



# MAZDA CONNECT™ AND MAZDA CONNECTED SERVICES USER GUIDE



Mazda Connect™ and Mazda Connected Services provide a new level of driver-centric infotainment and connectivity. Together, these offerings help keep the driver's attention on the road by reducing the potential for distracted driving.

**Mazda Connect™ Availability:** 2019/2020/2021 Mazda3; 2020/2021 Mazda CX-30; 2021 Mazda CX-5; 2021 Mazda CX-9; Future new models

**Mazda Connected Services Availability:** 2020/2021 Mazda CX-30; 2019/2020/2021 Mazda3; 2021 Mazda CX-5; 2021 Mazda CX-9; Future new models

*Last Updated: March 2022*

## INTUITIVE MAZDA CONNECT™ HOME SCREEN

Mazda Connect is designed to enable intuitive operation of infotainment features and functions. Rather than utilizing a touchscreen, which can distract from the driving experience, the Commander control interface allows the driver to maintain focus on the road ahead while seamlessly controlling the functions of inside the vehicle.



## HUMAN-CENTRIC DESIGN MINIMIZES DISTRACTION

### COMMANDER CONTROL



The Commander control allows for seamless interaction with all Mazda Connect features and functions.

### COMFORTABLE ARM SUPPORT



Buttons and knobs are precisely placed within arm's reach of the driver to facilitate easy operation.

### WIDESCREEEN DISPLAY



The Mazda Connect home menu's unique widescreen display allows the driver to get the information they need at-a-glance.

## APPLE CARPLAY™ AND ANDROID AUTO™

Available on select vehicle models, Apple CarPlay and Android Auto seamlessly integrate your smartphone's features with the Mazda Connect display in your Mazda vehicle. Simply connect a compatible iPhone or Android device to your vehicle's USB port and follow the on-screen prompts to start using Apple CarPlay or Android Auto.

For more information on Apple CarPlay and Android Auto integration with Mazda Connect, refer to the [Apple CarPlay User Guide](#) or [Android Auto User Guide](#).

To get the most out of Mazda Connect™ features and functions, you must first pair your device to the system via Bluetooth®.

## HOW TO PAIR BLUETOOTH®



1. Select **Settings** from the Mazda Connect Home screen.



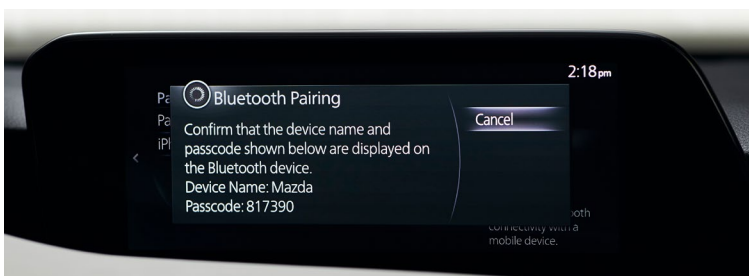
2. Select **Connectivity Settings**.



3. Select **Bluetooth Settings**.



4. Select **Pair New Device**. You will be prompted to ensure Bluetooth is enabled on your device.



5. Select **desired device** and follow the on-screen prompts to allow the connection and complete pairing.

Mazda Connect™ is operated exclusively through the innovative Commander control, shortcut buttons, volume knob and steering-wheel controls.






## 1 COMMANDER CONTROL

The multi-function Commander control can be used to move between functions within Mazda Connect, as well as to select them.

- **Rotate** the Commander control to scroll through the items on the screen
- **Press down** on the Commander control to select the currently highlighted item
- **Slide** the Commander control left/right or forward/rearward in certain situations

## 2 SHORTCUT BUTTONS

Shortcut buttons provide quick access to commonly used Mazda Connect features.

-  **Home:** Press to jump back to the home screen. Or, while on the home screen, press to toggle between the Mazda Connect home screen and digital clock; can also press and HOLD to activate Apple CarPlay™ or Android Auto™ (when a compatible device is connected)
-  **Entertainment:** Opens Entertainment menu, source list or “Now Playing” audio (or comparable Apple CarPlay/Android Auto media app when compatible device is connected)
-  **Map:** Opens navigation screen (when equipped with dealer-installed SD card); opens Apple Maps/Google Maps (when compatible device is connected)
-  **Back:** Returns to previous screen
-  **Favorites:** Display the “Favorites” screen. Press and HOLD when contacts, radio stations or navigation points are shown to register them as a favorite



## 3 VOLUME KNOB

To operate the volume knob:

- **Rotate** the knob to increase/decrease volume
- **Slide left/right** to skip audio tracks, seek radio stations and fast-forward/rewind
- **Press down** to PAUSE music or MUTE audio from a digital source
- **Press and HOLD** the knob to POWER ON/OFF Mazda Connect

**PRO TIP:** It is also possible to control audio volume via the steering wheel’s volume +/- controls.

## STEERING-WHEEL CONTROLS

Many of Mazda Connect’s features can also be operated via steering-wheel controls.

