MAZDA 6e

CONNECTED SERVICE MANUAL

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.

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.
Note: Screen shots of display interface may differ from actual vehicle.

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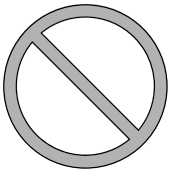
March 2026

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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1 Overview

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What is Connected Service? 1-2
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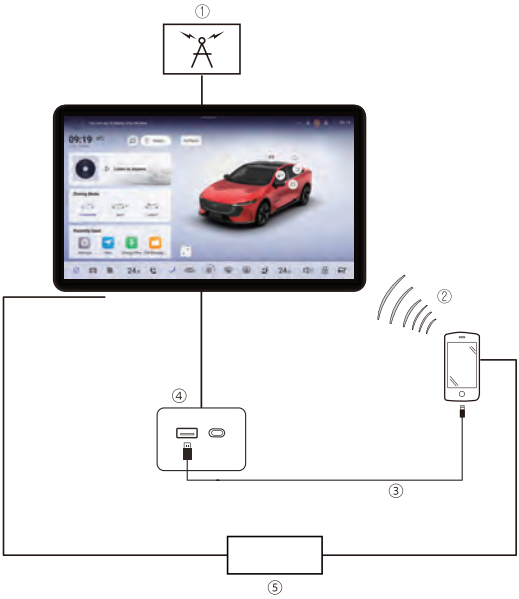
What is Connected Service?

What is Connected Service?

▼**What is Connected Service?**



1. Radio
2. Bluetooth® Audio/Hands-Free Call/SMS (Short Message Service)/Wi-Fi/ Apple CarPlay/Android Auto™
3. USB Video/USB Picture/USB Music
4. USB port
5. In-vehicle intelligent application platform

Note

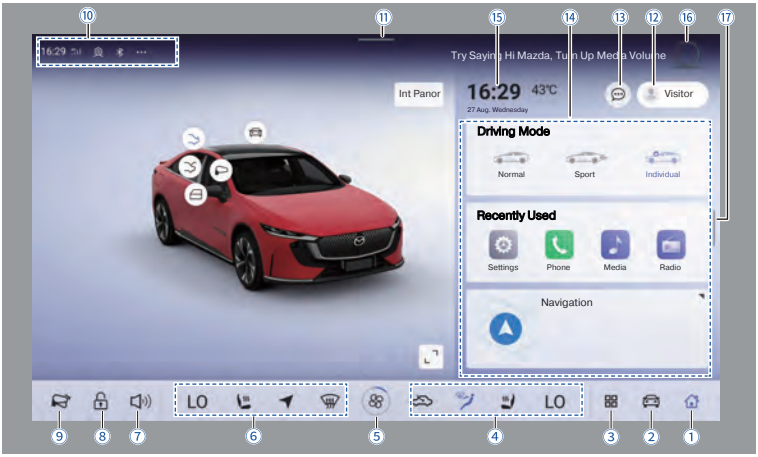
- There are two USB ports，only the Type A port supports USB/Apple CarPlay/Android Auto™ data transfer, and the Type C only supports phone charging.

What is Connected Service?

After the Centre Display is activated, the home interface displays the following information:

(Left-Hand Drive Model)

(Right-Hand Drive Model)



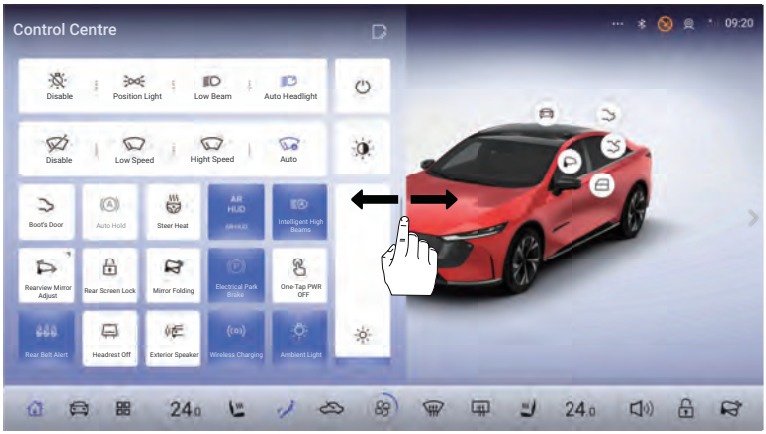
1. HOME: Tap to return to the home screen from any interface.
2. Vehicle Centre: Includes vehicle settings and system settings functions.
3. Application Centre：Tap to enter the application centre.

4. Climate control functions include: Driver's temperature adjustment, Driver's Seat Heating Control, Driver's Seat Ventilation Control, Airflow Mode selection, Air Intake Mode
5. Fully Automatic Climate Control Button: A short press can enable or disable the fully automatic climate control page; a long press of the button can activate or deactivate the fully automatic climate control function.
6. Interior fully automatic climate control adjustment, including: front defroster button, rear defroster button (including external rear-view mirror heating), heated front seat button/front seat ventilation button, front passenger temperature adjustment.
7. Volume adjustment button, including music sound, navigation sound, and phone sound adjustment.
8. Rear Touchscreen Lock: Tap to lock the rear touchscreen.
9. Rear-view Mirror Folding Button: Tap to fold/unfold the exterior rear-view mirror.
10. Top Status Bar: Display in-cabin and outside air quality, time, mobile data status, Wi-Fi connection status, Front passenger seat airbag deactivation icon status, Personal hotspot status, GPS signal status, Bluetooth connection status, Mobile phone battery level, Wireless charging status, and Camera activation status.
11. Application Centre: Swipe down with one finger to enter the application centre.

12. User Account Login: Display the currently logged-in vehicle system account. Tap to access the vehicle system account application.
13. Message Centre: Display the number of unread messages, tap to enter the message centre.

What is Connected Service?

14. Application Cards: Includes music shortcut card, phone shortcut card, scene mode shortcut card, and recently used shortcut card. Tap the edit icon to add shortcut cards for other applications.
15. Time and Temperature: Display the current month, day, week, time, and the temperature of the day.
16. Voice Recognition: The area where the image and voice dialogue of the voice recognition are displayed.
17. Control Centre: Swipe right with one finger to enter the Control Centre.



WARNING

Always adjust Connected Service while the vehicle is stopped:
Do not operate the centre display while driving the car. Operating Connected Service while driving the vehicle is dangerous as it could distract your attention from the vehicle operation which could lead to a serious accident.

When using the control switch on the steering wheel, you should learn to use the switches without looking down at them so that you can keep your maximum attention on the road while driving the vehicle.

Do not adjust a mobile device or a similar product while driving the vehicle:
Adjusting a mobile device or a similar product while driving the vehicle is dangerous as it could distract your attention from the vehicle operation which could lead to a serious accident. Always adjust a mobile device or a similar product while the vehicle is stopped.

CAUTION

For the purposes of safe driving, adjust the audio volume to a level that allows you to hear sounds outside of the vehicle including car horns and particularly emergency vehicle sirens.

Note

- Do not use Connected Service for a long time with the EV system stopped. Otherwise, the lead-acid battery power could be depleted.
- If a mobile phone or CB radio is used in or near the vehicle, it could cause noise to occur from the audio system. However, this does not indicate a problem.

Note

When using services such as online navigation and voice control, please complete the following two steps in the Mobile App in advance:

- Connect with the vehicle, refer to the "To Start Connected Service" section for details(Page 3-15).
- Scan the QR code to log in to your account when the vehicle's display is powered on, and select the network mode to complete the functionality authorisation.If the above two steps are not completed, only offline services such as offline voice control and offline navigation will be available, and some online functions will be unavailable.

Basic Operation of the Connected Service

▼Basic Operations

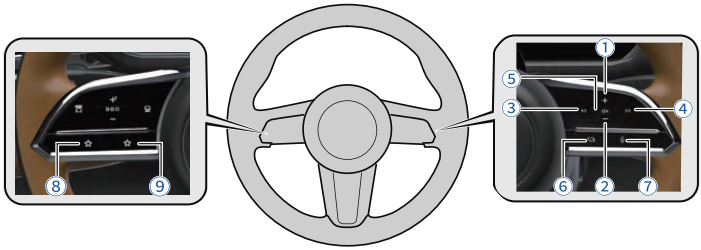
Note

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 may successively change without notice.

▼Basic Operation of the Connected Service

The Connected Service switch is on the right side of the steering wheel. You can operate basic audio functions, pick up/hang up the phone, or activate voice control using the switch.



1. : Increase volume.
2. : Short press - Decrease Volume/Long Press - Mute.
3. : Previous Track/ Hang up.
4. : Next Track/Pick up.
5. : Play/Pause.
6. : Switch to driving information display on the instrument cluster.
7. : Voice recognition.
8. : Custom function switch 1.
9. : Custom function switch 2.

Basic Operations

▼Touch Panel Operation

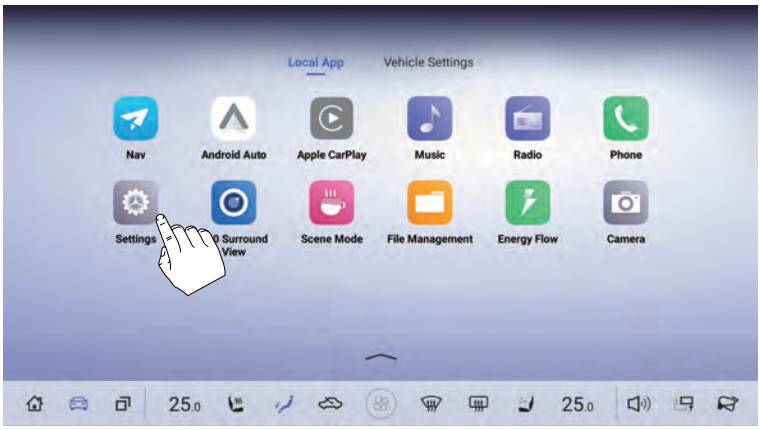
CAUTION

Do not press the screen forcefully or use sharp objects to touch the screen, as this may cause damage.

Note

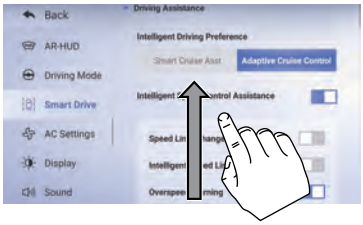
For safety reasons, operation of the centre display is disabled while the vehicle is being driven. However, items not displayed in grey can be operated using the commander icon while the vehicle is being driven.

- Touch & tap: Touch or lightly tap the item indicated on the screen with your finger.



- Slide: Touch the slider bar of the item with your finger and move it to the desired level.

- Swipe: Touch the screen with your finger and move up or down.

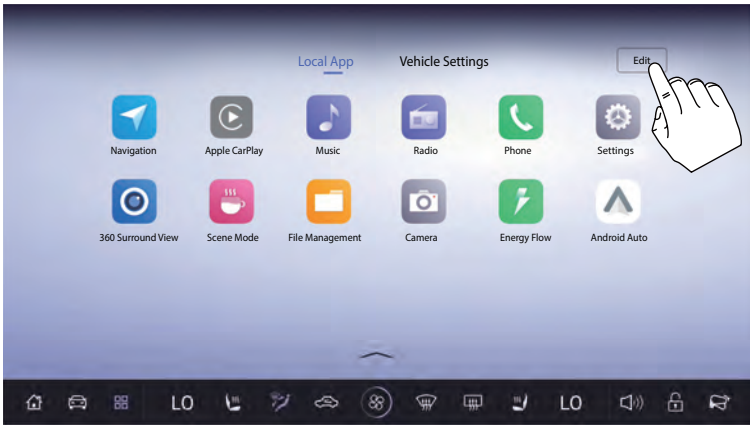

Back
AR-HUD
Driving Mode
Smart Drive
AC Settings
Display
Sound
Driving Assistance
Intelligent Driving Preference
Smart Cruise Asst
Adaptive Cruise Control

Back
Light
Vehicle Set
Comfy Cabin
Energy Mgmt
AR-HUD
Driving Mode
Smart Drive
Safety Assistance
Lane Departure Warning

Basic Operations

▼Quick Access Bar Operation

1.Swipe down to open the App Centre and tap Edit. The icons of functions that can be replaced in the quick access bar will begin to jiggle.



2.Drag the desired setting function button to the area with the jiggling icons below. Then tap Done to complete the replacement. Both local apps and vehicle settings within the App Centre can be configured in the quick access bar.

▼**Appendix**

Apple CarPlay

CAUTION

- YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT USE OF APPLE CARPLAY (“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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DAMAGES OR LOSSES, ARISING OUT OF OR RELATED TO THE APPLICATION OR YOUR USE OF OR INABILITY TO USE THE APPLICATION OR INFORMATION ON THE APPLICATION.

- 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

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

Note

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

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- “Made for iPhone®” and “Made for iPod®” mean that an accessory has been designed to connect specifically to iPhone® or iPod®, 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. Please note that the use of this accessory with iPhone® or iPod® may affect wireless performance.

Apple CarPlay is applicable to iPhone® 6S and later models, and only supports mobile iOS14 and later software versions.

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User Account

▼User Account

Tap the "Visitor landing" icon at the top to enter the User Account interface:

Enter the vehicle account management interface, you can manage the non-owner account and log out settings.

CAUTION

- The account management rights belong to the owner. You can view the User Agreement and Privacy Policy at any time. If you need to clear data stored on the vehicle system, please do so through the Settings menu. To clear platform-stored data, please visit an authorized dealer with valid identification documents for verification and processing.

OTA Update

▼OTA Update

This vehicle can update its software via wireless connection, providing your car with the latest features throughout its lifecycle.

Users can check for the latest software version information by tapping the centre display and navigating to "My Vehicle" →" Vehicle Software Version Update". After the check is complete, the version update information and subsequent installation steps will be displayed for you. After you confirm the installation information, you can choose whether or not to proceed with the installation.

1. Update immediately
   Tap "Update Now" to begin the installation process. Please ensure the vehicle is in Park mode and the powertrain is not operational. The vehicle may restart multiple times during the Update process. Please refrain from using the vehicle until the Update is complete.
2. Scheduled Upgrade
   Tap 'Scheduled Upgrade', set the Update time, and the vehicle will undergo an OTA Update at the scheduled time.
3. Vehicle Lock Update
   Tap "Vehicle Lock Update" to trigger an OTA Update once the vehicle is locked and enters the armed state.

