

**SA-034/18 - MAZDA CONNECT SYSTEM FREQUENTLY ASKED QUESTIONS (FAQ)**

SI118065

**SA NUMBER: SA-034/18**

**BULLETIN NOTES**

**APPLICABLE MODEL(S)/VINS**

- 2014-2018 Mazda3
- 2016-2018 Mazda6
- 2016-2019 CX-3
- 2016-2018 CX-5
- 2016-2018 CX-9
- 2016-2019 MX-5

**DESCRIPTION**

**Frequently Asked Questions (FAQ)**

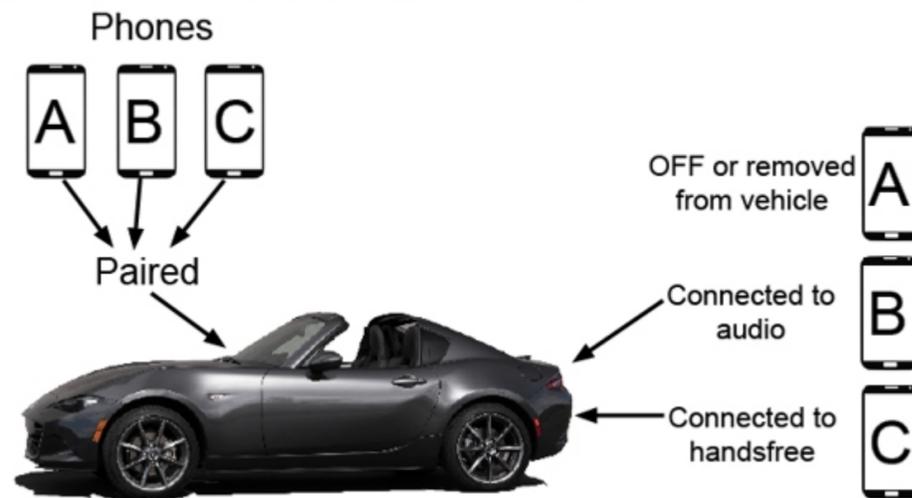
1. [The Mazda Connect system froze. What should I do?](#)
2. [Why does my phone not connect sometimes to the MAZDA CONNECT system?](#)
3. [Does my vehicle have Live Traffic?](#)
4. [Why is my vehicle location not detected by navigation?](#)
5. [I was listening to Bluetooth Audio/Pandora/aha/Stitcher the last time I was in the vehicle, but after starting the car, the MAZDA CONNECT source switched to FM. Why didn't it resume the Bluetooth Audio/Pandora/aha/Stitcher source that I was in?](#)
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17. [Why does the USB have no sound, when the MAZDA CONNECT system shows USB is connected?](#)
18. [Why can't my contact hear me clearly?](#)
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<b>Question: (1 of 22)</b>	<b>The Mazda Connect system froze. What should I do?</b>
<b>Answer:</b>	<p>If the system does not respond to your inputs and remains frozen; when it is safe to do so, park the vehicle, turn the ignition off, and then turn it back on to re-start the Mazda Connect system. If the problem persists, please bring your vehicle to your nearest Mazda dealer.</p> <p>If the problem continues, do one of the following:          Contact Mazda Bluetooth Hands-Free Customer Service at 1-800-430-0153 (toll-free)          A newer MAZDA CONNECT software version may be available to correct your concern. Check your MAZDA CONNECT software version. Go to Settings&gt;System&gt;About&gt;Software Version.</p> <div style="text-align: center;">  </div> <p>If your software version (OS version) is 59.00.502 or lower, please bring your vehicle to your nearest Mazda dealer for a system update.</p>
<b>Question: (2 of 22)</b>	<b>Why does my phone not connect sometimes to the MAZDA CONNECT system?</b>
<b>Answer:1</b>	MAZDA CONNECT Bluetooth will connect all profiles to devices in order of priority if

the last device is not available. This is normal operation of the infotainment system connecting to available devices on start-up.

