



Network Device Update Instructions

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| Bulletin #(s): | 24-008 | Make(s): | Entegra Coach |
| Job Code(s): | 9803605 | Model(s): | Anthem, Aspire, Cornerstone |
| Flat Rate(s): | 9803605A .10 HR Network Device Inspect 9803605B .50 HR Network Device Inspect and Update | Model Year(s): | 2023-2024 |

| | |
|------------------------------------|---|
| Incident: | Software needs to be updated to improve network system |
| Affected Units: | 2023-2024 Entegra Coach Anthem, Aspire, and Cornerstone |
| Parts Kit: N/A | Parts Kit #: N/A N/A |
| Misc. Tools & Supplies: | Flash Drive |
| Parts Return Information: | N/A |

NETWORK DEVICE UPDATE INSPECTION

CCI Update

- The current version is 0.6.10 or newer
- Using the QR code on the CCI will take you to the Valid landing page with the current version of the CCI software.
 - Once taken to this landing page you will need to download the files and send the files to a computer to upload onto a USB drive.
 - You can also send the website link to your email and pull this up on the computer. Then download the files onto the computer. After this put the files onto a USB drive.

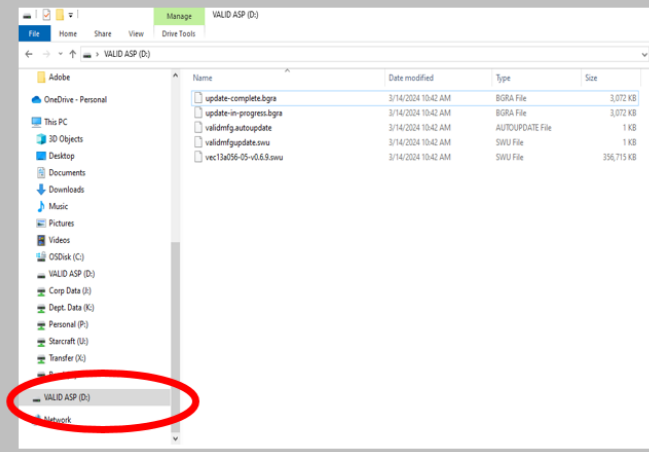
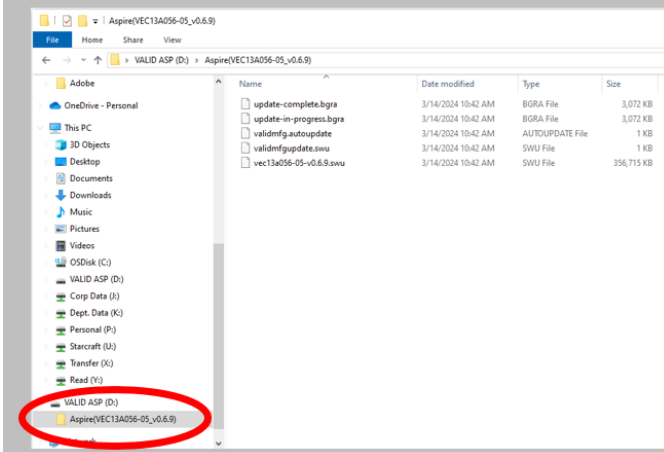
NETWORK DEVICE UPDATE INSTRUCTIONS

USB Drive for CCI Update

- Be sure that the USB drive is in FAT32 format
- “Extract” the files from the “zip” file
- When putting the downloaded files onto the USB drive do not put the entire folder into the USB drive
- The files need to be placed into the USB drive individually and not in a folder
 - Incorrect and Correct example picture on next page

Example for USB Files

- Incorrect
 - Files are inside folder on USB
- Correct
 - Files are directly on the USB

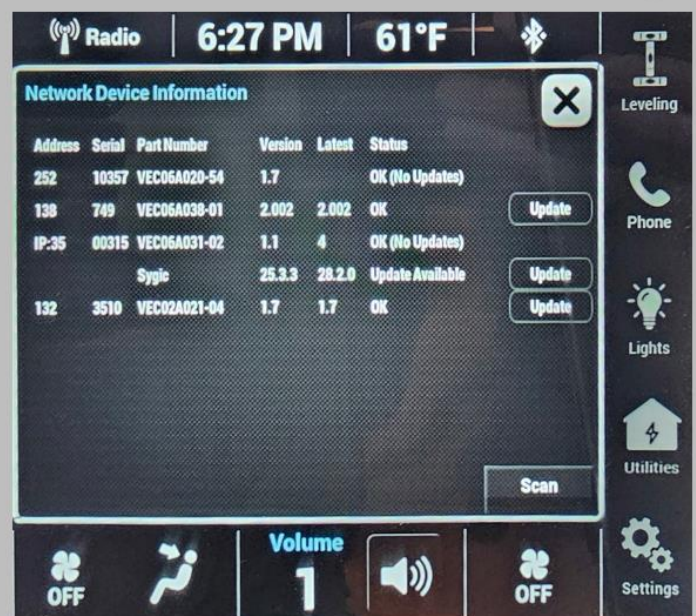


Update CCI

- Once the files are uploaded onto the USB drive “eject” the USB drive from your computer
- Insert the USB drive into the USB port on the driver side panel
- Wait for the USB to flash and the CCI will display an “Update in Process” screen
- Once the update is completed the CCI will notify you to remove the USB drive
 - After removing the USB drive the CCI will restart
 - After the restart move on to the next steps