Note

- Before upgrading, please ensure the vehicle is in Park (P) mode and the powertrain is not operational, otherwise the OTA Update cannot be performed.

CAUTION

- OTA Update Process: Software packages are downloaded in the background without interrupting the user experience. Installation requires user confirmation by tapping on the vehicle's display.
- The current software Update details will be displayed on the vehicle's infotainment system, and users can also inquire about the Update announcements for each version at the dealership.
- During the OTA Update process, if an interruption occurs, the original software version's functionality will remain unaffected. OTA Update can be restarted via the menu.
- If you encounter any issues during the OTA Update process, please contact your nearest dealer. We will provide you with the appropriate cooperation and assistance within a reasonable scope.

Energy Flow

▼Energy Flow

Swipe down with one finger to enter the application centre, then tap the "Energy Flow" icon to access the interface.

On the current interface, you can see the vehicle status (charging status, range, battery level and the battery health status).

Information

The percentage of SOCE represents the percentage of remaining life of high-voltage batteries.

Radio

▼Radio

Swipe down with one finger to enter the application centre, then tap the "Radio" icon to access the radio interface.

In the Radio interface, you can select different FM/DAB channels.

▼FM

Tap the Radio icon to access the FM radio station interface.

The FM interface will automatically search for available channels. The following interface is displayed:

You can select and play the current radio station through the centre display. Tap the station to open the playback screen.

- Tap the buttons on the left side of the interface to select RDS Settings, Favourites, Play previous/next channel, play/pause and replay the current channel.
- Swipe up and down the right side of the interface to select a radio channel.

Entertainment

Note

Channel List may not be displayed depending on the region.

▼DAB

Slide the centre display to open the DAB interface.

Enter the DAB interface to automatically search for available channels. You can switch between channels of different frequencies by tapping the interface.

The operation of DAB radio is the same as that of FM radio.

Note

Some channels may not be displayed depending on the region.

▼Favourites

Tap the Favourites icon behind the FM/DAB channel to favorite the current channel.

Note

- You can save up to 20 channels, if the number of collections reaches the limit, click Favourites, a message will be displayed indicating that the channel collection is full.

Display the Favourites list of the FM/DAB radio.

The list of radio channels saved to your favourites is displayed, allowing you to select the channel you want to listen to. If no channels are saved as favourites, an empty list is displayed.

Music

▼Music

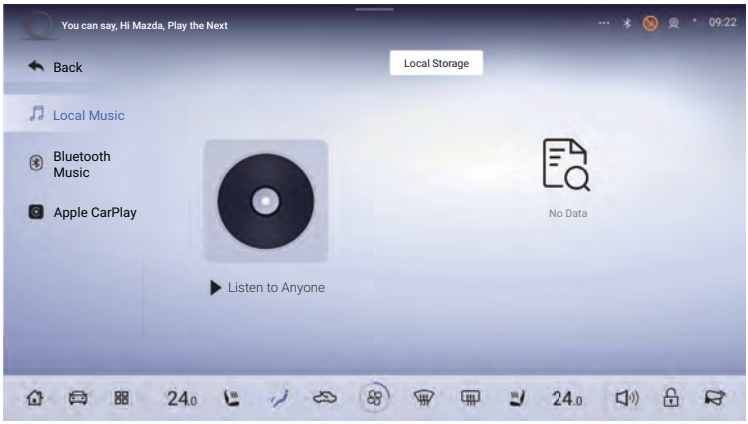
Swipe down with one finger to enter the application centre, then tap the "Music" icon to access the music interface.

In the Music interface, you can select and play either Local Music or Bluetooth® Music.

▼Local Music

Before playing local music, please ensure that the USB device is correctly inserted and contains available music files.

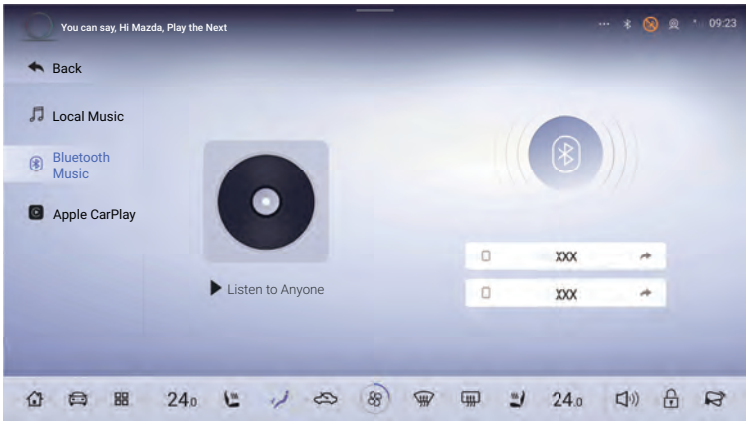
While music is playing, you can switch tracks or pause playback using the icon on the playback interface or the steering wheel shortcut switchs.



▼Bluetooth® Music

Before playing Bluetooth® music, ensure that your mobile phone is connected to the vehicle's audio system via Bluetooth® and that the mobile device is actively playing music.

While music is playing, you can switch tracks or pause playback using the icon on the playback interface or the steering wheel shortcut switches.



Phone

▼Bluetooth® Hands-Free

When a Bluetooth® mobile device is connected to the vehicle's hands-free system via wireless radio signals, you can make or receive calls using the steering wheel buttons or by operating the centre display.

Note

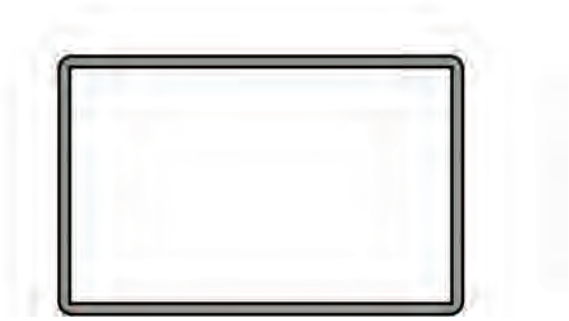
- Park the vehicle in a safe place and perform pairing.
- The communication range of a Bluetooth® device is about 10 meters or shorter.
- Some Bluetooth® mobile devices are not compatible with the vehicle. Consult an expert repairer (we recommend an Authorised Mazda Repairer).

Recommended Bluetooth® Version

Bluetooth® Ver. 4.2

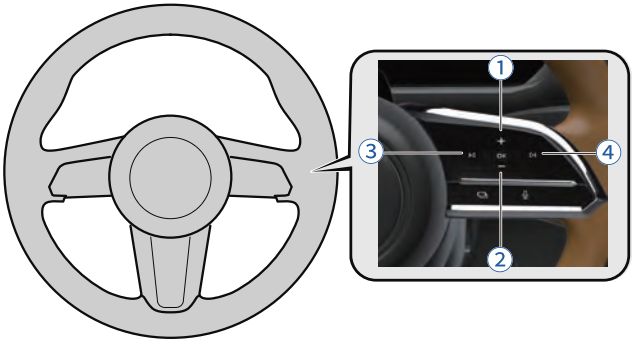
Component Parts

Centre Display



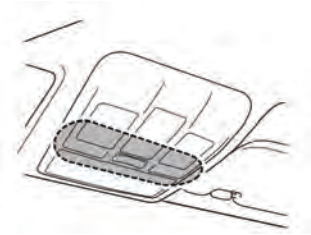
Entertainment

Volume adjustment switch



1. Volume Adjustment switch+
2. Volume adjustment switch—
3. Hang-up switch
4. Pick-up switch

Microphone (Hands-free)



The microphone is used for inputting a voice command or making a hands-free call.

Note

If the volume is low compared to other audio modes, use your phone to increase the volume.

▼Phone

Swipe down with one finger to open the application centre, then tap the "Phone" icon to access the Phone interface.

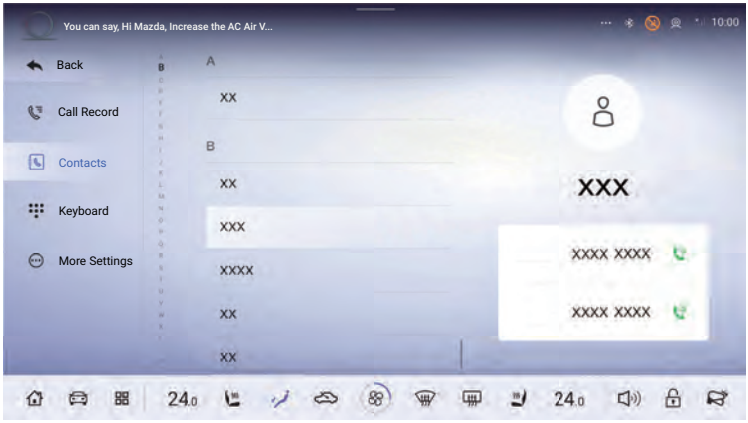
Note

- Before using the Phone, ensure that the Bluetooth® functions of both the system and the mobile phone are properly activated and in a connected state.
- If the system has already been connected to Apple CarPlay or Android Auto™, you need switch to Bluetooth device connection first in the Network interface.
- If the phone's Bluetooth is not connected, the system will display “Bluetooth device not connected” and prompt you to connect. If Bluetooth is already connected and call record permissions have been synced, the call record will be displayed by default.

Contacts

Tap the "Contacts" icon on the interface to synchronise phone contact data. (Note: Some phones require agreeing to "sync contacts" on the phone side to enable synchronisation)

Swipe up and down on the interface to view more contacts. After you tap a contact, the contact details page is displayed. After you tap the dial icon on the contact details page, you can make a call to the contact.



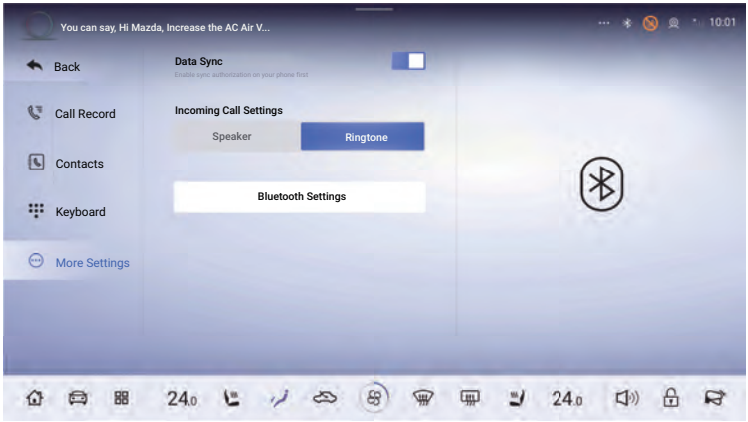
Keyboard

On the main interface of the Phone, tap the "Keyboard" icon on the left side of the interface to enter the dial pad interface. Press any number icon, the system will perform a fuzzy search and display the corresponding contact on the right.

Click this contact, or press the full number and then tap the call icon" " at the bottom left.

More Settings

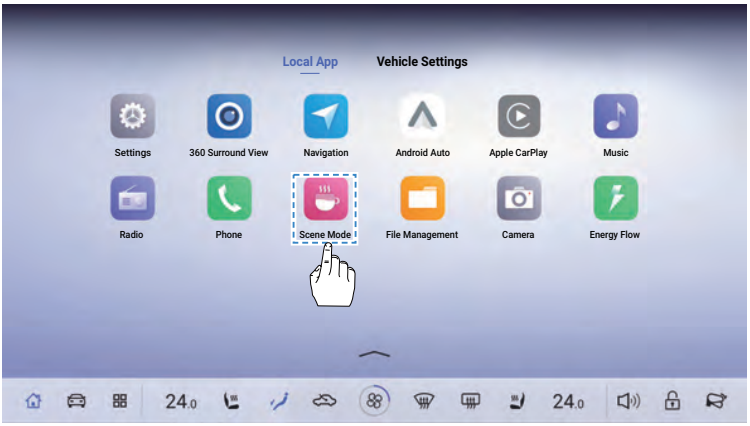
On the main interface of the Phone, tap the "More Settings" icon on the left side of the interface to enter the more settings interface, where you can enable/disable data synchronisation and operate call settings and Bluetooth® settings.



Scene Mode

▼Scene Mode

Swipe down with one finger to enter the application centre, then tap to select the "Scene Mode" icon to access the Scene Mode interface.



You can switch to a different mode by following these steps:

1. Scene Mode exit icon: Tap this icon to exit the Scene Mode interface.

2. Scene Mode selection area: Swipe up and down to select the desired Scene Mode.
3. Scene Mode control area: Allows control of the selected Scene Mode.

Private Call Mode

When Private Call Mode is activated and the phone is connected to the vehicle via Bluetooth®, the call interface will be hidden on the centre display during an incoming call. The audio track for the Bluetooth® call will automatically switch to the phone, and the incoming call ringtone and voice announcements on the vehicle side will be automatically disabled.

Navigate to the "Scene Mode" interface and tap on "Private Call Mode". Use the "On" or "Off" buttons to activate or deactivate the Private Call Mode. You can also control the activation and deactivation of Private Call Mode via voice recognitions.

Note

- When Private Call Mode is activated, the vehicle's Bluetooth® call track will automatically be disabled. Please answer calls on your mobile device.

Fresh Air Mode

The vehicle automatically lowers the windows and activates the air purification system to maintain fresh air inside the cabin.

To enable or disable Fresh Air Mode, navigate to the “Scenario Mode” screen and tap the “On” or “Off” icon accordingly.

Relax Mode

When Relax Mode is activated, the system provides a comfortable in-vehicle environment by playing soothing music, adjusting the seat position, and offering a wake-up service for a short rest.

To activate or deactivate Relax Mode, go to the "Scene Mode" screen and tap the "Start" or "Stop" icon.

You can customize Relax Mode by selecting different music themes such as Ocean, Forest, Rainy Day, Valley, or Campfire. Additionally, you can set the nap duration, adjust window openings, volume, air conditioning preferences, and ambient lighting.

Leaving Mode

There are two leaving modes, the Normal Mode and Low-power Mode.

Entertainment

Normal Mode: In this mode, after the vehicle is locked from the outside, the climate control, audio-visual entertainment, and seat adjustment will remain available. The vehicle will automatically exit this mode when the State of Charge (SOC) falls below 20%.

