
Owner's Guide



On the road to feeling
safer with OnStar



Activating OnStar Services

Your OnStar account needs to be activated before OnStar can begin providing services. If this hasn't already been done by your dealership, you can easily do it yourself.

Activating OnStar

With the vehicle running, press the blue OnStar button. Wait until an Advisor answers, who will request the information we need to get you started. This process will normally take less than 15 minutes.

Activating OnStar Personal Calling

As an OnStar member, you have access to OnStar Personal Calling. OnStar Personal Calling is integrated into your vehicle and operates with the touch of a button and a few simple voice commands.

To get started, all you need is a package of OnStar Personal Calling minutes. Contact OnStar by pressing the blue OnStar button and an Advisor will assist you in setting your system up to make and receive personal calls.

OnStar Responses in French

OnStar can be programmed by your dealership to respond in French and to understand French commands. There may be a charge associated with this programming.



Next to your Blue OnStar button is a white dot button or a button with a phone symbol on it. Use this button to make and receive phone calls.

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Welcome to OnStar

Welcome to OnStar. This owner's guide gives you the information you need to get started using OnStar, with descriptions of the current OnStar services, including Personal Calling and the OnStar subscriber Web site.

Please keep this guide in your vehicle for easy reference. If you need information regarding operation or features of OnStar, you'll have it readily at hand. Once you start using this guide, you'll see how easy it is to take advantage of the safety, security, and convenience of OnStar. For your safety, please do not read this guide while you are driving.

OnStar is a system designed to provide you with personal communication and information services while you are in your vehicle by combining technologies of cellular phones, a Global Positioning System (GPS), and the OnStar Call Center.

The OnStar Call Center

The OnStar Call Center is the heart of your service—staffed 24 hours a day, 7 days a week with knowledgeable OnStar Advisors. Even on weekends and holidays, there is someone ready to help.

When you contact OnStar, your Advisor can pinpoint your vehicle's location. This way, he or she can provide you with a range of helpful services that provide you with information and help to protect you and your vehicle. Also, depending on the OnStar service plan, our Advisors can access an extensive database to assist you with directions, making reservations, and other convenient services.

Your Onboard OnStar Panel



OnStar Services Button— Press this blue button, and you will be connected to an OnStar Advisor. You will hear a chime, followed by the words “Connecting to OnStar.” OnStar then generates a sequence of tones during the connection process. The process will normally take about 15 seconds. Your system is equipped with backup connection retry capabilities. If you do not immediately connect to OnStar, **DO NOT DISCONNECT**. A series of retry attempts will be made automatically. If you wish to cancel your call to the OnStar Call Center, simply press the OnStar Communication button (black with a white dot). The blue OnStar services button is also used to control the “Advisor Playback” feature during a call with OnStar.



OnStar Emergency Button— In an emergency, press this button to connect with an OnStar Advisor. Your call will be given the highest priority, and you will hear a chime followed by the words “Connecting to OnStar Emergency.” The Advisor will attempt to locate your vehicle, find out what kind of assistance you require, and contact a nearby emergency services provider who can dispatch ambulance, fire, police, or other emergency services. Please use this button only for true emergencies. If you press this button by mistake, please stay on the line and tell the Advisor that there is no emergency.

We recommend that you use the OnStar emergency button, and not Personal Calling (dialing 911), to contact emergency help. Pressing the red emergency button will provide the OnStar Call Center with your location, while dialing 911 may not.



White-Dot Button

- Make a call with OnStar Personal Calling, a hands-free, voice-activated phone that’s integrated into your vehicle.

- When your radio mutes and you hear ringing, press this button to answer an incoming phone call.
- To end any call including an OnStar call or a personal call.



The button used for Personal Calling and to end calls with an Advisor is marked with either a white-dot or a phone symbol. There is no difference in functionality.

System Status Light



Solid Green — Indicates the OnStar system in the vehicle is powered ON and ready to make or receive calls.



Blinking Green — The light blinks green to indicate a call is being connected or in progress. If you notice this light blinking while you are not on a call, press the OnStar white-dot button.



