Map Update Portal Landing Page

• <u>https://vito.garmin.com/vito</u>



Map Updates



Welcome to Map Updates

The navigation update process will require you to go to your car, your computer, and back to your car to complete this process. Please note, navigation updates can also be performed by your local Vito dealership. <u>View FAQs</u>

To perform these updates you will need the following:

- Minimum 16GB (but not to exceed 32GB) USB drive
- · High speed internet connection
- · Depending on your internet speed this could take up to 4 hours of time

Map Update Portal

Follow these steps to check for Navigation Updates

1	Refer to your vehicle owner's manual for the location of the USB drive slot. Insert the USB drive with at least 16GB of available space into the USB drive slot in your vehicle. On the Navigation System go to System > Navigation > Map > Map Updates. Follow the on-screen prompts until instructions to "start the update process" on this website appear. Remove the USB drive and return to your computer.	••	
2	Launch the Garmin Express download from your computer. Download Garmin Express Insert the USB drive into computer and follow the prompts on Garmin Express. Garmin Express will verify if there is a new map update available. Once Garmin Express has finished you can remove the USB drive from the computer. Note: The map download time varies based upon internet connection speed and map region.	Garmin Express	35
3	Remove the USB drive from the computer. Plug the USB drive back into the vehicle USB drive slot. On the Navigation System go to System > Navigation > Map > Map Updates. Start the update process to complete the update. Note: The map update may take up to one hour but may vary based on the map region. During this update your Daimler Vito navigation system must maintain continuous power. Therefore, the engine must be running while the vehicle is parked outside or in a well-ventilated area. Before getting started, familiarize yourself with and follow all applicable laws in your area. Please contact your dealer with any questions or concerns.	••	

Download Instructions

Map Update Portal Requirements

- This portal is available to Windows and MAC systems only;
 Tablets and Mobile devices are not supported.
 - Windows
 - Windows 7 SP1 or newer, Microsoft .NET 4.7.2 (included)
 - 1024 x 768 display, USB port and 1 GB RAM
 - High speed Internet access (Not for use with dial-up, mobile or satellite connections)
 - May require up to 20 GB free disk space
 - Mac
 - OS X 10.11 or newer
 - 1440 x 900 display, USB port and 1 GB RAM
 - High speed Internet access (Not for use with dial-up, mobile or satellite connections)
 - May require up to 20 GB free disk space



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Prepare a USB drive

- Prepare a USB drive with storage of a minimum 16GB but not to exceed
 32GB.
- Format the USB drive, following the steps below:
- − Computer \rightarrow Right click on the USB drive icon \rightarrow Click Format
 - \rightarrow Click Start (Screen shot was taken from a Windows 10 system)
- *Note: If you would like to update another vehicle with the same USB drive, the USB drive has to be formatted again.

Image: Second	Open as Portable Device	- □ × ~ ?	Capacity: 28.8 GB
 ← → < ↑ ■ > This PC ✓ Folders (7) ↓ 3D Objects ↓ USB (D:) ↓ Network ✓ Polders (7) ↓ Downloads ↓ Videos ✓ Devices and drives (2) ↓ Windows (C:) ↓ Windows (C:) ↓ Windows (C:) ↓ All free of 23 > Network locations (9) 	Combine fires in Activity Select Left Folder for Compare Include in library Scan with Malwarebytes Anti-Malware Into Start Format Eject Cut Copy Create shortcut Rename Properties USB (D:) 29.8 GB free of 29.8 GB	his PC P	Za. a GB File system FAT32 (Default) Allocation unit size 16 kilobytes Valume label USB Format options Quick Format



- Switch your vehicle to "ENGINE ON" until the navigation system enters the Warning page.
- After a few seconds the screen will bring you back to the last screen you were on before the vehicle powered down last.

*Note: Keep the Engine on throughout Step 2 to Step 2.3.



Step 2.1 for USB model

Create a Map Update USB

Insert the formatted USB drive to the USB port on your navigation system.

*Note: Either USB port will work for this process.