- Press the steering wheel’s **Talk button** to activate voice recognition or to answer an incoming call
- Press the **Hang-up button** to end a call or decline an incoming call
- Press the **Seek switch** to skip audio tracks (forward/back)
- Press the **Volume Adjustment button** to adjust the volume
- Press the **Mute button** to mute audio. Press again to cancel the mute



Connect your mobile device via Bluetooth® to make hands-free calls via Mazda Connect™. Use the Communication menu to access your favorites, call history, contacts and more.

To access the **COMMUNICATION** menu:

- Start on the Mazda Connect Home screen
- Rotate the Commander control to highlight "Communication"
- Press down to select



## MAKING CALLS

Making calls is possible using any of the following six methods:

- Favorites
- Call History
- Contacts – Downloaded from a Bluetooth® device (voice commands can be used)
- Dial Pad – Dialing a phone number (voice commands can be used)
- "Redial" – Voice recognition command for making a call to the latest outgoing call

## RECEIVING TEXT MESSAGES

When "Message Sync" setting is turned on, text messages are automatically downloaded when a Bluetooth device is connected.

- When a text message is received, a notification is displayed on the Mazda Connect screen
- Select "Read" and the message will be read aloud
- Select "Ignore" to ignore the message notification

## CALL USING VOICE COMMANDS

To make a call from the contact list:

1. Press the steering wheel **TALK** button.
2. Say, "Call [Contact Name] at [Home/Work/Etc.]."
3. Follow the voice guidance to make a call.

## CALL USING COMMANDER CONTROL

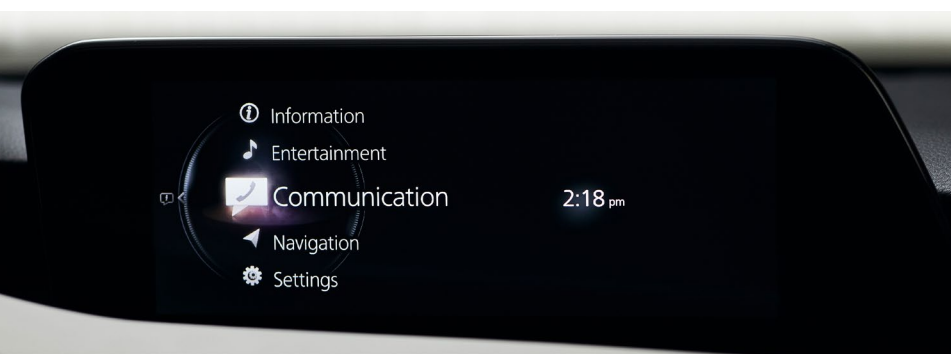
To make a call using the Commander control:

1. On the Mazda Connect home screen, select "**Communication**."
2. Select "**Contacts**."
3. Select the desired contact from the list.
4. Select the phone number to make the call.

## INCOMING CALLS

To answer or decline an incoming call:

1. Press the **TALK** button on the steering wheel to answer. Press the **HANG-UP** button to decline.
2. Or, use the Commander control to select "Answer" or "Decline" on the screen.



## NOTIFICATIONS

Slide the **Commander control** to the left when on the Mazda Connect home screen to access recent notifications.

To view fuel efficiency data, vehicle maintenance reminders and a convenient and intuitive Digital Owner's Manual, access Mazda Connect's "Information" menu.

To access the **INFORMATION** menu:

- Start on the Mazda Connect Home screen
- Rotate the Commander control to highlight "Information"
- Press down to select



*\*Digital Owner's Manual option not shown*

## FUEL EFFICIENCY MONITOR

Select "Fuel Efficiency Monitor" to keep track of how efficiently your Mazda has been running during a drive in real-time, as well as over time. Sub-sections include:

- **Fuel Efficiency History** – Displays fuel efficiency for the current drive, as well as average fuel efficiency history
- **Energy Flow Monitor (some models)** – Displays cylinder deactivation operation status. Operating cylinders are shown in red
- **Settings** – Displays the fuel efficiency monitor settings and allows you to reset fuel efficiency data

## SIRIUSXM TRAVEL LINK®

Select SiriusXM Travel Link to explore a wealth of useful infotainment services, including:

- Traffic information on your route\*
- Weather forecasts, radar\* and alerts
- Fuel prices on your route\*
- Sports scores
- Weather
- Parking information\*

You can also check your subscription status via the SiriusXM Travel Link section in Mazda Connect.