Red — This signals that your OnStar system may not be functioning properly. Press the OnStar button to attempt to contact an OnStar Advisor. If the connection is made, the Advisor will assist you in making sure your OnStar system is operating properly. If you cannot contact the OnStar Call Center, please take your vehicle to your vehicle dealership for diagnosis and service.

Volume Control

Use the volume control on your radio to control the OnStar volume. If your vehicle is equipped with steering-wheel controls, the volume can also be changed with these controls.

Advisor Playback

Your OnStar system is equipped with an Advisor playback recorder to store information given to you during a call with an OnStar Advisor. You can playback the stored audio information at a later time, when you are no longer connected to OnStar.

Record (only during a call with OnStar Call Center):**WHAT YOU DO****WHAT YOU HEAR**

1. Press 

System beeps
(starts recording)

Note that start of recording may be delayed up to five seconds to clear existing audio information. Recording starts immediately after the last beep.

2. Press  again

System beeps again
(ends recording)

Playback (only when the OnStar system is not in a call):**WHAT YOU DO****WHAT YOU HEAR**

1. Press 

"OnStar Ready"

2. Say "Advisor Playback"

Playback from
start

Stop Playback (partially through):**WHAT YOU DO****WHAT YOU HEAR**

1. Press 

Returns control to
audio system

Resume Playback:**WHAT YOU DO****WHAT YOU HEAR**

1. Press 

"OnStar Ready"

2. Say "Advisor Playback"

"Play or resume?"

3. Say "Play"

Starts playback
from beginning

or

Say "Resume"

Starts playback from
where it had been
previously stopped

Steering-Wheel Controls

Many OnStar functions can be activated or controlled with steering-wheel controls. Not all functions are available on all vehicles.

Volume Control Buttons (Up and Down)

While you are using your OnStar system, the steering-wheel volume controls change the audio volume of OnStar responses and the volume of the person to whom you are talking.

MUTE

Mute Button

On some vehicles, the steering-wheel **MUTE** button will turn on OnStar Personal Calling. The **MUTE** button initially mutes the radio volume; however, if you press and hold the **MUTE** button for three seconds it will turn on the OnStar Personal Calling function so that you do not have to reach for the white-dot button. Once you are in a call, the **MUTE** button has the same functions as the **TALK/MUTE** button described below.



TALK/MUTE Button

The **TALK/MUTE** button functionality differs by vehicle and model. Functions described below are available on select vehicles and models.

Using the TALK/MUTE button to make a call:

WHAT YOU DO

WHAT YOU HEAR

- | | |
|---|---|
| 1. Press TALK/MUTE button | "OnStar Ready" |
| 2. Say "Dial" | "Phone number to dial, please" |
| 3. Say the number you wish to dial with no pauses | OnStar will repeat the number, then "Yes or No" |
| 4. Say "Yes" (or "No" to try again) | "Dialing"—Your call will be connected |

Accessing voicemail and sending number tones to automated systems

The **Voice-Activated Keypad** feature of OnStar Personal Calling allows access to most voicemail systems. It also allows you to respond to number requests from computer systems, such as "press 1 for sales; press 2 for service."

Once you receive the request for a number while in a call, press the **TALK/MUTE** (or **MUTE**) button on the steering wheel. Note that this feature works only **DURING** a call.

If you press the **TALK/MUTE** or **MUTE** button and do not speak a command within five seconds, or if you press the button a second time, the system will respond with "Goodbye." This means the system exited the **TALK/MUTE** command and your original call is still connected. Press the **TALK/MUTE** button to try again.

WHAT YOU DO


WHAT YOU HEAR

- | | |
|--|--|
| 1. Connect call using OnStar Personal Calling | |
| 2. Press TALK/MUTE button | Mutes call, "First digit to send, please" |
| 3. Say first number | Repeats number or tone |
| 4. Say second number
<i>Continue until done</i> | Repeats number or tone |
| 5. Say "Dial" | OnStar sends the numbers requested, then returns to the call |

Voicemail example:

WHAT YOU DO

WHAT YOU HEAR

- | | |
|--|---------------------|
| 1. Press  | "OnStar Ready" |
| 2. Say "Call" | "Nametag, please" |
| 3. Say "Voicemail"
(previously stored) | "Calling Voicemail" |

*Ring, "You have reached the voicemail for company.
If you are a subscriber, press pound."*

- | | |
|----------------------------------|---|
| 4. Press TALK/MUTE button | "First digit to send, please" |
| 5. Say "Pound key" | "Pound key" |
| 6. Say "Dial" | OnStar sends tone
<i>"Mailbox number, please."</i> |

7.	Press TALK/MUTE button	"First digit to send, please"
8.	Say "Four"	"Four"
9.	Say "Six"	"Six"
	Say "Zero"	"Zero"
	Say "Eight"	"Eight"
	Say "Dial"	OnStar sends tones

Voicemail response to 4608.