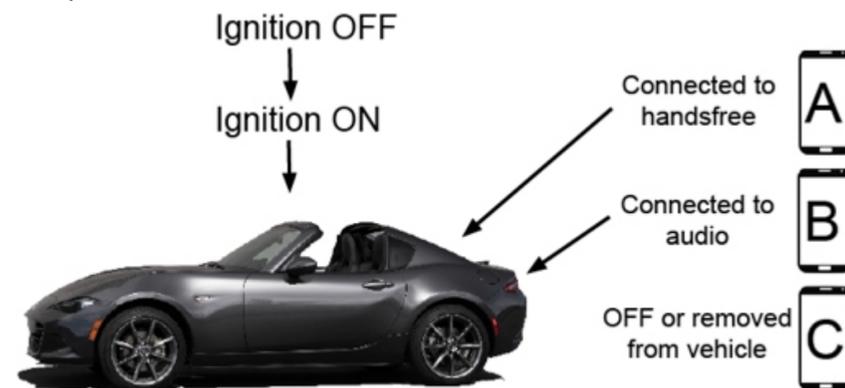
**Example:**

Phones A, B, and C are paired to the vehicle and available  
Bluetooth audio is connected to phone B and handsfree is connected to phone C before the vehicle is shut down. Phone A is not connected to the vehicle.



The vehicle then shuts down with full MAZDA CONNECT power down.  
Phone C Bluetooth is turned off or removed from the vehicle while the vehicle is turned off.

After turning the vehicle back on, the handsfree will now connect to phone A and audio remains on phone B.



This explains why when there is only one available phone connected, the infotainment system connects both profiles (Bluetooth audio AND handsfree) to that device on start-up even if not selected before start-up.

This is a normal MAZDA CONNECT operation.

**Answer: 2** The pairing information is updated when the device operation system (OS) is updated. Perform pairing again.

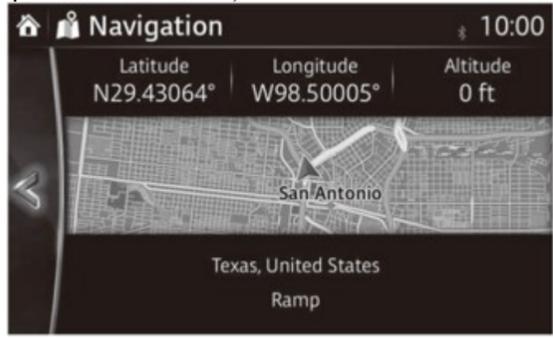
**Question: (3 of 22) Does my vehicle have Live Traffic?**

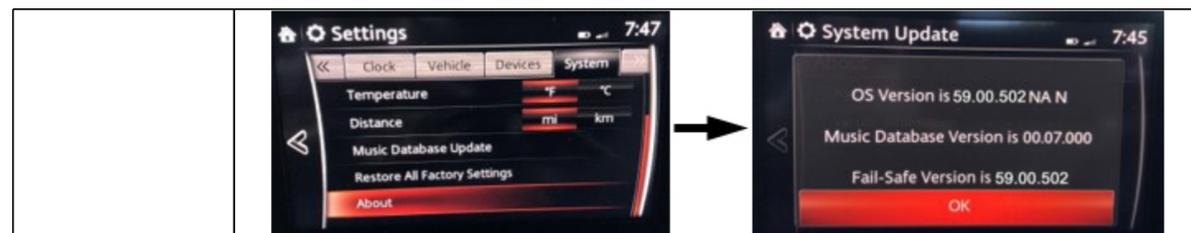
**Answer:** The MAZDA CONNECT system does not support Live Traffic in North America (connected services) at this time. We apologize for any inconvenience.