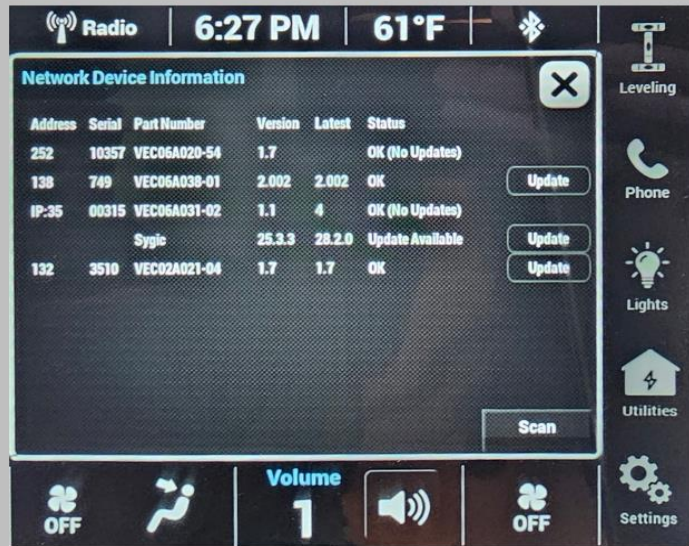
Network Devices

- Follow the below steps after the CCI update is complete and the screen has refreshed
- Turn coach ignition on, engine does not need to be running
 - This will power the passenger touchscreen
- Select settings at the bottom right of the screen
- Select settings again, second icon from the right
- Select system information
- From the settings page select “network devices”
- The picture to the right will be shown



Network Devices

- From the "network devices" page select update on each item with an "update" icon
- Please note that some devices will still show "update" after the update is completed
 - Confirm the device has been updated by comparing "version" and "latest" columns



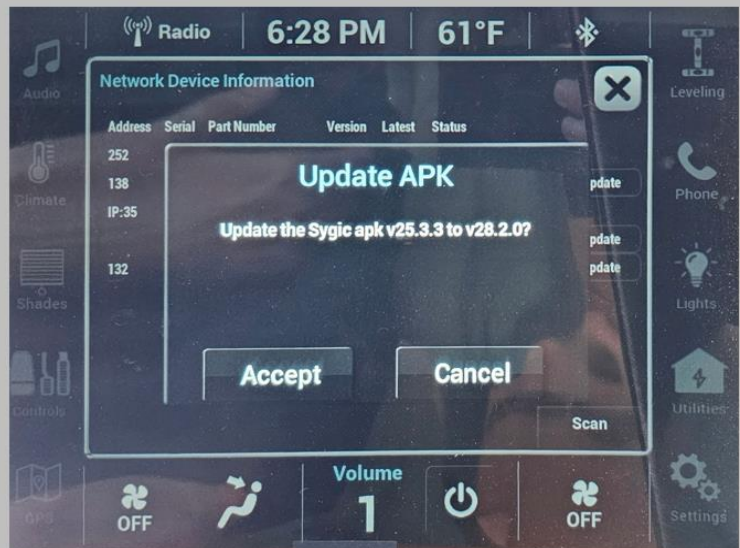
Sygie Update

- After selecting the update icon corresponding with the "Sygie" item line you will need to follow the steps on the next few pages carefully to properly install the newest Sygie update