Low-power Mode: In this mode, after you leave and the vehicle is locked, it should maintain the interior temperature with low-power consumption. When the vehicle's SOC falls below 20%, it enters the

module under the "Scene Mode" interface. By tapping the

icon, the normal mode is activated. Tapping the icon again will deactivate the function.

Activate the low-power mode of climate control by tapping the

icon. Tap the icon again to deactivate the function. You can also activate or deactivate the corresponding mode via voice recognition.

Press the icon to access the Leaving mode settings. In the settings menu, you can enable the hazard lights to turn on by pressing when the climate control system is active.

After turning into the Leaving Mode, the driver can choose form the two leaving modes after locking the vehicle with the key upon exiting.

Normal mode and low-power mode cannot be activated simultaneously.

Rest Mode

When staying inside the vehicle for extended periods, activate Rest Mode to maintain a comfortable cabin environment with reduced energy consumption.

Navigate to the "Scene Mode" interface and select the Rest Mode. Activate or deactivate the Rest Mode by tapping the "On" or "Off" icon.

In Rest Mode, if the centre display is not operated for five minutes, it will enter a screen-off state. You can reactivate the centre display by tapping the screen.

Car Wash Mode

Once the Car Wash Mode is activated, the vehicle will automatically close all windows, disable the automatic wiper function, and lock the charging port cover, to prevent any damage to the vehicle during the car wash process.

Navigate to the "Scene Mode" interface and select the Car Wash Mode. Activate the Car Wash Mode by tapping the "Start" icon.

After activating the Car Wash Mode, deactivate the Car Wash Mode by tapping the "Off" icon.

Camera

▼Camera

Swipe down with one finger to enter the application centre, tap to select the "Camera" icon or use a voice recognition to turn on the camera, and you will enter the camera photo/video interface.

In the photo/video interface, you can perform photo/video operations, view and delete images/videos, and enable/disable the microphone.

Navigation

For the navigation system operation, refer to the navigation system manual.

Vehicle Centre

▼Vehicle Centre

Tap the " " icon on the bottom status bar or the "Vehicle Centre" icon in the function menu bar to enter the vehicle centre interface:

In the vehicle centre menu interface, you can view and set functions such as "Light", "Vehicle Settings", "Comfy Cabin", "Energy Management", "AR-HUD", "Driving Mode", "Smart Drive", "AC Settings", "Display", "Sound", "Voice", "Cab Monitor", "Network", "Safety", "My Vehicle", and "Privacy".

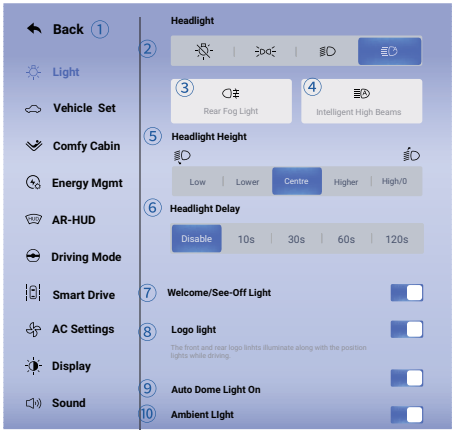
Select the corresponding menu and scroll up and down through the secondary menu to view more vehicle settings.

Light

▼Light

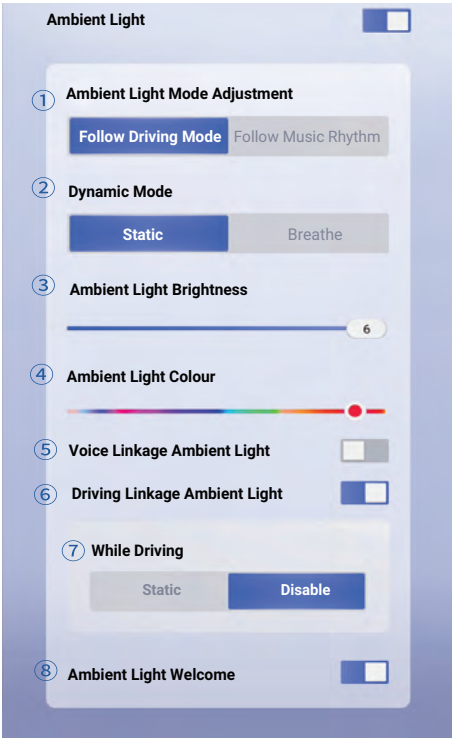
In the vehicle centre interface, tap "Light" to enter the light settings interface, where you can control the headlights and ambient lighting.

▼Lighting Control



1. Tap to exit the vehicle centre, automatically saving the current settings;
2. The Headlight control panel allows you to turn off all lights and switch on/off the low beam, position lights, automatic headlights, and rear fog light control.
3. Tap to turn the Rear Fog Light on/off.
4. Tap to turn on/off the Intelligent High Beams.
5. Tap to adjust the Headlight Height (Low/Lower/Centre/Higher/High/0).
6. Tap to adjust the Headlight Delay duration (Disable/10s/30s/60s/120s).
7. Tap to turn on/off the Welcome/See—Off Light.
8. Tap to turn the Logo Light on/off. (Left-Hand Drive Model)
   Tap to turn the Charging Light Show on/off.(Right-Hand Drive Model)
9. Tap to turn the Auto Dome Light on/off.
10. Tap to turn the Ambient Light on/off.

Ambient Light Adjustment



1. Ambient light mode adjustment, with options to select between Follow Driving Mode and Follow Music Rhythm.
2. Dynamic mode selection, with options for Static and Breathe modes;
3. Slide the slider to adjust the Ambient Light Brightness.
4. Slide the slider to adjust the ambient light colour.
5. Tap to turn on/off the Voice connected Ambient Light.
6. Tap to turn on/off the Driving connected Ambient Light.
7. When the Driving Linkage Ambient Light is activated, you can choose to dim or turn off the ambient lights while driving.
8. Tap to turn the Ambient Light Welcome on/off.

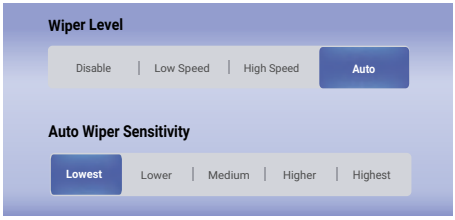
Vehicle Settings

▼Vehicle Settings

In the "Vehicle Centre → Vehicle Settings" interface, you can configure the Wiper, Liftgate, Auto Lock/Unlock, Electric Spoiler, and Front Radar functions.

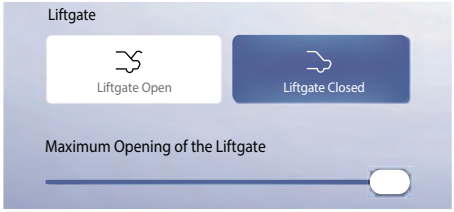
▼Wiper Level

In the "Vehicle Centre → Vehicle Settings" interface, you can set the wiper level (Disable/Low Speed/High Speed/Auto). When the wiper level is set to Auto, you can adjust the Auto Wiper Sensitivity (Lowest/Lower/Medium/High/Highest).



▼Liftgate

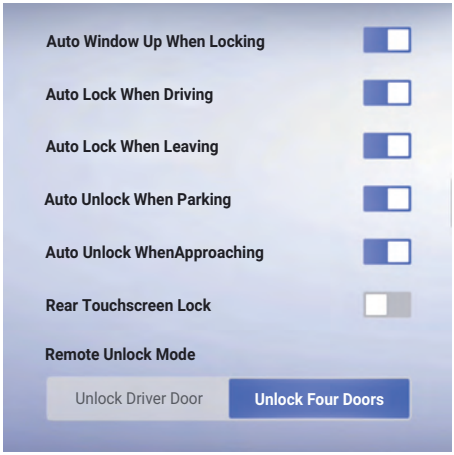
In the "Vehicle Centre → Vehicle Settings" interface, you can enable/disable the Liftgate and adjust the maximum opening of the Liftgate.



During the opening/closing process of the Liftgate, tapping the icon again can pause the Liftgate opening/closing at any time.

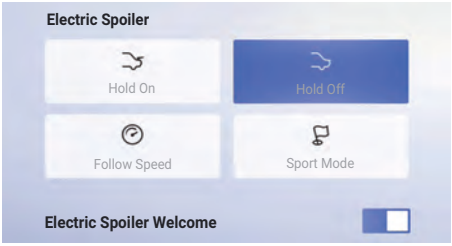
▼Auto Locking/Unlocking

In the "Vehicle Centre → Vehicle Settings" interface, you can enable/disable auto window closure upon vehicle locking, Auto Lock When Driving, Auto Lock When Leaving, Auto Unlock When Parking, Auto Unlock When Approaching , and Rear Touchscreen Lock. You can also set the Remote Unlock Mode (Unlock Driver Door/Unlock Four Doors).



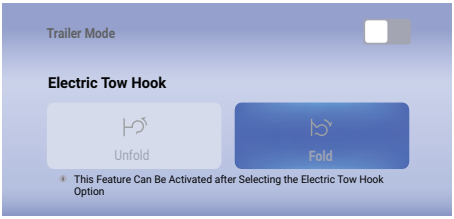
▼Electric Spoiler

In the "Vehicle Centre → Vehicle Settings" interface, you can configure the electric spoiler to Hold On, Hold Off, Follow Speed, Sport Mode, and the Electric Spoiler Welcome function.



▼Electric Tow Hook

The Trailer Mode can be turned on/off in the "Vehicle Centre → Vehicle Settings" interface. After turning on Trailer Mode, you can set up to unfold/fold the electric tow hook.



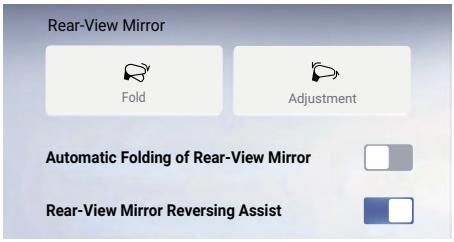
Comfy Cabin

▼Comfy Cabin

In the "Vehicle Centre → Comfy Cabin" interface, you can configure the rear-view mirror, seats, and wireless charging functionality.

▼Rear-View Mirror

In the "Vehicle Centre → Comfy Cabin" interface, you can enable/disable Rear-View Mirror Fold, Adjustment, Automatic Folding, and Rear-View Mirror Reversing Assist.



Rear-View Mirror Adjustment

Tap the adjustment icon to bring up the rear-view mirror adjustment interface. Select the Left/Right Rear-View Mirror, then press the direction switch on the right of steering wheel to adjust the rear-view mirror.

▼Seat Adjustment

In the "Vehicle Centre → Comfy Cabin → Seat Adjustment" interface, seat adjustments can be made. When adjusting using the seat buttons, the seat adjustment interface will automatically pop up on the centre display.

Driver Seat

Select "Driver Seat Adjustment" to adjust the Driver Seat.

(Left-Hand Drive Model)

(Right-Hand Drive Model)

1. Tap, press + / − to adjust the backrest angle;
2. Tap, press + / − to adjust the seat forward or backward;
3. Tap, press + / − to adjust the seat height;

4. Tap, press + / − to adjust the seat leg support;
5. Adjust the seat to the desired position, then tap "Save" in the Driver Position frame to save the current position.
6. Tap "Driving Position " without touching the Save Icon, the seat will automatically be adjusted to saved "Standby Position".
7. Adjust the seat to the desired position, then tap "Save" in the Back-up Position frame to save the current position.
8. Tap "Standby Position" without touching the Save Icon, the seat will automatically be adjusted to saved "Standby Position".
9. Adjust the seat to the desired position, then tap "Save" in the Resting Position frame to save the current position.
10. Touch outside the "Save" frame in the resting position frame, and the seat will automatically return to the seat position saved as "Resting Position".
11. Tap to enter the Rear-View Mirror Adjustment interface.

Front Passenger Seat

Select "Front Passenger Seat" to adjust the Front Passenger Seat.

(Left-Hand Drive Model)

(Right-Hand Drive Model)

1. Tap, press + / − to adjust the backrest angle;
2. Tap, press + / − to adjust the seat forward or backward;

Easy Access for Front Seat

In the "Vehicle Centre → Comfy Cabin" interface, tap to open "Easy Access for Front Seat".

Park the vehicle, shift to the P position, unbuckle the seatbelt, open the driver's door, and the driver seat will be adjusted to the Easy Access for Front Seat position.

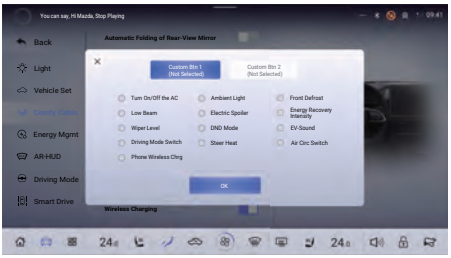
Unlock and open the driver's door, enter the vehicle, and close the driver's door. Adjust the driver seat to the driving position.

▼Custom Steering Wheel Switch

Depending on your needs, you can configure steering wheel switch ① or switch ② to Turn On/Off the AC, Ambient Light Adjustment*, Front Defroster, Low Beam, Electric Spoiler*, Energy Recovery, Wiper Level,DND Mode, EV-Sound, Driving Mode Switch, Steering Wheel Heating*, Air Circ Switch, and Phone Wireless Charging.

To customize the Steering Wheel:

1. Press the switch ①/② on the steering wheel, and the custom steering wheel switch interface will directly pop up on the home screen;
2. Select "Vehicle Centre → Comfy Cabin → Custom Steering Wheel Switch" on the home screen to set up.



▼Wireless Charging

In the "Vehicle Centre → Comfy Cabin" interface, tap to activate "Wireless Charging".

You can charge mobile devices such as smartphones that comply with the Qi wireless charging standard.

Only mobile devices with a maximum power consumption of less than 50W can be charged. The maximum power consumption varies depending on the mobile device.

(Left-Hand Drive Model)

(Right-Hand Drive Model)

*Some Models

1. Charging Area
2. Charging panel air outlet

For an improved cooling experience, do not cover the panel's air outlet on the back of the phone.