**Question: (4 of 22) Why is my vehicle location not detected by navigation?**

**Answer:** Several factors have an impact on the deviation between your real position and the one given by the GPS device.  
**Example:** Vehicle in a location with no clear view of the sky (e.g... in a parking garage)  
Objects on the dash blocking the GPS antenna

This screen below contains information about the current position (or about the known

	<p>position if GPS reception is not available).</p>  <p><b>Note:</b> If the problem continues with a clear view of the sky, please bring your vehicle to the nearest Mazda dealer for inspection.</p>
<b>Question: (5 of 22)</b>	<b>I was listening to Bluetooth Audio/Pandora/aha/Stitcher the last time I was in the vehicle, but after starting the car, the MAZDA CONNECT source switched to FM. Why didn't it resume the Bluetooth Audio/Pandora/aha/Stitcher source that I was in?</b>
<b>Answer: 1</b>	When the vehicle is started, the MAZDA CONNECT system has to re-establish Bluetooth connectivity with your device, first as a Handsfree device, then as a Bluetooth Audio device. A delayed response from your device may result in the MAZDA CONNECT system defaulting to FM.
<b>Other possible causes of system defaulting to FM</b>	
Bluetooth was switched off prior	Confirm device Bluetooth is ON.
Pandora/aha/Stitcher software update	<ul style="list-style-type: none"> <li>• Uninstall and reinstall device App</li> <li>• Power down and power up Bluetooth device</li> </ul>
Bluetooth Audio switched to another paired phone	Check vehicle Bluetooth settings to confirm your device is connected to Bluetooth Audio
<b>Question: (6 of 22)</b>	<b>Why does Pandora only load after I open the application on my phone first?</b>
<b>Answer:</b>	<p>Depending on the smartphone device used with the Mazda Connect system, and whether or not the application was already running on the device, it may be necessary to press Allow on the smartphone in order to utilize Pandora/aha/Stitcher from the Mazda Connect display.</p> <p>If Pandora opened normally in the past and now opens differently, it may be caused by a Pandora software update. These updates may affect how the Pandora function opens. Unpair your device from the vehicle and then pair your device to the vehicle. This may improve the connection.</p>
<b>Question: (7 of 22)</b>	<b>Why does Pandora lose connection while driving?</b>
	<p>Some smart phones use 1 antenna to connect to the vehicles Bluetooth audio and Wi-Fi positioning. When driving using Bluetooth audio, Wi-Fi positioning signals may interrupt the Bluetooth audio function resulting in a dropped connection.</p> <p>Please do one of the following:  Disconnect Wi-Fi from your device when using Bluetooth audio.  Contact Mazda Bluetooth Hands-Free Customer Service at 1-800-430-0153 (toll-free)  A newer MAZDA CONNECT software version may be available to correct your concern.</p> <p>A.) Check your MAZDA CONNECT software version. Go to Settings&gt;System&gt;About&gt;Software Version</p> <p>B.) If your software version (OS Version) is 59.00.502 or lower, please bring your vehicle to your nearest Mazda dealer for a system update.</p>



**Question: (8 of 22) Why does my phone lose connection while driving?**

**Answer: 1**

- The device is set to power-saving mode.
- The device may be in a location in which interference can occur easily, such as inside a bag in a rear seat, in a rear pocket of a pair of pants, near the key fob. Move the device to a location in which interference is less likely to occur.
- The device contacts or is covered by a metal object or body. E.g. the device is underneath a laptop.

If the problem continues, please do one of the following:

1. Contact Mazda Bluetooth Hands-Free Customer Service at 1-800-430-0153 (toll-free).
2. A newer MAZDA CONNECT software version may be available to correct your concern.

a. Check your MAZDA CONNECT software version. Go to Settings>System>About>Software Version.



b. If your software version (OS Version) is 59.00.502 or lower, please bring your vehicle to your nearest Mazda dealer for a system update.

**Answer: 2**

The device may have lost cell tower connection. The centre display may show "Loss of Connectivity."



Try to reconnect when the device connection has improved.



**Question: (9 of 22) Why does it take so long for the navigation to work after starting my vehicle?**

**Answer:**

When the vehicle is started, the MAZDA CONNECT system has to re-establish connections with Bluetooth or USB devices and load the navigation content. If the available GPS signal quality is poor when the vehicle is started, the MAZDA CONNECT navigation system may not be able to recognize your current location until it acquires better/more GPS signals.

