MODE COM Software Update

Rev08032022

Overview:

This document is intended to guide you through the procedure to update your MODE COM software version if necessary. Please contact Storyteller should you have any questions or need any assistance with these instructions.

Applicable Vehicles:

All MODEs with a MODE COM screen

Safety Alert:

This procedure may require the use of tools to access the MODE COM port for updating. Only attempt to perform this procedure if you feel comfortable doing so. Should you have any concerns, please contact Storyteller prior to proceeding.

Tools and Supplies Needed:

- SanDisk Cruzer Glide USB 2.0 Flash Drive 32GB (Other flash drives may work, but this is the only flash drive we tested successfully)

- Computer with USB port and access to the internet

- Drill

- #2 Phillips bit

Software Update Procedure:

1. Check current software version installed
   a. Press the settings button at the lower left corner of the MODE COM screen as shown in figure 1.

Figure 1

Settings button

   b. On the settings screen, check the software version listed on the bottom row (see figure 2) to see if your screen matches the version provided in the software update. Check with Storyteller customer service to verify if needed.
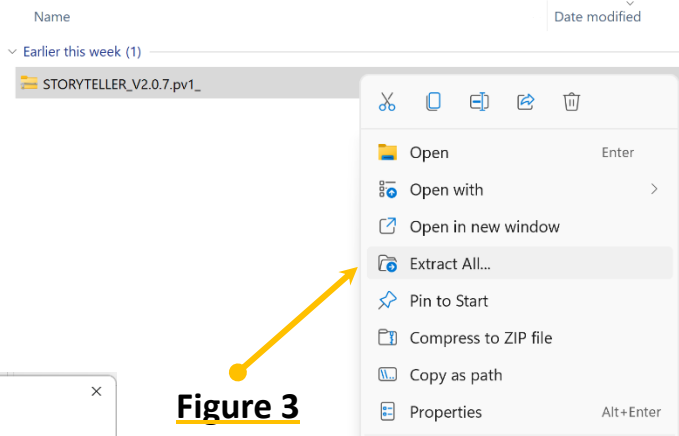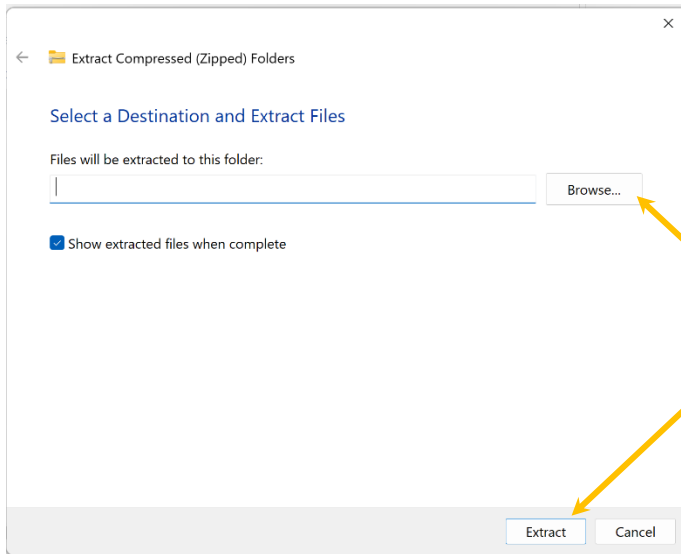

Figure 2

Software version

   c. If your software does not require updating, continue with your adventures!

   d. If your software requires updating, do not panic, just proceed to the next steps.

2. Download updated software file to your USB drive

   a. In your internet browser, navigate to https://www.storytelleroverland.com/owner-resources/

   b. Click the applicable link on the Owner Resources page to access the software update file

   c. Once the compressed (zipped) folder downloads, right-click on the zipped folder and select "Extract all." See figure 3

   d. Select the file path that you want the files to extract to (it is easiest to just extract the files to your downloads folder). Then click the "Extract" button. See figure 4.
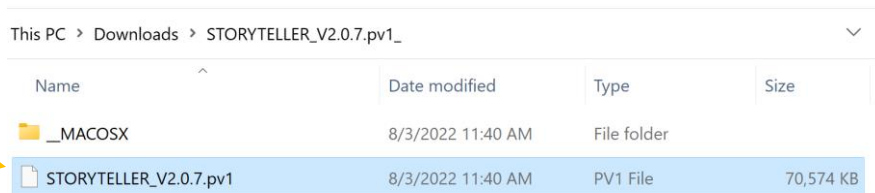