*\*Navigation system required*

## VEHICLE STATUS MONITOR

Select "Vehicle Status Monitor" to view important vehicle status and maintenance information, including:

- **Vehicle Warning Messages** – Displays information about vehicle problems
- **Next Service** – Displays the next maintenance period (configured manually)
- **Maintenance Details** – Displays distance until next oil change (automatically displayed) and next service (set manually)
- **Vehicle Maintenance Settings** – Allows the driver to set next service date/distance and reset oil change distance

## DIGITAL OWNER'S MANUAL

Select "Owner's Manual" to open the Digital Owner's Manual on the Mazda Connect screen. Learn about your Mazda's features, functions, safety information, maintenance intervals and more.

**PRO TIP:** Simply press the TALK button on the steering wheel and say "Owner's Manual" to open the Digital Owner's Manual on the Mazda Connect display.

With Mazda Connect™, a variety of listening options are available to make your drive more enjoyable.

To access the **ENTERTAINMENT** menu or “Playback” screen:

- Start on the Mazda Connect Home screen
- Rotate the Commander control to highlight “Entertainment”
- Press down to select

**PRO TIP:** You can also press the Entertainment button shortcut on the Commander control.



## SELECTING A DIGITAL AUDIO SOURCE

Mazda Connect supports digital audio playback from a variety of sources. Simply select the “Entertainment” menu, then select “Source List” to view a list of available options:

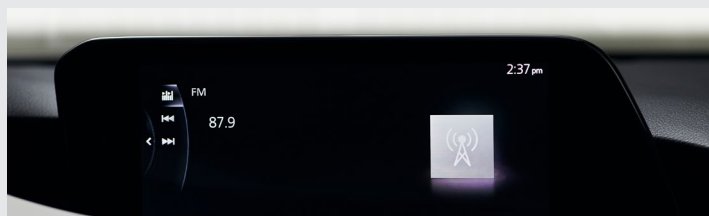
- **Radio** – Manually tune AM/FM radio to your desired station
- **SiriusXM®** – Subscribe to SiriusXM satellite radio for music, sports, news and more
- **Pandora®** – Listen to Pandora internet radio
- **Bluetooth® Streaming Audio** – Pair your mobile device via Bluetooth® to play multimedia from your library. *See page 3 for more information on pairing a Bluetooth device.*
- **USB Multimedia** – To play your handheld device’s music or video library, connect your device with a USB cable to one of your Mazda’s front USB ports

**PRO TIP:** Do not connect a device connected via Bluetooth® audio to the USB port at the same time. Otherwise, the device may not operate normally or as expected.

## PLAYBACK SCREEN

Whether playing music, audio or radio, you can press the **Entertainment button** on the Commander control to quickly pull up the Playback screen.

Use the **volume knob** to adjust the volume level, skip tracks and pause audio. *See page 4 for more information on using the volume knob.*



When the “**MENU**” icon is displayed in the left sidebar, press down on the Commander control to view options including Source List, Folders, Playback Controls, Bluetooth® Settings and Audio Settings.

The Mazda Navigation System provides intuitive guidance with turn-by-turn directions, 3D maps and more to help guide you on your route. **NOTE:** Navigation features require an optional dealer-installed SD card.

To access the **NAVIGATION** menu or current route guidance:

- Start on the Mazda Connect Home screen
- Rotate the Commander control to highlight “Navigation”
- Press down to select

**PRO TIP:** You can also press the Map button shortcut on the Commander control.



## NAVIGATING TO A DESTINATION



To search for and start route guidance:

- Press the **Map button shortcut** on the Commander control
- Select **Search** to begin
- Use the Commander control to scroll through the alphabet and select your entries. The system can “predict” a destination based on the first few letters input
- Use the Commander control to highlight and select the desired destination result. The selected location will be shown on the map

- Select **Navigate Here**
- Select **Start Guidance** to begin navigation to the selected destination. If no action is taken within 10 seconds, guidance will automatically begin

**PRO TIP:** Press the TALK button on the steering wheel and say “Address Search” to begin searching for an address via voice recognition.

## FOR MORE INFORMATION

For more information on the optional Mazda Connect Navigation system, refer to your vehicle’s Navigation System Manual.



The “Settings” menu in Mazda Connect™ allows you to tailor vehicle and system settings to your own preferences.