	This is a normal MAZDA CONNECT operation.
<b>Question: (10 of 22)</b>	<b>Why does the voice recognition system not recognize my command?</b>
<b>Answer:</b>	<p>After pressing the steering wheel talk button, say a command after the beep sound. Do not say a command before the beep sound.</p> <p><b>Example:</b> "Find gas station"</p> <ol style="list-style-type: none"> <li>1. Press the talk button on the steering wheel</li> <li>2. After "Say a command and the beep sound is heard, say, "New Destination"</li> <li>3. After "Which type of destination would you like?" and the beep sound is heard, say, "Gas station"</li> <li>4. After "Gas station, say the desired line number" and the beep sound is heard, say, "Number one" (Destination is gas station on the first row).</li> <li>5. After "To begin navigation, say start" and the beep sound is heard, say, "Start" to begin route guidance</li> </ol> <p>Avoid the following:</p> <ul style="list-style-type: none"> <li>• Excessive, slow speech</li> <li>• Excessive, forceful speech (shouting)</li> <li>• Speaking before the beep sound has ended</li> <li>• Loud noise (speaking or noise from outside/inside vehicle)</li> <li>• Airflow from A/C is blowing against the microphone</li> <li>• Using slang or abbreviated words other than hands-free prompts (Refer to 'Common Voice Commands')</li> </ul>

Common Voice Commands - Press the talk button and use the following commands for audio or navigation. The commands in the () can be left out. The specified name and number are put into the {}

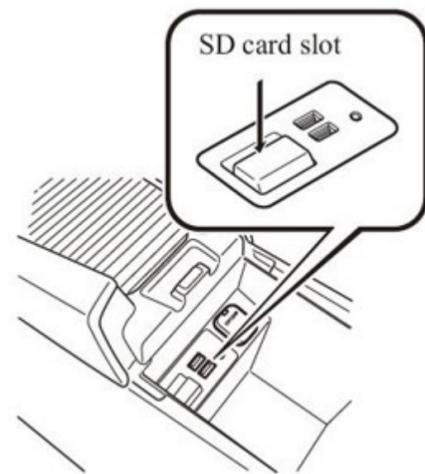
**Standard Commands**

Voice Command	Function
cancel	Ends the voice recognition mode.
(go) back	Returns to the previous operation.
help	Usable commands can be verified.
tutorial	Basic voice commands and methods of use can be verified.
(go to) home (screen)/main menu	Moves to the home screen.
(go to) communication	Moves to the communication screen.
(go to) navigation	Moves to the navigation screen.
(go to) entertainment (menu)	Moves to the entertainment screen.
(go to) settings	Moves to the setting screen.
(go to) favourites	Moves to the favourites screen.

**Communication (phone) related commands**

Voice Command	Function
Call {name in phonebook} (mobile/ home/work/other)	Call to the contact in the downloaded phone book.

Example: "Call John Mobile"	
Redial	Call to the last contact you called.
Call-back	Call to the last contact who called you.
<b>Entertainment (audio) related commands</b>	
<b>Voice Command</b>	<b>Function</b>
(Go to/Play) AM (Radio)	Switches the audio source to AM radio.
(Go to/Play) FM (Radio)	Switches the audio source to FM radio.
(Go to/Play) Bluetooth (Audio)	Switches the audio source to BT audio.
(Go to/Play) Pandora	Switches the audio source to Pandora®
(Go to/Play) Aha (Radio)	Switches the audio source to Aha™ Radio.
(Go to/Play)Stitcher	Switches the audio source to Stitcher™ Radio.
(Go to/Play) USB 1	Switches the audio source to USB 1.
(Go to/Play) USB 2	Switches the audio source to USB 2.
Play Playlist {Playlist name}	Plays the selected playlist.
Play Artist {Artist name}	Plays the selected artist.
Play Album {Album name}	Plays the selected album.
Play Genre {Genre name}	Plays the selected genre.
Play Folder {Folder name}	Plays the selected folder.
<b>Navigation Related Commands</b>	
<b>Voice Command</b>	<b>Function</b>
New Destination	Switches to the screen where new destinations can be selected.
Take me home	Displays the route to your home.
Navigate to an address	Specifies the destination using the address.
Navigate to a recent destination	Displays the history of the recently specified destinations.
Where am I?	Displays the current location.
Repeat instruction	Reads out the previous guidance again.
Add way Point ~	Adds a route using keywords.
Zoom in/Zoom out	Zooms in/out of the map screen.
Add way point address/Travel via address	Adds the route using the address.
<b>Question: (11 of 22)</b>	<b>How do I update my navigation map?</b>
<b>Answer:</b>	MAZDA CONNECT map update Instructions: 1. Download and install <a href="#">MAZDA CONNECT</a> on your computer 2. Remove the Navigation SD card from your vehicle <b>Note:</b> Actual navigation SD card location varies by model