WARNING

Radio waves emitted by wireless phone charger (Qi) may interfere with the operation of medical devices such as implanted pacemakers or defibrillators.

- If you intend to use a wireless phone charger (Qi) near individuals operating medical equipment, it is advisable to consult the medical equipment manufacturer or a physician in advance to ascertain whether the radio waves emitted by the Wireless phone charger (Qi) could potentially affect the equipment.
- Wireless phone charger (Qi) can be disabled to prevent interference with medical devices. For more details, consult an expert repairer (we recommend an Authorised Mazda Repairer).

Please note the following precautions. Otherwise, the wireless phone charger (Qi) may malfunction or become damaged, potentially leading to fire, burns due to overheating, or electric shock incidents.

- Please do not install, remove, disassemble, or modify the wiring of the wireless phone charger (Qi). If you need to install or remove the wireless phone charger (Qi), consult an expert repairer (we recommend an Authorised Mazda Repairer).
- Do not use the wireless phone charger (Qi) if a malfunction occurs. Furthermore, if the wireless phone charger (Qi) emits smoke, or produces abnormal noise or odour, please park the vehicle in a safe location, power down the vehicle, and consult an expert repairer (we recommend an Authorised Mazda Repairer).
- Please turn off the wireless phone charger (Qi) if you need to place anything in the charging area.
- Do not place any metal objects between the charging area and the mobile device. In addition, do not attach items such as metal tags to the wireless phone charger (Qi).
- When charging, do not place any items other than the mobile device to be charged on the wireless phone charger (Qi). Additionally, do not place any metal objects, IC cards, coins, transmitter, or magnetic items near the charging area. Also, avoid using thick phone cases or metal phone cases, which may result in charging issues).
- Clear any dust or debris from the charging area before use.

- Do not apply excessive force or impact to the wireless phone charger (Qi), or expose it to moisture.
- Only use mobile devices that support Wireless phone charger (Qi).

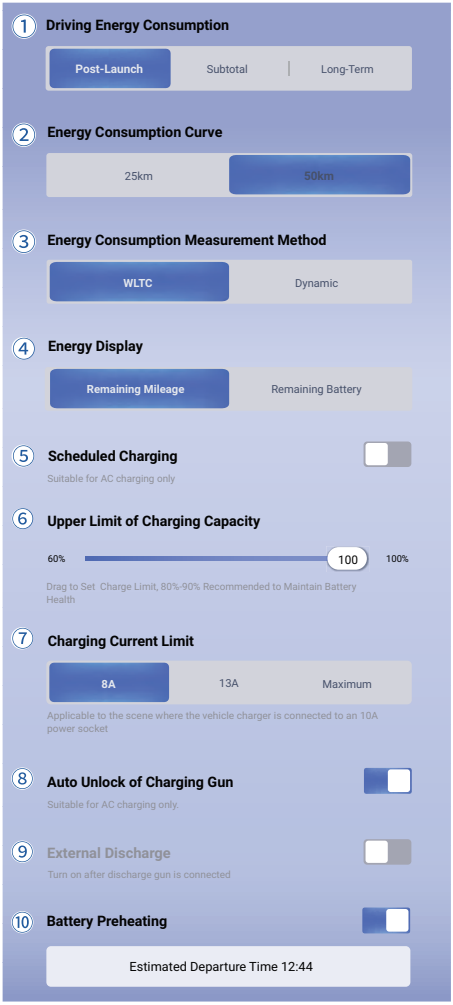
CAUTION

- If the centre display in the vehicle shows the message "Wireless charging temperature too high", please remove the phone and try again later.
- When placing the mobile device in the charging area, please keep the car key away from the wireless phone charger (Qi). Due to radio wave interference from the wireless phone charger (Qi), the car key may not be detected.
- Charging may not function properly under the following conditions:
  - The mobile device is fully charged.
  - There is a foreign object between the mobile device and the charging area.
  - The temperature of the mobile device is extremely high.
  - Place the charging side of the mobile device facing upwards.
  - The mobile device is placed in a position that is significantly off-centre from the charging area.
  - The area where the vehicle is located has strong electromagnetic waves or electronic noise, such as near television towers, power generation facilities, or airports.
  - The Near Field Communication (NFC) function of the mobile device is set to on (depending on the model of the mobile device).
- Please keep the following items away from the charging area. Otherwise, the data stored on the mobile device may be deleted, or the device may malfunction.
  - Magnetic items, such as magnets, magnetic cards, and magnetic recording media.
  - Precision equipment, such as watches.
  - Before using the wireless phone charger (Qi), ensure that data stored on the mobile device is backed up. Data on the mobile device may be deleted.
  - Do not use oil, alcohol, or thinner to wipe the wireless phone charger (Qi), nor spray hairspray or insecticide on it. Otherwise, damage or cracking may occur.
  - Do not leave mobile devices inside the vehicle cabin. The temperature inside the carriage may be extremely high, leading to equipment malfunction.

Energy Mgmt

▼Energy Mgmt

Access the corresponding control interface via the centre display by navigating to "Vehicle Centre → Energy Mgmt".



1. Driving Energy Consumption Method: you can choose from Post-launch/Subtotal/Long-term.
2. Energy Consumption Curve:you can choose from 25km/50km;
3. Energy Consumption Measurement: you can choose WLTC/dynamic.
4. Energy Display:you can choose from remaining mileage/remaining battery.
5. Scheduled Charging: Once enabled, you can set the start and end times for scheduled charging.
6. Upper Limit of Charging Capacity: sliding left and right to set the maximum current (Left-Hand Drive Model).
7. Charging Current Limit:you can choose from 8A/13A/maximum.
8. Auto Unlock of Charging Gun: Once activated, the charging gun will automatically unlock upon completion of normal charging.
9. External Discharge: External discharge can only be activated after the discharge gun is inserted.
10. Battery Preheating: Once enabled, you can set the estimated departure time, and the battery will automatically heat according to the set time.

Driving Energy Consumption Curve Settings

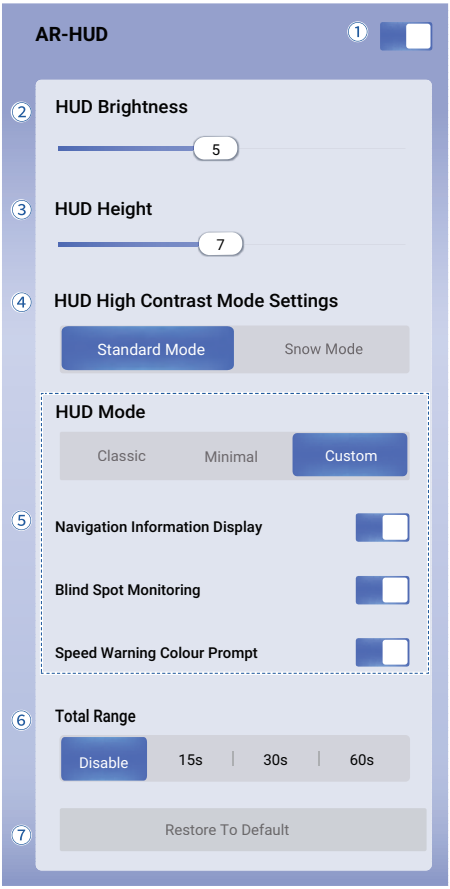
In the "Vehicle Centre → Energy Mgmt" interface, you can view the energy consumption curve on the far right. Tap "Reset" to clear the energy consumption records.

You can say, Hi Mazda, Stop Playing
09:42
Back
Driving Energy Consumption
Electricity Consumption
Light
Vehicle Set
Comfy Cabin
Energy Mgmt
AR-HUD
Driving Mode
Smart Drive
Reset
25 km
50 km
24.0
24.0

AR-HUD

▼AR-HUD

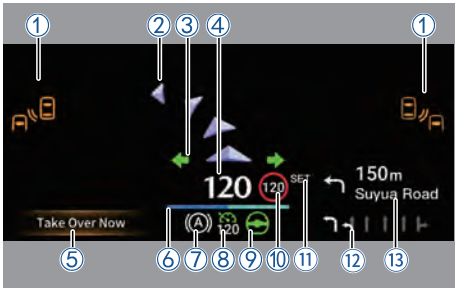
Access the corresponding control interface via the centre display by navigating to "Vehicle Centre → AR-HUD".



1. Tap to access AR-HUD settings.
2. HUD Brightness: Slide left or right to adjust the HUD brightness.
3. HUD Height: Slide left or right to adjust the HUD height;
4. HUD High Contrast Mode Setting: You can select between standard/snow mode;
5. HUD Mode: You can choose between Classic, Minimal, or Custom modes. Selecting the Custom mode enables you to turn on/off navigation information display, blind spot monitoring, and speed warning colour prompt.
6. Total Range: You can choose between Disable/15s/30s/60s;
7. Tap to restore to default settings.

▼AR-HUD Description

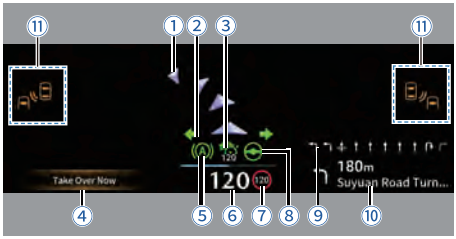
(Left-Hand Drive Model)



1. Blind Spot Monitoring Icon: Display when the ADAS function is activated and a vehicle approaches from behind.
2. AR navigation arrow: When the vehicle navigation system is activated and the vehicle is about to turn, an AR navigation arrow appears in the driver's field of view.
3. Turn signal indicator;
4. Speedometer;
5. Comprehensive information display area, showing vehicle time distance and prompt information;

6. Energy flow icon: Blue represents Energy Recovery, the longer the blue colour, the more it recovers; Green represents energy consumption, and the longer the green colour, the more energy is lost and consumed;
7. Automatic Parking Indicator Light;
8. Mazda Radar Cruise Control (MRCC) featuring Stop & Go:
   - When the Mazda Radar Cruise Control (MRCC) featuring Stop & Go is not activated, the indicator icon is white.
   - When Mazda Radar Cruise Control (MRCC) featuring Stop & Go is activated, the indicator icon is green;
   - When there is a fault with the Mazda Radar Cruise Control (MRCC) featuring Stop & Go, the indicator icon will be yellow.
9. Smart Cruise Asst Icon:
   - Activatable standby mode: white icon;
   - Activation status: green icon;
   - Override State: Grey Icon （(when the current vehicle speed exceeds the set cruise speed).
10. Speed Limit Alert: Speed Warning Colour Prompt: When the HUD receives an overspeed signal, the speed limit icon flashes three times and then enlarges by 1.2 times;
11. One-touch speed limit: Display the SET icon;
12. Driveable Lanes: When the vehicle navigation system is activated and the vehicle is approaching an intersection, the driveable lanes for the next intersection will appear below the speedometer.
13. Intersection guidance information.

(Right-Hand Drive Model)



1. AR navigation arrow: When the vehicle navigation system is activated and the vehicle is about to turn, an AR navigation arrow appears in the driver's field of view.
2. Turn signal indicator;
3. Mazda Radar Cruise Control (MRCC) featuring Stop & Go:
   - When the Mazda Radar Cruise Control (MRCC) featuring Stop & Go is not activated, the indicator icon is white;
   - When Mazda Radar Cruise Control (MRCC) featuring Stop & Go is activated, the indicator icon is green;
   - When there is a fault with the Mazda Radar Cruise Control (MRCC) featuring Stop & Go, the indicator icon will be yellow.

4. Comprehensive information display area, showing vehicle time distance and prompt information;
5. Automatic Parking Indicator Light;
6. Speedometer;
7. Speed Limit Alert: Speed Warning Colour Prompt: When the HUD receives an overspeed signal, the speed limit icon flashes three times and then enlarges by 1.2 times;
8. Smart Cruise Asst Icon:
    - Activatable standby mode: White icon;
    - Activation status: Green icon;
    - Override State: Grey icon (when the current vehicle speed exceeds the set cruise speed).
9. Driveable Lanes: When the vehicle navigation system is activated and the vehicle is approaching an intersection, the driveable lanes for the next intersection will appear below the speedometer.
10. Intersection guidance information.
11. Blind Spot Monitoring Icon: Display when the ADAS function is activated and a vehicle approaches from behind.

Note

- The image above shows the icon status in the AR-HUD standard display mode.

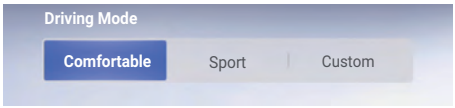
Driving Mode

▼Driving Mode

Access the corresponding control interface via the centre display by selecting "Vehicle Centre → Driving Mode".

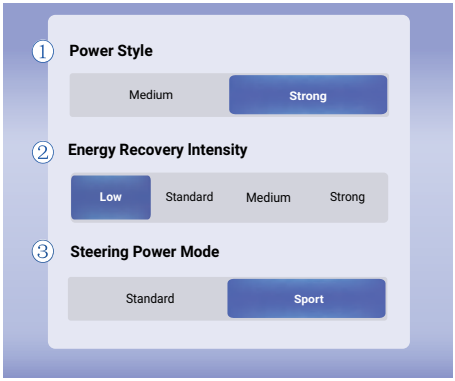
While in the driving mode, you can turned on/off Driving mode preference memory.

While in the driving mode, you can select Comfortable/Sport/Custom mode.



Custom Mode

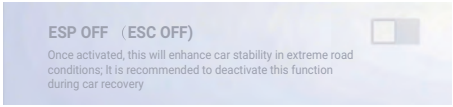
After selecting Custom Mode, you can adjust the Power Style, Energy Recovery Intensity, and Steering Power Mode.



1. The Power Mode can be set to either Medium or Strong.
2. Energy Recovery Intensity can be set to Low/Standard/Medium/Strong;
3. Steering Power Mode can be set to Standard/Sport mode;

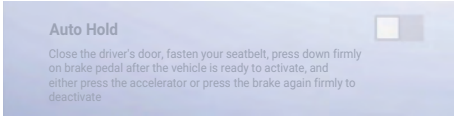
▼Electronic Stability Control

Tap to turn on/off the Electronic Stability Control.



▼Auto Hold

Tap to enable/disable Auto Hold.



▼Comfort Stop

Tap to enable/disable Comfort Stop.

