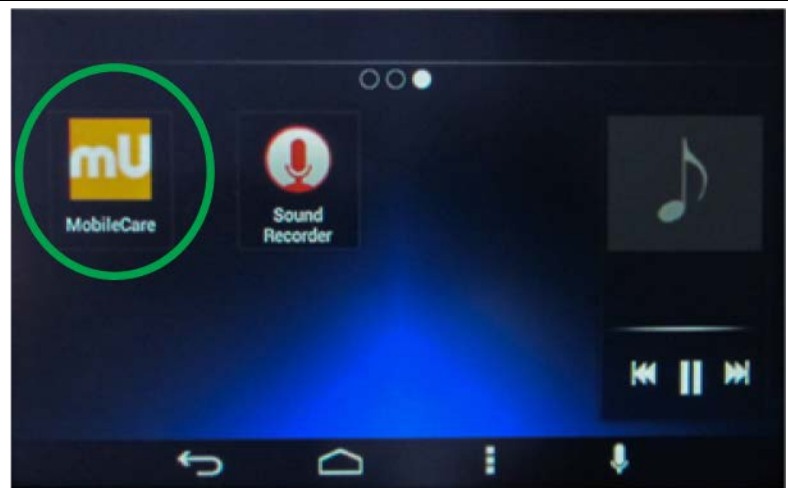


Over-the-Air Update

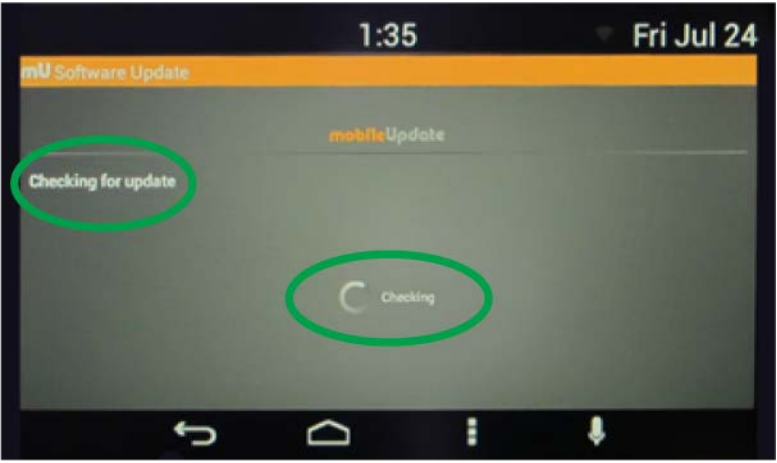
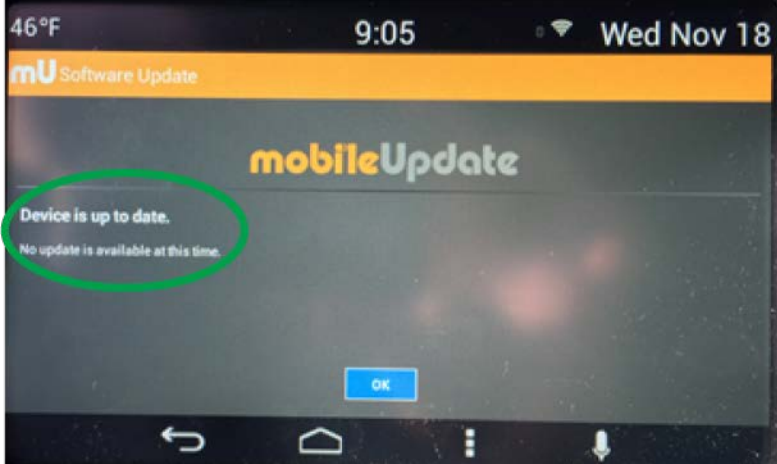
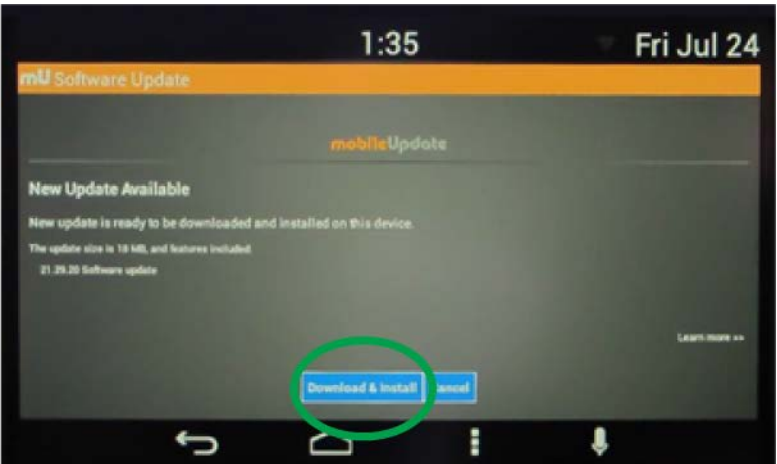
NOTE

If your chassis was produced between April 14, 2015 through May 12, 2017 you need to confirm that you have software that will allow Over-The-Air (OTA) updates. See [Determine if the software update has been installed](#).