**Note:** USB SD Card adapter may be required for PC connection.



3. Connect the Navigation SD card to your computer
4. Follow the [MAZDA CONNECT](#) instructions

**Question: (12 of 22)**

**How do I pair my phone?**

**Answer:**

**Phone pairing instructions:**

**PC Instructions**

1. Go to [infotainment.mazdahandsfree.com](http://infotainment.mazdahandsfree.com).
2. Select Year/Model/Trim.
3. Select phone Carrier/Manufacture/Phone.
4. Select "FIND OUT IF MY DEVICE IS COMPATIBLE"
5. Select Pairing Instructions.
6. Follow website pairing instructions.

**MyMazda App Instructions**

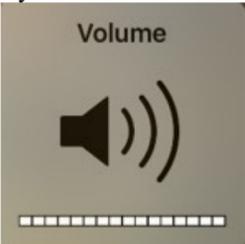
1. Select "MAZDA CONNECT"
2. Select Year/Model/Trim.
3. From the menu button, select "COMMUNICATION"
4. Select "IS MY DEVICE COMPATIBLE?"
5. Scroll down to "Compatibility and Paring" then select phone Carrier/Manufacture/Phone.
6. Select "FIND OUT IF MY DEVICE IS COMPATIBLE".
7. Scroll down and select "Pairing Instructions".
8. Follow pairing instructions.

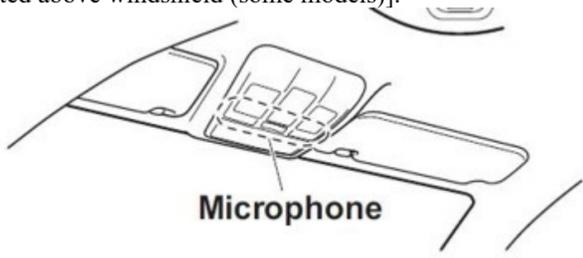
**Question: (13 of 22)**

**Does my vehicle have Sirius XM?**

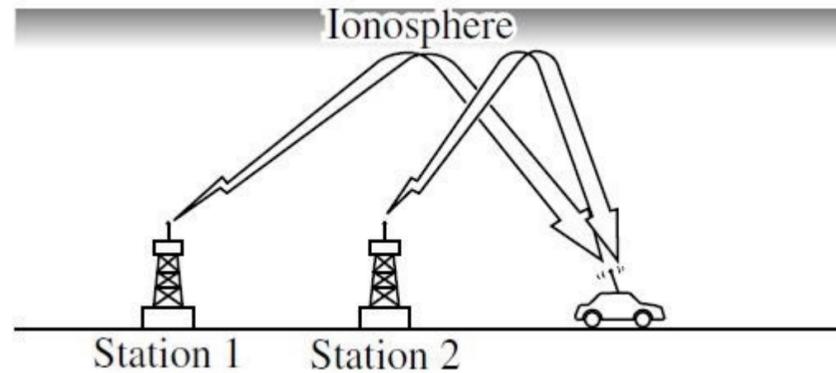
**Answer:**

If you have a Satellite selection on your MAZDA CONNECT infotainment system that is

