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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: AUDIO / VIDEO: AUDIO AND VISUAL SYSTEM: Bluetooth Connection History; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

[Bluetooth Connection History](#)

CAUTION / NOTICE / HINT

HINT:

Check that the following conditions of the "Bluetooth" device being used by the customer are met.

- Operation of the "Bluetooth" device has been confirmed.
- The Wi-Fi setting of the "Bluetooth" device is set to off.
- The operating system and software are the latest versions.

PROCEDURE

1.	CHECK RESULT OF "Bluetooth Connection History"
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(a) Using the GTS, check the "Bluetooth Connection History" and proceed to the appropriate link in accordance with the contents of the "Bluetooth" connection history.

Click here [INFO](#)

HINT:

Check the "Bluetooth" connection history around the time that the malfunction occurred.

RESULT	PROCEED TO
History Type is "Registration" and Result is "Failure".	A
History Type is "Connection" and Result is "Failure".	B
History Type is "Disconnection".	C
Contents is "Outbound Processing" and Result is "Failure".	D
Contents is "Incoming Call" and Result is "Failure".	E
Contents is "Call" and Result is "Failure".	F
Contents is "Start of The Standby Phonebook Transfer" and Result is "Failure".	
Contents is "Stop Phonebook" and Result is "Failure".	
Contents is "Switching of The Call" and Result is "Failure".	G
Contents is "End of Call" and Result is "Failure".	

RESULT	PROCEED TO
Contents is "Play" and Result is "Failure".	H
Contents is "Stop" and Result is "Failure".	
Contents is "Pause" and Result is "Failure".	
Contents is "Track Up" and Result is "Failure".	
Contents is "Track Down" and Result is "Failure".	
Contents is "Fast forward" and Result is "Failure".	
Contents is "Rewind" and Result is "Failure".	
Contents is "Repeat ON" and Result is "Failure".	
Contents is "Repeat OFF" and Result is "Failure".	
Contents is "Random ON" and Result is "Failure".	
Contents is "Random OFF" and Result is "Failure".	
Contents is "Streaming Play" and Result is "Failure".	
Contents is "Streaming Stop" and Result is "Failure".	
Contents is "Acquisition of Music Information" and Result is "Failure".	I
Contents is "Message List Acquisition" and Result is "Failure".	J
Contents is "Message Acquisition" and Result is "Failure".	
Contents is "Setting of Notification Registration" and Result is "Failure".	
Contents is "Message Transmission" and Result is "Failure".	K

B ► GO TO STEP 3

C ► GO TO STEP 6

D ► GO TO STEP 7

E ► RESTART "BLUETOOTH" DEVICE AND CHECK IF APPLICATION IS COMPATIBLE

F ► RESTART "BLUETOOTH" DEVICE

G ► RESTART "BLUETOOTH" DEVICE AND CHECK IF APPLICATION IS COMPATIBLE

H ► RESTART "BLUETOOTH" DEVICE AND CHECK USING ANOTHER APPLICATION

I ► RESTART "BLUETOOTH" DEVICE AND CHECK THAT TRACK INFORMATION IS DISPLAYED ON DISPLAY

J ▶ CHECK FOR ANY MESSAGES DISPLAYED ON DEFAULT APPLICATION OF "BLUETOOTH" DEVICE

K ▶ CHECK THAT "BLUETOOTH" DEVICE IS NOT OUTSIDE OF THE COMMUNICATION AREA AND CHECK FOR ANY MESSAGES DISPLAYED ON DEFAULT APPLICATION OF "BLUETOOTH" DEVICE

A ▼

2.	CHECK REGISTRATION FAILURE HISTORY
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(a) Proceed to the appropriate link in accordance with "Contents" of "Bluetooth" connection history.

RESULT	PROCEED TO
Contents is "Time Out"	A
Contents is "Authentication Error"	B
Contents is "Other Error"	C

A ▶ RESTART THE "BLUETOOTH" DEVICE

B ▶ PERFORM "BLUETOOTH" DEVICE REGISTRATION

C ▶ AFTER TURNING THE IGNITION SWITCH OFF AND BACK TO ON AND RESTART THE "BLUETOOTH" DEVICE, PERFORM "BLUETOOTH" DEVICE REGISTRATION

3.	CHECK CONNECTION FAILURE HISTORY
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(a) Proceed to the appropriate link in accordance "Profile" and "Contents" of "Bluetooth" connection history.

