



## System Firmware Update Instructions for Pioneer In-Dash Receivers (DMH-1500NEX, DMH-C2500NEX, DMH-C2550NEX, DMH-C5500NEX, AVH-1500NEX, AVH-1550NEX, AVH-2500NEX, AVH-2550NEX, AVH-3500NEX)

This firmware update applies only to the following models of Pioneer In-Dash Receivers sold in the United States and Canada.

<b>DMH-1500NEX</b>
<b>DMH-C2500NEX</b>
<b>DMH-C2550NEX</b>
<b>DMH-C5500NEX</b>
<b>AVH-1500NEX</b>
<b>AVH-1550NEX</b>
<b>AVH-2500NEX</b>
<b>AVH-2550NEX</b>
<b>AVH-3500NEX</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](https://parts.pioneerelectronics.com/contact).

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

- Pioneer In-Dash 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 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.

## 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.

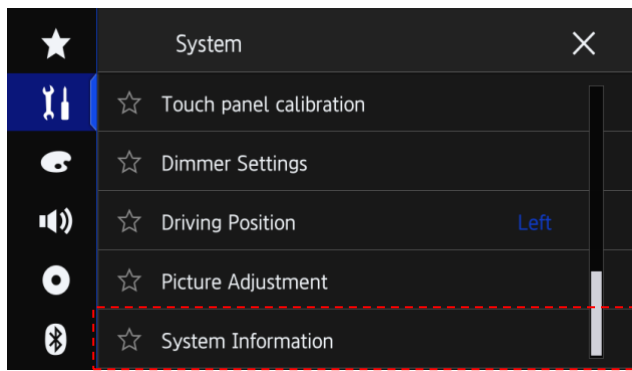
### Procedure:

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

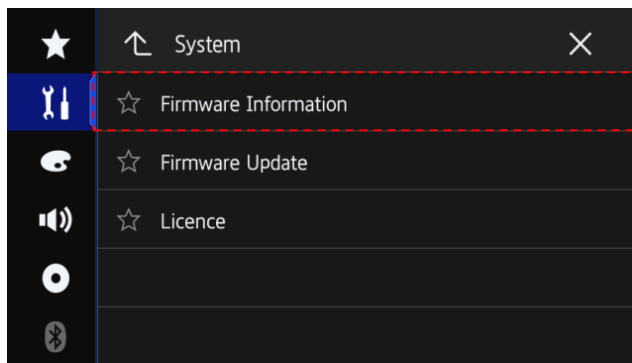


The “System” screen appears.

3. Scroll down the list and touch [System Information].



4. Touch [Firmware information].



5. After the “Firmware Information” screen appears, check the firmware version number.



## 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 produce the following files when decompressed: (See the table below)

Model Name	Update necessary if:	File Name	Version
DMH-C2500NEX	Current version is Lower than 8.12	CVJ3243-D.avh	8.12
	Current version is Lower than 18.00~18.11	CVJ4855-C.avh	18.12
DMH-C5500NEX	Current version is Lower than 8.12	CVJ3244-D.avh	8.12
DMH-C2550NEX	Current version is Lower than 8.12	CVJ3244-D.avh	8.12
	Current version is Lower than 18.00~18.11	CVJ4856-C.avh	18.12
AVH-2500NEX	Current version is Lower than 8.12	CVJ3245-E.avh	8.12
	Current version is Lower than 18.00~18.11	CVJ4857-C.avh	18.12
AVH-1500NEX	Current version is Lower than 8.12	CVJ3245-E.avh	8.12
AVH-2550NEX	Current version is Lower than 8.12	CVJ3246-F.avh	8.12
	Current version is Lower than 18.00~18.11	CVJ4858-D.avh	18.12
DMH-1500NEX	Current version is Lower than 8.12	CVJ3246-F.avh	8.12
	Current version is Lower than 18.00~18.11	CVJ4858-D.avh	18.12
AVH-1550NEX	Current version is Lower than 8.12	CVJ3246-F.avh	8.12
AVH-3500NEX	Current version is Lower than 8.12	CVJ3250-D.avh	8.12
	Current version is Lower than 18.00~18.11	CVJ4862-D.avh	18.12

### IMPORTANT

There may be more than one firmware update listed for your product. Please check your current firmware version and copy to your USB storage device only the update file that corresponds to your receiver's current firmware, as listed in the table above.