	not greyed out and you can hear voices and music when selected, you likely have SiriusXM Satellite Radio. If so, tune to channel 0, write down the numeric ESN code and contact SiriusXM Listener Care to activate service. SiriusXM Listener Care can be reached at (866) 528-7474 or by visiting the <a href="#">Sirius XM Website</a> .
<b>Question: (14 of 22)</b>	<b>How do I install Sirius XM?</b>
<b>Answer:</b>	MAZDA CONNECT accessory SiriusXM Satellite Radio installation is not available at this time. We apologize for any inconvenience.
<b>Question: (15 of 22)</b>	<b>Why does the Bluetooth have no sound, when the MAZDA CONNECT system shows Bluetooth Audio is connected?</b>
<b>Answer:</b>	Confirm that the volume setting on your enabled device is set to high.  <p>If the problem continues, do one of the following:</p> <ul style="list-style-type: none"> <li>• Contact Mazda Bluetooth Hands-Free Customer Service at 1-800-430-0153 (toll free).</li> <li>• Please bring your vehicle to your nearest Mazda dealer for inspection.</li> </ul>
<b>Question: (16 of 22)</b>	<b>Why is my phone not listed in the compatibility list?</b>
<b>Answer:</b>	The phones on the compatibility list have been tested in accordance with Mazda standards. If your phone is not listed, it has not been tested by Mazda.  <b>Note:</b> Your unlisted Bluetooth device may connect and function normally, even though it has not been tested by Mazda.  We apologize for any inconvenience.
<b>Question: (17 of 22)</b>	<b>Why does the USB have no sound, when the MAZDA CONNECT system shows USB is connected?</b>
<b>Answer: 1</b>	Confirm that the volume setting on your enabled device is set to high. 
<b>Answer: 2</b>	MAZDA CONNECT system will not recognize any compatible files not stored locally for playback. Also, depending on how the music is stored on your device is managed(via default music player, via 3rd party music player app, etc) it may also be necessary to press Play on your media device when the USB source is selected from the MAZDA CONNECT system.  If the problem continues, do one of the following: 1. Contact Mazda Bluetooth Hands-Free Customer Service at 1-800-430-0153 (toll free) 2. Please bring your vehicle to your nearest Mazda dealer for inspection
<b>Question: (18 of 22)</b>	<b>Why can't my contact hear me clearly?</b>
<b>Answer: 1</b>	Verify that air from the air conditioner system is not blowing against the vehicle

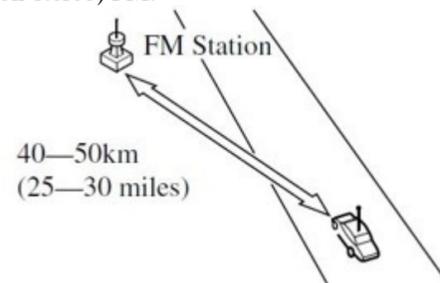
	<p>microphone [located above windshield (some models)].</p>  <p style="text-align: center;"><b>Microphone</b></p>
<p><b>Answer: 2</b></p>	<p>This may be caused by loud surrounding environment. Close all windows, lower fan speed or move the vehicle to a location with little outside noise. If the problem continues in a quiet environment, do one of the following:</p> <ol style="list-style-type: none"> <li>1. Contact Mazda Bluetooth Hands-Free Customer Service at 1-800-430-0153 (toll-free)</li> <li>2. Please bring your vehicle to your nearest Mazda dealer for inspection.</li> </ol>
<p><b>Question: (19 of 22)</b></p>	<p><b>Why is the rear-view camera display fuzzy?</b></p>
<p><b>Answer:</b></p>	<p>This may be caused by an aftermarket accessory device. Some aftermarket electrical devices (e.g., an accessory cell phone charger) may create excessive electrical noise. The noise may interrupt some of the vehicle electrical systems. An example is shown of an aftermarket cell phone charger that is interrupting the rear view monitor system:</p> <div style="text-align: center;">  <p style="text-align: center;"><b>Blurry Display</b></p> <p style="text-align: center;"><b>OK</b></p> </div> <p>If the problem continues, please bring your vehicle to your nearest Mazda dealer for inspection.</p>
<p><b>Question: (20 of 22)</b></p>	<p><b>Why does the MAZDA CONNECT system audio turn off when turning off the engine?</b></p>
<p><b>Answer:</b></p>	<p>The MAZDA CONNECT system turns OFF after shutting down the engine. This is a normal operation. We apologize for any inconvenience.</p>
<p><b>Question: (21 of 22)</b></p>	<p><b>Why do I get poor reception from the MAZDA CONNECT system?</b></p>
<p><b>Answer:</b></p>	<p>This may be a normal audio operation of the vehicle.</p> <p><b>Example: AM Radio poor reception</b></p>

