

Map Update Portal Landing Page

▶ <https://toyota-carmax.welcome.naviextras.com>



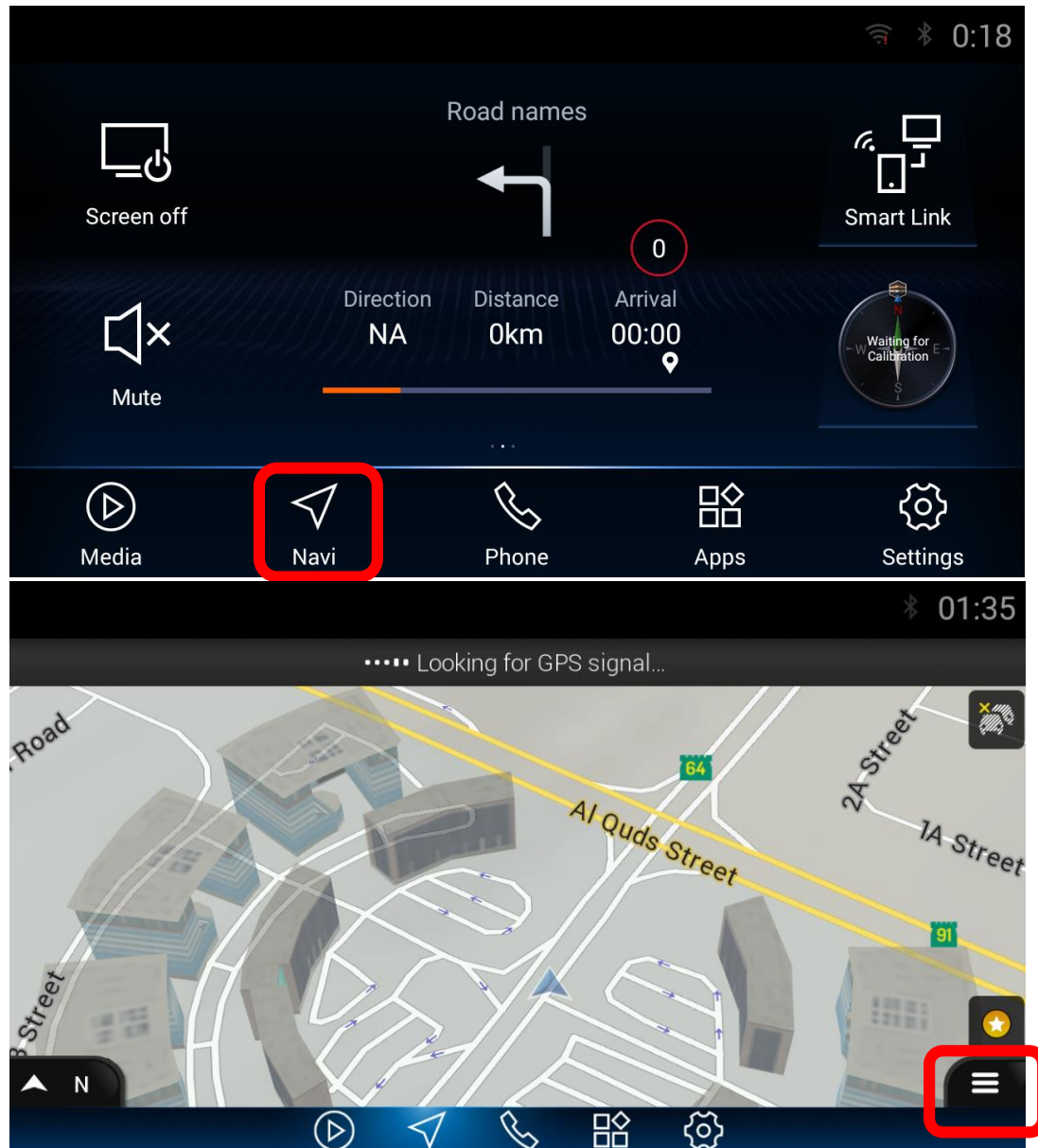
Map Update instructions

Welcome to Map Updates

Naviextras toolbox is a free easy-to-use application that allows you to download and install available map updates on your infotainment system.

Create a Map Update USB

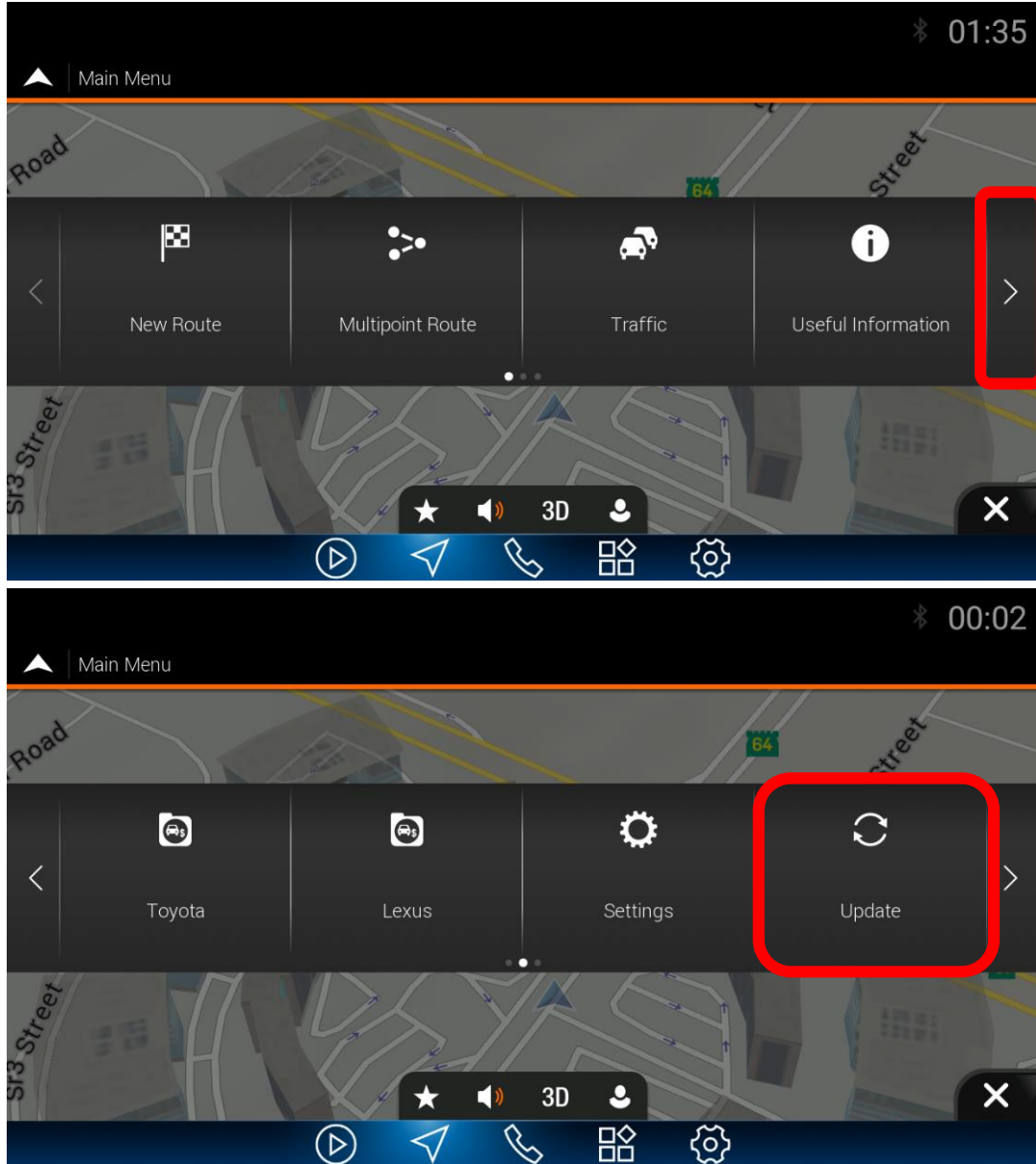
Create a Map Update USB



Step1. Switch your vehicle to “ENGINE ON” until the infotainment system fully boot up into the homepage, then click [\[Navi\]](#) to enter the navigation.

Step2. Please Insert the formatted USB flash drive to the USB port on your infotainment system, then click [\[Navigation Main Menu\]](#).

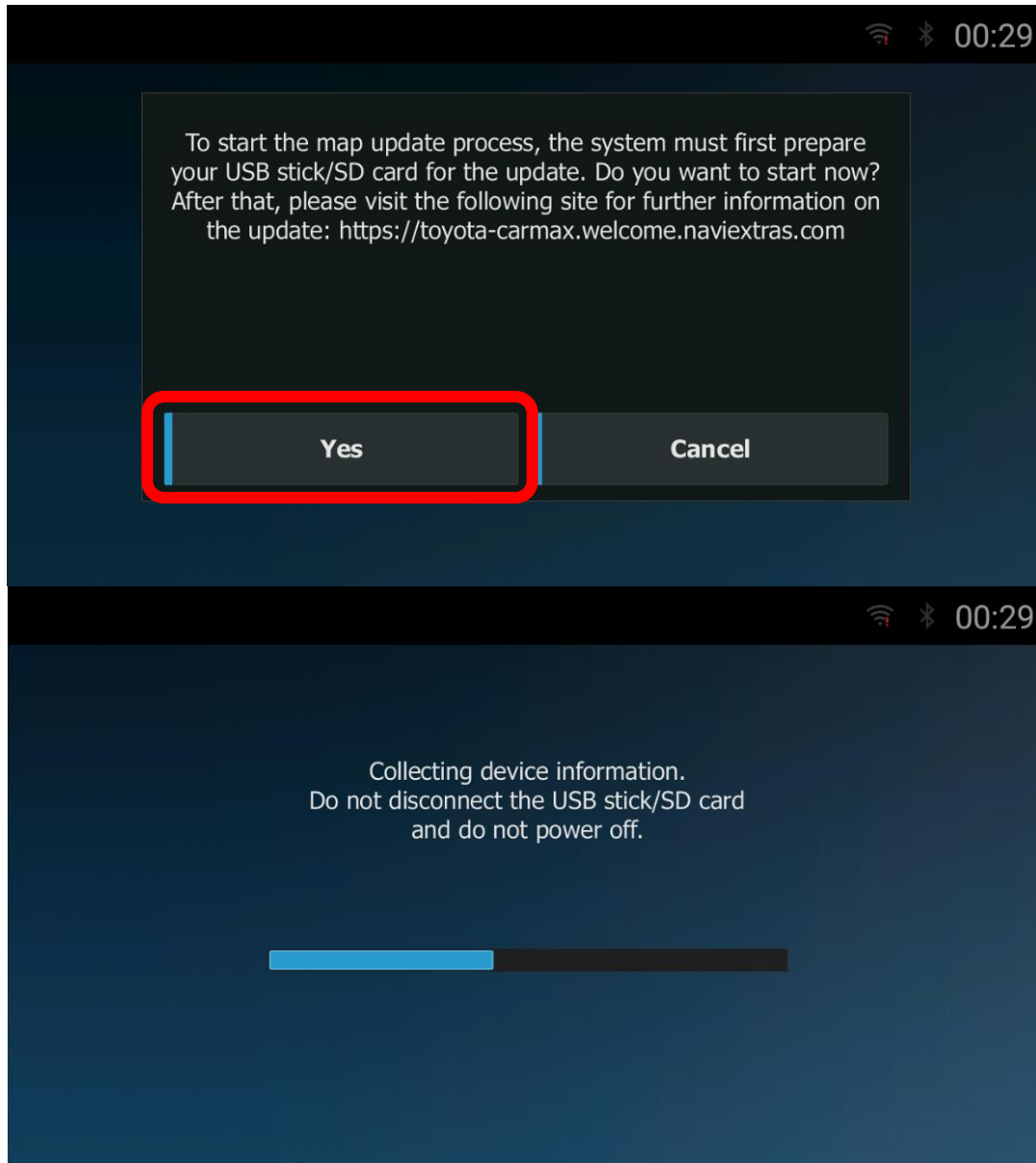
Create a Map Update USB – cont.



