



## System Firmware Update Instructions for Pioneer AVIC-W8500NEX and AVIC-W6500NEX In-Dash Navigation AV Receivers

This firmware update (version 1.03 for AVIC-W8500NEX and version 1.02 for AVIC-W6500NEX) applies only to the following models of Pioneer products sold in the United States and Canada.

<b>AVIC-W8500NEX</b>
<b>AVIC-W6500NEX</b>

### **IMPORTANT**

Please download and print these firmware update instructions before downloading and installing the firmware update. It is important that you complete all steps correctly and in the order described below.

Note: If you have any questions, please contact Pioneer Customer Service toll free at 1-800-421-1404, Monday through Friday, 7:30 AM - 11:30 AM and 12:30 PM - 4:00 PM (Pacific Time), excluding holidays, or by email through [parts.pioneerelectronics.com/contact](mailto:parts.pioneerelectronics.com/contact).

In order to perform this update, the following items are needed:

- Pioneer In-Dash Navigation AV Receiver listed above;
- Blank (does not contain any files) SD memory card or USB storage device 2 GB or larger in capacity, formatted to FAT32

### **CAUTION**

- **DO NOT** turn your unit off, eject the SD memory card or disconnect the USB storage device while the firmware is being updated.
- You can only update the firmware when the vehicle is stopped and the parking brake is engaged.

### **IMPORTANT (For navigation system users)**

- When this firmware update is installed, all navigation function settings will be reset and saved data will no longer be available. Once the update has finished, you will need to reconfigure the settings.
- Any content purchased and added through Naviextras will also need to be re-installed. Note that no charges will be incurred to download previously purchased content.

## Checking the firmware version on your unit

Check whether the firmware of your unit needs to be updated by checking the version number of the firmware.

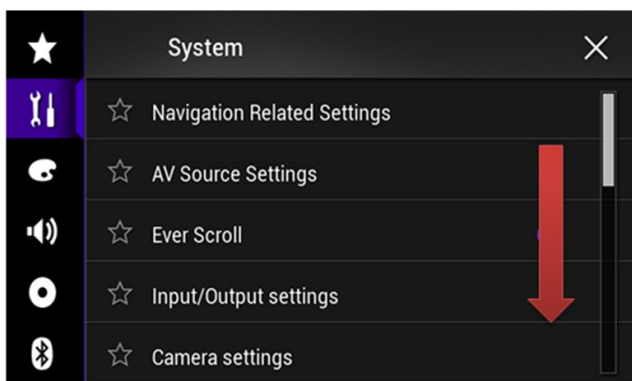
### Procedure:

1. Press the HOME button to display the Top menu screen.
2. Touch the following keys in the following order.

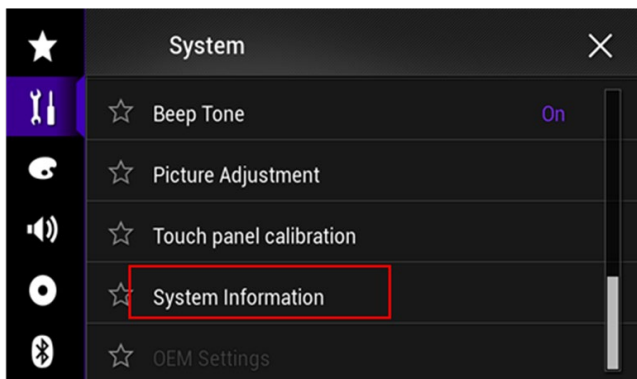


The “System” screen appears

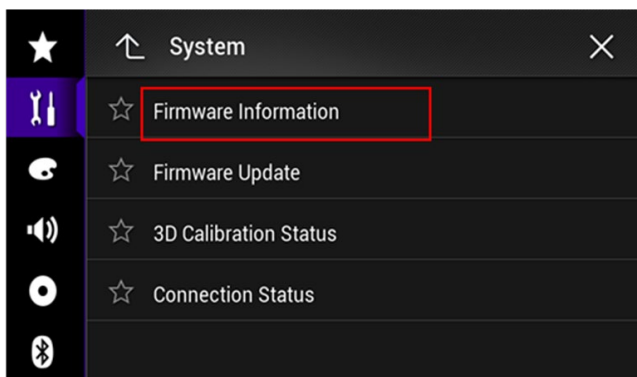
3. Scroll down the list.



