GR86 Audio
REMOTE SOFTWARE UPDATE FROM START TO FINISH

The GR86 Audio multimedia system can receive software over–the–air (OTA), updating your vehicle's software and improving the system's functionality without needing to schedule a service department visit.

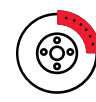## BEFORE STARTING THE SOFTWARE DOWNLOAD

Park the vehicle outside where the engine can be started and idled during the update process.

Never idle a vehicle in a closed space like a garage, even with the door open.

Once in a safe location, make sure the vehicle is in **park** if equipped with an automatic transmission, or **neutral** if equipped with a manual transmission.

Fully engage the parking brake and remain with the vehicle throughout the update process.

The process can take up to 1 hour and 10 minutes.

Every vehicle feature remains useable except for the audio multimedia touchscreen display.

Unplug all devices and cables from the vehicle's USB ports, including active use of apps, such as Apple CarPlay®1 and/or Android Auto™2.

FINDING A SUITABLE INTERNET CONNECTION

GR86 Audio's Connected Services are limited to Service Connect, Safety Connect, and Remote Connect. Users must rely on a Wi-Fi hotspot to connect the vehicle's head unit to the internet and receive remote software updates.

Connect the vehicle to a strong Wi-Fi source like:
- **Your home Wi-Fi (if it reaches your parked location)**
- **Your phone's Wi-Fi hotspot (if your phone and data plan are capable)**

Note: Updates require at least 100MB of data. Choose a Wi-Fi connection with no data restrictions. Wi-Fi connections that require a login, such as those at a coffee shop or hotel, cannot be used.
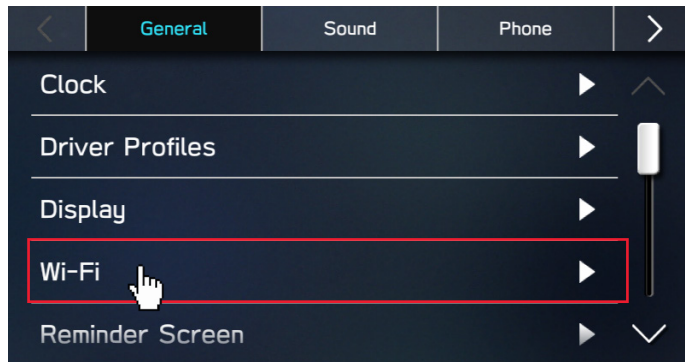
To connect to your chosen Wi-Fi source:
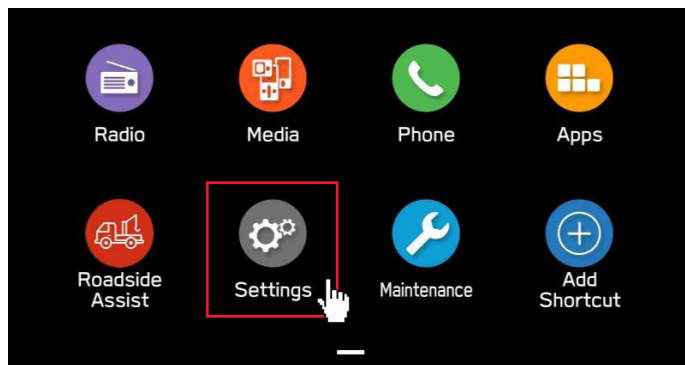
1 Go to **Settings** in your vehicle's touchscreen display.
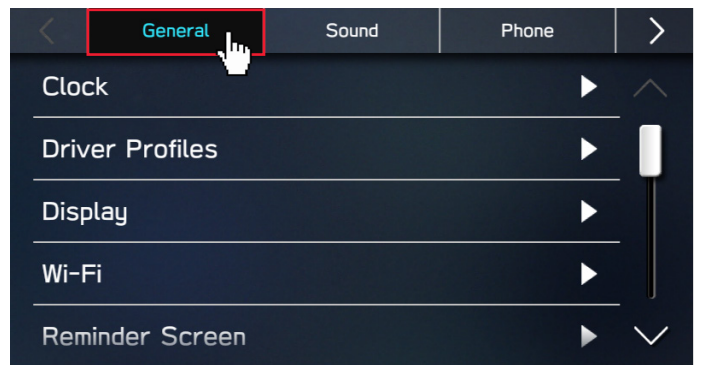
2 Select **General**.