Step3. Click **[>]** to the next page of main menu.

Step4. Click **[Update]**.

Create a Map Update USB – cont.



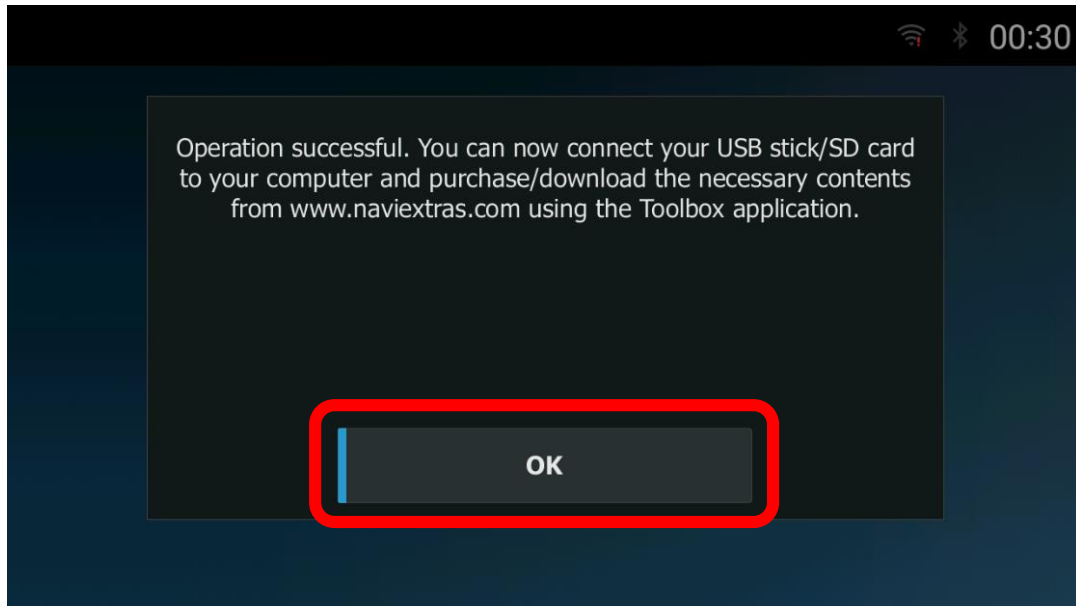
Step5. A pop-up message will be shown if the USB flash drive can be detected normally, click **[Yes]** to create a Map Update USB.

*** Note:** If you do not see the pop-up message to start the update process , refer to **Trouble Shooting (Page22)**



- Do not remove USB flash drive.
- Do not Engine off.
- Unexpected Engine off or USB flash drive removing will cause the software update to fail, even unable to boot.

Create a Map Update USB – cont.



Step6. A message 'Operation successful' will pop-up, please click [OK] and then remove the USB flash drive from the infotainment system

***Note:**

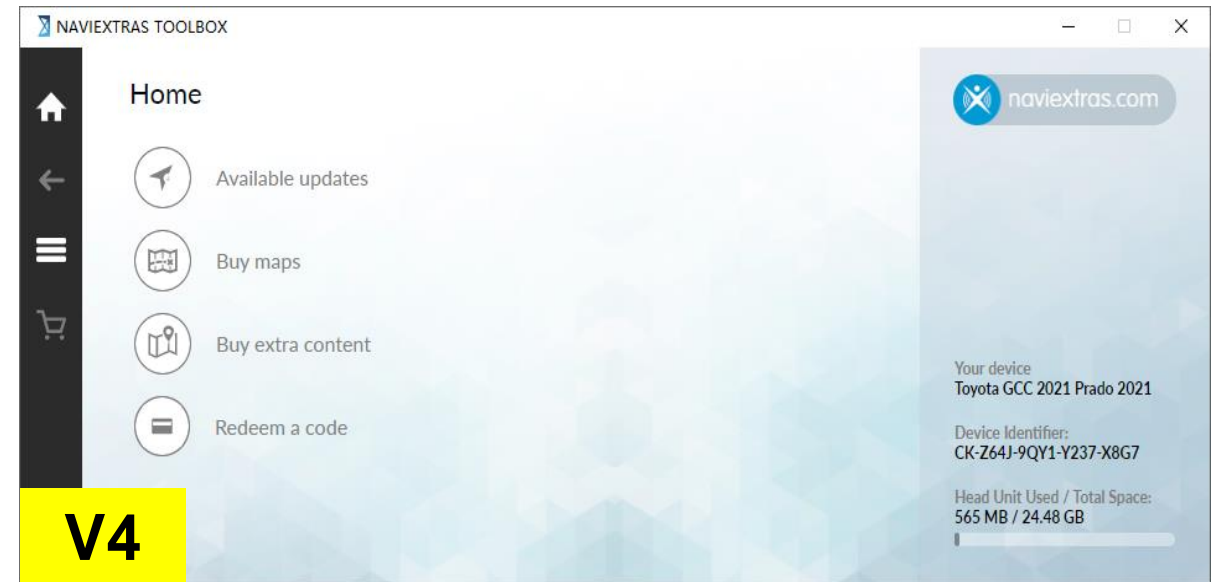
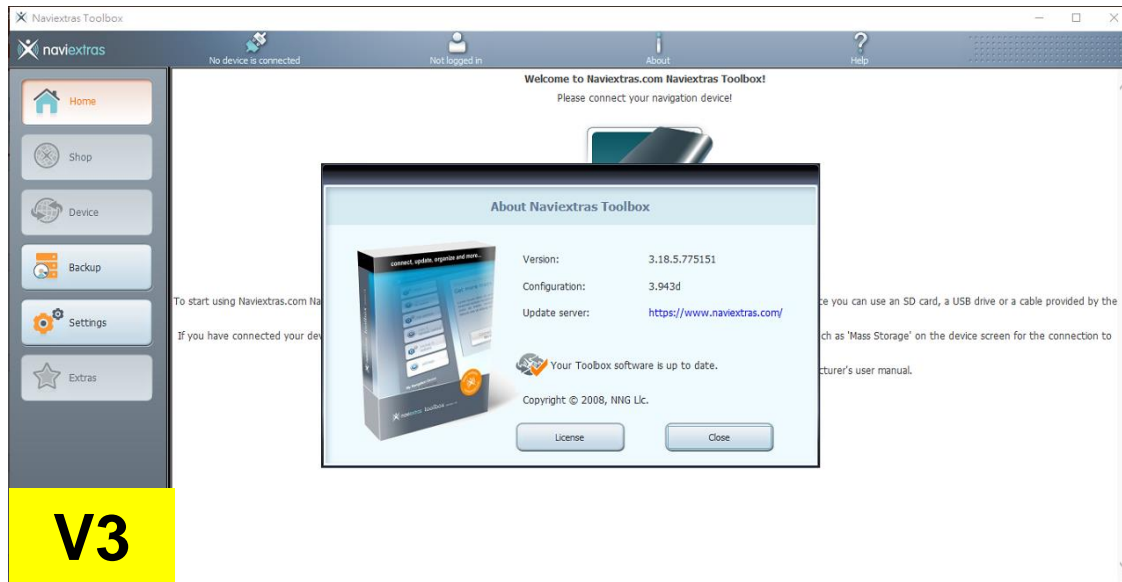
A new 'synctool' folder will be added in the root directory of USB flash drive.

Install Naviextras Toolbox

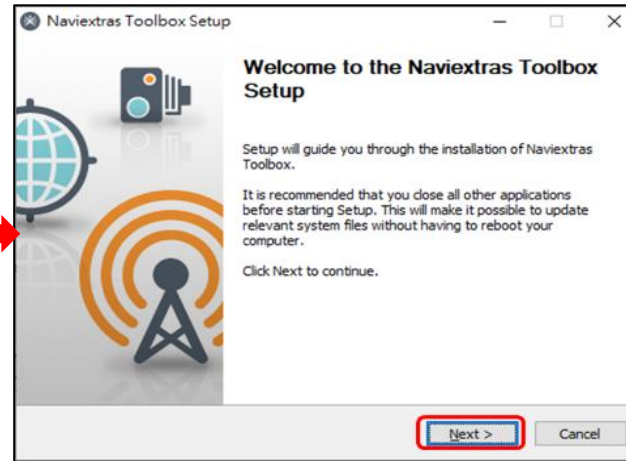
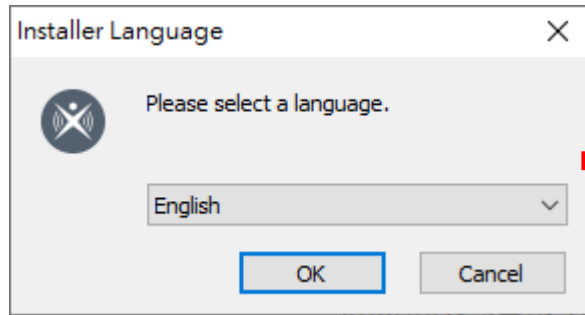
Install Naviextras Toolbox

Visit https://toyota-carmax.welcome.naviextras.com/guide_prado_en.html and download the Naviextras Toolbox from your PC, Installation of Naviextras Toolbox is quick and easy, after downloading the installer file, simply double-click the file to start the installation.

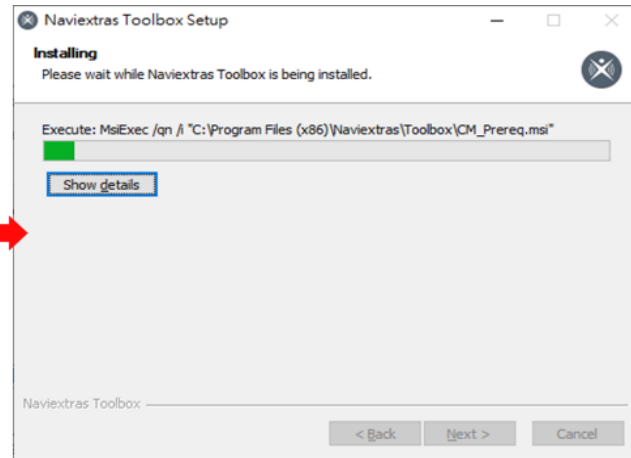
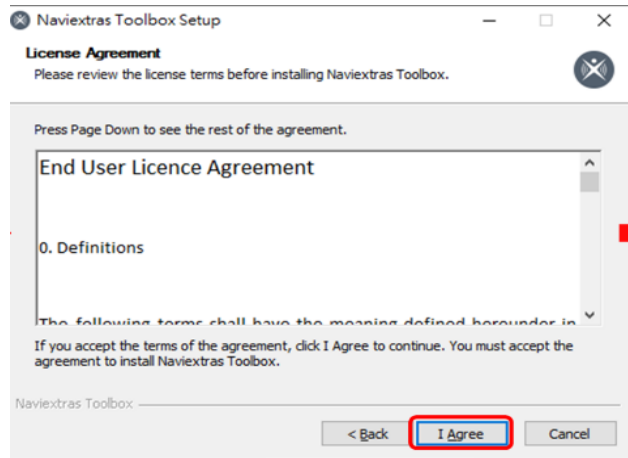
***Note: Toolbox V3 is previous generation version which might be used for iGO regular customers. V3 is not suitable for this infotainment system. Please download the last generation version V4 with the web address above.**



