



get set to update over the air

How to install your Harman Infotainment System Firmware Over the Air (FOTA) via WiFi

Below you'll find easy-to-follow instructions to help you wirelessly download the latest Harman software for your Subaru. We know it looks like a lot of steps, but bear with us and we'll guide you all the way.

first things, first.

Your Subaru's engine needs to be running to perform this update, so ensure that it's parked in a well-ventilated area to protect yourself from exhaust fumes. You'll also need to be parked where you can access the internet via a WiFi network, or by using your mobile phone as a WiFi Hotspot.

the technical stuff

For FOTA to be installed, your vehicle's unit needs to have at least Version 4.0 software installed.

- For Gen 3.0 MID and HIGH spec, the minimum required firmware is Rel_U0.18.22.20
- For Gen 3.1/3.1a MID spec, the minimum required firmware is Rel4.18.11.50
- For Gen 3.1/3.1a HIGH spec, the minimum required firmware is Rel4.18.20.50

Note: Do I have a Gen 3.0 or Gen 3.1/3.1a unit?

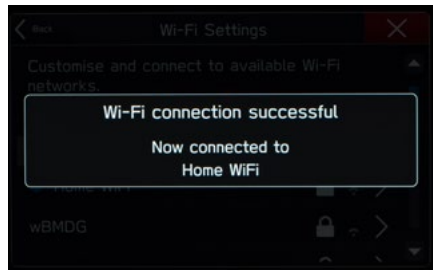
Gen 3.0 - Units **without** Digital Radio (DAB)

Gen 3.1/3.1a - Units **with** Digital Radio (DAB)

the step-by-step process

Step 1. Get connected

- 1.1 Position the vehicle within range of a WiFi signal and start engine.
- 1.2 Select "Settings" on Home screen and make sure "WiFi" is 'ON' in General tab.
- 1.3 Select the desired WiFi device in "WiFi Settings"
- 1.4 Select "Connect" and input WiFi "Password" if required. When connection is established the WiFi icon appears at the top and you can go to the next step. If connection fails, please try Step 1.4 again.



Step 2. Preparing for Update

- 2.1 Record your volume settings, as the settings will revert to default during this process. If required/requested, take note of the setting using the following procedure and reset it after the update completes.
 - 2.1.1 Go to 'Sound' tab on Settings
 - 2.1.2 Take note of the volume settings -
 - Entertainment Volume:
 - AUX Volume:



Next select EITHER option (a) or (b) below, depending on your vehicle.

2.2(a) Setting Clock (GPS) - For HIGH spec units with Navigation (Navi)

Navi clock needs to be set to 'real time' for the 'check for update' authentication procedure. Set the clock via GPS signal by following the steps below.

- 2.2.1 Check current vehicle position on map screen. If position is correct, Navi has received the time correctly. Please go to Step 3. If position is not correct, please go to Step 2.2.2.
- 2.2.2 Move car to where GPS signal can be received (e.g. outside garage). If position is now correct, Navi has received the time correctly. Please go to Step 3.

2.2(b) Setting Clock (Radio)- For MID spec units WITHOUT Navigation

Radio clock needs to be set to 'real time' for the 'check for update' authentication procedure. Set the clock via a smartphone by following the steps below. If a smartphone has already been paired with the radio, this step will not need to be redone, however, the smartphone must be connected during the FOTA process.

Please ensure your smartphone was paired as per the below steps.

Bluetooth Pairing

- 2.2.1 Select Phone on Home screen
- 2.2.2 Select Yes on "No Device Connected" popup. If Radio doesn't show popup, select "Add a device" on Phone Overview.
- 2.2.3 When Radio shows the right screen, operate smartphone screen and select "Subaru BT" from the device list in your smartphone's Bluetooth settings.



If the device name is changed on setting screen (Settings>General>Change Device Bluetooth Name), please select the device name.

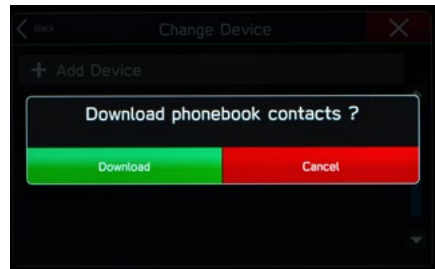
- 2.2.4 Confirm the same PIN code is shown on smartphone and select "Confirm" on popup.
- 2.2.5 Select "Pair" on smartphone device screen.



Transfer phonebook step

Radio gets the clock information from this operation.

- 2.2.6 Move to Change Device from Phone screen
- 2.2.7 Select the desired smartphone device
- 2.2.8 Turn "Phonebook Download" on
- 2.2.9 Operate smartphone screen and permit phonebook transferring
- 2.2.10 Check Bluetooth setting of "Subaru BT" on smartphone and confirm the settings of contact sync and notification are ON.