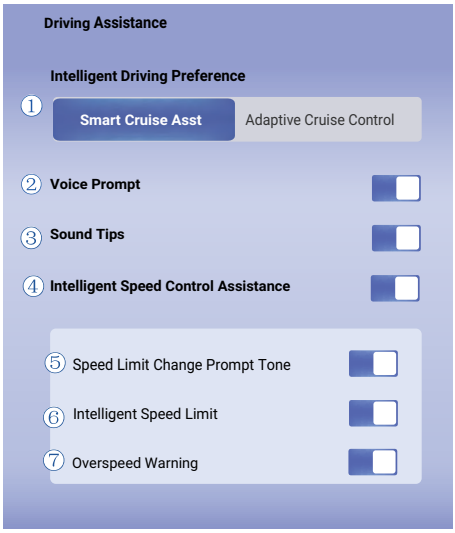
Smart Drive

▼Smart Drive

Access the corresponding control interface via the centre display by navigating to "Vehicle Centre → Smart Drive".

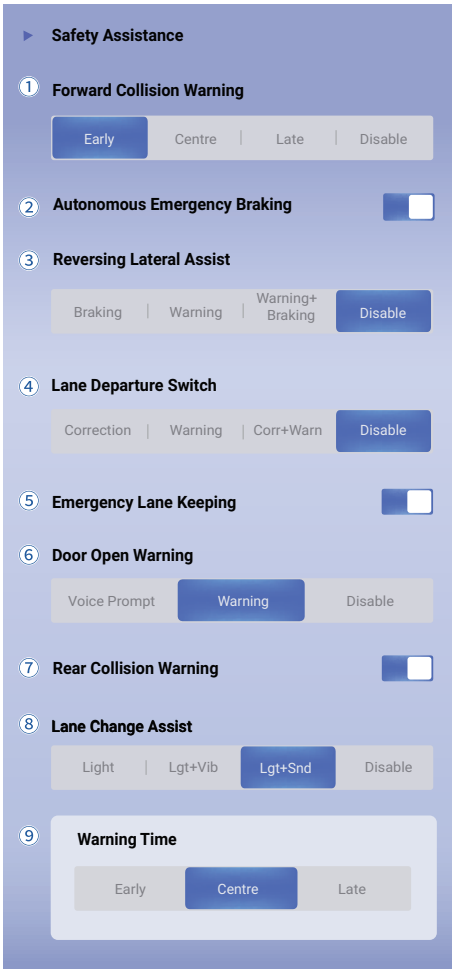
Smart Drive settings are have two modes: Driving Assistance and Safety Assistance.

▼Driving Assistance



1. Select driving preferences, you can choose from Smart Cruise Asst/Adaptive Cruise Control.
   - Voice Prompt settings can only be configured when Smart Cruise Asst is selected.
2. Tap to enable/disable Voice Prompt.
3. Tap to enable/disable Sound Tips.
4. Tap to enable/disable Speed Limit Assistant (Left-Hand Drive Model).
5. Tap to enable/disable the Speed Limit Change Prompt Tone (Left-Hand Drive Model).
6. Tap to enable/disable Intelligent Speed Limit (Left-Hand Drive Model).
7. Tap to enable/disable Overspeed Warning (Left-Hand Drive Model).

▼Safety Assistance



1. Forward Collision Warning: you can choose from Early/Centre/Late/Disable;
2. Tap to enable or disable Automatic Emergency Braking.
3. Reversing Lateral Assist: you can choose from Brake/Warning/Warning+Braking/Disable;
4. Lane Departure Switch: you can choose from Correction/Warning/Correction + Warning/Disable.
5. Tap to enable/disable Emergency Lane Keeping;
6. Door Opening Warning: you can choose from Voice Prompt/Warning/Disable;
7. Tap to enable/disable Rear Collision Warning.
8. Lane Change Assist: you can choose from Light/Light + Vibration/Light + Sound/Disable;
9. Warning Time settings can be selected as Early/Centre/Late.

▼Warnings and Precautions

⚠WARNING

Do not rely entirely on the Smart Drive system.

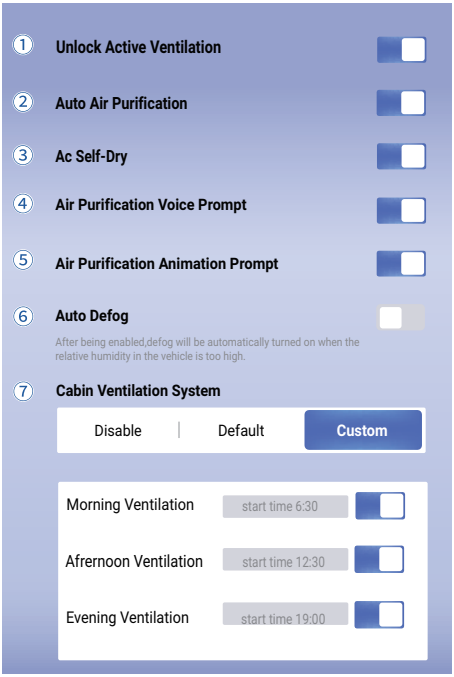
The Smart Drive system is designed to assist drivers in safely operating their vehicles by reducing driver workload, helping to avoid collisions, or mitigating their severity.

Due to the inherent limitations of various Smart Drive system, it is imperative to drive with caution.

AC Settings

▼AC Settings

Access the corresponding control interface via the centre display by selecting "Vehicle Centre → AC Settings".

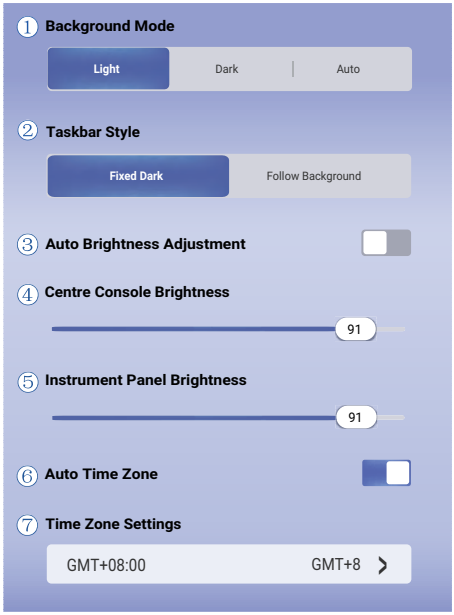


1. Tap to enable/disable the Unlock Active Ventilation.
2. Tap to turn on/off Auto Air purifier;
3. Tap to turn on/off AC Self-Dry.
4. Tap to enable/disable the Air Purification Voice Prompt.
5. Tap to enable/disable the Air Purification Animation Prompt.
6. Tap to turn on/off the Auto Defog.
7. Select the Cabin Ventilation System settings, you can choose from Disable/Default/Custom;
   - Once custom is enabled, you can do Morning Ventilation/Afternoon Ventilation/Evening Ventilation settings.

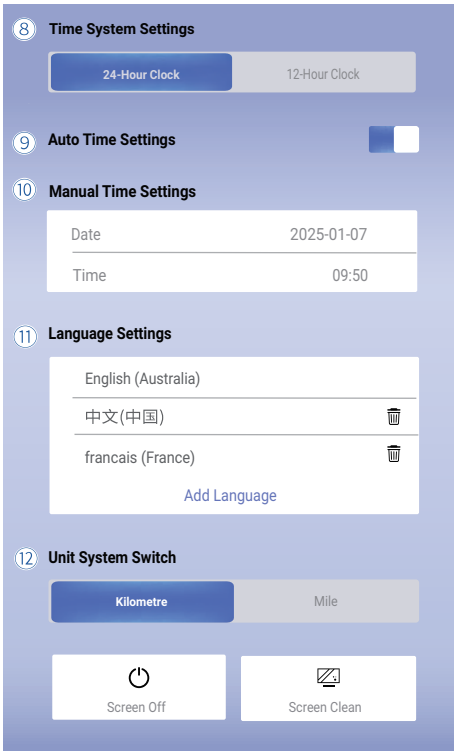
Display

▼Display

Access the corresponding control interface via the centre display by navigating to "Vehicle Centre → Display".



1. Background Mode settings, options include Light/Dark/Auto;
2. Taskbar Style settings, options to select Fixed Dark Mode/Follow Background;
3. Tap to enable/disable Auto Brightness Adjustment;
4. Slide the slider to adjust the Centre Control Brightness;
5. Slide the slider to adjust the Instrument Panel Brightness;
6. Tap to turn on/off automatic time zone Settings;
7. Time Zone Settings,you can manually select the time zone.



8.Time System Setting, options available for 24-hour format/12-hour format;

9.Auto Time Settings,tap to enable/disable automatic time setting;

10.Manual Time Settings, allows for the manual configuration of date and time;

11.Language Settings, allow you to select the language in use;

12.Unit System Switch, options available for kilometre/mile;

13.Screen Off:Tap to turn off the centre display;

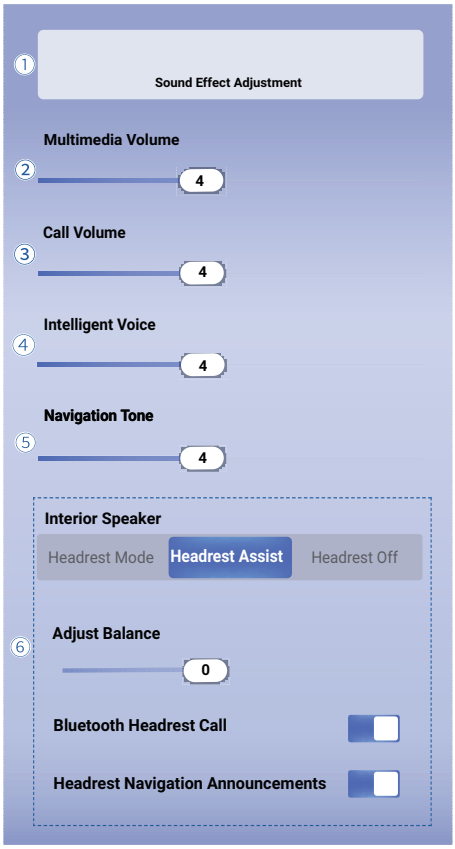
- Method to reactivate the centre display: Press the brake pedal or touch the centre display to relight the instrument panel and centre display.

14.Screen Clean:Tap to enter screen clean mode.

Sound

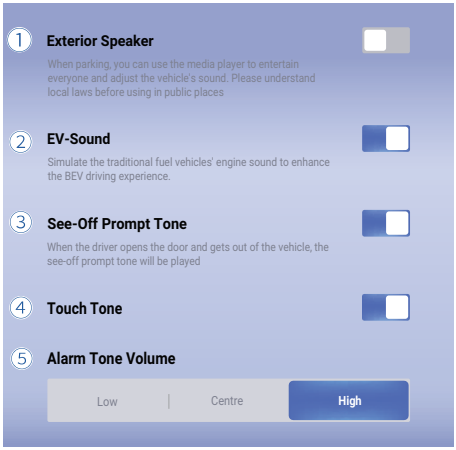
▼Sound

Access the corresponding control interface via the centre display by navigating to "Vehicle Centre → Sound".



1. Tap to enter Sound Effect Adjustment settings.
2. Slide the slider to adjust the Multimedia Volume.
3. Slide the slider to adjust the Call Volume.
4. Slide the slider to adjust the Intelligent Voice.
5. Slide the slider to adjust the Navigation Tone;
6. Interior Speaker Settings: Headrest Mode / Headrest Assist / Headrest Off.

   - After selecting the headrest mode, balance adjustment can be performed.
   - After selecting the headrest assist mode, you can adjust the balance, set up Bluetooth® headrest call, and configure headrest navigation announcements.



1. Tap to turn on/off the Exterior Speaker;
2. Tap to turn EV Sound on/off.
3. Tap to enable/disable the See-off Prompt Tone.
4. Tap to enable/disable Touch Tone.
5. Alarm Tone Volume Setting: You can select from Low, Medium, or High.

Sound Effect Adjustment

After entering the sound effects settings, the following configurations can be made:

1. Select from Live, Music Hall, KTV, and Cinema;
2. Select from Low, Mid, High;
3. Adjust sound field position.

Cab Monitor

▼Cab Monitor

Access the corresponding control interface via the centre display by navigating to "Vehicle Centre → Cab Monitor".

1. Tap to turn on/off Distraction Reminder.
2. Tap to enable/disable Gesture Recognition.
3. Tap to enable/disable Life detection*.

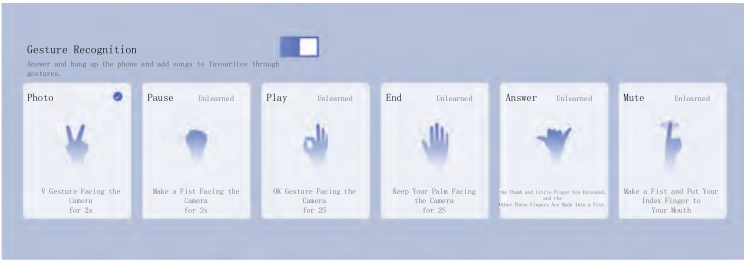
Distraction Reminder

When driver inattention is detected,a safety reminder will be sent.

Gesture Recognition

Once Gesture Recognition is enabled, tapping an unlearned gesture will trigger the corresponding gesture recognition prompt interface. Complete the gesture learning as instructed.

*Some Models

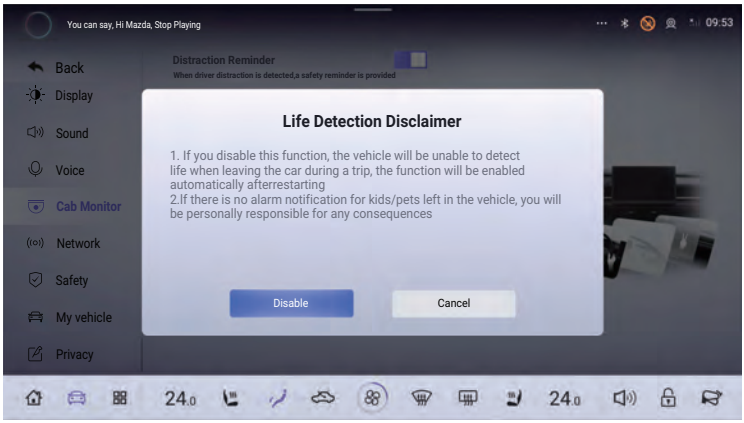


Life Detection*

In-vehicle life detection is achieved through the detection of micro-movements and breathing signals using the life radar.