Press the "SYS" key on the navigation device.



Step 2.2

Create a Map Update USB



- Go to System \rightarrow Navigation \rightarrow Map \rightarrow Map Updates
- Touch "Start Update Process" on your navigation system.



> Navigation	*
Map Sets map preferences	>
Guidance Sets guidance preferences	>
Traffic Traffic mode and providers	>

Radio Sos NOT READY	sx 😭 😭 15:18
← Map	
Driving Map View 3D	>
Map Layer Select map features	>
Installed Maps View installed maps	>
Map Updates Initiate or Complete Map Update Process	>



Step 2.3

Create a Map Update USB



- Touch "OK". The Map Update will begin writing to the USB drive.
- Do not remove the USB drive from the vehicle until you see the "Remove the USB storage device" screen.
- Remove the USB drive from the vehicle and bring it to the computer.





Download Garmin Express to your computer

 If you already have Garmin Express installed to your computer, make sure to update Garmin Express to 7.0.0 or above versions.

About

– Check versions by clicking 🔯 \rightarrow

- → Check for Updates to Express
- Continue to Step 4 if the version is the latest.

Garmin Express			
_		Garmin Express	×
		Settings	About Garmin Express
Add a Device		General	Check for Updates to Express
		Schedule	© 2012-2020 Garmin Ltd. or its subsidiaries
		Ргоху	Copyright Information
	\rightarrow	About	Garmin Privacy Policy 2
			Connect Privacy Policy 🥥 Golf Privacy Policy 📀
			inReach Privacy Policy 🥥
			OK Cancel
	I		

Step 3.1

Garmin Express

Download Garmin Express to your computer

System requirement of Garmin Express

- Windows
 - Windows 7 SP1 or newer, Microsoft .NET 4.7.2 (included)
 - 1024 x 768 display, USB port and 1 GB RAM
 - High speed Internet access (Not for use with dial-up, mobile or satellite connections)
 - May require up to 20 GB free disk space
- Mac
 - OS X 10.11 or newer
 - 1440 x 900 display, USB port and 1 GB RAM
 - High speed Internet access (Not for use with dial-up, mobile or satellite connections)
 - May require up to 20 GB free disk space



Download Garmin Express to your computer



Click the link on the web portal to start download.

Download Garmin Express

Your download will begin automatically. If it doesn't, you can restart the download.



After downloading the file, click on the file name.



Click "Install" to begin installing Express.



Download Garmin Express to your computer

Installation will start automatically.









Activate Garmin Express on your computer

- Click
- Launch Garmin Express

on the Installation Complete window.

– Insert the USB drive into the computer, then click "Add a Device".



Step 4.1



Garmin Express recognizes the USB drive

The USB drive will be recognized automatically.

- Click	Add Device	when the "De	vice	Found" mess	age is shown.
(Garmin Expres	SS Stage Server 🔅 ? 💶 📼 🗙		(\mathbf{S})	Garmin Express Stage Server 🔅 ? 📔 🗕 🗆 🗙
Plug In a Dev Searching	rice, ANT Stick or Mer	nory Card	\rightarrow	Here's what we found	d: Daimler VS20 Serial Number: 3326018912 Add Device for? Search Again
Have marine devi Help	ices or charts? Sign In	Cancel		Help	Cancel

Step 4.2

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Go through the setup process on Garmin Express

- Product Registration is NOT required to complete map update.
- Nickname can use the default or input 1 to 20 characters in the case of English.

(S) (Garmin Express	Stage Server 🌣 ? 📔 🗕 🗆	× 🕥		Garmin Expres	SS Stage Server 🔅 ? 🛛 🗕 🗖 🗙
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Register		Nickname		Registe	r	Nickname
Product Registration			Ac	d a Nicknam	e	
To register this device now, simp optional. You can always register Email Address Hint: If you have a Garmin account, use Map Update Notifications Learn more about email privacy.	ly provide your email later if you decide to the same email address h address h vailable.	address. Registration is o skip this step now. ere.	→ You wiew mu e.g.	u can add a nickna wing it in Garmin litiple devices. imler VS20 "My GPS" or "Mom's	ame to this device to mak Express. This can be espe navigator"	e it easier to identify when cially helpful when you have
		Next				Next





Check Map Update Status





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Map Reinstall



– Click Map Options, then click Reinstall Map.