4. Touch [System Information].



5. Touch [Firmware Information].



6. After the “Firmware Information” screen appears, check the firmware version number.
7. Verify that the firmware version on your unit is not already **1.03** for AVIC-W8500NEX and **1.02** for AVIC-W6500NEX.

## Downloading the firmware update files from Pioneer's website

1. Download the firmware update files by clicking on the following link and finding your product:

[pioneerelectronics.com/firmware](http://pioneerelectronics.com/firmware)

2. Extract the download file:

The Downloaded zip file will contain a subfolder named “**AVIC19**” when decompressed. This is the folder that needs to be transferred to your USB drive or SD card.

## Updating the firmware on your Unit

### IMPORTANT

<b>AVIC-W8500NEX</b>
----------------------

<b>AVIC-W6500NEX</b>
----------------------

- DO NOT perform this firmware update if the model number of your Pioneer product is anything other than one of the above models.
- Ensure that the update file is located within the root (top) folder of your SD memory card or USB storage device. There should be no other files on the SD memory card or USB storage device.
- While your unit is being updated, DO NOT turn off the system's power and DO NOT touch the unit's touchscreen as this may result in severe damage to your unit.
- DO NOT remove the SD memory card or USB storage device during the firmware update process.
- Performing the firmware update will restore all settings to their default values.
- Disconnect any external mobile devices that are currently connected to your unit before starting the update.

## Updating the firmware on your Unit

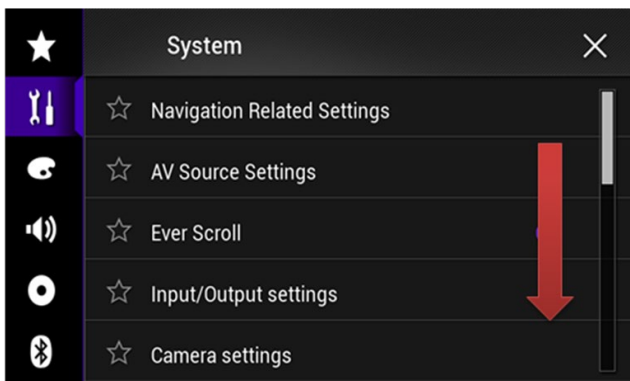
### Procedure:

1. Connect a blank (formatted) SD memory card or USB storage device to your computer, then locate the correct update file and copy it onto the SD memory card or USB storage device.
2. Insert an SD memory card into the SD card slot or connect the USB storage device to the USB port.
3. Turn the source off on your unit.
4. Press the HOME button to display the Top menu screen.
5. Touch the following keys in the following order.

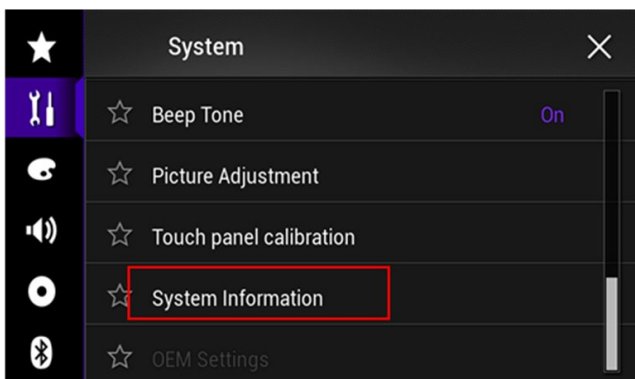


The “System” screen appears.