1. Flick through the **Home** screen by swiping your finger from right to left on the screen until you find **MobileCare**.
2. Tap **MobileCare**.



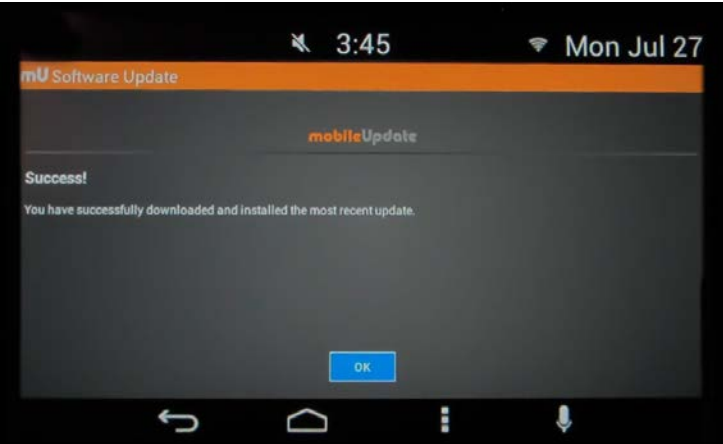
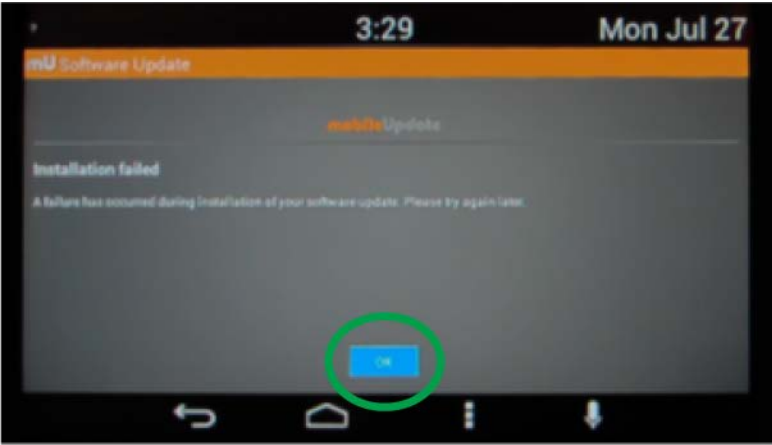

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<p>3. A "Checking for updates" message will display and a progress wheel will spin, indicating that the system is checking for an update.</p>	 <p>The screenshot shows the 'mobileUpdate' interface. At the top, it says 'mU Software Update' and 'mobileUpdate'. The main text reads 'Checking for update' with a green circle around it. Below this is a progress wheel with the word 'Checking' next to it, also circled in green. The status bar at the top shows the time as 1:35 and the date as Fri Jul 24. The bottom navigation bar includes back, home, and search icons.</p>
<p>4. OPTION 1 If the software on your Nav+ HD is current, a "Device is up to date." Message will be displayed.</p> <ol style="list-style-type: none">Tap OK.No further action is required.	 <p>The screenshot shows the 'mobileUpdate' interface. At the top, it says 'mU Software Update' and 'mobileUpdate'. The main text reads 'Device is up to date.' with a green circle around it. Below this is the text 'No update is available at this time.' and a blue 'OK' button. The status bar at the top shows the temperature as 46°F, the time as 9:05, and the date as Wed Nov 18. The bottom navigation bar includes back, home, and search icons.</p>
<p>5. OPTION 2 If an update is available, you will see this screen.</p> <ol style="list-style-type: none">Tap Download & Install.	 <p>The screenshot shows the 'mobileUpdate' interface. At the top, it says 'mU Software Update' and 'mobileUpdate'. The main text reads 'New Update Available' with a green circle around it. Below this is the text 'New update is ready to be downloaded and installed on this device.' and 'The update size is 18 MB, and features included: 21.29.20 Software update'. At the bottom, there is a blue 'Download & Install' button with a green circle around it, and a 'Cancel' button. The status bar at the top shows the time as 1:35 and the date as Fri Jul 24. The bottom navigation bar includes back, home, and search icons.</p>