## Updating the firmware on your unit

<b>DMH-1500NEX</b>
<b>DMH-C2500NEX</b>
<b>DMH-C2550NEX</b>
<b>DMH-C5500NEX</b>
<b>AVH-1500NEX</b>
<b>AVH-1550NEX</b>
<b>AVH-2500NEX</b>
<b>AVH-2550NEX</b>
<b>AVH-3500NEX</b>

### **IMPORTANT**

- 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 before starting the update.
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## Updating the firmware on your unit

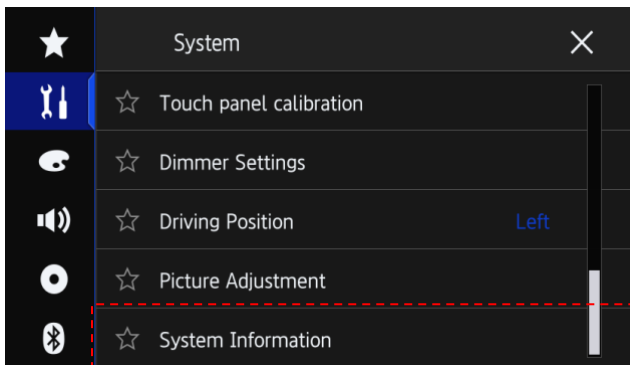
### Procedure:

1. Connect a blank (formatted) USB storage device to your computer, and then locate the correct update file and copy it onto the USB storage device.
2. Connect the USB storage device to the USB port.
3. Set the audio source to "OFF" on your unit.
4. Press the HOME button to display the menu screen.
5. Touch the following keys in the following order.

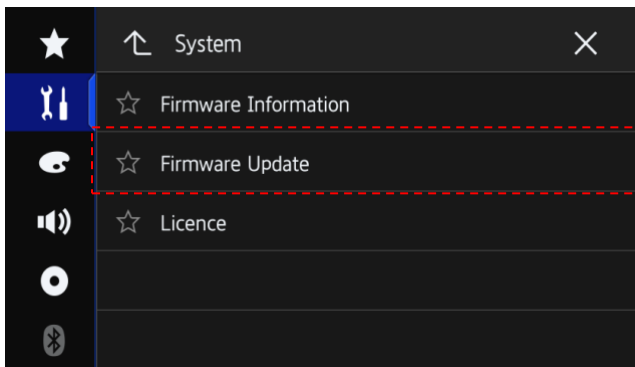


The "System" screen appears.

6. Scroll down the list and touch [System information].

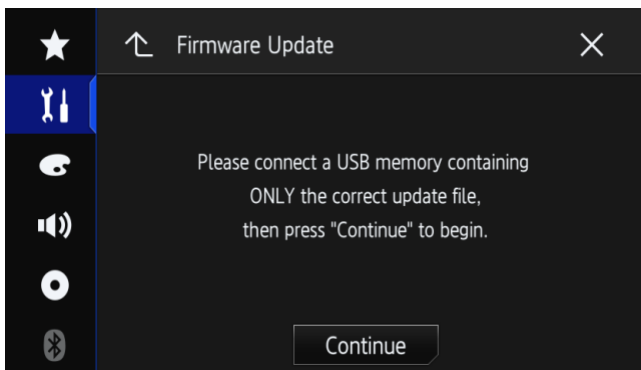


7. Touch [Firmware Update].

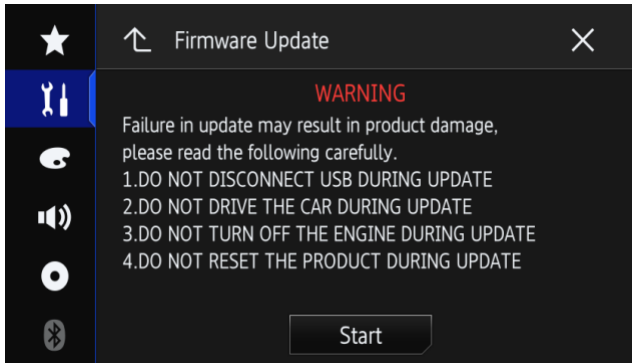


The "Firmware Update" screen appears.

