

**S-TYPE**

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**SERVICE****TECHNICAL BULLETIN****Voice Control System –  
Changes Starting 2001 MY –  
Differences From 2000 MY Operation**MODEL 2001 MY-ON  
S-TYPE  
VIN M06144-ON**Issue:**

This Technical Bulletin provides an update on changes made to the S-TYPE English language Voice Control System during 2001 MY. The new model year system allows greater flexibility in the way a voice command can be made.

**Note:** Refer to the synonyms in the user manual for alternative ways to voice a command. The S-TYPE Voice Control System was enhanced for the North American market at VIN M06144.

**CHANGES FROM 2000 MODEL YEAR SYSTEMS**

1. The voice button must be pushed every time before you speak.

Push the voice button and wait for the end of the beep every time you speak to the car. This includes when responding to a question or prompt from the Voice Control System. An example of a radio nametag storage command is given below:

User: Press the voice button and wait for end of the beep.

User: "Radio store name."

Car: "Radio store name. Name please?"

User: Press the voice button and wait for end of the beep.

User: "'Radio Five Live'."

Car: "'Radio Five Live' Please say yes or no?"

User: Press the voice button and wait for end of the beep.

User: "Yes."

Car: Displays 'STORING NAMETAG' on message center for up to 10 seconds.

Car: "Radio Five Live stored."

With the 2000 MY system the user had 2 seconds to respond after any question or prompt from the system. Now with the user in charge, they have up to 15 seconds to respond. This allows the user more time to concentrate on the driving task.

During these 15 seconds the system will repeat the question or prompt twice.

**Note:** As with the 2000 MY, if no response is given to the question or prompt, the command will be cancelled with no changes to the car.

2. Do not push the voice button at the end of speech.

Do not press the voice button at the end of a voice command to tell the system you have finished speaking. If the voice button is pressed a second time whilst the Voice Control System is listening it will cancel the command.

Improvements in voice technology mean that the Voice Control System will detect the end of speech more quickly and will not need help from the user. The second button press to cancel a command makes it simpler for users.

3. Say "CD Changer" or "Changer" instead of "CD".

Jaguar will soon introduce in-fascia radios with single CD players instead of a tape player. To allow voice control of this single CD player and the CD auto-changer we have made this change to the CD auto-changer commands.

4. More flexible telephone dialing.

To use telephone enter:

User: Press the voice button and wait for end of the beep.

User: "Telephone enter 02476123456."

Car: "Telephone enter 02476123456" – user can then press voice button and wait for end of beep or wait for prompt.

User: "Dial."

Car: "Dial accepted" telephone number is dialed.

**Or**

User: Press the voice button and wait for end of the beep.

User: "Telephone enter 02476."

Car: "Telephone enter 02476" – user can then press voice button and wait for end of beep or wait for prompt.

User: Press the voice button and wait for end of the beep.

User: "123456."

Car: "123456" – user can then press voice button and wait for end of beep or wait for prompt.

User: "Dial."

Car: "Dial accepted" telephone number is dialed.

**Note:** On 2001 MY with telephone enter, if the user does pause mid-way through a number, the system will respond with the numbers recognized so far and the user can then carry on. If the voice control system makes a mistake recognizing a number, the user can then use correction to correct the last group and then carry on without having to cancel the command. The user can also use telephone enter to store a telephone number.

To use telephone dial:

User: Press the voice button and wait for end of the beep.

User: "Phone dial 02476123456."

Car: "Phone dial 02476123456 please say yes or no."

User: Press the voice button and wait for end of the beep.

User: "Yes."

Car: "Dial accepted" telephone number is dialed.

**Note:** If the user pauses for more than a second while giving the number with telephone dial, the Voice Control System will move to the next stage and the user cannot correct the number.

5. Star (\*) and pound (#)

To access network services on some cellular networks, you can now use star (\*) and pound (#) as the first digit of telephone digit string. This allows \* or # as any character other than the second digit of a number when using telephone enter, or as the first digit only, when using telephone dial and enter, for example.

Telephone enter:

User: Press the voice button and wait for end of the beep.

User: "Telephone enter \* 1 2."

Car: "Telephone enter \* 1 2."

User: Press the voice button and wait for end of the beep.

User: "# 4."

Car: "# 4."

User: "Dial."

Car will then dial \*12#4.

Telephone dial:

User: Press the voice button and wait for end of the beep.

User: "Telephone dial # 1 2 3."

6. Voice Training is faster and easier.

For users who have difficulties with the Voice Control System not recognizing their accent, the voice training process that is used to train the car to the users voice has been simplified. Instead of having to repeat 87 phrases as with the 2000 MY system, the user can now train the system by repeating as few as 25 phrases.

## 7. System Help for cars with Voice Control System.

The Jaguar Voice Control System is designed to help when the user has forgotten a particular command. Press the voice button, and wait until the end of the beep and then ask the system for:

**“Help”** General advice in using the system.

**“Voice Help”** Lists all the features of your vehicle, which can be voice controlled.

**“Radio Help”** Gives help on all the voice commands for the radio. Similar help messages are available for all voice controlled features as listed in Voice Help.

## 8. Personalize the Voice Control System.

- To set a telephone number with a name, use the Telephone Store Number or Telephone Enter Number command and enter the phone number and nametag when prompted.
- To set a radio station with a nametag, tune to the radio station then give the Radio Store Name command.

## HOW TO HANDLE CUSTOMERS WITH VOICE CONTROL SYSTEM PROBLEMS

The majority of faulty voice parts returned to Jaguar are found to have no faults at all. This leads us to believe that many problems may be user interaction problems such as the user giving an invalid command. When a user reports a voice problem, rather than ask for a description, ask them to demonstrate the problem. This will get around problems where the user states to the dealer that they are giving command X but in actual fact when using the vehicle they give command Y. Reporting such issues back to engineering through the Electronic Product Quality Report (EPQR) as concerns, allows Jaguar to incorporate customer suggestions to improve future systems, as well as reducing warranty costs.

## SERVICING S-TYPE 2000 MY VEHICLES WITH 2001 MY PARTS

The 2001 MY electrical vehicle interfaces for the running change part are identical to those of the S-TYPE 2000 MY system so that the latest parts can be used as service replacements. The physical package of the 2001 MY Voice Control System is smaller than that of the 2000 MY System. To support the installation of the new package to vehicles built prior to the introduction of the 2001 MY Voice Control System, a bracket will be provided by the Voice Control System supplier as part of the dealer installation kit.

## MODULE CONFIGURATION AFTER ACCESSORY INSTALLATION

When a new Voice Activation Control Module (VACM) is installed in a vehicle or a VACM on a vehicle is replaced by a new module, the module will require configuration using the Worldwide Diagnostic System (WDS).