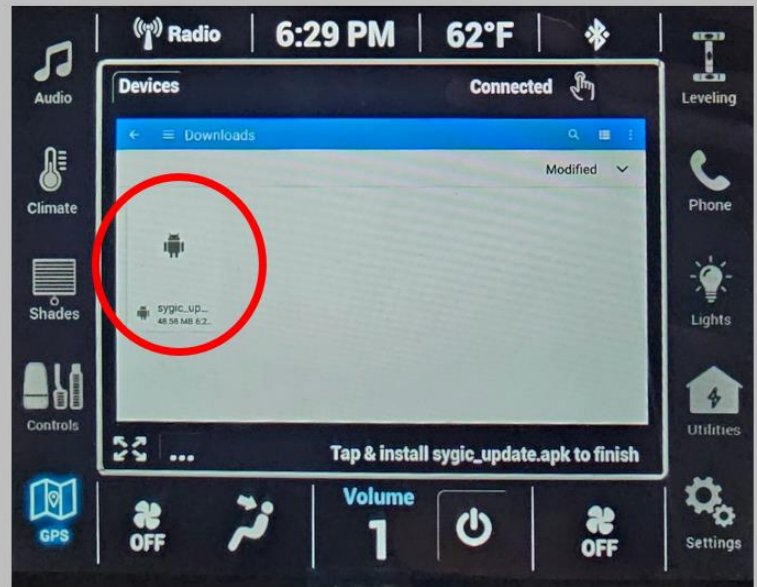
Sygie Update pt.2

- Once the update icon corresponding with the "Sygie" line is selected the screen to the right will appear
- Select Accept on this pop up window



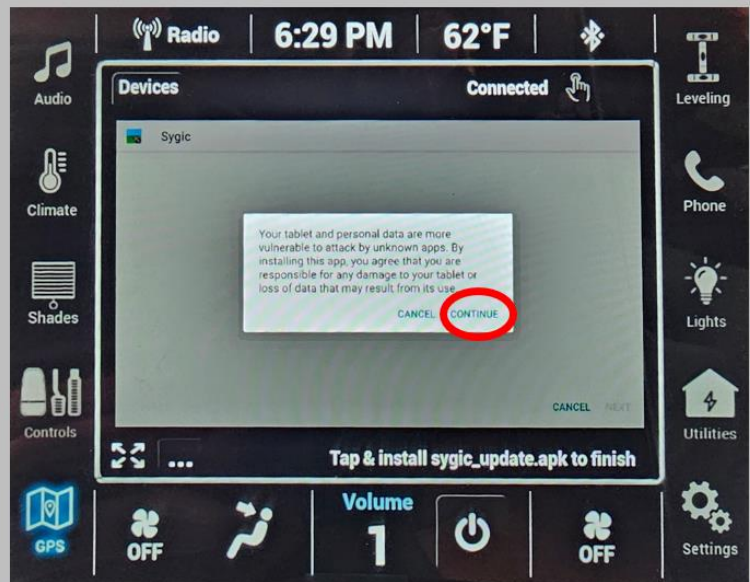
Sygyic Update pt.3

- After pressing accept on the previous page, the screen will automatically switch to the page pictured at the right.
- Once selected the image to the right will be displayed
- From this page select the file that is on the page, circled in red



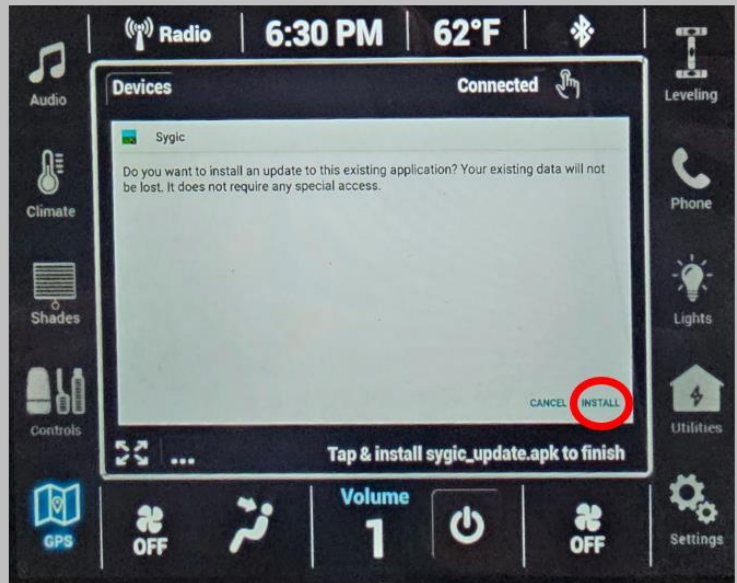
Sygyic Update pt.4

- Once selected you will be prompted with the pop up shown in the image to the right
- Select continue