3 Select **Wi-Fi**.

**4** Ensure that Wi-Fi is turned on and then select **Available Wi-Fi Networks**.

5 Select your preferred Wi-Fi network and enter a password if necessary.

Take note of the Wi-Fi signal strength in the top right corner of the screen. If it's only showing one to two bars with your selected network, download speeds will likely be slow. If possible, choose a strong network or move the vehicle closer to the Wi-Fi device.

STARTING AND COMPLETING THE REMOTE SOFTWARE UPDATE

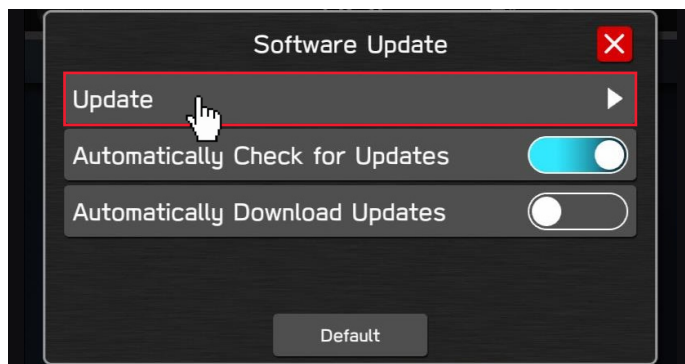Now it's time to update the GR86 Audio Multimedia with an OTA update.
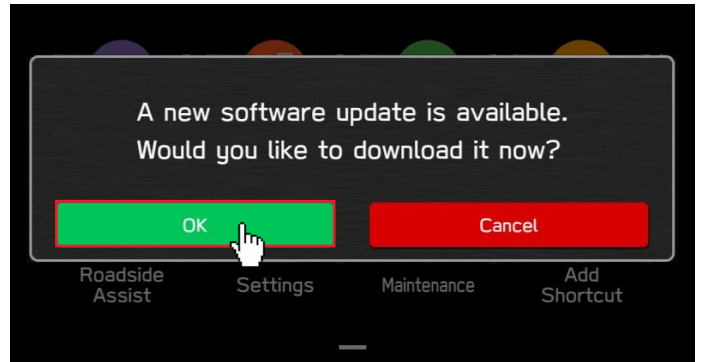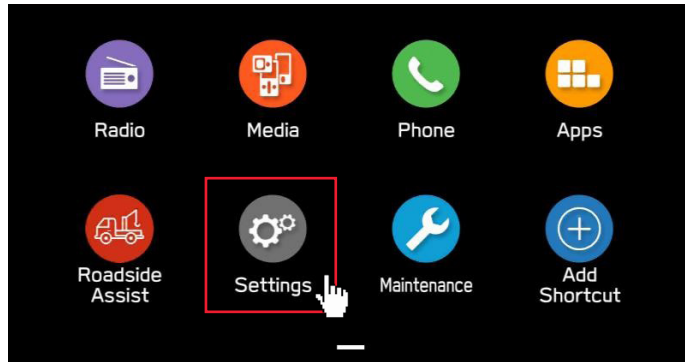
1 Go to **Settings** on your in-vehicle display. If you're following a prompt on the touchscreen display, select **OK**, and skip to **Step 6**.
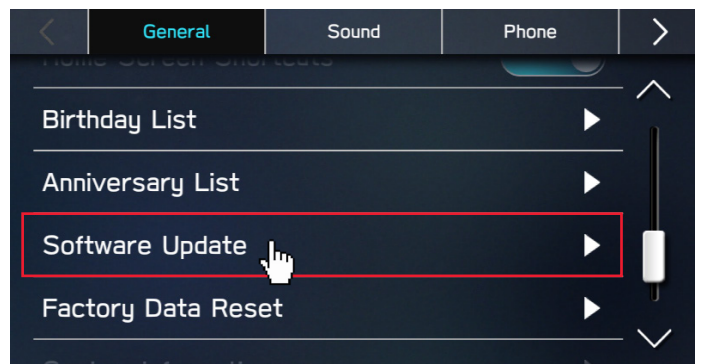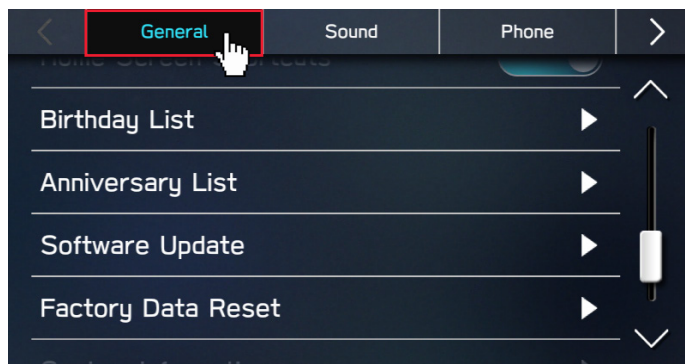
2 Select **General**.

