

	GROUP ELE	MODEL All Models
	NUMBER PS485	DATE June 2017
 		
SUBJECT: BLUETOOTH TROUBLESHOOTING		

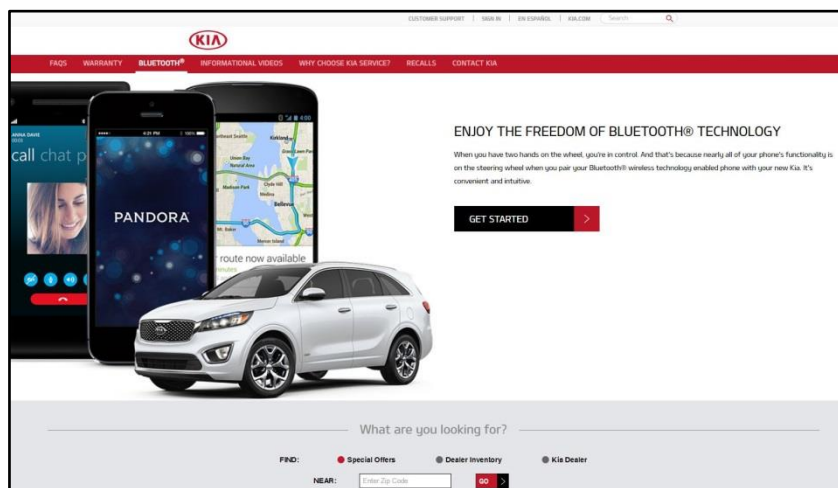
This Pitstop provides information for troubleshooting Bluetooth concerns such as:

- Device does not auto-connect,
- Phonebook does not download, and
- Unable to stream Bluetooth audio.

Check the Bluetooth section set-up page on the [Kia website](#) to confirm the phone has been tested for basic Bluetooth compatibility (e.g., phone can be paired, calls can be made, etc).

The following parameters must be provided for the search portion of the website:

- Model Year of Vehicle
- Model of Vehicle
- Audio System Platform (i.e., Base, UVO, or Navigation)
- Phone Carrier
- Phone Manufacturer
- Device (i.e., phone type)



Confirm the customer's phone Operating System Version matches the version tested on the website (or is a later version). Phone operating systems change frequently and some phones may have varying compatibility levels with the vehicle's Bluetooth system.

Kia continues to work with the phone manufacturers to identify compatibility issues with software versions and to resolve those issues with the manufacturers. Kia recommends updating to the latest released software version offered by the phone manufacturer as it may resolve issues.

Common Phone Connection Issues

Problem	Possible Cause	Solution
Difficulty pairing a device (phone)	Phone has Bluetooth turned off.	Turn Bluetooth 'on' via the phone's Bluetooth settings menu.
	Phone may be attempting to pair with another Bluetooth system.	Compare device name (i.e., KIA MOTORS), shown on phone menu, to name shown on head unit display
	Five (i.e., the maximum) phones have already been paired to the head unit.	Delete any paired phone from the list that is not in use.
	Bluetooth system cannot communicate with the phone.	Customer's phone or phone software version may not be compatible with the head unit. Check the Kia website to see if the phone has been tested for basic Bluetooth operability and update the customer's phone to the latest released operating system version. 1. If the radio has a reset button, reset the radio using a pen or paper clip. 2. Reboot the phone (i.e., turn the phone off then on). 3. Delete the phone from the radio and the radio from the phone. 4. Try to re-pair phone and radio.

Problem	Possible Cause	Solution
Loss of connection or fails to auto-connect	Loss of communication between phone and Bluetooth system	1. If the radio has a reset button, reset the radio using a pen or paper clip. 2. Reboot the phone (i.e., turn the phone off then on). 3. Delete the phone from the radio and the radio from the phone. 4. Try to re-pair phone and radio.
	Loss of phone reception	This issue is dependent on the phone carrier's coverage. The customer may be in an area with poor cell service. Reception is not affected by the Bluetooth system.
	Auto-connection request was not accepted. (Android Phones)	1. Delete the phone from the radio and the radio from the phone. 2. Re-pair phone and radio. 3. Accept the auto-connection request when it pops up during the pairing process.
Bluetooth Streaming - no sound	Phone media volume may be too low	If streaming audio through Bluetooth from a device, ensure the listening volume on the device is turned up.

Phonebook Download/Auto-Connection/Streaming Concerns (Android Phones):

1. It is necessary to accept the phonebook download pop-up during the initial phone and head unit pairing process.
2. If this fails, under **Settings**, select **Bluetooth**, and then click the settings icon  next to **KIA MOTORS**.
3. Ensure **Call audio**, **Media audio**, and **Contact sharing** are all 'on'.
(**Android 6.0.1 Marshmallow** as shown below).