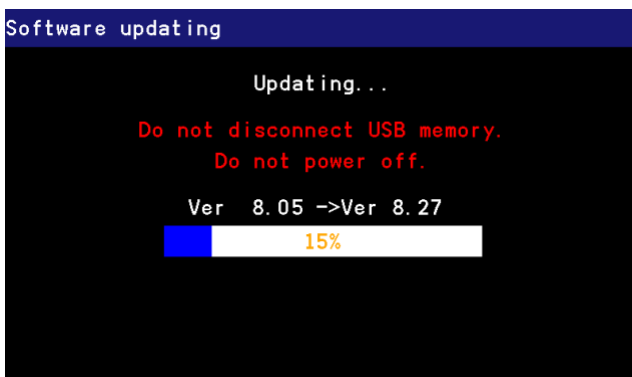
8. Touch [Continue] to display the data transfer mode.



9. Read the “WARNING,” then touch the [Start] button to start the update process. If it shows “ERROR” on the display, try another USB device.



10. After starting, there will be a progress bar while updating. (Please note: version number will differ from image below.)



11. Display will show “It succeeded...” when the update is complete.



12. The product will reboot after the update is finished. Do not touch the display or press any buttons while the screen is blacked out. After it has finished rebooting, the screen will return to the menu screen.
13. Remove the USB storage device.
14. The firmware update is now complete. Your Pioneer In-Dash Receiver is now ready for use.

## Confirm that the firmware has been updated

Perform the same procedure for “Checking the firmware version on your unit” to confirm that the firmware has been updated.

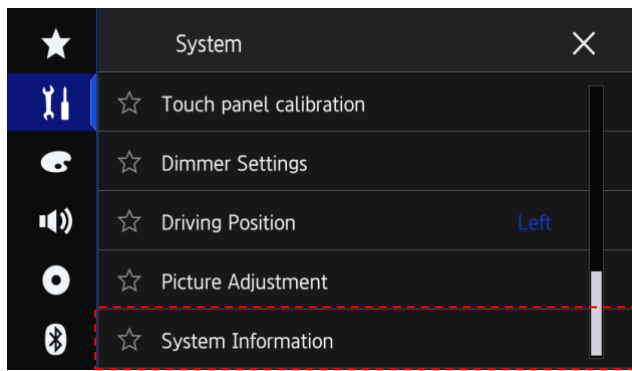
### Procedure:

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

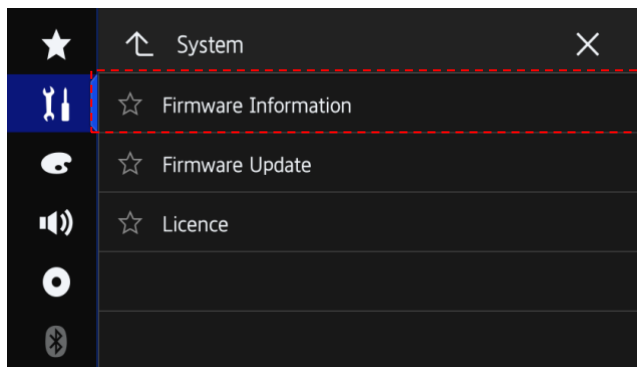


The “System” screen appears

3. Scroll down the list and touch [System Information].



4. Touch [Firmware information].



5. After the “Firmware Information” screen appears, check the firmware version number.

If you have any difficulty performing these instructions, 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](http://parts.pioneerelectronics.com/contact).