To access the **SETTINGS** menu:

- Start on the Mazda Connect Home screen
- Rotate the Commander control to highlight “Settings”
- Press down to select



## IN-VEHICLE DISPLAYS

Select to configure settings and content for all in-vehicle displays, including:

- Active Driving Display (if equipped)
- Center Display
- Instrument Cluster Display

## VEHICLE SETTINGS

Select to configure vehicle convenience features, including:

- Door Locks
- Exterior Lighting
- Interior Lighting
- Rain-Sensing Wipers
- Automatic Folding Side Mirrors
- Turn Signals
- Rear Window Defogger
- Link Seat and Climate Control Temperatures
- Fuel Door Lock Delay

## SOUND SETTINGS

Select to configure the in-vehicle listening experience, including:

- Audio Settings
- Vehicle Notification and Warning Volume

## CONNECTIVITY SETTINGS

Select to configure Bluetooth® and other device connectivity settings, including:

- Bluetooth Settings
- Smartphone Connectivity Settings

## SAFETY SETTINGS

Select to configure safety and driver assistance features, including:

- Driver Assistance System
- Safety Alerts
- Active Safety
- Collision Avoidance
- Pedal Misuse Alert

## SYSTEM SETTINGS

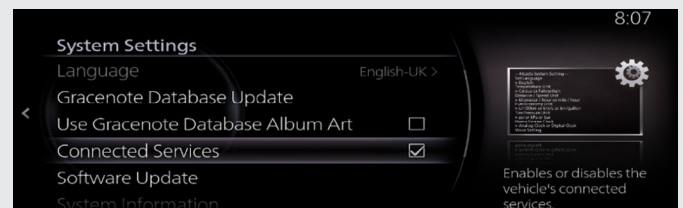
Select to configure language, time, and other general settings, including:

- Clock
- Voice Recognition Settings
- Language
- Temperature
- Distance/Speed
- Pressure
- Gracenote Database Update
- Use Gracenote Database Album Art
- Connected Services (CX-5/CX-9 only)
- System Information
- Restore All Factory Settings

## MAZDA CONNECTED SERVICES TEMPORARY DEACTIVATION

Available on some models, you may be able to disable Connected Services temporarily via Mazda Connect. Simply select or deselect the Connected Services checkbox in the “System Settings” section to enable or disable Connected Services.

Each time you start the vehicle, a pop-up notification will remind you that Connected Services is temporarily disabled and prompt you to enable Connected Services, if desired.



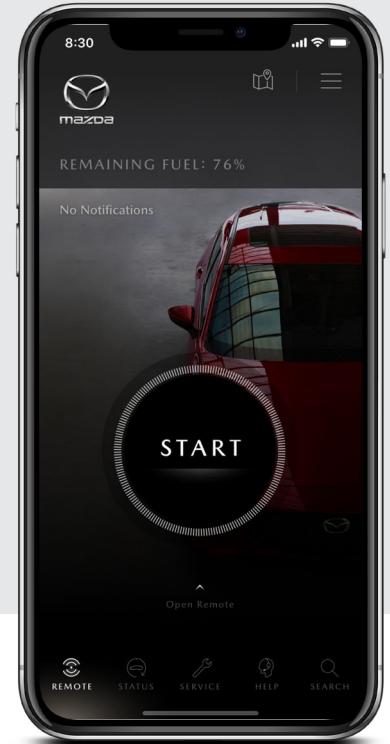
## MAZDA CONNECTED SERVICES

The MyMazda mobile app puts all of the tools needed to manage your Mazda right at your fingertips.

Mazda Connected Services elevates the Mazda ownership experience even further, offering a suite of connectivity features that enhance **Convenience, Peace of Mind** and **Safety**.

To get started using Connected Services features via the MyMazda app, you will need to register for a MyMazda account and enroll in Connected Services.

**Vehicle Availability:** 2020 - 2022 Mazda CX-30; 2019 - 2022 Mazda3; 2021 - 2022 Mazda CX-5; 2021 - 2022 Mazda CX-9; 2022 Mazda CX-50



## MYMAZDA ACCOUNT REGISTRATION

1. Download the MyMazda app from the Apple App Store® or Google Play™ Store to a compatible mobile device.
2. Open the MyMazda app.
3. If you don't already have a MyMazda account, tap **Register** to get started with MyMazda account registration.
4. Enter your **email address**, then tap Next.
5. Enter your **phone number**, then tap Next. A validation code will be sent via SMS.
6. Enter the **SMS validation code** in the MyMazda app, then tap Submit.
7. Enter your personal and account information, then tap **Submit** to create your MyMazda account.

**PRO TIP:** The validation code sent via SMS is valid for 10 minutes from the time of issue. If the SMS code expires, you will need to start the registration process again.