Install Naviextras Toolbox

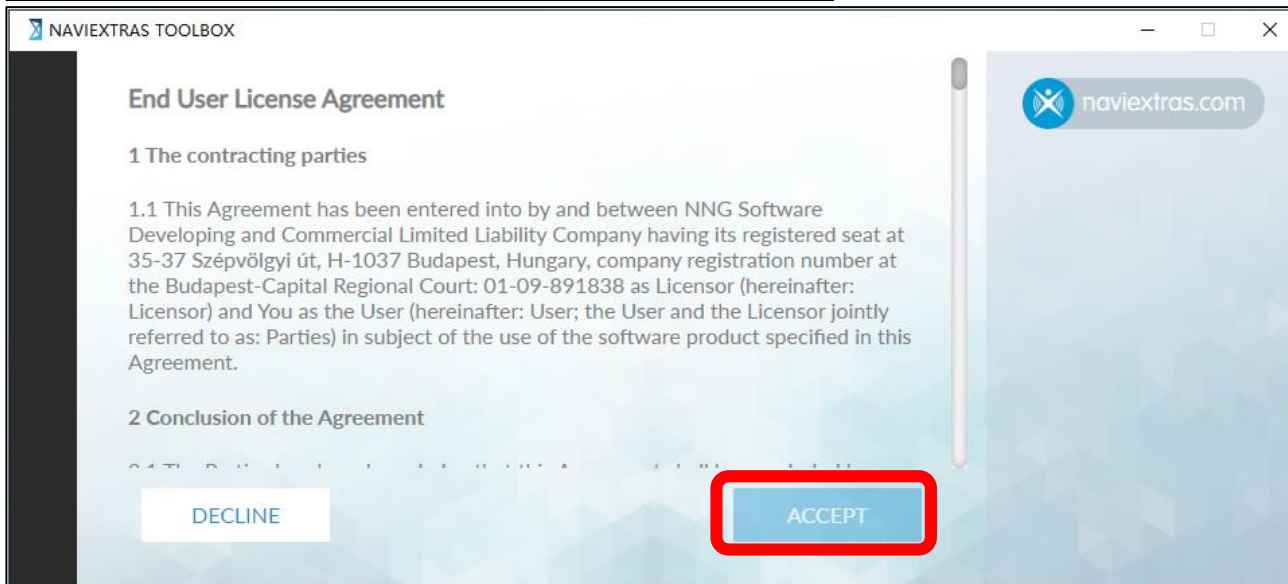
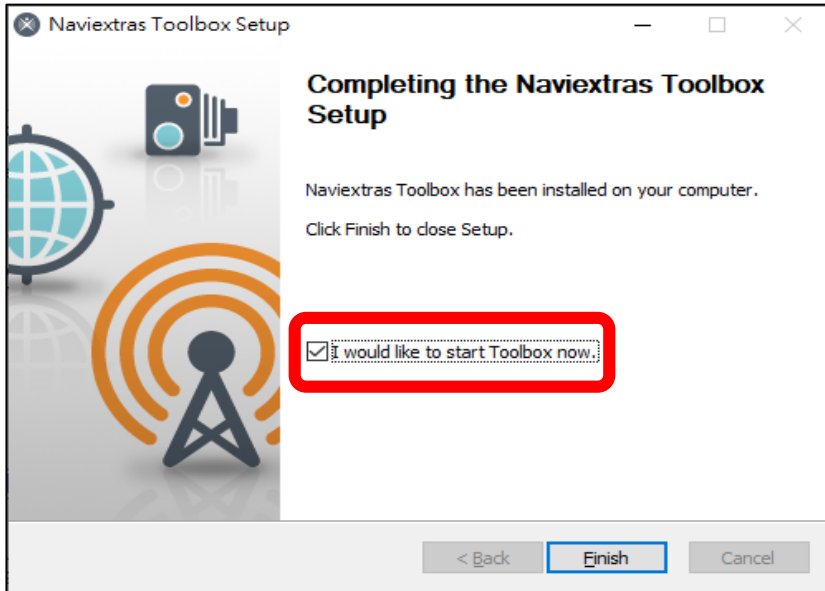


Step1. First you need to select the language of the Installation, then start to install Naviextras toolbox.



Step2. During the installation process follow the instructions on the screen and click [NEXT].

Install Naviextras Toolbox – cont.

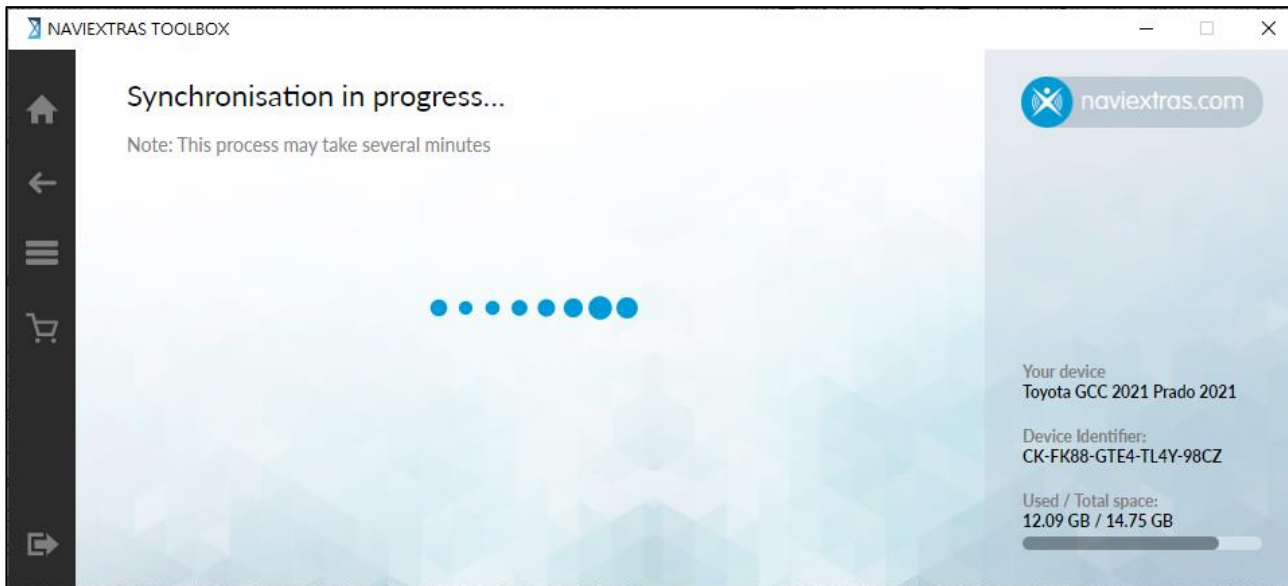
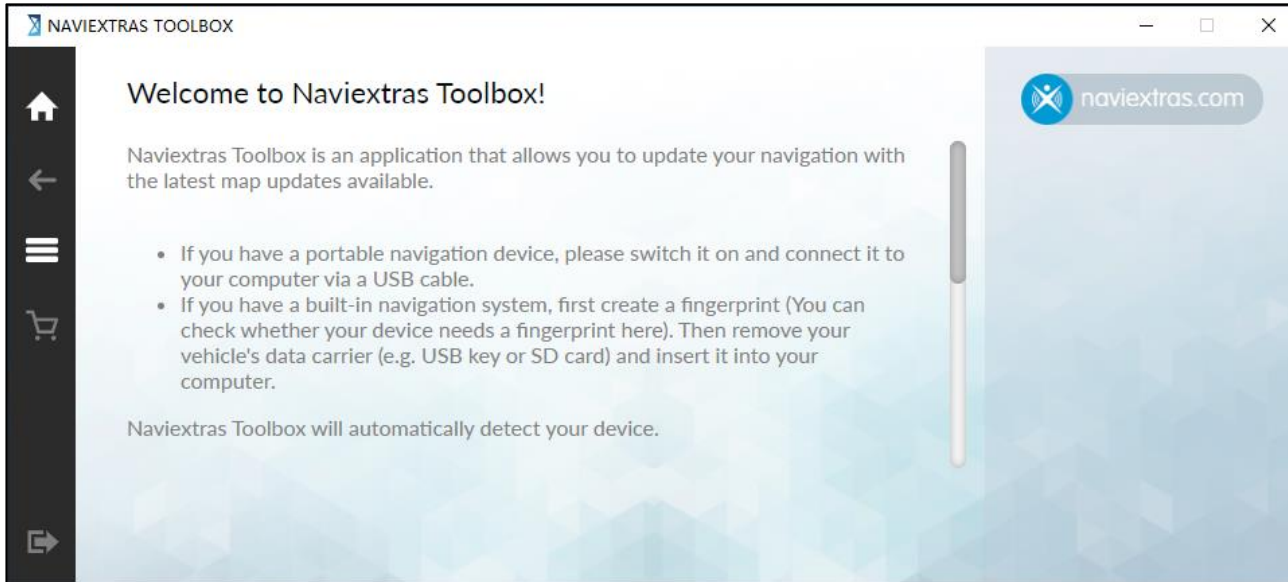


Step3. Checked the "I would like to start Toolbox now" option, and click [Finish], Naviextras Toolbox will start automatically after installation..

Step4. After the installation of Naviextras Toolbox from your PC has been done, please launch Naviextras Toolbox and read the end user license agreement.

Click [Accept] and enter the the welcome page.

Install Naviextras Toolbox – recognize the USB.

