

Install guide for (Mazda Connect - Apple CarPlay / Android Auto Upgrade)

Before you begin, make sure to checkout our install video. We spend a good amount of time getting these videos just right so that they will be a helpful guide.

Part lists

- Mazda Connect USB Media Hub for Apple CarPlay Android Auto
- Mazda Hub USB Data Cables (2 Pieces)
- USB Media Flash Drive



Tools required for installation, socket sizes & whatnot.

- Light Source
- Pry Tool
- Flathead Screwdriver
- Philips Screwdriver
- 10mm Wrench/Socket

Skill Level: 2

Time Investment: 1-2 hours



Step 1: We must start with updating the radio's firmware before installing the new hardware. First take the Map SD card out if your vehicle is equipped with one.



Step 2: You must be on version 29.00.00 or higher in order to install update. Let's check what version you are currently on. Hit the settings icon to the far right.



Step 3: Hit the arrows in the top right corner.



Step 4: You should see System, click on it.



Step 5: In System, scroll down to the bottom.



Step 6: Once at the bottom you'll see About. Hit About.



Step 7: Now Hit Version Information.



Step 8: You'll now see the OS Version. This needs to be higher than 29.00.00.

-If it is higher then you can proceed with firmware update.

-If not then you will need to update the radio first then proceed with Carplay/Android Auto update.



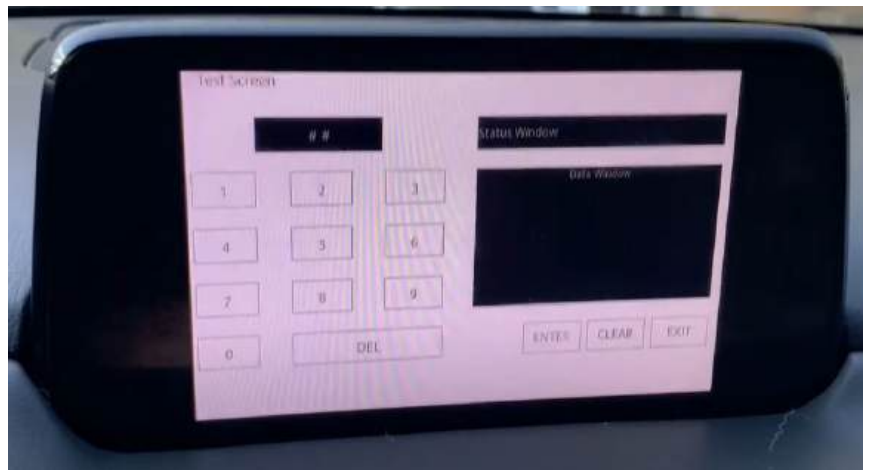
Step 9: Time to install the firmware update. You can follow these steps to install our update or an earlier update to get past 29.00.00. Put the USB drive into the USB hub in the armrest.



Step 10: Next we need to go into the Engineering Menu. Hold down Music, Favorites, and Volume Mute on the commander switch for at least 3 seconds.



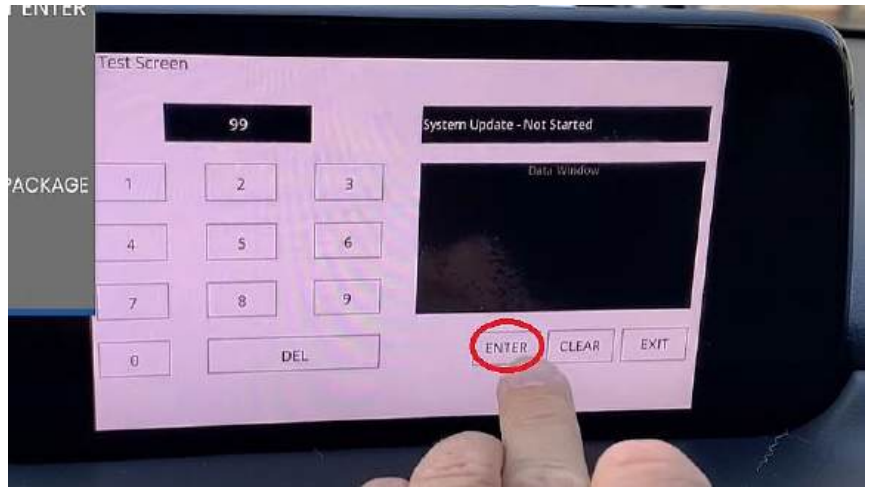
Step 11: If done correctly the radio screen will go to the Engineering Menu.



