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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: AUDIO / VIDEO: AUDIO AND VISUAL SYSTEM: My Settings cannot be Used on the Multi-display; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

My Settings cannot be Used on the Multi-display

CAUTION / NOTICE / HINT

NOTICE:

Depending on the parts that are replaced during vehicle inspection or maintenance, performing initialization, registration or calibration may be needed.

Click here [INFO](#)

PROCEDURE

1. CHECK MY SETTINGS SYSTEM

(a) Check that the My Settings system operates normally.

HINT:

Click here [INFO](#)

RESULT	PROCEED TO
Operates normally	A
Does not operate normally	B

B  **GO TO MY SETTINGS SYSTEM** [INFO](#)

A



2. CHECK PROBLEM SYMPTOMS (MY SETTINGS FUNCTION)

(a) Confirm problem symptoms

(1) Confirm the problem symptoms of the My Settings function, and proceed to the respective link.

PROBLEM SYMPTOMS	PROCEED TO
The settings screen does not display the vehicle name or user name	A
My Settings cannot be created, stored, deleted or uploaded	B
A value of the My Settings function cannot be changed	
A value of the My Settings function changes by itself	
The data of the My Settings function cannot be transferred to another vehicle	C
The individual cannot be identified	

B ► GO TO STEP 4

C ► GO TO STEP 9

A
▼

3.	INSPECT TELEMATICS SYSTEM
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(a) Check that the telematics system operates normally.

HINT:

Click here [INFO](#)

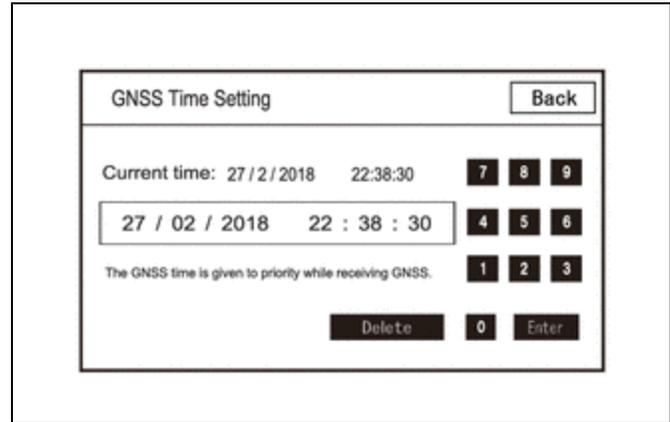
RESULT	PROCEED TO
Malfunction not occurs	A
Malfunction occurs	B

A ► REPLACE RADIO AND DISPLAY RECEIVER ASSEMBLY

B ► GO TO TELEMATICS SYSTEM [INFO](#)

4.	SERVICE CHECK (GNSS CHECK)
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(a) Enter diagnostic mode.



- (b) Select "Function Check/Setting" from the "Service Menu" screen.
- (c) Select "System Sensors Check" from the "Function Check/Setting I" screen.
- (d) Select "Time Setting" from the "System Sensors Check" screen.
- (e) Check "GNSS Time Setting" screen and confirm that "Current time" is set correctly.

RESULT	PROCEED TO
"Current time" is correct	A
"Current time" is not correct	B

B **GO TO PROBLEM SYMPTOMS TABLE (NAVIGATION FUNCTION)**

A

5.	CHECK USAGE CONDITIONS OF SMARTPHONE AND APPLICATIONS
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(a) Check that the customers smartphone and applications meet the following conditions:

NOTICE:

If it is necessary to change smartphone settings, update software, etc., make sure to obtain the permission of the customer first.

- (b) The smartphone is turned on
- (c) The smartphone is ready to communicate
- (d) The operation of the smartphone has been confirmed
- (e) The time displayed by the smartphone is correct

(f) Applications are installed

(g) Each application is the latest version

(h) Check for malfunctions and confirm that the device operates correctly.

RESULT	PROCEED TO
Malfunction does not occur	A
Malfunction occurs	B

A  **END (SMARTPHONE OR APPLICATION WAS CAUSE)**

B



6.	CHECK CONDITION (USER ID USAGE CONDITION)
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(a) Check that the same user ID is not being used for other vehicles.

NOTICE:

If it is necessary to confirm the settings of the smartphone, make sure to obtain the permission of the customer first.

HINT:

When My Settings is used in a different vehicle, an on-screen message is displayed.

(b) Check for malfunctions and confirm that the device operates correctly.

RESULT	PROCEED TO
Malfunction does not occur	A
Malfunction occurs	B

A  **END (SAME USER ID BEING USED FOR OTHER VEHICLE)**

B



7.	CHECK PIN CODE
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(a) Check the PIN CODE matches the registered PIN code.

RESULT	PROCEED TO
PIN CODE does not match	A
PIN CODE matches	B

A ▶ USING THE APPLICATION, OBTAIN A NEW PIN CODE AND CHECK WHETHER THEY MATCH

B



8.	CHECK CENTER OPERATION STATUS
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(a) Check that operation is normal from a dealer account in a different vehicle.

RESULT	PROCEED TO
Malfunction occurs	A
Malfunction does not occur	B

A ▶ END (CENTER WAS CAUSE)

B ▶ REPLACE RADIO AND DISPLAY RECEIVER ASSEMBLY

9.	CHECK USAGE CONDITIONS
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(a) Check if the application is signed out.

HINT:

When the IG is turned on and "Driver Recognition is disabled" is displayed on the multi-display, the user is signed out.

RESULT	PROCEED TO
The application is signed out	A
The application is not signed out	B

A ▶ SIGN INTO THE APPLICATION AND CHECK AGAIN



10. CHECK USAGE CONDITIONS OF SMARTPHONE AND APPLICATIONS

(a) Check that the customers smartphone and applications meet the following conditions:

NOTICE:

If it is necessary to change smartphone settings, update software, etc., make sure to obtain the permission of the customer first.

- (b) The smartphone is turned on
- (c) The smartphone is ready to communicate
- (d) Check that the "Bluetooth" setting of the smartphone is set to on
- (e) The operation of the smartphone has been confirmed
- (f) The time displayed by the smartphone is correct
- (g) Applications are installed
- (h) Each application is the latest version
- (i) The application is started and the user is signed in
- (j) The smartphone is displayed on "Bluetooth devices" on the My Settings screen of the in-vehicle device.
- (k) Check for malfunctions and confirm that the device operates correctly.

RESULT	PROCEED TO
Malfunction does not occur	A
Malfunction occurs	B

A ▶ END (SMARTPHONE OR APPLICATION WAS CAUSE)

B ▶ REPLACE RADIO AND DISPLAY RECEIVER ASSEMBLY