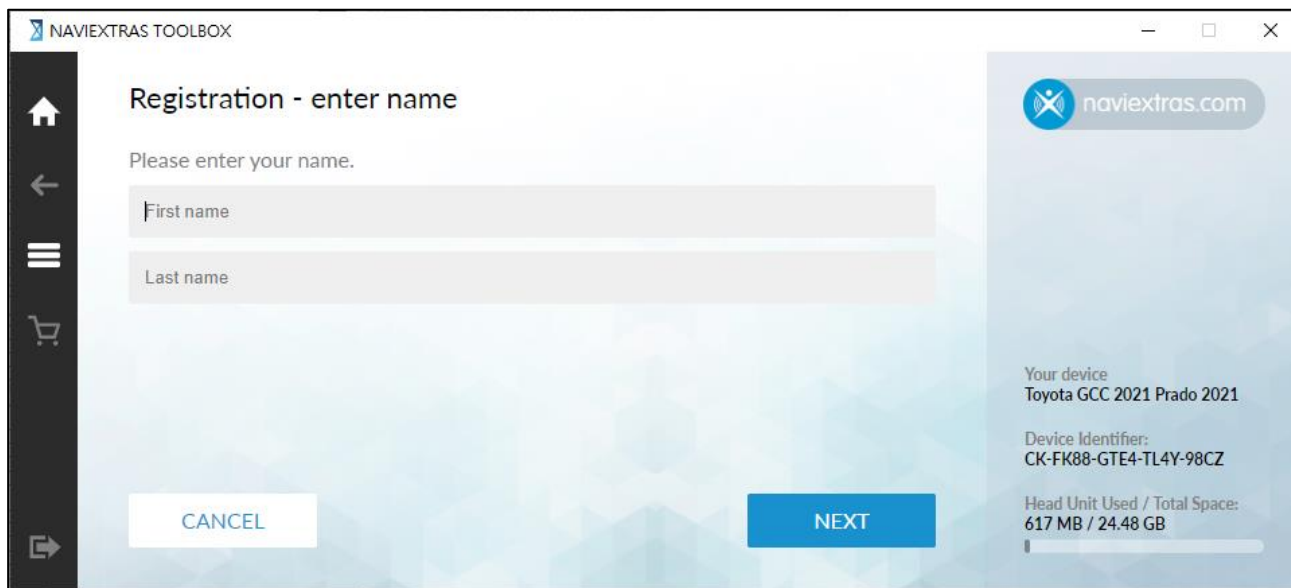
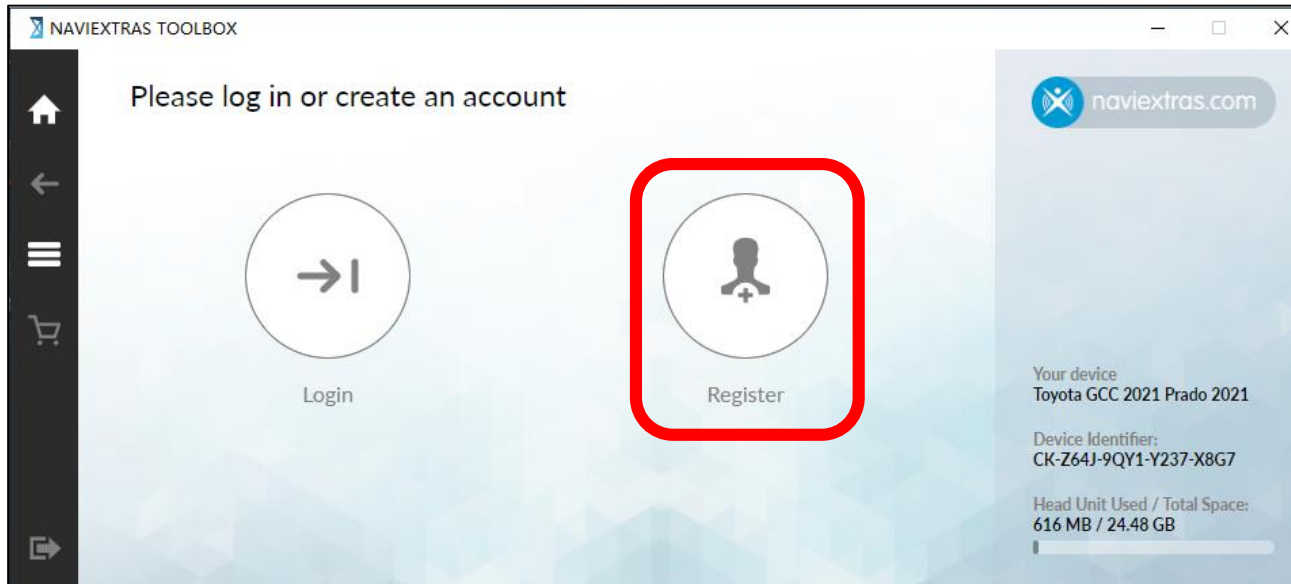


Step5. Insert the USB flash drive which created the Map Update info into the computer, the Naviextras Toolbox will recognize the device information automatically, this can take several minutes.

***Note:**

- Please make sure that your PC is connected to the internet.
- USB flash drive has above 2GB but below 32GB free space for the updates.

Download Map Updates – cont.

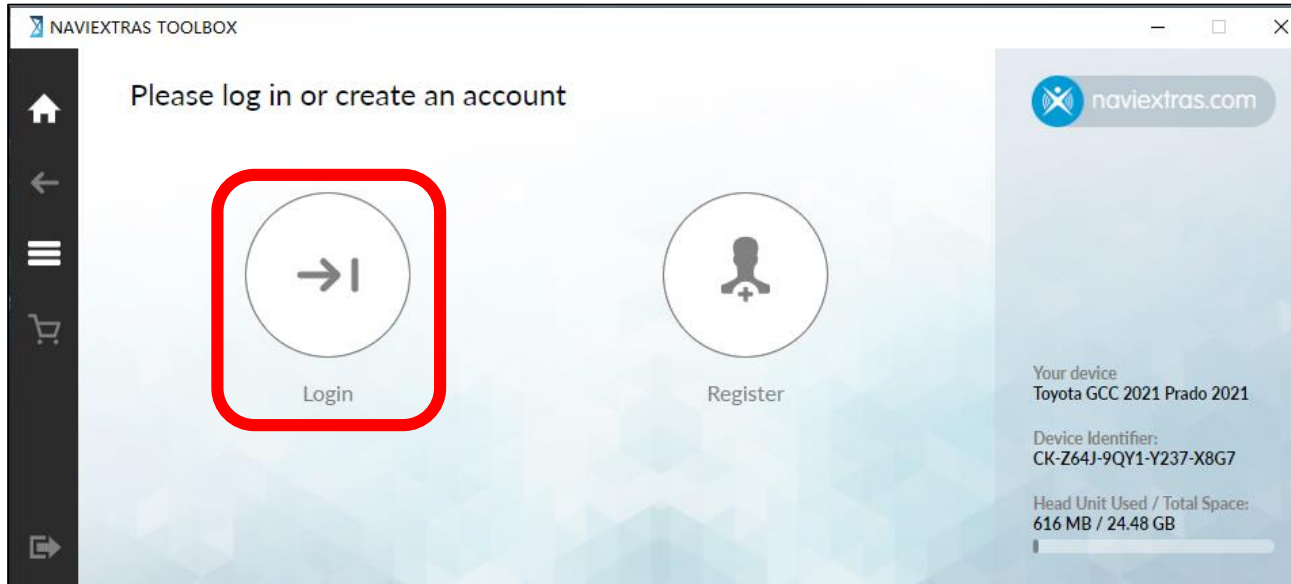


Step6. Once Naviextras Toolbox has recognized the USB flash drive, you will be prompted to log in if you already have a registered user account, or to register a new user account alternatively.

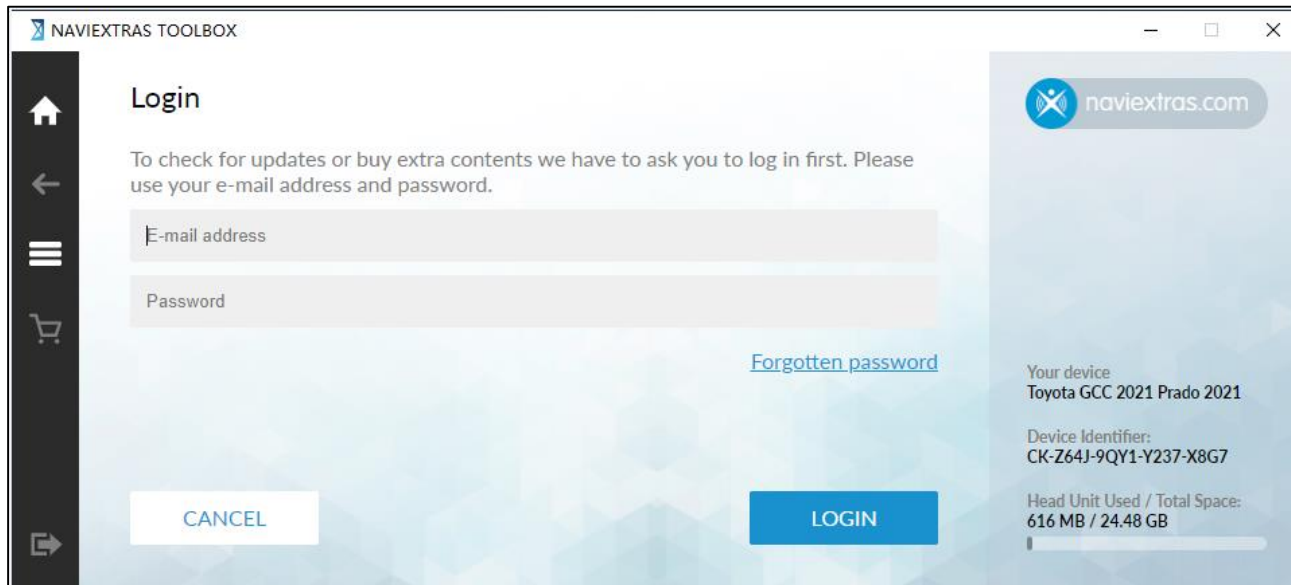
***Note:**

- If you do not have an account, please follow the steps to create one.
- If you would like to register a new user account, click **[Register]** to finished the registration process.

Download Map Updates – cont.



Step7. In order to log in, please type in your email address and your password, then click **[LOGIN]**.

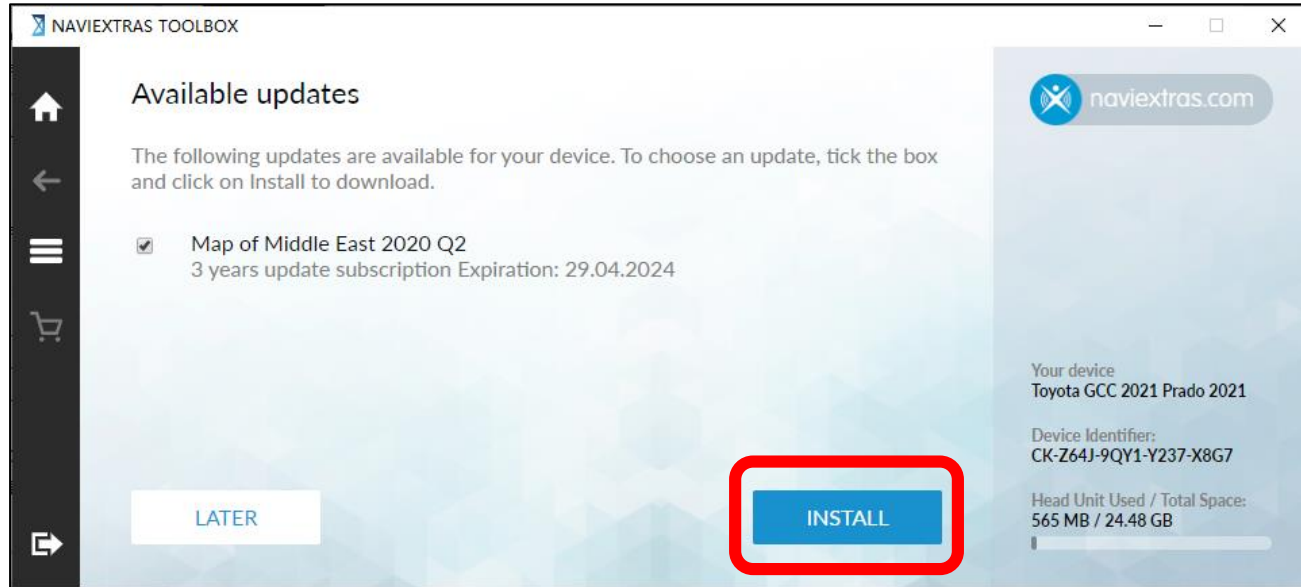


***Note:**

- If you forgot your password, use the Forgotten password link to recover your password.