Step 12: From the touch screen, type in 99. This will make the radio search the USB drive for an update.



Step 13: Hit Enter so the radio prompts you to start searching the USB drive for the update.



Step 14: Hit Search to start the search for the update on USB drive.



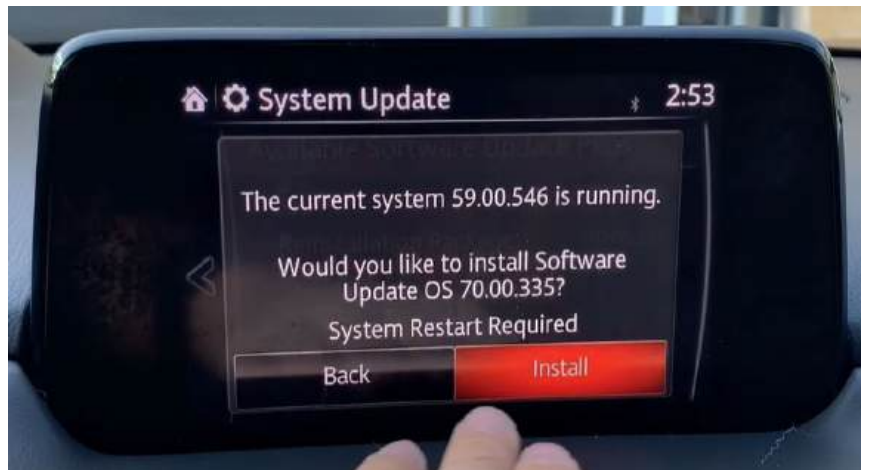
Step 15: The radio will now search for the update. This will take a few moments.



Step 16: If the radio finds the install packages on the USB Drive, then this window will display the current firmware version and the version found on the USB Drive. Click on Reinstallation Package.



Step 17: Now you will need to confirm you want to install an update on the radio. Hit Install to proceed with next step.



Step 18: The radio will now update its firmware.



Step 19: Stay near the vehicle. Make sure to open and close the door every 20 minutes or press the brake pedal to keep the vehicle from entering sleep mode. Do not press the push to start button.



Step 20: Once install is complete, you'll see this screen. Turn the vehicle completely off for 5 minutes.



Step 21: Insert your navigation card back into the USB hub if you had one, then turn the vehicle back on and check to make sure the update was successful. You'll see the new version of firmware listed under OS Version.



Step 22: Time to install the new hardware to allow CarPlay/Android Auto to work with the newly installed firmware. Start by using your pry tool to remove the center trim. Disconnect the push to start button and set the trim panel off to the side.

Note: We installed our upgrade in a CX-5.



Step 23: Pry the upper trim panel using your pry tool.



Step 24: Disconnect the hazard button then set the upper trim panel off to the side.



Step 25: Remove the two Philips screws from the lower part of the radio bracket.



Step 26: Next remove the two 10mm bolts holding the radio in place.



Step 27: Before you can slide the radio out. Pull the cluster bezel's corner up a bit to allow the radio to release from the dash freely.



Step 28: The radio should slide out. Be careful to not damage the radio, damage the connections, nor place the radio down on something that the radio will scratch up.



Step 29: Pull the radio out enough to disconnect the rear connections. There is a small locking tap at the top of each connection. Press down to release lock.



Note: Take a picture of the radio's connections for your records.

Step 30: Time to run the two included USB cables into the dash and down to the driver's foot well. The brown and black connector goes to the new USB hub. The end with the green tipped connectors goes to the rear of the radio.



Step 31: Taking the USB hub side of the USB cables, route them into the dash, going down toward the driver's foot well.