This feature works better with Voice Feedback off.

See Voice Feedback on page 23.

Automated system example:

WHAT YOU DO

WHAT YOU HEAR

1.	Press 	"OnStar Ready"
2.	Say "Call"	"Nametag, please"
3.	Say "Business" (previously stored)	"Calling Business"
<i>"To talk to engineering, press 1; to talk to sales, press 2; to talk to customer care, press 3."</i>		
4.	Press "Talk" button	"First digit to send, please"
5.	Say "One"	"One"
6.	Say "Dial"	OnStar sends tone

System response to the number 1.

- To differentiate pound and star from other numbers and commands, you must use the commands **"Pound Key"** and **"Star Key."**
- The OnStar **voice-activated keypad** understands only numbers, **"Star Key,"** and **"Pound Key."** It does NOT understand stored nametags.
- You can erase the last number entered by saying **"Clear."**

Select Buttons

Some vehicles are equipped with steering-wheel "Select" buttons. After invoking OnStar Personal Calling, the up/down select buttons scroll through the OnStar nametags previously set up with the "Store" command.

Once you get to the number you wish to call, press the **TALK/MUTE** steering-wheel control to initiate a call to the number highlighted.

End Button

Some vehicles are equipped with a steering-wheel “End” button. Disconnect from an OnStar Call Center or a personal call by pressing the “End” button.

You can drop an incoming call without using any units by pressing the “End” steering-wheel control. This will drop the incoming personal call immediately.

The “End” functionality can be programmed into some vehicles that have programmable steering-wheel controls.

Contacting OnStar

Contacting OnStar for Services

Press  or 

Talking to an OnStar Advisor is accomplished with a single touch, and is thereafter hands-free. Simply press the blue OnStar button or the Emergency button. A small microphone picks up your voice and the OnStar Advisor talks to you through your stereo speakers. In addition to using the three-button panel, there are two other ways to connect to the OnStar Call Center.

Toll-Free Call

To take advantage of your OnStar services from outside your vehicle (e.g., to use door unlock), you can call OnStar toll free at 1-888-4-ONSTAR (1-888-466-7827). Remember to have your Personal Identification Number (PIN) handy.

Automatic Notification

A priority signal will be sent to the OnStar Call Center with your exact location if your air bag deploys. (Vehicle electrical system and cellular service must be operable.)

Contacting OnStar Customer Care or Billing/Financial

You can contact these OnStar Departments by calling 1-888-4-ONSTAR (1-888-466-7827).

Your OnStar Personal Identification Numbers (PIN)

When you signed up with OnStar, you were asked to provide a Personal Identification Number (PIN). You'll need your PIN to access some of the OnStar services. If, for example, you're locked out of your vehicle or it has been stolen, an Advisor will ask for your PIN in order to provide assistance.

Changing your OnStar PIN is easy. Call the OnStar Call Center and provide the Advisor with your current number, and he or she will assist you in setting up a new number. If you have forgotten your PIN, just call the OnStar Call Center. For security reasons, we will send your PIN to you in the mail.

Your OnStar Personal Calling PIN

In addition to your OnStar PIN, you have another four-digit security code that is used to secure OnStar Personal Calling and OnStar Virtual Advisor from unauthorized use. (See page 24.)

OnStar Subscription Plans*

OnStar services are bundled in different plans to make it easy for you to choose the level of service you desire. All plans include access to **OnStar Personal Calling**, a hands-free, voice-activated phone that is integrated into your vehicle.

Safe & Sound Plan

With this plan, you have a complete range of services providing you with an unsurpassed level of safety and security 24 hours a day, 7 days a week.