Download Map Updates

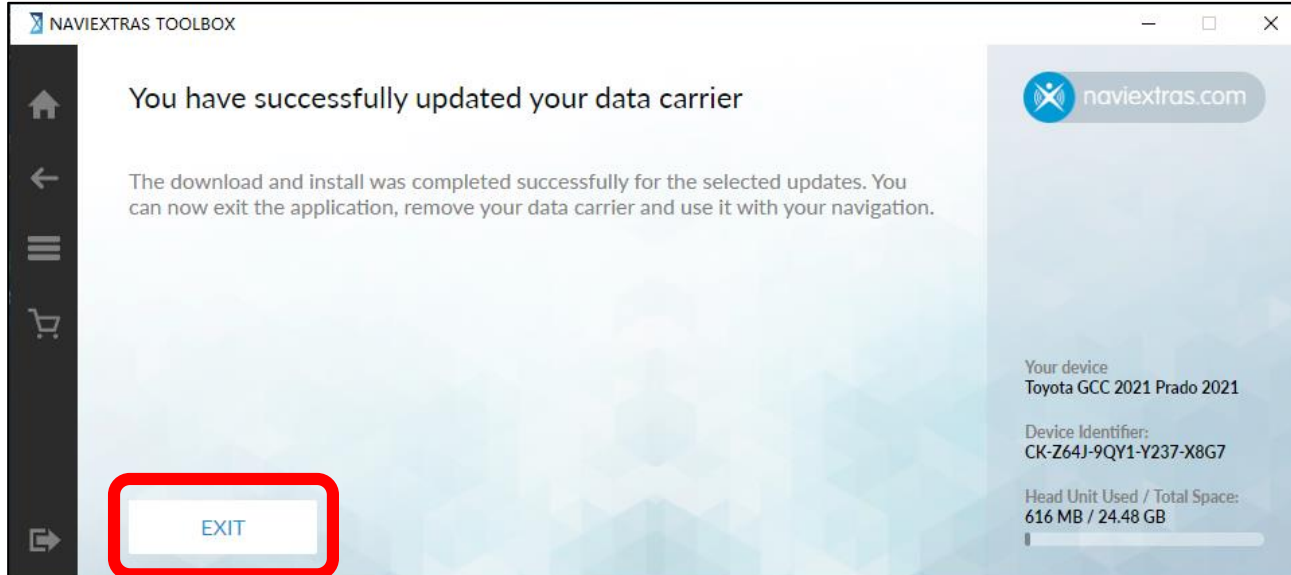
Download Map Updates – cont.



Step1. After logged in, Available Updates will be shown, check map option and click [\[Install\]](#) to download and install the available content(s), the progress bars show the Download and Installation progress.

*** Note: If there is no available updates, refer to [Extra Contents \(Page25 \)](#)**

Download Map Updates – cont.



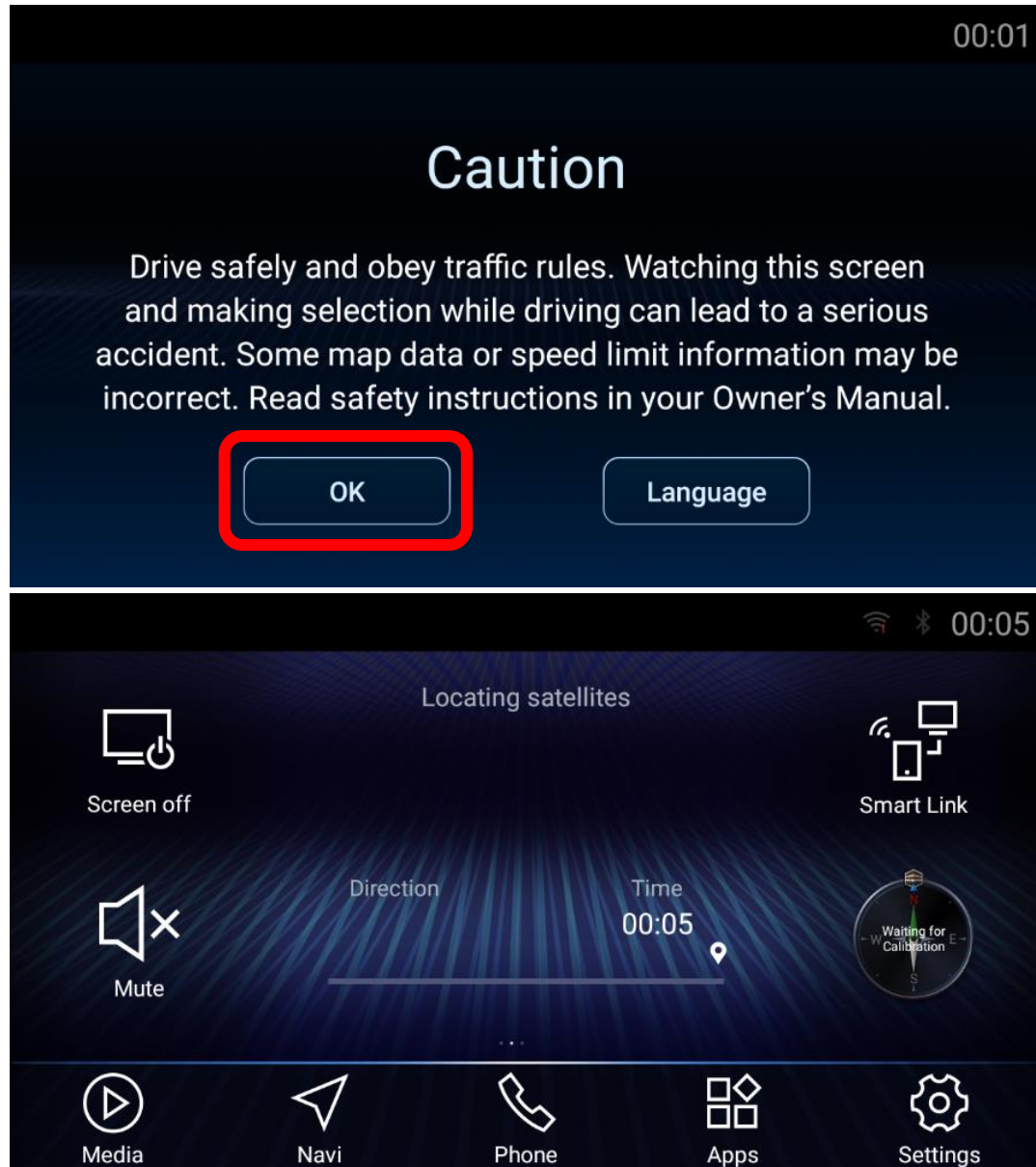
Wait until the process finishes, a message with successful installation appears.

If click **[Cancel]**, you can still download the free update later from Available updates on the HOME screen.

Step2. After the installation, you can see the successfully message. Click **[EXIT]** and remove the USB flash drive.

Map installation on the infotainment system

Update Preparation – cont.



Prepare your vehicle

- Switch your vehicle to “ENGINE ON” until the infotainment system enters the CAUTION page
- Click [OK] and continue to the main page

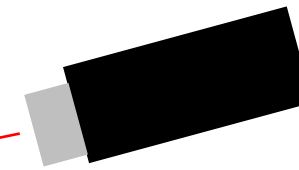
Update Preparation – cont.

- Insert the USB flash drive into the USB slot of the infotainment system front facial

 Do not remove USB flash drive during the process of updating.

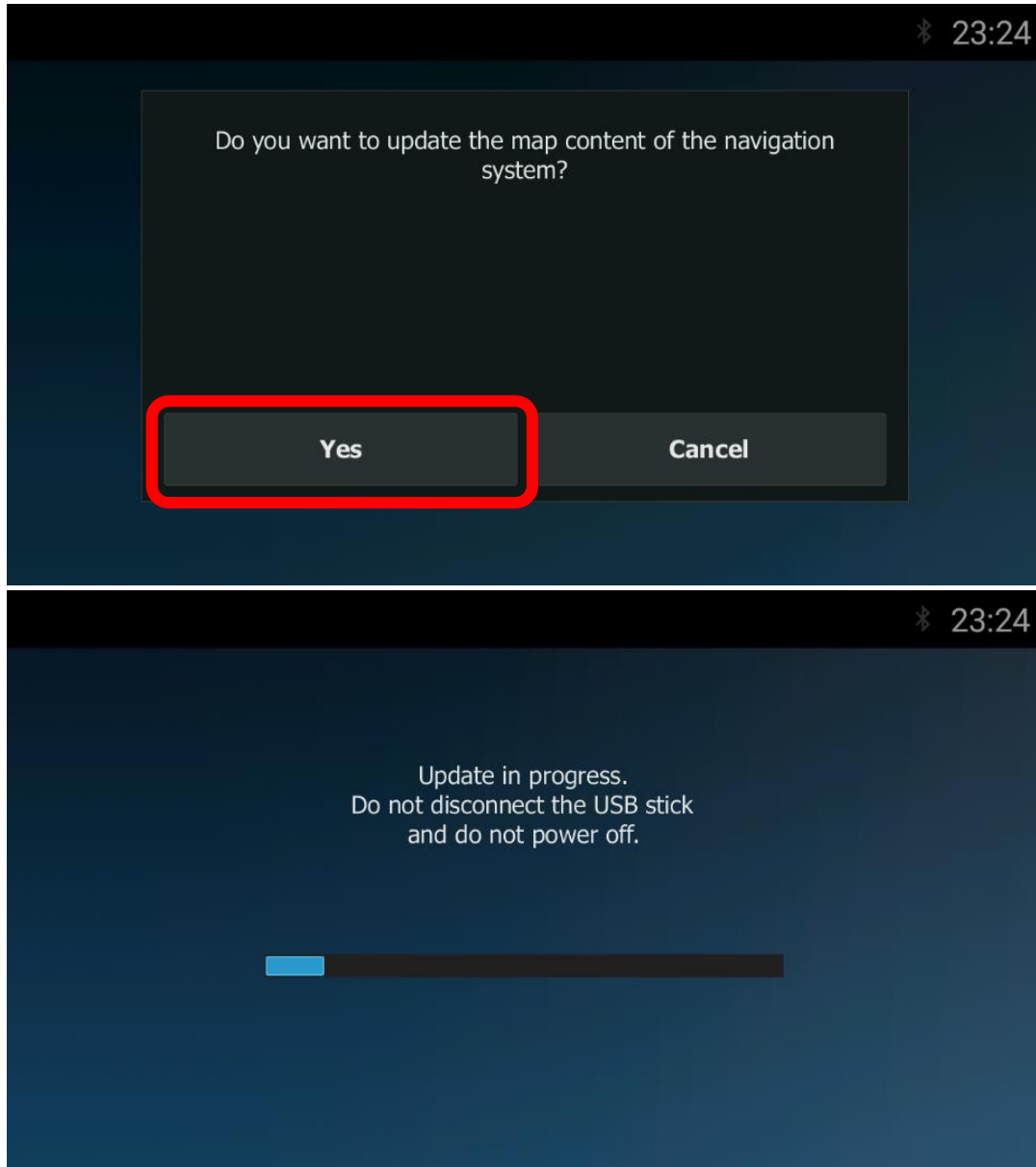


Prado infotainment system



Insert USB flash drive

Map installation on the infotainment system – cont.



Step1. The infotainment system will recognize the new update from USB flash drive automatically and a message 'Do you want to update the map content?' will pop-up.

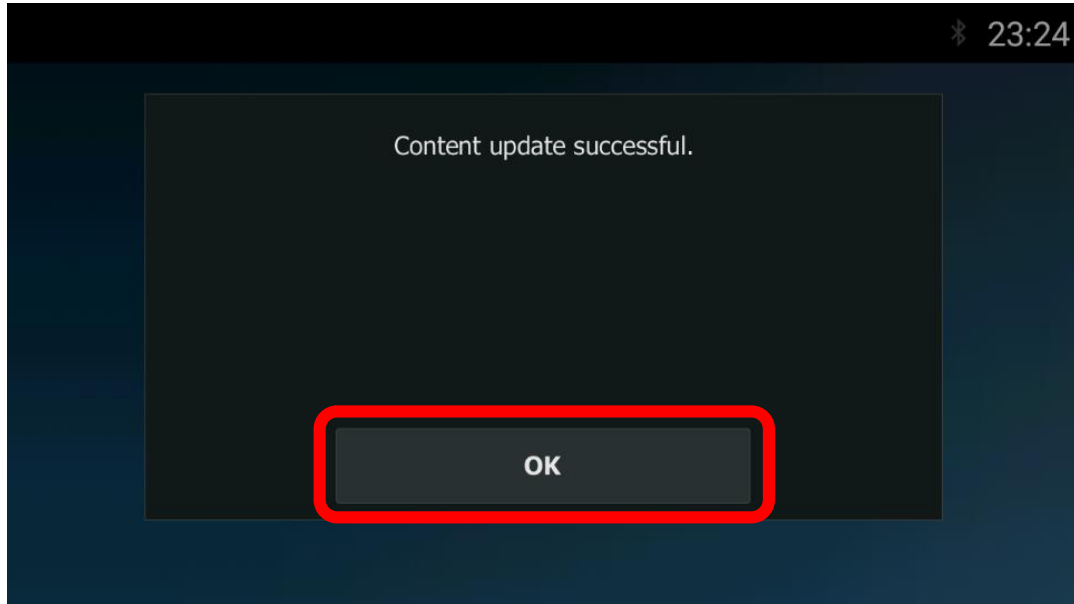
Click **[YES]** if you want to install the update now. This will install map update data on the infotainment system.