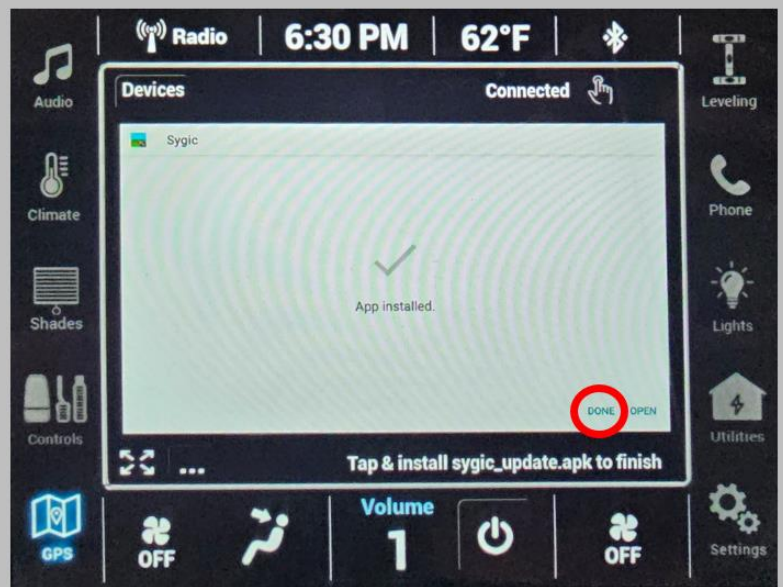
Sygyic Update pt.5

- After selecting continue on the previous page select install



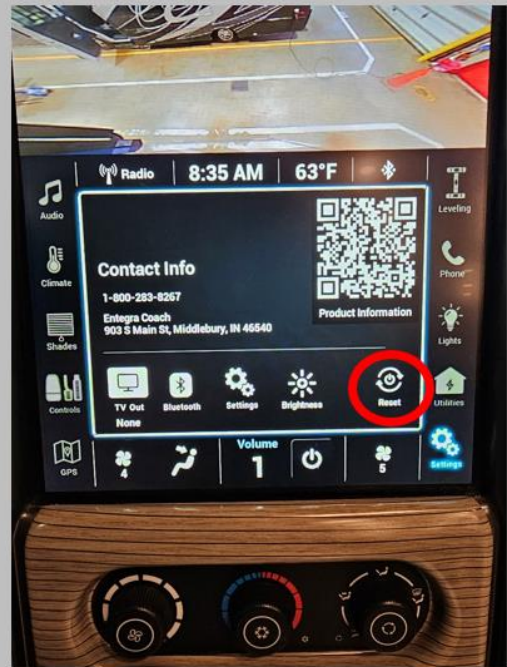
Sygyic Update pt.6

- After selecting install on the previous page select done
- **DO NOT SELECT OPEN**
 - THIS WILL DELETE ALL MAPS FROM YOUR SYGYIC NAVIGATION MODULE
- If "open" is selected and all maps are deleted you will need to re-download all maps, this requires an internet connection and additional support for Entegra to properly install all maps
- If page at right does not appear and instead "app not installed" appears go to page 31



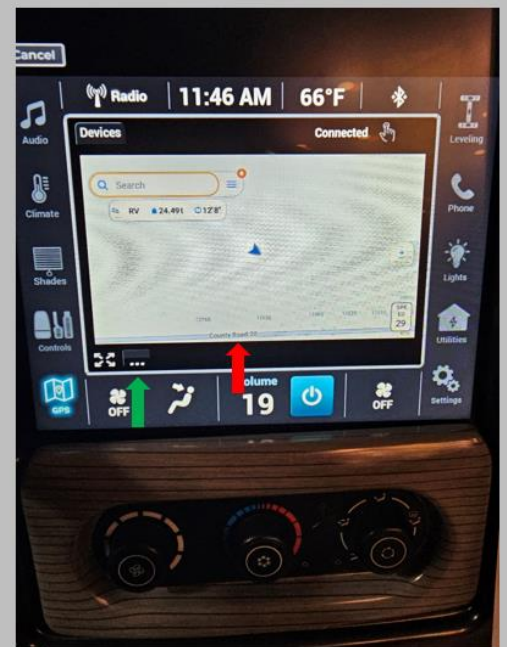
Reset CCI

- After selecting "Done" on previous step select settings in the bottom right of the CCI
- Then select "Reset" to reset you CCI



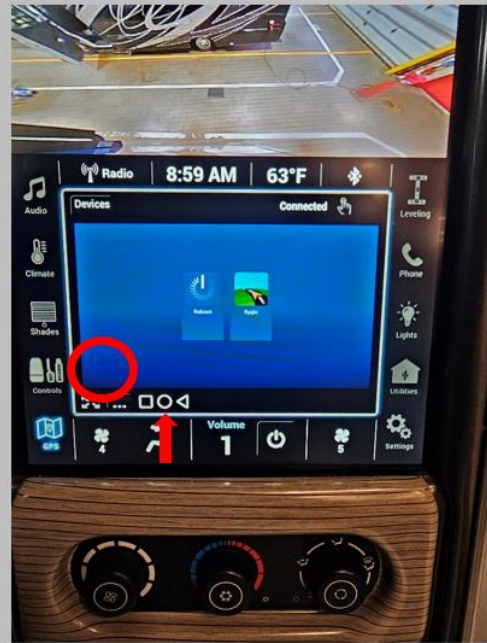
Display Size Settings

- After updating the Sygic GPS it is likely that the font size/display size will be large and cause the display to be enlarged
- Select GPS at bottom left of the screen to check the display size
 - Notice the road at the bottom of the image (red arrow)
 - This will be different dependent on your location
- Press the "..." at the bottom of the page (green arrow)



VNC Cube Settings cont.

