MAZDA CONNECT

OWNER'S MANUAL

MAZDA MOTOR CORPORATION

A Word to Mazda Owners

Thank you for choosing a Mazda. We at Mazda design and build vehicles with complete customer satisfaction in mind.

To help ensure enjoyable and trouble-free operation of your Mazda, read this manual carefully and follow its recommendations.

An Authorized Mazda Dealer knows your vehicle best. So when maintenance or service is necessary, that's the place to go.

Our nationwide network of Mazda professionals is dedicated to providing you with the best possible service.

We assure you that all of us at Mazda have an ongoing interest in your motoring pleasure and in your full satisfaction with your Mazda product.

Mazda Motor Corporation
HIROSHIMA, JAPAN

Please be aware that this manual applies to all models, equipment and options. As a result, you may find some explanations for equipment not installed on your vehicle.

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February 2026 (Print 2)

How to Use This Manual

We want to help you get the most driving pleasure from your vehicle. Your owner's manual, when read from cover to cover, can do that in many ways.

Illustrations complement the words of the manual to best explain how to enjoy your Mazda. By reading your manual, you can find out about the features, important safety information, and driving under various road conditions.

The symbol below in this manual means “Do not do this” or “Do not let this happen”.

References to left hand and right hand are made as if facing in the same direction the vehicle faces. Although this manual explains a left-hand-drive model, it also applies to right-hand-drive models.

Index: A good place to start is the Index, an alphabetical listing of all information in your manual.

You'll find several WARNINGs, CAUTIONs, and NOTEs in the manual.

⚠ WARNING

A WARNING indicates a situation in which serious injury or death could result if the warning is ignored.

⚠ CAUTION

A CAUTION indicates a situation in which bodily injury or damage to your vehicle, or both, could result if the caution is ignored.

NOTE

A NOTE provides information and sometimes suggests how to make better use of your vehicle.

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What is Mazda Connect ?

What is Mazda Connect ?

Mazda Connect is a system that allows users to use various functions such as displaying vehicle information, playing music, connecting to mobile devices, changing vehicle settings, operating the air conditioner, and operating the cluster switch.

NOTE

The explanation of functions described in this manual may differ from the actual operation, and the shapes of screens and buttons and the letters and characters displayed may also differ from the actual appearance.
Additionally, depending on future software updates, the content is subject to change without notice.

Using a cellular phone or CB radio in or near the vehicle could cause noise.

The Mazda Connect screens shown in this manual are displayed in US English. Therefore, the screen display may differ from the Mazda Connect screen you are using.

Warnings and Cautions for Using Mazda Connect

⚠ WARNING

Do not operate Mazda Connect while driving
Operating the system while driving the vehicle is dangerous as doing so could distract your attention from the road ahead resulting in a serious accident. Operate Mazda Connect with the vehicle stopped.

Do not place the cord connected to the USB terminal near the shift selector.
Otherwise, the cord may get tangled in the shift selector and the shift selector may be operated unintentionally, resulting in an unexpected accident. Make sure that the connected cord does not get tangled in the shift selector.

⚠ CAUTION

Adjust the audio volume to a level that allows you to hear sounds outside of the vehicle. Otherwise, this may interfere with safe driving.

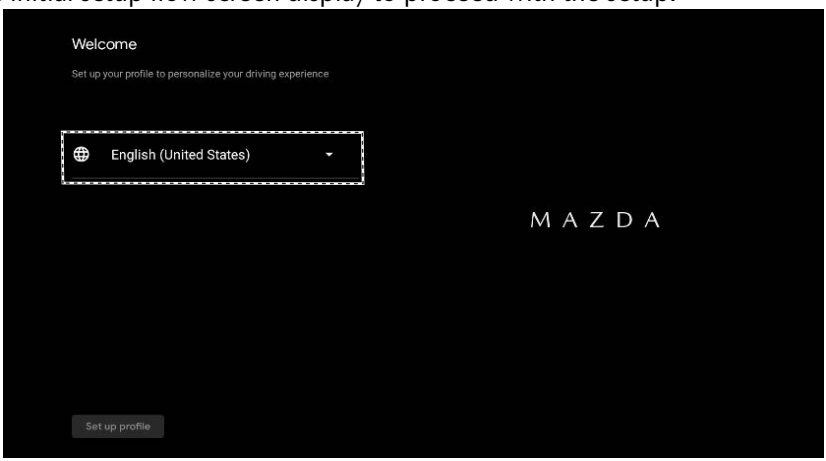
Before using

User registration

User registration is required to use Mazda Connect.
In addition, for the driver personalization initial settings, refer to the Owner's Manual.

Vehicles with Google built-in

When using Mazda Connect for the first time, the initial setup flow is displayed. Select the language you want to use in Mazda Connect and follow the instructions on the initial setup flow screen display to proceed with the setup.



NOTE

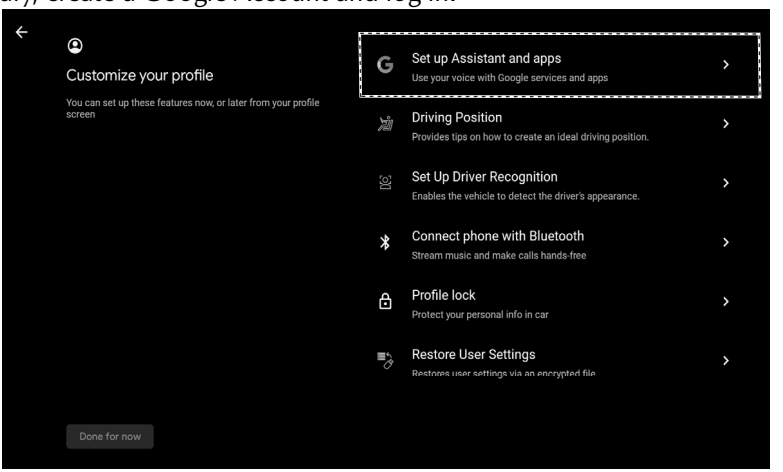
During the initial setup flow, a message regarding the Google Terms of Service is displayed.
To use Google Gemini or Google Assistant, Google Maps, and Google Play, it is necessary to agree to the Google Terms of Service.
If you do not agree to the Google Terms of Service during the initial setup flow, the Google Terms of Service agreement screen will be displayed when you launch Google Gemini or Google Assistant, Google Maps, or Google Play.

Vehicles without Google built-in

Tap ⚙ displayed on the navigation bar to set, or consult an Authorized Mazda Dealer.

Google Account (Vehicles with Google built-in)

You may need to log in to your Google Account when using Google Gemini or Google Assistant, Google Maps, or Google Play.
If necessary, create a Google Account and log in.



Perform the log in operation following the instructions displayed on the screen.

Granting Access Permissions to Privacy Information

When using each application, you may be asked for permission to access your private information.
Refer to the following procedure to grant each application permission to access your privacy information.

Procedure for granting access permissions

Granting access permissions to location information

If a message regarding permission to access location information is displayed when you start the application, refer to the following procedure to grant access permissions to location information.
1. Tap the option to allow access.

NOTE

If you select not to allow access to your location information or tap outside the message window, permission to access your location information will not be granted and each application will either close or operate with restrictions.

NOTE

If you select not to allow access to your location information, permission to access your location information will not be granted and each application will either close or operate with restrictions.

If you tap the option to not allow access to your location information 2 times in a row, the message regarding permission to access your location information is not displayed again.
Actions to take if message regarding permission to access your location information is not displayed

- Tap ⚙ on the navigation bar.
- Tap "Apps".
- Tap the application you want to grant access to your location information.
- Follow the instructions on the screen to grant permission to access your location information.

2. Tap the option to allow constant access to your location information, which changes the ◉ next to it to ◎ .
3. Tap ← to return to each application screen.

NOTE

If you tap the option to allow access to your location information only while the application is being used or to not allow access at all, after the ◉ next to it changes to ◎ tap ← , permission to access your location information will not be granted and each application will either end or operate with restrictions.

Granting access permissions to privacy information other than location information

If a message regarding access permissions to privacy information other than location information is displayed when you start the application, refer to the following procedure to grant access permissions.
1. Tap the option to allow access.

NOTE

If you select not to allow access to privacy information other than location information or tap outside the message window, permission to access privacy information other than location information will not be granted and the application will either close or operate with restrictions.

NOTE

If you select not to allow access to privacy information other than location information, permission to access privacy information other than location information will not be granted and the application will either close or operate with restrictions.

If you tap the option to not allow access to privacy information other than location information 2 times in a row, the message regarding permission to access privacy information other than location information is not displayed again. Actions to take if message regarding permission to access privacy information other than location information is not displayed

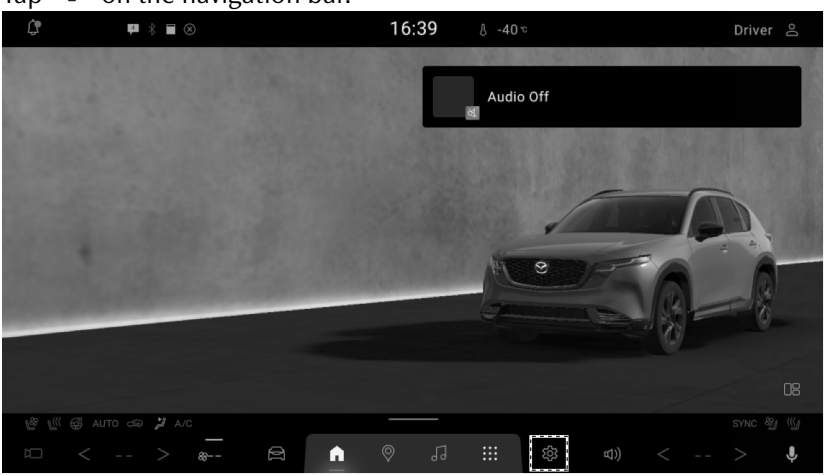
- Tap ⚙ on the navigation bar.
- Tap “Apps”.
- Tap the application you want to grant access to privacy information other than location information.
- Follow the instructions on the screen to grant permission to access privacy information other than location information.

Updating Map Data on SD Card

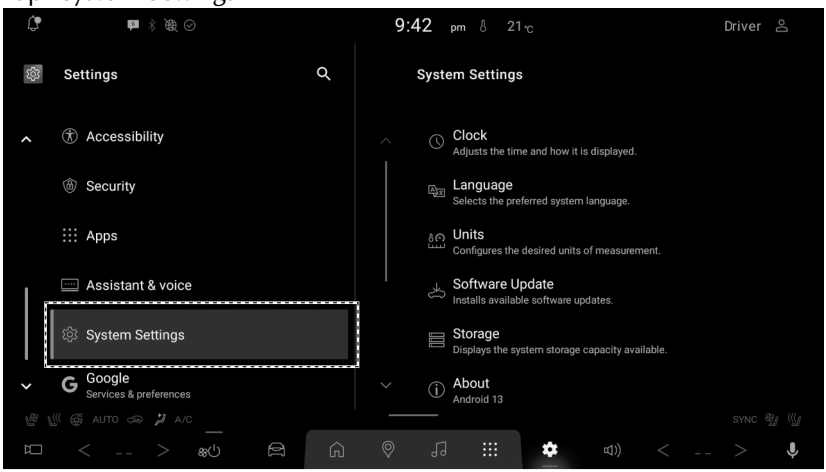
Method for checking the map version information on the SD card used with i-ACTIVSENSE

The map version information on the SD card can be checked using the following procedure.

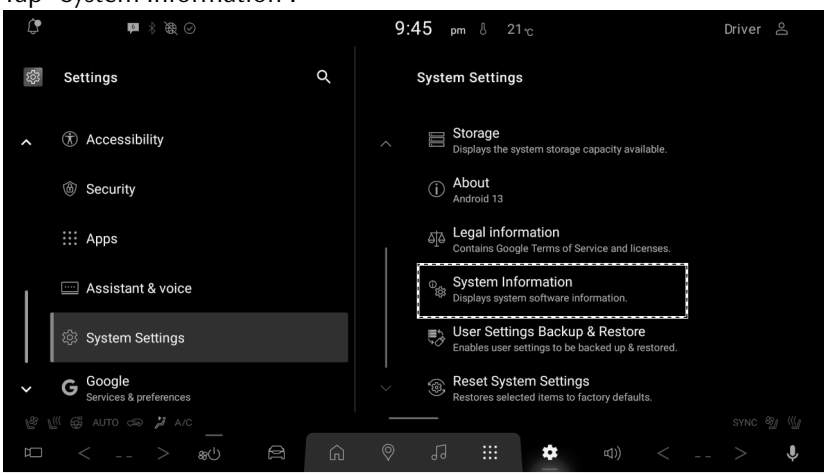
1. Tap ⚙ on the navigation bar.



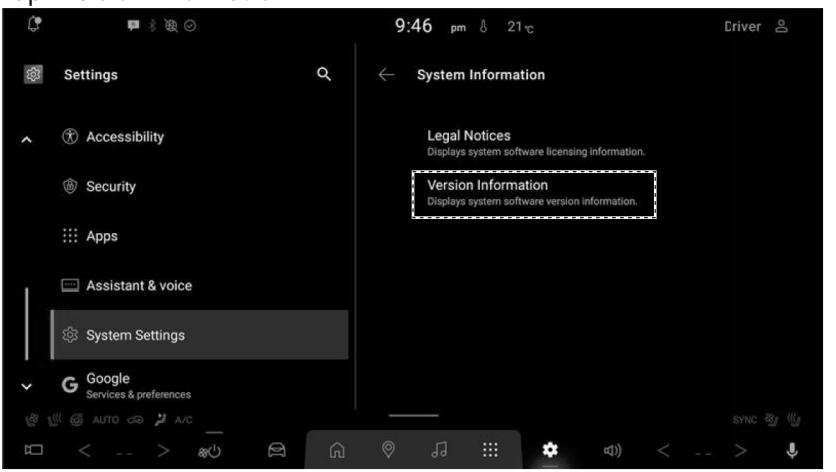
2. Tap “System Settings”.



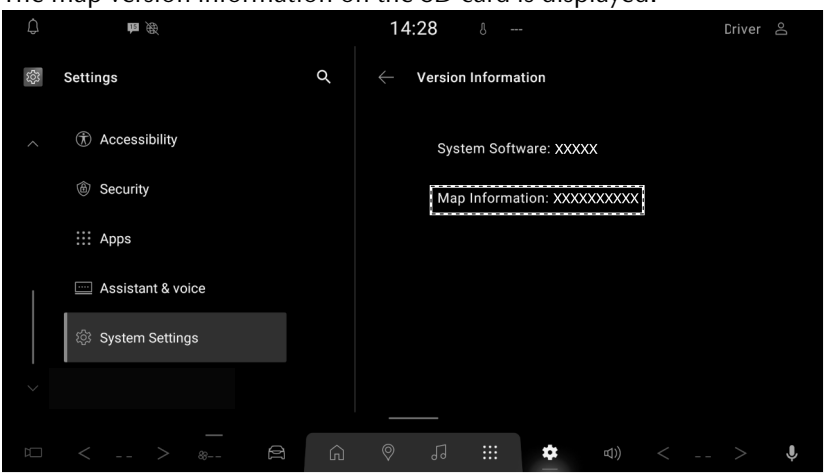
3. Tap “System Information”.



4. Tap “Version Information”.



5. The map version information on the SD card is displayed.



Updating the map data on the SD card used with i-ACTIVSENSE

Map data on the SD card can be updated by downloading the Mazda Update Toolbox from the following website.
For details on the Mazda Update Toolbox and how to update map data, refer to the following website.
https://mazda.update-mapnavi.com

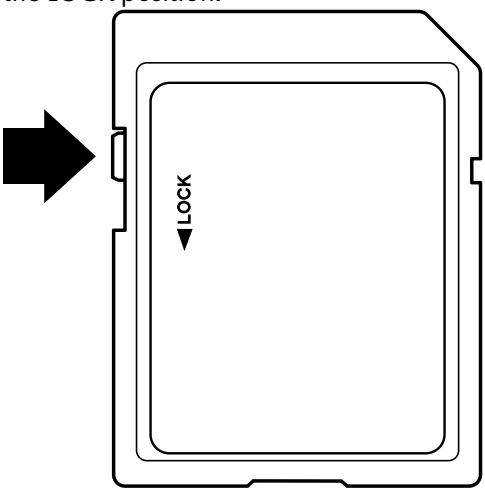
NOTE

Before inserting or removing the SD card, turn the vehicle power off and wait until the USB port indicator turns off.

Do not store any data (such as music files) other than map data used by i-ACTIVSENSE on the SD card.

Before you begin updating the map data, we strongly recommend that you create a backup of the data on your SD card using the Mazda Update Toolbox. If a problem occurs while updating the map data, the map data on the card may be lost.
To restore lost data, the backup data created on the SD card beforehand is necessary.

When inserting an SD card, never move the slider on the side of the SD card to the LOCK position.



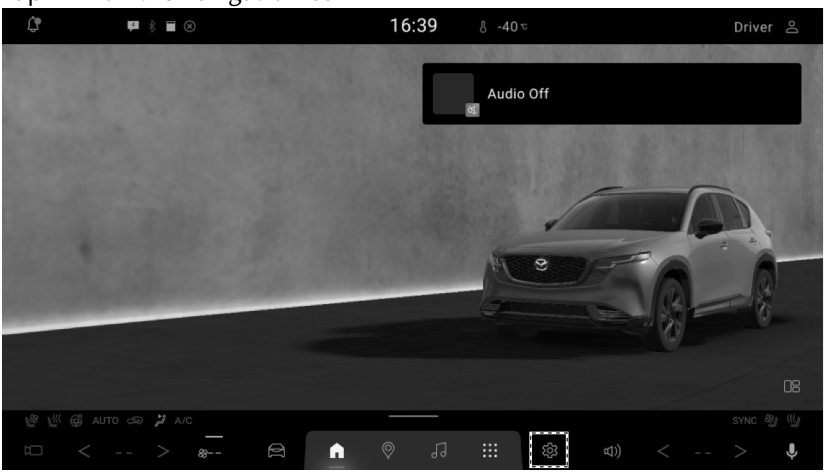
If the slider is in the LOCK position, the SD card cannot be read and i-ACTIVSENSE will not operate.

Do not use the inserted SD card in another vehicle.
i-ACTIVSENSE may not operate.

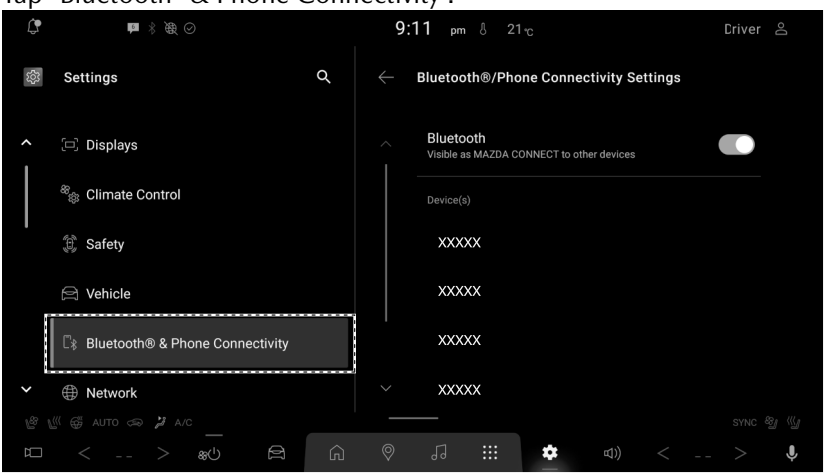
Bluetooth® Connection

It is necessary to connect a portable audio device with Bluetooth® communication functionality or Smartphone to Bluetooth® depending on the application. Connect Bluetooth® referring to the following procedure.

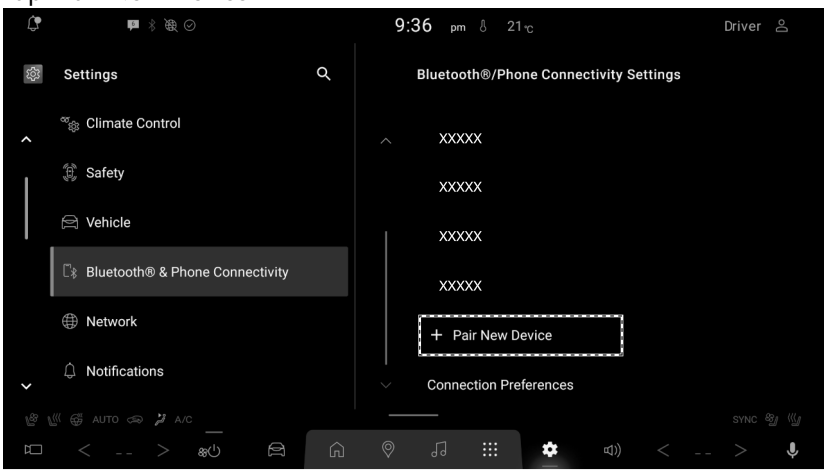
1. Tap ⚙ on the navigation bar.



2. Tap “Bluetooth® & Phone Connectivity”.



3. Tap “Pair New Device”.

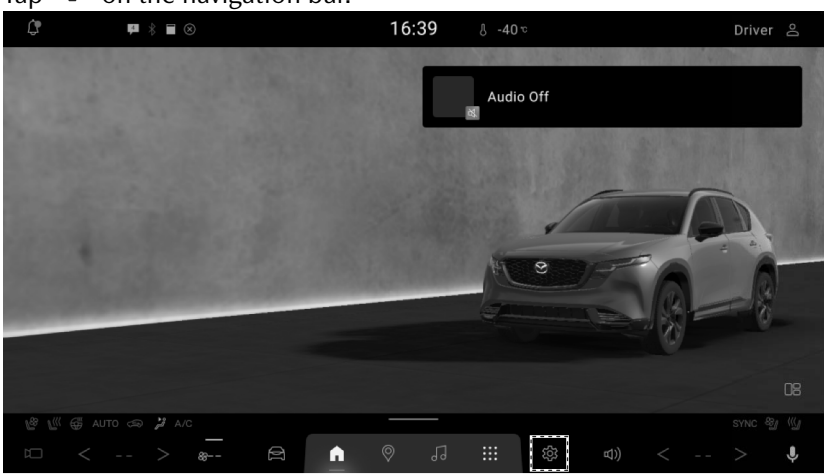


4. Follow the instructions on the screen to connect a portable audio device or mobile phone to Bluetooth®.

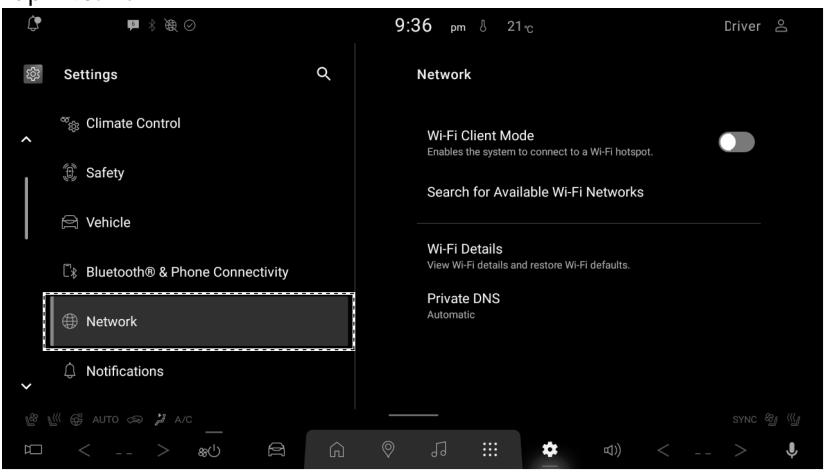
Wi-Fi Connection (Vehicles with Google built-in)

Some applications allow you to use Wi-Fi networks.
Connect to a Wi-Fi network referring to the following procedure.

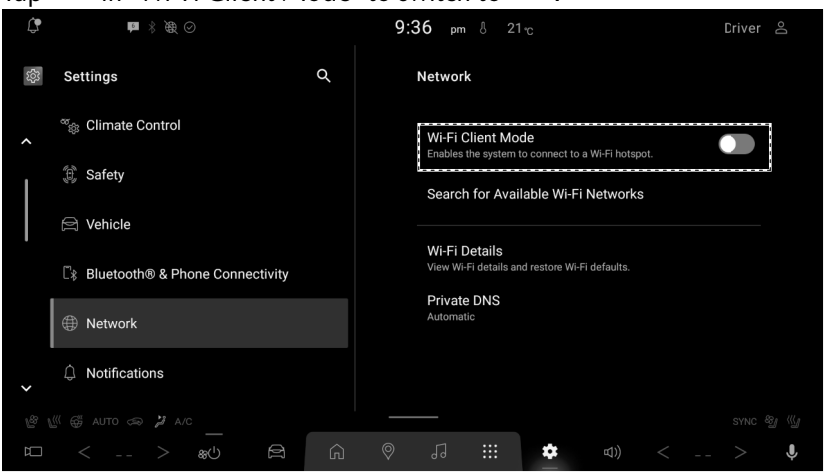
1. Tap ⚙ on the navigation bar.



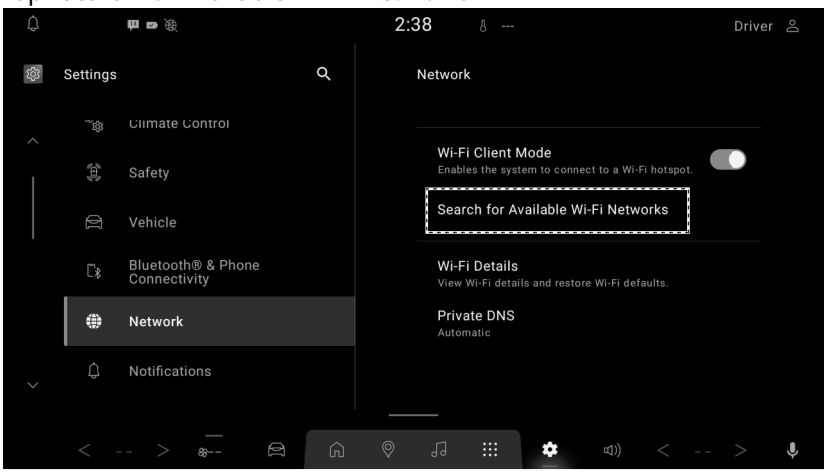
2. Tap “Network”.



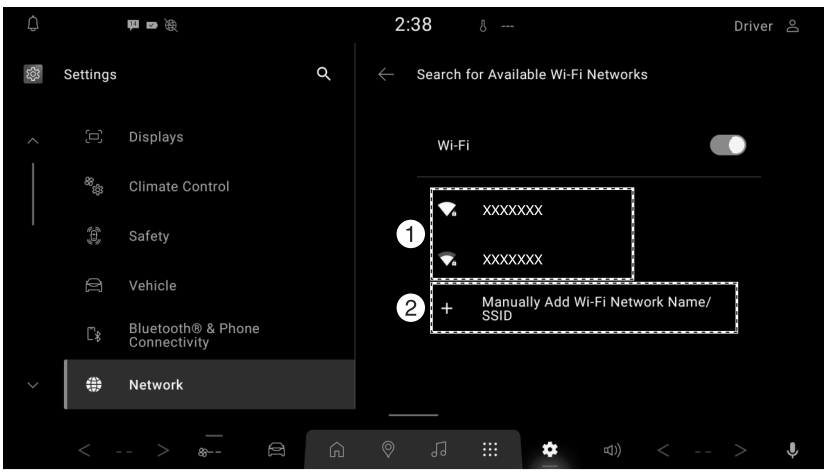
3. Tap in “Wi-Fi Client Mode” to switch to .



4. Tap “Search for Available Wi-Fi Networks”.



5. Tap 1 or 2 as shown in the following illustration to connect to a Wi-Fi network. Also refer to the instruction manual for the device to be used for connecting to a Wi-Fi network.

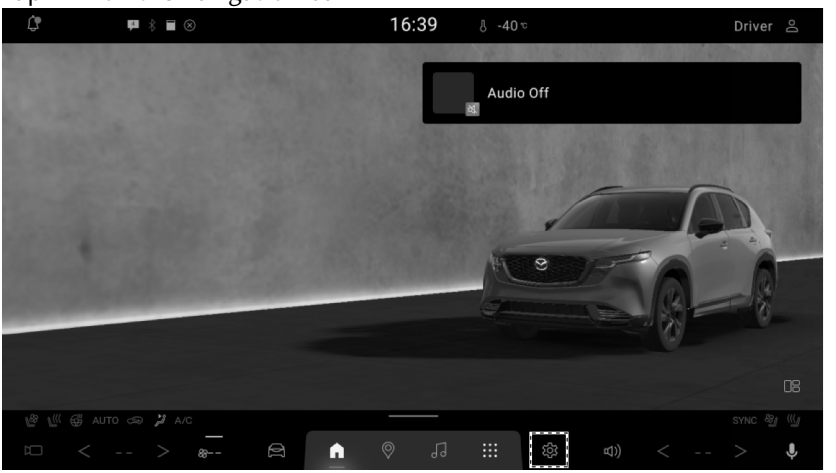


1 Available Wi-Fi networks
2 Add Wi-Fi network manually

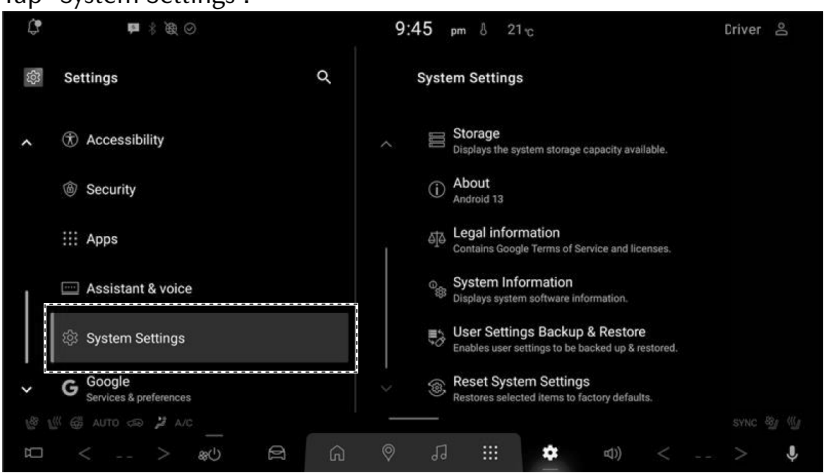
Before You Sell Your Vehicle

When selling your vehicle, perform the following procedure to reset the Mazda Connect settings to the factory settings.
In addition, the pre-installed applications will also be reset to their factory settings when the initialization is performed.

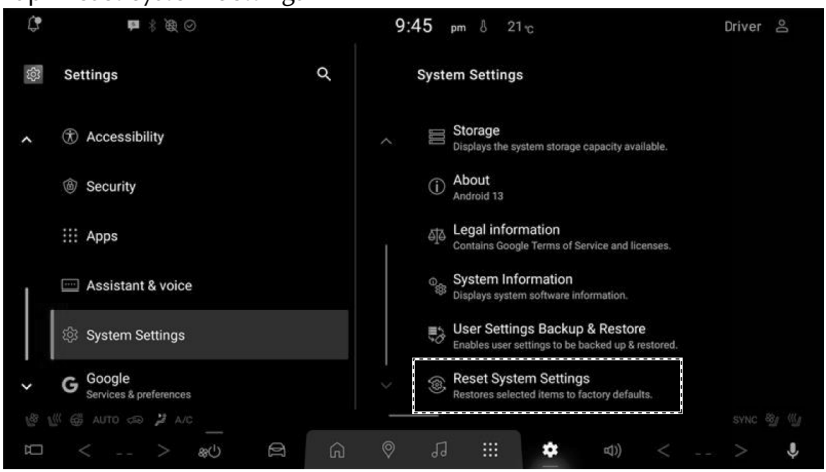
1. Tap ⚙ on the navigation bar.



