

1.1. (Q) Which of the Bluetooth® profiles are supported by SMARTPLAY Infotainment System?

(A) SMARTPLAY Infotainment System supports Bluetooth® 3.0 + HS and following profiles:

- i. A2DP 1.2
- ii. AVRCP 1.3
- iii. HFP 1.6
- iv. MAP 1.0
- v. PBAP 1.1
- vi. SPP 1.1

1.2. (Q) While the mobile phone is being used in Bluetooth® mode, can the same or another mobile phone be simultaneously charged through the USB connector?

(A) It is possible to charge a mobile phone simultaneously while in Bluetooth® mode but when an iPhone is connected for charging then it behaves like an iPod and Bluetooth® media source cannot be accessed separately.

1.3. (Q) If two mobile phones are paired in SMARTPLAY Infotainment System through Bluetooth®, which mobile phone gets connected first?

(A) Last connected mobile phone gets connected first / is given priority.

1.4. (Q) If I switch off Bluetooth® on the mobile phone, do I need to go to add phone screen to reconnect? How long does it take for reconnection?

(A) If the automatic reconnect feature is supported by the mobile phone then automatic reconnection gets activated once Bluetooth® is enabled on the mobile phone in approx. 30secs. Reconnection time depends on the phone too.

1.5. (Q) What should I do if some features like SMS, phonebook download etc. are not available even after connecting the mobile phone through Bluetooth® ?

(A) Kindly visit the Maruti Suzuki SMARTPLAY system website to check the phone connectivity results of the mobile phone.

(Link: Phone Connectivity)

## 2. USB & SD Card

2.1. (Q) What is the maximum data capacity of the USB drive and SD Card supported by SmartPlay Infotainment System?

(A) SMARTPLAY Infotainment System supports USB Drive and SD Card with data capacity up to 32GB.

2.2. (Q) What care has to be taken to insert and remove SD card from the slot?

(A) Always insert SD-Card with sticker side facing upwards and its contacts pointing towards the device into the SD-Card slot. To remove press the SD-Card gently with your fingertip into the SD-Card slot. The SD-Card is released and ejected; now pull the SD-Card out of its slot. Improper handling will damage the device functionality or the SD-Card slot and cannot be repaired.

2.3. (Q) How to play audio/video files through SD card?

(A) To play audio / video files through SD Card, remove the Map SD card from the slot and insert a Standard SD card containing audio/video files. Navigation feature will not function as the Map SD card has been removed.

2.4. (Q) What should I do if SD card gets stuck in the slot?

(A) Contact Maruti Suzuki Dealership.

### **3. Remote control application**

3.1.(Q) What is Remote Control App?

(A) With the remote control application you can turn your mobile phone into a remote and control audio sources. For example, when sitting at rear seat in the car, one can operate media source, radio station, & volume control using the Remote Control App on his/her smartphone. Suzuki remote control application can be downloaded onto compatible Smartphones (Compatible with Android -2.3.3 & above and Apple iPhones (iPhone 5 and above)

### **4. Service support**

4.1. (Q) What precautions should be taken while cleaning my SmartPlay Infotainment System?

(A) Do not use aggressive cleaning agents such as thinners, benzene, abrasive cleaners, spray cleaners, acid or alkaline solutions or wax. Do not spray any liquids onto the device. Never use hard, pointed or sharp objects to clean the device. To clean the housing and protective pane / display, moisten a soft cloth with lukewarm water and wipe off the dirt. Afterwards, wipe the cleaned surface with a clean dry cloth.

4.2. (Q) I am seeing the error 'Light sensor is dirty, please clean it'. What should be done?

(A) Clean all the edges of the frame using a moist, soft cloth with lukewarm water and wipe off the dirt. Afterwards, wipe the cleaned surface with a clean dry cloth.

4.3. (Q) What is the purpose of using a security PIN for my SMARTPLAY Infotainment system?

(A) Security pin is used to avoid un-authorized usage of the system. If a Security PIN enabled SMARTPLAY Infotainment system is disconnected from battery, it will not be functional unless a valid Security PIN is entered after battery reconnection.

4.4. (Q) I forgot the security PIN set for my SMARTPLAY Infotainment System. How do I recover the PIN?

(A) Contact Maruti Suzuki Dealership for unlocking.

4.5. (Q) What is the stand-by mode and how to switch off the SMARTPLAY Infotainment System completely?

(A) In standby mode, SMARTPLAY Infotainment System is muted and the display is turned OFF. It is switched-off automatically when you switch off the vehicle.

## **LISSEN Feature**

### **5. Media**

5.1. (Q) What media formats are supported by SMARTPLAY Infotainment System?

(A) The following media formats are supported for audio:

- i. MP3
- ii. WMA
- iii. AAC
- iv. WAV

(B) . The following media formats are supported for video

- i. 3GPP
- ii. MPG
- iii. AVI for H.264/MPEG4 ASP (Xvid)

Please refer user manual section: "General information"

5.2. (Q) Is it possible to play videos from USB and SD-Card?

(A) It is possible to play videos from USB and SD-Card

5.3. (Q) Can video be played while driving?

(A) For your safety, video playback is not allowed while driving. However, the audio output can still be heard.

5.4. (Q) Can videos stored in iPod be played on SMARTPLAY Infotainment System?

(A) iPod Videos are not compatible with SmartPlay Infotainment System.

## **DRIVE feature**

### **6. Navigation**

6.1 (Q) What do (Point Of Interest) POI search options like – POIs nearby, POIs on route and POIs at destination mean?

(A) POIs are filtered by category (example: Petrol Station) followed by the position where POI search is required.

- POIs nearby: POIs around current vehicle position
- POIs on the route: POIs available en route (between current vehicle position & on the way towards the destination). This option is available only when route guidance is active.
- POIs at destination: POIs available around the destination. This option is available only when route guidance is active.

6.2 (Q) Can specific POI categories be selected for displaying on map screen?

(A) Yes, by selecting the desired categories in the ‘Show POIs on Map’ settings ( Navigation settings → Guidance & Map → Show POIs on Map)

6.3 (Q) How many locations can be added to favourites?

(A) A maximum of 30 can be added to favourites. If 30 entries are already saved then they can be replaced as required to include new entries.

## **CALL feature**

### **7.0 Phones**

7.1 (Q) How can I download the phonebook of my mobile phone onto the SmartPlay Infotainment System after Bluetooth® connection of the two?

(A) Phonebook can be downloaded only if the mobile phone is equipped with PBAP (Phonebook Access Profile). Kindly visit the Maruti Suzuki SMARTPLAY system website to check the compatibility results of the mobile phone. ([Link: Phone Connectivity](#)). Also, enable the relevant settings and permissions on the phone.

7.2 (Q) During an active call, how can I change from Bluetooth® hands-free mode to handset mode on SMARTPLAY Infotainment System?

(A) It can be done by tapping the icon present on active Bluetooth® call screen displayed on the Smartplay device for changing the mode.

## **CONNECT feature**

### **8.0 Mirrorlink™**

8.1 (Q) What is ‘Connect’ feature?

(A) . Connect feature is for the smartphones having Mirrorlink .Some of the Smartphone applications can be displayed and operated from SMARTPLAY infotainment system. Through Mirrorlink, user can access the applications which are certified by Car Connectivity Consortium LLC. A list of supported mobile phones certified by Car Connectivity Consortium LLC is available on their website. Refer to <https://cert.mirrorlink.com/ProductListing/>