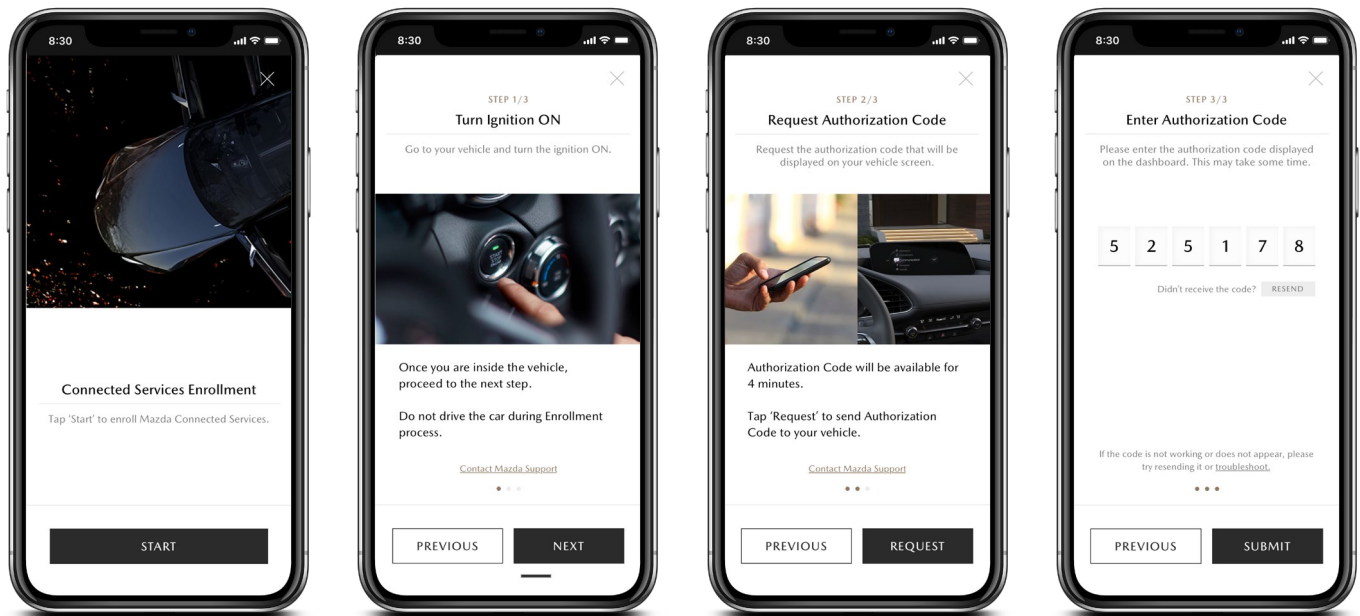
## CREATE AN ACCOUNT VIA MYMAZDA.COM

You can also visit <https://www.mymazda.com> to register for a MyMazda account and to view more information about the benefits of creating a MyMazda account.

# GETTING STARTED WITH CONNECTED SERVICES



To take advantage of the convenience, peace of mind and safety offered by Mazda Connected Services, you'll first need to complete a few easy steps to enroll your connected vehicle.



## ENROLLING IN CONNECTED SERVICES

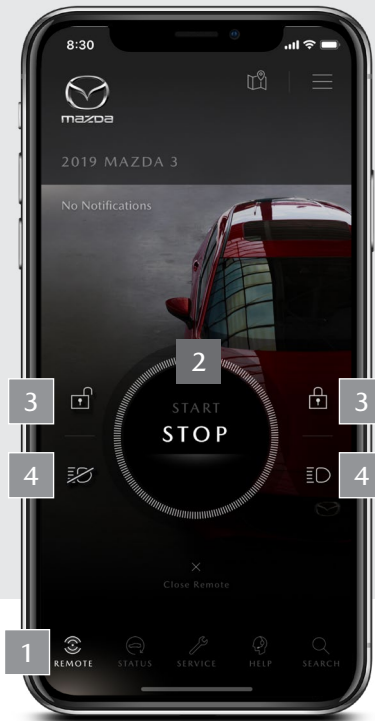
1. After registering for a MyMazda account, the **Select Vehicle** screen will appear. Tap "Add Vehicle" and follow the on-screen instructions to add your vehicle.
2. To enroll in Connected Services, tap "**Enroll**" on the "My Vehicles" screen.
3. On the Connected Services Enrollment screen, tap **Start** to begin the enrollment process.
4. Switch the **ignition ON** in your Mazda vehicle. Then, tap Next.
5. Tap **Request** to receive authorization code on your vehicle's Mazda Connect center display.
6. Enter the **authorization code** in the MyMazda app, then tap Submit.
7. After enrollment is successfully processed and the vehicle is connected, you will receive a push notification.

## ACCESSING THE "MY VEHICLES" SCREEN

You can also enroll in Connected Services via the "My Vehicles" screen:

- Tap the "hamburger" icon in the upper right-hand corner of the MyMazda app screen. Then, tap "My Vehicles"
- Tap the "Enroll" button for the vehicle you would like to enroll in Connected Services (if vehicle is eligible)
- Follow the on-screen prompts to complete enrollment





User interface is subject to change.

Connected Services provides several remote features that take convenience to the next level — all accessed from the the MyMazda app home screen.

## USING REMOTE FEATURES

- 1 To get started using remote features, **tap the REMOTE icon** on the bottom menu bar.

An Engine Start/Stop button will appear in the middle of the screen, along with icons for lock, unlock, lights on, and lights off.