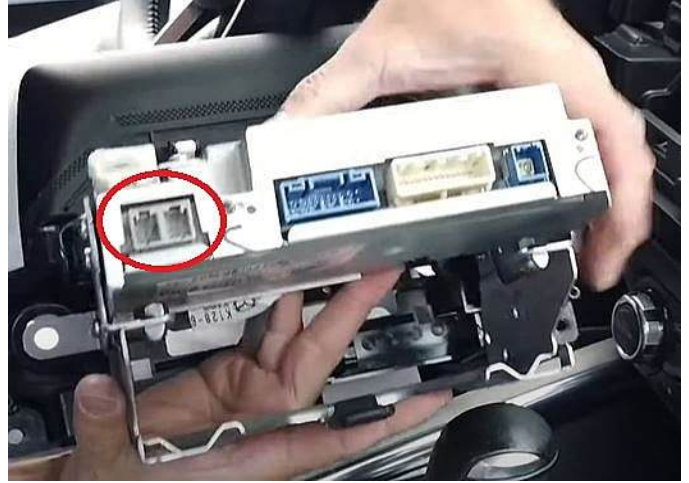
Step 32: Pull the slack down to the driver's foot well.



Step 33: Once the USB cable is routed. You'll have the end with the green tips in the dash.



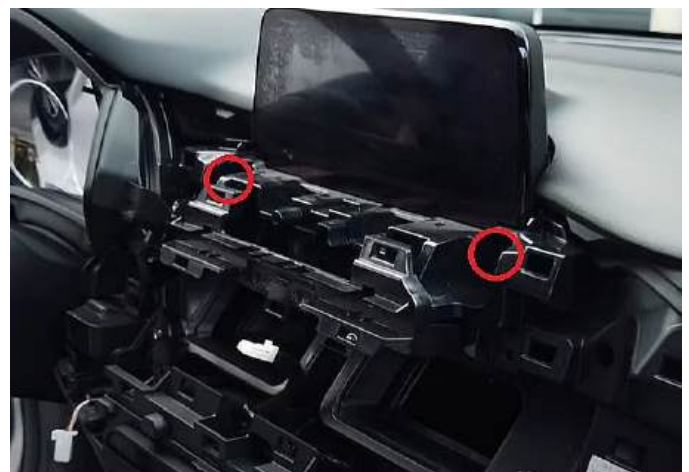
Step 34: Reinstall the radio. You'll see the two gray ports on the left of the rear of the radio. This is where the old USB hub was plugged in, you will not be using the factory USB hub cable. You'll be plugging in our USB cable into both these spots, they only plug in one way and are keyed only to plug into the port it needs to be plugged into.



Step 35: Plug in all six connections at the rear of the radio then slide it back into place in the dash.



Step 36: Reinstall the two 10mm bolts you removed earlier.



Step 37: Reinstall the two Philips screws you removed earlier.



Step 38: Push the cluster bezel back into place.



Step 39: Reinstall the upper dash. Remember to connect your hazard switch then push the upper dash into place. You'll hear the clip from the retainer clips engaging.



Step 40: Reinstall the lower dash trim and reconnect the push to start button.



Step 41: Next let's install the new USB hub. First pull up on the shifter trim panel. It is only held in with retainer clips. You do not need to remove it fully, pull up enough to give you more room to work.



Step 42: Next remove the cup holder trim, it is only held in with retainer clips. Place it off to the side.

Note: Good time to clean your cup holders if needed.

Step 43: You can now push the panel the USB hub is attached to toward the rear, disconnect the connections and pull the panel out.



Step 44: There are four tabs holding the factory USB hub in place, two on top and two on bottom. These need to be pressed in to release the hub.



Step 45: Slide the new USB hub into the panel.

Note: Make sure to take your Map SD card out of the old USB hub if you have built-in navigation.



Step 46: Before installing the new USB hub we want to finish routing our new USB cables to the center console. You can route the cables under the center console. There is enough room to push the cable behind the trim for a neat and clean finish.



Step 47: Route the cables under and through to under the cup holder. You can pull all the slack through.



Step 48: Bundle up any excess from the USB cables, zip tie the cables and put the excess under the cup holder cavity.



Step 49: You can now slide the USB hub and panel into the armrest and reconnect the two stock connections and connect our new USB cables. Both of our cables are keyed so they only plug in one way and one direction.



Step 50: Slide the USB panel into place. There are two tabs at the bottom that need to be hooked then the panel leans forward.



Step 51: Reinstall the cup holder, push it down to hear the retainer clips snap into place.