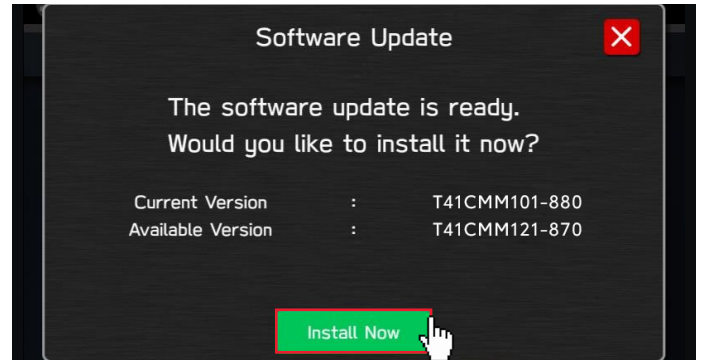**3** Select **Software Update**.
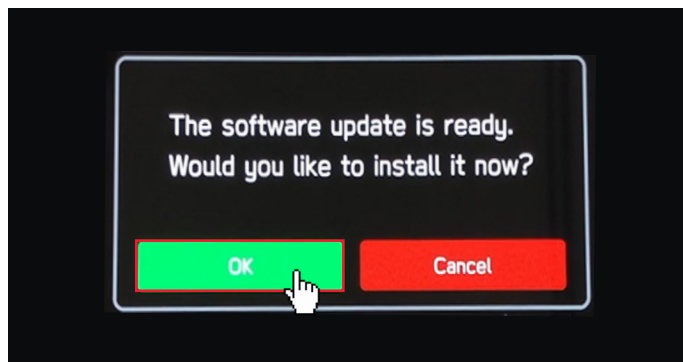

4 Select **Update**.

5 Select **Check For Updates**.

6   Select **Download Now**.
- The download process will take up to 30 minutes
- The system can be used while the software update is being downloaded

7   Once the download is complete, select **Install Now**.
- The installation process will take up to 40 minutes
- Do not turn off the engine during installation

Note: If the display screen goes black during the installation process, leave the vehicle on, and let the system restart. After up to two minutes, you will receive a message asking if you'd like to install the software. Press **OK** to continue.
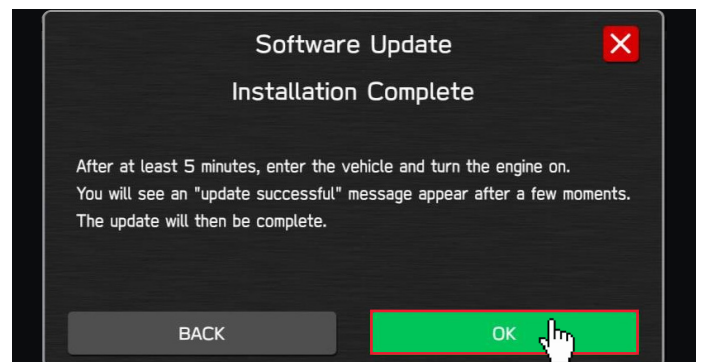

8   Select **OK** on the confirmation screen when the installation is complete.

9   Turn off the vehicle. The installation will complete after the vehicle has been off for at least 5 minutes. You will see a **The update was successfully installed** message upon restarting the vehicle.

Note: The vehicle can be driven if needed. However, touchscreen functionality will be limited until a notification that the update has been completed appears.
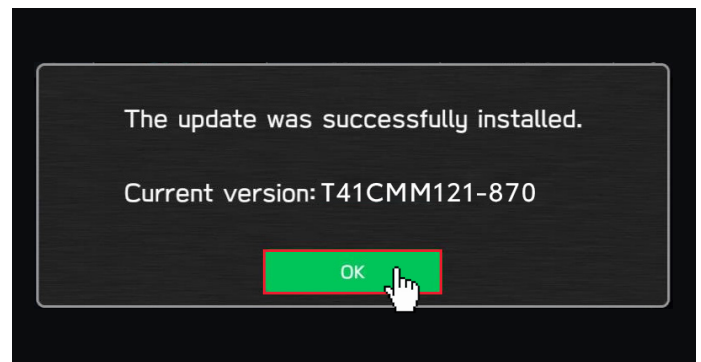
TROUBLESHOOTING