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Setup complete! No Updates Available Last Checked: Just Now C Up-to-date Maps Map: Daimler Vito North America 2020.0 Map: Options Map: Daimler Vito North America 2020.0 Weinstall Map Reinstall Map Weinstall Map Weinstall Map Weinstall Map Weinstall Map	Daimler VS20 Onnected	1		Daimler VS20 Connected		
No Updates Available Last Checked: Just Now C Up-to-date Maps Map: Daimler Vito North America 2020.0 Map Options Cools & Content View settings, manuals & purchased content.	Setup complete!	× (Map Options			
	No Updates Available Last Checked: Just Now C Up-to-date Maps Map: Daimler Vito North America 2020.0 Map Options Tools & Content View settings, manuals & purchased content.	\rightarrow	Map Options Map: Daimler Vito N Reinstall Map Reinstall the map th Reinstall Map	North America 2020.0 nat is currently loaded on this device	e.	

Step 6.1

Map Installation

Click Continue





Step 6.2



Map installation will start automatically

- Estimated Time Remaining depends on your internet speed.

	Garmin Express	Stage Server 🌣 ? 📔 🗕 📼 🗙			Garmin Exp	Dress Stage Server 🌣 <mark>?</mark> 📋 🗖 🗙
	er VS20		A		Daimler VS20 Connected	
•			•	We've got it fit the computer	rom here. Remember to during installation.	e keep your device plugged in to 🛛 🗱
Preparing		Installing				
Step 1 of 2: Preparing	g Device)	
~				Prepari	ing	Installing
This may take a minut	te		Ste	ep 2 of 2: Ins	stalling	
				-	_	0.6% Complete
				vnloading files R	ate: 1.6 MB/s	Time Remaining: 2 hours, 51 minutes

Step 6.3

Map installation complete



- "Installation complete!" will appear at the top once finished.
- Remove the USB drive from the computer and bring it to the vehicle.



Prepare your vehicle

- Switch your vehicle to "ENGINE ON" until the navigation system enters the Warning page.
- After a few seconds the screen will bring you back to the last screen you were on before the vehicle powered down last.

*Note: Keep the Engine on throughout Step 7 to Step 8.





Step 7.1



Install the Map Update

- Insert the formatted USB drive to the USB port on your navigation system.
 *Note: Either USB port will work for this process.
- Press the "SYS" key on the navigation device.





Step 7.2

Map installation on the Navigation System



- Go to System \rightarrow Navigation \rightarrow Map \rightarrow Map Updates
- After searching for updates the screen will then display a brief message indicating that the update will take time to complete.
- Press "Install" to begin the map update installation.

* Do not power off the unit, turn off the engine, or remove the USB drive during the installation process.

H) Radior distant	\$¥##} ⊜₽ 15:17	Radio: GOS NOT READY	^{\$304} ⊕∰ ∰ 15:18	Radio SOS NOT	sx 🔐 🚭 15:18
System Settings		Navigation		← Map	
		Map Sets map preferences	>	Driving Map View 3D	>
Connected Navigation Notifications	Display and	Guidance Sets guidance preferences	>	Map Layer Select map features	>
Devices	Language	Traffic Traffic mode and providers	> ⁻	Installed Maps View installed maps	>
A N) 🐼 🕴	i			Map Updates Initiate or Complete Map Update Process	s >
Sound Time and Units Radio	About				
H) Radio SOS NOT READY	small 🔊 15:18	H) Radio State	sxmell 😂 15:19	Radior SOS NOT	sxx 🗐 🗐 16:45
← Map Updates	*	S Map Updates		Step 3	
Start Update Process		Searching for Updates		The update process can take a long time to	o complete. You cannot use navigation
To perform these updates you will need the following:		То ре		features during this process. Do not turn o device until the update process is complete	ff your vehicle or remove the USB storage e. Select Install to begin.
 Laptop or desktop computer 16 GB USB drive 		- Lap	\rightarrow	Current Map	
- High-speed internet connection	$ \rightarrow$	- Higi		2020.10	
		- Up		Ready to Install	
For detailed instructions, go to garmin.com.		For d		2020.10	
Disconnect all USB devices, insert one USB Drive and press	Start Update.	Disconnect all USB devices, insert one USB Drive	e and press Start Update.	Dismiss	Install

