



S-TYPE

DATE 12/00

S419-05

SERVICE

TECHNICAL BULLETIN

**Difficulty Inputting Commands –
Voice Activated Control System –
Guidelines**

MODEL 2000 MY-ON
S-TYPE

VIN L00001-ON

Issue:

Some owners of S-TYPE vehicles may have a concern with the Voice Activated Control System not operating correctly, particularly when inputting telephone commands.

A recent investigation conducted with owners identified that the problems were due to incorrect voice commands.

The customer must be asked to demonstrate the concern in detail. This will allow you to determine whether the customer is using correct terminology during a command input, or whether there may be other issues.

Action:

As mentioned, the Voice Activated Control System issues revolve around the phone command inputs.

A typical example of an incorrect phone command would be:

“Phone - Enter...” then waiting for a prompt.

Because the customers were not continuing with the first part of the number, the Voice Activated Control System did not recognize this as a valid command and responded with the message “Command not recognized”.

On 2000 MY-on vehicles the commands should be entered as “Phone - (Enter/ Dial/ Store) - 123456” as one continuous statement.

Example:

Phone - Enter - 411 then add more digits in 3 - 5 digit groups after the prompts.

Phone - Store - 1 201 818-8500

Phone - Dial - 1 201 818-8500

Advise customers that are using incorrect terminology, that the Voice Activated Control System will only understand and react correctly if the **exact phrase** is used.

Note: For all terminology issues, customers should refer to the quick reference card within the Voice Activation Handbook.

This Technical Bulletin is for information only.

PHONE COMMANDS

- [PHONE] DIAL *phone number*
- PHONE STORE *phone number (nametag when prompted)*
- [PHONE] DIAL *nametag*
- PHONE DELETE *nametag*
- [PHONE] ENTER *digit groups*

After any group of digits:

- DIAL,
- STORE (*nametag when prompted*),
- DELETE or
- CANCEL
- [PHONE] REDIAL
- [PHONE] DIAL MEMORY *memory number*
- PHONE DIRECTORY
- PHONE DELETE DIRECTORY
- PHONE OFF