

# GAA

## OVER-THE-AIR UPDATE



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| <b>Document Information</b> | <b>Document Name:</b> OTA How-to Guide<br><b>Release Date:</b> 06/06/25 |
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## 0. Precautions

### 0.1. Downloading the Update

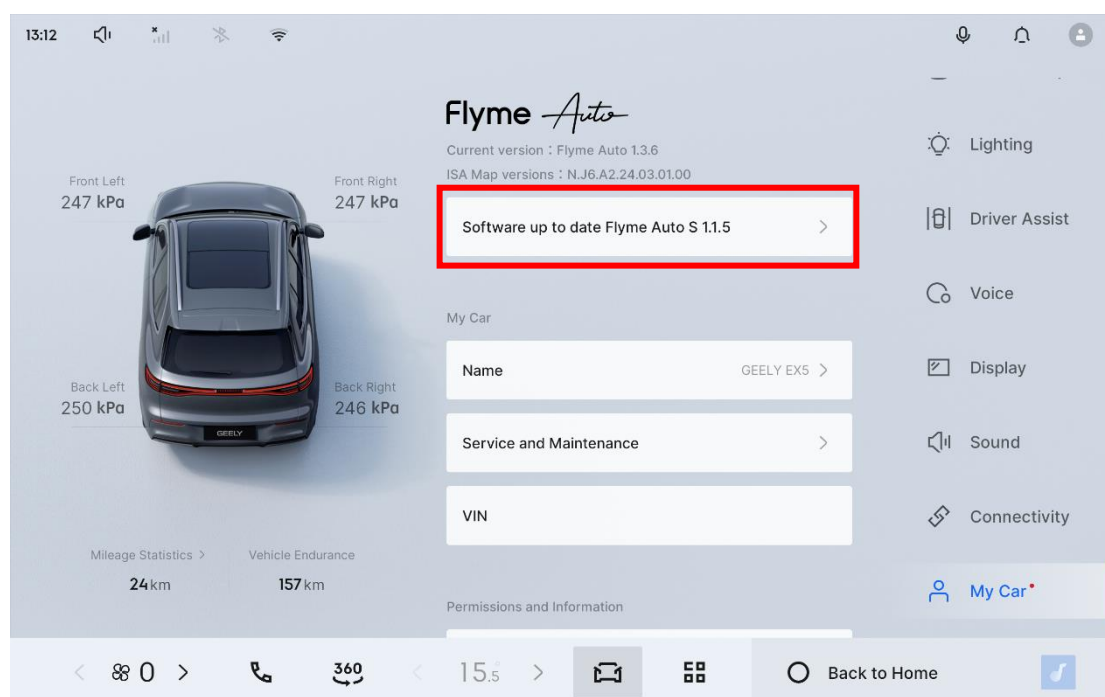
- Over the Air (OTA) updates are usually released to vehicles in batches across the country, which may take up to a few weeks to roll out. You may not be receiving the update on the day of the release.
- Ensure the vehicle has a stable internet connection for the complete duration of the download of the update by connecting to your home Wi-Fi or phone hotspot.
- The vehicle must remain ON during the download of the update.
- The vehicle can still be operated normally for the duration of the download.

### 0.2. Installing the Update

- Ensure the vehicle has sufficient charge (at least 15%) before installing the update.
- During installation, the vehicle will be inaccessible and must remain locked.