Figure 3

Figure 4

Browse to select file path to extract to

Then click "Extract"

   e. Once the extraction is completed, open the folder containing the extracted files. Then, with the SanDisk Cruzer Glide USB drive inserted into your computer, copy and paste the file named "STORYTELLER_VX.X.X.pv1" (where X.X.X is the version of the software you are loading) directly onto your USB drive. See figure 5 for example. **NOTE: DO NOT change the file name. DO NOT paste the file into a folder on the USB drive, it must be directly in your USB drive's parent folder.**

Figure 5

Copy and paste this file to your USB drive

   f. Double check that the copied file appears on your USB drive. Then, safely remove your USB from the computer and set the computer aside.

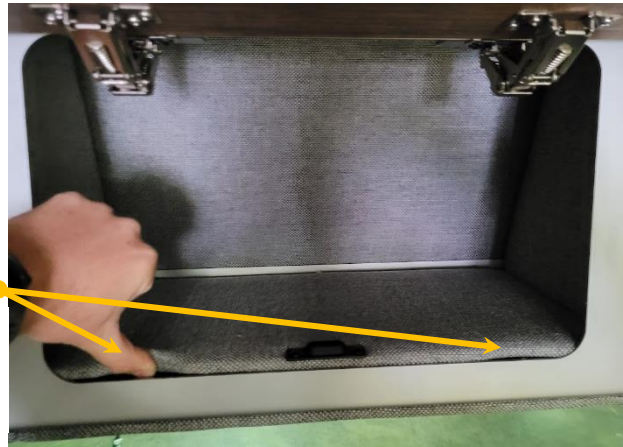For Classic, Stealth, and Beast MODEs proceed to **step 3**

For MODE LT proceed to **step 4**

3. Locate the MODE COM USB port in your Classic, Stealth, or Beast MODE

a. Open the door to the front cabinet just to the left of the MODE COM panel on the driver's side of the van.

b. Use the two notches in the front edge of the bottom panel to slide your fingers in and lift the bottom panel which is held in place with Velcro Strips. See figure 6.

Figure 6

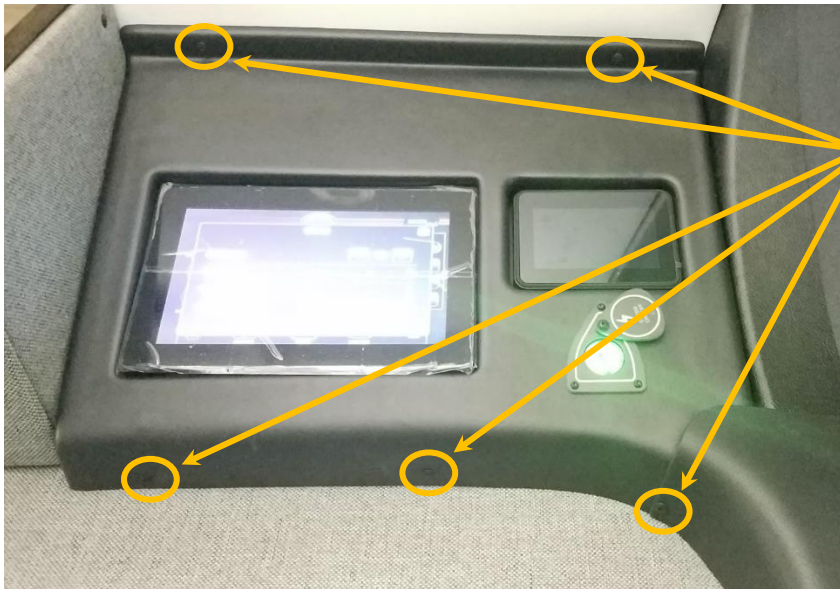**Use notches to lift bottom panel**

c. Try to locate the female end of the USB extension cord stored in the bottom of the cabinet as shown in figure 7. If there IS NOT a USB cord in the cabinet, proceed to **step 3d**. If there IS a USB cord here, proceed to **step 5**