- Press "O" shown with red arrow to bring up page to the right
- Once at this page press the bottom left of the "blue area" circled in red, multiple times until the next page comes up



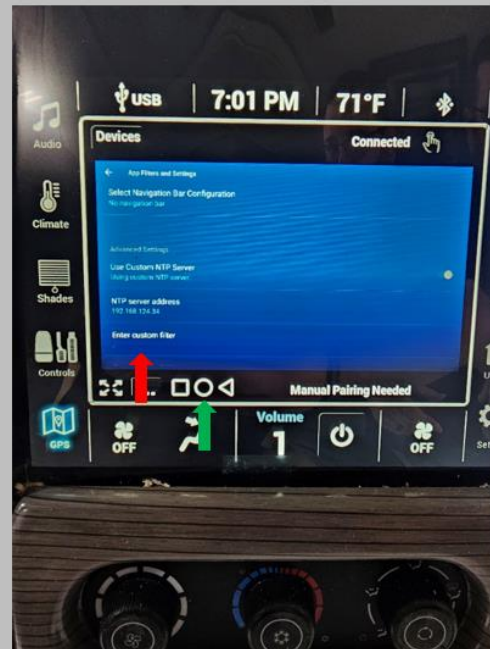
Entering PIN

- Enter 2823 then press ok



Enter Custom Filter

- Scroll down to "Enter Custom Filter" and select this (red arrow)
- Add a period "." when the text box opens up
- Select "O" to go back to main page (green arrow)



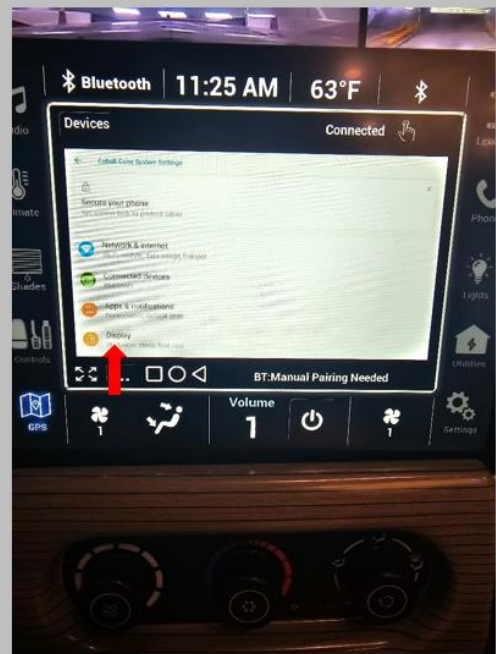
Settings

- Scroll to the right
 - Can be done by dragging finger from right to left
- Select "Settings"



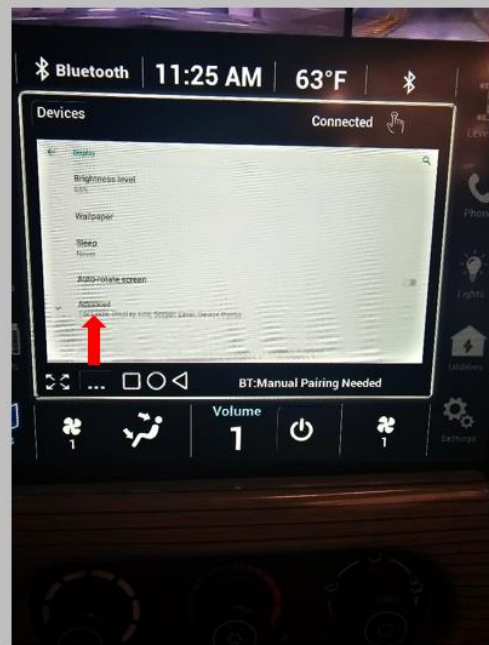
Display Settings

- Select "Display"



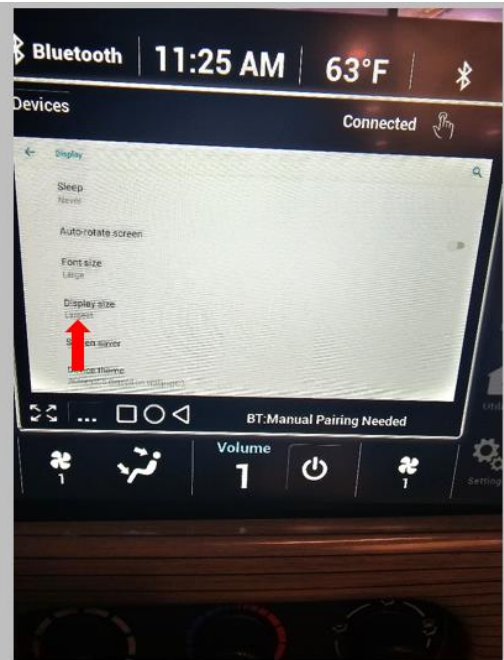
Display Settings cont.