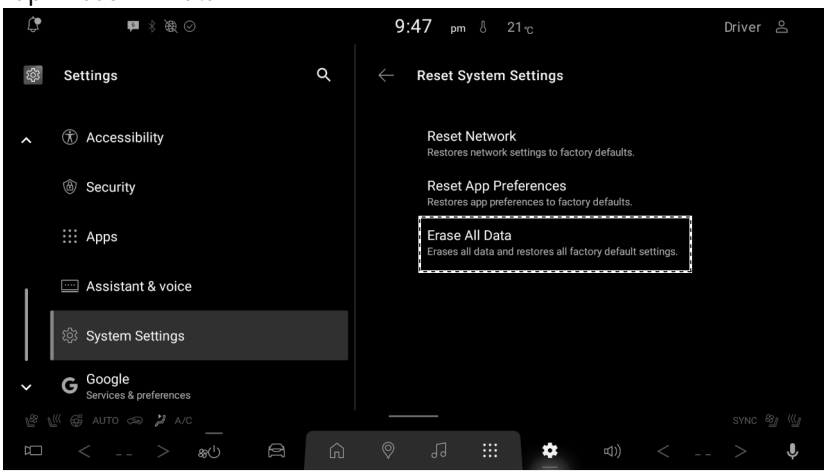
2. Tap “System Settings”.



3. Tap “Reset System Settings”.



4. Tap “Erase All Data”.



5. Follow the instructions on the screen to perform the initialization.

Appendix

Google Gemini or Google Assistant, Google Maps, Google Play (Vehicles with Google built-in)

⚠ CAUTION

YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT USE OF Gemini OR Google Assistant, Google Maps, Google Play (“THE APPLICATION”) IS AT YOUR SOLE RISK AND THAT THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, ACCURACY AND EFFORT IS WITH YOU TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AND THAT THE APPLICATION AND INFORMATION ON THE APPLICATION IS PROVIDED “AS IS” AND “AS AVAILABLE,” WITH ALL FAULTS AND WITHOUT WARRANTY OF ANY KIND, AND MAZDA HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE APPLICATION AND INFORMATION ON THE APPLICATION, EITHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES AND/OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, QUIET ENJOYMENT, AND NONINFRINGEMENT OF THIRD PARTY RIGHTS.
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⚠ CAUTION

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When using Gemini or Google Assistant, Google Maps, Google Play, please avoid distraction and use Gemini or Google Assistant, Google Maps, Google Play responsibly.
Stay fully aware of driving conditions and always obey applicable laws.

NOTE

Gemini or Google Assistant, Google Maps, Google Play is provided by Google and its use is subject to your agreement to the Gemini or Google Assistant, Google Maps, Google Play terms of use.

Apple CarPlay™

⚠ CAUTION

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When using Apple CarPlay™, please avoid distraction and use Apple CarPlay™ responsibly.
Stay fully aware of driving conditions and always obey applicable laws.

NOTE

Apple CarPlay™ is provided by Apple® and its use is subject to your agreement to the Apple CarPlay™ terms of use, which are included as part of the Apple iOS terms of use.

When using Apple CarPlay™, location, speed, and other vehicle data is transferred to your iPhone®. For further details, refer to Apple®'s Privacy Policy.

Android Auto™

⚠ CAUTION

YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT USE OF ANDROID AUTO ("THE APPLICATION") IS AT YOUR SOLE RISK AND THAT THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, ACCURACY AND EFFORT IS WITH YOU TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AND THAT THE APPLICATION AND INFORMATION ON THE APPLICATION IS PROVIDED "AS IS" AND "AS AVAILABLE," WITH ALL FAULTS AND WITHOUT WARRANTY OF ANY KIND, AND MAZDA HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE APPLICATION AND INFORMATION ON THE APPLICATION, EITHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES AND/OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, QUIET ENJOYMENT, AND NONINFRINGEMENT OF THIRD PARTY RIGHTS.
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When using Android Auto, please avoid distraction and use Android Auto responsibly.

⚠ CAUTION

Stay fully aware of driving conditions and always obey applicable laws.

NOTE

Android Auto is provided by Google and its use is subject to your agreement to the Android Auto terms of use.

When using Android Auto, location, speed, and other vehicle data is transferred to your smart phone. For further details, refer to Google Privacy Policy.

Using Android Auto requires a compatible Android Smartphone and active data plan.

SiriusXM® Satellite Radio*

Products/applications shall display “Call [Appropriate Phone Number] to Enable Services” for any unsubscribed SiriusXM Data Service(s).
This shall be shown on the same screen as the Radio ID and the service subscription status:
Contact your SiriusXM Representative for the appropriate call center phone number.

- U.S.A.: 1-877-447-0011
- Canada: 1-877-438-9677

 *Some models.

SiriusXM Trial Subscription

With a 3 month SiriusXM trial subscription, get access to all of your favorite entertainment from SiriusXM to enjoy in your vehicle and on the SiriusXM app—including ad-free music, plus talk, sports, comedy, news, podcasts and more. Plus, unlock other exclusives on the SiriusXM app that bring you even closer to your favorite stars, artists, creators, hosts and athletes.

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NOTE

SiriusXM's satellite service is available within the 48 contiguous US states, the District of Columbia and Puerto Rico (with some limitations). Streaming SiriusXM is available throughout the satellite service area plus Alaska and Hawaii.

HD Radio™*

What is HD Radio™ Technology and how does it work?

HD Radio™ Technology is the digital evolution of analog AM/FM radio.
Your radio product has a special receiver which allows it to receive digital broadcasts (where available) in addition to the analog broadcasts it already receives.
Digital broadcasts have better sound quality than analog broadcasts as digital broadcasts provide free, crystal clear audio.
For more information, and a guide to available radio stations and programming, please visit www.hdradio.com.

Benefits of HD Radio™ Technology

(Information)
The song title, artist name, album name will appear on the screen when available by the radio station.
(Multicast)
On the FM radio frequency most digital stations have "multiple" or supplemental programs on each FM station.

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· Use of the Made for Apple® badge means that an accessory has been designed to connect specifically to the Apple® products identified in the badge and has been certified by the developer to meet Apple performance standards. Apple® is not responsible for the operation of this device or its compliance with safety and regulatory standards.
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 *Some models.

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Made for

· iPhone 14 Pro Max
· iPhone 14 Pro
· iPhone 14 Plus
· iPhone 14
· iPhone SE (3rd generation)
· iPhone 13 Pro Max
· iPhone 13 Pro
· iPhone 13 mini
· iPhone 13
· iPhone 12 Pro Max
· iPhone 12 Pro
· iPhone 12
· iPhone 12 mini
· iPhone SE (2nd generation)
· iPod touch (7th generation)

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Basic Operations

Operation Using Touch Panel

The center display supports each touch operation.

Operation Using Audio Remote Control Switch

The audio remote control switch is installed to the steering wheel.

Buttons	Explanation
	Press ∧ or ∨ to display a list in the instrument cluster screen for switching audio sources.
	When pressing ⏮ or ⏭, the following operations are available by pressing and releasing immediately, or pressing and holding for each selected source. Pressing and releasing immediately Audio: You can switch tracks within the currently playing source. Radio (AM/FM/SiriusXM®): Switches sequentially between stations registered to your favorites. Pressing and holding Audio: You can fast-forward or rewind the currently playing music. Radio (AM/FM): Switches sequentially between the currently received stations. Radio (SiriusXM®): ・Press ⏮ during playback to move to the beginning of the currently playing content. If it is within 10 seconds from the beginning of the content, moves to the previous content. In addition, press ⏭ to move to the next content being played. ・Press and hold ⏮ or ⏭ during pause to play the selected content.
	Press ⏯ to allow you to perform the following operations for each selected source. Audio, radio (SiriusXM®): You can switch between play and pause. Radio (AM/FM): You can switch between mute and unmute.
+	Press + or − to adjust the volume. If muted, mute is canceled.
	When “Flick” or “Swipe” in “Steering Wheel Controls” is enabled, the volume can be adjusted according to your finger movement.*
−	Tap ⚙ displayed on the navigation bar of the center display to set, or consult an Authorized Mazda Dealer.

Buttons	Explanation
	Vehicles with Google built-in Press and release immediately to activate Google Gemini or Google Assistant. Press and hold while Apple CarPlay™ or Android Auto is connected to activate Siri®, Gemini, or Google Assistant on Android Auto. Press and hold while Apple CarPlay™ or Android Auto is not connected to switch to the Bluetooth setting screen. Vehicles without Google built-in Press while Apple CarPlay™ or Android Auto is connected to activate Siri®, Gemini, or Google Assistant on Android Auto. Press while Apple CarPlay™ or Android Auto is not connected to switch to the Bluetooth setting screen.
	Press to answer an incoming call, end a call in progress, or cancel an outgoing call.
	Press to switch the instrument cluster screen.

NOTE

The steering switch is a capacitive-type switch, and if it does not respond as intended, check the following.

- If the switch symbol is operated far away from the center, the switch may not respond as intended.
- If the switch is operated using only the tip of your finger or if you hold your finger too flat and operate it using the pad of your finger, the switch may not respond as intended.
- If there are water droplets or dirt on the surface of the switch, the switch may not respond as intended.
  Switch the ignition OFF and clean the surface of the switch.
- Thick winter gloves may make the switch difficult to respond when touched.
  Change “Touch Sensitivity” under “Steering Wheel Controls” in the settings to “High” or if that does not improve the issue, remove your gloves before operating the device.
  Tap displayed on the navigation bar of the center display to set, or consult an Authorized Mazda Dealer.
- Whenever possible, avoid placing fingers or hands on the switch operation panel unless intended.

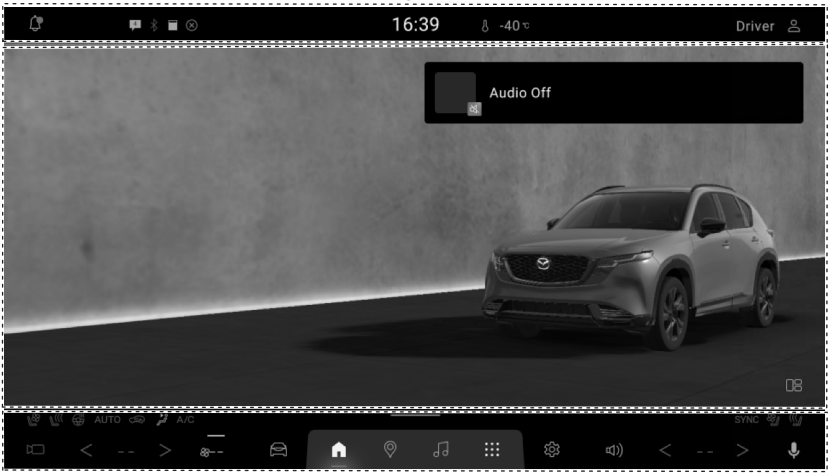
NOTE

The switch may temporarily not respond as intended, but it will return to normal operation if you release your finger from the switch for a few seconds.

Home Screen Configuration

Home Screen Configuration

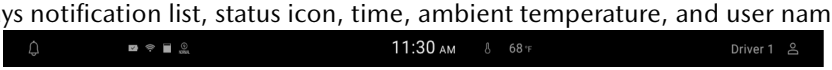
The home screen consists of the following areas.



1 Status bar
Refer to Status Bar on page 1-31.
2 Widget area
Refer to Widget Area on page 1-33.
3 Navigation bar
Refer to Navigation Bar on page 1-33.

Status Bar

Displays notification list, status icon, time, ambient temperature, and user name.



Notification list ( )

Various notifications can be checked. If there are any unconfirmed notifications, a red dot is displayed.

NOTE

Notifications related to safety, system processes, or app-defined settings may not be cleared when the "Clear All" button is selected.

Status icon

Icons are displayed to notify you of the vehicle, connection devices, and communication status.

Icon	Status
	Displays Bluetooth® device connection status. The icon displays “ROAM” with roaming connected*1.
	If a Bluetooth® device is connected and the battery status can be obtained, the battery level is displayed. The icon displays “ROAM” with roaming connected*1.
	Indicates the onboard data communication module is initiating or currently unable to connect to the server.
	Indicates the signal strength of the onboard data communication module required to support Connected Services*2.
	If there is an OTA notification or while software is being downloaded or installed, the icon is displayed.
	If there is a service check-in notification, the icon is displayed.
	If there is a recall notification, the icon is displayed.
	The Qi*3 operation status is displayed.
	The Wi-Fi connection status is displayed*4.

*1 For the roaming connection status, refer to the user instructions for your Bluetooth® device.
*2 Mazda Connected Services subscription may be required.
*3 For details on Qi, refer to the Owner’s Manual.
*4 For in-car Wi-Fi (if subscribed), the Wi-Fi icon displays the number of connected devices in the lower-right corner.

Time

The current time is displayed. You can switch between 24/12h display and time zones using the application’s “Clock”.

Ambient temperature

The ambient temperature is displayed.

Profile name

User profile can be changed by tapping Profile name.

Widget Area

Displays Google Maps, audio, and vehicle status.

Edit Home Screen ( )

The content displayed in the widget area can be selected from the following.

- Navigation
- i-ACTIVSENSE
- Media
- Efficiency
- Calendar

Vehicle Background ( )

The vehicle display on the home screen can be switched ON/OFF.

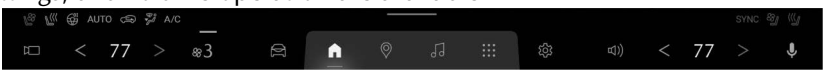
Navigation Bar

Vehicles with Google built-in

Google Gemini or Google Assistant, Google Maps, climate control system operation, camera screen display, vehicle control, home screen display, navigation system, audio system, Apple CarPlay™, Android Auto, application list, settings, and volume operation are available.

Vehicles without Google built-in

Climate control system operation, camera screen display, vehicle control, home screen display, telephone, Apple CarPlay™, Android Auto, audio system, application list, settings, and volume operation are available.



Climate control system operation

The airflow temperature control and climate control system information can be checked.
For the operation method, refer to the Owner's Manual.

Camera screen display ( )

The 360° view monitor image can be displayed.
For the operation method, refer to the Owner's Manual.

Vehicle Controls ( )

The following functions can be operated on each screen.
For the operation method, refer to the Owner's Manual.

Dynamics

Refer to Dynamics on page 2-11.

- i-stop
- Mazda intelligent Drive Select (Mi-Drive)

Safety

Refer to Safety on page 2-13.

- i-ACTIVSENSE

Driving Position

Refer to Driving Position on page 2-16.

- Driver Personalization System

Home screen display ( )

Tap: The home screen is displayed.
Press and hold: The clock screen is displayed. You can switch between analog and digital clocks by swiping the clock screen horizontally with 2 fingers. In addition, the display mode can be switched to "Clock" or "Blank" in "Displays" under "Settings".

Tap displayed on the navigation bar of the center display to set, or consult an Authorized Mazda Dealer .

Navigation system ( ) (Vehicles with Google built-in)

Your vehicle can be navigated to your destination using Google Maps, and Apple CarPlay™ or Android Auto application.
Google Maps can be displayed. When route guidance is being performed using an Apple CarPlay™ or Android Auto application, the application being used is displayed.
Refer to Google Maps on page 2-5.
For vehicles without Google built-in, use the Apple CarPlay™ or Android Auto application for the navigation system.

Phone ( ) (Vehicles without Google built-in)*1

By connecting a Smartphone to Mazda Connect via Bluetooth®, you can use the hands-free call.

*1 For vehicles with Google built-in, use "Phone" ( ) from the application list.
Refer to Phone on page 3-2.

Apple CarPlay™ ( ) (Displayed only during Apple CarPlay™ connection)

By connecting an iPhone® compatible with Apple CarPlay™, you can use Apple CarPlay™.
Refer to Apple CarPlay™ on page 3-12.

Android Auto ( ) (Displayed only during Android Auto connection)

By connecting an Android™ smartphone compatible with Android Auto, you can use Android Auto.
Refer to Android Auto on page 3-19.

Audio system ( )

You can listen to radio and music using the following applications. In addition, launch the "Audio Off" application to mute the audio.

Audio Off ( )

Refer to Audio Off on page 2-25.

AM ( )

Refer to AM on page 2-27.

FM ( )

Refer to FM on page 2-34.

SiriusXM®* ( )

Refer to SiriusXM® on page 2-41.

DAB* ( )

Refer to DAB on page 2-50.

USB Audio ( )

Refer to USB Audio on page 2-56.

Bluetooth Audio ( )

Refer to Bluetooth Audio on page 2-64.

iPod ( )

Refer to iPod on page 2-69.

Application list ( )

Displays the list of applications.
You can select each application on the “All Apps” screen.

Google Play ( ) (Vehicles with Google built-in)

To use Google Play, it is necessary to register a Google Account and log in.
If Google Play is used, you can easily download your favorite applications to your vehicle same as your smartphone.
Your favorite music, podcasts, and audiobooks can be played using the downloaded applications without your smartphone.
Refer to Google Play on page 2-9.

Phone ( )

Refer to Phone on page 3-2.

SMS ( )

Refer to SMS on page 3-9.

Energy Monitor ( )

Refer to Energy Monitor on page 2-19.

i-ACTIVSENSE ( )

Refer to i-ACTIVSENSE on page 2-20.

Maintenance ( )

Refer to Maintenance on page 2-22.

 *Some models.

Efficiency ( )

Refer to Efficiency on page 2-23.

Settings ( )

You can change the settings for the Mazda Connect and the vehicle functions.
Refer to Settings on page 2-78.

Volume operation ( )

Volume for Mazda Connect can be changed.

Google Gemini*1 ( ) (Vehicles with Google built-in)

Gemini will replace Google Assistant and become available through future updates. Talk with Gemini for hands-free control, and help manage various tasks on the road. Owners can speak naturally, ask complex questions, and use follow-up queries to steer conversations without memorizing specific commands or phrases.
*1 Google Gemini: An AI Assistant from Google
Refer to Google Gemini or Google Assistant on page 2-2.

NOTE

Check responses. Setup required. Compatibility and availability varies.18+

Internet connection and compatible operating system required.
Availability may vary by device, country, and language.

Connected Service (If applicable)

Connected Service Overview

Connected Service Overview

There are several types of connected services available via Mazda Connect. Some services may require you to download the MyMazda app to your smartphone and subscribe to the services, while others may require you to pair your smartphone to the vehicle via Bluetooth®.
In addition, on a regular basis and unless you opt-out, your vehicle will automatically transmit driving behavior data, and vehicle health information to Mazda for product quality, data analysis, research, and product development.

Using the QR codes or URLs below, refer to the Connected Service Owner's Manual and Privacy Policy for more details and opt-out options.

Connected Service Overview (U.S.A.)

https://www.mazdausa.com/static/manuals/mazda-connected-service/index.html

Connected Service Overview (Canada)

https://www.mazda.ca/en/digital-owners-manual/2021/connected-services/

Privacy Policy

Mazda maintains a Privacy Statement which describes how we collect, use, share, store and secure data from your vehicle equipped with connected services.
We provide you with Connected Services by collecting and using your personal information and vehicle health and driving data as detailed in our Privacy Policy available here.

Privacy Policy (U.S.A.)

https://www.mazdausa.com/site/privacy-connectedservices

Privacy Policy (Canada)

https://www.mazda.ca/en/cv-privacy/

MEMO

2 Basic Functions

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Google Maps (Vehicles with Google built-in)..... 2-5
Google Play (Vehicles with Google built-in)..... 2-9

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Information..... 2-19
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Efficiency..... 2-23

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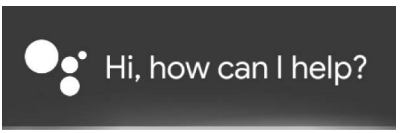
*Some models.

with Google built-in

Google Gemini or Google Assistant (Vehicles with Google built-in)

Many vehicle functions can be operated using voice with Google Gemini or Google Assistant.
Say “Hey Google” to activate Google Gemini or Google Assistant.

Startup example



The screen displays described in this manual are for Google Assistant. If your vehicle is equipped with Google Assistant, you will be able to use Google Gemini with a future update.
The startup example shows the display when set to US English. The display may vary depending on the language setting.

Activation method

Activate with your voice

1. Speak the phrase “Hey Google”.
2. Google Gemini or Google Assistant is activated.

⚠ CAUTION

To activate Google Gemini or Google Assistant with “Hey Google”, it is necessary to enable the activation command using “Settings”.

Tap ⚙ displayed on the navigation bar of the center display to set, or consult an Authorized Mazda Dealer.

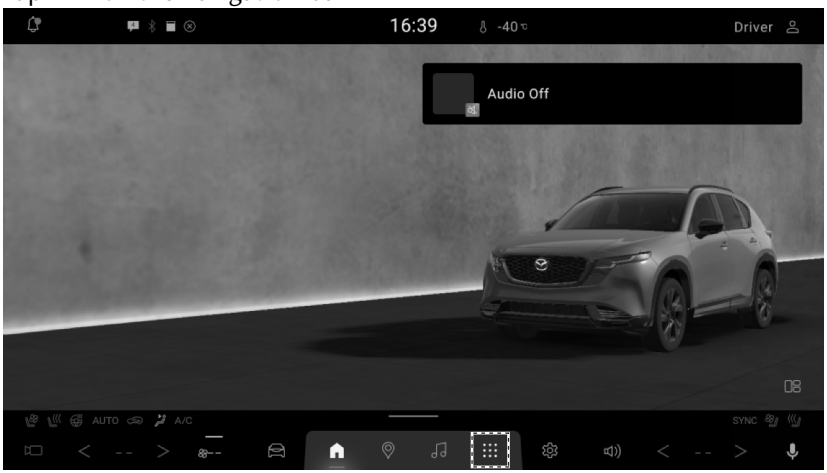
From on navigation bar

1. Tap on the navigation bar.

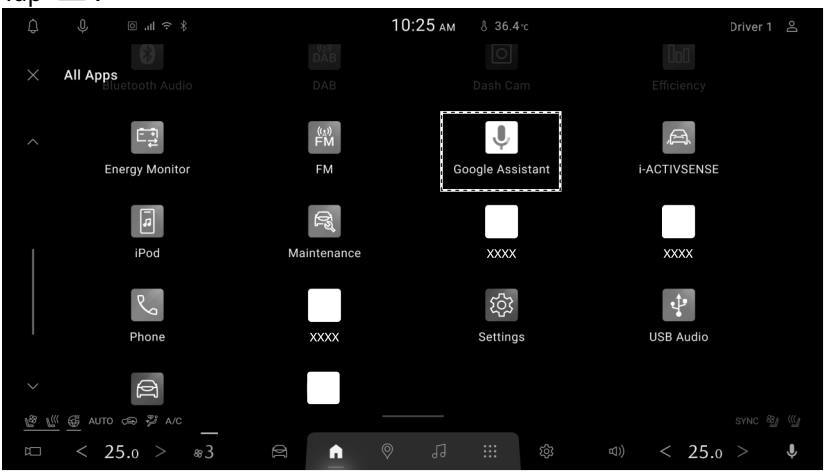
2. Google Gemini or Google Assistant is activated.

From on navigation bar

1. Tap on the navigation bar.



2. Tap .

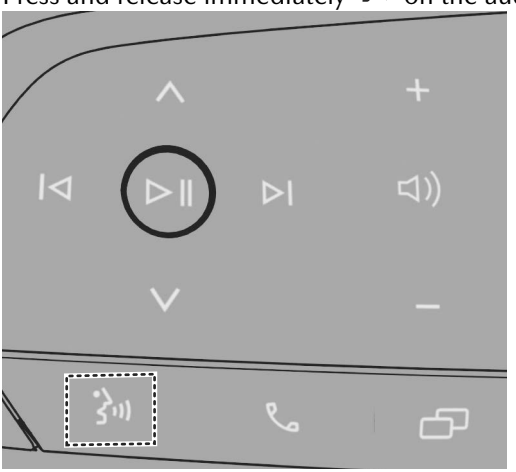


The screen displays described in this manual are for Google Assistant. If your vehicle is equipped with Google Assistant, you will be able to use Google Gemini with a future update.

3. Google Gemini or Google Assistant is activated.

Audio remote control switch

1. Press and release immediately on the audio remote control switch.



2. Google Gemini or Google Assistant is activated.

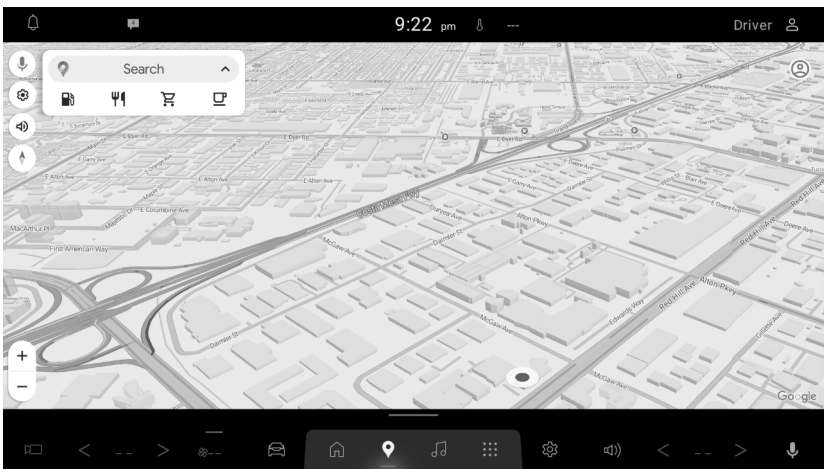
NOTE

Press and hold to start Siri® if Apple CarPlay™ is connected, or start Google Gemini or Google Assistant for Android Auto if Android Auto is connected .
If neither Apple CarPlay™ nor Android Auto is connected, the screen will switch to the Bluetooth settings screen.

Google Maps (Vehicles with Google built-in)

Can be navigated to your destination using Google Maps.

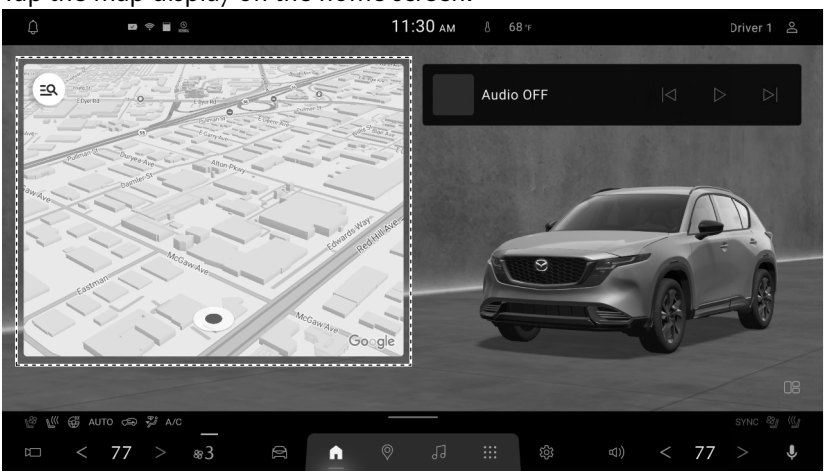
Display example



Activation method

From map display on home screen

1. Tap the map display on the home screen.



2. Google Maps is activated.

NOTE

The home screen always displays Google Maps by default. Performing these operations will switch Google Maps to full screen display.

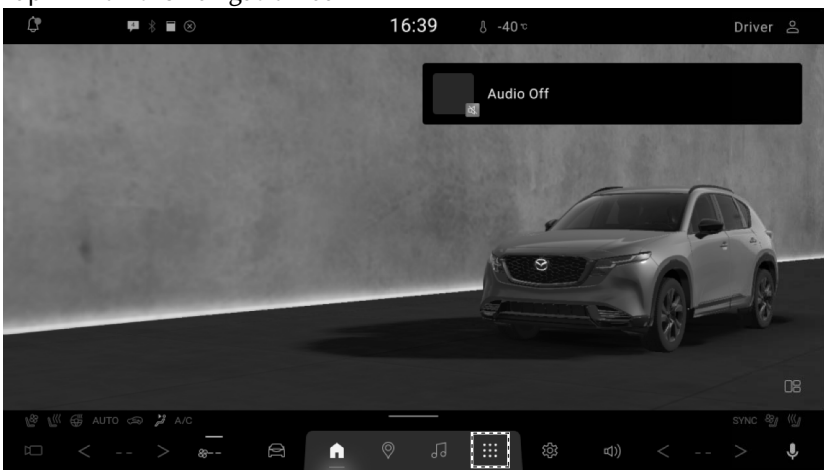
From on navigation bar

1. Tap on the navigation bar.

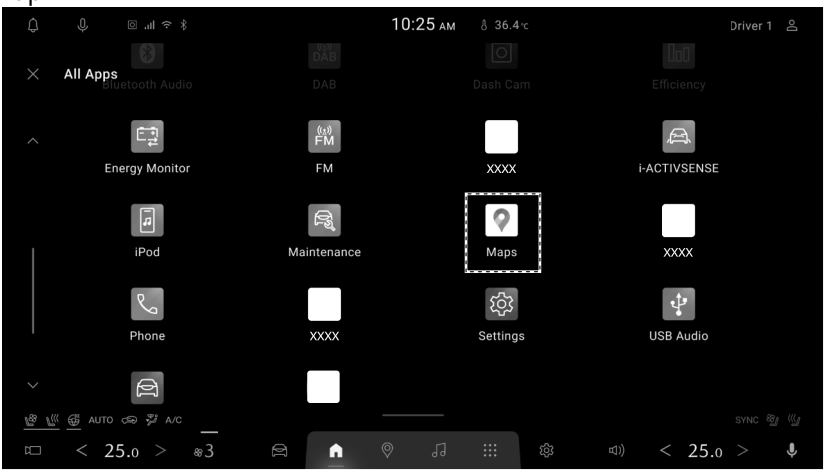
2. Google Maps is activated.

From on navigation bar

1. Tap on the navigation bar.



2. Tap .



3. Google Maps is activated.

NOTE

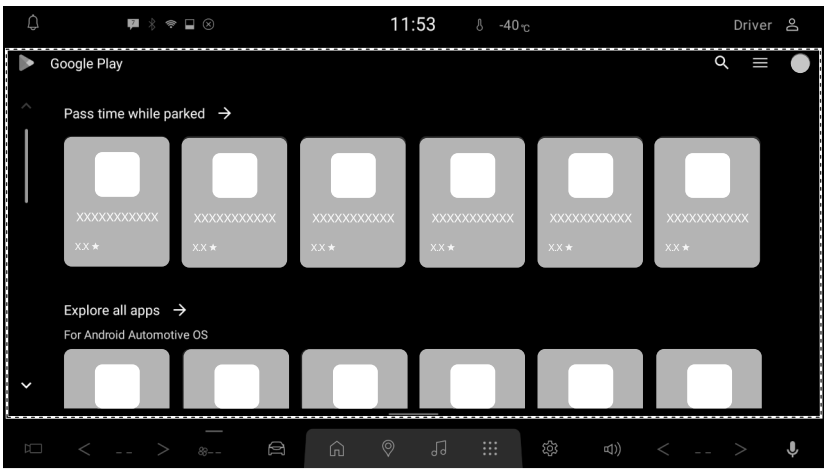
By logging in with your Google Account, you can link destinations and other information saved in your account.

