

## Trouble shooting error messages

In addition to the voice command prompts given by the system, the following error messages may be displayed on the instrument cluster display. Most of these messages are accompanied by an advisory double beep.

Voice Command Group	Message	Meaning
General	VOICE NOT READY	The voice system is initialising (when ignition is first turned on). It takes the voice system approximately 10 seconds to initialise.
	NO SPEECH DETECTED	The voice system has not heard any speech. <ol style="list-style-type: none"><li>1. Ensure that the command is given after the end of the beep.</li><li>2. Ensure that the command is given within a maximum of 5 seconds from the end of the beep.</li></ol> <b>Note:</b> Be sure you know what to say before pressing the Voice button. If this error is displayed for all commands given this may indicate a fault with the microphone or microphone wiring, consult your dealer for assistance.
	NAV RESPONDING VOICE DISABLED	Navigation system is giving verbal route guidance. Voice commands are not allowed whilst the navigation system is giving voice guidance. Wait until the end of the navigation guidance then give your command.
	COMMAND CANCELLED	Displayed if the user cancels a voice session during the LISTENING period or another system interrupts the voice session (i.e. incoming phone call, navigation route guidance, radio traffic announcement).

### Trouble shooting error messages (continued)

Voice Command Group	Message	Meaning
General (continued)	COMMAND NOT RECOGNISED	<p>The voice system has failed to recognise your command.</p> <ol style="list-style-type: none"> <li>1. Ensure that the command format is valid, see <b>Voice command list</b> on page 9.</li> <li>2. Ensure that the command is given after the end of the beep.</li> <li>3. Look forward and speak clearly without pausing between words and at a level appropriate to the ambient noise level; imagine you are making a hands free phone call.</li> <li>4. Ensure that the ambient noise level is not excessive, for example, windows open or demist on.</li> </ol> <p><b>Note:</b> If it is too noisy to use the phone, it is likely that voice commands will not be recognised.</p> <ol style="list-style-type: none"> <li>5. If optional words of the command have been omitted, then the command should be tried with these in place.</li> <li>6. If a number of commands have been given in rapid succession resulting in the message 'COMMAND NOT RECOGNISED' to be displayed, then allow the system to recover (approximately one minute) before trying the command again.</li> <li>7. If the system consistently fails to recognise commands, the voice training procedure should be carried out to improve the recognition response for the speaker.</li> </ol>

## Trouble shooting error messages (continued)

Voice Command Group	Message	Meaning
Nametags	RADIO NOT IN TUNER MODE	Displayed when the user tries to store a radio nametag and the radio has not been placed in tuner mode, for example playing a tape or CD.
	NAMES TOO MUCH ALIKE	<ol style="list-style-type: none"> <li>1. This response will be received when storing a nametag if the nametag being given has already been stored. This can be confirmed by giving the RADIO DIRECTORY, PHONE DIRECTORY or NAVIGATION DIRECTORY command.</li> <li>2. If this response is received and the nametag has not been used already, then it is too similar to an existing nametag or voice grammar and an alternative should be used.</li> </ol>
	SPOKE DURING LISTENING TONE	Displayed when user utters a radio, phone, or navigation nametag while the beep is playing. Please wait for the end of the beep then say the nametag.
	DIRECTORY FULL	The user has tried to add a nametag to a directory that is full. The voice system can store up to 40 phone, 20 radio, and 20 Navigation nametags.
	DIRECTORY EMPTY	Displayed when a RADIO DIRECTORY, PHONE DIRECTORY, NAVIGATION DIRECTORY, or VOICE DIRECTORY command is given and no nametags have been stored in the associated directory.