- Select "Advanced"



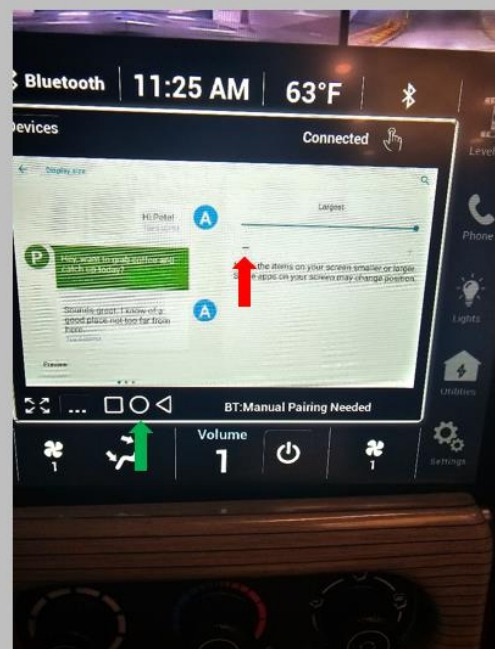
Display Size

- Select "Display Size"



Adjust size

- Adjust to "Default" using the minus sign "-" (red arrow)
- Press "O" (green arrow)



Access Settings

- Once at this page press the bottom left of the "blue area" circled in red, multiple times until the next page comes up



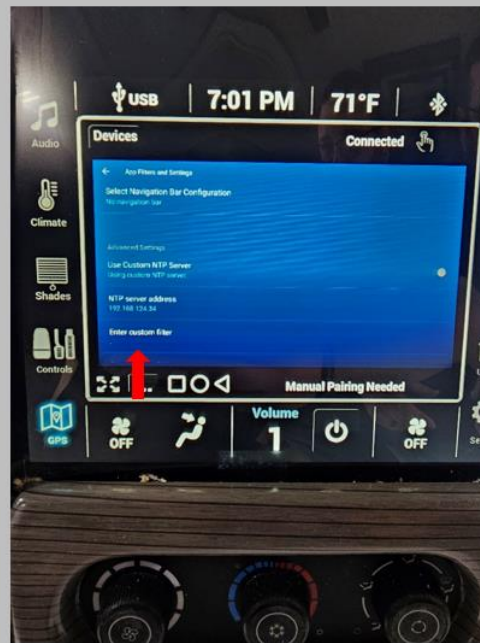
Entering PIN

- Enter 2823 then press ok



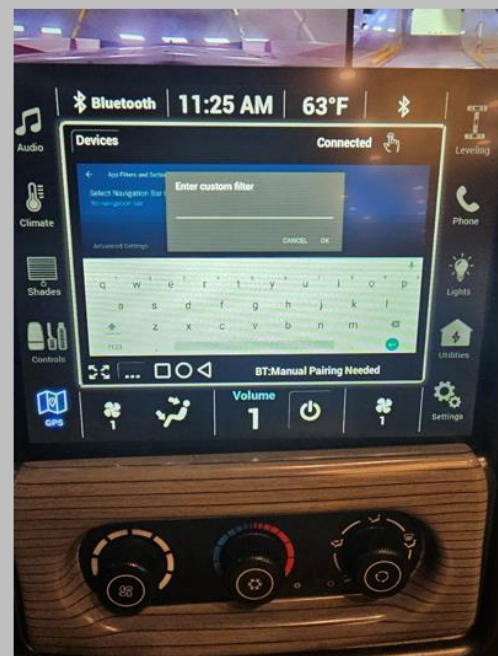
Remove Custom Filter

- Scroll down to "Enter Custom Filter" and select this



Remove Custom Filter

- Select the text box and delete the ""
- Press "OK"



Confirm

- Select GPS at the bottom left of the screen to ensure the settings changed and the search field is smaller not taking up the majority of the GPS screen
 - Same road as page 16 (red arrow)
 - This will be different dependent on your location
- May need to select "...", then "O" at the bottom of the screen, then the Sygic app in order for the GPS image to appear