The following link will connect you to “How can we help you?” for vehicles with Google built-in.
https://support.google.com/built-in/?hl=en&sjid=17001706022474702849-NC#topic=9620954

Google Play (Vehicles with Google built-in)

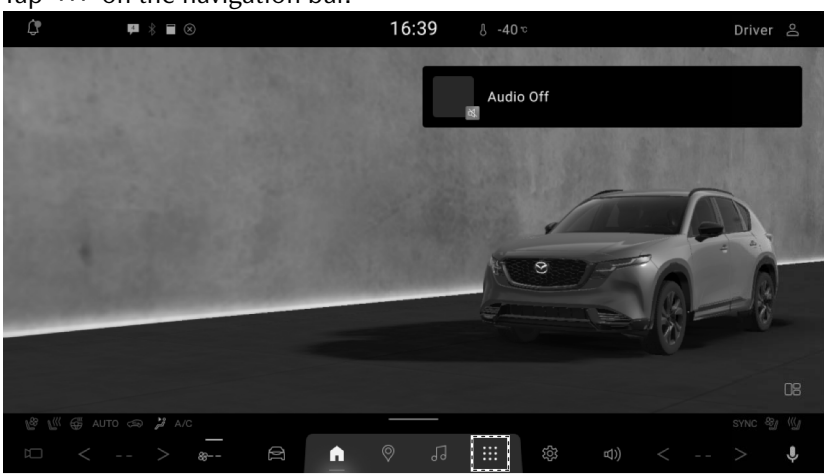
Various applications can be searched and downloaded.
To use Google Play, it is necessary to have a Google Account and to log in.

Display example

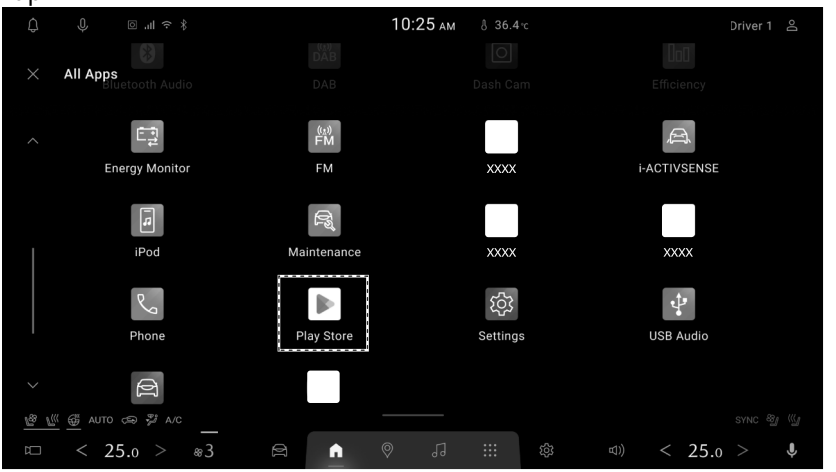


Activation method

1. Tap ⋮⋮⋮ on the navigation bar.



2. Tap .



3. Google Play is activated.

NOTE

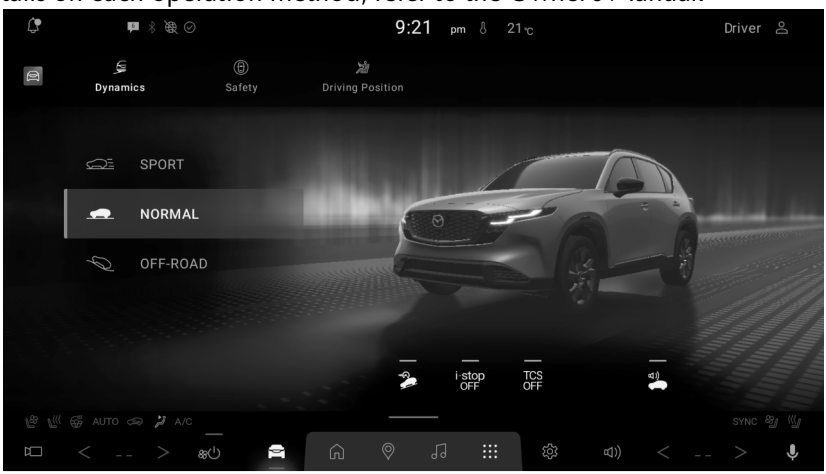
To search for and download applications from the Google Play Store, enable Connected Service or a Wi-Fi Connection.
To use the downloaded application, communication via Wi-Fi is required.

The following link will connect you to “How can we help you?” for vehicles with Google built-in.
https://support.google.com/built-in/?hl=en&sjid=17001706022474702849-NC#topic=9914606

Vehicle Controls

Dynamics

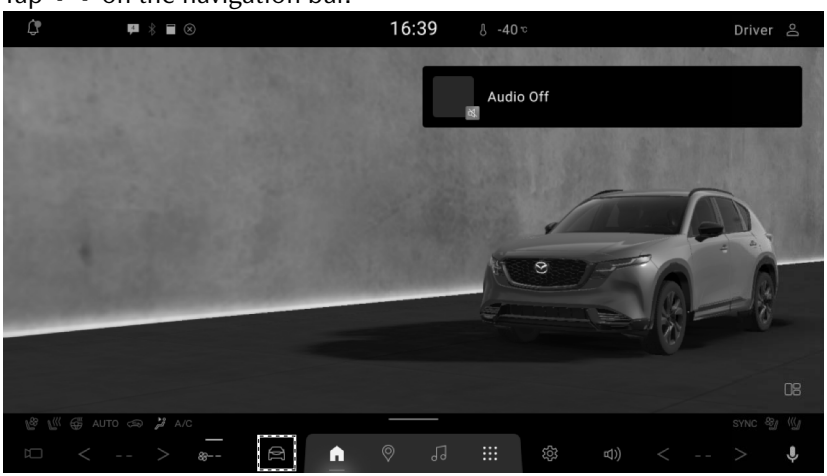
The Dynamics application allows you to switch the drive mode and turn the i-stop on and off.
For details on each operation method, refer to the Owner's Manual.



Activation method

From on navigation bar

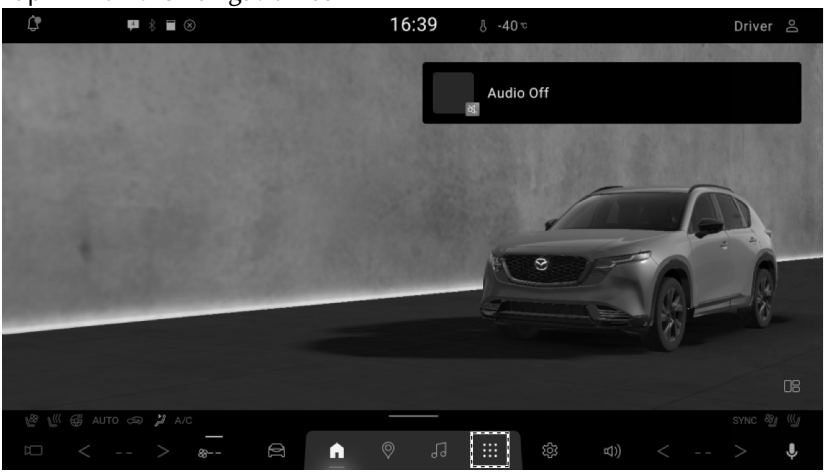
1. Tap on the navigation bar.



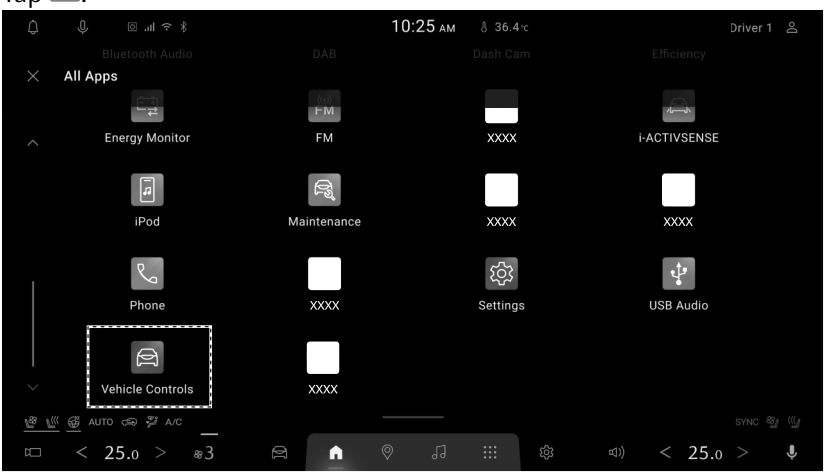
2. “Dynamics” is activated.

From ⁝⁝⁝ on navigation bar

1. Tap ⁝⁝⁝ on the navigation bar.



2. Tap .



3. “Dynamics” is activated.

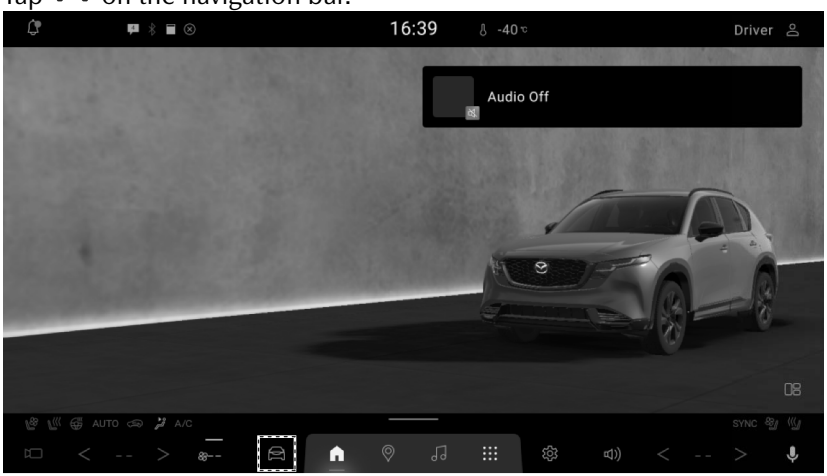
Safety

The Safety application allows you to turn each i-ACTIVSENSE function on and off. For details on each operation method, refer to the Owner's Manual.

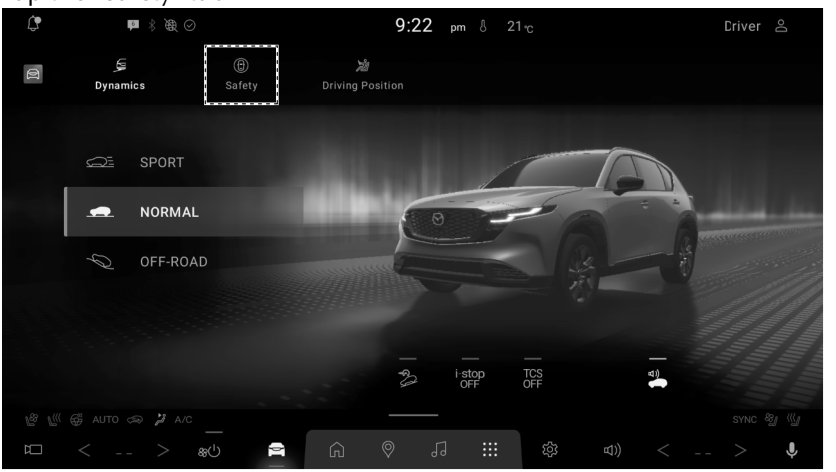
Activation method

From on navigation bar

1. Tap on the navigation bar.



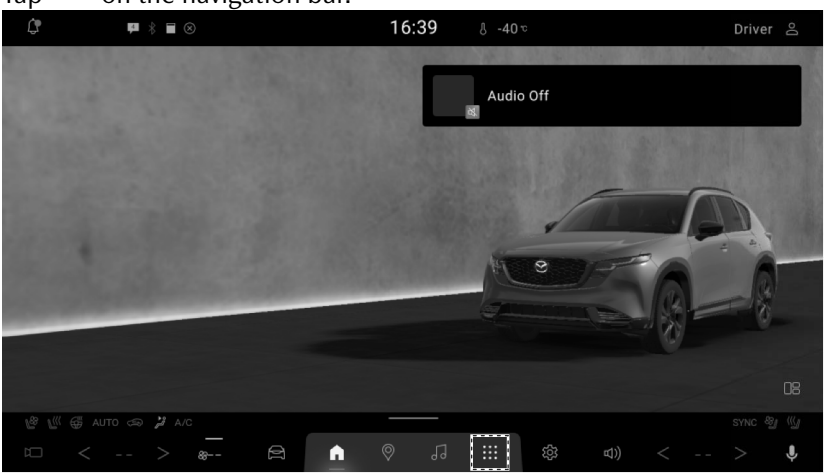
2. Tap the “Safety” tab.



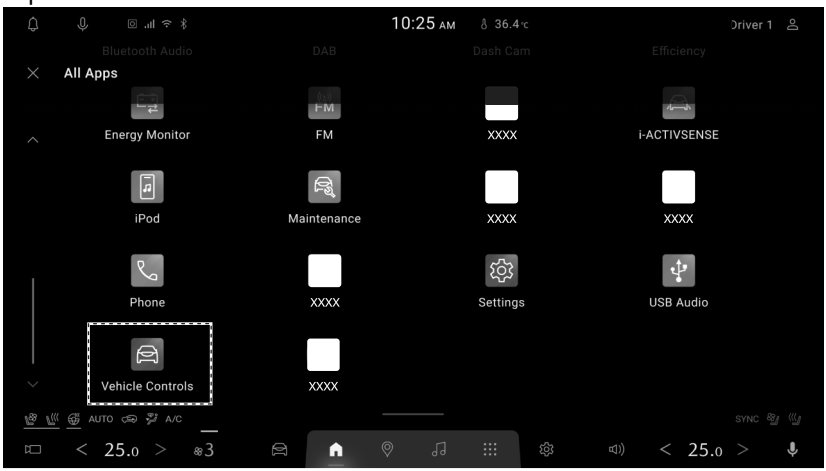
3. “Safety” is activated.

From ⁝⁝⁝ on navigation bar

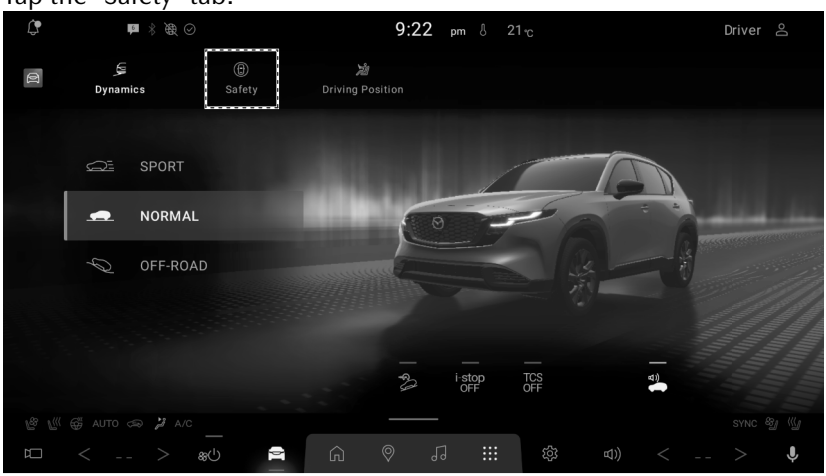
1. Tap ⁝⁝⁝ on the navigation bar.



2. Tap .



3. Tap the “Safety” tab.



4. “Safety” is activated.

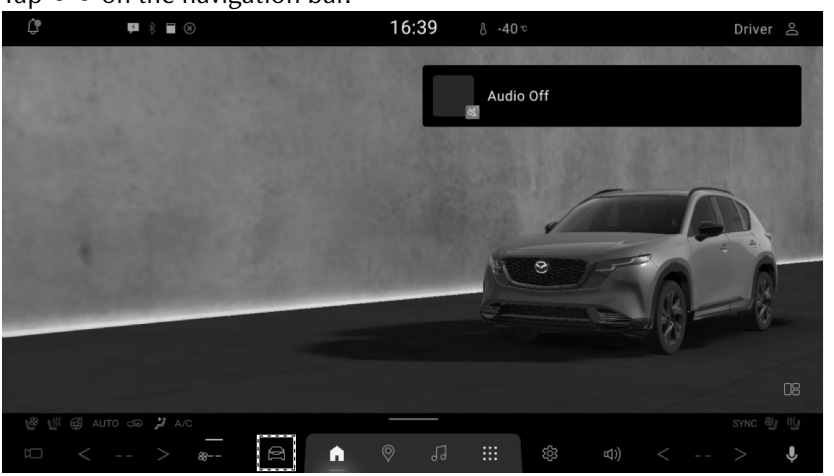
Driving Position

The Driving Position application allows you to save the seat, steering wheel, and mirror positions to suit the driver.
For details on each operation method, refer to the Owner's Manual.

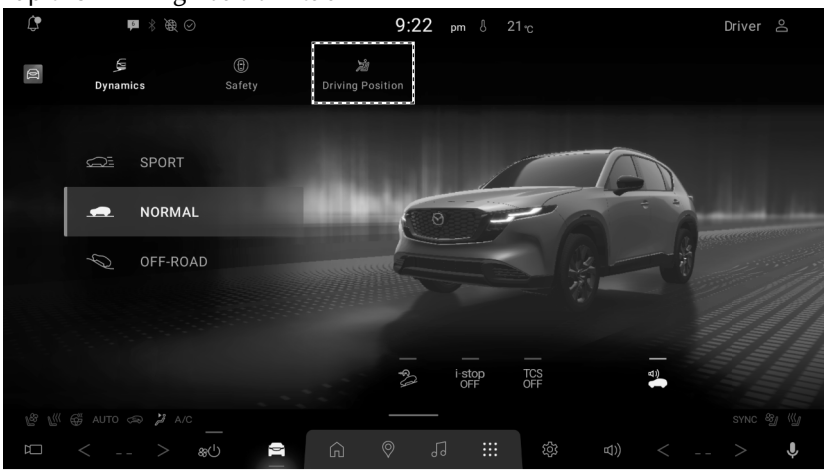
Activation method

From on navigation bar

1. Tap on the navigation bar.



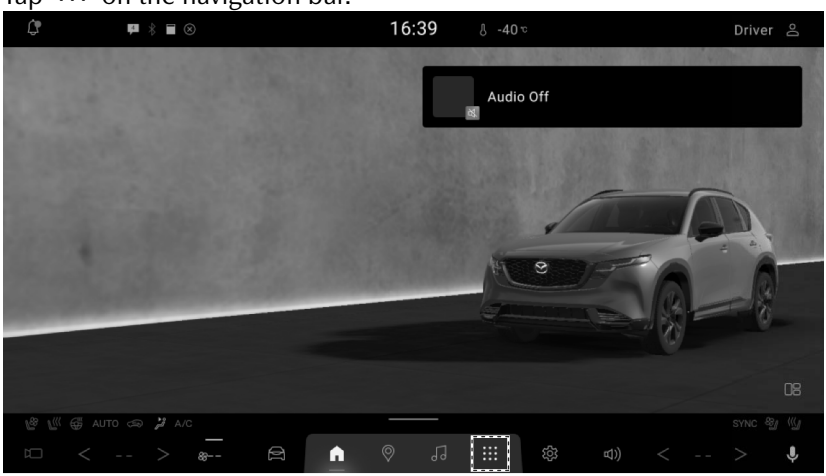
2. Tap the “Driving Position” tab.



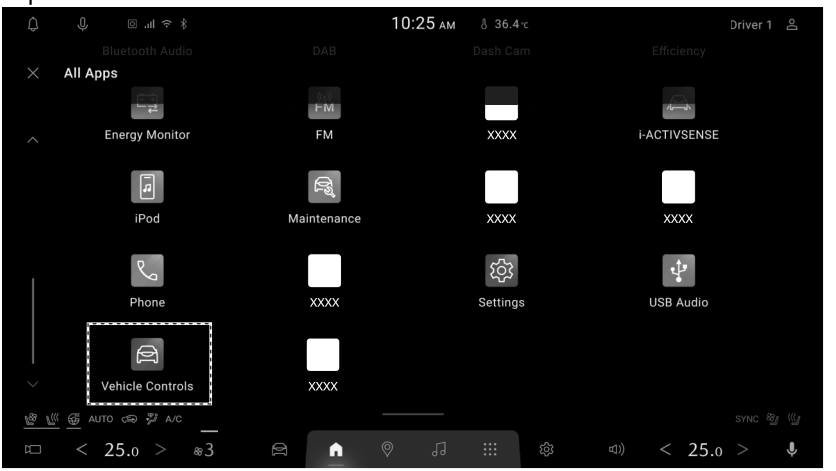
3. “Driving Position” is activated.

From ⁝⁝⁝ on navigation bar

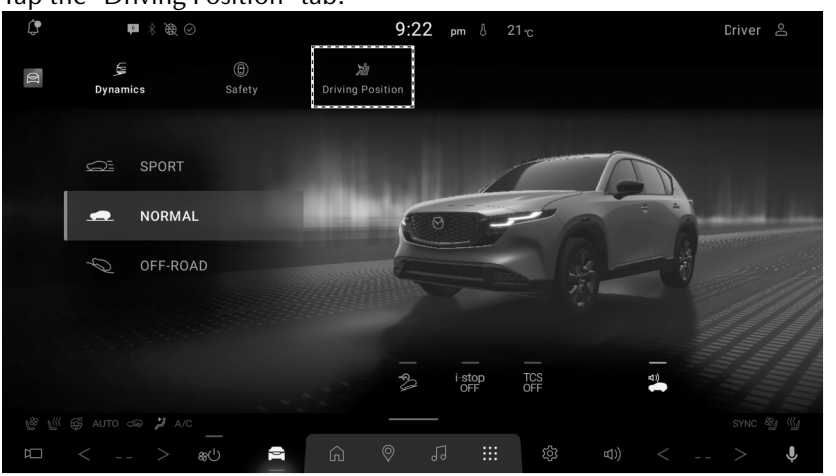
1. Tap ⁝⁝⁝ on the navigation bar.



2. Tap .



3. Tap the “Driving Position” tab.



4. “Driving Position” is activated.

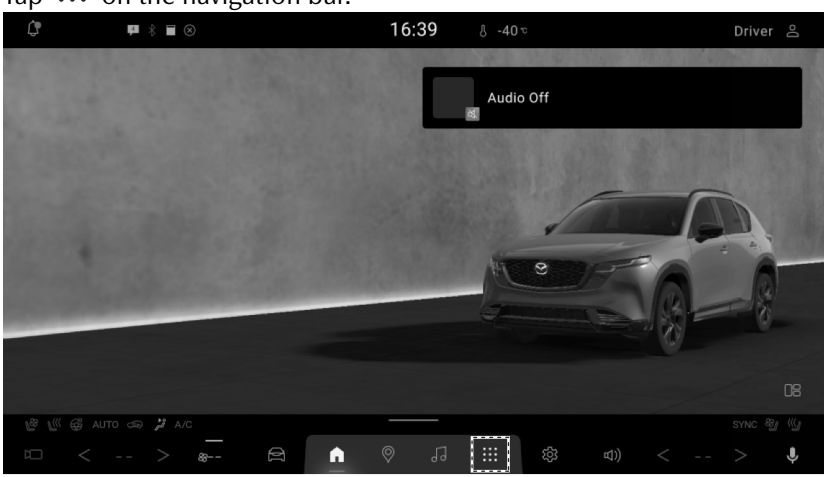
Information

Energy Monitor

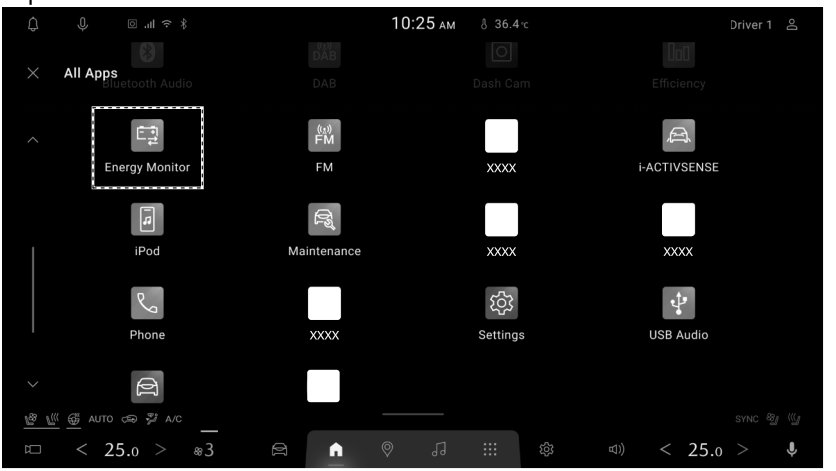
The Energy Monitor application allows you to check the operation status of the hybrid system and i-STOP.

Activation method

1. Tap ⋮⋮⋮ on the navigation bar.



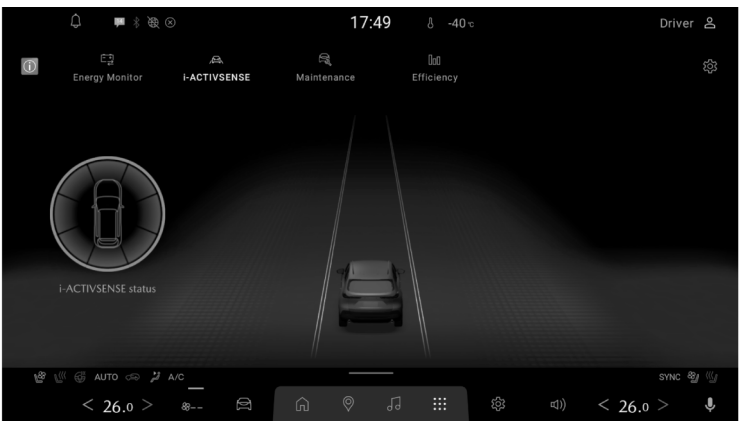
2. Tap .



3. “Energy Monitor” is activated.

i-ACTIVSENSE

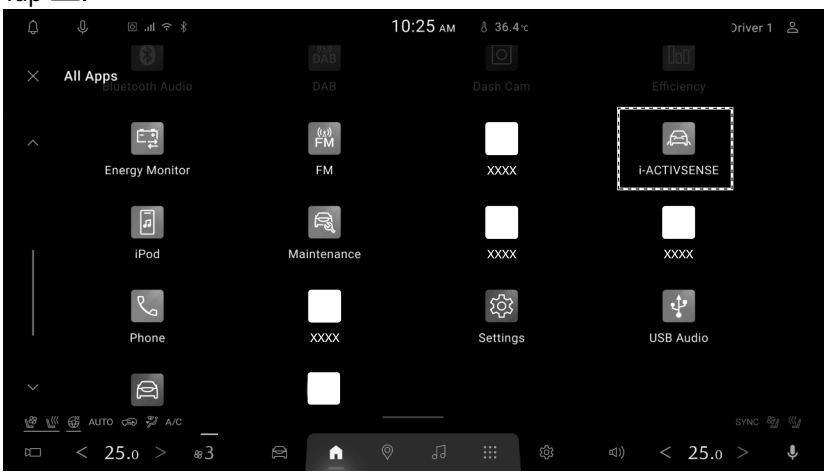
The i-ACTIVSENSE application allows you to check the operation status of each i-ACTIVSENSE function.



Activation method

1. Tap ⋮⋮⋮ on the navigation bar.

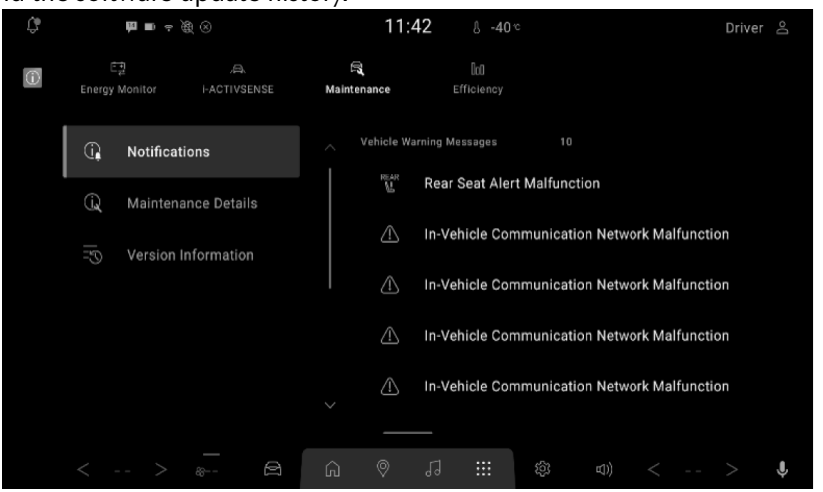
2. Tap .



3. “i-ACTIVSENSE” is activated.

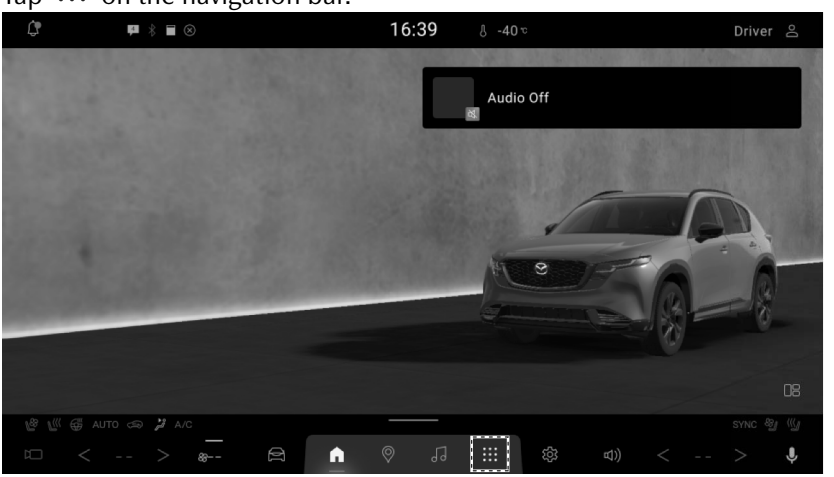
Maintenance

The Maintenance application allows you to check the next scheduled maintenance date and the software update history.

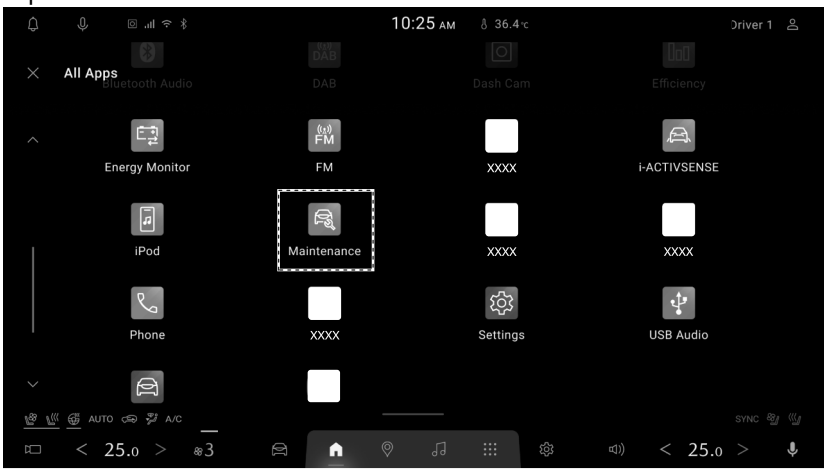


Activation method

1. Tap ⁝⁝⁝ on the navigation bar.



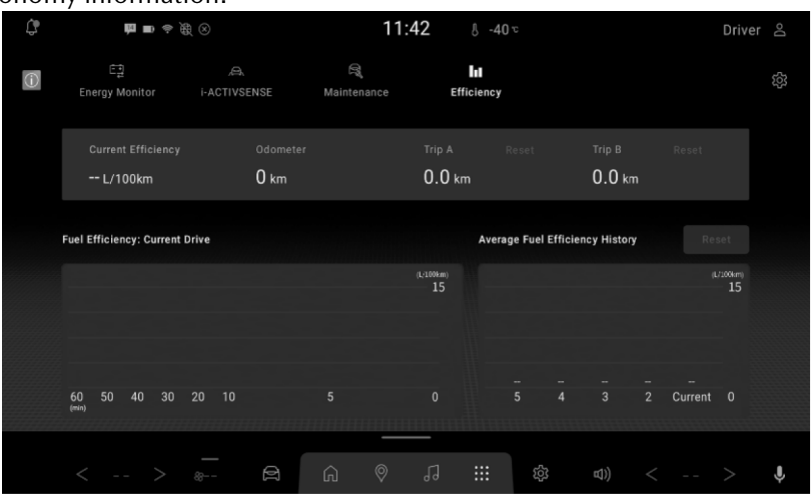
2. Tap .