6. Scroll down the list.



7. Touch [System Information].

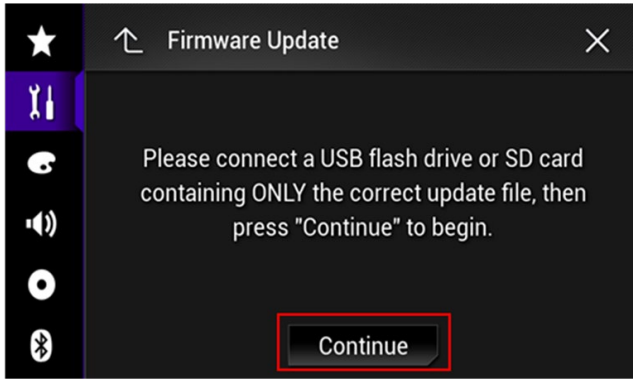


8. Touch [Firmware Update].

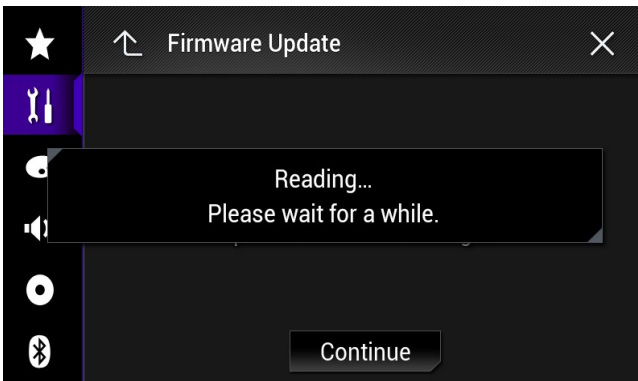


The “Firmware Update” screen appears.

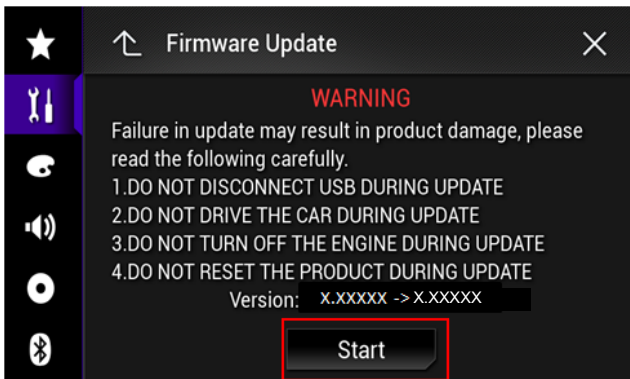
9. Touch [Continue] to display the data transfer mode.



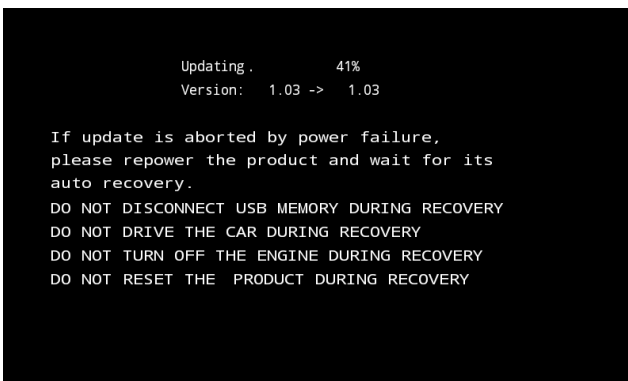
Wait for file check to complete.



10. Touch [Start].



Progress status is shown.



11. Wait until the update process is complete.

Once the firmware update process is complete, the unit will display the "Update Complete" screen.



12. Press the HOME button.

13. Remove the SD memory card or USB storage device.

14. The firmware update is complete.



## **Verify that the firmware has been updated**

Please refer to “Checking the firmware version” to verify that the firmware has been updated.

If you have any questions, please contact Pioneer Customer Service toll free at 1-800-421-1404, Monday through Friday, 7:30 AM - 11:30 AM and 12:30 PM - 4:00 PM (Pacific Time), excluding holidays, or online through [parts.pioneerelectronics.com/contact](https://parts.pioneerelectronics.com/contact).

-----

Copyright 2019 Pioneer Corporation