

Training Corner

Bluetooth Hands-Free System Troubleshooting

For the 2007-2008 CX-9, 2008 Mazda5 and 2009 RX-8, Workshop Manual section 09-02I ON-BOARD DIAGNOSTIC [HANDS-FREE TELEPHONE (HF/TEL) SYSTEM] will assist you in performing the following procedures for the Bluetooth Hands-Free Telephone System.

- **STARTING PROCEDURE FOR ON-BOARD DIAGNOSTIC TEST MODE [HANDS-FREE TELEPHONE (HF/TEL) SYSTEM]** - How to enter diagnostic mode to display DTCs related to the Hands-Free Telephone System.
- **MEMORY CLEARING PROCEDURE [HANDS-FREE TELEPHONE (HF/TEL) SYSTEM]** - How to clear DTCs related to the Hands-Free Telephone System. On Mazda5 and RX-8 the procedure is called CLEARING DTC [HANDS-FREE TELEPHONE (HF/TEL) SYSTEM].
- **DTC TABLE [HANDS-FREE TELEPHONE (HF/TEL) SYSTEM]** - Lists DTCs related to the Hands-Free Telephone System and fault specifics.
- **DIAGNOSTIC ASSIST FUNCTION [HANDS-FREE TELEPHONE (HF/TEL) SYSTEM]** - Allows inspection of interfaces between the HF/TEL unit and the audio unit. **Password Reset** - Instructs how to reset the password set by the customer to block access to the Hands-Free Telephone System in cases of lost or forgotten passwords or sale of vehicle.

The Bluetooth Hands-Free Telephone System will not operate under the following circumstances:

- Vehicle ignition switch is off
- Vehicle is outside of phone service provider coverage area
- Phone has a malfunction
- Phone is not connected (paired) to system correctly
- Phone battery is weak
- Phone is turned off
- Phone is placed in vehicle out of Bluetooth connectivity range
- Bluetooth function on Phone is not permanently turned on

Voice recognition may not function correctly or voice quality may deteriorate under the following conditions:

- A passenger is speaking.
- Driving with the window and/or the moonroof open.
- Driving on bumpy roads.
- Noise outside of the vehicle is loud. (Construction sites, inside tunnels, excess oncoming traffic, or heavy rain.)
- Operation noise from turn signals, wipers, or the horn is heard.
- A/C airflow is strong or wind is blowing on the microphone.
- There is noise coming from cargo loaded inside of the vehicle.
- Command is spoken before system beep.



Voice commands may not be recognized depending on the voice. If the voice commands are not recognized correctly, repeat in a louder voice, close window(s) / moonroof, change AC airflow speed/direction, wait for interference to pass.

Dialects or different wording other than hands-free prompts cannot be recognized by voice recognition. Call out in the wording specified by the voice commands. The Owner's Manual contains a procedure to train the system to the customers specific voice.

Please be aware that voice recognition errors may occur despite following the above points.