*** Note:** If you see the License error message, refer to [Trouble Shooting \(Page22 \)](#)



- Do not remove USB flash drive.
- Do not Engine off.
- Unexpected Engine off or USB flash drive removing will cause the software update to fail, even unable to boot.

Map installation on the infotainment system – cont.



Step2. A successful message will be shown when completed. Click **[OK]**, then you can remove the USB flash drive from the infotainment system.

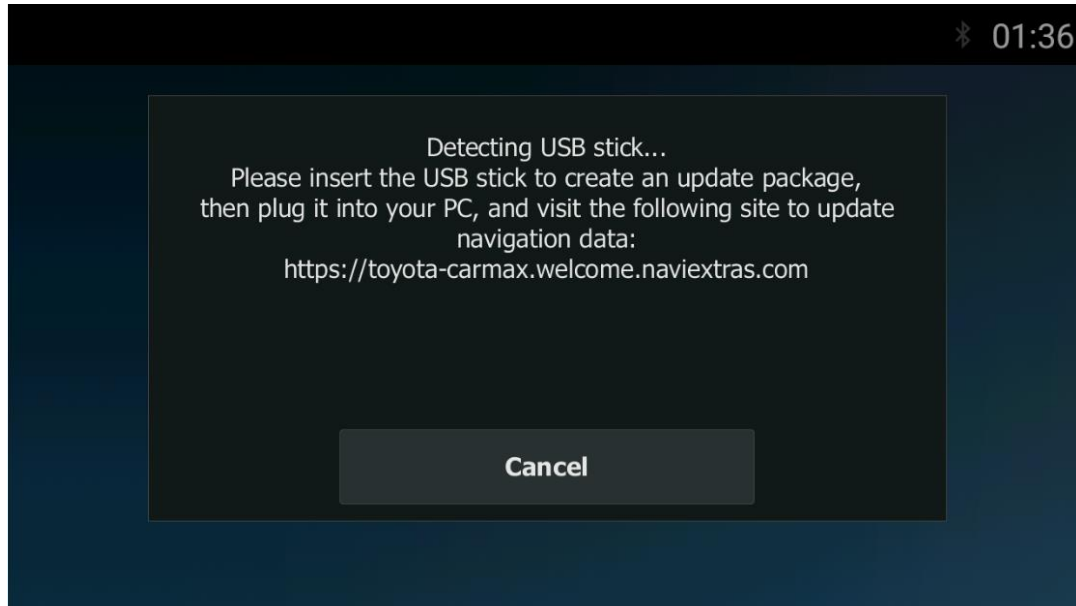


Step3. Long press the first hard key 10 seconds to restart the system. New map content will only take effect at next infotainment system start up.

Trouble shooting

Trouble Shooting

A pop-up message for detecting USB stick

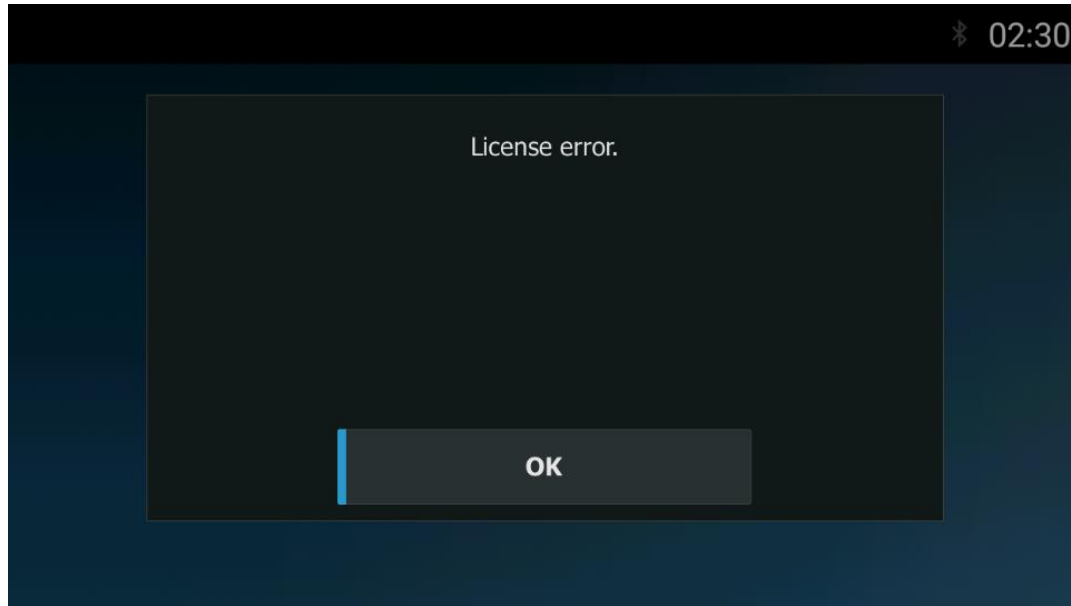


If there is no USB flash drive can be detected, a message will pop-up to show the USB stick is now detecting.

It could be:

- ◆ USB flash drive is not inserted properly
[Action] Re-insert USB flash drive.
- ◆ USB Connection is set as “Fast Charge Mode”
[Action] Set as “Data Transfer Mode”.
Go Settings->System->USB->USB Connection.

Infotainment System pop-up “License error” when insert the USB flash drive with the downloaded map data



Infotainment system pop-up “License error” when insert the USB flash drive with the latest map data downloaded through the toolbox.

It could be:

◆ Software Version is incorrect

[Action] Check the Software Version (Settings->System->About->Device Information).

If OS version is [\[03.12_210509_C\]](#), please go back to the website:

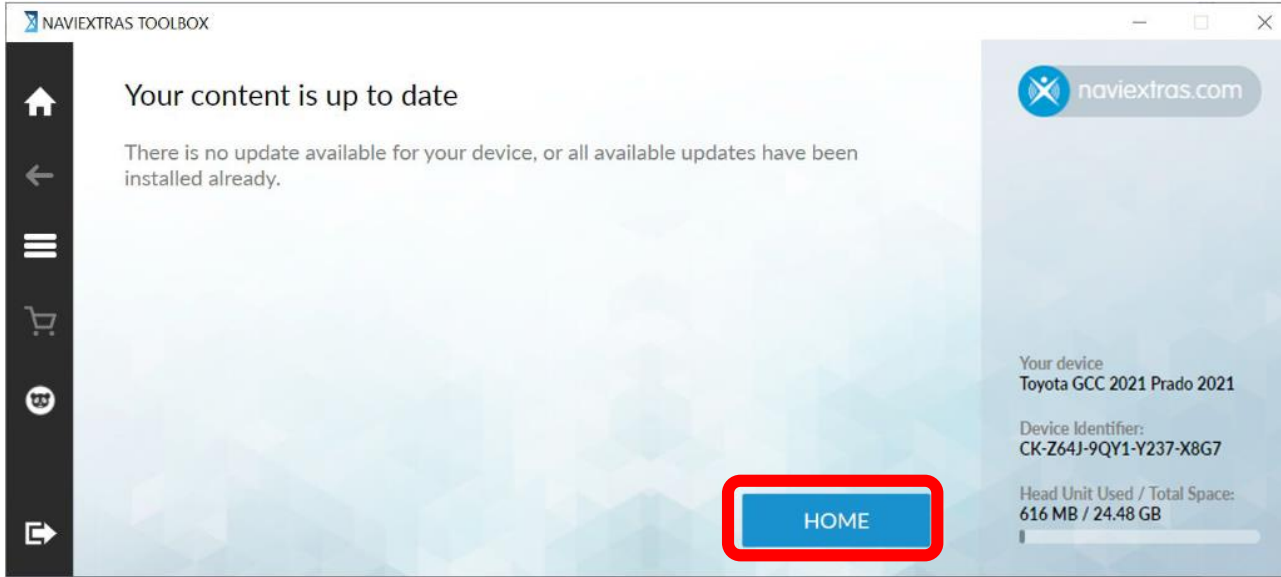
https://toyota-carmax.welcome.naviextras.com/guide_prado_en.html

and carry out the Step1 first :

“CHECK THE SOFTWARE VERSION OF THE NAVIGATION SYSTEM”.

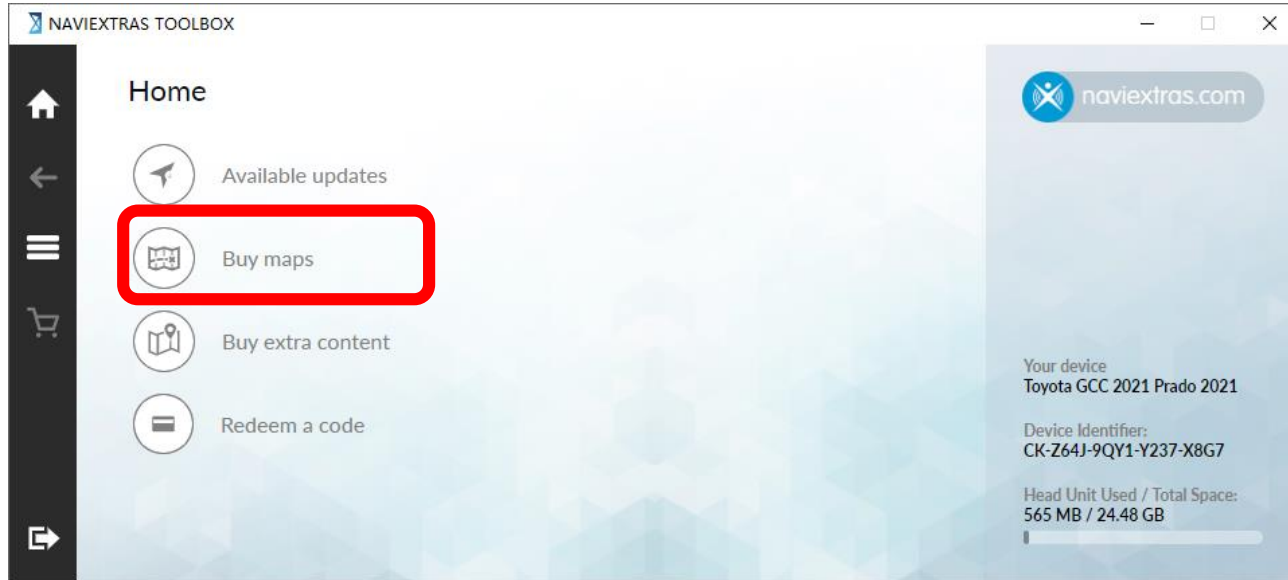
Extra Contents

Extra contents – cont.