Figure 7
Locate USB Cord

d. If the USB cord was NOT located in the small cabinet, replace the bottom panel in the cabinet. Use a drill and #2 Phillips bit to remove the (5) screws that fasten the MODE COM panel to the wall/ceiling shown in figure 8. Set the screws aside for reassembly later. **NOTE: The bottom left 2 screws should be longer than the others.**

Figure 8

Remove these screws and set aside

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Rev08032022

e. To remove the MODE COM panel, use your hands to wiggle the panel loose at the top and sides and slide out from the wall and around the screens. See figures 9a and 9b. **NOTE: Be very careful to not damage the ceiling, wall, or cabinet finishes. Do not pull too hard on the panel. Also do not pull the panel far away from the wall as the Volta push button will still be connected.**

Figure 9a

Wiggle the panel loose at the top and sides to feed around the screens
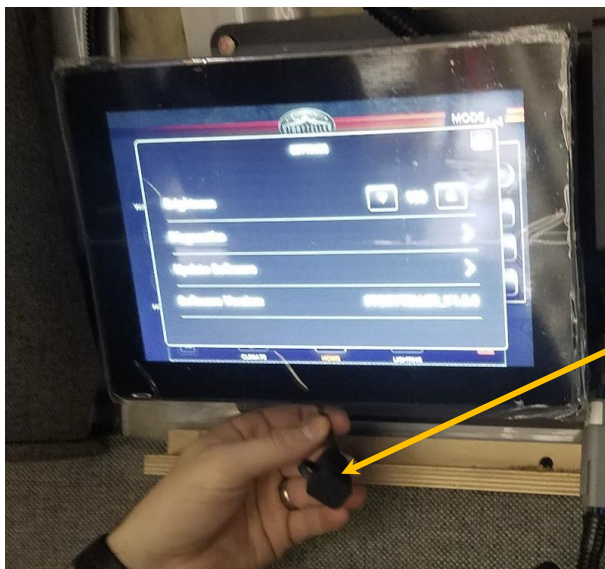
Figure 9b

Pull panel out from the wall and around the screens

f. Once the panel has been worked loose from the wall and screens, gently allow it to hang down by the pushbutton harness as shown in figure 10.

g. Reach your hand behind the MODE COM screen's bottom edge to retrieve the USB port and position below the screen as shown in figure 11. Proceed to **step 5**.

Figure 10

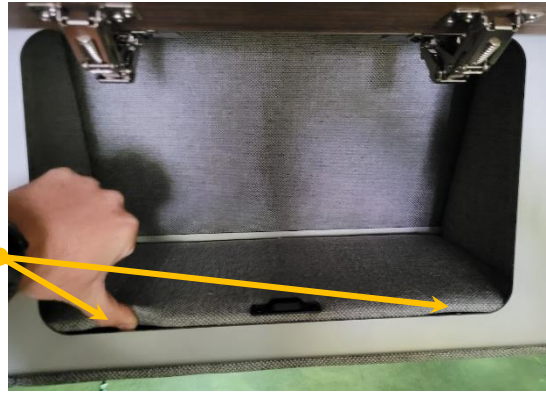**Gently hang the panel down by the pushbutton harness**

Figure 11

Retrieve USB port from behind the MODE COM screen and position below the screen

4. Locate the MODE COM USB port in your MODE LT

   a. Open the door to the cabinet just to the right of the microwave on the passenger's side of the van.

   b. Use the two notches in the front edge of the bottom panel to slide your fingers in and lift the bottom panel which is held in place with Velcro Strips. See figure 12.