Step 7.3

* + ====

Map installation on the Navigation System

- The system will now perform a short **reboot**, then automatically power back on.
- The map update screen will appear soon after.



Update complete



- An "Update successful" message will be shown when completed.
 - *Note: If you do not see the screen below, refer to Troubleshooting.
- Remove the USB storage device, then select "Restart".

*Note: The system reboot will be long (restarting 2-3 times). The display will go black at times. Please do not interact with the system during this sequence.



Step 8.1

* + *

Update complete

- When the system is back on, press the "SYS" key on the navigation device.





Check map version on the Navigation system

- Go to System \rightarrow Navigation \rightarrow Map \rightarrow Installed Maps



H) Radio: SOS NOT READY	sxm 5:18
← Map	
Driving Map View 3D	>
Map Layer Select map features	>
Installed Maps View installed maps	>
Map Updates Initiate or Complete Map Update Process	>

Step 9.1

Check map version on the Navigation system

Check if the Map Version is correct.



H) Radio SOS N

GMF2 CN North America 2020 v1.0

HERE IMPC GMF2 CN North America 2020 v1.0 20190502-140327 HERE BASE GMF2 CN North America 2020 v1.0 USA PA 20190425-161007 HERE BASE GMF2 CN North America 2020 v1.0 USA PA 20190425-151349 HERE POI GMF2 CN North America 2020 v1.0 USA HI 20190425-144331 HERE BASE GMF2 CN North America 2020 v1.0 USA HI 20190425-151027 HERE BASE GMF2 CN North America 2020 v1.0 USA OR 20190425-150734 HERE BASE GMF2 CN North America 2020 v1.0 USA OR 20190425-150734 HERE BASE GMF2 CN North America 2020 v1.0 USA OK 20190425-150734 HERE BASE GMF2 CN North America 2020 v1.0 USA OK 20190425-150734 HERE BASE GMF2 CN North America 2020 v1.0 USA WV 20190425-152444 HERE BASE GMF2 CN North America 2020 v1.0 USA WV 20190425-152444 HERE BASE GMF2 CN North America 2020 v1.0 USA IN 20190425-152749 HERE BASE GMF2 CN North America 2020 v1.0 USA IN 20190425-151007 HERE BASE GMF2 CN North America 2020 v1.0 USA IN 20190425-151007 HERE BASE GMF2 CN North America 2020 v1.0 USA IN 20190425-151007 HERE BASE GMF2 CN North America 2020 v1.0 USA IN 20190425-151007 HERE BASE GMF2 CN North America 2020 v1.0 USA IN 20190425-151007 HERE BASE GMF2 CN North America 2020 v1.0 USA IN 20190425-151007 HERE BASE GMF2 CN North America 2020 v1.0 USA IN 20190425-151007

Troubleshooting

Update Failed During Installation

 If the following message appears, please press retry to retry the map installation.

Note: This will reboot the unit before attempting the retry.

 If retrying isn't successful, then please do a map reinstall using Garmin Express (Step 6).



Troubleshooting (cont.)

Map Update Compatibility Issue

If you receive the following message, please remove everything from the USB drive and restart the process from Step 1 (Prepare a USB drive).

H) Radio	SOS NOT S READY		13:32
S Map	o Updates		
To pe - Lap - 16 (- Higi - Up	The map update files are not compatible with this syste	m.	
For d	ок		
Disconnect	t all USB devices, insert one USB Drive and press Start I	Jpdate.	