3. “Maintenance” is activated.

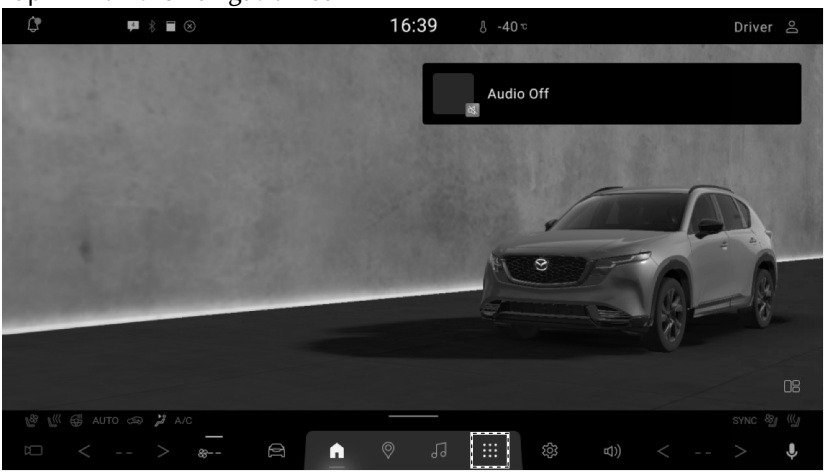
Efficiency

The Efficiency application allows you to check the odometer, tripmeter, and various fuel economy information.

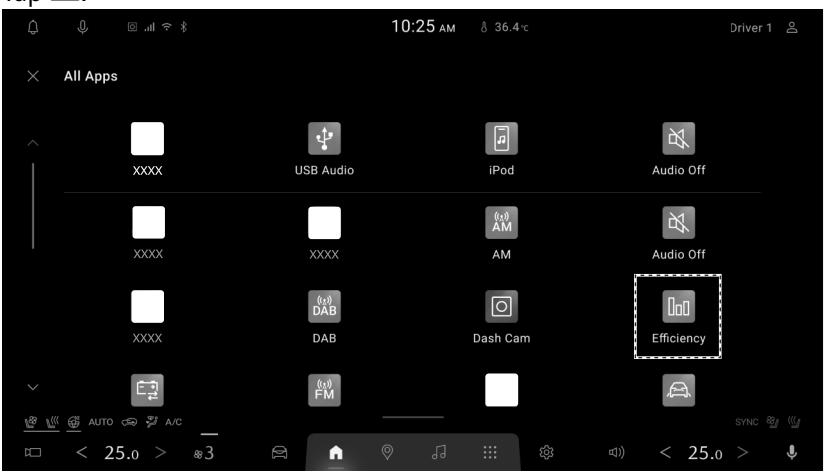


Activation method

1. Tap on the navigation bar.



2. Tap .

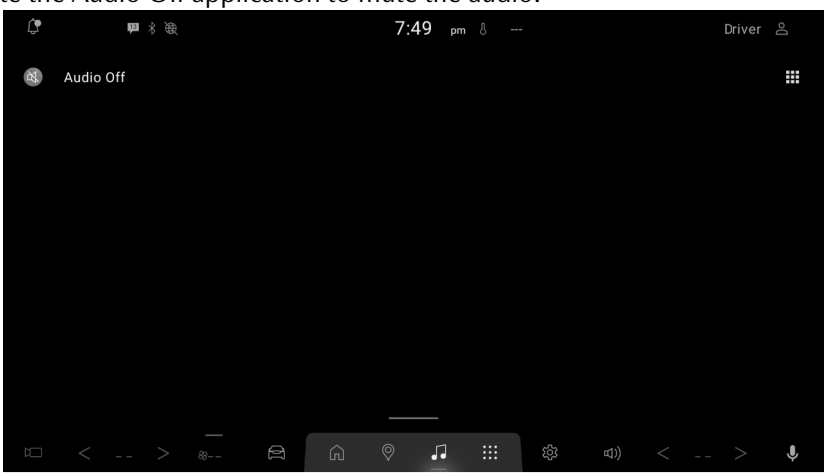


3. “Efficiency“ is activated.

Audio

Audio Off

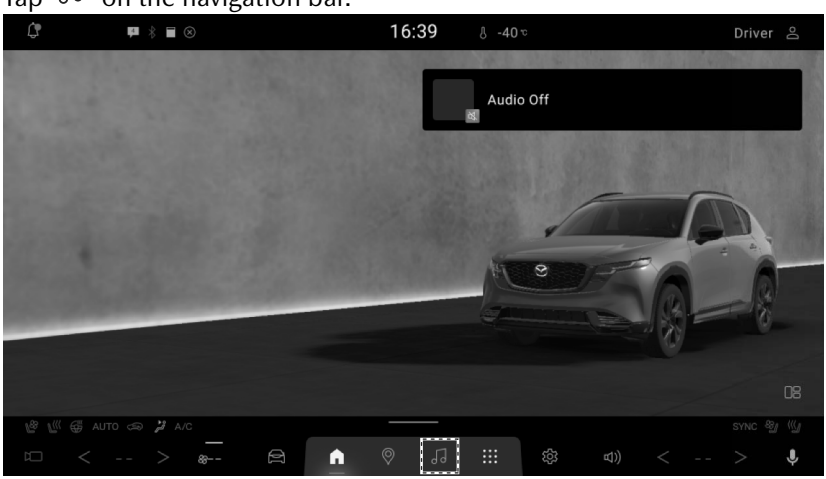
Activate the Audio Off application to mute the audio.



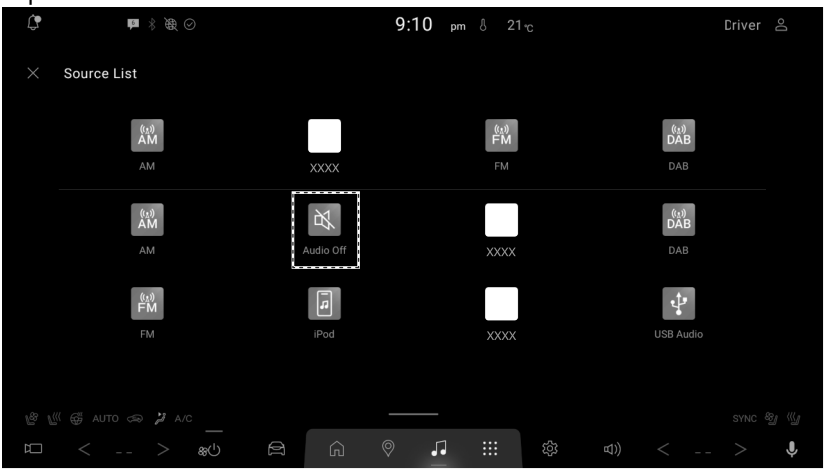
Activation method

From ♫ on navigation bar

1. Tap ♫ on the navigation bar.



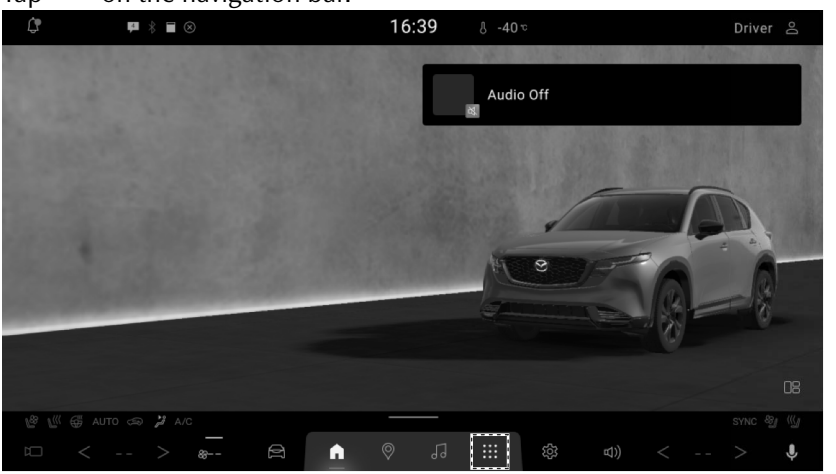
2. Tap .



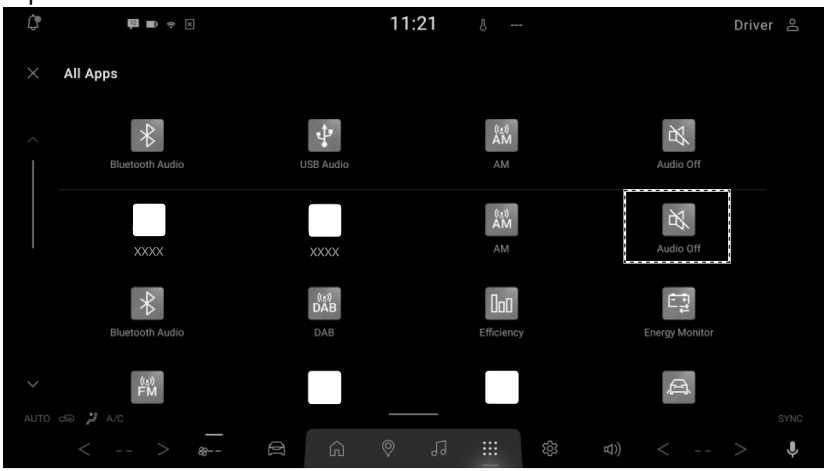
3. “Audio Off” is activated.

From ⁝⁝⁝ on navigation bar

1. Tap ⁝⁝⁝ on the navigation bar.



2. Tap .



3. “Audio Off” is activated.

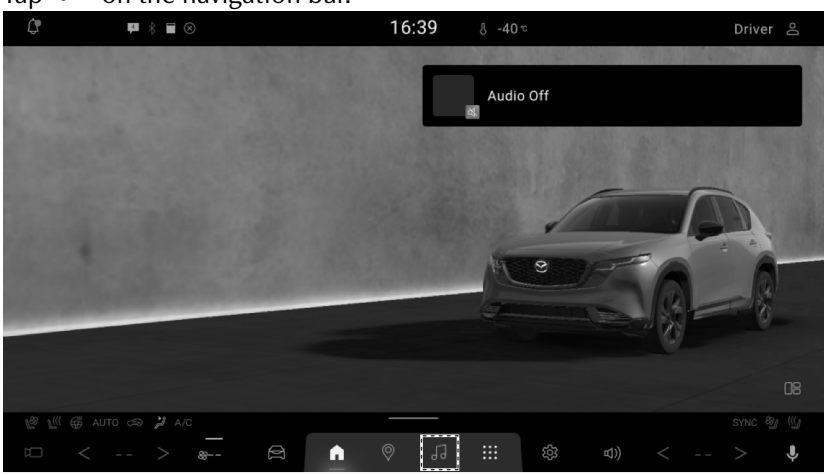
AM

The AM application allows you to listen to AM radio.

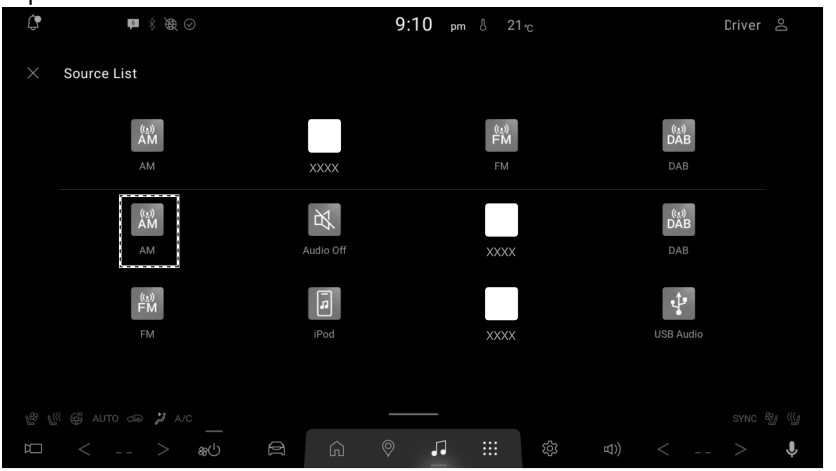
Activation method

From “Source List” screen

1. Tap on the navigation bar.



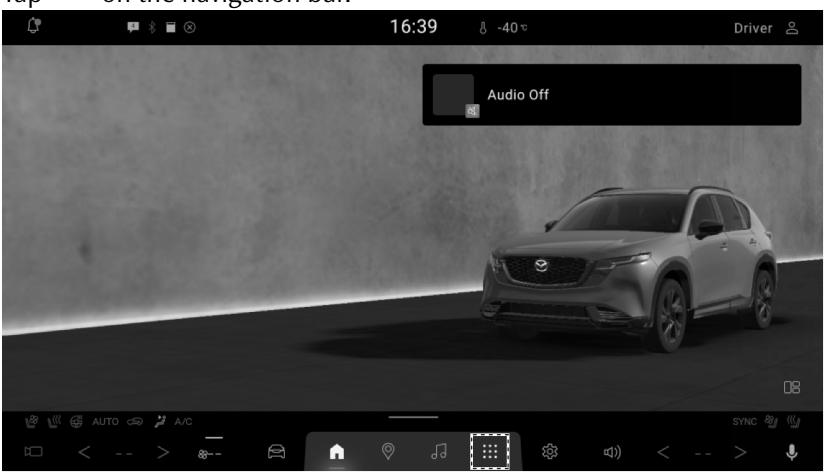
2. Tap AM.



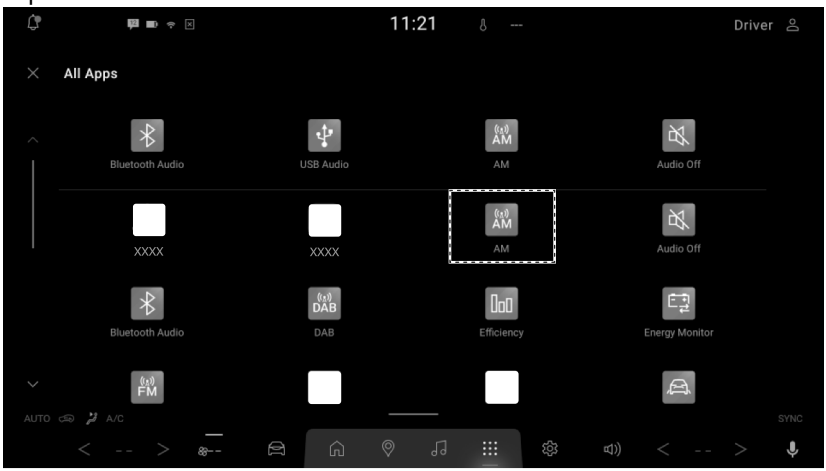
3. “AM” is activated.

From ⁝⁝⁝ on navigation bar

1. Tap ⁝⁝⁝ on the navigation bar.

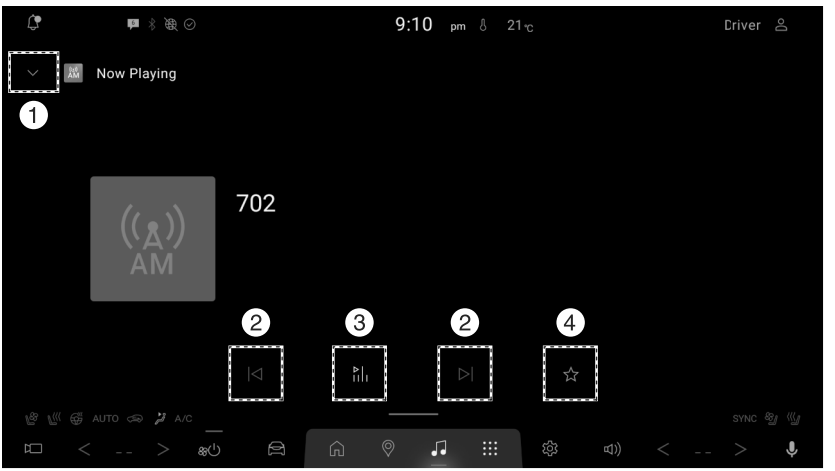


2. Tap AM.



3. “AM” is activated.

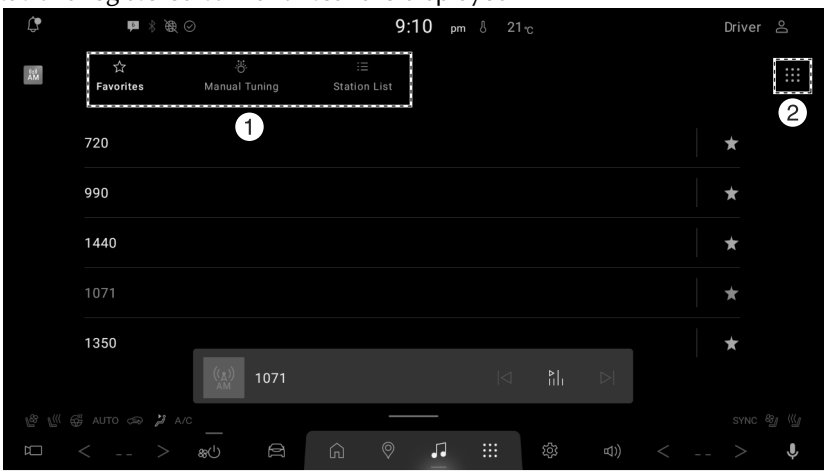
“Now Playing” screen



No.	Explanation
1	Tap ﹀ to display the “Favorites”, “Manual Tuning”, or “Station List” screen.
2	Tap: Switches sequentially between stations registered to your favorites. Press and hold: Switches sequentially between the currently received stations.
3	Receivable stations can be searched by tapping ▷ıllı. Receivable stations are tuned from low to high frequency every 5 seconds. If you find a station you want to listen to, tap ▷ıllı to set the radio frequency.
4	Each time the icon is tapped, it switches between ☆ → ★ → ☆, allowing you to register or unregister it in “Favorites”. ☆ : Not registered in “Favorites” ★ : Registered in “Favorites” The stations registered to “Favorites” can be checked on the “Favorites” screen.

“Favorites” screen

“The stations registered to “Favorites” are displayed.



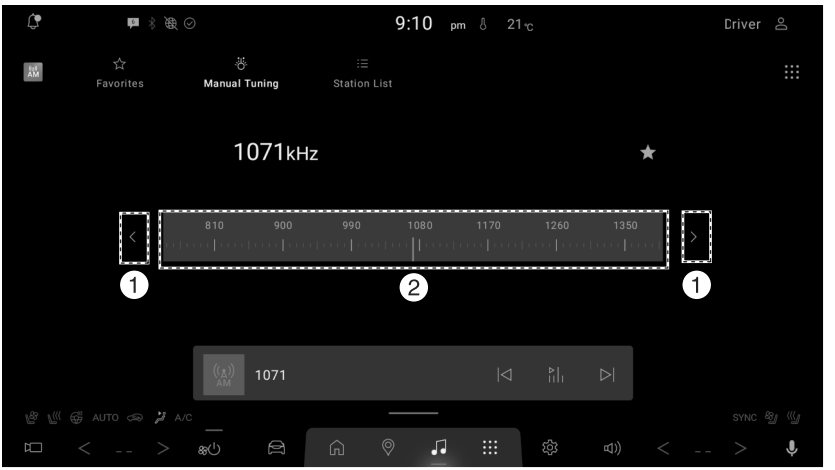
No.	Explanation
1	Tap the “Favorites”, “Manual Tuning”, or “Station List” tab to display each screen.*1
2	Tap to display the “Source List” screen.*2

*1 The tabs on the “Favorites” screen are the same as those on the “Manual Tuning” and “Station List” screens.

*2 The icons on the “Favorites” screen are the same as those on the “Manual Tuning” and “Station List” screens.

“Manual Tuning” screen

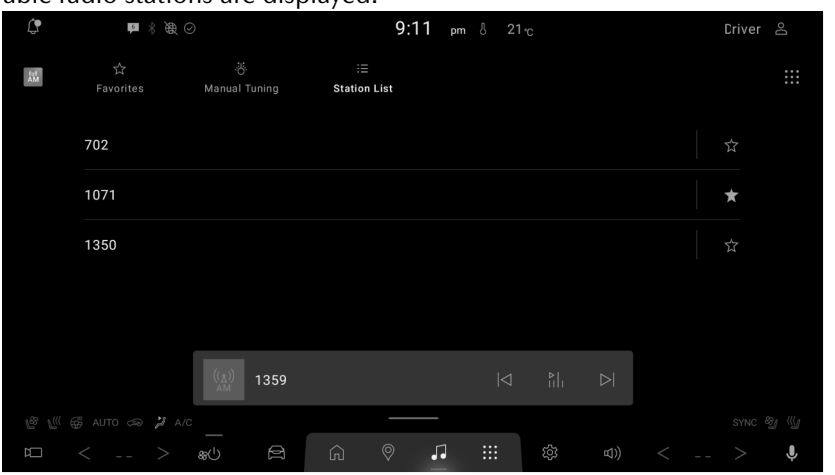
This screen allows manual channel selection.



No.	Explanation
1	Tap 〈 or 〉 to change the radio frequency one step at a time.
2	Tap on the scale to tune to the selected frequency. Tap and hold on the scale and move it left or right to move the frequency on the scale left or right and release your finger at the position to select the station.

“Station List” screen

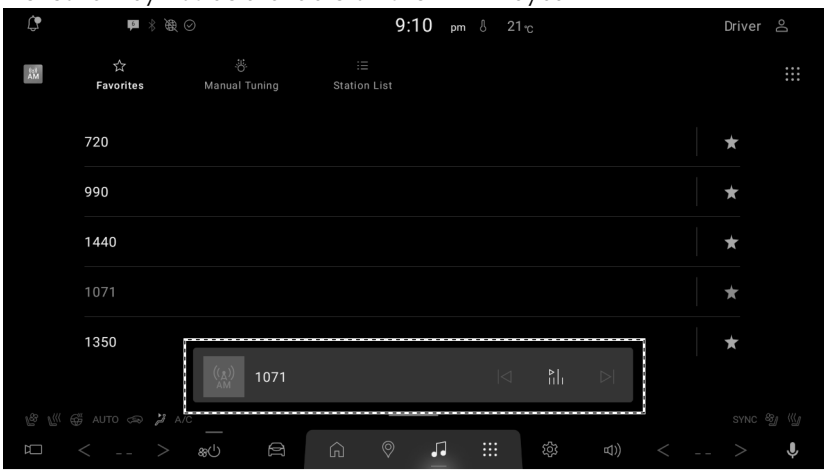
Receivable radio stations are displayed.



Mini Playbar

The Mini Playbar is displayed on the “Favorites”, “Manual Tuning”, and “Station List” screens.
The Mini Playbar icons are the same as those on the “Now Playing” screen.*1

*1 Some icons may not be available on the Mini Playbar.



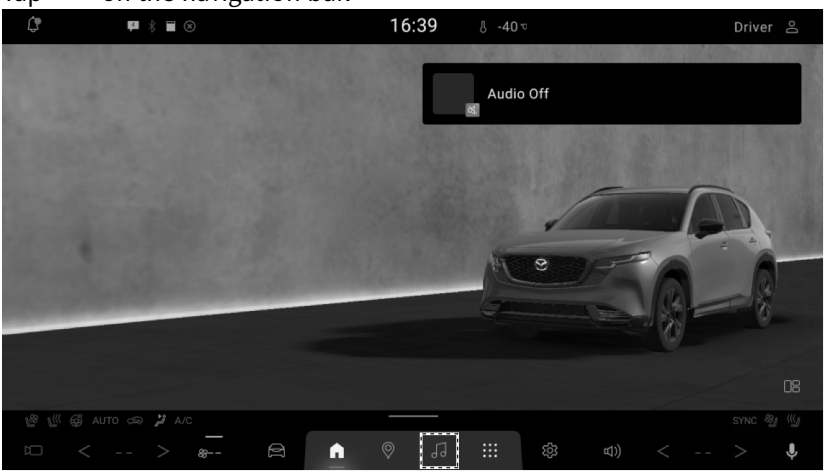
FM

The FM application allows you to listen to FM radio.

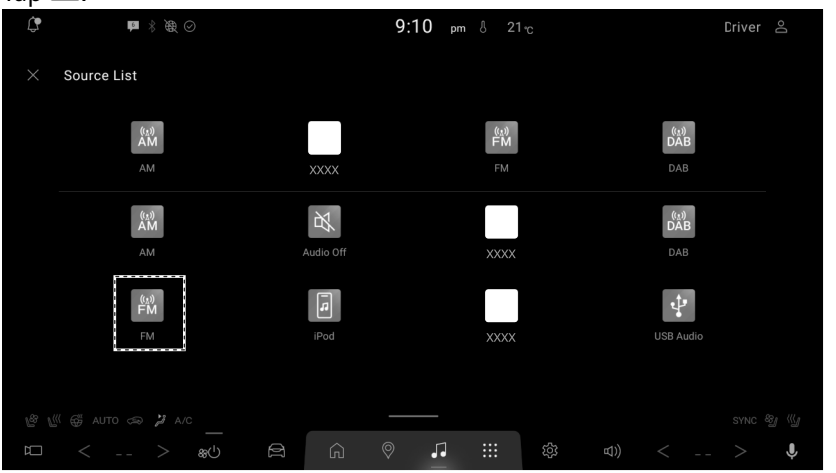
Activation method

From ♫ on navigation bar

1. Tap ♫ on the navigation bar.



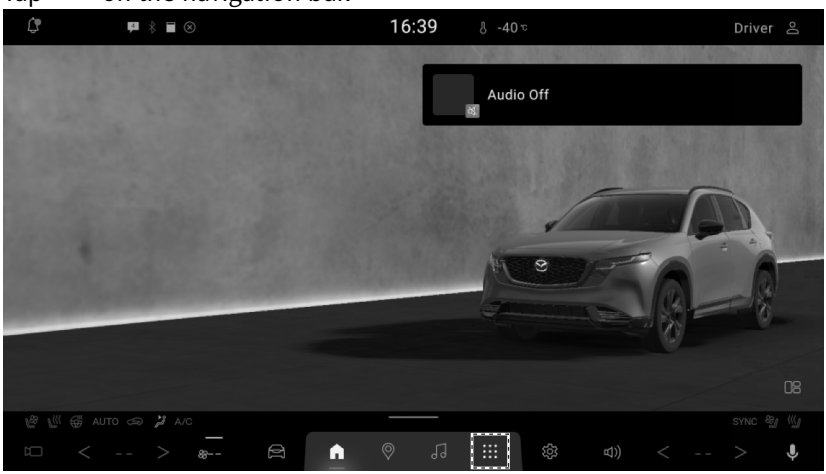
2. Tap FM.



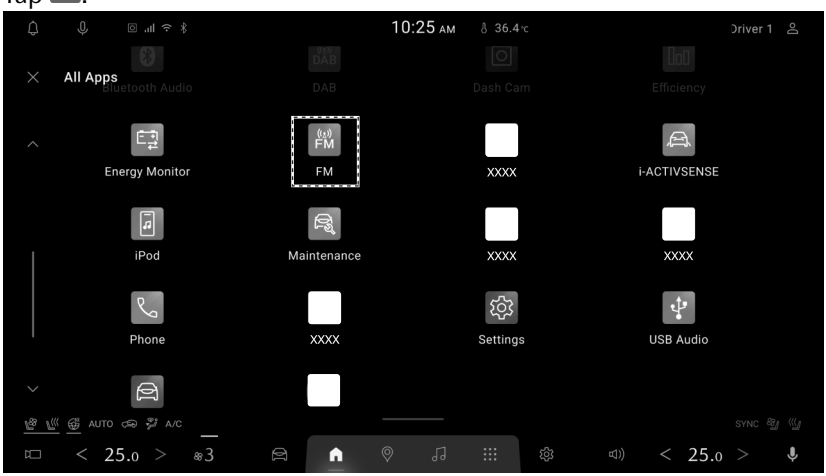
3. “FM” is activated.

From ⁝⁝⁝ on navigation bar

1. Tap ⁝⁝⁝ on the navigation bar.

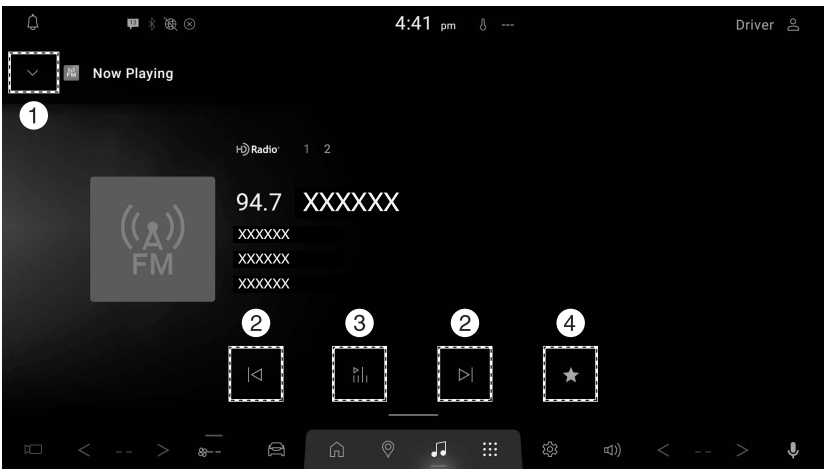


2. Tap FM.



3. “FM” is activated.

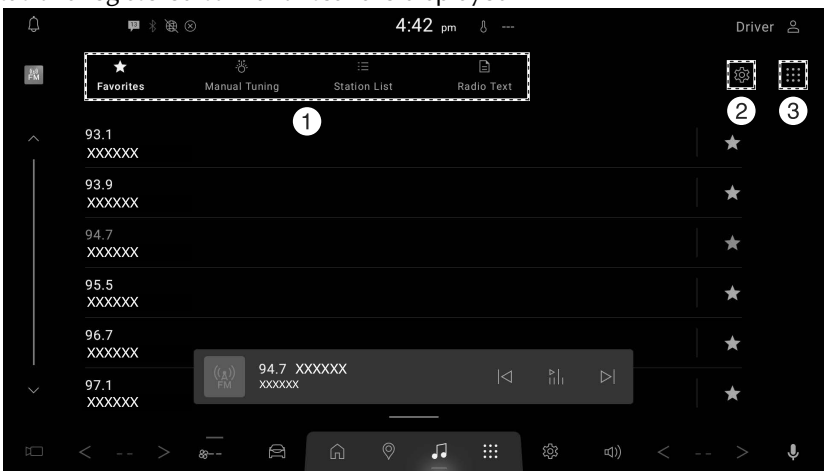
“Now Playing” screen



No.	Explanation
1	Tap ﹀ to display the “Favorites”, “Manual Tuning”, “Station List”, or “Radio Text” screen.
2	Tap: Switches sequentially between stations registered to your favorites. Press and hold: Switches sequentially between the currently received stations.
3	Receivable stations can be searched by tapping ılı. Receivable stations are tuned from low to high frequency every 5 seconds. If you find a station you want to listen to, tap ılı to set the radio frequency.
4	Each time the icon is tapped, it switches between ☆ → ★ → ☆, allowing you to register or unregister it in “Favorites”. ☆ : Not registered in “Favorites” ★ : Registered in “Favorites” The stations registered to “Favorites” can be checked on the “Favorites” screen.

