



## System Firmware Update Instructions for Pioneer SMARTPHONE Receivers (SPH-C10BT)

This firmware update (version **8.21**) applies only to the following models of Pioneer products sold in Australia and New Zealand.

SPH-C10BT
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### **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 at [tech.callcentre@pioneer.com.au](mailto:tech.callcentre@pioneer.com.au), Monday through Friday, 9:00 AM - 5:00 PM, excluding holidays.

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

- Pioneer SmartPhone receiver listed above.
- A USB storage device meeting the following requirements.
  - 2 GB or larger in capacity, formatted to FAT32
  - Blank (should not contain any files)

### **CAUTION**

- **DO NOT** turn your unit off or eject 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.



## Checking the firmware version

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

### Procedure:

1. Start the vehicle engine.
2. If AV Source is On, Press and hold SOURCE(MUSIC)/OFF to set the unit Source OFF.  
And If Pioneer Smart Sync is connected, disconnect.



3. Press and hold Application launch to display the "Initial" menu. then press to confirm.



4. Press > repeatedly to select "UPDATE", then press Application launch to confirm.



5. Select the "SW VER" to confirm the system info.



6. After the "SW VER" screen appears, check the firmware version.



7. Verify that the firmware on your unit is not already **8.21**.

## 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:

<https://www.pioneer.com.au/firmwaresoftware/>

2. Extract the download file.

The Downloaded zip file will produce the following file when decompressed: (See the table below)

	<b>19DEH_A0821.scd</b>
<b>SPH-C10BT</b>	

## Updating the firmware on your Unit

### IMPORTANT

**SPH-C10BT**

- 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 USB storage device. There should be no other files within the 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 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.

## Procedure:

1. Connect a blank (formatted) USB storage device to your computer, and then locate and copy the “.scd” file onto the USB storage device.
2. Start the vehicle engine.
3. Connect the USB storage device to the USB input on your unit.
4. If AV Source is On, Press and hold SOURCE(MUSIC)/OFF to set the unit Source OFF.  
And If Pioneer Smart Sync is connected, disconnect.



5. Press and hold Application launch to display the Initial menu.



6. Press > repeatedly to select “UPDATE“, then press Application launch to confirm.



7. Select the “START” item for updating the unit to the latest software.



8. The “CHK FILE” screen appears.  
-> If it shows “ERROR” on the display, Try the following  
“FILE ERR->CHK USB” Confirm the software is correct, then restart Version up or change a new USB memory.



9. After starting, there will be a progress status while updating.  
-> If it shows "ERROR" on the display, Try the following  
"ERROR->RETRY" Disconnect / connect the USB storage device. And press Application launch to  
retry Version up.



10. Wait for until the Version Up complete. (For about 5 minutes)  
-> The following screen will show if the Version Up ends successfully.



11. The product will reboot after the update is finished. Do not touch anything even when the screen is  
blacked out. After it has finished rebooting, the screen will return to Source OFF .



12. The firmware update is now complete. Your Pioneer SMARTPHONE Receiver is now ready for use.

## Check if the firmware has been updated

Perform the same procedure for "Displaying the firmware version" to check if the firmware has been updated.

### Procedure:

1. Start the vehicle engine.
2. If AV Source is On, Press and hold SOURCE(MUSIC)/OFF to set the unit Source OFF.  
And If Pioneer Smart Sync is connected, disconnect.



3. Press and hold Application launch to display the "Initial" menu. then press to confirm.



4. Press > repeatedly to select "UPDATE", then press Application launch to confirm.



5. Select the "S/W VER" to confirm the system info.



6. After the "S/W VER" screen appears, check the firmware version.



## Contact Information

Pioneer Customer Support Center

[tech.call.centre@pioneer.com.au](mailto:tech.call.centre@pioneer.com.au)

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