Figure 12

Use notches to lift bottom panel

   c. Try to locate the female end of the USB extension cord stored in the bottom of the cabinet as shown in figure 13. If there IS NOT a USB cord in the cabinet, proceed to **step 4d**. If there IS a USB cord here, proceed to **step 5**

Figure 13

Locate USB Cord

   d. Use a drill and #2 Phillips bit to remove the (4) screws securing the microwave trim to the cabinet frame. Set screws aside. See figure 14
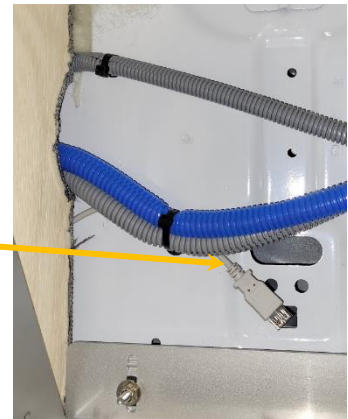
Figure 14

Remove (4) screws from microwave trim

   e. Carefully slide the microwave out of the cabinet. Unplug the microwave power cord from the outlet mounted to the van wall inside the cabinet. Set microwave aside. **NOTE: Be very careful when handling the microwave. The edges of the trim can be sharp. Use a helper if necessary.**

   f. Locate the female end of the USB extension cord stored along the wall of the cabinet as shown in figure 15. Then proceed to **step 5**.

Figure 15

Locate USB cord

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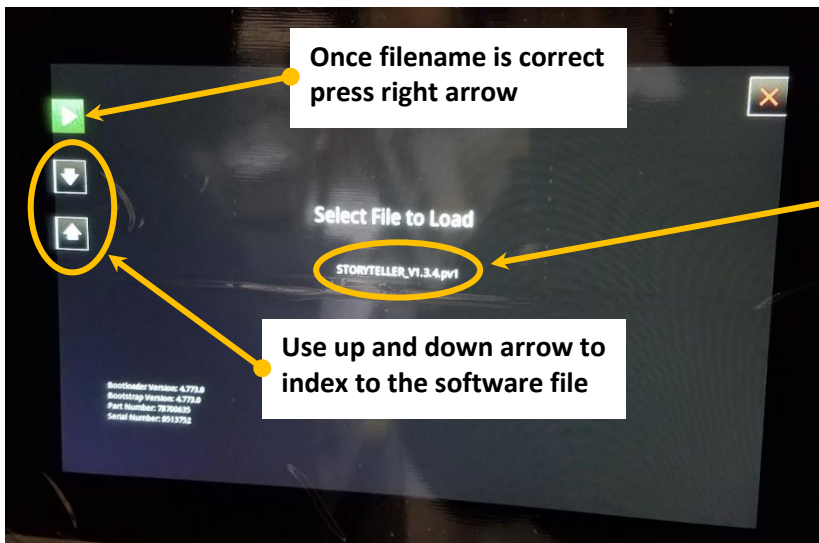
5. Update MODE COM software
   a. Press the arrow next to "Update Software" on the settings screen. See figure 16.

Figure 16

Press to start software update

   b. A window will pop up asking if you are sure you want to update software, press "YES".

   c. The screen will now say "Waiting for Connection or USB". Plug in the USB that has been loaded with the updated software to the MODE COM USB port that you located in the previous steps.

   d. Once the USB is recognized, the system will prompt you to "Select File to Load". If needed, use the up and down arrows on the left side of the screen to index to the correct updated software file as displayed in the middle of the screen. This should be the file that you copied onto your USB. Once found, press the green right arrow at the top left of the screen. See figure 17.

Once filename is correct press right arrow

Figure 17

Check filename matches updated software version

Use up and down arrow to index to the software file

   e. The screen will now prompt you to confirm the file to load. If the file name listed is correct, press the right arrow on the left side of the screen to begin the update process. **NOTE: Allow the update to complete automatically. During the update, the system will restart itself automatically which may cause the lights and other accessories to power off momentarily. Allow the system to fully complete the update process on its own before pressing any controls in the van.**

f. When the update is completed, check the settings page again to ensure the software version listed is in fact the updated version number.

   i. If the version listed is the updated version, then the process is complete and you can reassemble the van by reversing the initial steps to locate your USB port.

   ii. If the version listed is not the updated version, repeat step 5 again before contacting Storyteller for additional support.