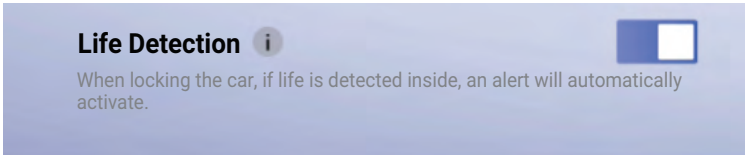
After the driver locks the vehicle and powers it down, if the life radar detects a living being inside the vehicle, the system will automatically activate a warning reminder for forgotten living beings inside the vehicle.

When the life detection function is turned off, there will be a pop-up window of "Life Detection Disclaimer". The life detection function can be turned off only after reconfirming that it is turned off.



This function switch is enabled by default and can only be turned off once. After a single turn-off, it will automatically re-enable when the vehicle is powered on again. The switch is as follows:

*Some Models

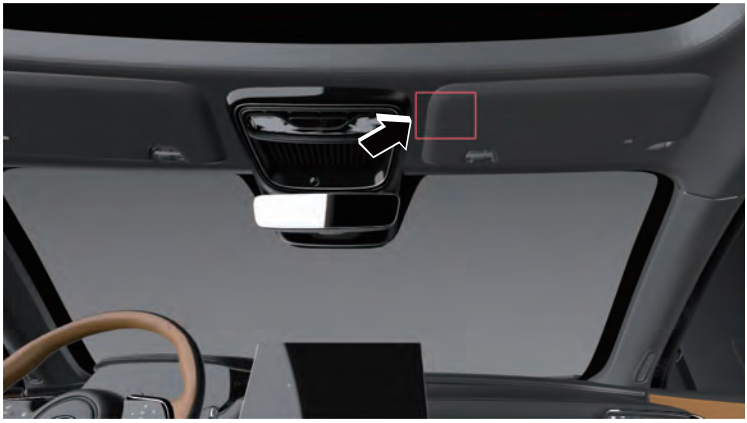


Note

- This system detects vital signs such as breathing rate and micro-movements in living beings through radar. Although the system has been designed to minimize the impact of external and internal vehicle environment factors such as hanging objects and body vibrations, there may still be a certain probability of false alarms.

Life Presence Radar

- The front radar is located on the inner side of the ceiling next to the front map light, as shown in the figure below:



- The rear radar is located on the inner side of the ceiling in the middle of the rear seats, as shown in the figure below:

Life Detection Alert
When the life detection function is enabled, the vehicle will immediately enter the detection state after locking and powering down. If it detects any personnel left inside the vehicle, it will immediately activate the alert function. If no living beings are detected within 3 minutes, the life detection will automatically exit. The alert function is divided into the following three stages:

- First stage: The vehicle will sound the horn for 10 seconds to alert the owner, and turn on the hazard lights for 1 minute. Simultaneously, a message will be sent through the cloud to the Mobile APP: "Life form Detected in Your Vehicle, Please Attend to the Vehicle Immediately to Prevent Any Incidents"；
- Second stage: If the vehicle door is not opened within 10 seconds after the first reminder, the system will enter the second stage. The vehicle will sound the horn for 20 seconds and keep the hazard lights on. Additionally, a message will be sent again via the cloud to the Mobile APP: "Life form Detected in Your Vehicle, Please Attend to the Vehicle Immediately to Prevent Any Incidents"；
- Third stage: If the vehicle door has not been opened within 9 minutes after detecting life forms, the fully automatic climate control will be activated, set to 25°C, and switched to AUTO mode. A message will be sent via the cloud to the Mobile APP: "To Ensure the Safety of the Person or Animal In the Vehicle, the Fully Automatic Climate Control Has Been Activated. Please Attend to the Vehicle as Soon as Possible".

WARNING

- The Life Detection Alert is only a security reminder auxiliary function, there is a possibility of detection reminder failure. Do not overly trust the Life Detection Alert.
- Do not leave a living person unattended in the car, Mazda will not be liable for any injury resulting from leaving a living person in the car.

WARNING

- When Camping Mode, Rest Mode, or Cabin Thermostat is activated, the life detection function will be disabled. Do not leave children unattended in the vehicle.

Network

▼Network

Access the corresponding control interface via the centre display by navigating to "Vehicle Centre → Network". In the Network interface, you can view and configure Bluetooth®, Wi-Fi,Vehicle Hotspot,Interconnected Device.

The vehicle hotspot is used solely for data transmission with Apple CarPlay and Android Auto and does not provide data for mobile phone use.

Safety

▼Safety

Enter the corresponding control interface via the centre display by selecting "Vehicle Centre → Safety".

1. Tap to enable the electronic parking brake(EPB).
2. Tap to power off the vehicle.
3. Maintenance settings allow you to set the maintenance time and mileage.
4. Tap to enable/disable wiper repair mode;
5. Tap to enable/disable rear seat belt reminder.
6. Tap to enable/disable the front passenger airbag (not applicable in Australia and New Zealand markets).

My Vehicle

▼My Vehicle

Access the corresponding control interface via the centre display by navigating to "Vehicle Centre → My Vehicle". In the My Vehicle interface, You can view the chip type, RAM, HU Storage, system version and vehicle name, among which the system version can be "factory reset", and the vehicle name can be customized.

(Left-Hand Drive Model)

Note

- To ensure an enhanced Connected Service experience, please promptly upgrade the system to the latest version.

Privacy

▼Privacy

Access the corresponding control interface via the centre display by navigating to "Vehicle Centre → Privacy". In the privacy interface, you can view and configure Camera Permission, Microphone Permission, Vehicle Location Permission, Privacy and Agreement.

Microphone Permission
Granting the microphone permission allows the system to capture in-vehicle audio, ensuring normal operation of voice recognition features, phone, and audio recording when using the camera.

Vehicle Location Permission
Granting vehicle location Permission allows vehicle location data to be collected for Navigation.

Camera Permission
Granting Camera Permission allows images to be captured and used for fatigue reminder, inattention reminder, gesture recognition and camera.

Voice Settings

▼Voice Settings

Access the corresponding control interface via the centre display by navigating to "Vehicle Centre → Voice".

1. Tap to enable/disable Intelligent Voice control;
   - After enabling intelligent voice, Interior Voice Wake—Up can be performed.
2. Tap to enable/disable Interior Voice Wake—Up.
3. Tap to enable/disable No Wakeup Needed.
4. Continuous Conversation settings, options include 10s/20s/30s/Disable.

Voice Recognition

▼**Voice Recognition**

Voice Recognition Activation

Vehicle control can be achieved through user voice recognitions. You can activate the voice recognition by saying "Hi, Mazda" to initiate the in-car voice experience. For example, you can say: "Hi, Mazda", and after hearing the voice recognition's response, you can continue by saying:

- "Call someone"
- "Navigate to an area"

If you wish to manually activate the voice recognition, you can do so by pressing the microphone icon on the steering wheel or tapping the voice recognition icon at the top of the interface. Once you hear the voice recognition's response, you may begin issuing your commands or engage in conversation.

Note

The Connected Service voice recognition is not active while Apple CarPlay or Android Auto™ is connected,the microphone switch will activate Siri or Android Auto™ voice recognition instead.

Voice Recognition Deactivation

Do any one of the following operations:

- Press the microphone switch on the steering wheel;
- Say the word, “Cancel”.

Voice Control Music

Multimedia services can be controlled via voice recognitions. You can say "Previous track", "Next track", "Pause playing", "Keep playing" to complete the playback of your favourite songs.

Voice Control Vehicle

Some vehicle functions can be controlled via voice recognitions. You can manage the vehicle by saying commands such as "I'm cold", "turn on seat heating", "open the window", and so on. Most functions on the centre display also support direct voice control. You can try command on the centre display to perform voice control.

No Wakeup Needed

Once the No Wakeup Needed feature is enabled, there is no need to say "Hi, Mazda" to activate the vehicle system. Instead, you can directly control certain functions of the vehicle system using specified wake-up-free commands. The currently supported wake-up-free commands include: "Previous track", "Next track", "Pause playing", "Keep playing", "Volume up", "Volume down", "Back to desktop".

Note

- When using the voice recognition function, do not move the interior rear-view mirror to obstruct the microphone recognition port, to ensure optimal voice experience.

▼Interior Voice Recognition Functions

The following are the Interior voice recognition functions and their corresponding commands. You can state the relevant command according to your needs.

Module	Feature	Effect
Voice Wake-Up	Multimedia	Previous track
		Next track
		Pause playing
		Keep playing
	Volume	Volume up
		Volume down
	DESKTOP	Back to desktop
AC	AC Switch (Front)	Enable/Disable the air conditioner
		Enable/Disable's air conditioner
	Temperature Control (Driver/Front Passenger)	Increase the air conditioner temperature a little
		Increase the air conditioner temperature by x degree

Module	Feature	Effect
		Increase the air conditioner temperature to x degree
		Decrease the driver's air conditioner temperature to x degree
	AC airflow adjustment	Adjust the front row airflow to the highest
		Set the wind speed to the maximum
		Stronger airflow
		Set the wind speed to level 1
	Turn on the automatic fully automatic climate control	Turn on the automatic fully automatic climate control
	Enable/disable the temperature zone synchronization	Enable/disable the temperature zone synchronization
	Enable the front defroster（Turn on front defrost） / close the front defroster（Turn off front defroster）	Enable the front defrost（turn on front defroster） / close the front defroster（turn off front defroster）
	Enable/disable the rear defogger	Enable/disable the rear defogger
	Set the ventilation mode	Set the air conditioner to face blowing mode

Module	Feature	Effect
	Mode Control	Set the air conditioner to cooling /heat/automatic mode
	Set internal circulation	Change to internal circulation
	Set external circulation	Change to external circulation
	Enable/disable the automatic defogger	Enable/disable the automatic defogger
	Enable/disable the air purifier	Enable/disable the air purifier
	Unlock active ventilation settings	Enable/disable the unlock active ventilation
Window	Open / Close Windows (Driver / Passenger / Front / Rear / All)	Open the window to the maximum
		Open the window to the minimum
		Open the driver's window to the maximum
		Open the driver's window to the minimum
		Open the passenger's window to the maximum
		Open the passenger's window to the minimum
		Close all the windows to the maximum
		Close all the windows to the minimum
	Enable the auto window closure upon vehicle locking.	Enable the auto window closure upon vehicle locking.

Module	Feature	Effect
Seat	Driver's seat forward or backward adjustment	Adjust the driver's seat backward a little
	Driver's seatback forward or backward adjustment	Adjust the driver's seatback to the fully upright position.
	Driver's seat height adjustment	Turn up the driver's seat /raise up the seat
	Driver's seat cushion tilt adjustment	Set the driver's cushion inclination higher
	Front and rear adjustment of the passenger seat	Adjust the passenger's seat forward
	Front passenger seatback forward or backward adjustment	Adjust the passenger's backrest forward
	Enable / disable seat heating (driver and front passenger)	Enable/disable the driver's seat heating
		Enable/disable the front passenger seat heating
	Seat heating level adjustment (Levels: 1, 2, 3)	Change the seat heating to 1
	Enable/disable the seat	Enable/disable the driver's seat ventilation

Module	Feature	Effect
	ventilation (driver and front passenger)	Enable/Disable the codriver seat ventilation
	Seat ventilation level adjustment (Levels: 1, 2, 3)	Increase the seat ventilation by 1 grade
		Change the seat ventilation to 2
		Turn the driver's seat ventilation to maximum
Light	Headlight AUTO Mode / Auto Headlight	Turn on the auto light
	Intelligent High Beam Function	Turn on the smart high beam
	Low beam headlight	Turn on on low beam light
	Position light	Turn on the position light
	Rear fog light	Turn on the rear fog light
	Headlight Height Adjustment (Adjustment Positions: Numerical value 1-5)	Set the low beam height to level 1
		Set the headlight slightly higher
Rear-view mirror	Rear-view mirror deployment	Unfold the side view mirror
	Rear-view mirror folding	Fold the side view mirror

Module	Feature	Effect
	Automatic folding of Rear-View Mirror	Turn on the mirror auto fold
	Rear-view Mirror Reversing Assist	Turn on the rear-view mirror reversing assist
Ambient light	Ambient Light	Turn on ambient light
	Ambient light colour	Set ambient light colour to green
		Set the ambient light to a random colour
	Adjust ambient light brightness	Increase the ambient light brightness by level x
		Set ambient light brightness to level 7
		Set the ambient light brightness to maximum.
	Ambient light mode switch	Ambient light vary with drive mode
		Ambient light vary with music
	Ambient light dynamic mode setting	Set the ambient light to static
		Set the ambient light to breathing
Wiper	Wiper Level	Set the wiper to low speed
	Wiper Level	Set the wiper to high speed
	Wiper Level	Set the wiper to automatic
	Windscreen wiper switch	Turn on the wiper
	Wiper Repair Mode	Open the wiper maintenance mode

Voice

Module	Feature	Effect
Door lock	Liftgate Switch	Open the Liftgate
	Maximum Opening of the Liftgate	Set the Liftgate to 100%
	Auto Lock When Driving	Turn on the auto locking when driving
	Auto Unlock When Parking	Turn on the park auto unlock
Sound	Touchscreen Tone	Turn on the touch screen tone
	Sound Effect Adjustment Page	Open the sound effect adjustment page
	Sound Field Adjustment Page	Open the sound field page
	Sound Effect Settings (Sound Effect Adjustment)	Set the sound effect adjustment to livehouse
		Set the sound effect adjustment to Music Hall
		Set the sound effect adjustment to ktv
		Set the sound effect adjustment to cinema
	Sound Field Settings	Set sound field to driver
Driving Mode	Driving Mode	Set the driving mode to comfort mode
		Set the driving mode to sports
		Set the driving mode to custom

