

## FAQ

### CNDV-700HD (For AVIC-Z1)

Q: I receive the message, "Invalid Device Number."

A: Please confirm that you are using the correct Device Number located in the Service Info Screen of the Pioneer navigation system.

Q: I can't find the Device Number.

A: The Device Number is located within the Pioneer navigation system menu. Press the "Menu" button on the Pioneer navigation system, then press the touchscreen buttons in the following order: Settings > Hardware > Service Info Screen. The Device Number is located in the Service Info Screen.

Q: I can't read the Device Number or the Pioneer navigation system is not working / not present.

A: The Device Number is unique to each Pioneer navigation system and must be read only from the unit you are trying to update. If a different Device Number is used, the installation of the update will fail.

Q: I receive the message, "Invalid Media Number."

A: Please confirm that you are using the correct Media Number located on the Media Number Card bundled with the update disc.

Q: I receive the message, "Media Number already in-use."

A: Please confirm that you are using the correct Media Number located on the Media Number Card bundled with the update disc. Each Media Number is unique and cannot be used to update multiple Pioneer navigation systems.

Q: I do not have a Media Number Card bundled with the update disc.

A: Each disc is bundled with its unique Media Number printed on the Media Number Card. Each Media Number is unique and cannot be used to update multiple Pioneer navigation systems.

Q: I have correctly input the Device Number and the Media Number, but the website failed to generate a Password.

A: Please check the website for any Server Maintenance messages and try again later.

Q: The software installation was interrupted because the power was turned off or the disc was ejected. Do I need to restart the installation?

A: The software installation will pause if interrupted and will continue when you restart the Pioneer navigation system or the disc is reinserted. Most functions are disabled during the software installation and are not available until the installation is complete.

Q: How much time does the software installation take?

A: The software installation takes approximately 3 hours to complete. The Pioneer navigation system requires electrical power during the entire software installation and therefore it is recommended to connect the vehicle to a battery charger during the software installation. Most functions are disabled during the software installation and are not available until the installation is complete.

Q: What data will be deleted from the Pioneer navigation system during the software installation process:

A: The software installation deletes the previous map and application data and stores the new map and application data onto the hard disc drive. Additionally, the following user created data is also deleted:

- . • Learned route data
- . • Current route
- . • Guidance state of the current route
- . • The history of the "Auto fill-in function"
- . • The settings in "Volume"

- The user stored data in the hard disc drive of the unit may be erased if unexpected error occurs during software installation. Pioneer is not responsible for any data loss or unavailability of user data.

Q: The CNDV-700HD Gracenote® Database included in the update is dated November 2006, but I have already installed a newer downloadable Gracenote® database into my Pioneer Navigation system. Will the Gracenote® title information for newer songs stored in my Music Library be deleted?

A: The software installation will re-write the Gracenote® Database to the November 2006 version, however the title information for any music stored in your Music Library will be saved. You will need to re-install any newer versions of the downloadable Gracenote® Database.

Q: How do I check to see if the software installation was successful?

A: The Version Number is located within the Pioneer navigation system menu. Press the "Menu" button on the Pioneer navigation system, then press the touchscreen buttons in the following order: Settings > Hardware > Service Info Screen. The Version Number is located at the top of the Service Info Screen. The new Version Number will be 02.0000 or later.

Q: I have successfully generated a Password, but the Pioneer navigation system does not allow me to continue the software installation.

A: Please call the Pioneer Navigation Update Technical Support center at: 1-800-421-1404. (If you are in Canada, please call: 1-877-283-5901.)

Q: The software installation process was interrupted and will not restart.



A: Please call the Pioneer Navigation Update Technical Support center at: 1-800-421-1404. (If you are in Canada, please call: 1-877-283-5901.)

Q: The Pioneer navigation system has no functions after installation is complete.

A: Please call the Pioneer Navigation Update Technical Support center at: 1-800-4211404. (If you are in Canada, please call: 1-877-283-5901.)