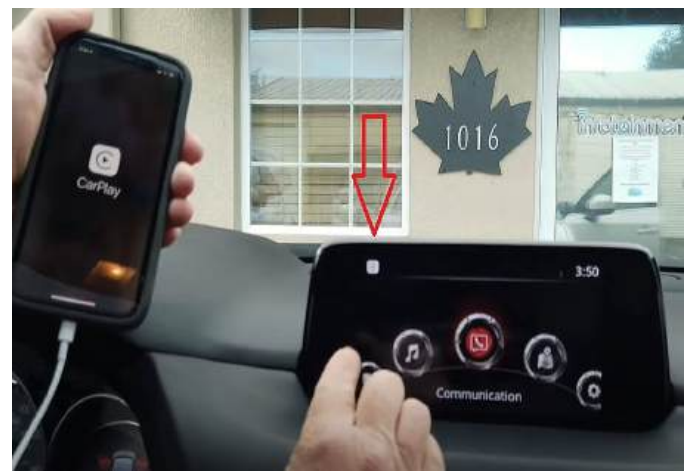
Step 52: Push the shifter panel back into place, firmly push to get the retainer clips to snap into place.



Step 53: Start the vehicle in accessory mode for one minute. Then turn the vehicle off. Insert the Map SD card into the new USB hub's SD Map card slot.



Step 54: Start the vehicle, plug your iPhone USB cable into the USB hub and plug in the iPhone into the USB cable. You will have to okay Carplay to work. Once done you'll see the Carplay icon on the top left of radio screen. Hit that icon to get into Carplay.



Step 55: Play around with your CarPlay/Android Auto upgrade!



Step 56: Enjoy your purchase and again thank you for choosing Infotainment.com for your upgrades.



Things To Know

The included USB thumb drive is being offered as free and is not sold separately. Please ensure your existing Mazda Connect system has a software level of 30.00.XXX or higher. This includes:

2016-2019 Mazda 2 - 2016-2020 Mazda MX-5 Miata - 2017-2021 FIAT 124
2014-2018 Mazda 3 - 2016-2019 Mazda CX-3
2016-2020 Mazda 6 - 2016-2020 Mazda CX-9



This upgrade is not yet designed for Mazdas featuring the Mazda Connect® radio system with software levels 29.00.XXX or lower.

- Designed for North American vehicles only.

Return Policy/Warranty Terms

Infotainment.com 30-Day Return Policy:

Infotainment.com offers hassle free returns within 30 days from the date-of-delivery for a full refund unless otherwise stated on the product advertisement (such as a custom or special order item). The customer may choose to cancel their order prior to shipping or fulfillment without penalty. If the customer's order or package sustained physical damage it must be reported to Infotainment.com within 7 days of arrival. A 15% restock fee will apply to all returns unless the returned item(s) have been deemed defective by Infotainment.com after full inspection, in this case a restocking fee will not be assessed.

To initiate a return, the customer is required to contact the customer service department by phone, live chat, or via the online ticket system at anytime within 30 days from the date-of-delivery. The representative will issue a Return Merchandise Authorization (RMA) number, which is required to process your return. A copy of a completed RMA form must be included with the return shipment to expedite the process. The return must be shipped within 7 days of the RMA issuance. Infotainment.com reserves the right to refuse any package returned to them without authorization or process could be delayed over 30 days.

Customers are responsible for all return shipping charges unless they receive the wrong product or a defective item. It is recommended that the customer utilizes signature confirmation and/or insurance when shipping an item to Infotainment.com.

Infotainment.com will not be responsible for lost or damaged packages. Only the signature of an Infotainment.com employee will suffice as proof of delivery. A pre-paid return shipping label may be requested by the customer (located within the continental U.S) at the cost of \$15.00 to be deducted from the total refund amount. Customers located outside the United States will be responsible for all incurred shipping charges and customs duty/tax fees to or from Infotainment.com.

Returns will be processed within ten (10) business days of receipt (not including weekends, holidays, and the day the package is delivered). Refunds will be issued back to the original form of payment. If the original form of payment is no longer valid the refund will be issued as store credit. Infotainment.com reserves the right to reject or impose additional charges for replacement of a return if there is damage, missing



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components, excessive use/wear, a different serial number from when originally shipped, etc. If the customer's return has not been processed within 3 weeks of arrival the customer is advised to contact the customer service department for an update. This return policy is null & void if product(s) have been tampered with or modified. Infotainment.com is not responsible for professional fees related to installation, removal or re-installation of any product. Infotainment.com reserves the right to change or amend the return policy and procedures at any time without notification.