Module	Feature	Effect
	Power Style	Set power style to steady
		Set power style to strong
	Energy Recovery Intensity	Set energy recovery to standard
	Steering Power Mode	Set the steering boost mode to standard steering
	Electronic Stability Control	Activate stability assistance
Energy Management	Wireless Charging	Open the wireless charging
	AC Charging Limit	Set the charge current limit to 8 amps
	Auto Unlock Of Charging Gun	Turn on the automatic unlocking of charging gun
	Energy Display Settings	Set the energy display to remaining mileage
		Set the energy display to remaining battery
Network	Bluetooth®	Turn on Bluetooth®
	Wi-Fi	Turn on the wifi
	Hotspot	Turn on the wifi hotspot
Steering Wheel	Steering Wheel Heating	Turn on the steering wheel heater
Cab Monitor	Fatigue Reminder	Turn on the fatigue reminder
	Distraction Reminder	Turn on the distraction reminder

Voice

Module	Feature	Effect
	Gesture Recognition	Turn on the gesture recognition
	Interior Voice-activated photography	I want to take pictures/i want to take a photo
AR-HUD	AR-HUD Function	Turn on the HUD
	HUD Display Brightness Adjustment (AR-HUD Brightness)	Adjust the AR-HUD brightness to 1
		Set the HUD brightness to the maximum
		Adjust the AR-HUD brightness to lowest
	HUD Height Adjustment (AR-HUD Height)	Set the HUD height to level 1
		Set the HUD height to the maximum
		Set the HUD height to the minimum
	HUD Mode Adjustment / AR-HUD Display Mode	Set the AR-HUD display mode to classic/custom/ minimal
Safety	Trailer Mode	Turn on the Trailer Mode
Display	Centre Display brightness	Slightly increase central display brightness
		Set central display brightness to maximum
		Set central display brightness to x%
	Instrument Panel Brightness	Brighten up the panel screen
		Adjust the dashboard brightness to highest
		Set the the dashboard brightness to x%

Module	Feature	Effect
	No specified brightness	Increase the brightness a little
		Set the brightness to the maximum
		Set the brightness to the x%
	Auto Brightness Adjustment	Turn on the automatic brightness adjustment
	Background Mode Settings	Set the background mode to light
	Screen Cleaning Mode (Can Only Be Activated)	Enable the screen cleaning mode
	Emergency Lane Keeping	Enable the emergency lane keeping
	Door Open Warning	Set the door opening warning to alert
	Autonomous Emergency Braking	Turn on the automatic emergency braking
Smart Drive	Rear Collision Warning	Enable the rear end warning
	Overspeed Warning	Turn on speeding alert
Voice Query	View energy consumption analysis interface	View the energy consumption analysis page

Module	Feature	Effect
	Vehicle Information Inquiry	Check the remaining mileage
		Check the discharge status
		Check how much battery power is left
	Check tyre pressure	Check the left front/right front/left rear/right rear tyre pressure
		Check the tyre pressure at the front row
		Check the tyre pressure at the rear row
		Check the tyre pressure
		Check the front/ right tyres pressure
Electric Spoiler	Electric Spoiler	Enable the electric spoiler

Note

- The voice recognition examples shown in this manual are only a partial list of the available commands.

To prevent misunderstood voice recognitions, be aware of the following points:

- After the voice recognition feature is enabled, wait for the voice feedback before speaking a command.
- Connect your mobile phone to Bluetooth® before operating the mobile phone using voice recognition.
- Speaking in a slightly louder voice will improve voice recognition, but an excessively loud voice is unnecessary. Try to speak in a slightly louder voice than when talking to other passengers in the vehicle.
- You do not need to speak slowly. Speak at a normal speed.
- Speak clearly, without pausing between words or numbers.
- Voice commands other than those specified, cannot be recognised. Speak in the wording specified by the Voice Recognition.

- It is not necessary to face the microphone or be near it. Speak the voice commands while maintaining a safe driving position.
- Close the windows to reduce loud noises from outside the vehicle and to prevent the airflow of the fully automatic climate control system from being a disturbance when using Bluetooth® Hands-Free.
- Make sure that the air flow from the air conditioner is not blowing on the microphone.
- If the voice recognition fails, set the volume higher than the recommended level, and enable the No Disturbing feature.

3 Convenience

Apple CarPlay 3-2

Apple CarPlay 3-2

Android Auto™ 3-7

Android Auto™ 3-7

Wi-Fi 3-12

Wi-Fi 3-12

To Start Connected Service 3-14

To Start Connected Service ... 3-14

Apple CarPlay

▼Apple CarPlay

Apple CarPlay allows you to make calls, send or receive messages, and listen to music using your iPhone with the Connected Service, or search for destinations using the maps. In addition, voice recognition using Siri is available.

Note

The Connected Service can be connected to Apple CarPlay – compatible device such as iPhone6S or newer models.

CAUTION

- Do not place anything on the USB port with the plug connected.
- Depending on the mobile 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 leave your iPhone in the cabin. Otherwise, the cabin temperature will Increase to a high temperature in direct sunlight which could cause damage.

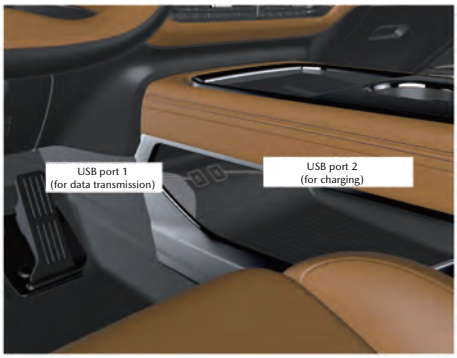
Note

- Before use, carefully read the user instructions for the iPhone.
- Insert the Apple-genuine connector cord into the USB port securely.

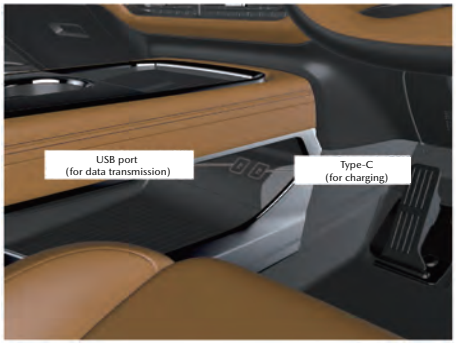
▼Connecting an iPhone

(USB connection)
Insert an Apple-genuine connector cord into the USB port and connect the iPhone.

(Left-Hand Drive Model)



(Right-Hand Drive Model)



When connected, enable Apple CarPlay.

Note

- When a Bluetooth-connected iPhone is connected to the vehicle's USB port, the system switches to Apple CarPlay.
- If the current device has already been connected to the wireless Apple CarPlay, when it is connected to the USB port, there would be no pop-up window on the centre display for switch, and it would only charge the current device.

(Wireless Connection)
Wireless access to Apple CarPlay is available by connecting your iPhone with Connected Service by using Bluetooth®.

When connecting Apple CarPlay for the first time, you should do as follows:

Apple CarPlay

1. Turn on the Bluetooth® of the Connected Service and your iPhone, and select the Apple CarPlay option.
2. You can access the interface of the interconnected device in the following ways:

   - Click the Apple CarPlay grey icon in the drop-down menu bar of the home screen to enter the interconnected device page, and select an available wireless device to connect.
   - Press and hold the voice switch on the steering wheel or click "Vehicle Centre → Network →Interconnected Device" on the centre display to access the interface of interconnected devices and establish a wireless connection.

3. Pair and connect Connected Service and iPhone Bluetooth®, and select the wireless Apple CarPlay.
4. After the iPhone is successfully connected for the first time, no further pairing is required.

When you connect to Apple CarPlay for the first time, you directly enter the Apple CarPlay interface. A success message pops up at the top of the interface.

Note

If the connection fails, you can try the following methods:

- Confirm that Apple CarPlay is allowed on your iPhone;
- Confirm that vehicle hotspot is turned on;
- Confirm that Bluetooth® is turned on.

Switching to Apple CarPlay Mode

When Apple CarPlay is connected, switch to the Apple CarPlay mode interface by clicking the Apple CarPlay icon on the home screen of the centre display or clicking the icon " " switch to Apple CarPlay mode interface

Apple CarPlay Home Screen

When connected to Apple CarPlay, the home screen will appear as shown below.

Note

- The icons and their positions displayed on the Apple CarPlay home screen may differ depending on the type of interconnected devices and operating system versions.

1. Display iPhone icon after connection
2. Returns to the Connected Service interface.
3. Tap to switch to the main interface of Apple CarPlay, and press and hold to activate the voice recognition function (Siri)

Convenient Ways to Use Apple CarPlay

Enable Apple CarPlay voice recognition function by long pressing the voice switch on the steering wheel. Press the switch again to disable Siri.

Note

- The voice recognition function of Connected Service cannot be used while Apple CarPlay is connected.

Disabling Apple CarPlay

How to disconnect a cable connection
To end Apple CarPlay mode, disconnect the mobile device's data cable from the USB port.

How to disconnect Wireless connection
Tap "Vehicle Centre → Network →Interconnected Device" on the centre display to go to the Connected Service interface, select the connection and click "Disconnect" to disconnect your device from your Connected Service system.

You can also switch the device's Apple CarPlay mode to Bluetooth® mode in the Bluetooth® interface, at which the Connected Service system automatically disconnects from Apple CarPlay Connectivity.

Android Auto™

▼Android Auto™

Android Auto™ is an application which allows the operation of an Android™ Smartphone using the Connected Service. Available contents such as the phone, messages, music, and maps that are compatible with Android Auto™ can be used with the Connected Service.

Note

Android Auto™ is compatible with Android™ smartphones running Android 8.0 or higher that have an active data plan, subject to the latest information on the official website. If you are using Android 9 or a lower version, you must install the Android Auto™ app on your phone. Since Android Auto™ is built into Android 10, there is no need for a separate app to start using it.

⚠CAUTION

- Do not place anything on the USB port with the plug connected.
- Depending on the mobile 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 leave your mobile devices in the cabin. Otherwise, they could be damaged by high temperature resulted from direct sunlight.

Note

- Before you use Android Auto™ with your vehicle, you need to download the Android Auto™ application from the Google Play™ on your Android™ Smartphone.
- Before use, carefully read the user instructions for the Android™ Smartphone.
- Do not use the Connected Service for an extended period after the vehicle is powered off, as it may drain the 12V battery.
- Insert the Android™ Smartphone-genuine connector cord into the USB port securely.

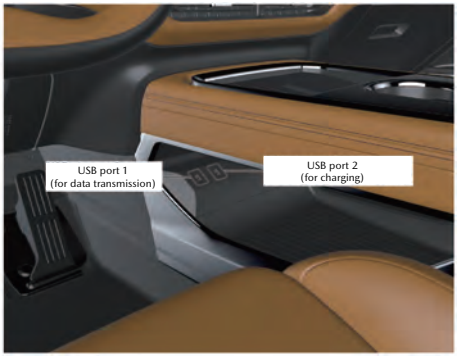
▼Connecting an Android™ Smartphone

(USB connection)

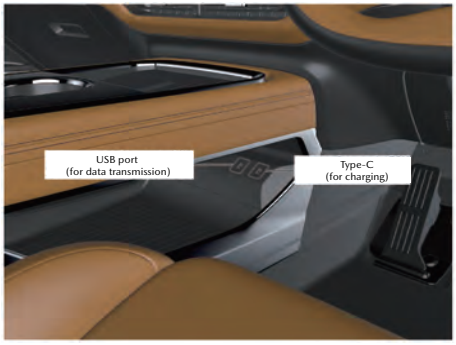
Android Auto™

Insert an Android™ Smartphone-genuine connector cord into the USB port to connect the Android™ Smartphone.

(Left-Hand Drive Model)



(Right-Hand Drive Model)



Note

After connecting the smartphone and the Connected Service system through the USB cable:

- To use Android Auto™, you need to enable Bluetooth®.
- If the current device has already been connected to the wireless Android Auto™, when it is connected to the USB port, there would be no pop-up window on the centre display for switch, and it would only charge the current device.

(Wireless Connection)

Wireless access to Android Auto™ is available by connecting your Android™ Smartphones with Connected Service by using Bluetooth®.

When connecting Android Auto™ for the first time, you should do as follows:

1. Turn on the Bluetooth® of the Connected Service and your smartphone, and select the Android Auto™ option.
2. You can access the interface of the interconnected device in the following ways:
   - Click the Android Auto™ grey icon in the drop-down menu bar of the home screen to enter the interconnected device page, and select an available wireless device to connect.
   - Press and hold the voice switch on the steering wheel or click "Vehicle Centre → Network →Interconnected Device" on the centre display to access the interface of interconnected devices and establish a wireless connection.

3. Pair and connect Connected Service and your phone.
4. After the smartphone is successfully connected for the first time, no further pairing is required.

Note

If the connection to Android Auto™ takes more than 500ms, a pop-up message notes"Android Auto™ is connecting, please wait."

If the connection fails, you can try the following methods to recover:

- Confirm that Android Auto™ is allowed on your smartphone;
- Confirm that vehicle hotspot is turned on;

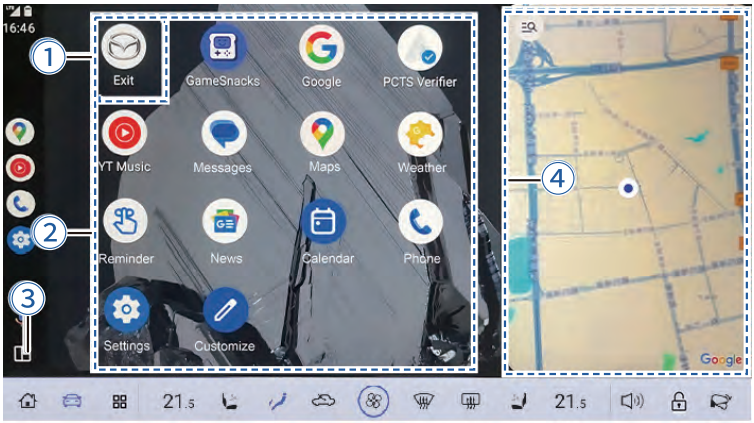
Android Auto™

- Confirm that Bluetooth® is turned on.
- Update Android Auto™ version of smartphone;
- Update your Android™ smartphone software version.

Switching to Android Auto™ Mode
When Android Auto™ is connected, switch to the Android Auto™ mode interface by clicking the Android Auto™ icon on the home screen of the centre display or clicking the icon “ ” switch to Android Auto™ mode interface

Android Auto™ Home Screen

When connected to Android Auto™, the home screen will appear as shown below.