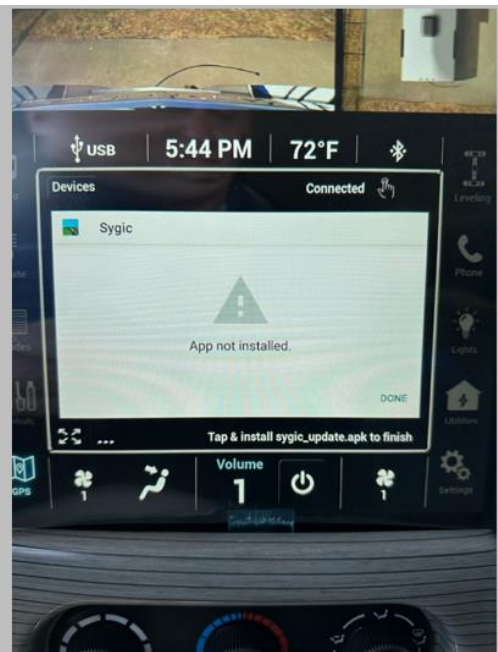


STOP HERE

- If you have reached this point with no issues you DO NOT need to continue

APP NOT INSTALLED

- If after Sygic Update pt.5 the page at the right appears follow the subsequent steps



VNC Cube Settings

- Select GPS at the bottom left of CCI
- Press "..."



VNC Cube Settings cont.

- Press "O" shown with red arrow to bring up page to the right
- Once at this page press the bottom left of the "blue area" circled in red, multiple times (3x if in right spot)



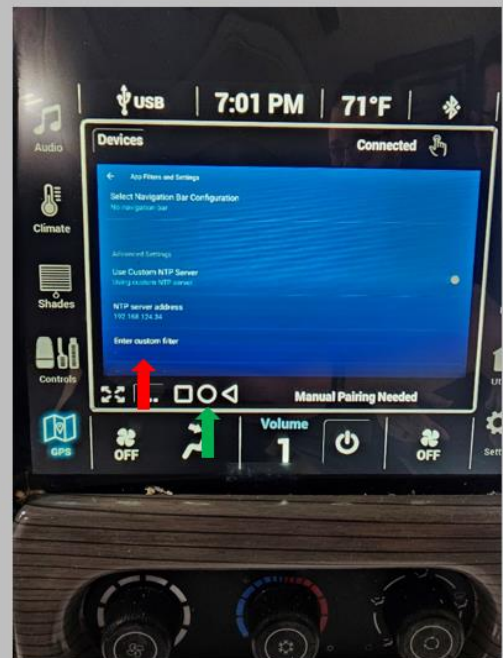
Entering PIN

- Enter 2823 then press ok



Enter Custom Filter

- Scroll down to "Enter Custom Filter" and select this (red arrow)
- Add a period "." when the text box opens up
- Select "O" to go back to main page (green arrow)



Explorer

- Scroll to the right by dragging your finger from right to left
- Select "Explorer"



Internal

- Select "Internal Memory"



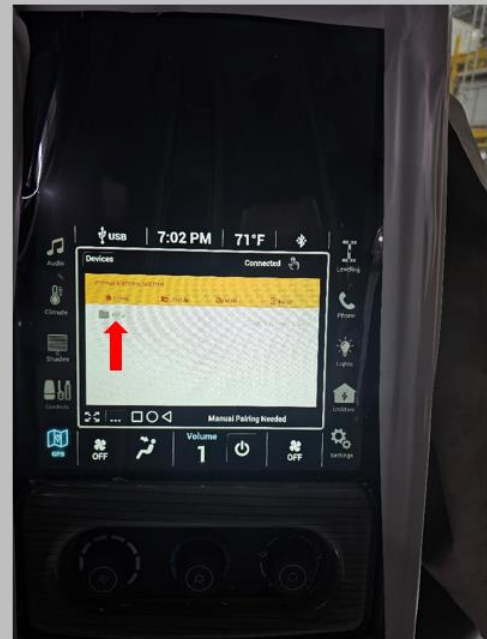
Android

- Select "Android"



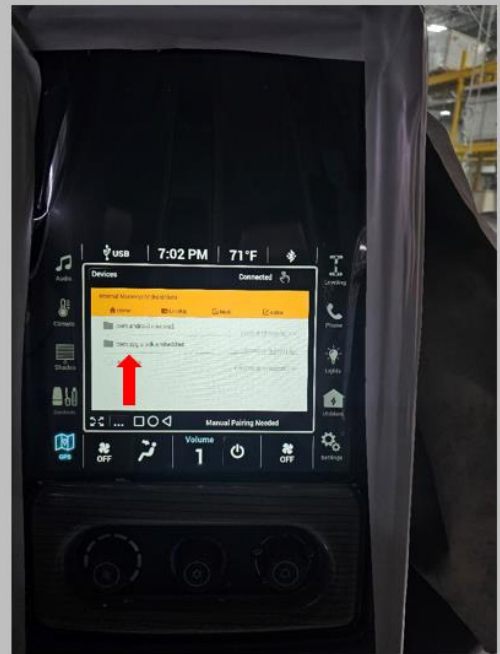
Data

- Select "Data"