## Trouble shooting error messages (continued)

Voice Command Group	Message	Meaning
<b>Nametags (continued)</b>	NAMETAG TOO LONG	The nametag given is too long. The voice system accepts a maximum nametag length of up to 3.75 seconds.
	NAMETAG TOO SHORT	The nametag given is too short (so as not to mistake the nametag for inadvertent noise). If you experience this error please provide a longer nametag.
	STORE CANCELLED	Displayed and associated verbal response is provided when a nametag storage session is cancelled by the user.
	STORE FAILED	Displayed when the voice system fails to store a nametag. Possible reasons could be that the nametag is too long or there is too much noise. Try the command again. If the error persists, try storing the nametag under quiet conditions such as with the vehicle parked and the windows closed.
<b>Climate Control</b>	TEMPERATURE RANGE 17 TO 31	Displayed when the voice system recognises a temperature which is within 5 degrees above or below the allowed temperature range which is 17 to 31 degrees Celsius.
	TEMPERATURE RANGE 61 TO 89	Displayed when the voice system recognises a temperature which is within 5 degrees above or below the allowed temperature range which is 61 to 89 degrees Fahrenheit.

## Trouble shooting error messages (continued)

Voice Command Group	Message	Meaning
Phone	CONNECT PHONE TRY AGAIN	If the GSM phone is in its cradle but voice system keeps saying 'dial not accepted, please connect phone and try again', then the phone handset may not be correctly attached to its storage cradle. Try re-attaching the phone handset. If the problem persists, the phone may be incorrectly reporting its cradle status. Try powering the phone handset off and on to resolve the issue.
Navigation	MAX NUMBER WAY POINTS REACHED	Displayed when the NAVIGATION ADD WAYPOINT <i>nametag</i> is given and the navigation system has 5 waypoints already entered on the current route. If you wish to enter this waypoint, you must first delete one of the existing waypoints using the navigation system.
	DESTINATION ALREADY NAMED	This text message is displayed and an error tone is played when you try to store a <i>nametag</i> to a destination which already has a <i>nametag</i> associated with it.
	UNABLE TO FIND WAYPOINT	Displayed by the voice system when the NAVIGATION ADD WAYPOINT <i>nametag</i> command is given and the navigation system cannot locate the tagged waypoint internal in its memory. When this occurs the voice system will delete this <i>nametag</i> . Check that the <i>nametag</i> has been deleted by giving the NAVIGATION DIRECTORY command. If you feel this <i>nametag</i> was deleted in error, you can re-tag the location with a <i>nametag</i> by first selecting the location/waypoint from the navigation screen (see the Navigation Handbook), then give the NAVIGATION STORE NAME command.

### Trouble shooting error messages (continued)

Voice Command Group	Message	Meaning
Navigation (continued)	UNABLE TO FIND NAME	Displayed by the voice system when the NAVIGATION SELECT DESTINATION <i>nametag</i> command is given and the navigation system cannot locate the tagged memory point internal in its memory. When this occurs the voice system will delete this nametag. Check that the nametag has been deleted by giving the NAVIGATION DIRECTORY command. If you feel this nametag was deleted in error, you can re-tag the location with a nametag by first selecting the location/waypoint from the navigation screen (see the Navigation Handbook), then give the NAVIGATION STORE NAME command.
	NAV SYSTEM NOT RESPONDING	Displayed during a Navigation nametag storage session when the voice system fails to obtain a response from the Navigation system. Press the NAV key next to the display and check that the navigation caution screen has been cleared. Navigation will not respond to voice commands until the caution screen has been cleared. Please try the command again. If the error persists, turn the ignition off, wait for 5 seconds, turn the ignition on, and try the command again. If the error continues to persist, please return your vehicle to the dealer for service.

**Trouble shooting error messages (continued)**

<b>Voice Command Group</b>	<b>Message</b>	<b>Meaning</b>
<b>Voice Training</b>	SET HANDBRAKE TO CONTINUE	This text message is displayed with its associated verbal feedback when the handbrake is lifted during Voice Training. To continue voice training the handbrake must be re-applied.
	VOICE TRAINING UNSUCCESSFUL	This text message is displayed with its associated verbal feedback if the voice system could not save the training model recorded. If this problem occurs, please turn the ignition off, wait 5 seconds, and turn the ignition back on. Please check that there is no abnormal/excessive noise entering the vehicle interior and try running the Voice training procedure again. If the voice system continues exhibit this error, consult your dealer for assistance.





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