*Note: Remote features may take up to a minute to begin functioning.*

## ENGINE START/STOP

- 2 Make the cabin comfortable before getting into the vehicle by starting the engine with the same set climate control temperature as when the engine was last turned off.

### To use Engine Start/Stop:

- Tap and HOLD the Start button to run the engine for between 15 to 35 minutes
- Tap and HOLD the Stop button to turn the engine off

**PRO TIP:** For security reasons, remote engine start/stop will not operate if the fob is in vehicle.

*Note: Remote Engine Start/Stop is not available for manual transmission vehicles.*

## DOOR LOCK/UNLOCK

- 3 If you forget to lock the vehicle doors, you can lock them without having to return to the vehicle. They can also be unlocked for passengers near the vehicle who do not have a key.

### To use Door Lock/Unlock:

- Tap and HOLD the lock/unlock icon to lock and unlock the doors at your convenience

**PRO TIP:** For security reasons, remote door lock/unlock will not work if the engine is running, the door is open, or the fob is in the vehicle.

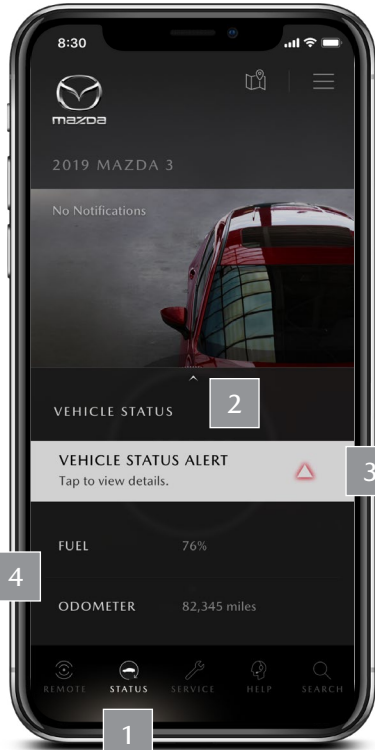
## LIGHTS ON/OFF

- 4 You can turn the hazard lights on remotely to help locate the vehicle at night.

### To use Lights On/Off:

- Tap and HOLD the flash icon or lights-off icon to flash the hazard warning lights for a certain period of time

Vehicle Status keeps you informed about the current condition of your Mazda vehicle, right in your pocket and at your fingertips.



## VIEWING VEHICLE STATUS

- 1 To view vehicle status, **tap the STATUS icon** on the bottom menu bar.

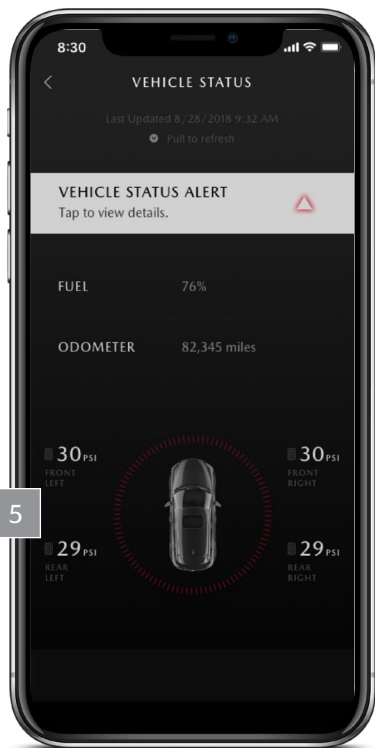
The Vehicle Status Preview window will pop up at the bottom of the screen, displaying any active vehicle status alerts, as well as current fuel level and odometer information. *Note: Vehicle Status is not updated in real time. It may take several minutes for status to refresh.*

- 2 **Pull up on the carat icon (^)** to view more detailed vehicle status information, including tire pressure and a summary of vehicle status information.

## VEHICLE STATUS NOTIFICATIONS

- 3 You will receive a notification if an abnormal vehicle condition is detected, such as unlocked doors, hazard lights on or an open trunk/liftgate. Tap to view more information. Notifications will also pop up on your smartphone's native home screen.

**PRO TIP:** Data is updated only when the engine is stopped.



## FUEL/ODOMETER

- 4 Check your current fuel and odometer information. The current fuel level also appears at the top of the MyMazda app home screen.

## TIRE PRESSURE

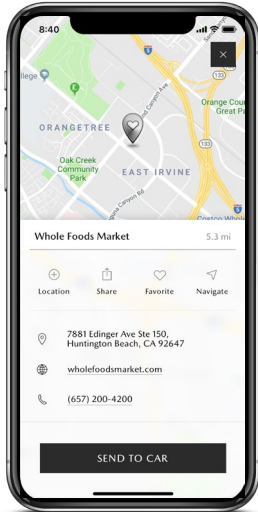
*Note: PSI data is not available for 2021 Mazda CX-5 and CX-9.*

- 5 Check your tire pressure for all four wheels.