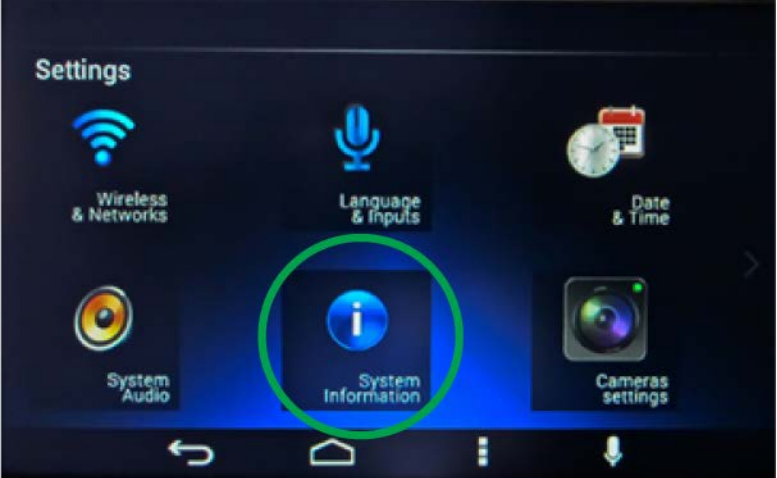

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<p>b. The home screen displays while the download is in progress. After the download is complete, the “Final Approval” screen displays.</p>	
<p>c. Tap the Do you want to proceed? box.</p> <p>d. Tap the Agree button.</p> <p>e. At this time, the Nav+ HD system will reboot. If an update for the radio unit is available, it will be installed after the Nav+HD system reboots.</p>	
<p>f. The main screen will show a progress wheel and text in yellow while the update is installed on the system. This process should take about five minutes.</p>	

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<p>g. After installation is complete, a screen stating, "Success!" will display.</p> <p>h. Tap OK and the system will return to the Home screen and normal operations.</p> <p>i. The software update is now complete.</p>	
<p>6. Follow the steps below if you do not get the "Success!" screen and the message "Installation failed" displays.</p> <p>a. Tap OK and then follow the Verify Wi-Fi Connection procedures above to verify the Wi-Fi connection and try the software update again. Proceed to Step 7 if the software update fails again.</p>	
<p>7. If the update repeatedly fails and the Wi-Fi connection is verified, look up the system software version by following the procedures below, and contact Pana-Pacific for technical support.</p> <p>Pana-Pacific Customer Support 1-866-253-7027</p>	
<p>a. Tap the Settings icon (three vertical dots) to access the Settings page.</p>	

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<p>b. Tap System Information icon.</p>	 <p>The screenshot shows the 'Settings' application interface. The 'System Information' icon, which is a blue square with a white 'i', is circled in green. Other visible icons include 'Wireless & Networks', 'Language & Inputs', 'Date & Time', 'System Audio', and 'Camera settings'. The bottom navigation bar shows a back arrow, a home button, and a microphone icon.</p>
<p>c. Record the software version listed here. It will be used for reference when initiating any call to Pana-Pacific.</p>	 <p>The screenshot shows the 'System Information' screen. The 'Software Version' field is circled in green. The text on the screen includes: 'IP Address Unavailable', 'Wi-Fi MAC Address 00:22:a0:30:91:fa', 'Android Version 4.2.2', 'Model Version DEA600', and 'Software Version DEA600-6-21.27.30-151819_00'. The bottom navigation bar is the same as in the previous screenshot.</p>



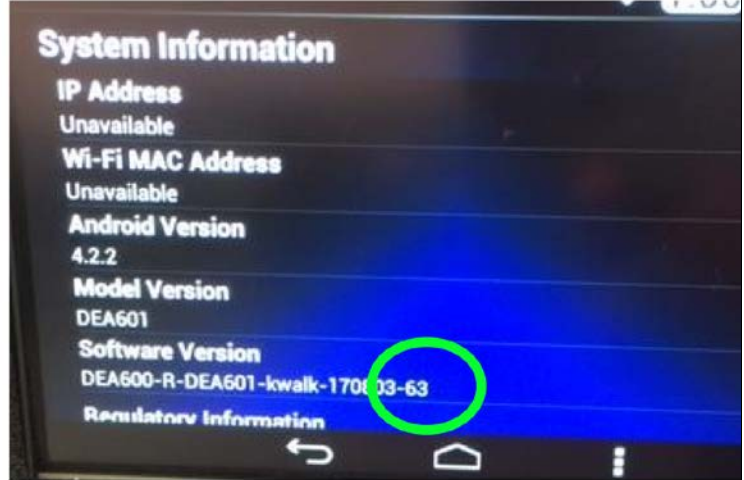
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Software Update to enable Over-The-Air Updates

Chassis produced between April 14, 2015 through May 12, 2017 require this update to be able to receive OTA updates. Without this update and an active Wi-Fi connection, you will not receive notification of updates or be able to download OTA updates.



This update must be installed with a USB thumb drive.

