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

Wi-Fi Connection History

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 "Wi-Fi" SETTINGS

(a) Check that the following Wi-Fi connection settings are set as follows:

"Wi-Fi" is set to on.

NG  **PERFORM WI-FI SETTING AGAIN**

OK


2. CHECK CONDITIONS AND PROCEDURE

(a) Check the conditions and procedure for establishing a "Wi-Fi" connection, and perform the "Wi-Fi" connection procedure again.

HINT:

- As there may be wave interference, disconnect other "Wi-Fi" compatible devices or "Bluetooth" compatible devices before establishing a "Wi-Fi" connection.
- A "Wi-Fi" connection can be established manually or automatically.
- There are 2 ways to establish a manual "Wi-Fi" connection. Connecting by searching for a "Wi-Fi" access point, and connecting by entering an SSID and password.
- Even though an automatic connection is enabled, a connection can be established only when a "Wi-Fi" access point with the same SSID and password that were used for a previous connection exists.

RESULT	PROCEED TO
"Wi-Fi" connection can be established.	A

RESULT	PROCEED TO
"Wi-Fi" connection cannot be established.	B

A ► END

B



3.	CHECK DEVICE TO BE CONNECTED VIA "Wi-Fi"
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(a) Check the device to be connected via "Wi-Fi".

HINT:

Considering the radio wave environment around the vehicle, move the vehicle and establish a "Wi-Fi" connection.

RESULT	PROCEED TO
The in-vehicle device is trying to connect to the "Wi-Fi" access point of a portable device such as a mobile "Wi-Fi" router, tethering device, etc.	A
The in-vehicle device is trying to connect to a "Wi-Fi" access point other than a portable device.	B

B ► GO TO STEP 5

A



4.	CHECK PORTABLE DEVICE
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(a) Bring a portable device to be used to establish a "Wi-Fi" connection near the in-vehicle device, and perform "Wi-Fi" connection again.

HINT:

- Considering the radio wave environment around the vehicle, move the vehicle and establish a "Wi-Fi" connection.
- Depending on the type of the portable device, customer operation such as internet sharing, tethering settings, etc., may be required whenever establishing a "Wi-Fi" connection.

RESULT	PROCEED TO
"Wi-Fi" connection can be established.	A

RESULT	PROCEED TO
"Wi-Fi" connection cannot be established.	B

A ▶ END

B ▶ GO TO STEP 7

5.	MOVE VEHICLE
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(a) Move the vehicle to an access point where "Wi-Fi" connection can be established normally with other vehicles, and perform the "Wi-Fi" connection procedure again.

HINT:

- When the in-vehicle device is connected to an outside "Wi-Fi" access point, the "Wi-Fi" connection will be disconnected if leaving the radio wave service area.
- This function is not designed to be used while driving. Use this function only when the vehicle is stopped.

RESULT	PROCEED TO
"Wi-Fi" connection can be established.	A
"Wi-Fi" connection cannot be established.	B

A ▶ END (ACCESS POINT WAS ABNORMAL)

B
▼

6.	CHECK "Wi-Fi" ACCESS POINT
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(a) Bring a well-known portable device such as a mobile "Wi-Fi" router, tethering device, etc., near the in-vehicle device, and perform the "Wi-Fi" connection procedure again.

HINT:

- Considering the radio wave environment around the vehicle, move the vehicle and establish a "Wi-Fi" connection.
- Depending on the type of the portable device, customer operation such as internet sharing, tethering settings, etc., may be required whenever establishing a "Wi-Fi" connection.

RESULT	PROCEED TO
"Wi-Fi" connection can be established.	A

RESULT	PROCEED TO
"Wi-Fi" connection cannot be established.	B

A ▶ END (ACCESS POINT WAS TEMPORARY ABNORMAL)

B ▶ GO TO STEP 7

7.	CHECK RESULT OF "Wi-Fi Connection History"
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(a) Check the wave interference while a "Wi-Fi" connection is established.

HINT:

- Check the "W-Fi Connection History" around the time that the malfunction occurred.
- Using the GTS, proceed to the appropriate link in accordance with the result of "Wi-Fi Connection History".

Click here 

RESULT	PROCEED TO
"Received Signal Strength" is -71 dBm or less	A
"Data Rate" is "Slow Speed"	
"Packet Error Rate" is 5% or more	
"Result" is "Connection Failure (Authentication Failure)"	B
"Result" is "Connection Failure (Time Out)"	C
None of the above	D

A ▶ ESTABLISH "WI-FI" CONNECTION IN AREA WITH LITTLE WAVE INTERFERENCE

B ▶ EXPLAIN TO CUSTOMER THAT THERE WAS POSSIBILITY THAT USED PASSWORD WAS NOT CORRECT

C ▶ CHECK POWER AND CHARGING STATE OF CONNECTED EXTERNAL DEVICE, AND RESTART IT AND PERFORM "WI-FI" CONNECTION PROCEDURE AGAIN

D ▶ REPLACE RADIO AND DISPLAY RECEIVER ASSEMBLY