“Favorites” screen

“The stations registered to “Favorites” are displayed.



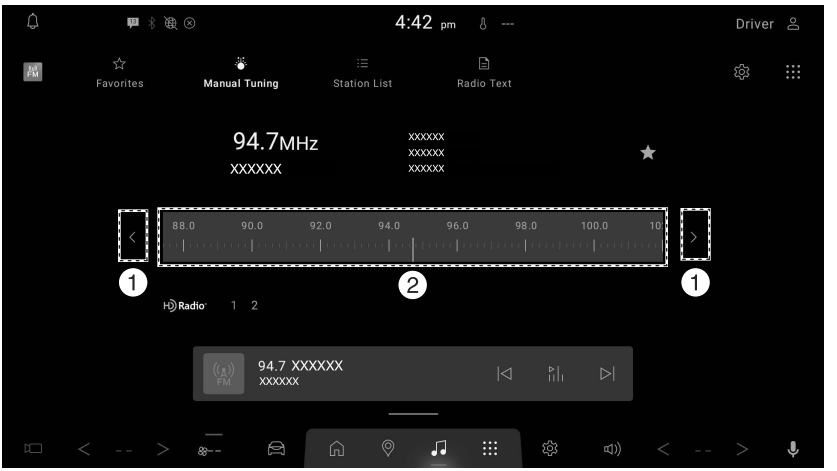
No.	Explanation
1	Tap the “Favorites”, “Manual Tuning”, “Station List”, or “Radio Text” tab to display each screen. *1
2	Tap ⚙ to display the “FM Settings” screen.*2
3	Tap ⋮⋮⋮ to display the “Source List” screen.*2

*1 The tabs on the “Favorites” screen are the same as those on the “Manual Tuning”, “Station List”, and “Radio Text” screens.

*2 The icons on the “Favorites” screen are the same as those on the “Manual Tuning”, “Station List”, and “Radio Text” screens.

“Manual Tuning” screen

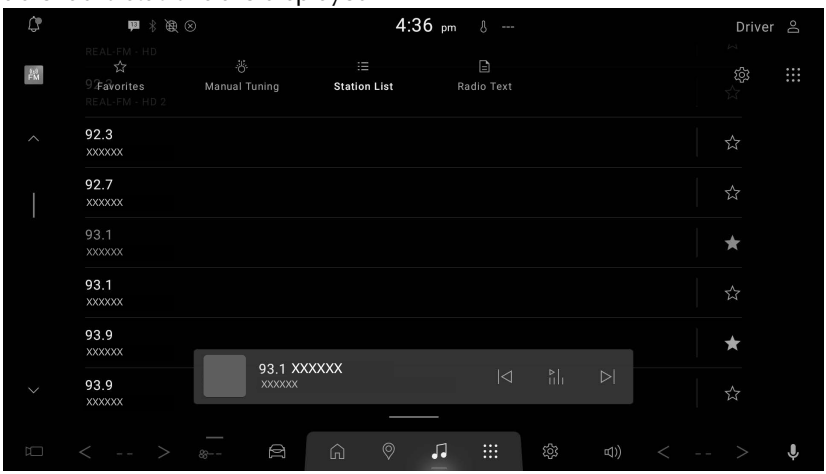
This screen allows manual channel selection.



No.	Explanation
1	Tap 〈 or 〉 to change the radio frequency one step at a time. During HD Radio reception, tap 〈 or 〉 to switch to the sub-channel.
2	Tap on the scale to tune to the selected frequency. Tap and hold on the scale and move it left or right to move the frequency on the scale left or right and release your finger at the position to select the station.

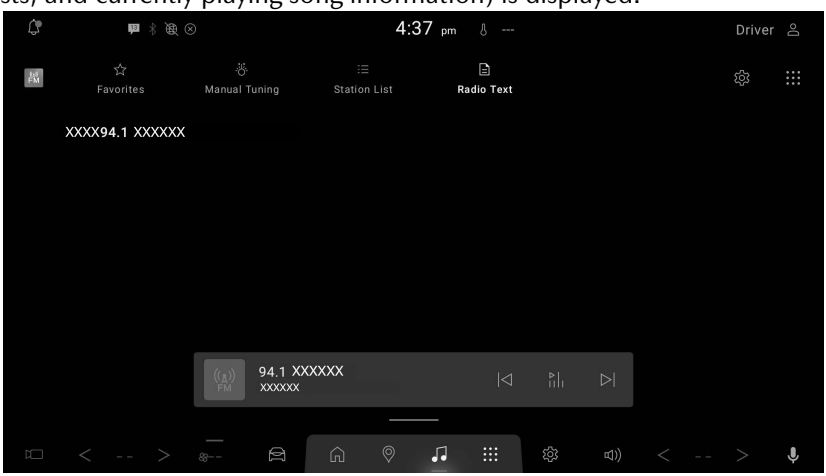
“Station List” screen

Receivable radio stations are displayed.



“Radio Text” screen

Text information sent from the broadcasting station (such as news, weather forecasts, and currently playing song information) is displayed.



MiniPlaybar

The Mini Playbar is displayed on the “Favorites”, “Manual Tuning”, “Station List”, and “Radio Text” screens.
The Mini Playbar icons are the same as those on the “Now Playing” screen.*1
*1 Some icons may not be available on the Mini Playbar.

SiriusXM®*

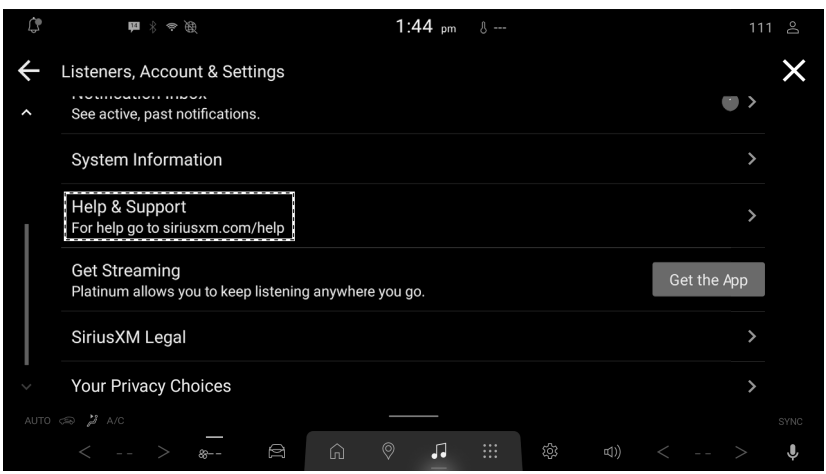
The SiriusXM application allows you to listen to SiriusXM® radio.
With some exceptions, the screen text for this section is written in US English.

How to check Radio ID

You can find your Radio ID using the following method.

Tune in to SiriusXM® channel 0

On the “Listeners, Accounts, and Settings” screen, tap “Help & Support”

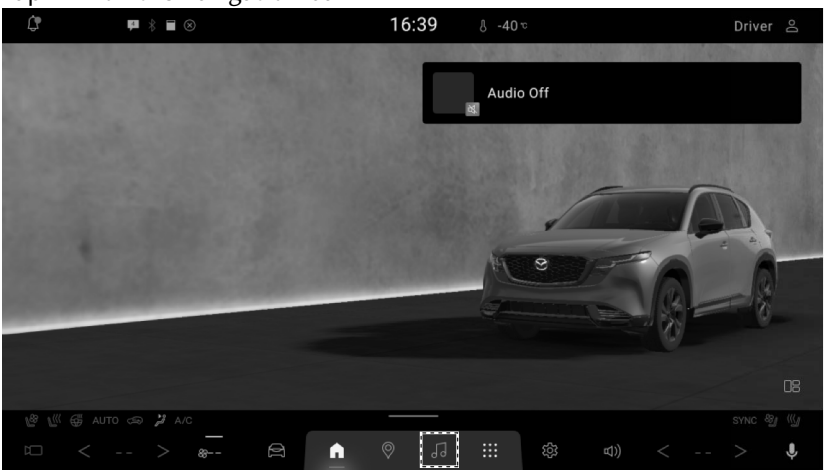


*Some models.

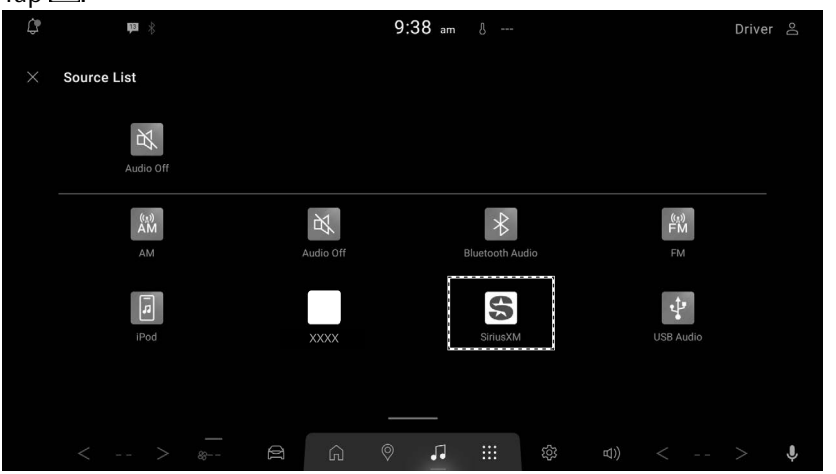
Activation method

From ♫ on navigation bar

1. Tap ♫ on the navigation bar.



2. Tap S.

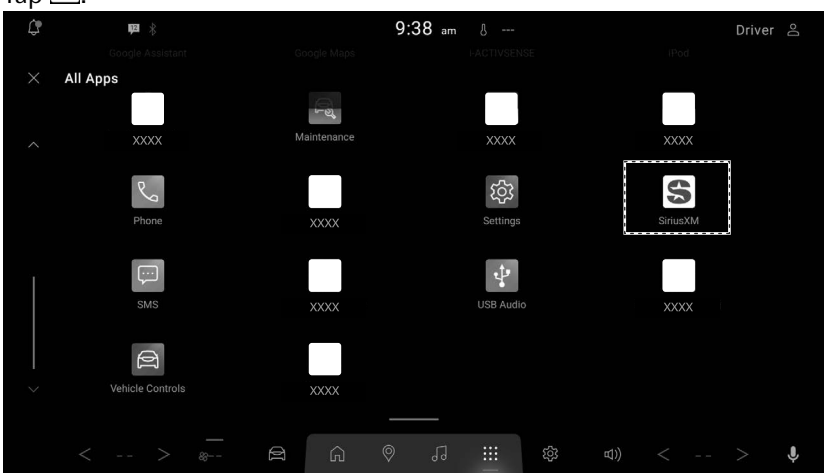


3. “SiriusXM” is activated.

From ⁝⁝⁝ on navigation bar

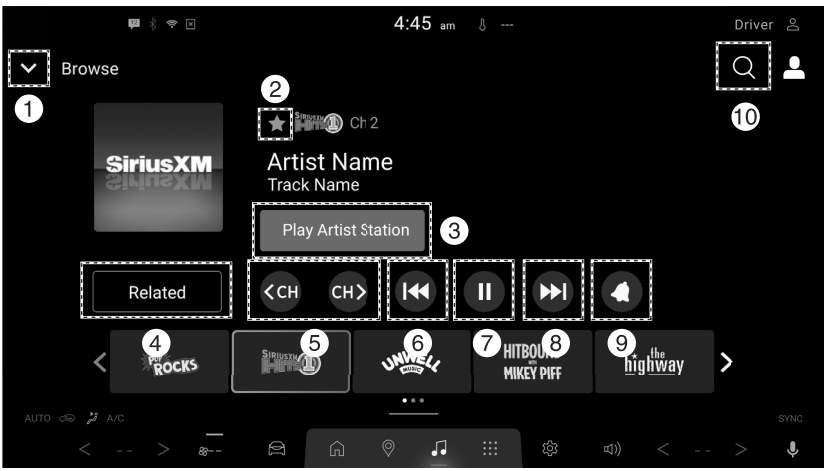
1. Tap ⁝⁝⁝ on the navigation bar.

2. Tap S.



3. "SiriusXM" is activated.

“Now Playing” screen

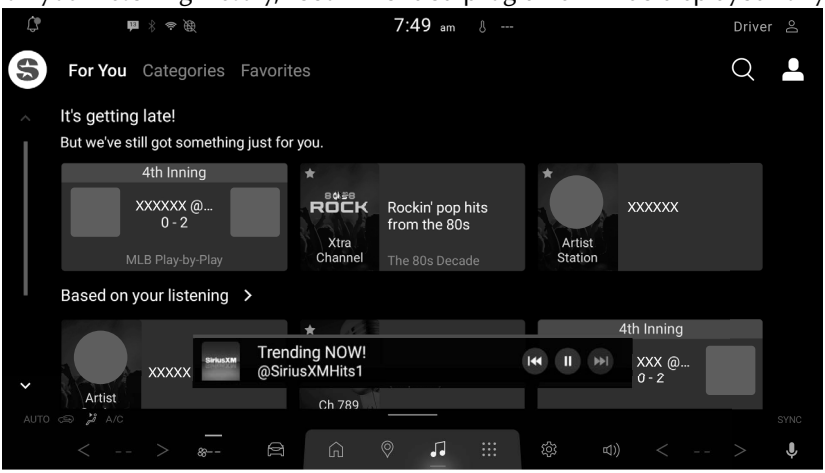


No.	Explanation
1	Tap ﹀ to display the “For You”, “Categories”, or “Favorites” screen.
2	Each time the icon is tapped, it switches between ☆ → ★ → ☆, allowing you to register or unregister it in “Favorites”. ☆ : Not registered in “Favorites” ★ : Registered in “Favorites” The stations registered to “Favorites” can be checked on the “Favorites” screen.
3	Additional function such as “Start Over” and “Play Artist Station” is displayed.
4	Tap “Related” to display the related screen for the channel you are currently listening to.
5	Tap CH or CH to display the Linear Tuner and change the channel.
6	Tap: Switches to the previous available track/segment. Press and hold: Switches to the beginning of the audio being listened to.
7	Play and pause can be operated. Switches from ▶ → ⏸ → ▶ each time the icon is tapped. ▶ : Tap to play the track. ⏸ : Tap to pause the track.
8	Tap: Switches to the next available track/segment. Long press: Switches to the Live point of the audio being listened to.
9	Tap to set notifications.

No.	Explanation
10	Tap to search for channels by artist name or sports team name using voice input or keyboard input.

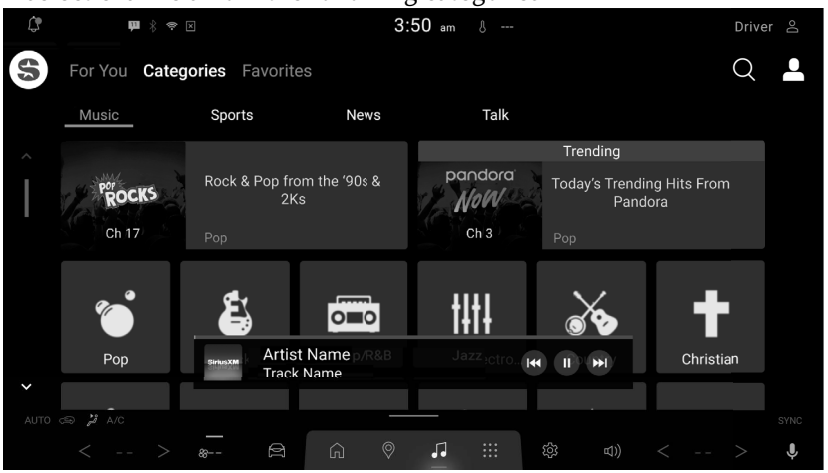
“For You” screen

Based on your listening history, recommended programs will be displayed for you.



“Categories” screen

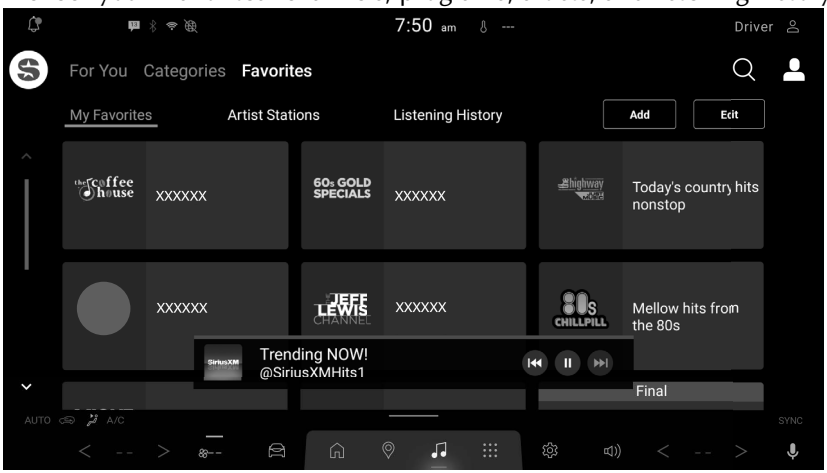
You can select channels from the following categories.



- Spotlight Recommendations
- Music
- Sports
- Talk
- News

“Favorites” screen

You can check your “Favorites” channels, programs, artists, and listening history.



My Favorites

You can check the channels and programs you have registered in “Favorites”.

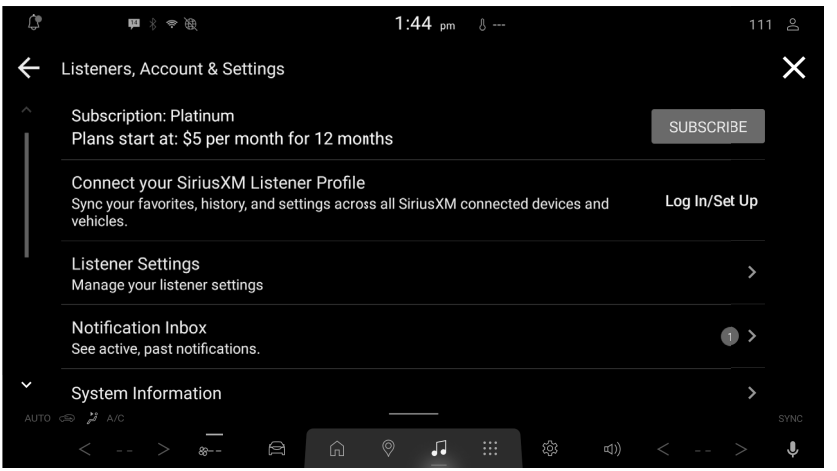
Artist Stations

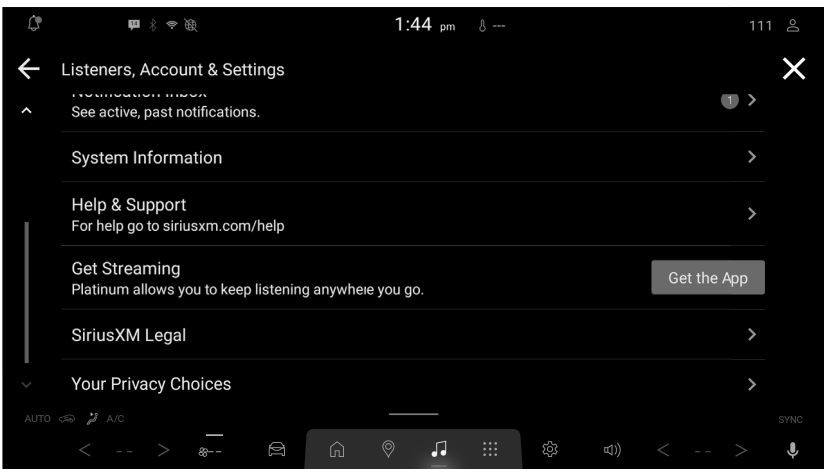
You can check the artists you have registered in “Favorites”.

History

You can check your listening history.

“Settings” screen





Access the Settings menu to manage SiriusXM® functionalities:

Manage your Listener Profiles:

After logging in, your “Favorites,” “Listening History,” and “For You” will sync between Mazda Connect, the mobile app, and the SiriusXM® web player.

- Log-In:
  If you have a SiriusXM® account, you can log in by entering your Listener Profiles login information.
- Create Profile:
  If you do not have a SiriusXM® account, you can create a Listener Profile here.

・Profile Switching:
Tap the username to switch Listener Profiles.
Tap “+” to add Listener Profiles.

Listener Settings:

You can set the playback screen settings such as “Tune Start”, “Reset History”, and “Startup”.
You can also set privacy settings such as “Notification management” and “Block Explicit”.

Notifications Inbox:

Displays “In Vehicle Messaging (IVM) alerts” (such as artist, sports team, or show reminders).

Help & Support:

SiriusXM® customer care contact information is displayed.

Get Streaming:

Tap “Get the App” and follow the instructions on the screen to download the SiriusXM® app.
The SiriusXM® app seamlessly links your Smartphone with Mazda Connect, allowing you to listen to SiriusXM® even outside the car.

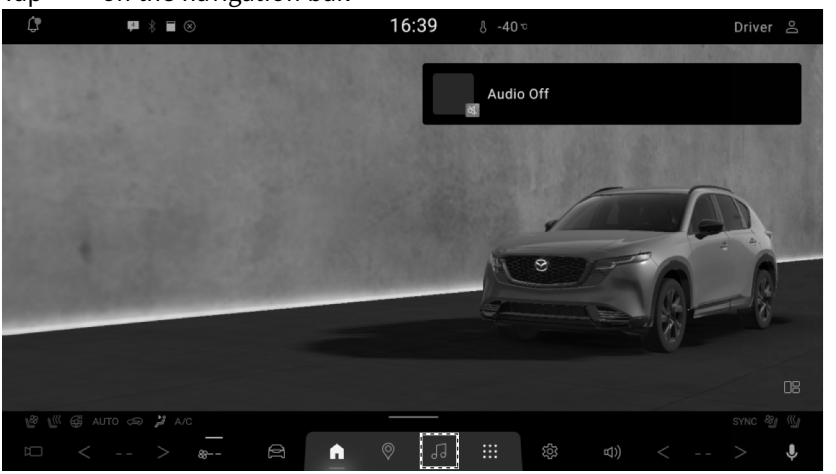
DAB*

The DAB application allows you to listen to DAB radio.

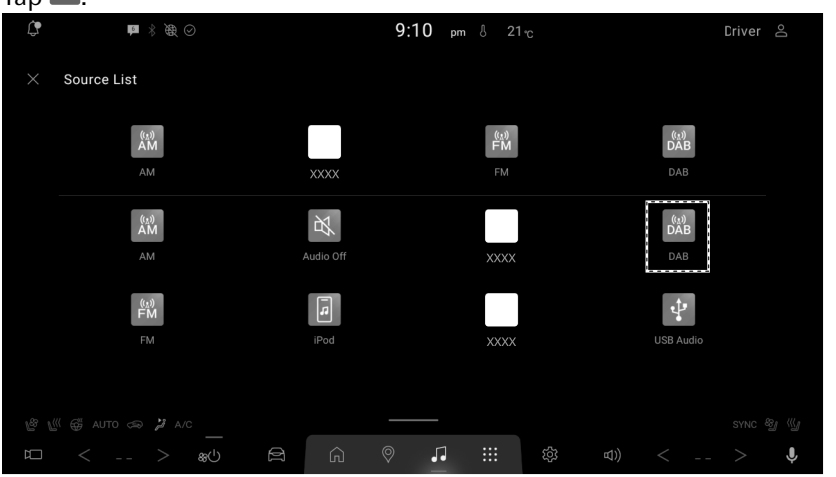
Activation method

From ♫ on navigation bar

1. Tap ♫ on the navigation bar.



2. Tap DAB.



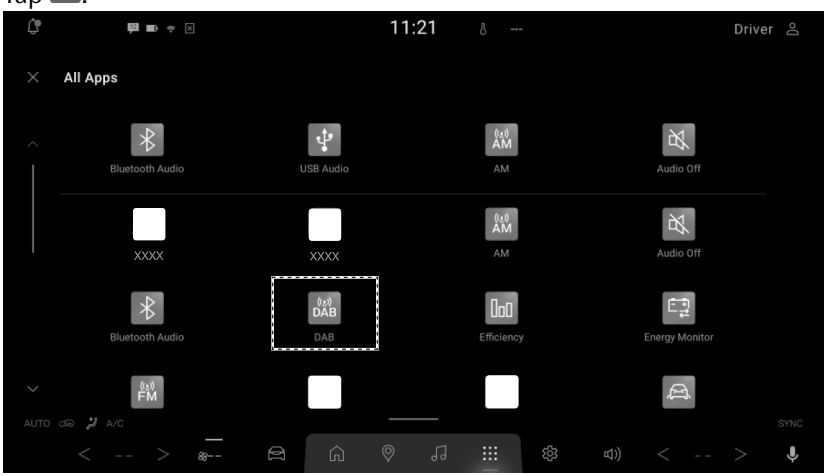
3. "DAB" is activated.

 *Some models.

From ⁝⁝⁝ on navigation bar

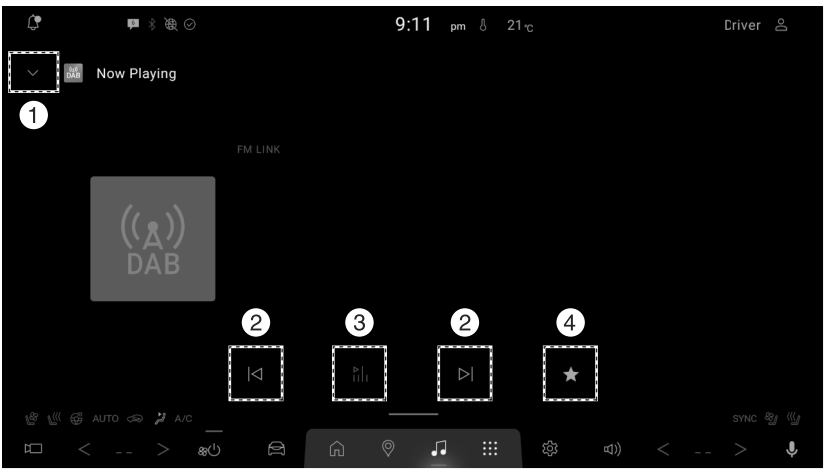
1. Tap ⁝⁝⁝ on the navigation bar.

2. Tap DAB.



3. “DAB” is activated.

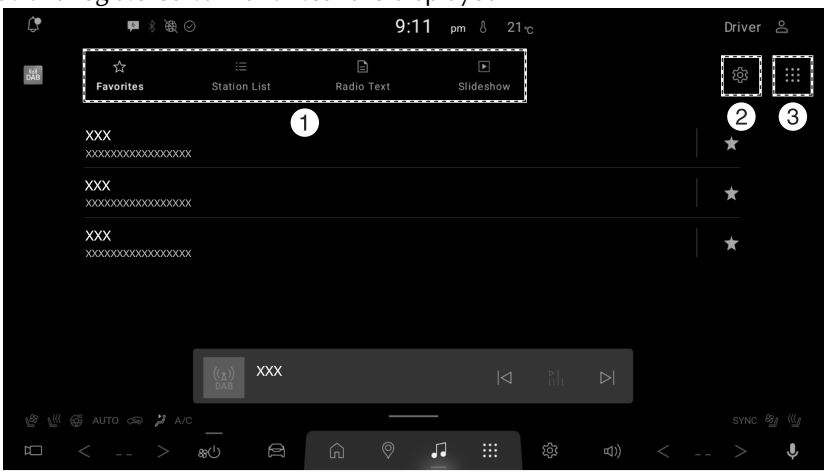
“Now Playing” screen



No.	Explanation
1	Tap ﹀ to display the “Favorites”, “Station List”, “Radio Text”, or “Slideshow” screen.
2	Tap: Switches sequentially between stations registered to your favorites. Press and hold: Switches sequentially between the currently received stations.
3	Receivable stations can be searched by tapping ▷ıllı. Receivable stations are tuned from low to high frequency every 5 seconds. If you find a station you want to listen to, tap ▷ıllı to set the radio frequency.
4	Each time the icon is tapped, it switches between ☆ → ★ → ☆, allowing you to register or unregister it in “Favorites”. ☆ : Not registered in “Favorites” ★ : Registered in “Favorites” The stations registered to “Favorites” can be checked on the “Favorites” screen.

“Favorites” screen

The stations registered to “Favorites” are displayed.



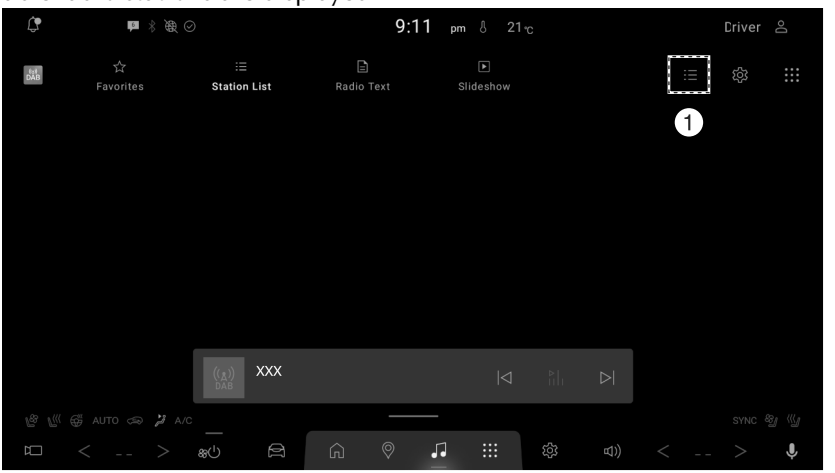
No.	Explanation
1	Tap the “Favorites”, “Station List”, “Radio Text”, or “Slideshow” tab to display each screen.*1
2	Tap ⚙ to display the “DAB Settings” screen.*2
3	Tap ⋮⋮⋮ to display the “Source List” screen.*2

*1 The tabs on the “Favorites” screen are the same as those on the “Station List”, “Radio Text”, and “Slideshow” screens.

*2 The icons on the “Favorites” screen are the same as those on the “Station List”, “Radio Text”, and “Slideshow” screens.

“Station List” screen

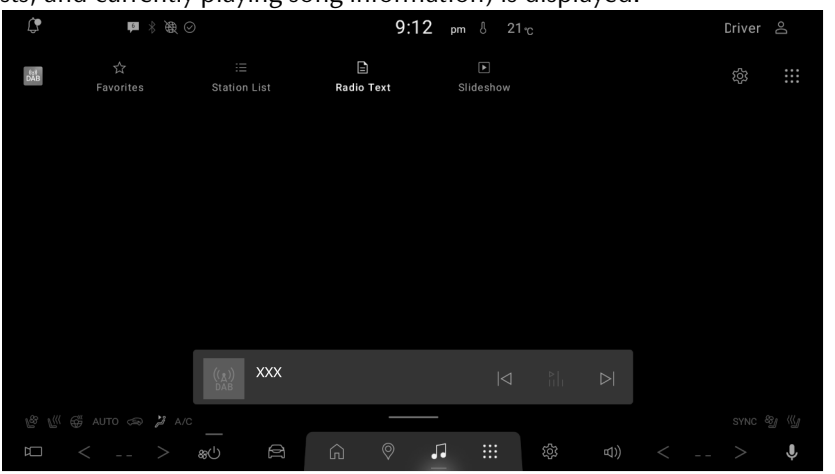
Receivable radio stations are displayed.



No.	Explanation
1	Tap to display the “Station List Filter” screen.