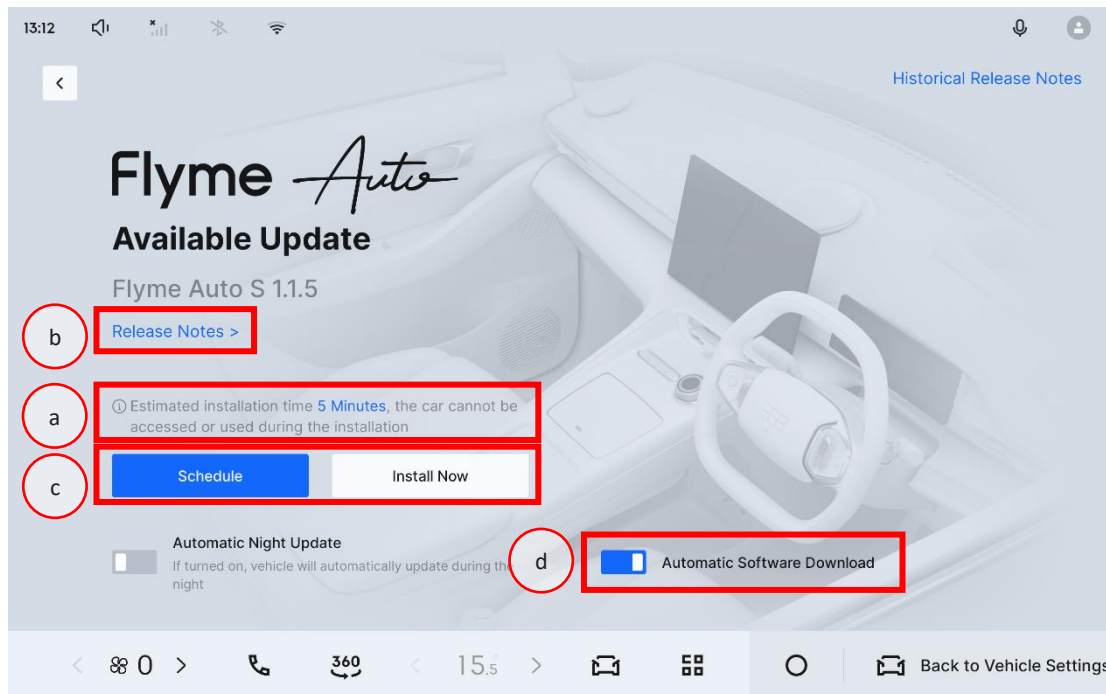
## 1. How Updates Are Downloaded

- 1.1. Ensure a stable connection by connecting to either home Wi-Fi or your phone hotspot by connecting to Wi-Fi in the **Connectivity** tab in **Vehicle Settings**.
- 1.2. A pop-up will request your permission to download the update. You can dismiss this if you do not have a stable internet connection (Note: This is only applicable if you do not have “Automatic Software Download” ON).
- 1.3. Monitor the progress of the download by tapping the top button in the **My Car** tab in the **Vehicle Settings** highlighted in the below image (red rectangle).
- 1.4. In this screen, you can also schedule a future time for the update to be installed.



## 2. After the Download

- 2.1. Tap the top button in the **My Car** tab in the **Vehicle Settings** (refer to previous image).
- 2.2. This screen will display the below information:
  - a. Estimated duration of installation.
  - b. What's new in the update (by tapping on **Release Notes**).
  - c. Option to install now (Step 3) or later (Step 4).
  - d. Option to automatically download future updates.



### 3. Installing Now

- 3.1. Ensure the vehicle is parked in a safe location and remains in Park (P).
- 3.2. Ensure the vehicle has sufficient charge (at least 15%).
- 3.3. Tap on **Install Now**.
- 3.4. The vehicle will start a 2-minute countdown to allow you to remove all people, pets, and belongings as the **vehicle cannot be accessed during the installation of the update**.
- 3.5. Once ready, lock and leave the vehicle, ensure the key is kept well away from the vehicle during the installation. Unlocking the vehicle during installation will interrupt the installation.
- 3.6. Return to the vehicle after 25 minutes and update will be complete, unlock vehicle and check for a pop-up will with an "Update Successful" message, no further action required.

### 4. Installing Later

- 4.1. Select a time within a 24-hour period.
- 4.2. The screen will confirm whether the time you selected is during the current or following day.
- 4.3. Prior to the scheduled install time, ensure the vehicle has sufficient charge (at least 15%).
- 4.4. The vehicle will automatically update during the scheduled install time.
- 4.5. Upon entering the vehicle following installation, a pop-up will appear with the message "Update Successful".

- 4.6. The installation has been successful and the vehicle can be operated and accessed as per normal.
- 4.7. It is recommended to schedule installation when you expect to not be in need of the vehicle.

## **5. Troubleshooting:**

- 5.1. If you tapped on the X button and dismissed the message box in Step 1.3, you can start the download by tapping the top button in the **My Car** in **Vehicle Settings**. If you are still unable to initiate the download, park your vehicle in a safe place, exit, and lock the vehicle. Re-enter the vehicle, whereupon the pop-up message box will reappear momentarily.
- 5.2. If you have interrupted the installation process by unlocking and accessing the car, tap the top button in the My Car screen under Vehicle Settings, and schedule or prompt the installation again. The installation will restart from 0%.
- 5.3. If you encounter any other issues during download or installation that cannot be resolved by restarting the process, please contact your Authorised Geely Service Centre.