Depending on the model (eg: iOS or Android), settings on your smartphone may need to be changed. Refer to smartphone user manual for more detail, if required.

2.2.11 Restart Radio using one of the ways below:

- Press and hold Volume knob button for 10sec. System will restart. You may need to press volume knob once to turn screen on if blank screen persists.
- Turn engine and ignition OFF. Open and close driver's door. Wait for 3 min. and restart Engine.

Step 3. Do an update check

- 3.1 Select 'Settings' on the Home screen.



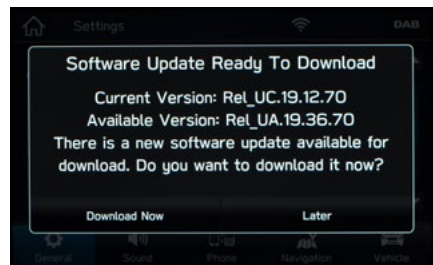
- 3.2 Select "Check for Updates" on General tab.

Note: This button is grayed out during Navi initialization. It takes about 1min. until this button becomes active.



- If screen shows "Software Update ready to Download" popup, the update is available and you can start immediately by going to Step 4.

If you don't wish to start the update now, please select "Later" and finish this operation.



- If screen shows "Connect to WiFi" popup, you are not connected to a network or have a poor signal. If the popup is still shown after you press "OK" and "Check for Updates", please try again from Step 1.
- If screen shows "Your device's software is up-to-date" popup, your software is already the latest version. So, please finish this operation.

OR - Your software is prior to Version 4. Check to see if your software is listed under 'The technical stuff' list at the top of this document. If your firmware version is older than the listed versions, please visit your Subaru Service Centre to have the update carried out to allow future FOTA updates.

- If screen shows "Software download failed. Do you want to retry" popup, it's possible that the Navi system cannot get the clock time information correctly. Move vehicle to a location where the Navi can receive GPS signal and try again.

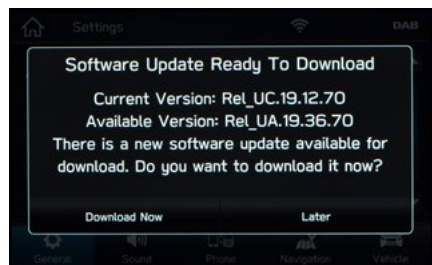
For clock setting procedure, please refer to Step 2.2.

Note: There is a limit to the number of attempted updates. After 10 unsuccessful attempts, FOTA will no longer be available until the unit is updated via USB. If this occurs, please visit your Subaru Service Centre.

Step 4. You're ready to update the software

(Continued from Step 3.2)

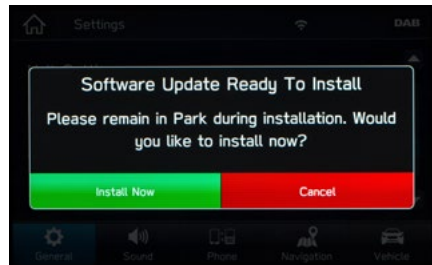
- 4.1 Take note of "Available Version". This will be used at Step 5.
- 4.2 Select "Download Now" and the unit will start the download.



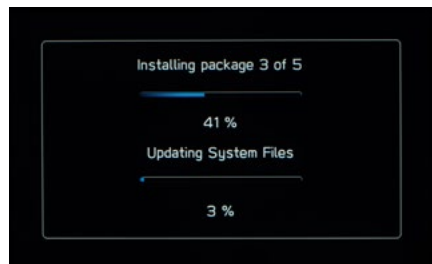
- 4.3 Wait until download reaches 100%. This will take 5 to 20 minutes depending on WiFi provider and signal strength.



- 4.4 Screen shows the right popup after download is completed.
- 4.5 Select "Install Now" to start update. If "Cancel" is selected, the file will need to be re-download when user tries next update.



- 4.6 Wait until the install is completed – approximately 10 minutes.



- 4.7 Automatically shutdown and restart after install is completed. The unit may repeat 'shutdown – restart' cycle several times depending on software version before update. So please wait until the screen shows "Home" screen.
- 4.8 Go to Home screen and the update is completed. After this step, you can reset the volume settings noted at step 2.1.



Step 5. Do a final check

- 5.1 Select "Settings" on HOME screen.
- 5.2 Select "System Information" on "General" tab.
- 5.3 Check the Software Version is the same version as "Available Version" noted at step 4.1 before update.
- 5.4 Go to Home screen and turn vehicle OFF to complete the procedure.

You're all done!

Now sit back in your Subaru and enjoy the enhanced software, improved functionality and up-dated features available via your infotainment unit.

For any further assistance contact your local Subaru Service Centre.