Automatic Notification of Air Bag Deployment



Should your air bag deploy, a priority signal will be sent to the OnStar Center with your vehicle's location (as long as cellular service and the vehicle's electrical system are operable). An Advisor will attempt to contact you to assess the nature of your emergency, and then notify the necessary emergency services provider.

Emergency Services



Should you require emergency assistance, press the OnStar Emergency button and we will contact a nearby emergency services provider with your location and your request for help.

*One of these plans is normally included for a specific duration with each vehicle at time of purchase. Check with your dealership or with your OnStar Advisor to determine which plan is included with your vehicle. Services within plans are subject to change. Please check our Web site at onstarcanada.com for services included in each plan.

If a credit card has previously been used for OnStar services or wireless airtime units, it will be used for any additional wireless airtime units purchased and for automatic renewal of OnStar services for successive 30-day terms upon expiration of the initial service plan.

Roadside Assistance



There's nothing worse than being stranded on the road with car trouble. No matter what the problem is (flat tire, out of gas, or engine trouble), just call OnStar. We will contact your vehicle manufacturer's roadside service provider with your location for the help you need to get you quickly back on the road.

Stolen Vehicle Tracking



OnStar doesn't just protect you, it protects your vehicle, too. If your vehicle is ever stolen, just contact OnStar. We will put you in touch with the authorities and attempt to assist them in locating your vehicle.

AccidentAssist



AccidentAssist provides step-by-step guidance about what to do in case of an accident. Working with leading insurance companies we have developed a "best practices" list to assist you through most accident situations. OnStar AccidentAssist can make the process of completing a police report and/or insurance claim less stressful.

Remote Door Unlock/Vehicle Alert*



If you've locked your keys in your vehicle, just call OnStar at 1-888-4-ONSTAR (1-888-466-7827) and an Advisor will send a signal to attempt to unlock your door. If you're having trouble locating your vehicle, OnStar can flash your lights and sound your horn for you. This feature is disabled 48 hours after the vehicle is parked in order to maintain battery charge.

Remote Diagnostics*



You're on the road, far from home and your favorite garage, and you have car trouble. What do you do? Just call OnStar.

Our remote service diagnostics covers vital vehicle systems. If your Check Engine light illuminates, an OnStar Advisor can provide you with information about the problem, and then suggest your next step.

Directions & Connections Plan

This plan features driving directions and hotel and restaurant reservations through your OnStar Advisor, and names, phone numbers, and addresses for millions of businesses. All of the services provided in the Safe & Sound Plan are also included in this plan.

Driving Directions



With OnStar Driving Directions, an Advisor can help you find your way, no matter how far off course you are. You can get turn-by-turn directions to an address or to nearby gas stations, restaurants, hotels, or ATMs.

* Remote services capabilities vary by vehicle.

RideAssist



If you need a lift, any time of the day or night, just call OnStar. We'll contact a transportation provider and send them right to you.

Information and Convenience Services



Our Advisors have access to more than seven million service listings including hotels, restaurants, gas stations, dealerships, hospitals, ATMs, and airports—more than 250 service categories in all. After the OnStar Advisor has located a service business for you, just ask to have the business phone number downloaded to your vehicle. Once the number is loaded and your OnStar call is finished, just press the white-dot button and say "Number Recall." The OnStar system automatically dials the number that was downloaded. Our Advisors can even assist you with hotel and restaurant reservations.

Luxury & Leisure Plan

This plan features all of the Directions & Connections Plan services plus the luxury of Personal Concierge.

Personal Concierge



A Personal Concierge Advisor can help you with virtually any type of request, via email, live chat, or phone. Call 1-888-4-ONSTAR (1-888-466-7827) or press the blue OnStar button in your vehicle. Just ask!

OnStar Personal Calling

As an OnStar subscriber, the Personal Calling capability is there for you just in case your hand-held cell phone is lost, forgotten, or has a low battery. Personal Calling is integrated into your vehicle and can be activated during your OnStar account activation or by pressing the blue OnStar button at any time and telling the Advisor you would like to activate OnStar Personal Calling.