Sygyic

- Select "com.sygyic.sdk.embedded"



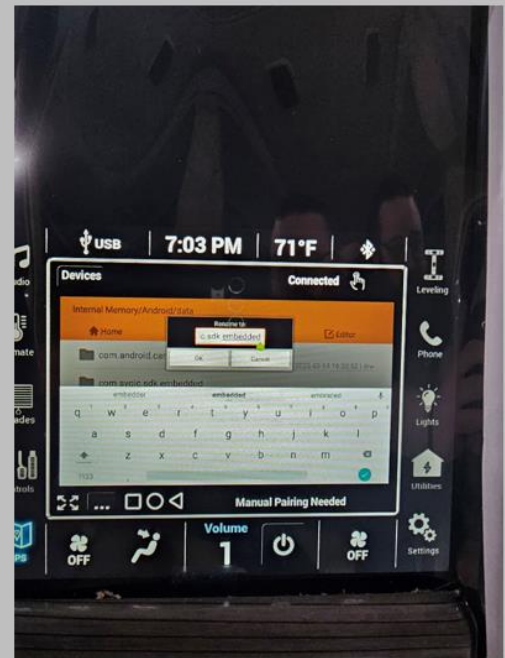
Rename

- Press and hold then select "Rename" to rename file



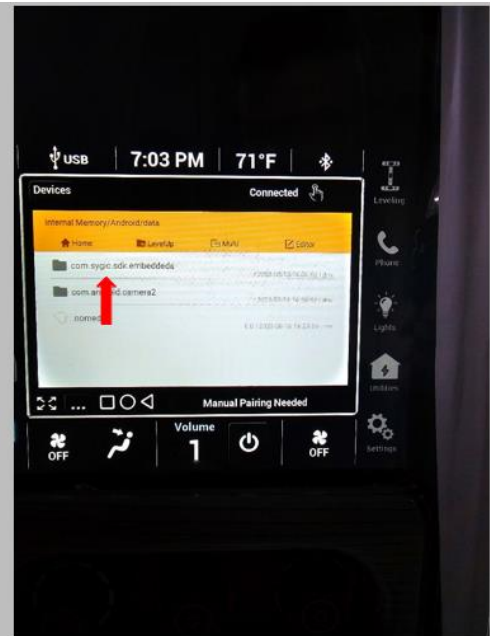
Add Letter at End

- Drag the slider to the right to bring the cursor to the end of the file name
- Once at the end add any letter I choose to use "a"
- Once letter is added select "OK"



Confirm File Name

- Confirm the letter added is on the end of the file name
- New file name in example is "com.sygic.sdk.embeddeda"

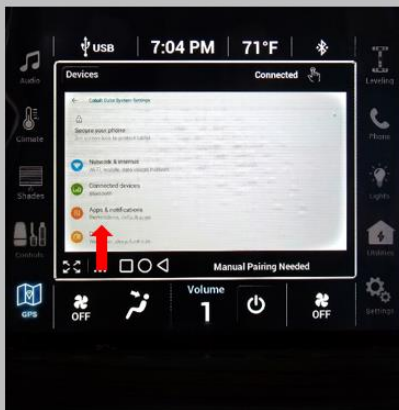


Back to Settings

- Press "O" shown with red arrow to bring you back to the settings page
- Select "Settings"



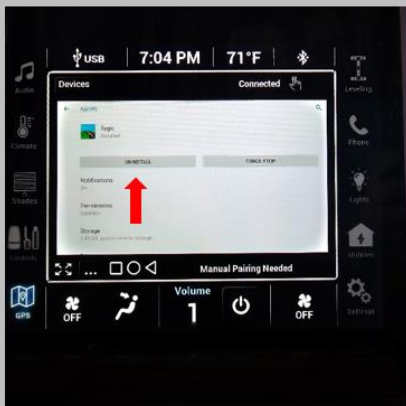
- Select "Apps & Notifications"



- Select "Sygic"



- Select "Uninstall"



- Select "OK"



Update Sygic

- After reaching this point you will then need to update and install the Sygic update by following slides 4 through 11

Jayco's sole obligation under our limited warranty is to repair or replace defective materials and/or workmanship deemed our responsibility as determined by Jayco in our sole discretion. Jayco reserves the right to use new and/or remanufactured parts or materials of similar quality to complete any work, and to make parts and/or design changes as appropriate without notice to anyone. Jayco designs and/or materials changes are done without obligation to incorporate such changes in previously manufactured product. Jayco makes every reasonable effort to ensure field remedies will not adversely affect performance and/or safety of the unit. This field remedy is not intended to extend to future performance of this RV, or any of its materials, components or parts beyond the standard warranty period. The RV owner's obligation to notify Jayco, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV owner to contact Jayco directly when attempting to pursue remedies under state or federal law.

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