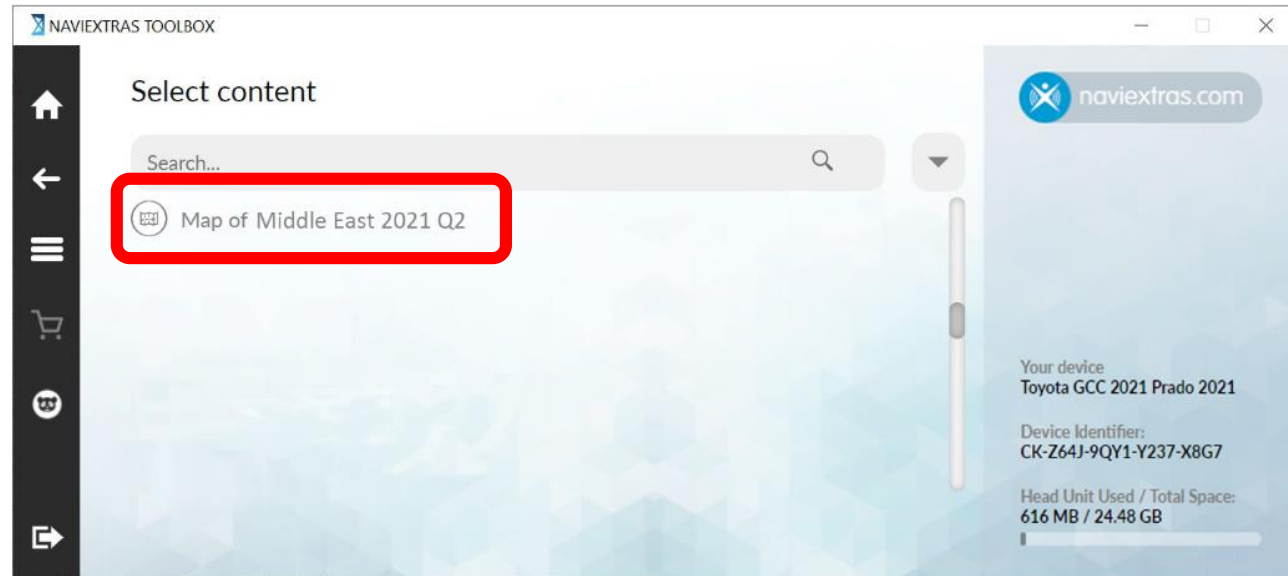
If there is no available updates (Free Update expired), you can click [\[HOME\]](#) for extra map or content update.

Extra contents – cont.



Step1. Click [Buy maps], you can see the update map content.

(For Map content)



Step2. Click the update content for detail Info.

Extra contents – cont.

NAVIEXTRAS TOOLBOX

Map of Middle East 2021 Q2

GET THE LATEST MAP 69.95 USD
Content provider: HERE
Released: 2021 Q2
File size: 290.78 MB

> HIGHLIGHTS, COVERAGE, COMPATIBILITY

Please note that content is provided by third parties. NNG LLC. does not make any representation regarding the suitability, accuracy, completeness or timeliness of the content, and shall not be held liable for any deficiencies thereof. (Should you encounter any deficiency of the content, please contact the content provider with your complaint.)

MORE INFORMATION

ADD TO CART

naviextras.com

Your device
Toyota GCC 2021 Prado 2021

Device Identifier:
CK-Z64J-9QY1-Y237-X8G7

Head Unit Used / Total Space:
616 MB / 24.48 GB

Step3. Check the Map Data Info, and click **[ADD TO CART]**.

NAVIEXTRAS TOOLBOX

Cart items

Product	Price	Remove
Map of Middle East Get the latest map	USD	✕

I accept the [Terms and Conditions of Purchase](#)

I request NNG to start the fulfilment of my order without delay and I acknowledge that by doing so I will not be entitled to exercise the right of withdrawal/termination specified in Section XI. of the Terms and Conditions of Purchase.

CONTINUE SHOPPING

CHECKOUT

naviextras.com

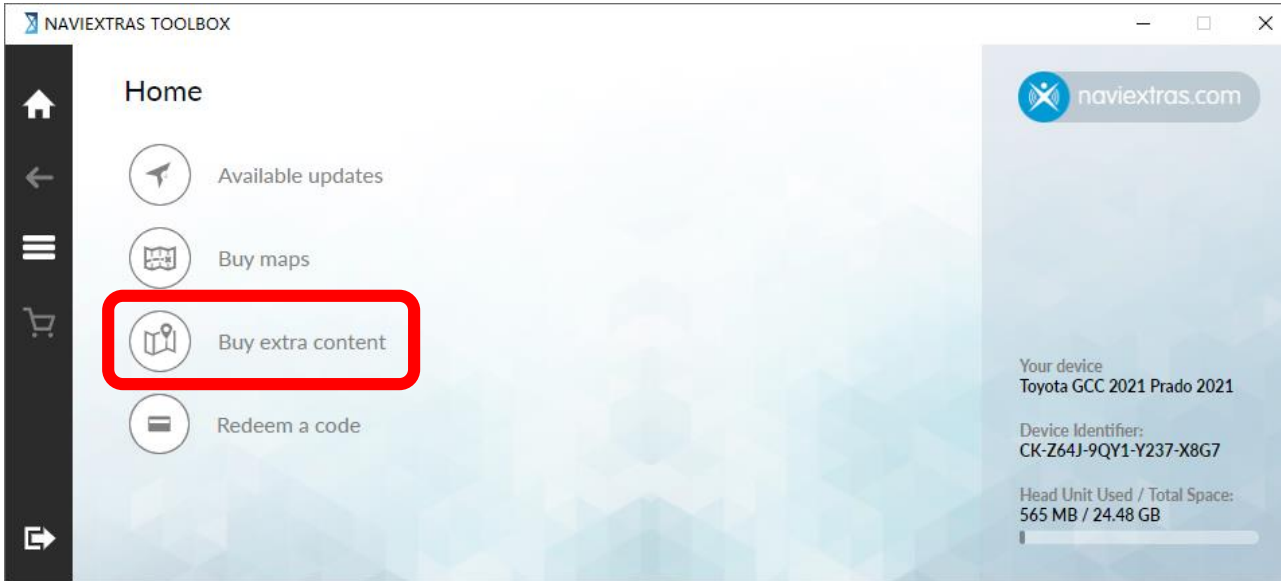
Your device
Toyota GCC 2021 Prado 2021

Device Identifier:
CK-Z64J-9QY1-Y237-X8G7

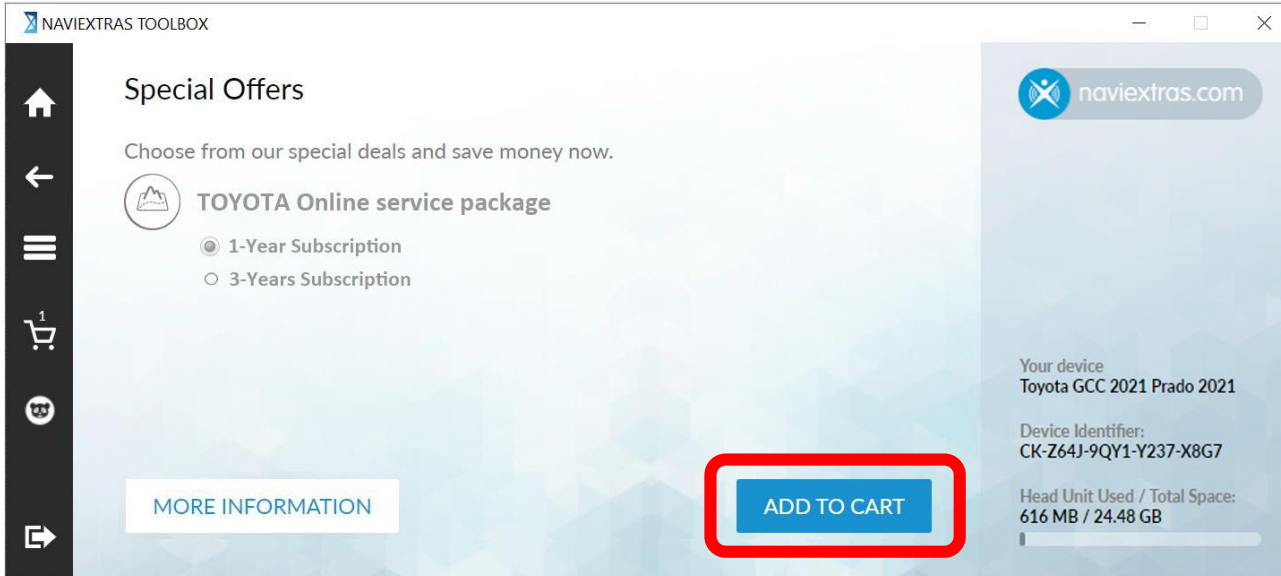
Head Unit Used / Total Space:
616 MB / 24.48 GB

Step4. click **[CONTINUE SHOPPING]** to for other content.

Extra contents – cont.

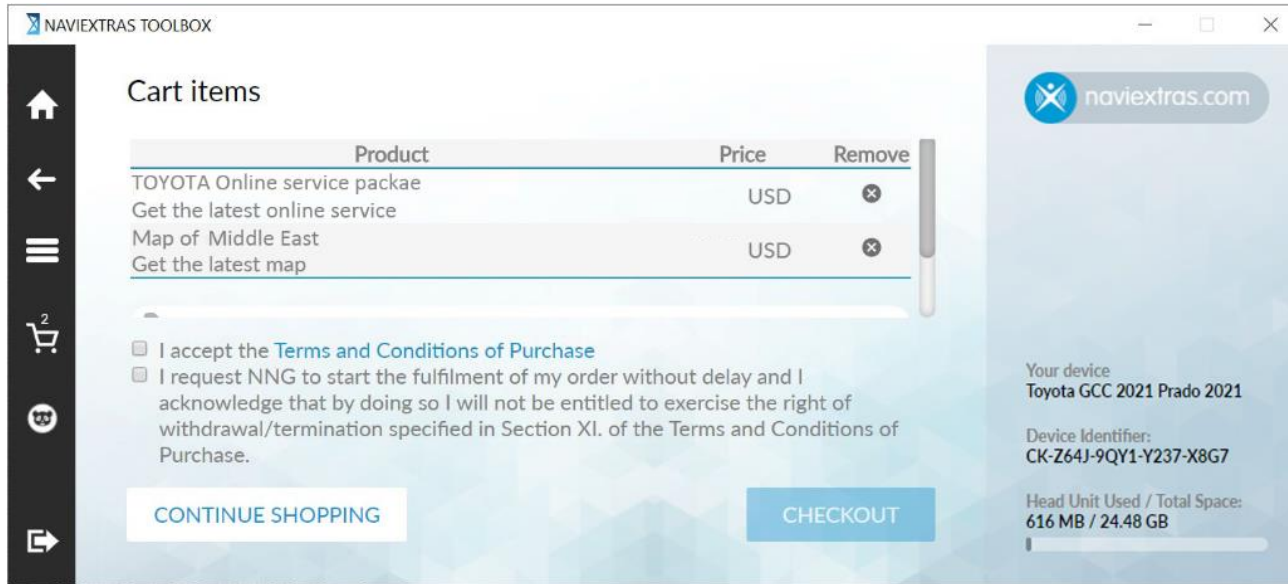


Step5. click [Buy extra content].
(For Online service)



Step6. Choose the subscription period and click
[ADD TO CART].

Extra contents – cont.



NAVIEXTRAS TOOLBOX

Cart items

Product	Price	Remove
TOYOTA Online service packae Get the latest online service	USD	✕
Map of Middle East Get the latest map	USD	✕

I accept the [Terms and Conditions of Purchase](#)

I request NNG to start the fulfilment of my order without delay and I acknowledge that by doing so I will not be entitled to exercise the right of withdrawal/termination specified in Section XI. of the Terms and Conditions of Purchase.