The information below will assist with possible error messages that may appear.
If issues persist, please contact Toyota Customer Support at **1-800-331-4331**.
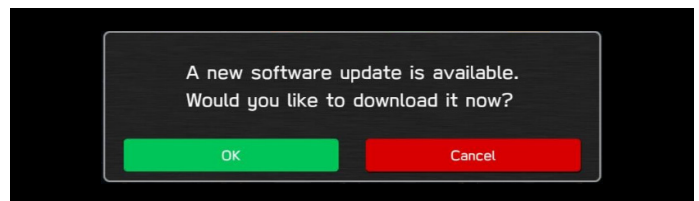
1 If you receive one of the following two messages during the update process:

- **Check your internet connection to ensure its active and shows full bars of connectivity.**

- **Try moving the vehicle closer to the Wi-Fi source. If that's not possible, try a different Wi-Fi connection such as a phone hotspot.**
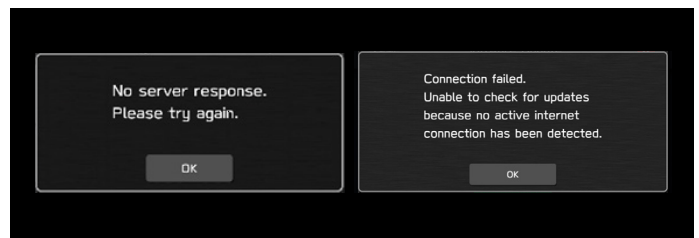
2 If the system displays the following message when checking for updates:

- **This means you don't need an update and no action is necessary.**
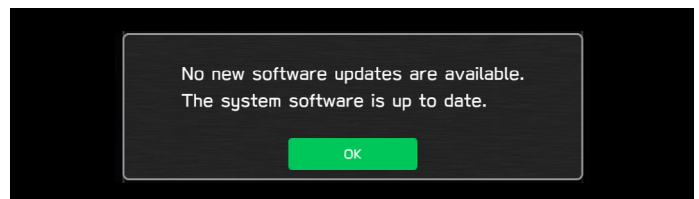
3 If the **OK** button does not respond when beginning the update process:

- **Press the home button and start from the beginning by going to Settings, Software Updates, and Update.**


4 If the **progress bar** does not move after selecting **Download** or, if you receive a **Connect to Wi-Fi** popup while downloading:

- **Check your internet connection to ensure that it's active and showing full bars of connectivity.**

- **Try moving the vehicle closer to the Wi-Fi source. If that's not possible, try a different Wi-Fi connection such as a phone hotspot.**

5 If you encounter a blank screen and the update restarts during installation:

- **Leave the vehicle on and allow the system to restart. After up to two minutes, you will receive a message indicating that the software is ready to install. Press OK to continue.**
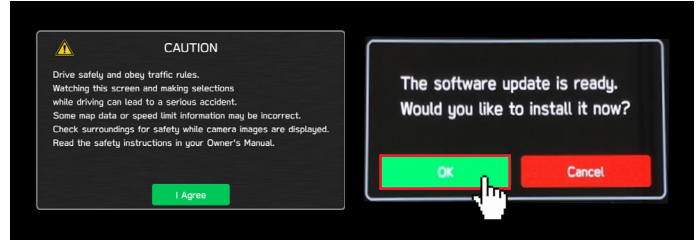
6 If you receive the following message during the update asking to resume the software update after an interruption, select **OK** to resume the process.
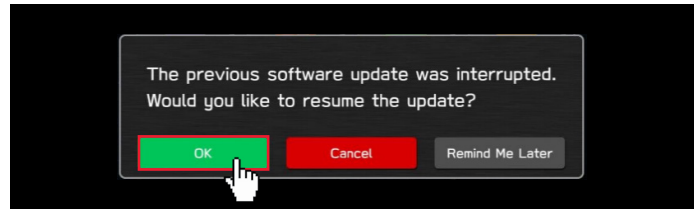
DISCLOSURES

1. Apple CarPlay is a registered trademark of Apple Inc. **2.** Android Auto, YouTube Music and other marks are trademarks of Google LLC.