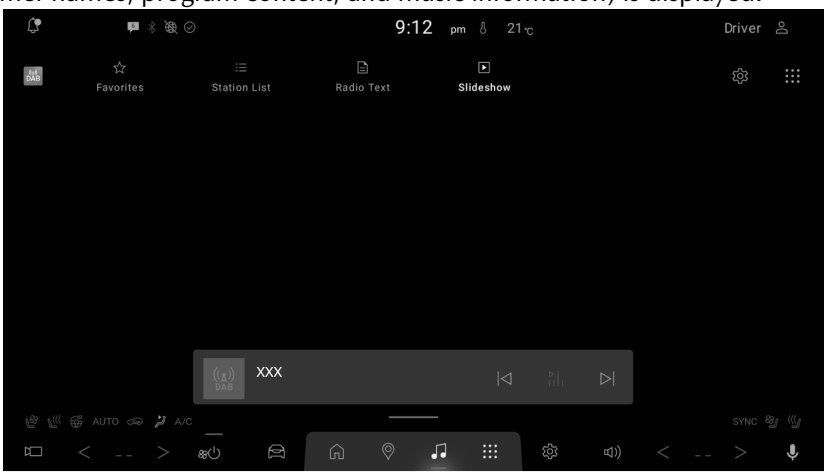
“Radio Text” screen

Text information sent from the broadcasting station (such as news, weather forecasts, and currently playing song information) is displayed.



“Slideshow” screen

Image information sent from the broadcasting station (such as program title, performer names, program content, and music information) is displayed.



MiniPlaybar

The Mini Playbar is displayed on the “Favorites”, “Station List”, “Radio Text”, and “Slideshow” screens.
The Mini Playbar icons are the same as those on the “Now Playing” screen.*1

*1 Some icons may not be available on the Mini Playbar.

USB Audio

The USB Audio application allows you to play audio by connecting a commercially-available USB memory or music player to the vehicle's USB port.

⚠ WARNING

Do not allow the cord connected to the USB port to get tangled with the shift selector.
If the cord gets tangled, it could be a distraction to your driving and result in an unexpected accident.

⚠ CAUTION

Do not place items or apply force to the USB port or console box lid with the plug connected.

Depending on the portable audio device to be connected, noise may occur when using the device with it connected to the accessory power socket equipped on the vehicle (if noise occurs, do not use the accessory power socket).

Do not connect the device connected as USB audio to Mazda Connect as Bluetooth® Audio. Otherwise, the device will not operate normally or it may not operate as expected.

Do not connect an SD card reader or USB hub to the USB port. Playback of the music written to the card is not supported. In addition, do not connect a mouse or keyboard.

Do not leave a USB audio device in the cabin. Otherwise, the cabin temperature will increase to a high temperature under direct sunlight which could cause damage.

SD card slot is for i-ACTIVSENSE. To use i-ACTIVSENSE, an SD card (Mazda genuine) for i-ACTIVSENSE needs to be inserted. Do not insert an SD card with music files saved on it.

NOTE

This function may be unusable depending on the portable audio device to be connected.

Before use, read the manufacturer's instruction manual for a commercially-available portable audio device.

Do not use the audio for a long time with the engine or hybrid system stopped. Otherwise, the lead-acid battery could be depleted.

Noise may occur depending on the portable audio device to be connected.

Insert the plug into the USB port securely.

Devices can be used which comply with the USB 2.0/1.1 standard. Even with USB 3.0 standard products, if the device is compatible with USB 2.0, it can be used as a USB 2.0 device.

When using USB memory, it may require some time before playback begins depending on the capacity and number of stored files.

Album art may not be displayable depending on the size of the album art.

Playable audio files

⚠ CAUTION

Do not use an audio file extension on files other than audio files. In addition, do not change the audio file extension. Otherwise, the unit will not recognize the file correctly resulting in noise or a malfunction.

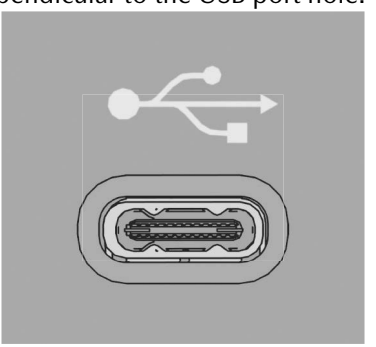
Playable audio files on this unit are as follows:

Compatible format		Compatible bit rate	Compatible sampling rate
MP3	MPEG-1 Layer 3	32 - 320 kbps	32 kHz / 44.1 kHz / 48 kHz
	MPEG-2 Layer 3	8 - 160 kbps	16 kHz / 22.05 kHz / 24 kHz

Compatible format		Compatible bit rate	Compatible sampling rate
AAC	HE-AAC	8 - 320 kbps	11.025 kHz / 12 kHz / 16 kHz / 22.05 kHz / 24 kHz / 32 kHz / 44.1 kHz / 48 kHz
	AACPlus v2 / eAAC+		
	AAC LC		
MP4	AAC+		
	AACv2		
	AAC-ELD		
	USAC		
	FLAC		
	Vorbis		
	Opus		
WAV	LPCM	—	8 kHz / 11.025 kHz / 12 kHz / 16 kHz / 22.05 kHz / 24 kHz / 32 kHz / 44.1 kHz / 48 kHz / 88.2 kHz / 96 kHz / 176.4 kHz /192 kHz
FLAC	FLAC	—	
OGG	Vorbis	32 - 500 kbps	8 kHz / 11.025 kHz / 16 kHz / 22.05 kHz / 32 kHz / 44.1 kHz / 48 kHz

Connecting devices

Connect the USB audio device to the vehicle using the USB cable. Insert or pull out the plug with the plug perpendicular to the USB port hole.



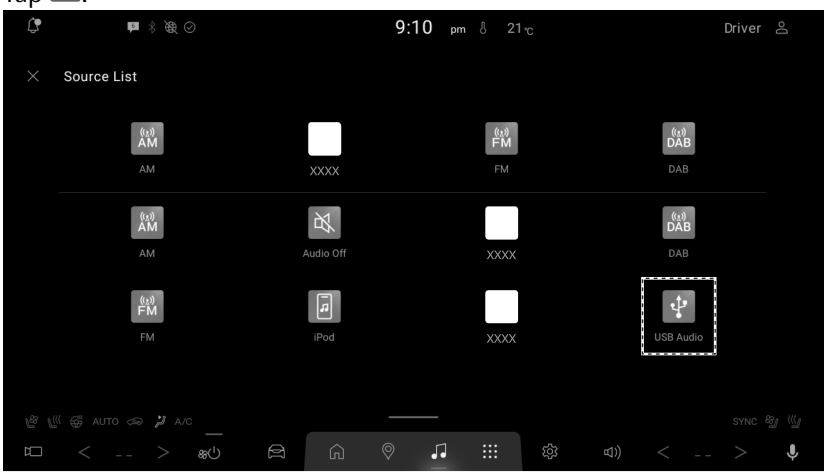
The location of the USB port differs depending on the vehicle model.

Activation method

From ♫ on navigation bar

1. Tap ♫ on the navigation bar.

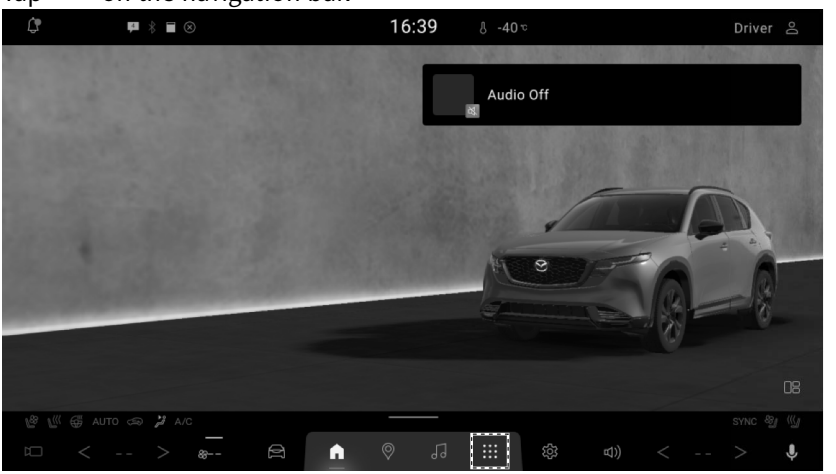
2. Tap .



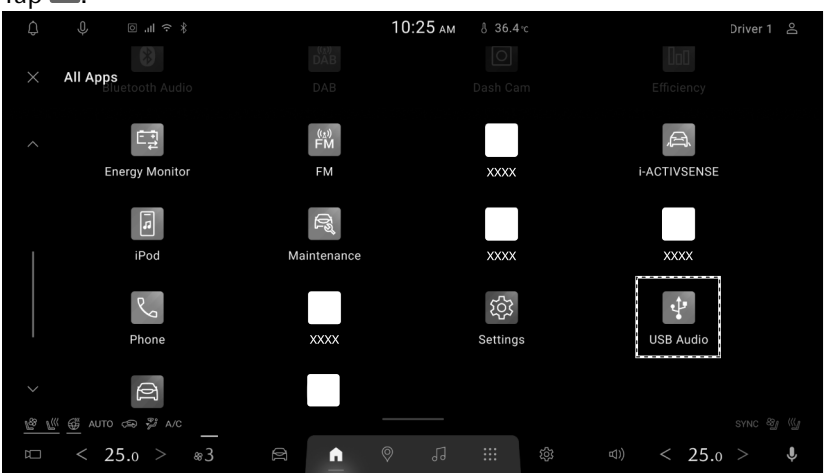
3. “USB Audio” is activated.

From ⁝⁝⁝ on navigation bar

1. Tap ⁝⁝⁝ on the navigation bar.

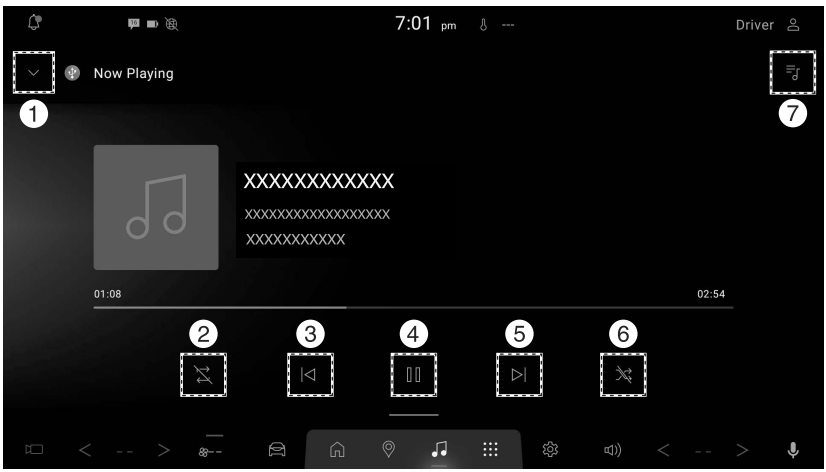


2. Tap .



3. “USB Audio” is activated.

“Now Playing” screen

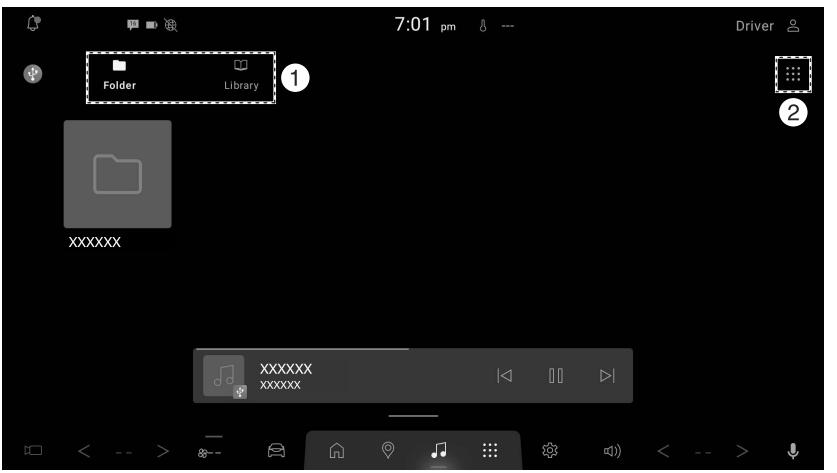


No.	Explanation
1	Tap ﹀ to display the “Folder” or “Library” screen.
2	The repeat function can be operated. Each time the icon is tapped, it switches from ⇄ → 🔁 → 🔂 → ⇄. ⇄ : Turns off the repeat playback. 🔁 : Plays the currently selected song on repeat. 🔂 : Repeats the playback of all of the tracks in the currently selected folder, playlist, or album.
3	Tap: If less than 3 seconds have passed since the beginning of the song, playback starts from the beginning of the previous song. In addition, if 3 seconds or more have passed since the beginning of the song, playback restarts from the beginning of the currently selected song. Press and hold: The song fast-rewinds, and playback resumes when released.
4	Play and pause can be operated. Switches from ▶ → ⏸ → ▶ each time the icon is tapped. ▶ : Tap to play the track. ⏸ : Tap to pause the track.
5	Tap: Playback starts from the beginning of the next song. Press and hold: The song fast-forwards, and playback resumes when released.

No.	Explanation
6	The random function can be operated. Switches from → → → each time the icon is tapped. : Turns off random playback. : Plays all of the songs in random order. : The tracks in the currently selected folder, playlist, or album are played randomly.
7	Each time is tapped, the “Now Playing” display and the playlist switch.

“Folder” screen

Displays the folder list in the connected USB. You can select the music you want to listen to from the folder.

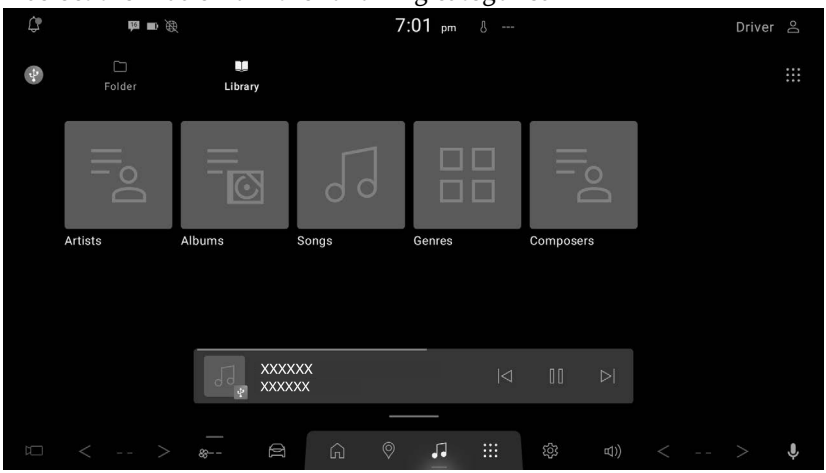


No.	Explanation
1	Tap the “Folder” or “Library” tab to display each screen.*1
2	Tap to display the “Source List” screen.*2

*1 The tabs on the “Folder” screen and the “Library” screen are the same.
*2 The icons on the “Folder” screen and the “Library” screen are the same.

“Library” screen

You can select the music from the following categories.

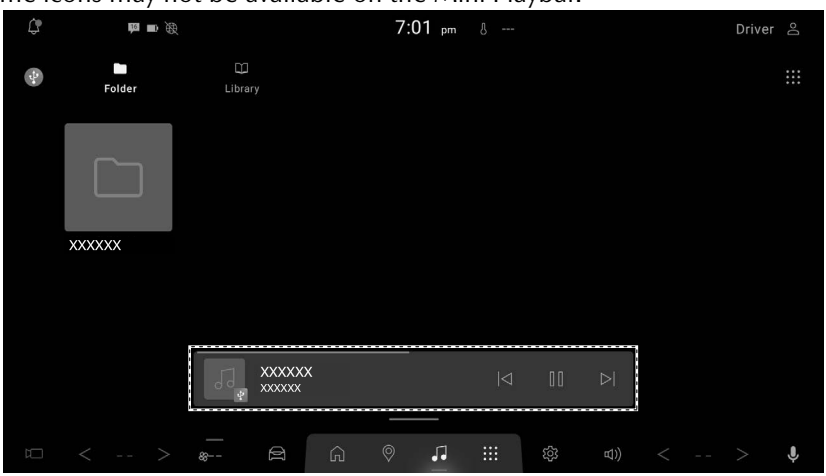


- Artists
- Albums
- Songs
- Genres
- Composers

MiniPlaybar

The Mini Playbar is displayed on the “Folder”, and “Library” screens.
The Mini Playbar icons are the same as those on the “Now Playing” screen.*1

*1 Some icons may not be available on the Mini Playbar.



Bluetooth Audio

The Bluetooth Audio application allows you to play audio by connecting your mobile phone or music player to Mazda Connect via Bluetooth®.
Before using your Bluetooth® audio device, you need to register it to Mazda Connect.

Tap ⚙ on the navigation bar to set, or consult an Authorized Mazda Dealer.
Refer to Bluetooth® Connection on page 1-10.

NOTE

For your safety, a device can be paired only when the vehicle is parked. Park the vehicle in a safe place before pairing.

The Bluetooth® connection range is about 10 meters or shorter.

Playback of music from music distribution service applications such as on Smartphones may not be possible.

This function may be unusable depending on the mobile phone. Consult an Authorized Mazda Dealer for information concerning the mobile phone.

Compatible Bluetooth® standard (recommended)

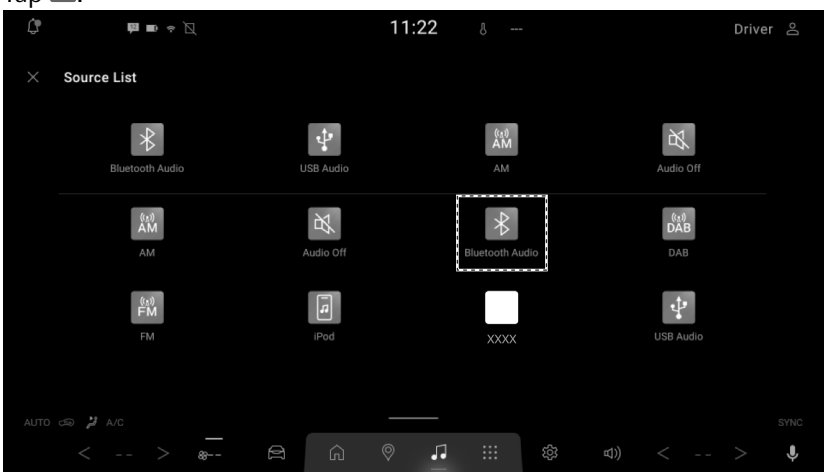
Devices that are compatible with Bluetooth Ver. 5.2

Activation method

From ♫ on navigation bar

1. Tap ♫ on the navigation bar.

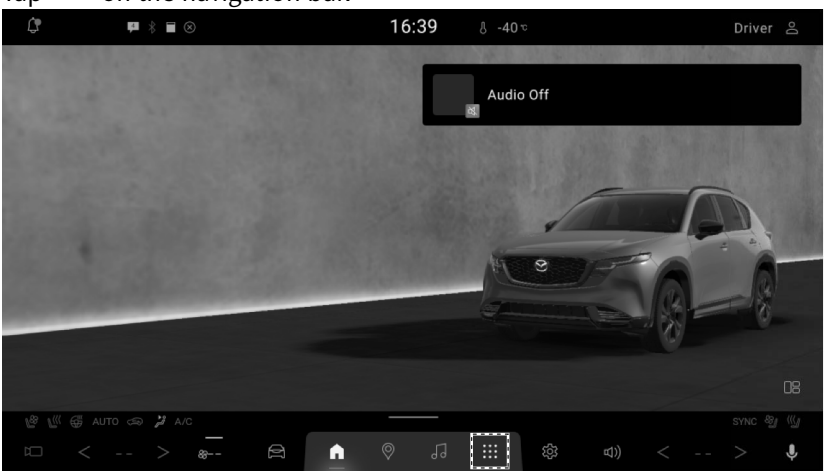
2. Tap ✱.



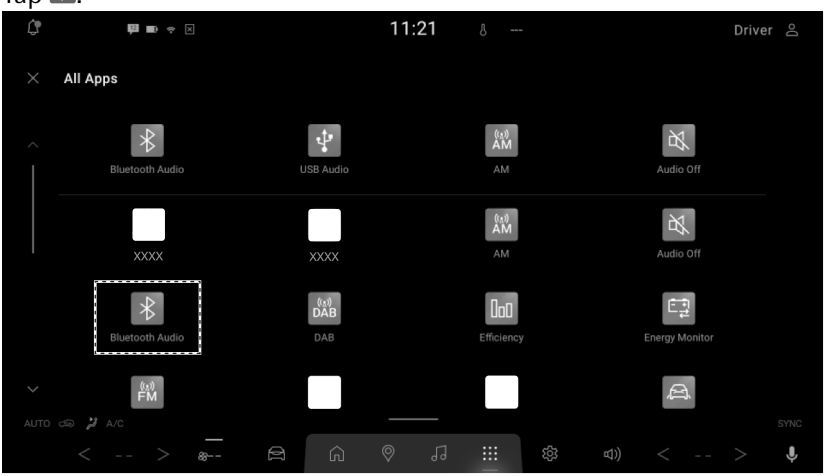
3. “Bluetooth Audio” is activated.

From ⁝⁝⁝ on navigation bar

1. Tap ⁝⁝⁝ on the navigation bar.

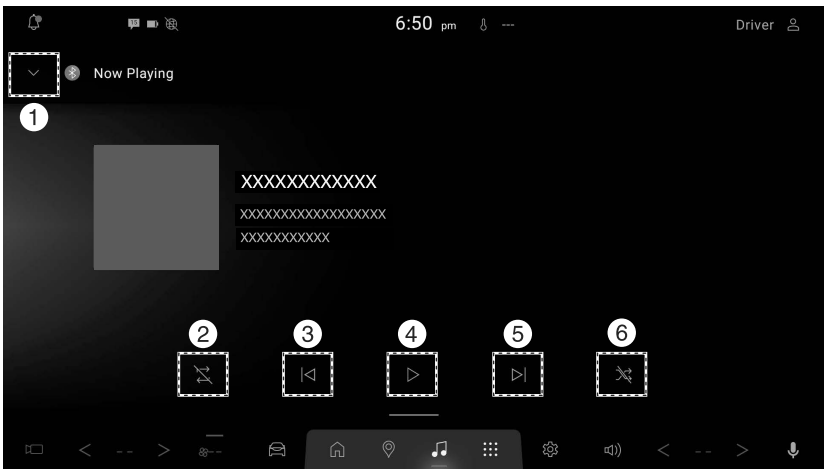


2. Tap .



3. “Bluetooth Audio” is activated.

“Now Playing” screen



No.	Explanation
1	Tap ﹀ to display the song list screen of the connected Bluetooth® audio device.
2	The repeat function can be operated. Each time the icon is tapped, it switches from ⇄ → 🔁 → 🔂 → ⇄.*1 ⇄ : Turns off the repeat playback. 🔁 : Plays the currently selected song on repeat. 🔂 : Repeats the playback of all of the tracks in the currently selected folder, playlist, or album.
3	Tap: Returns to the beginning of the song and starts playback. Press and hold: The song fast-rewinds, and playback resumes when released.*1
4	Play and pause can be operated. Switches from ▶ → ⏸ → ▶ each time the icon is tapped. ▶ : Tap to play the track. ⏸ : Tap to pause the track.
5	Tap: Playback starts from the beginning of the next song. Press and hold: The song fast-forwards, and playback resumes when released. *1

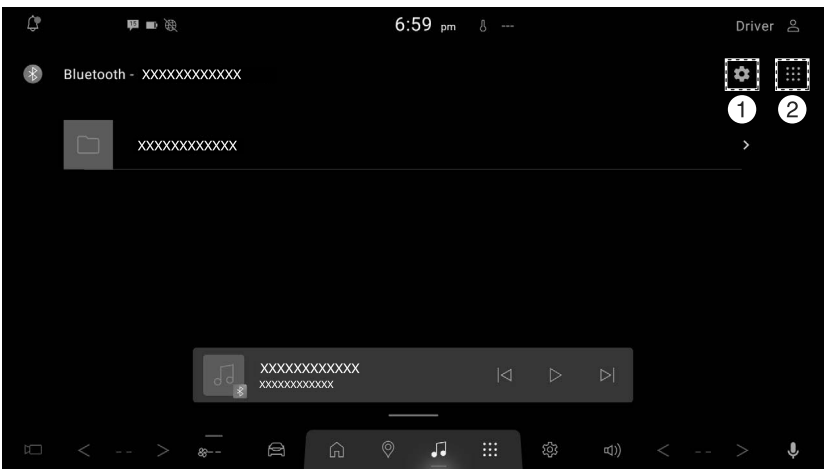
No.	Explanation
6	The random function can be operated. Switches from → → → → each time the icon is tapped.*1 : Turns off random playback. : Plays all of the songs in random order. : The tracks in the currently selected folder, playlist, or album are played randomly.

*1 This function may not be supported depending on the connected Bluetooth® audio device.

Bluetooth® audio device song list screen

Displays the song list in the connected Bluetooth® audio device.*1

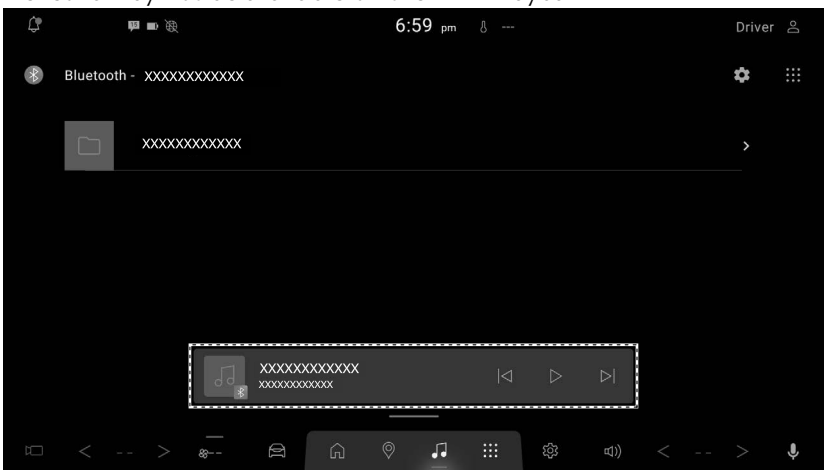
*1 The song list may not be displayed depending on the connected Bluetooth® audio device.



No.	Explanation
1	Tap to display the “Bluetooth Audio Settings” screen.
2	Tap to display the “Source List” screen.

Mini Playbar

The Mini Playbar is displayed on the Bluetooth® audio device song list screen.
The Mini Playbar icons are the same as those on the "Now Playing" screen.*1
*1 Some icons may not be available on the Mini Playbar.



iPod

The iPod application allows you to play audio by connecting an iPod® or iPhone® to the vehicle's USB port.
Refer to Bluetooth® Connection on page 1-10.

⚠ WARNING

Do not allow the cord connected to the USB port to get tangled with the shift selector.
If the cord gets tangled, it could be a distraction to your driving and result in an unexpected accident.

⚠ CAUTION

Do not place items or apply force to the USB port or console box lid with the plug connected.

Depending on the portable iPod® or iPhone® to be connected, noise may occur when using the device with it connected to the accessory power socket equipped on the vehicle (if noise occurs, do not use the accessory power socket).

Do not leave a iPod® or iPhone® in the cabin. Otherwise, the cabin temperature will increase to a high temperature under direct sunlight which could cause damage.

NOTE

Do not use the audio for a long time with the engine or hybrid system stopped. Otherwise, the lead-acid battery could be depleted.

Noise may occur depending on the portable iPod® or iPhone® to be connected.

When using an iPhone®, change the settings on the iPhone® so that Apple CarPlay™ is not activated.

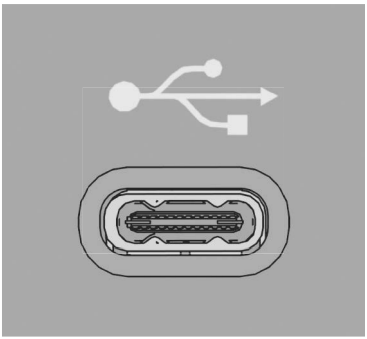
Insert the plug into the USB port securely.

Album art may not be displayable depending on the size of the album art.

Depending on the generation and model of your iPod® or iPhone®, audio playback may not be possible.

Connecting an iPod® or iPhone®

Insert an Apple-genuine connector cord into the USB port and connect the iPod® or iPhone®. Insert or pull out the plug with the plug perpendicular to the USB port hole.



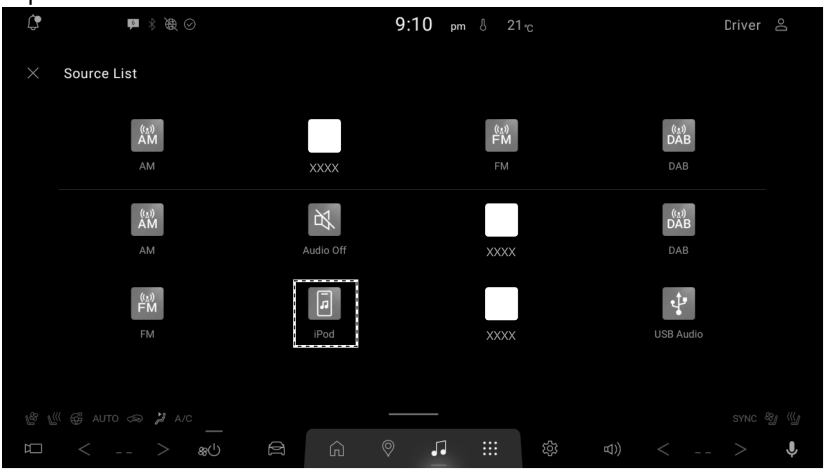
The location of the USB port differs depending on the vehicle model.

Activation method

From ♫ on navigation bar

1. Tap ♫ on the navigation bar.

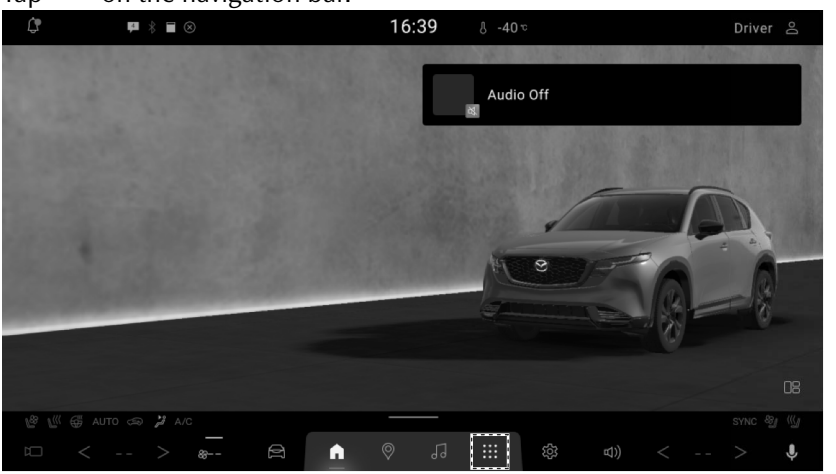
2. Tap .