AM signals bend around such things as buildings or mountains and bounce off the ionosphere (a region of the earth's atmosphere). Therefore, they can reach longer distances than FM signals. Because of this, two stations may sometimes be picked up on the same frequency at the same time.

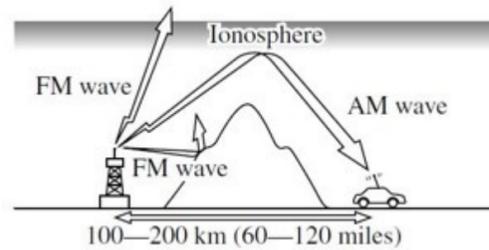


**Example: FM Radio poor reception**

An FM broadcast range is usually about 40-50km (25-30miles) from the source. Because of extra coding needed to break the sound into two channels, stereo FM has even less range than monaural (non-stereo) FM.



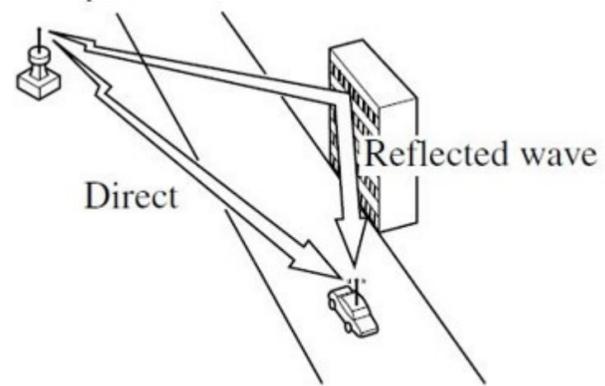
Signals from an FM transmitter are similar to beams of light because they do not bend around corners, but they do reflect. Unlike AM signals, FM signals cannot travel beyond the horizon. Therefore, FM stations cannot be received at the great distances possible with AM reception.



Atmospheric conditions can also affect FM reception. High humidity will cause poor reception. However, cloudy days may provide better reception than clear days.

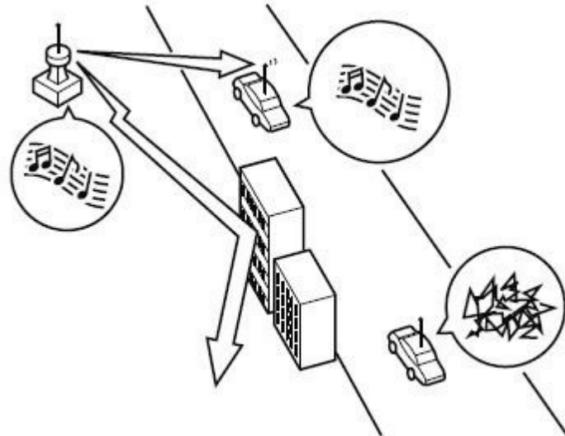
**Example: FM Radio poor reception caused by multipath noise:**

Since FM signals can be reflected by obstructions, it is possible to receive both the direct signal and the reflected signal at the same time. This causes a slight delay in reception and may be heard as a broken sound or a distortion. This problem may also be encountered when in close proximity to the transmitter.