1. Tap the **STATUS icon**
2. Pull up on the carat (^) icon to view tire pressure

**PRO TIP:** Non-OEM tire pressure is not detectable.

For added convenience, Connected Services will help you locate your vehicle — especially helpful in crowded parking lots — or send points-of-interest directly to your vehicle's Mazda Connect™ display to help you plan your routes ahead of time.



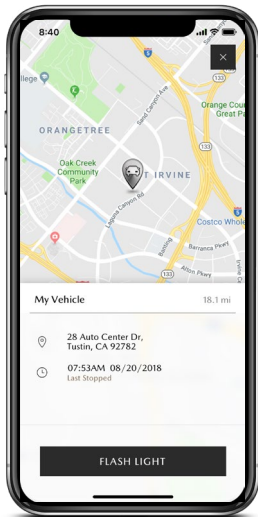
## SEND TO CAR

Send to Car will set up routes ahead of time to appear on your vehicle's Mazda Connect display.

1. Tap the **SEARCH** icon on the bottom menu bar.
2. Search for and select a destination to send to the vehicle.
3. Tap the **Send to Car** button.
4. The vehicle will automatically receive the destination.

**PRO TIP:** Swipe left on a POI to pull up the Send to Car shortcut.

*Note: Send to Car requires optional dealer-installed SD card navigation accessory.*



## VEHICLE FINDER

Vehicle Finder will display the vehicle location on a map allow you to flash the hazard lights for easier identification.

1. Tap the **MAP** icon at the top right of the MyMazda app home screen.
2. Tap the **My Car** icon on the map screen.
3. Tap the vehicle name to display detailed location information.
4. Tap **Flash Light** to honk horn twice and flash hazard warning lights 10 times.

**PRO TIP:** When the vehicle is in a location subject to weak radio signals, such as an underground parking garage, location information may be incorrect or unavailable.

## IN-CAR WI-FI

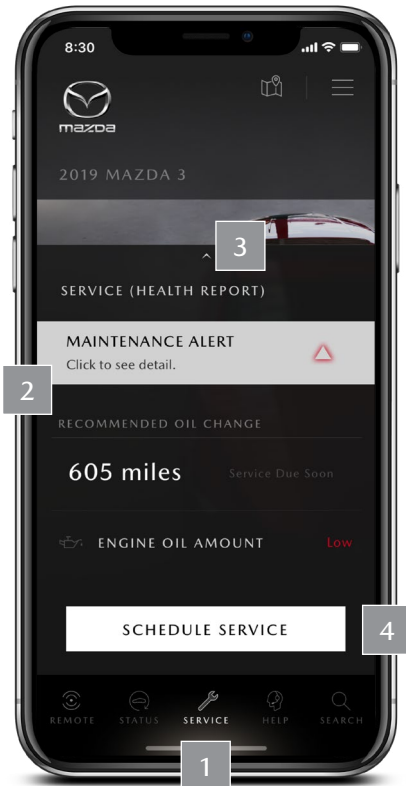
You can enable an in-vehicle Wi-Fi hotspot via Mazda Connect's SETTINGS menu. First, set up a designated SSID and password, much like you would with a home router. Nearby devices can then join using that SSID and password.

**PRO TIP:** Wi-Fi service is available through Verizon (Mazda3/CX-30) and AT&T (CX-5/CX-9), with subscriptions handled directly through the service provider.

- **For Mazda3/CX-30:** In-car Wi-Fi is complimentary for 6 months or 2GB of data, whichever comes first through Verizon. On vehicles produced after 7/1/2021, in-car Wi-Fi is complimentary for 3 months or 2GB of data, whichever comes first through AT&T. Contact Verizon/ AT&T for plan details
- **For CX-5/CX-9/CX-50:** In-car Wi-Fi is complimentary for 3 months or 2GB of data, whichever comes first. Contact AT&T for plan details

For enhanced peace of mind, Mazda Connected Services allows you to view your vehicle's health report, as well as alerts you when maintenance issues or vehicle malfunctions arise.

## VEHICLE HEALTH REPORT



- 1 To view the Vehicle Health Report, tap the **SERVICE** icon on the bottom menu bar.
- 2 The Vehicle Health Report window will pop up at the bottom of the screen, displaying any active maintenance alerts, recommended oil change mileage and current engine oil amount. *Note: Vehicle Health is not updated in real time. It may take several minutes for status to refresh.*
- 3 Pull up on the carat icon (^) to view more detailed vehicle health information, including next service milestone date, mileage and tire pressure information and status. *Note: Tire pressure data (psi) is not available for 2021 Mazda CX-5 and CX-9.*
- 4 Tap the **Schedule Service** button to schedule an appointment with your preferred dealer (if a preferred dealer is set).