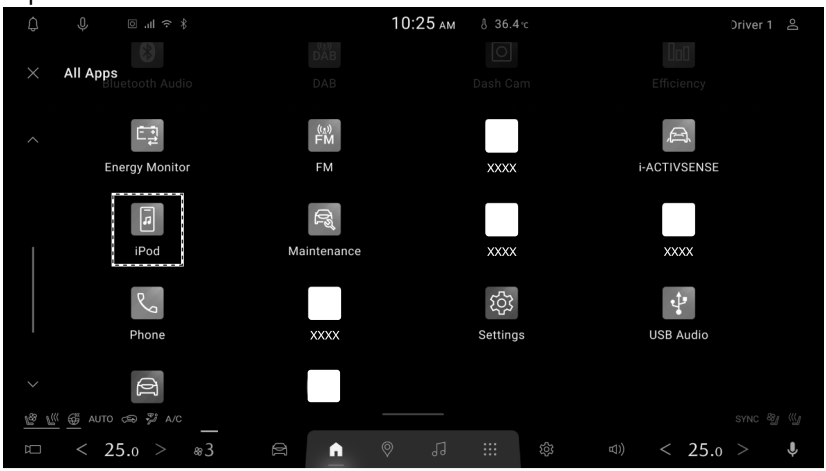
3. “iPod” is activated.

From ⁝⁝⁝ on navigation bar

1. Tap ⁝⁝⁝ on the navigation bar.

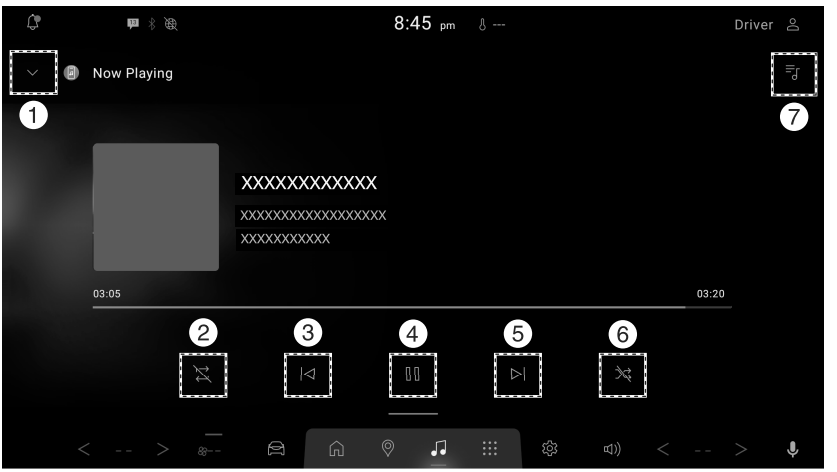


2. Tap .



3. “iPod” is activated.

“Now Playing” screen

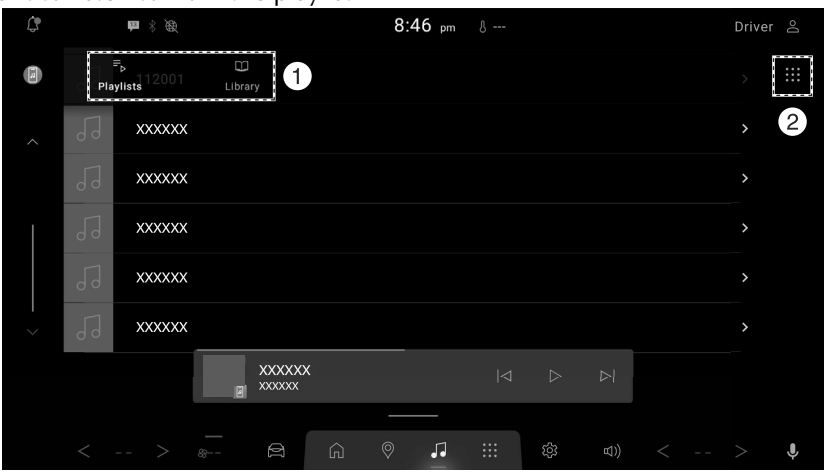


No.	Explanation
1	Tap ﹀ to display the “Playlists” or “Library” screen.
2	The repeat function can be operated. Each time the icon is tapped, it switches from → → → . : Turns off the repeat playback. : Plays the currently selected song on repeat. : Repeats the playback of all of the tracks in the currently selected folder, playlist, or album.
3	During playback Tap: If less than 3 seconds have passed since the beginning of the song, playback starts from the beginning of the previous song. In addition, if 3 seconds or more have passed since the beginning of the song, playback restarts from the beginning of the currently selected song. Press and hold: The song fast-rewinds, and playback resumes when released. While playback is paused Tap: If less than 3 seconds have passed since the beginning of the song, it returns to the beginning of the previous song. In addition, if 3 seconds or longer have passed since the beginning of the song, it returns to the beginning of the currently selected song. Press and hold: The song fast-rewinds, and it stops when released. If the playback is paused, playback does not start after a tap or long press.

No.	Explanation
4	Play and pause can be operated. Switches from ▶ → ⏸ → ▶ each time the icon is tapped. ▶ : Tap to play the track. ⏸ : Tap to pause the track.
5	During playback Tap: Playback starts from the beginning of the next song. Press and hold: The song fast-forwards, and playback resumes when released. While playback is paused Tap: Advances to the beginning of the next song. Press and hold: Fast-forwards and stops when released. If the playback is paused, playback does not start after a tap or long press.
6	The random function can be operated. Switches from → → → each time the icon is tapped. : Turns off random playback. : Plays all of the songs in random order. : The tracks in the currently selected folder, playlist, or album are played randomly.
7	Each time is tapped, the “Now Playing” display and the playlist switch.

“Playlists” screen

Displays the playlists in the connected iPod® or iPhone®. You can select the music you want to listen to from the playlist.

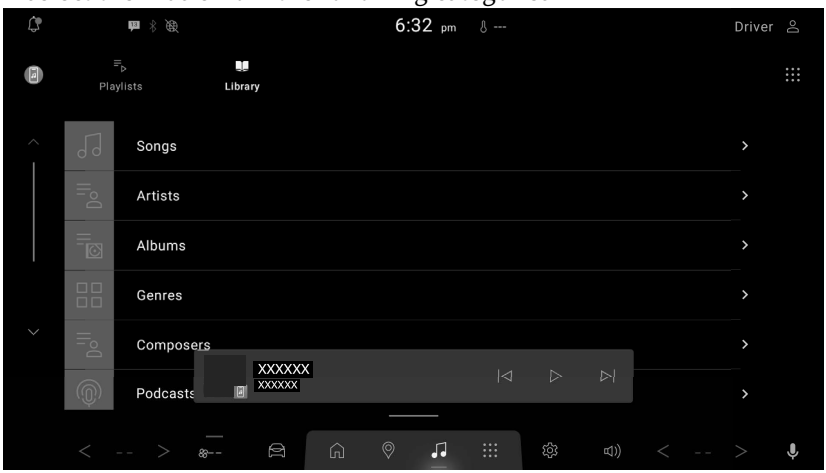


No.	Explanation
1	Tap the “Playlists” or “Library” tab to display each screen.*1
2	Tap to display the “Source List” screen.*2

*1 The tabs on the “Playlists” screen and the “Library” screen are the same.
*2 The icons on the “Playlists” screen and the “Library” screen are the same.

“Library” screen

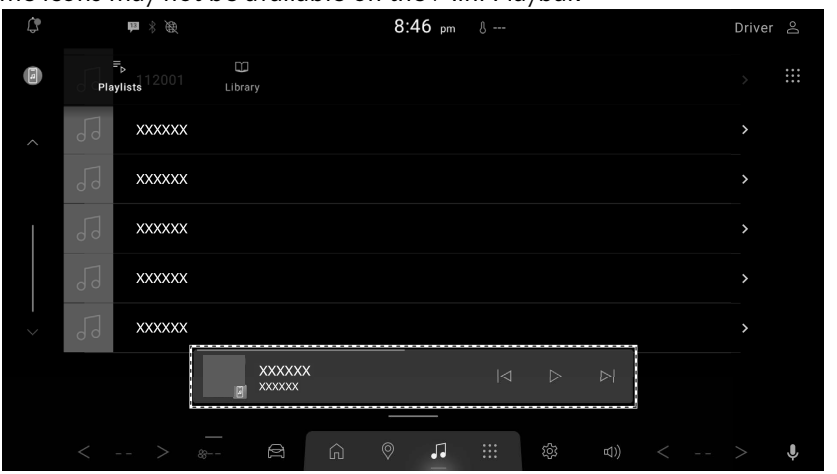
You can select the music from the following categories.



- Songs
- Artists
- Albums
- Genres
- Composers
- Podcasts
- Audiobooks

MiniPlaybar

The Mini Playbar is displayed on the “Playlists”, and “Library” screens.
The Mini Playbar icons are the same as those on the “Now Playing” screen.*1
*1 Some icons may not be available on the Mini Playbar.



Settings

Settings

Your vehicle is equipped with systems/equipment whose settings can be changed, and you can change the operation according to your preference.
The functions and contents that can be changed differ depending on the vehicle specifications.
Only items for which settings can be changed in the vehicle are displayed automatically.
Consult an Authorized Mazda Dealer for details.

NOTE

Some settings may not be changed depending on the function because they are linked with other functions.

The contents of certain setting changes may change without notice due to vehicle software updates.

Setting change method

1. Tap ⚙ on the navigation bar.

2. Select the setting item you want to change from the displayed contents.
3. Change the function settings.

Each item setting method

, : ON
, : OFF
The slider bar can be adjusted by dragging it.

Setting item list

Displays

- Active Driving Display
- Instrument Cluster Display
- Center Display

Climate Control

- Rear Window Defogger
- Occupant Comfort
- Automatic Climate Control

Safety

- Driver Assistance System
- Safety Alerts
- Collision Avoidance
- View Monitor

- Low Speed Detection & Alerts
- Driver Emergency Assist
- Speed Limit Alerts
- Speed Alert

Vehicle

- Doors
- Exterior Lighting
- Interior Lighting
- Ambient Lighting
- Experiences
- Steering Wheel Controls
- Turn Signals
- Rain-Sensing Wipers
- Automatic Folding Side Mirrors
- Rear Seat Alert
- Entry / Exit Assist
- Wireless Charging Settings
- Fuel Door Lock Delay

Bluetooth® & Phone Connectivity

- Bluetooth
- Device(s)
- + Pair New Device
- Connection Preferences

Network

- Wi-Fi Client Mode
- Search for Available Wi-Fi Networks
- Wi-Fi Details
- Private DNS

Notifications*1

System Volume

- System Sounds
- Sound Experiences
- Navigation Volume
- Call Volume
- Alarm Volume
- Assistant Volume

Audio

- Bass
- Midrange
- Treble
- Listening Position

· Balance & Fader
· Automatic Level Control *2
· Bose Centerpoint
· Bose AudioPilot *3

Profile & Account *1

Location*1

Privacy *1

AccessiBility*1

Security*1

Apps*1

Assistant & voice*1

System Settings

· Clock
· Language
· Units
· Software Update
· Storage
· About
· Legal information
· System Information
· User Settings Backup & Restore
· Reset System Settings

Google*1

*1 Items under the title have been omitted because they may change due to Android OS updates.
*2 This function adjusts the volume of the sound inside the cabin depending on the vehicle speed.
Vehicles with Bose: The audio volume adjustment is not performed.
Vehicles without Bose: The volume adjustment including for audio is performed.
*3 This is a function that uses a microphone to determine the surrounding situation and adjust the audio volume. (Vehicles with Bose)

MEMO

3 Other Functions

Phone..... 3-2
Phone..... 3-2

SMS..... 3-9
SMS..... 3-9

Apple CarPlay™..... 3-12
Apple CarPlay™..... 3-12

Android Auto™..... 3-19
Android Auto..... 3-19

Phone

Phone

If a mobile phone is connected to Mazda Connect via Bluetooth®, calls can be made or received.
Before using your mobile phone, you need to register it to Mazda Connect.

Tap ⚙ on the navigation bar to perform the settings, or consult an Authorized Mazda Dealer.
Refer to Bluetooth® Connection on page 1-10.

NOTE

For your safety, a device can be paired only when the vehicle is parked. Park the vehicle in a safe place before pairing.

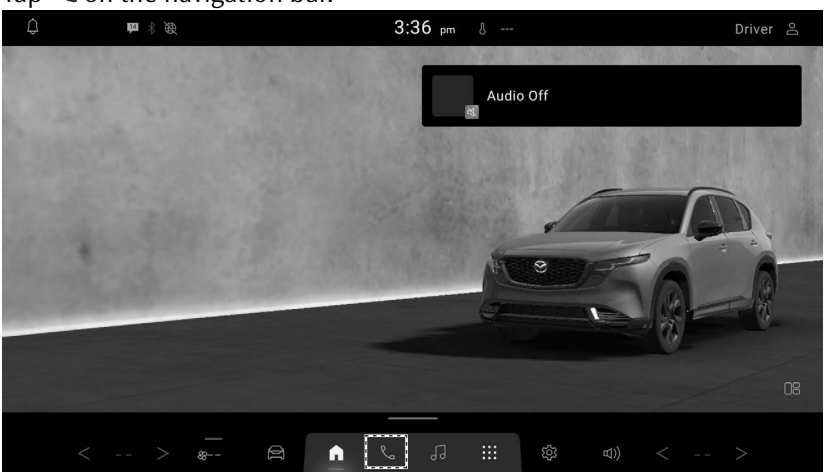
The Bluetooth® connection range is about 10 meters or shorter.

This function may be unusable depending on the mobile phone. Consult an Authorized Mazda Dealer for information concerning the mobile phone.

Activation method

From ☎ on navigation bar (Vehicles without Google built-in)

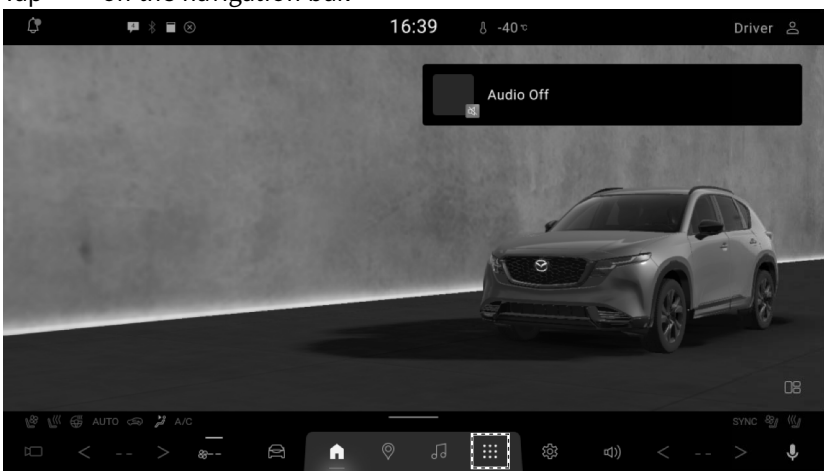
1. Tap ☎ on the navigation bar.



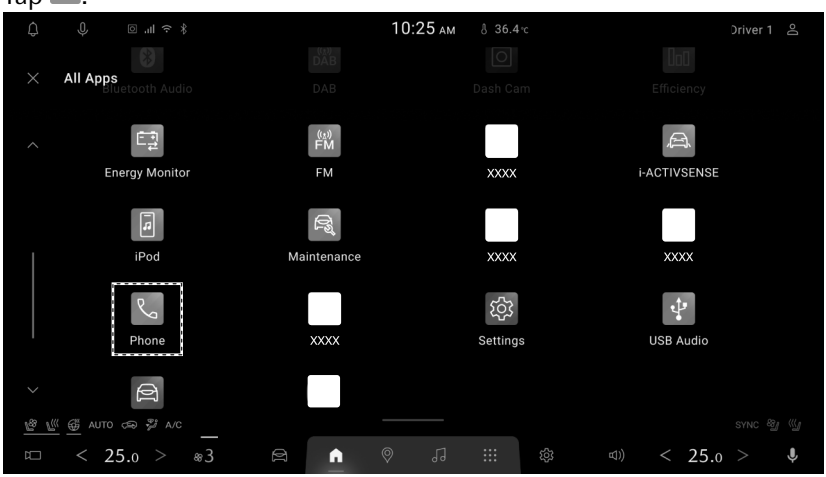
2. “Phone” is activated.

From ⁝⁝⁝ on navigation bar

1. Tap ⁝⁝⁝ on the navigation bar.



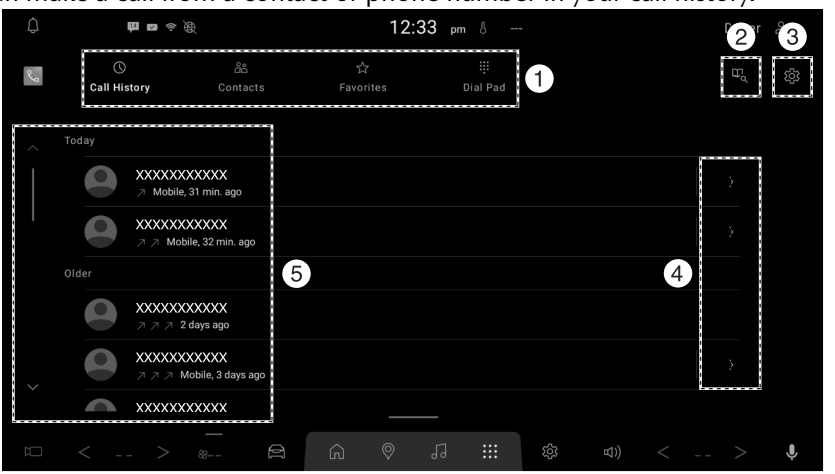
2. Tap .



3. “Phone” is activated.

Call History

You can check the incoming/outgoing call history of the connected mobile phone. You can make a call from a contact or phone number in your call history.



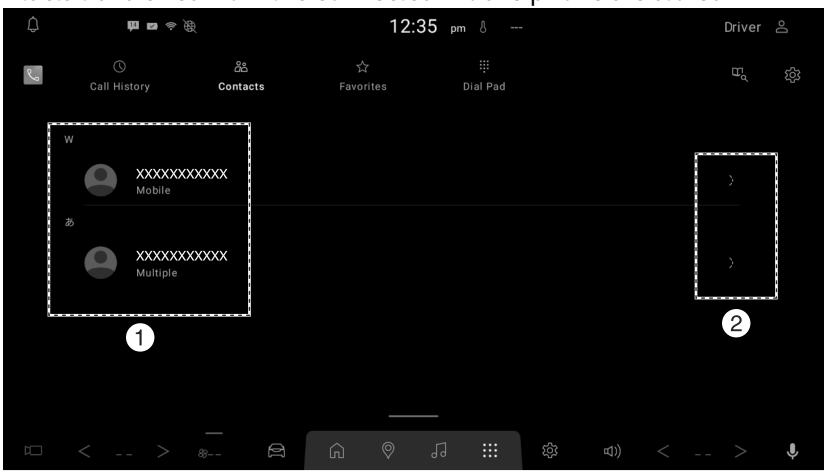
No.	Explanation
1	Tap the “Call History”, “Contacts”, “Favorites”, or “Dial Pad” tab to display each screen.*1
2	Tap to display the “Search Contacts” screen.*2
3	Tap to display the “Communication Settings” screen.*2
4	Tap to display the contacts or phone number details screen.
5	The incoming and outgoing call history is displayed. Tap a contact or phone number to make a call.

*1 The tabs on the “Call History” screen are the same as those on the “Contacts”, “Favorites”, and “Dial Pad” screens.

*2 The icons on the “Call History” screen are the same as those on the “Contacts”, “Favorites”, and “Dial Pad” screens.

Contacts

The contacts transferred from the connected mobile phone are stored.



No.	Explanation
1	Tap a contact to make a call.
2	Tap 〉 to display the screen indicating the details for the contact.

NOTE

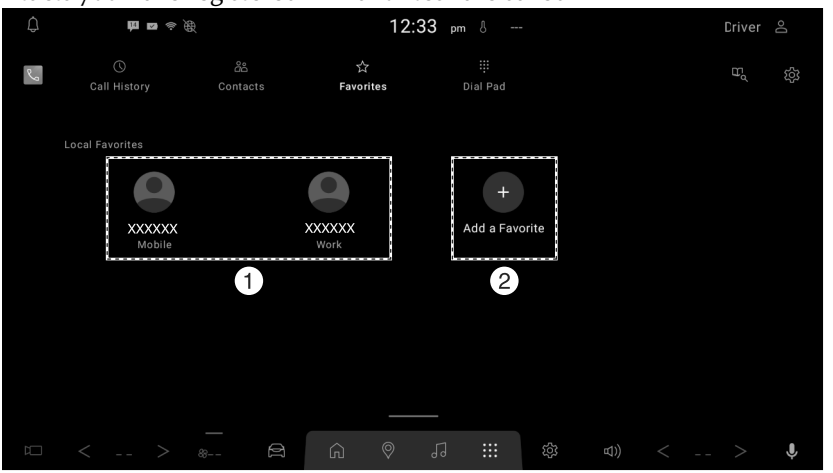
The phonebook download uses the Bluetooth® PBAP profile.

Contacts saved in “Favorites” are stored separately for each paired Bluetooth® device to protect your privacy.

In downloading a phonebook from a mobile phone, operations may be necessary on the mobile phone side in addition to this unit. For details, refer to the user instructions for the mobile phone.

Favorites

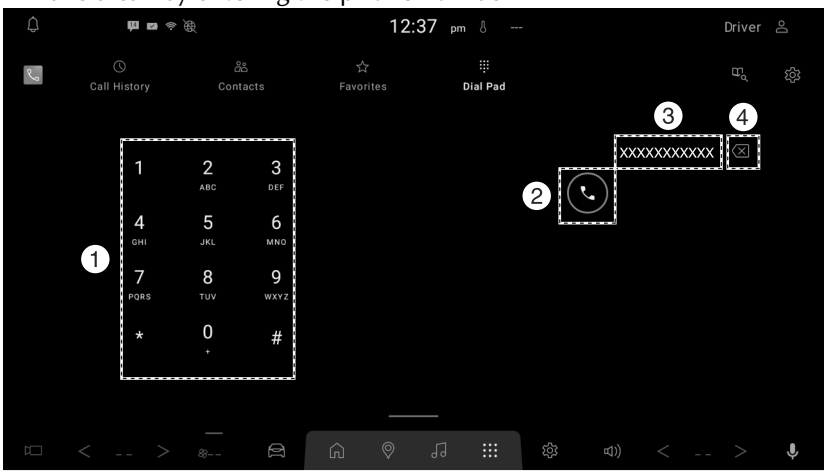
The contacts you have registered in “Favorites” are saved.



No.	Explanation
1	The contacts registered in “Favorites” are displayed. Tap a contact to make a call.
2	A contact to add to your favorites can be selected by tapping “Add a Favorite”.

Dial Pad

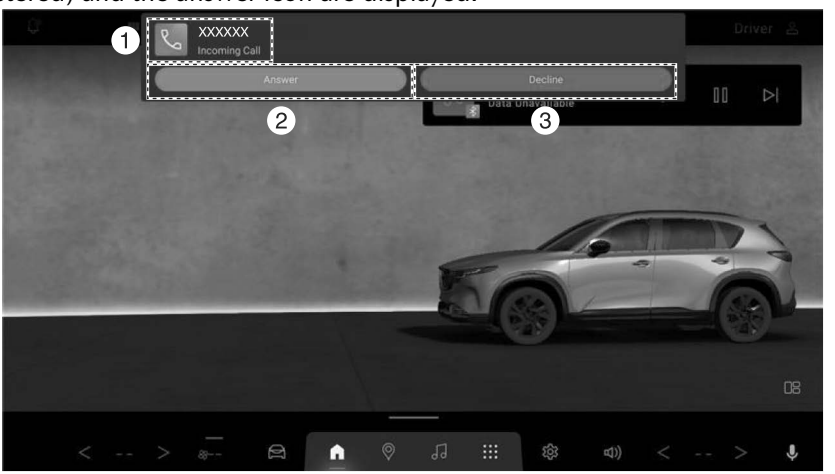
You can make a call by entering the phone number.



No.	Explanation
1	You can enter the phone number.
2	After entering the phone number, tap to make a call.
3	The entered phone number is displayed.
4	Tap ⌫ to delete the previous input number. Press and hold ⌫ to delete all input numbers.

Incoming call

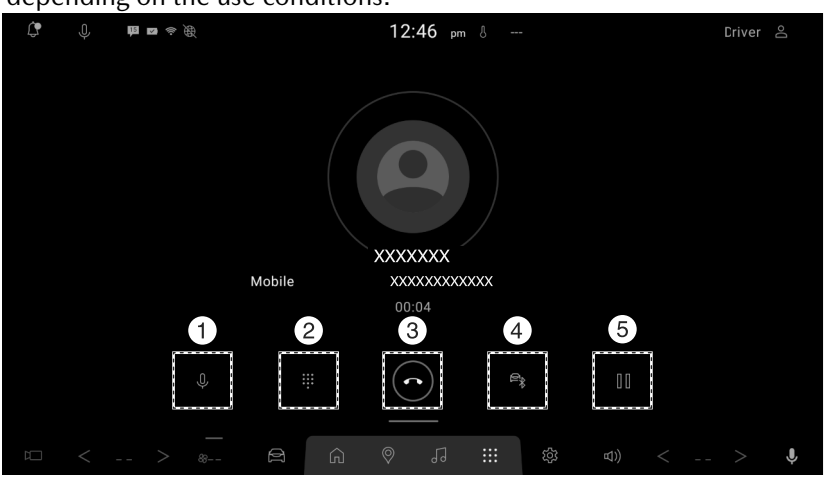
During an incoming call, the phone number or contact name (if contact information is registered) and the answer icon are displayed.



No.	Explanation
1	The phone number or contact of the person who is making a call is displayed.
2	Tap “Answer” to accept the call.
3	Tap “Decline” to reject the call.

Call screen

The following menu is displayed on the screen during a call. The displayed menu differs depending on the use conditions.



No.	Explanation
1	The microphone is muted or unmuted each time is tapped.
2	Tap to display the “Dial Pad” screen. If DTMF*1 is transmitted via the dial pad, tap .
3	Tap to end the call.
4	Tap to display a message window where you can select “Transfer to Vehicle” or “Transfer to Mobile Device”.
5	Tap to put the call on hold.

*1 DTMF (Dual Tone Multi-Frequency Signal) transmission
The receiver of a DTMF transmission is generally a home telephone answering machine or a company's automated guidance call center.
Enter the number using the dial pad.

SMS

SMS

When your mobile phone is connected to Mazda Connect via Bluetooth®, you can send and receive messages using the SMS feature, as well as view and have received messages read aloud.

Tap displayed on the navigation bar to set, or consult an Authorized Mazda Dealer.

NOTE

To use the SMS function, it is necessary to connect your mobile phone to Mazda Connect via Bluetooth® and enable Google Gemini or Google Assistant.

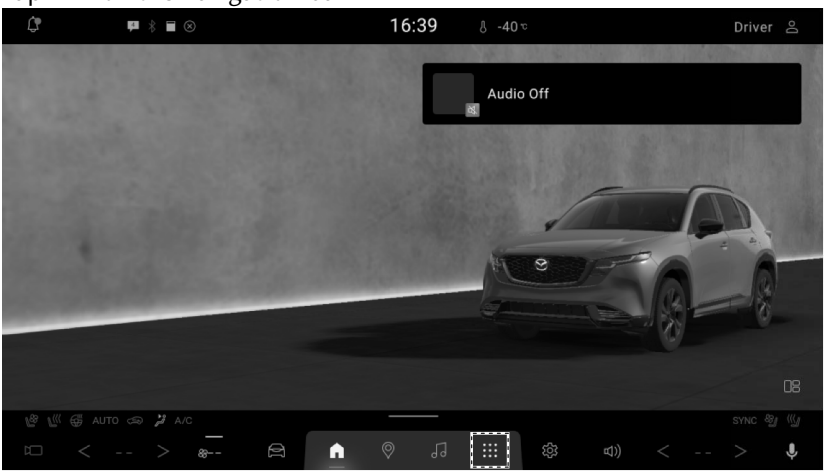
To use the SMS function, it is necessary to allow message notification sharing on the mobile phone. Allow notifications and message access for Mazda Connect on the Bluetooth setting screen of the mobile phone. The setting method and item names differ depending on the mobile phone and OS version.

If your mobile phone is not connected to Mazda Connect via Bluetooth®, the SMS function will be disabled.

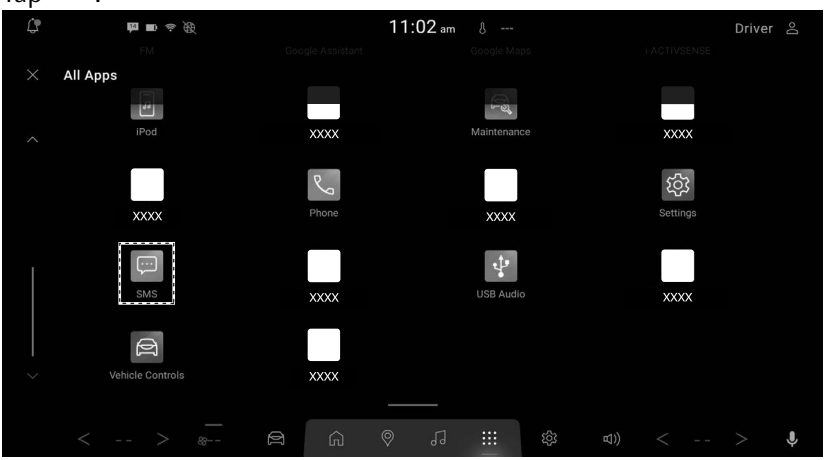
To use the text-to-speech function, the Google Gemini or Google Assistant setting must be enabled.

Activation method

1. Tap ⋮⋮⋮ on the navigation bar.

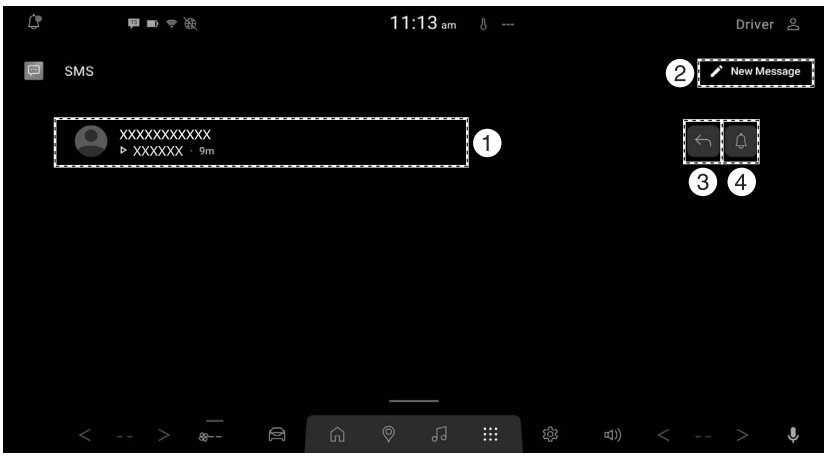


2. Tap 💬.



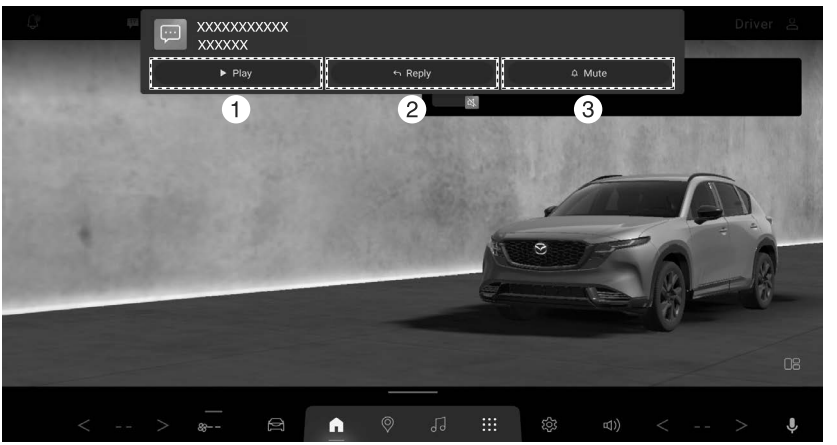
3. “SMS” is activated.

