

Online Map Update



General tips for the online map update

Since maps can become out of date they are updated on a regular basis.

The following options are available for carrying out updates in the multimedia system:

- **Automatic**

Suitable for updating a region. A region is a country or a group of countries.


The update occurs in the multimedia system via the built-in communications module. You have no influence over the time and duration of the installation. Use of the cellular phone network does not entail any additional costs for you.

Due to the volume of data involved, the data for the voice control system cannot be made available for automatic download. Use the manual map update process for this purpose.


- **Manual**

Suitable for updating the entire map or parts thereof. Updating the entire map amounts to a data volume of more than 40 GB. The map data is initially downloaded onto a storage media and subsequently updated in the multimedia system.

Requirements for the automatic map update:

- The service "Online map update" has been activated and is active.
- A region has been selected.
-  Automatic map update is not available in all countries.

Requirements for the manual map update:

- The service "Online map update" has been activated and is active.
- PC with Microsoft® Windows 7 or higher, or Apple Mac with Mac OS 10.7 or higher.
- Local administrator rights on the computer being used in order to install the Download Manager.
- An internet browser with activated JAVA.
- Enough memory on your computer as the data is temporarily stored there.
- A storage medium (USB stick or an SD card) with sufficient free storage space.
- The storage medium is formatted in NTFS or exFAT format.
-  In some countries, the multimedia system must be connected to the cell phone ("tethering") in order to transfer status information on the installed map data to the Mercedes me Backend.

Updating the map data may take a very long time. During this time, the multimedia system remains fully available. If you switch off the multimedia system during the installation, the process continues after being reactivated.

Any problems or questions? Please contact your service partner, who will be glad to help you.

Automatic map update

Any new data which becomes available for the multimedia system will automatically be downloaded for the selected regions and installed.

Deactivate the selected region or the entire service if you do not require automatic map updates.

Selecting the region

The country in which you live is preset as the default region. If you move to another country for example, a different region can be selected.

You cannot select regions whose map data is too old for an automatic update. Please update this manually at first.

How to select a region:

- Click on the pen symbol to enable editing.
- Select a region.
- Click on "Save".

The change will now be adopted in the system. You cannot carry out a further change while the change process is taking place. The corresponding button remains deactivated for the duration of this process.

Should the change fail, you will receive information on what to do in this case.

Technical note regarding prolonged stationary periods or inadequate cell phone reception

Vehicles which, over a period of several months, do not have their ignition switched on long enough or are not located in an area with cell phone network coverage for long enough may be unable to receive automatic map updates after several months. You will be notified of this on the Mercedes me Portal under "Online Map Update".

In this case a manual map update must be carried out.

Manual map update

If new data is available for the multimedia system, it can be downloaded onto a storage medium and installed in the multimedia system.

Please note that in addition to the displayed data volumes, further data is downloaded to guarantee your navigation database is complete, which requires several hundred MBs of storage space.

How to download the map data for one or several regions

- Connect your storage medium to your computer.
- Make sure that the storage medium is formatted as NTFS or exFAT.
- Check that the storage medium is defined as a "removable medium" (not as a "local medium", for example). If necessary, you may have to use a different storage medium.
- Click on "Manual update".
- Select the desired regions by marking the corresponding check-boxes.
- If the Download Manager is not yet installed, install it after clicking on the download link.
- Click on "Start Download Manager" and follow the further instructions, where applicable. The data will now be written onto your storage medium. This may take several hours. The progress and completion of the process are indicated in the Download Manager.
- Following successful storage of the data, remove your storage medium in the correct manner. See the documentation on your operating system for further details in this connection.

How to install downloaded data in the multimedia system

- Connect your storage medium to the multimedia system. You will find out more information on this in the manual for the multimedia system.
- As soon as the multimedia system has recognized the storage medium with installed map data, please follow the instructions.
- Following successful installation, disconnect the storage medium from the multimedia system and restart the multimedia system if you are prompted to do so.

Error message: Premature removal of storage medium

If you remove the storage medium during installation, the installation process will be aborted. In this case you must restart the installation process as soon as you wish.

Error message: Data not current or incompatible

If the data on the storage medium is not newer than the data already installed on the multimedia system or if it is not compatible with your system, updating will not be possible.

Technical note on updating speed and power supply

The updating process may take several hours, depending on the volume of the map data. Updating takes place more quickly when the vehicle is stationary (with the ignition switched on) than in a moving vehicle. The multimedia system may switch off automatically if you start updates at a standstill and the starter battery is not sufficiently charged. This is to avoid draining the battery. To prevent this from happening, a suitable means of maintaining the voltage supply must be connected to the vehicle.

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