Infotainment.com Retail 90-Day Warranty Policy:

Infotainment.com offers hassle free technical support and warranty claims on all products within 90 days from the date-of-delivery. Physical damage to an item received must be reported within 7 days of arrival.

To initiate a warranty claim, the customer is required to contact the customer service department by phone, live chat, or via the online ticket system at anytime within 90 days from the date-of-delivery. The representative will assist the customer with technical support and step-by-step troubleshooting procedures to resolve any issue or concern. If it is determined that the product(s) must be sent back for repair or exchange the representative will issue a Return Merchandise Authorization (RMA) number, which is required to process the warranty claim. A copy of a completed RMA form must be included with the return shipment to expedite the process. The item(s) must be shipped within 7 days of the RMA issuance. Infotainment.com reserves the right to refuse any package returned to them without authorization or process could be delayed over 30 days.

A pre-paid return shipping label will be issued by the customer service representative for customers located within the continental U.S. only. Customers located outside the U.S. will be responsible for all incurred shipping charges and customs duty/tax fees to or from Infotainment.com. Customers are fully responsible to ensure the item(s) are packaged securely to prevent damage in shipping transit. Infotainment.com will not be responsible for damaged item(s) due to poor packaging.

Warranty claims will be processed within five (5) business days of receipt (not including weekends, holidays, and the day the package is delivered). An Infotainment.com technician reserves the right to determine whether the troubled product requires a simple repair or a full replacement. Once the issue is resolved, a tracking number will be immediately provided to the customer when the repaired or replacement item is shipped



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therefore ending the warranty claim. Infotainment.com reserves the right to reject or impose additional charges for warranty claims if there is damage, missing components, excessive use/wear, a different serial number from when originally shipped, etc. Infotainment.com will allow up to two (2) claims per order before it is determined the item(s) will not work in the customer's vehicle. If the customer's warranty claim has not been processed within 3 weeks of arrival the customer is advised to contact the customer service department for an update.

This warranty policy is null & void if product(s) have been tampered with or modified. Infotainment.com is not responsible for professional fees related to installation, removal or re-installation of any product. Infotainment.com reserves the right to change or amend the warranty policy and procedures at any time without notification.

Infotainment.com Extended 1-Year Warranty Policy:

Infotainment.com offers hassle free technical support and warranty claims on all products within 1 year from the date-of-delivery to retail customers who opt for the extended warranty coverage upon checkout. This policy also applies to all registered Infotainment.com wholesale accounts. Furthermore, franchise automobile dealers are granted additional coverage for their customers to match the vehicle's 3 year / 36,000 mile bumper-to-bumper manufacturer's warranty.

To initiate a warranty claim, the customer is required to contact the customer service department by phone, live chat, or via the online ticket system at anytime within 1 year from the date-of-delivery. The representative will assist the customer with technical support and step-by-step troubleshooting procedures to resolve any issue or concern. If it is determined that the product(s) must be sent back for repair or exchange the representative will issue a Return Merchandise Authorization (RMA) number, which is required to process the warranty claim. A copy of a completed RMA form must be included with the return shipment to expedite the process. The item(s) must be shipped within 7 days of the RMA issuance. Infotainment.com reserves the right to refuse any package returned to them without authorization or process could be delayed over 30 days.

A pre-paid return shipping label will be issued by the customer service representative for customers located within the continental U.S. only. Customers located outside the U.S. will be responsible for all incurred shipping charges and customs duty/tax fees to or from Infotainment.com. Customers are fully responsible to ensure the item(s) are



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packaged securely to prevent damage in shipping transit. Infotainment.com will not be responsible for damaged item(s) due to poor packaging.

Warranty claims will be processed within five (5) business days of receipt (not including weekends, holidays, and the day the package is delivered). An Infotainment.com technician reserves the right to determine whether the troubled product requires a simple repair or a full replacement. Once the issue is resolved, a tracking number will be immediately provided to the customer when the repaired or replacement item is shipped therefore ending the warranty claim. Infotainment.com reserves the right to reject or impose additional charges for warranty claims if there is damage, missing components, excessive use/wear, a different serial number from when originally shipped, etc. Infotainment.com will allow up to two (2) claims per order before it is determined the item(s) will not work in the customer's vehicle. If the customer's warranty claim has not been processed within 3 weeks of arrival the customer is advised to contact the customer service department for an update.

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