

BOOM™ Box GTS Toolbox – Installation

WHAT IS BOOM™ BOX GTS TOOLBOX? WHAT IS IT FOR?

BOOM™ Box GTS Toolbox is a free-of-charge software that allows you to download, purchase, and install map updates to your navigation. Without the BOOM™ Box GTS Toolbox, you cannot download updates to your navigation device. Download the BOOM™ Box GTS Toolbox from <https://harleydavidson.welcome.naviextras.com> website and check out the How to Guide for step-by-step instructions.

What do I need to update my maps, contents?

You need:

1. A PC or laptop with broadband internet connection (Toolbox does not work on smartphones or tablets). BOOM™ Box GTS Toolbox is compatible with Windows and macOS (latest and two earlier versions supported).
2. A USB flash drive with at least 16GB free space and a hard-disk of 10GB to download navigation data from and to your BOOM™ Box GTS navigation device.

How do I download the BOOM™ BOX GTS TOOLBOX?

You can download the application from <https://harleydavidson.welcome.naviextras.com> website. Go to Get your update section directly.

How can I obtain the latest version of BOOM™ Box GTS Toolbox?

Once a new version of BOOM™ Box GTS Toolbox is available, the program will automatically instruct you to update your current version. If you are uncomfortable using this automatic update method, you can choose to install the newest BOOM™ Box GTS Toolbox from <https://harleydavidson.welcome.naviextras.com> site and download the installation program accompanying the latest version of BOOM™ Box GTS Toolbox.

Can I install BOOM™ Box GTS Toolbox to Windows?

Yes, BOOM™ Box GTS Toolbox is compatible with Microsoft Windows (latest and two earlier versions supported).

Can I install BOOM™ Box GTS Toolbox to macOS?

Yes, BOOM™ Box GTS Toolbox is compatible with macOS (latest and two earlier versions supported).

Do I need an internet connection to download the latest maps and/or contents?

Yes. The BOOM™ Box GTS Toolbox needs to connect to online servers for completing various functions including checking for updates and downloading the latest maps.

How do I start the BOOM™ Box GTS Toolbox?

When you download and install the BOOM™ Box GTS Toolbox, launch it with the icon on your desktop. The BOOM™ Box GTS Toolbox will automatically read and recognize the navigation data from the USB flash drive.

NOTE: Please make sure that you have turned on your vehicle's navigation system at least once

before removing the USB flash drive and inserting it into your computer.

Which languages are supported by the BOOM™ Box GTS Toolbox?

The BOOM™ Box GTS Toolbox is available in multiple languages. Please use the LANGUAGE selector to view all available languages.

BOOM™ BOX GTS Toolbox – Usage and operation

How can I create a BOOM™ Box GTS Toolbox account?

To download map updates, you need to create an account in BOOM™ Box GTS Toolbox application. Start the BOOM™ Box GTS Toolbox, click on 'Register' and provide your name, country, email address and password.

I forgot my login email. What can I do?

If you forgot the email address that you used for creating the BOOM™ Box GTS Toolbox account, you must register again. All the content that you have obtained previously will still be available to you because content is locked to your BOOM™ Box GTS radio and not to your BOOM™ Box GTS Toolbox account.

I forgot my password. What can I do?

If you forgot your password, use the Forgot Password link to recover your password on the Log-in screen.

UPDATING MAPS AND OTHER CONTENT

How can I update my existing maps or buy extras?

You can update the maps and contents in your navigation system with the help of the BOOM™ Box GTS Toolbox, however you must first synchronize the navigation data on the head unit with the BOOM™ Box GTS Toolbox. This is possible with a USB flash drive. Please check the How to Guide for detailed information.

How can I pay?

You can pay by credit card, or by PayPal or iDEAL. Accepted cards are Mastercard, Mastercard Debit, Maestro, Visa and Visa Debit. Payment is secured and supported by a third-party provider Worldpay payment services. We do not store any card data. For further information, please check our Terms of Use, Privacy Policy or contact us.

How can I check the availability of new map updates?

If you want to know before launching BOOM™ Box GTS Toolbox whether a new map version was released, please sign up for newsletters on <https://harleydavidson.welcome.naviextras.com> or in the Toolbox to get notified by email. In other cases, launch the BOOM™ Box GTS Toolbox, insert the USB flash drive that contains

the data of your navigation device . The Toolbox application will automatically recognize available updates for the detected device and will offer them for download and install.

Can I install available map or content updates later?

Yes, all available updates can be installed at any point in time.

Can I cancel the download and install in progress?

No, the Download and Install process must complete fully to maintain consistency and validity of the map contents on the BOOM™ Box GTS navigation device. Please do not close the BOOM™ Box GTS Toolbox or remove the USB flash drive while Download and Install is in progress.

How long should it take to download the map data?

The download time varies based on the size of the content being downloaded and your internet connection speed. It is recommended to use a broadband internet connection for downloading updates and new contents.

BOOM™ BOX GTS Toolbox – Common problems and solutions

How do I resolve a connection error?

A connection error indicates that the BOOM™ Box GTS Toolbox is unable to reach the online update servers. Please ensure there is an active internet connection available and try to load the BOOM™ Box GTS Toolbox again.

Why is BOOM™ Box GTS Toolbox not detecting my USB flash drive?

The Toolbox will detect the USB flash drive only if the navigation data from the head unit is properly exported. You can:

1. Make sure you have enough free space on the USB flash drive to which you wish to copy/export the navigation data.
2. Export the navigation data from the head unit to your USB flash drive again and wait until the process is fully completed. Do not eject the flash drive before it finishes the process.
3. Check if the USB flash drive slot (reader) on your computer is working properly.

Why am I seeing ‘the computer has insufficient free space’?

BOOM™ Box GTS Toolbox needs to first download the selected products from an online server before copying the data to your USB flash drive. If you see this error, please ensure you have sufficient free space on your computer and restart the download and install process. The free space required varies according to map region. As a rough guide it may be necessary to have up to 10GB of free space.

Why is the download and install process failing?

Possible causes for this could be, the BOOM™ Box GTS Toolbox is unable to reach the update servers due to network issues, intermittent connection errors or USB flash drive read/write

errors. In most cases, the BOOM™ Box GTS Toolbox will display appropriate error messages to help identify the issue. If you are experiencing a consistent issue with Download and Install, please contact the Customer Support centre for assistance (see below details).

Do you have a Customer Service?

Yes. Dial the following numbers for assistance:

For North America: +1 (800) 258-2464

International: +1 (414) 343-4056

You can also find the Customer Support team's contact numbers in Help menu [?] on the top left-hand corner of Boom™ Box GTS Toolbox.