Note

- The media displayed on the Android Auto™ home screen may differ depending on the use conditions and version of the connected Android™ Smartphone.
- The version update of the Android Auto™ app on the device will cause the centre display to change without prior notice.

1. Returns to the Connected Service interface.
2. Display the Android Auto™ home screen.
3. Switch current interface.
4. Display the NowPlaying interface.

Convenient Ways to Use Android Auto™

Enable Google voice recognition by long pressing the voice switch on the steering wheel; After enabling the voice recognition, press the voice switch again to turn off Google Conversations.

Note

- The voice recognition function of Connected Service cannot be used while Android Auto™ is connected.
- Users enable Android Auto™ voice recognition function with "OK Google".

End Android Auto™

How to disconnect a cable connection
To end Android Auto™ mode, disconnect the mobile device's data cable from the USB port.

In addition, Bluetooth® devices connected to Android Auto™ remain connected and display the interface that was last displayed in local mode before Android Auto™ mode exited.

How to Disconnect Wireless Connection
Tap "Vehicle Centre → Network →Interconnected Device" on the Centre Display to go to the interconnected devices interface, select the connection and click "Disconnect" to disconnect your device from your Connected Service system.

You can also switch the device's Android Auto™ mode to Bluetooth® mode in the Bluetooth® interface, at which the Connected Service system automatically disconnects from Android Auto™ Connectivity.

Wi-Fi

▼Wi-Fi

Wi-Fi*1 is a brand name that represents the interconnection of IEEE 802.11 standard devices, certified by the Wi-Fi Alliance®. Wi-Fi access can be obtained wirelessly in various environments, such as mobile Wi-Fi routers or public Wi-Fi areas. By connecting the Connected Service to the internet via Wi-Fi, you can use weather, online music, and online radio features.

*1 Wi-Fi, Wi-Fi Alliance®, and the related marks are trademarks or registered trademarks of Wi-Fi Alliance®.

Supported Standards
IEEE 802.11 b/g/n

Supported Security Types
None

WPA/WPA2

WEP

Note

To enhance communication security, we recommend setting the security type to WPA, WEP, or WPA/WPA2. Please follow the steps for security setup as described in the operation manual of your device.

To Connect to Wi-Fi:
1. Enter the vehicle centre on the main page of the centre display;
2. Select [Network];
3. Select [Wi-Fi];
4. Enable Wi-Fi;
5. Search for available Wi-Fi networks;

6. Select the desired network;
7. Enter the Wi-Fi password;
8. Complete the connection.

Note

- When successfully connected to the Wi-Fi network, the icon is displayed.
- Automatically reconnects to the network when it enters a previously connected network area.

Adding a Network

To connect to a network outside of a public Wi-Fi area, you need to add a network manually. After a network is added, the security authentication information of the network is recorded, and the network can be automatically connected when it enters the availability zone. Up to 5 networks can be stored.

Cancelling the Network

1. Click on the settings icon next to the connected Wi-Fi.
2. Choose to disconnect the device or forget it.
3. Complete the cancellation.

Note

If you choose to forget the device, you will need to manually add it again when connecting to the same Wi-Fi network next time.

To Start Connected Service

▼Download and Authentication

- You can download the Mobile APP from the Apple App Store and Google Play.

Note

Please note that this application is only compatible with mobile operating systems iOS 13.0 or later and Android 6.0 or later. The app's control functions are not supported on devices running earlier operating system versions.

▼Connecting with Vehicle

You can initialize your account information and connect with the vehicle at the dealership with the assistance of the service staff. Once the connection is complete, follow the steps below to connect the app with the vehicle:

1. After logging in to the App, navigate to the available vehicles page and select "Connect Vehicle" to view the list of vehicles;
2. Select your vehicle from the list. You will see your vehicle's model, VIN and other details displayed;
3. Click to obtain the verification code, the system will send the vehicle connection verification code to your email address;
4. Enter the verification code from your email and click [Confirm Link] to complete the process.

Note

- After approval, the vehicle is displayed in the Mobile APP. If the authentication fails, the SMS message will prompt the reason for the failure. Please submit the materials for review as required.

▼Disconnect with Vehicle

If you need to cancel your account, you can disconnect your car in the following ways.

1. After the owner enters the home page, click the nickname of the vehicle in the upper left corner (default nickname: My vehicle or My car) to enter the vehicle management page;
2. Enter the vehicle management page and click the picture of the vehicle to enter the vehicle details page;
3. Click the "Disconnect Vehicle" icon to enter the vehicle disconnection page, which will indicate the related impact and preconditions after disconnection;
4. After clicking "Confirm", the system will automatically judge whether there is a valid vehicle sharing record in vehicle. If there is, the pop-up window will prompt and provide a icon to go to the vehicle sharing management to end the sharing. If there is no valid vehicle sharing record, the system will enter the account e-mail verification stage;
5. Click to obtain the verification code, the system will send the e-mail verification code to the owner's mailbox;

6. Enter the verification code obtained from the e-mail address, and click "Confirm disconnection" to complete vehicle disconnection.

CAUTION

- The management rights of the Mobile APP account belong to the user. Please refer to the Mobile APP for the User Agreement and Privacy Policy. If the user needs to clear the data of the Mobile APP on the mobile device, please perform the operation on the mobile side. If it is necessary to clear the data on the platform side, please bring the relevant identification documents to the dealership for verification and processing.

▼Account Login

QR Code Login

You can tap "Visitor landing" in the personal centre to bring up the QR code login interface, and use the mobile app to scan the code to log into your personal account.

▼Mobile Control

1. Tap the [Remote Control] icon to switch to remote vehicle control mode.
2. Tap the [Bluetooth®] icon to switch to Bluetooth® control mode.
   Note: Please ensure your phone's Bluetooth® is turned on before use.

3. After entering remote control mode, the following controls can be carried out：
   - Tap the [Car Lock] icon to lock/unlock the vehicle;
   - Tap the [Window] icon to ventilate/close the windows;
   - Tap the [Liftgate] icon to open/close the vehicle's liftgate;
   - Tap the [Honk and Flash] icon ,the vehicle will honk and the lights will flash;
   - Tap the [Flash] icon and the vehicle lights will flash.

   After entering Bluetooth® control mode, the following controls can be carried out:
   - Tap the [Car Lock] icon to lock/unlock the vehicle;
   - Tap the [Window] icon to open/close the windows;
   - Tap the [Liftgate] icon to open/close the vehicle's liftgate;
   - Tap the [Electric Rear Spoiler] icon to toggle the open/close state of the vehicle's spoiler;
   - Tap the [Honk and Flash] icon ,the vehicle will honk and the lights will flash;

▼Sharing Management

In the APP vehicle control main interface, tap the [Share] icon to manage vehicle sharing.

Tap the [Share] icon on this interface to add shared user information.

Remarks: Sharing is limited to 3 people.

Tap the [End] icon on this interface to cancel active sharing permissions.

After completing the shared user information, tap the [Confirm to Share] icon to finish adding the shared user information.

After successful sharing, the shared user must log into the APP using the email address you shared to use functions such as remote vehicle control and Bluetooth® key vehicle control.

▼Privacy

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 location, health and driving data. To learn more about our Privacy Statement, please visit: https://www.mazda.eu

4 Trouble

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Troubleshooting

▼Troubleshooting

If you believe that certain functions of the vehicle's Connected Service system are not working, please carefully read the operating instructions in the audio-visual entertainment section of this manual before seeking repairs. Then, refer to the table below for inspection, which will help in troubleshooting the issue.

Bluetooth® Device Pairing and Connection Issues

Symptom	Cause	Solution Method
Unable to pair	—	First confirm that the device is compatible with Bluetooth®, then check if the device's Bluetooth® function and discovery mode/visibility settings*1 are turned on. If pairing still fails, please consult an expert repairer (we recommend an Authorised Mazda Repairer).
Unable to pair again	Unable to identify the pairing information of the connected Bluetooth device.	Perform pairing using these steps: • Clear "Mazda" or "vehicle name" stored in the device. • Perform pairing again.
Unable to pair	Depending on the device, the Bluetooth® function and discovery mode/visibility settings*1 may automatically turn off after a period of time.	Check if the device's Bluetooth® function and discovery mode/visibility settings*1 are turned on, then pair or reconnect.
Does not automatically connect when starting the vehicle		
Automatically connects but then suddenly disconnects		

Symptom	Cause	Solution Method
Intermittent disconnection	Device is placed in an area prone to radio wave interference, such as: in a bag on the back seat or in a back pocket.	Move the device to a location less susceptible to radio wave interference.
Does not automatically connect when starting the vehicle	When the device OS is updated, pairing information is updated.	Perform pairing again.

*1 Setting that allows detection of devices other than Bluetooth® devices.

Note

- When the device OS is updated, pairing information is deleted. If this occurs, please pair with the Bluetooth® device again.
- If a paired phone has been previously paired to the vehicle more than once, you need to delete "Mazda" or "vehicle name" from your mobile device. Then, perform a Bluetooth® search on your mobile device again and pair with the newly detected "Mazda" or "vehicle name".
- Before pairing devices, ensure Bluetooth® is "ON" on both your phone and vehicle.

Voice Recognition Related Issues

Troubleshooting

Symptom	Cause	Solution Method
Poor voice recognition Numbers are misrecognized	• Speaking too slowly. • Speaking too forcefully (shouting). • High noise levels (exterior/interior talking or noise). • Air flow from A/C is blowing towards the microphone.	Regarding the causes shown on the left, please be mindful of how you speak. Additionally, when speaking numbers in sequence, recognition will improve if there are no pauses between numbers.
Poor voice recognition	Microphone malfunction.	Poor microphone connection or malfunction. Consult an expert repairer (we recommend an Authorised Mazda Repairer).
Phone-related voice recognition is disabled	Connection issue between the Bluetooth® device and device.	If there are any issues after checking the pairing status, check for device pairing or connection problems.
Names in the phonebook are not easily recognized	Bluetooth® system is in a state where recognition is difficult.	Recognition rate will improve by taking the following measures: -Clear rarely used contacts from the phonebook.
When operating audio through voice recognition, song, artist, and album names are not recognized	Song, artist, and album names cannot be recognized through voice recognition operations.	Reenter detailed information to search.

Call-Related Issues

Symptom	Cause	Solution Method
Vehicle noise from other party can be heard at the beginning of calls	It takes about three seconds for the noise suppression feature of Bluetooth® device to take effect.	This does not indicate a device problem.
Names in the phonebook are not easily recognized	Bluetooth® system is in a state where recognition is difficult.	Recognition rate will improve by taking the following measures: -Clear rarely used contacts from the phonebook.
Cannot hear the other party or speaker volume is low	Volume is set to zero or low.	Increase the volume.

Other Issues

Troubleshooting

Symptom	Cause	Solution Method
Remaining battery level shown differs between vehicle and device	The indication method differs between the vehicle and device.	View energy flow interface.
When making calls through the vehicle device, phone numbers update in incoming/outgoing call history but names do not display	Number has not been registered in the phonebook.	If the phone number is registered in the phonebook, the incoming/outgoing call history will update with the name from the phonebook when the vehicle is started.
Mobile phone's incoming/outgoing call history doesn't sync with the vehicle	Some types of mobile phones cannot sync automatically.	Operate the mobile phone to sync.

Apple CarPlay Use-related Issues

Symptom	Cause	Solution
The desired application icon does not appear on the Apple CarPlay home screen.	Only applications compatible with Apple CarPlay are displayed on the interface.	Please contact the application provider.
Poor or incorrect recognition of commands or contact names when using Siri for voice recognition.	There may be multiple causes, such as: 1. Poor network connection 2. Road noise/air conditioner wind noise 3. Incorrect iPhone language settings	1. Reconnect, or wait until network connection is good before using Siri again. 2. Speak loudly and clearly for better voice recognition. 3. Ensure iPhone language settings are correct (e.g., US English or UK English). If you still have difficulty using Siri, please visit the Apple Support website or contact Apple.
Volume difference exists between Bluetooth® audio and Apple CarPlay.	—	Check the audio volume of the device connected via Bluetooth®. Some devices connected via Bluetooth® allow volume adjustment.
Apple CarPlay USB connection suddenly disconnects	Bluetooth® function was turned on while using Apple CarPlay USB connection.	Disconnect Bluetooth®, then establish Apple CarPlay USB connection again.
The wireless connection	Apple CarPlay was manually disconnected before vehicle power-	Reconfigure Apple CarPlay connection.

Symptom	Cause	Solution
does not automatically reconnect with the Connected Service system	off, and will not automatically connect when vehicle power is restored.	When you actively disconnect Apple CarPlay, a pop-up window will appear when you enable Apple CarPlay again. When the iPhone and Bluetooth® are connected, you will be prompted if you need to switch to Apple CarPlay.
	When network is unstable.	Wait until network is stable before connecting again.
	Vehicle hotspot is not enabled.	Enable the vehicle's hotspot function.

Android Auto™ Use-related Issues

Symptom	Cause	Solution Method
The desired application icon does not appear on the home screen in Android Auto™ mode.	Only applications compatible with Android Auto™ are displayed on the interface.	Please contact the application provider.
• Voice recognition performance is poor or incorrect.	—	A poor connection or malfunction with the microphone may have occurred. Consult an expert repairer (we recommend an Authorised Mazda Repairer).

Symptom	Cause	Solution Method
• Voice recognition response is slow or not working.		
Volume difference exists between Bluetooth® audio and Android Auto™.	—	Check the audio volume of the device connected via Bluetooth®. Some devices connected via Bluetooth® allow volume adjustment.
Disconnects intermittently	The Android™ 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.	• Move the Android Auto™ device to a location less susceptible to radio wave interference. • Turn off the Bluetooth® device once and then turn it back on.
The USB connection only charges the phone	The device established a wireless connection first, causing the subsequently plugged-in USB connection to only charge the device.	Disconnect the wireless connection first, then establish the USB connection again.

Troubleshooting

Symptom	Cause	Solution Method
The USB connection does not automatically reconnect with the Connected Service system	Your phone's Bluetooth® is turned off.	Turn on phone's Bluetooth® and reconnect to the Connected Service system.
	Your phone has not allowed the use of Android Auto™.	Grant Android Auto™ permission on your phone.

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