RESULT	PROCEED TO
Profile is "HFP" and Contents is "Time Out"	A
Profile is "AVP" and Contents is "Time Out"	
Profile is "HFP" and Contents is "Authentication Error"	B
Profile is "AVP" and Contents is "Authentication Error"	

RESULT	PROCEED TO
Profile is "HFP" and Contents is "Page Time Out"	C
Profile is "AVP" and Contents is "Page Time Out"	
Profile is "HFP" and Contents is "Other Error"	D
Profile is "AVP" and Contents is "Other Error"	E
Profile is "PBAP"	F
Profile is "MAP"	G

A ▶ RESTART "BLUETOOTH" DEVICE

B ▶ PERFORM REGISTRATION

C ▶ MOVE "BLUETOOTH" DEVICE CLOSE TO IN-VEHICLE DEVICE CHECK THAT "BLUETOOTH" SETTING ON AND PERFORM "BLUETOOTH" CONNECTION PROCEDURE MOVE "BLUETOOTH"

D ▶ RESTART "BLUETOOTH" DEVICE AND CHECK THAT "HFP" SETTING IS SET TO ON

E ▶ RESTART "BLUETOOTH" DEVICE AND CHECK THAT AVP (MEDIA) SETTING IS SET TO ON

G ▶ GO TO STEP 5

F



4.	CHECK CONNECTION FAILURE HISTORY (PBAP)
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(a) Proceed to the appropriate link in accordance with "Contents" of "Bluetooth" connection history.

RESULT	PROCEED TO
Contents is "Time Out"	A
Contents is "Authentication Error"	B

RESULT	PROCEED TO
Contents is "Other Error"	C

- A ▶ RESTART THE "BLUETOOTH" DEVICE AND CHECK THAT THE PHONEBOOK SYNCHRONIZATION SETTING IS SET TO ON**
- B ▶ PERFORM "BLUETOOTH" DEVICE REGISTRATION**
- C ▶ RESTART "BLUETOOTH" DEVICE AND CHECK THAT "PBAP" (PHONEBOOK TRANSFER) SETTING IS SET TO ON**

5.	CHECK CONNECTION FAILURE HISTORY (MAP)
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(a) Proceed to the appropriate link in accordance with "Contents" of "Bluetooth" connection history.

RESULT	PROCEED TO
Contents is "Time Out"	A
Contents is "Authentication Error"	B
Contents is "Other Error"	C

- A ▶ RESTART "BLUETOOTH" DEVICE AND CHECK THAT MESSAGE SYNCHRONIZATION SETTING IS SET TO ON**
- B ▶ PERFORM REGISTRATION**
- C ▶ RESTART "BLUETOOTH" DEVICE AND CHECK THAT MAP (MESSAGE) SETTING IS SET TO ON**

6.	CHECK DISCONNECTION HISTORY
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(a) Proceed to the appropriate link in accordance "Profile" and "Contents" of "Bluetooth" connection history.

RESULT	PROCEED TO
Contents is "Link Loss"	A
Contents is "Other Error"	B

A ▶ RESTART "BLUETOOTH" DEVICE, MOVE "BLUETOOTH" DEVICE CLOSE TO IN-VEHICLE DEVICE, AND CONFIRM RESULT

B ▶ TURN IGNITION SWITCH OFF AND CONFIRM RESULT

7.	CHECK OUTPUT FAILURE HISTORY
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(a) Proceed to the appropriate link in accordance with "Contents" of "Bluetooth" connection history.

RESULT	PROCEED TO
Contents is "Time Out"	A
Contents is "Out of Service"	B
Contents is "Redial Regulation"	C
Contents is "Other Error"	D

A ▶ RESTART "BLUETOOTH" DEVICE AND CHECK IF APPLICATION IS COMPATIBLE

B ▶ RESTART "BLUETOOTH" DEVICE AND MOVE VEHICLE INTO CELLULAR PHONE SERVICE AREA AND PERFORM SEND OPERATION

C ▶ RESTART THE "BLUETOOTH" DEVICE

D ▶ TURN IGNITION SWITCH OFF, RESTART "BLUETOOTH" DEVICE AND CONFIRM RESULT

