XENTRY TIPS

COMAND Online: No music files can be found on the USB mass storage device

Topic number	LI82.85-P-067582
Version	2
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-11-2018
Validity	Model 213 with code 531 and code 807. Model 238 with code 531 and code 807 or code 808 without code 058.
Reason for change	Remedy adapted.
Reason for block	

Complaint:

No music files can be found on the USB mass storage device.

Some music files from mobile phones or media players (e.g. iPod) can still be detected and played back.

Attachments	
File	Description
No music files found on mass storage.jpg	No music files detected on the mass storage device

Cause:

Software of COMAND Online control unit (A26/17).

Remedy:

1.

- Export customer data from COMAND Online to USB flash drive or SD card (System -> System Backup -> Export Data)

- Reset customer data in system menu of COMAND Online (System -> Reset)

- Import customer data into COMAND Online of USB flash drive or SD card (System -> System Backup -> Import Data)

2.

Software update of COMAND Online control unit (A26/17) to software release E375.5.

The required software release is available with XENTRY version 05/2018 including addon 9946 or newer.

Symptoms

Communication/information / Entertainment / Media interface (UMI/UCI) / Data storage device cannot be read/is not detected
Communication/information / Entertainment / Media interface (UMI/UCI) / Audio output faulty
Communication/information / Entertainment / USB input / Malfunction
Communication/information / Entertainment / USB input / Not detected
Communication/information / Entertainment / USB input / Audio output faulty

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - Audio or COMAND (Audio) (HU55)	-	-