*For more information on setting a preferred dealer, refer to the Connected Services Owner's Manual.*

## NOTIFICATIONS AND ALERTS

If a vehicle malfunction occurs, Connected Services will notify you via the Mazda Connect display, as well as via your MyMazda app.

If an alert is shown on your vehicle's instrument cluster or Mazda Connect display, you can view more information right in your vehicle.

*Refer to your vehicle's Owner's Manual for more information on indications in the instrument cluster and Mazda Connect center display.*



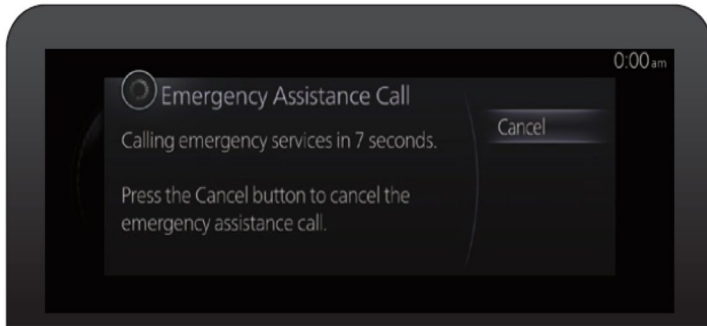
MyMazda app alerts are displayed on your device's native home screen. Tap to open the alert.

*User interface is subject to change.*



Alerts are also displayed at the top of the MyMazda home screen. Tap to view more information.

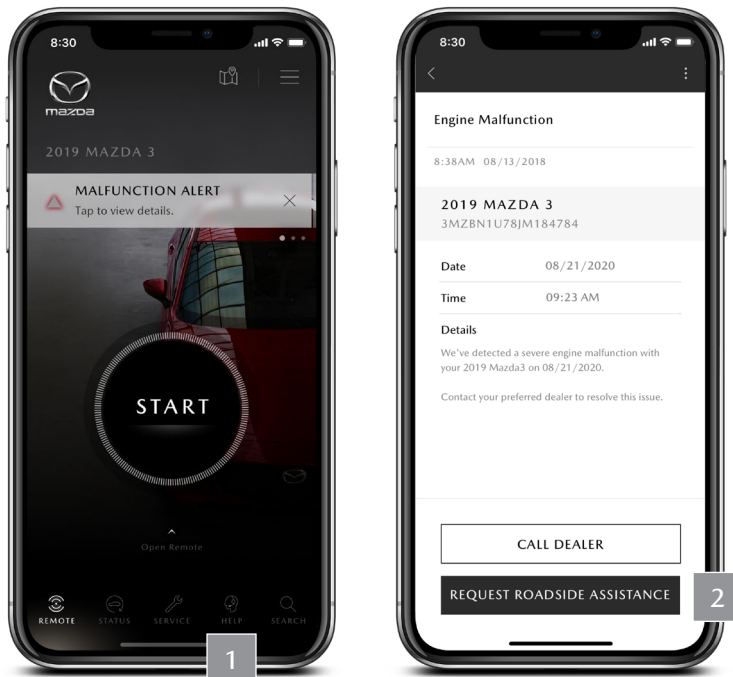
Mazda offers enhanced confidence and safety with features that provide on-the-road support, including Roadside Assistance and Automatic 911 Dialing.



## AUTOMATIC 911 DIALING

- In the event of a moderate or serious collision, your Mazda can automatically take appropriate measures according to the circumstances, such as calling emergency services
- The “Emergency Assistance Call” notification will appear on the Mazda Connect screen
- Available even if not subscribed to Connected Services

**PRO TIP:** The “Emergency Assistance Call” setting must be enabled in the Mazda Connect **SETTINGS** menu for it to function as expected in an emergency. Refer to the Mazda Connect Owner’s Manual for more information.



## ROADSIDE ASSISTANCE

- 1 To call Roadside Assistance, tap the **HELP** icon. Then, tap Roadside Assistance to contact Mazda Roadside Assistance.
- 2 Or, if a vehicle malfunction is detected, an alert will appear. Tap the alert to view details, then tap the “Request Roadside Assistance” button to contact Mazda Roadside Assistance.

## FOR MORE INFORMATION

For more information on Mazda Connect and Mazda Connected Services:

- Vehicle Owner’s Manual
- Mazda Connect Owner’s Manual
- Connected Services Owner’s Manual
- Connected Services Educational Videos
  - Overview
  - MyMazda Remote
  - Using MyMazda App
  - Vehicle Health and Notifications
  - In-car Wi-Fi
  - Safety Features

### CONNECTED SERVICES TERMS AND CONDITIONS

<https://www.mazdausa.com/site/terms-of-use-connectedservices>

### CONNECTED SERVICES PRIVACY POLICY

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

### CONNECTED SERVICES IMPORTANT NOTICE (SECONDARY DRIVER)

<https://www.mazdausa.com/site/important-notice>