You can prepurchase a package of minutes that works best for you. They are easily billed to a credit card that you can keep on file so no separate phone bill is needed. Plus, you won't have to pay an activation fee, and there are no additional long distance or roaming charges.

We recommend that you contact us while the vehicle is stationary. Your credit card information is secure and protected, and used only for unit replenishment or other OnStar services.

Personal Calling Universal Commands

Help The system will provide a list of available commands.

Clear When you are entering digits, this command will erase the last digit entered.

Cancel This command takes you from the current function to the "OnStar Ready" prompt. If the last response from the system was "OnStar Ready," this command will exit Personal Calling.

Placing a Call


There are four ways to place a call:

1. To dial a specific telephone number, say "Dial."
2. To use a stored nametag (speed dial), say "Call."
3. To dial the last number called, say "Redial."
4. To dial a number an OnStar Advisor downloaded to your vehicle, say "Number Recall."

To dial a number:

WHAT YOU DO

WHAT YOU HEAR

- | | |
|--|---|
| 1. Press  | "OnStar Ready" |
| 2. Say "Dial" | "Phone number to dial, please" |
| 3. Say the entire phone number you wish to dial with no pauses | OnStar will repeat the number, then "Yes or No" * |
| 4. Say "Yes" (or "No" to try again) | "Dialing;" your call will be connected |

If you get a "PARDON" response as soon as you begin saying the number, this means you spoke too quickly after the "PHONE NUMBER TO DIAL, PLEASE" response. Just repeat the entire number again.


If you gave the entire number to dial and you received a "PARDON" response, that means the system did not hear all the digits of the phone number. Say the number again and be sure you do not pause between digits.

After three unsuccessful tries (PARDONS), you will be prompted to the Digit Dial format. This lets you dial each digit individually and should be more successful for you.

To dial a number using Digit Dial:

WHAT YOU DO

WHAT YOU HEAR

- | | |
|--|--|
| 1. Press  | "OnStar Ready" |
| 2. Say "Digit Dial" | "First digit to dial, please" |
| 3. Say the number to be dialed, one digit at a time | OnStar will confirm each digit by repeating it back to you |
| 4. When finished, say "Dial" again | "Dialing;" your call will be connected |

* On some vehicles, the number will appear in the Driver Information Center, or on the radio display.

If the number you spoke is repeated incorrectly, just say "CLEAR" and the last number will be erased. Try saying the number again.

If you get a "PARDON" response, no digit was recorded by the system; just try again. Refer to the section in this guide on Voice Commands for more tips.

If you have trouble getting numbers correctly into the system, store up to 20 frequently called numbers using the Nametag feature directory, so the system will remember them. After you have stored a number with a nametag, then you simply say "Call" and the nametag in order to call the number.

To differentiate pound and star from other numbers and commands, you must use the commands "**Pound Key**" and "**Star Key.**"

To place a call using a stored Nametag:

See "Storing Nametags" section for instructions on how to set up Nametags.

WHAT YOU DO


WHAT YOU HEAR

- | | |
|--|---------------------|
| 1. Press  | "OnStar Ready" |
| 2. Say "Call" | "Nametag, please" |
| 3. Say (stored name) | "Calling <Nametag>" |

To place a call using the "Redial" command:

WHAT YOU DO

WHAT YOU HEAR

- | | |
|--|-----------------------|
| 1. Press  | "OnStar Ready" |
| 2. Say "Redial" | "Redialing," (number) |

Receiving a Call

If someone calls your wireless phone number, the entertainment system in your vehicle will mute (if it is on), and you will hear a phone-ringing sound. To answer the call, simply **press the white-dot button**.

Ending a Call

When your call is finished, press the white-dot button to end the call. It is not possible to end a call using voice commands.

Storing/Deleting Numbers in Memory (Nametags)

Your OnStar system can store up to 20 phone numbers. These numbers can then be dialed by simply saying "Call," then saying the nametag.


Tips for Creating Nametags

- Short nametags that are similar may be easily confused by the system. You may get better recognition of your nametags if you make them longer, for example "George Washington" (no pause), instead of "George" only.
- The best way to store a nametag is when it is quiet inside the vehicle. The vehicle should be stationary and the air conditioning fan turned off.
- When you have finished speaking your phone number, you do not need to say "Store Number" or "Dial" to indicate that you are done. If you pause and say nothing, the system will ask you if you want to store or dial. Say "Yes."