“SMS” screen



No.	Explanation
1	Tap the address to launch Google Gemini or Google Assistant and have the received message read aloud.
2	Tap ✎ to launch Google Gemini or Google Assistant and send an SMS.
3	Tap ↩ to launch Google Gemini or Google Assistant and reply.
4	Tap 🔔 to turn mute on/off for each sender.

Message Notifications



No.	Explanation
1	Tap ▶ to launch Google Gemini or Google Assistant and have the received message read aloud.
2	Tap ↩ to launch Google Gemini or Google Assistant and reply.
3	Tap 🔔 to mute the sender.

Apple CarPlay™

Apple CarPlay™

Apple CarPlay™ allows you to use your iPhone® with Mazda Connect to make calls, send and receive messages, listen to music, and search for destinations using the maps. In addition, voice recognition using Siri® is available.

⚠ WARNING

Do not allow the cord connected to the USB port to get tangled in the selector lever.
If the cord gets tangled, it could be a distraction to your driving and result in an unexpected accident.

⚠ CAUTION

For the purposes of safety, do not operate your iPhone® while driving.

Disconnect the iPhone® when it is not in use. If the device is left in the cabin, it could be damaged or the battery may weaken due to the excessive temperature or humidity inside the cabin.

If the iPhone® battery has deteriorated, it may not recharge or play audio even if it is connected to this unit.

Do not place items or apply force to the USB port or console box lid with the plug connected.

Depending on the portable audio device to be connected, noise may occur when using the device with it connected to the accessory power socket equipped on the vehicle (if noise occurs, do not use the accessory power socket).

NOTE

Before use, carefully read the user instructions for the iPhone®.

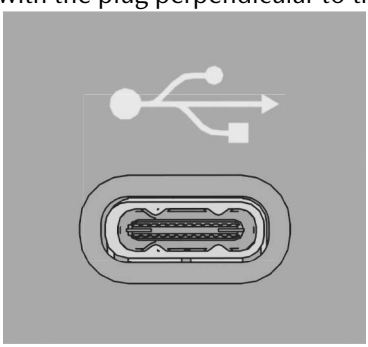
Do not use Mazda Connect for a long time with the engine stopped. Otherwise, the lead-acid battery power could be depleted.

Insert the plug into the USB port securely.

Connecting an iPhone

(USB connection)

Insert an Apple-genuine connector cord into the USB port and connect the iPhone®. Insert or pull out the plug with the plug perpendicular to the USB port hole.



The location of the USB port differs depending on the vehicle model.

NOTE

When an iPhone® connected to Bluetooth® is connected to the vehicle's USB port, the system switches to Apple CarPlay™.
Applications that you were using when connected to Bluetooth® can continue to be used. However, the functions that can be used with a Bluetooth® connection and the functions which can be used by Apple CarPlay™ differ depending on the application.

If the iPhone is set to “Never Enable” on the Mazda Connect “Apple CarPlay Activation Options” screen, Apple CarPlay™ will not activate even if it is connected to the vehicle's USB port.
Set the iPhone that you want to use with Apple CarPlay™ to “Always Enable” or “Always Ask”.
Refer to Settings on page 2-78.

(Wireless connection)

Wireless access to Apple CarPlay™ is available by connecting your iPhone® with Mazda Connect using Bluetooth® and Wi-Fi™.

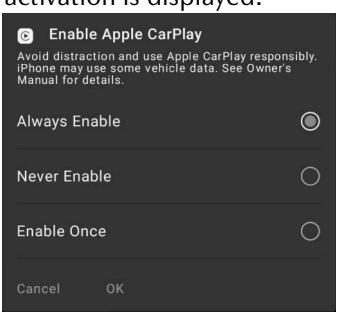
NOTE

There is no difference in the functions of Apple CarPlay™ when using the wireless connection and the USB connection.

If the iPhone® is connected to the USB port while using the wireless connection, the iPhone® battery is charged.

Connecting Apple CarPlay™ for the first time

When connecting Apple CarPlay™ for the first time, a confirmation screen concerning Apple CarPlay™ activation is displayed.



Always Enable: Enables each time without a confirmation.

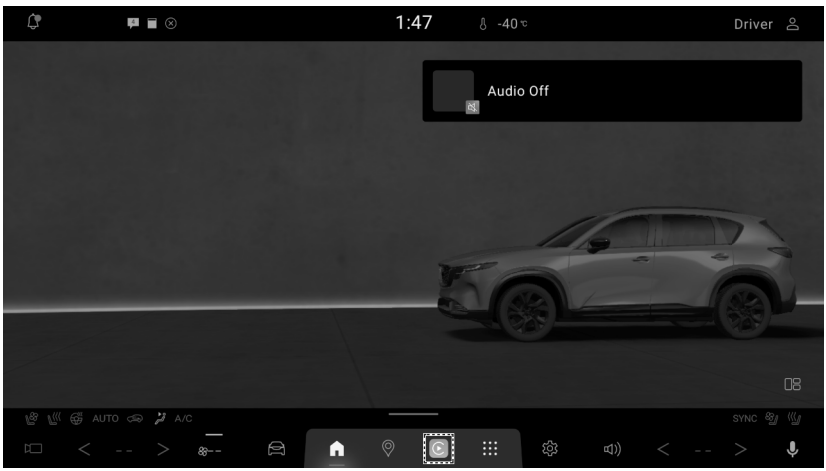
Never Enable: Does not enable the currently connected device hereafter.
Enable Once: Enables the device only this time.

NOTE

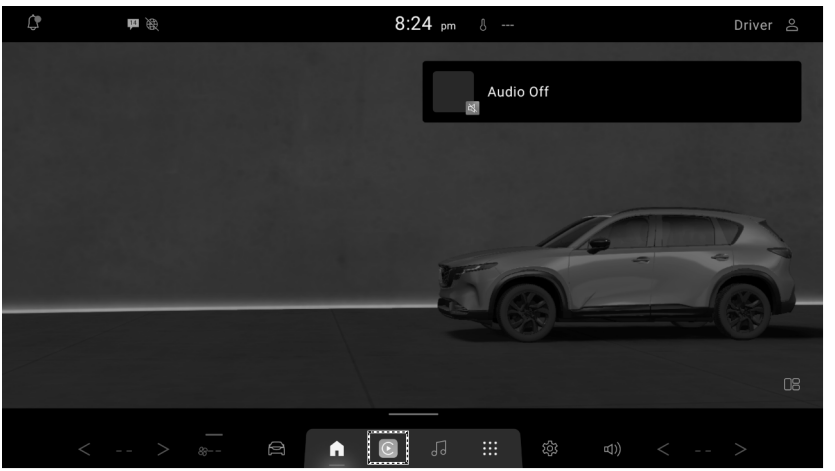
When “Enable Once” is selected, the confirmation screen is displayed again the next time the engine or hybrid system is started.
However, if the interval between stopping and starting the engine is short, the confirmation screen may not be displayed.

Displaying the Apple CarPlay™ screen

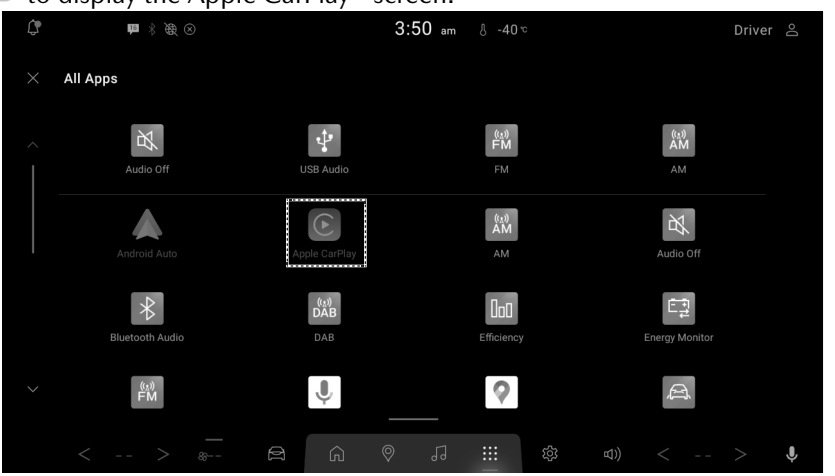
Vehicles with Google built-in



Vehicles without Google built-in



When Apple CarPlay™ is connected, is displayed on the navigation bar.
Tap to display the Apple CarPlay™ screen.



If the iPhone® is not connected to Apple CarPlay™, tap in All Apps to display the "Starting Apple CarPlay" screen.

Apple CarPlay™ home screen

No.	Explanation
1	The status of the iPhone connected to Apple CarPlay™ is displayed.
2	Tap the icon to activate each application.
3	Tap ▢ or ⠿ to switch screens.
4	Tap ◈ to display the screen that was displayed before Apple CarPlay™ was activated.
5	Indicates the screen position currently being displayed.

NOTE

The screen can also be switched by swiping.

Convenient ways to use Apple CarPlay™

Item	Operation method
To activate the voice recognition function (Siri®)	Speak the activation command “Hey Siri”. (Vehicles with Google built-in) Press and hold on the steering switch to activate Siri®.*1 (Vehicles without Google built-in) Press on the steering switch to activate Siri.*1
To display the NowPlaying screen	Tap the entertainment widget on the Mazda Connect home screen.*1 (Vehicles without Google built-in) While playing music with Apple CarPlay™, tap on the navigation bar to display the Apple CarPlay™ playback screen.
To display the MAP screen	Tap the map widget on the Mazda Connect home screen.*2 (Vehicles with Google built-in) Tap on the navigation bar while route guidance is being provided using Apple CarPlay™ to display the Apple CarPlay™ map screen.
To display the Mazda Connect screen	Tap on the navigation bar to display the Mazda Connect home screen.

*1 During music playback with Apple CarPlay™
*2 During route guidance with Apple CarPlay™

Ending Apple CarPlay™

(USB connection)

To exit Apple CarPlay™, unplug the connection cord from the USB port or unplug the iPhone® from the connection cord.

(Wireless connection)

To exit Apple CarPlay™, go to the “Device Settings” screen on Mazda Connect where the iPhone® currently using Apple CarPlay™ is displayed, and check “Disconnect”.

NOTE

When Apple CarPlay™ is ended, the screen displayed before Apple CarPlay™ was activated is displayed. In addition, the Bluetooth® device connected prior to the Apple CarPlay™ activation is reconnected.

Android Auto™

Android Auto

Android Auto is an application which allows the operation of an Android™ smartphone using Mazda Connect. Android Auto functions such as the phone, messages, music, and map can be used with Mazda Connect.

⚠ WARNING

Do not allow the cord connected to the USB port to get tangled in the selector lever.
If the cord gets tangled, it could be a distraction to your driving and result in an unexpected accident.

⚠ CAUTION

For the purposes of safety, do not operate your Android™ smartphone while driving.

Disconnect the Android™ smartphone when it is not in use. If the device is left in the cabin, it could be damaged or the battery may weaken due to the excessive temperature or humidity inside the cabin.

If the Android™ smartphone battery has deteriorated, it may not recharge or play audio even if it is connected to this unit.

Do not place items or apply force to the USB port or console box lid with the plug connected.

Depending on the portable audio device to be connected, noise may occur when using the device with it connected to the accessory power socket equipped on the vehicle (if noise occurs, do not use the accessory power socket).

NOTE

Before use, carefully read the user instructions for the Android™ smartphone.

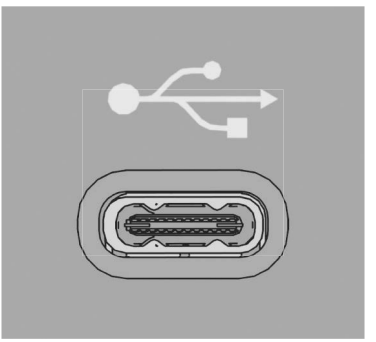
Do not use Mazda Connect for a long time with the engine stopped. Otherwise, the lead-acid battery power could be depleted.

Insert the plug into the USB port securely.

Connecting an Android™ smartphone

(USB connection)

Insert an Android™ smartphone-genuine connector cord into the USB port to connect the Android™ smartphone. Insert or pull out the plug with the plug perpendicular to the USB port hole.



The location of the USB port differs depending on the vehicle model.

NOTE

To use Android Auto, you need to enable Bluetooth®.

The parking brake must be applied when connecting your Android Auto device for the first time.

You can connect your Android™ smartphone in Android Auto mode.

If the Android™ smartphone is set to “Do Not Activate” on the Mazda Connect “Android Auto Activation Options” screen, Android Auto will not activate even if it is connected to the vehicle's USB port.
Set the Android™ smartphone that you want to use with Android Auto to “Automatically Activate” or “Always Ask”.
Refer to Settings on page 2-78

(Wireless connection)

Wireless access to Android Auto is available by connecting your Android™ smartphone with Mazda Connect using Bluetooth® and Wi-Fi™.

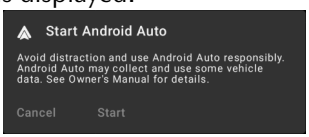
NOTE

There is no difference in the functions of an Android Auto when using the wireless connection and the USB connection.

If the Android™ smartphone is connected to the USB port while using the wireless connection, the Android™ smartphone battery is charged.

Connecting Android Auto for the first time

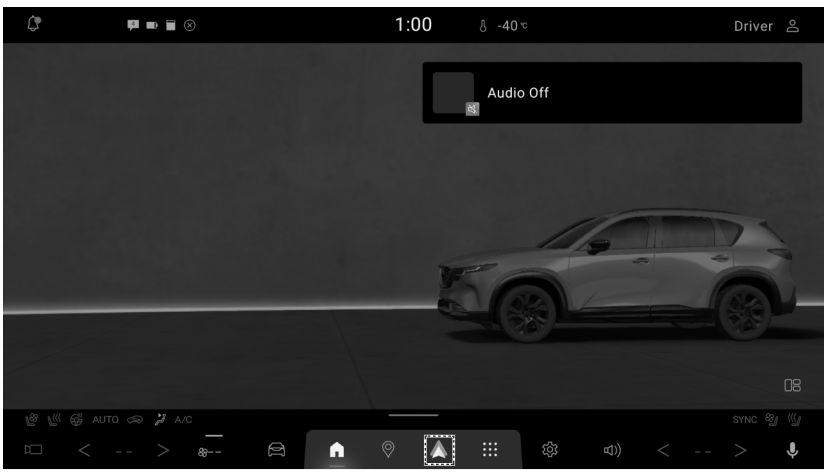
When connecting Android Auto for the first time, a confirmation screen concerning the Android Auto activation is displayed.



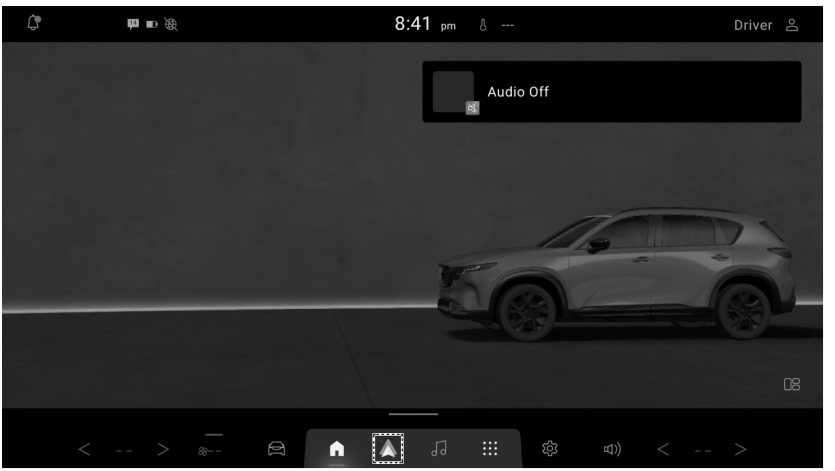
Cancel: Does not activate Android Auto.
Start: Activates Android Auto.

Displaying the Android Auto screen

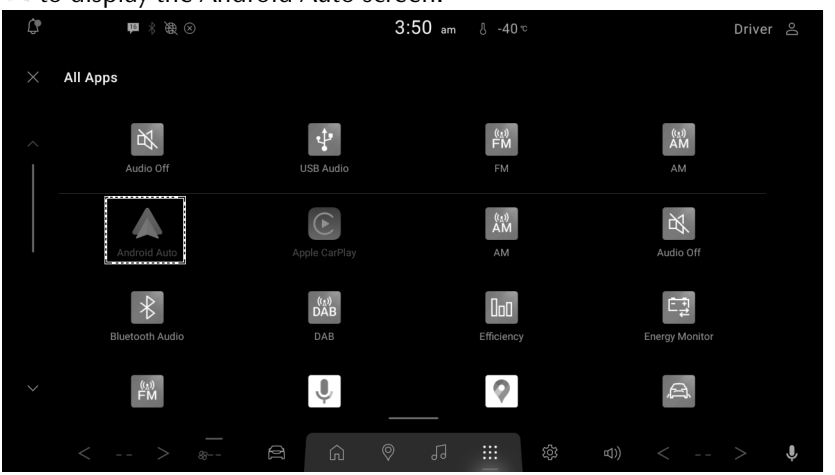
Vehicles with Google built-in



Vehicles without Google built-in



When Android Auto is connected, is displayed on the navigation bar.
Touch to display the Android Auto screen.



If the Android™ smartphone is not connected to Android Auto, tap in All Apps to display the “Starting Android Auto” screen.

NOTE

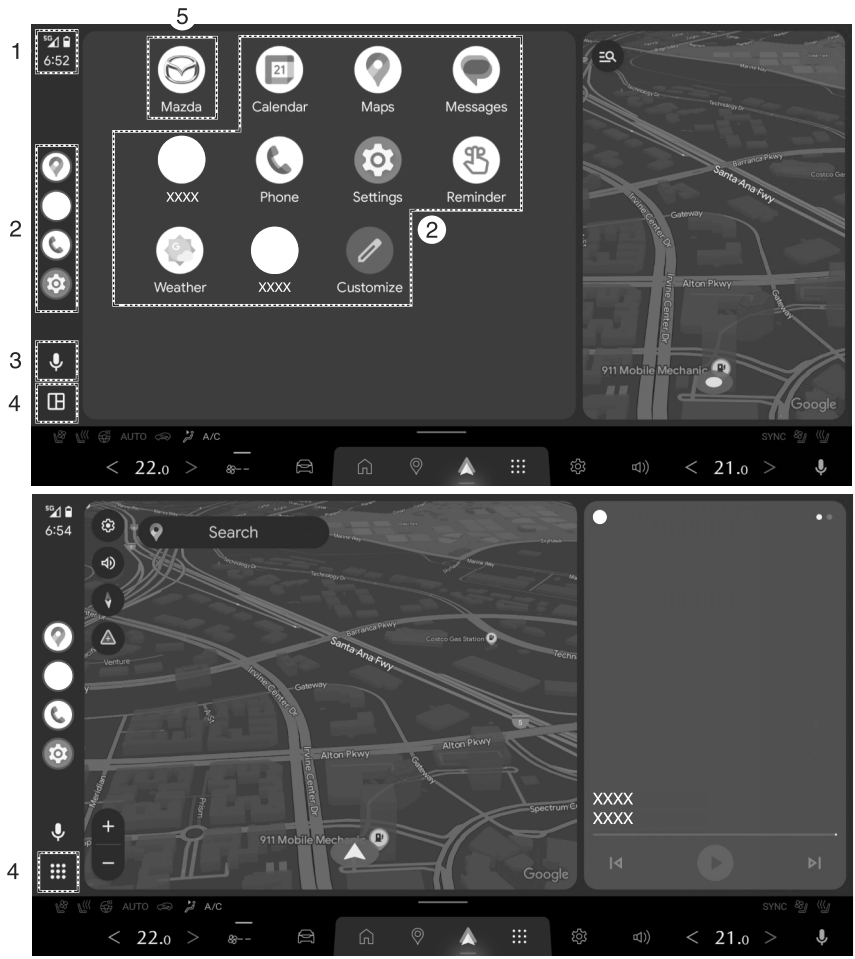
The registered Android™ smartphones are displayed on the “Starting Android Auto” screen.

NOTE

Tap a displayed registered Android™ smartphone to activate Android Auto.

On the “Starting Android Auto” screen, you can register an Android™ smartphone using “Pair New Device” and delete it using “Delete Paired Device”.

Android Auto screen



No.	Explanation
1	Displays the status of the smartphone connected to Android Auto. Tap to see a list of notifications received on your Android™ smartphone.
2	Tap the icon to activate each application.
3	Tap to activate Google Gemini or Google Assistant for Android Auto.
4	Tap or to switch screens.
5	Tap to display the Mazda Connect home screen.

Convenient ways to use Android Auto

Item	Operation method
To operate by voice	Speak the phrase “Hey Google”. (Vehicles with Google built-in) Press and hold on the audio remote control switch to activate Google Gemini or Google Assistant on Android Auto while the Android Auto display screen is displayed. (Vehicles without Google built-in) Press on the audio remote control switch to activate Google Gemini or Google Assistant on Android Auto.
To display the NowPlaying screen	Tap the entertainment widget on the Mazda Connect home screen.*1 (Vehicles without Google built-in) While playing music with Android Auto, touch on the navigation bar to display the Android Auto playback screen.
To display the MAP screen	Tap the map widget on the Mazda Connect home screen.*2 (Vehicles with Google built-in) Touch on the navigation bar while route guidance is being provided using Android Auto to display the Android Auto map screen.
To display the Mazda Connect screen	Touch on the navigation bar to display the Mazda Connect home screen.

*1 During music playback with Android Auto
*2 During route guidance with Android Auto

Ending Android Auto

(USB connection)

To exit Android Auto, unplug the connection cord from the USB port or unplug the Android™ smartphone from the connection cord.

(Wireless connection)

To exit Android Auto, go to the “Device Settings” screen on Mazda Connect where the Android™ smartphone currently using Android Auto is displayed, and check “Disconnect”.

MEMO

4 Trouble

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Troubleshooting.....4-2

Troubleshooting

Troubleshooting

Problems related to Android Recovery

Symptom	Cause	Solution method
The Android Recovery screen is displayed.	In the event of a system malfunction, Android Recovery mode, which is a standard feature of Android Automotive OS, functions as a failsafe.	1. Swipe down to move the cursor from "Try again" to "Factory data reset". 2. Swipe left or right to perform the "Factory data reset". 3. Switch to the next screen. 4. Swipe down to move the cursor from "Cancel" to "Factory data reset". 5. Swipe left or right to perform the "Factory data reset".

Problems related to AM/FM/DAB*

Symptom	Cause	Solution method
The ⏮ and ⏭ on the steering switch and center display do not function.	These switches and icons are for selecting radio stations in the order of the items registered in your favorites. If there are no items registered as favorites, the switches and icons will not function.	Register Favorites.

Problems related to USB Audio and Bluetooth® Audio

Symptom	Cause	Solution method
(USB Audio) No music playback	A USB device incompatible with mass storage is connected.	Connect a USB device compatible with mass storage.
	The USB hub is being used.	Connect without using the USB hub.
	A USB device formatted by a file system incompatible with Mazda Connect is connected.	Connect a USB device formatted by FAT16, FAT32, and exFAT.

*Some models.

Symptom	Cause	Solution method
A music file cannot be found	The folder hierarchy is deeper than 8 layers.	Mazda Connect cannot display or play files with a folder hierarchy deeper than 8 layers. Save files within an 8-layer hierarchy.
	The device or application you are using is not compatible with Mazda Connect.	Depending on the device or application you are using, music files may not be displayed.

Problems related to Apple CarPlay™

Symptom	Cause	Solution method
Apple CarPlay™ cannot be activated or an error message "Unable to connect to Apple CarPlay." is displayed even though an Apple-genuine connector cord is inserted into the USB port and it is connected to my iPhone®.	There is mis-communication between Mazda Connect and your iPhone®.	Disconnect the connector cord from the USB port once and then reconnect it.
	Apple CarPlay™ is already activated using another iPhone®.	If Apple CarPlay™ is already activated using another iPhone®, Apple CarPlay™ cannot be used with an additional iPhone®. Disconnect Apple CarPlay™ once and then reconnect it to the iPhone® you want to use to activate Apple CarPlay™.
The icon of the application I want to use is not displayed on the home screen of Apple CarPlay™.	Only applications compatible with Apple CarPlay™ are displayed on the screen.	Contact the application's provider.
Siri® does not recognize voice commands or contacts correctly or recognizes them incorrectly	Possible causes are as follows: ・ Poor network connection ・ Road noise/sound of air blowing from air conditioner	If the following solutions do not resolve the issue, visit the Apple support site or contact Apple. ・ Press on the audio remote control switch once to exit Siri®. If Siri®is used again, wait until your network connection improves. ・ Speak loudly and clearly to improve recognition. ・ Make sure that the iPhone® language is set correctly (Example: US English and UK English).

Symptom	Cause	Solution method
Apple CarPlay™ is activated each time an Apple-genuine connector cord connected to your iPhone® is inserted into the USB port. (You have an iPhone® which you do not want to use to activate Apple CarPlay™)	The “Apple CarPlay Activation Options” of the connected iPhone® is set to “Automatically Activate” or "Always Ask".	Set “Apple CarPlay Activation Options” to “Do Not Activate”.

Problems related to Android Auto

Symptom	Cause	Solution method
Android Auto mode cannot be activated even though an Android-genuine connector cord connected to my Android smartphone is inserted into the USB port.	The version of Android Auto is not the latest.	Update the Android Auto application to the latest version available on Google Play.
	The Android-genuine connector cord is not compatible with Android Auto.	Use a USB cable that is compatible with Android Auto.
Android Auto mode cannot be activated or an error message “Mobile device could not be connected.” is displayed even though an Android-genuine connector cord connected to my Android smartphone is inserted into the USB port.	There is mis-communication between Mazda Connect and your Android smartphone.	Disconnect the connector cord from the USB port once and then reconnect it.
	Your Android smartphone cannot be paired because another device is connected via Bluetooth®.	Disconnect the Bluetooth® connection from other devices, remove the connection cord from the USB port, and then reconnect it.
	The “Android Auto Activation Options” of the connected Android smartphone is set to “Do Not Activate”.	Set “Android Auto Activation Options” to "Automatically Activate" or "Always Ask".
The icon of the application I want to use is not displayed on the home screen while in Android Auto mode.	Only applications compatible with Android Auto are displayed on the screen.	Contact the application's provider.
Voice control responds slowly or it does not work.	—	A poor connection or malfunction with the microphone may have occurred. Consult an Authorized Mazda Dealer.

Symptom	Cause	Solution method
Android Auto is activated each time an Android-genuine connector cord connected to your Android smartphone is inserted into the USB port. (You have an Android Smartphone which you do not want to use to activate Android Auto mode)	The “Android Auto Activation Options” of the connected Android smartphone is set to “Automatically Activate”.	Set “Android Auto Activation Options” to “Do Not Activate”.
Connection is disconnected intermittently.	Android smartphone is located in a location where it is likely to experience interference, such as in a bag in the back seat or in a back trouser pocket.	・Move the Android smartphone to a location where there is less radio interference. ・Turn the Android smartphone off and then on again.
Android Auto cannot be accessed using a wireless connection.	Only the Bluetooth® device has been registered, and the Android Auto wireless connection has not been registered.	Select Android smartphone in connection settings, and then select Android Auto on the connection profile selection screen.
	The Android smartphone does not support Android Auto wireless connection.	Check the compatible models for Android Auto wireless connection. https://support.google.com/androidauto/answer/6348019

Problems with pairing and connecting Bluetooth® devices

- Bluetooth® operations change depending on the settings of the Bluetooth® device being used.
- If your Bluetooth® device no longer operates normally, refer to the device's owner's manual.

Symptom	Cause	Solution method
Unable to perform pairing	—	Refer to the Website to check whether or not your Bluetooth® device is compatible with Mazda Connect. Make sure that Bluetooth® and Find Mode*1 are turned on in the Bluetooth® device's settings. Additionally, make sure that Airplane mode is turned off. Turn off the Bluetooth® device's power once and then turn it back on. If pairing is still not possible after this, contact an Authorized Mazda Dealer.
Pairing cannot be performed again	Pairing information registered to Mazda Connect or your Bluetooth® device is not recognized correctly.	Perform pairing using the following procedure: 1. Delete the applicable Bluetooth® device on the Mazda Connect. 2. Delete [Mazda]*2 from the Bluetooth® search screen of the Bluetooth® device. 3. Perform pairing again. If pairing is not possible using the above procedure, turn off the Bluetooth® device's power once and then turn it back on. If pairing is still not possible after this, contact an Authorized Mazda Dealer.

Symptom	Cause	Solution method
Automatically connects, but then disconnects suddenly	Depending on the Bluetooth® device, Bluetooth® and FindMode*1 may turn off automatically after a period of time has passed.	・Make sure that Bluetooth® and FindMode*1 are turned on and reconnect. ・Turn off the Bluetooth® device's power once and then turn it back on.
Does not connect automatically when starting engine or hybrid system.	The programmed pairing information is updated when the Bluetooth® device's OS is updated.	Perform pairing using the following procedure: 1. Delete the applicable Bluetooth® device on the Mazda Connect. 2. Delete [Mazda] *2 from the Bluetooth® search screen of the Bluetooth® device. 3. Perform pairing again. If pairing is not possible using the above procedure, turn off the Bluetooth® device's power once and then turn it back on. If pairing is still not possible after this, contact an Authorized Mazda Dealer.
	Depending on the Bluetooth® device, Bluetooth® and FindMode*1 may turn off automatically after a period of time has passed.	・Make sure that Bluetooth® and FindMode*1 are turned on and reconnect. ・Turn off the Bluetooth® device's power once and then turn it back on.
Disconnects intermittently	The Bluetooth® device is in a location where reception interference can occur easily, such as inside a bag on a rear seat or in a rear pocket of a pair of pants.	・Move the Bluetooth® device to a location where radio wave interference is less likely to occur. ・Turn off the Bluetooth® device's power once and then turn it back on.

*1 Setting for making the presence of a Bluetooth® device detectable from the outside.
*2 The [Mazda] name of Mazda Connect displayed on the Bluetooth® search screen may have changed.

Call related problems

Symptom	Cause	Solution method
When a call begins, vehicle noise from the other party can be heard.	For about 3 seconds after a call begins, the Bluetooth® device's noise suppression function requires time to adapt to the call environment, therefore you may hear the noise from the other party's vehicle, making it difficult to carry voice.	There is no problem with the Bluetooth® device.
The other party's voice cannot be heard or it is difficult to hear.	The volume is set to zero or low.	Increase the conversation volume.
No phone calls have been received.	Have you turned on "Privacy" in the settings of the Phone application?	Turn off "Privacy" in the Phone application settings.

Other problems

Symptom	Cause	Solution method
The remaining battery charge indicated on the Bluetooth® device differs from that displayed on Mazda Connect.	This is because there is a deviation in the remaining battery charge information from the Bluetooth® device and the display scale of Mazda Connect.	—
When making a call using Mazda Connect, the telephone number is updated in the incoming/outgoing call history but the name does not appear.	The name has not been registered to the phonebook.	Depending on the Bluetooth® device, the incoming/outgoing call history might be downloaded after starting the engine or hybrid system.
The incoming/outgoing call history does not synchronize between the Bluetooth® device and Mazda Connect.	Depending on the Bluetooth® device, the incoming/outgoing call history might be downloaded after starting the engine or hybrid system.	It may be necessary to operate the Bluetooth® device. Refer to the owner's manual for the Bluetooth® device.

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