Determine if the software update has been installed

<p>1. Tap the Settings icon (three vertical dots) to access the Settings page.</p>	
<p>2. Select System Information.</p>	
<p>3. Confirm that the last two digits of the Software Version are 63 or higher. If they are not, the USB update must be installed. If the digits are higher than 63, then you should be able to download OTA updates.</p>	

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Identify the Nav+HD Display Model for the USB update

<p>1. Tap the Settings icon (three vertical dots) to access the Settings page.</p>	 <p>The screenshot shows the Nav+HD home screen with a dark blue background. At the top, the time is 13:00 and the date is Thu Jan 1. There are several icons: Gauges, Navigation, Audio, Phone, Camera Views, and Clock. The Clock icon is highlighted with a yellow box, and a hand cursor is pointing at it. The bottom dock contains a back arrow, a home button, and a microphone icon.</p>
<p>2. Select System Information.</p>	 <p>The screenshot shows the Settings page with a dark blue background. At the top, the time is 13:00 and the date is Thu Jan 1. There are several settings icons: Wireless & Networks, Language & Inputs, Date & Time, System Audio, System Information, and Cameras settings. The System Information icon is highlighted with a yellow box, and a hand cursor is pointing at it. The bottom dock contains a back arrow, a home button, and a microphone icon.</p>

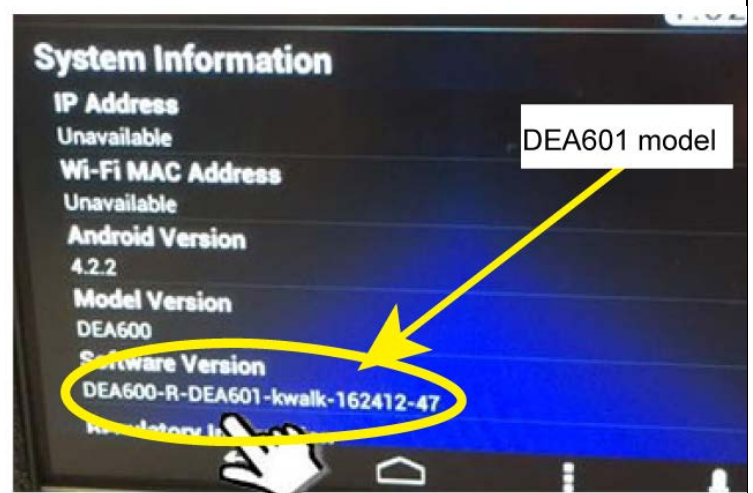
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3. If you see DEA601 under Software Version, then the unit is a DEA601, otherwise it is a DEA 600.



NOTE

IGNORE THE MODEL VERSION listed under Model Version. The Model Version is incorrect if DEA601 is displayed under Software Version and will be corrected as part of the software update.



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Download the software

USB Thumb Drive Requirements


You will need a computer connected to the internet and a USB thumb drive with the following:

- Capacity of 1 GB or greater
- No other files stored on the USB thumb drive
- Preferred but not required; a status indicator light

Software Download Instructions

➤ After identifying the Nav+HD Display model, go to <https://www.kenworth.com/about-us/resources/technologies/> to download the appropriate update file to a USB thumb drive:


- DEA600 Model receives DEA600 software
- DEA601 Model receives DEA601 software

 CAUTION
The Nav+ HD model number (DEA600 or DEA601) must be correctly identified to determine the correct software version. Installing the incorrect software version will disable the Nav+ HD unit (bricked). Contact Pana-Pacific for assistance at 1-866-253-7027 for assistance if this occurs. Repairs for this condition are not covered by Kenworth Warranty.

Install the software

Read all of the instructions in this section BEFORE you install the update.


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| 1. Insert the thumb drive with the appropriate software into the Radio front USB port. <ul style="list-style-type: none">• DEA600 Model receives DEA600 software• DEA601 Model receives DEA601 software |
|--|

 CAUTION
The Nav+ HD model number must be correctly identified to determine the correct software version. Installing the incorrect software version will permanently disable the Nav+ HD unit (bricked).



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2. Turn the ignition and radio on and wait up to seven minutes for the update to start. The update process will only take a few minutes after it starts. As soon as you see the “Installing system update...” message, wait 5 seconds and then remove the USB thumb drive. If you do not remove the thumb drive, the display will get into a loop where it continuously installs the update. If you do not remove the USB thumb drive before the update process begins, wait until after the update is installed and you see the “Installing system update...” message again.

 NOTE

While waiting for the update to start, there will be no indicator on the display. It is recommended to use a USB thumb drive with a status indicator light. If the status light on the USB thumb drive is not flashing, the unit is not interfacing with the USB thumb drive.



3. The display unit will reboot after the update. After the display unit is updated, it will automatically update the radio unit software.
- The Display unit will display a black screen with only the time as the update installs.
 - After the backlight in the radio turns solid, the update is complete. You may need press the power button on the radio to turn on the display.



4. Verify the software has been updated. See [Determine if the software update has been installed.](#)