[CONTINUE SHOPPING](#) [CHECKOUT](#)

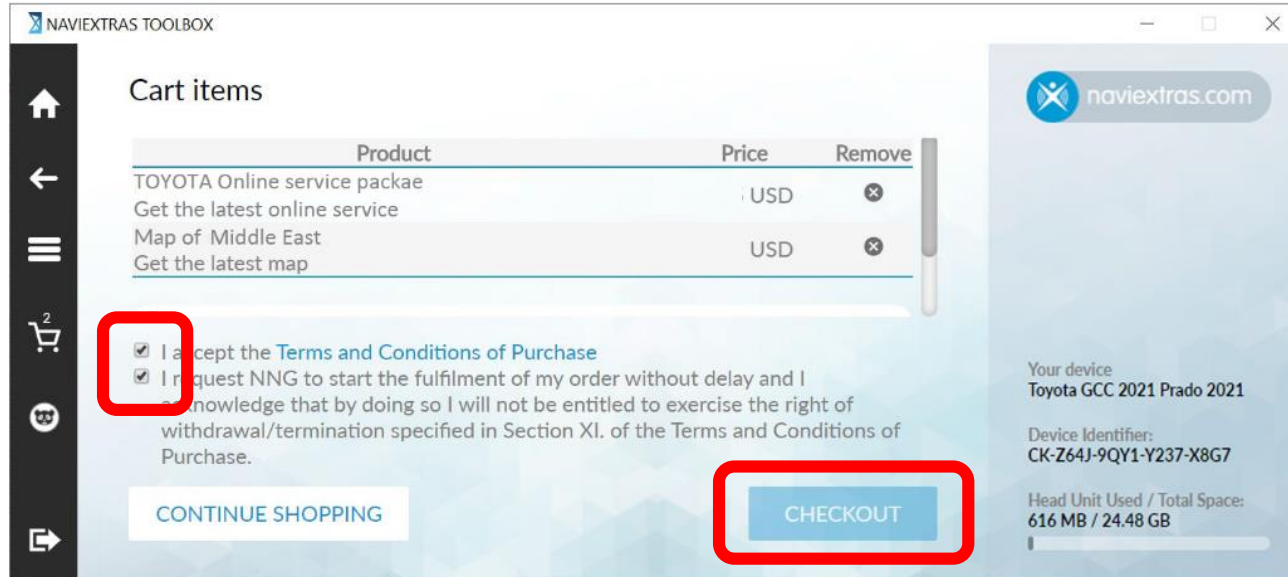
naviextras.com

Your device
Toyota GCC 2021 Prado 2021

Device Identifier:
CK-Z64J-9QY1-Y237-X8G7

Head Unit Used / Total Space:
616 MB / 24.48 GB

Step7. In your cart, you can see the cart items.



NAVIEXTRAS TOOLBOX

Cart items

Product	Price	Remove
TOYOTA Online service packae Get the latest online service	USD	✕
Map of Middle East Get the latest map	USD	✕

I accept the [Terms and Conditions of Purchase](#)

I request NNG to start the fulfilment of my order without delay and I acknowledge that by doing so I will not be entitled to exercise the right of withdrawal/termination specified in Section XI. of the Terms and Conditions of Purchase.

[CONTINUE SHOPPING](#) [CHECKOUT](#)

naviextras.com

Your device
Toyota GCC 2021 Prado 2021

Device Identifier:
CK-Z64J-9QY1-Y237-X8G7

Head Unit Used / Total Space:
616 MB / 24.48 GB

Step8. Accept the trading and click [\[Checkout\]](#).

Extra contents – cont.

NAVIEXTRAS TOOLBOX

Company User Option

If you'd like your company data to be displayed on the invoice for expensing purposes, you can continue the registration process as a Corporate User. If you are from the EU (except Hungary), you can also verify your EU VAT ID to obtain a VAT exempt status.

I AM A CORPORATE USER

NEXT

naviextras.com

Your device
Toyota GCC 2021 Prado 2021

Device Identifier:
CK-Z64J-9QY1-Y237-X8G7

Head Unit Used / Total Space:
616 MB / 24.48 GB

Step9. Click **[Next]** to proceed.

NAVIEXTRAS TOOLBOX

Invoice address - enter name

Please enter your name

First name

Last name

CANCEL

NEXT

naviextras.com

Your device
Toyota GCC 2021 Prado 2021

Device Identifier:
CK-Z64J-9QY1-Y237-X8G7

Head Unit Used / Total Space:
616 MB / 24.48 GB

Step10. Enter name and click **[Next]**.

Extra contents – cont.

NAVIEXTRAS TOOLBOX

Invoice address - select country

Please select your country from the list below.

United States

Alabama

CANCEL

NEXT

naviextras.com

Your device
Toyota GCC 2021 Prado 2021

Device Identifier:
CK-Z64J-9QY1-Y237-X8G7

Head Unit Used / Total Space:
616 MB / 24.48 GB

Step11. Enter info in the required field and click [\[Next\]](#).

NAVIEXTRAS TOOLBOX

Invoice address - select city

Please enter your city.

City

ZIP / Postal code

CANCEL

NEXT

naviextras.com

Your device
Toyota GCC 2021 Prado 2021

Device Identifier:
CK-Z64J-9QY1-Y237-X8G7

Head Unit Used / Total Space:
616 MB / 24.48 GB

Extra contents – cont.

NAVIEXTRAS TOOLBOX

Invoice address - address

Please enter your address details.

Street name

Street type

House number

CANCEL

NEXT

naviextras.com

Your device
Toyota GCC 2021 Prado 2021

Device Identifier:
CK-Z64J-9QY1-Y237-X8G7

Head Unit Used / Total Space:
616 MB / 24.48 GB

NAVIEXTRAS TOOLBOX

Invoice address

Your billing address has been saved successfully.

Name: James Li
Country: United States
State: AL
City: Myong
ZIP / Postal code: 123
Address: 1 Str 1123

EDIT

HOME

NEXT

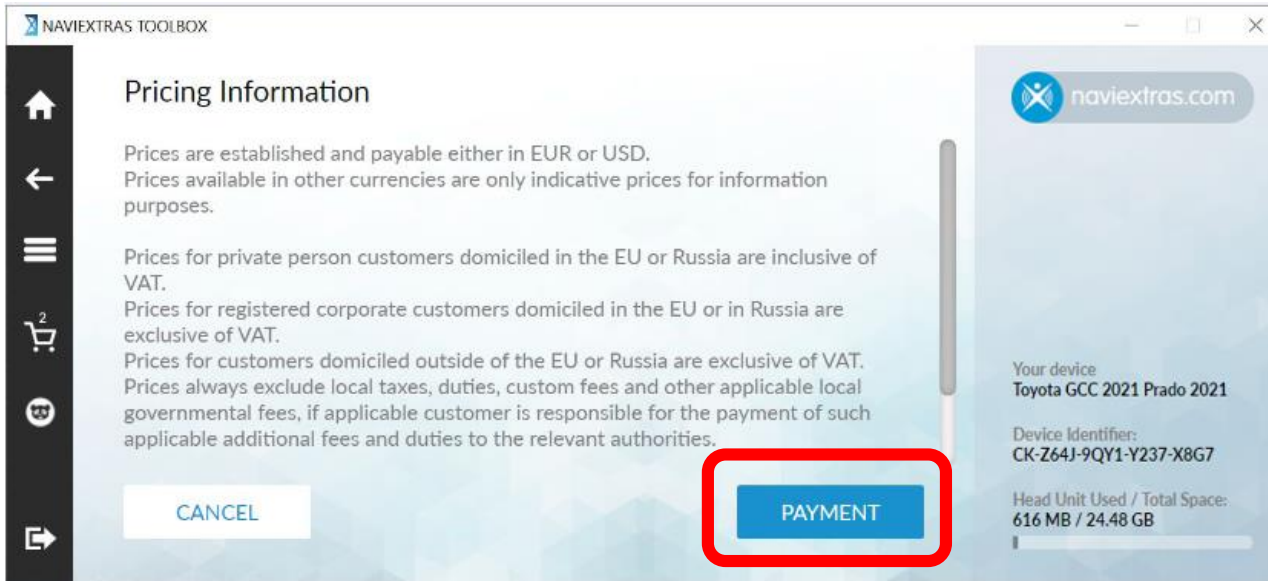
naviextras.com

Your device
Toyota GCC 2021 Prado 2021

Device Identifier:
CK-Z64J-9QY1-Y237-X8G7

Head Unit Used / Total Space:
616 MB / 24.48 GB

Extra contents – cont.



Step12. Confirm Billing Information, click [\[Payment\]](#) to proceed.

Extra contents – cont.

Select Payment Method

Test Mode - This is not a live transaction.

Order summary

Reference: AFTE2108111230464259329286055638

Description: Naviextras.com payment

Amount (USD):

Select payment method

United States

VISA
Mastercard
Maestro
AMEX
Masterpass
Learn more

Card Details

Payment details

* Indicates a required field

Card number *

Cardholder's name *

Expiry date *

MM / YY

Security code *

3 digits on the back of the card or 4 digits on the front of card

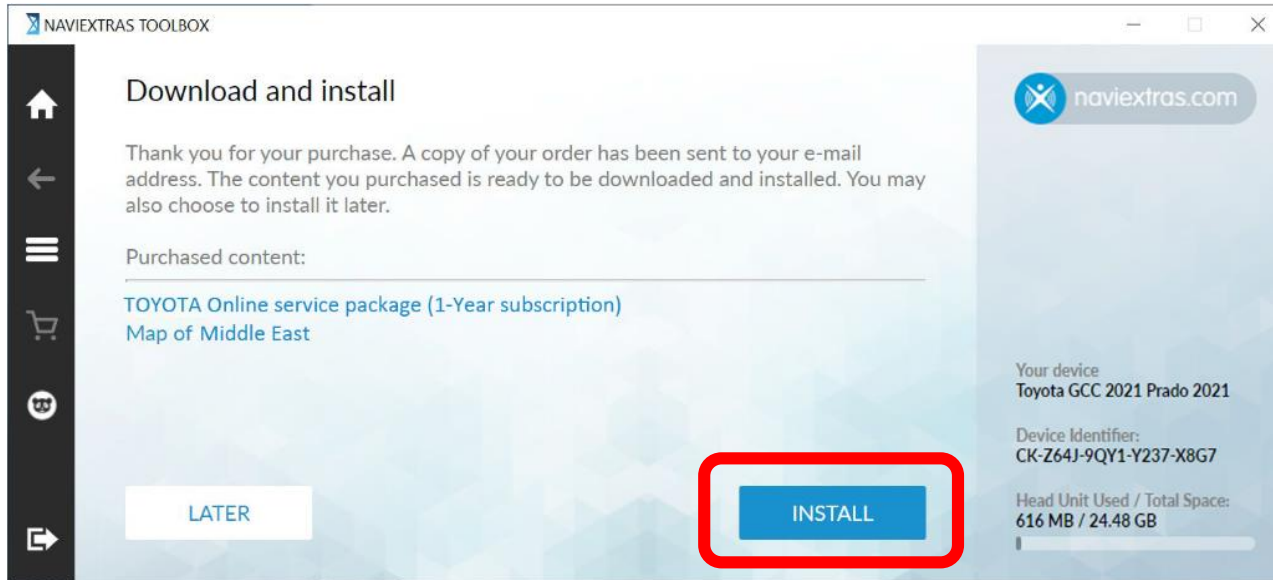
Cancel

Make Payment

When you submit your transaction for processing by Worldpay you confirm your acceptance of [Worldpay's privacy policy](#).

Step13. Enter Credit info and click [\[Make Payment\]](#).

Extra contents – cont.



Step14. Toolbox will automatically synchronize the update, and show the Purchased content.

By click on [\[Install\]](#) to download and install the available content(s).



Step15. After the installation progress, insert the USB flash drive into the infotainment system to complete the update. refer to [Page17](#).