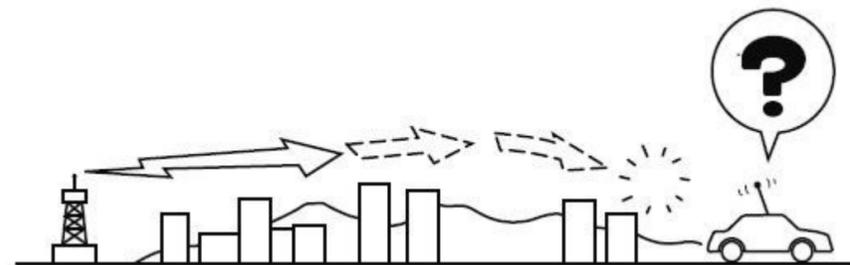
**Example: FM Radio poor reception caused by flutter/skip noise**

Signals from an FM transmitter move in straight lines and become weak in valleys between tall buildings, mountains, and other obstacles. When a vehicle passes through such an area, the reception conditions may change suddenly, resulting in annoying noise.



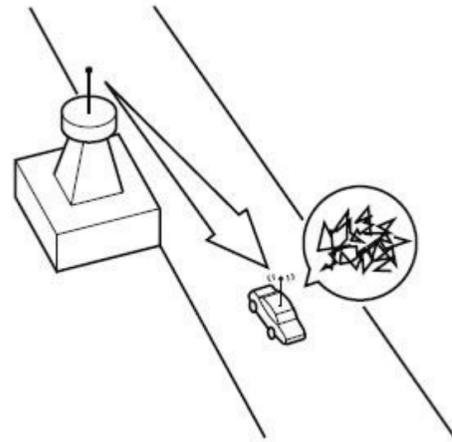
**Example: AM/FM Radio poor reception caused by weak signal noise**

In suburban areas, broadcast signals become weak because of distance from the transmitter. Reception in such fringe areas is characterized by sound break up.



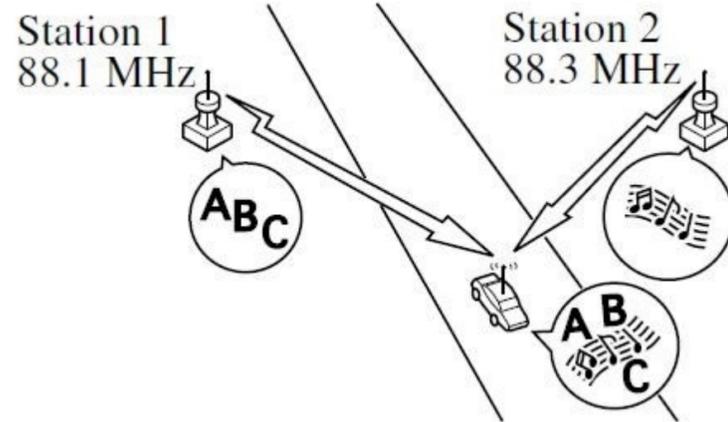
**Example: AM/FM Radio poor reception caused by strong signal noise**

This occurs very close to a transmitter tower. The broadcast signals are extremely strong, so the result is noise and sound breakup at the radio receiver.



**Example: AM/FM Radio poor reception caused by station drift noise**

When a vehicle reaches the area of two strong stations broadcasting at similar frequencies, the original station may be temporarily lost and the second station picked up. At this time there will be some noise from this disturbance.



Question: (22 of 22)

Why am I getting a MAZDA CONNECT Temperature Warning message?

Answer:

The warning message (Display is too Hot. Screen performance may be decreased until it cools.) displays when the MAZDA CONNECT\* screen temperature is above 176 degrees Fahrenheit (80 degrees Celsius).



Normal screen operation will resume when the screen temperature cools. If the warning message remains on, have the vehicle inspected at an authorized Mazda Dealer. AGP