To store a Nametag:

WHAT YOU DO

WHAT YOU HEAR


- | | |
|--|--|
| 1. Press  | "OnStar Ready" |
| 2. Say "Store" | "Phone number to store, please" |
| 3. Say the number you wish to store with no pauses | OnStar will repeat the number, then "Yes or No" |
| 4. Say "Yes"
(or "No" to try again) | "Nametag, please" |
| 5. Say "<new Nametag>" | "About to store <new Nametag> — does that sound OK?" |
| 6. Say "Yes"
(or "No" to try again) | "Storing <new Nametag>" |

To store a Nametag using Digit Store:

Similar to Digit Dial where you enter numbers one at a time.

WHAT YOU DO


WHAT YOU HEAR

- | | |
|--|--|
| 1. Press  | "OnStar Ready" |
| 2. Say "Digit Store" | "First digit to store, please" |
| 3. Say the number to be dialed, one digit at a time | OnStar will confirm each digit by repeating it back to you |
| 4. When finished, say "Store" | "Storing Nametag, please" |
| 5. Say "<new Nametag>" | "About to store <new Nametag> — does that sound OK?" |
| 6. Say "Yes"
(or "No" to try again) | "Storing <new Nametag>" |

To delete a Nametag:

WHAT YOU DO

WHAT YOU HEAR

- | | |
|--|-------------------------------|
| 1. Press  | "OnStar Ready" |
| 2. Say "Delete" | "Nametag, please" |
| 3. Say "<Nametag>" | "Delete <Nametag>, Yes or No" |
| 4. Say "Yes" | "Deleting <Nametag>" |

Listing your Nametags:

Use the "Directory" command to list your nametags.

WHAT YOU DO

WHAT YOU HEAR


- | | |
|--|--------------------------------|
| 1. Press  | "OnStar Ready" |
| 2. Say "Directory" | OnStar will list your Nametags |

Recalling a Number from OnStar:

The OnStar Advisor can download a phone number from the OnStar database to your personal calling system. You can dial it at a later time using OnStar Personal Calling.

WHAT YOU DO

WHAT YOU HEAR

- | | |
|--|--------------------------------------|
| 1. Press  | "OnStar Ready" |
| 2. Say "Number Recall" | "Connecting to OnStar Number Recall" |


Verify Remaining Units (Minutes)

OnStar keeps track of the amount of calling time you have purchased and used in units. The number of total remaining units is stored within the OnStar system, and can be accessed easily. OnStar will also notify you at the beginning of a call if you have ten or fewer calling minutes remaining.

Verify remaining minutes

WHAT YOU DO

WHAT YOU HEAR


- | | |
|--|--------------------------------|
| 1. Press  | "OnStar Ready" |
| 2. Say "Units" | "Verify or Add" |
| 3. Say "Verify" | "You have <#> units remaining" |

Adding More Calling Units (Minutes)

You can charge additional calling units by contacting OnStar.

WHAT YOU DO

WHAT YOU HEAR

- | | |
|--|--|
| 1. Press  | "OnStar Ready" |
| 2. Say "Units" | "Verify or Add" |
| 3. Say "Add" | "Connecting to OnStar Personal Calling Center" |

Automatic Contact to OnStar for Replenishment

If you run out of units during a call, **your call will be terminated** and you will be connected to OnStar to replenish minutes.


Voice Feedback

Setting Tone or Voice Response

When using OnStar Personal Calling, the system responds verbally to confirm the command or number you intended. For example, when you are entering a number, OnStar repeats the number back to you. You can change the system to respond to digits with a tone instead of the number if you prefer. All other responses will still be by voice.

WHAT YOU DO

WHAT YOU HEAR

- | | |
|--|--------------------------------|
| 1. Press  | "OnStar Ready" |
| 2. Say "Voice Feedback" | "Voice Feedback is now ON/OFF" |

Retrieving Your Phone Number

To determine your phone number so that others can call your vehicle.

WHAT YOU DO

1. Press 
2. Say "My Number"

WHAT YOU HEAR

"OnStar Ready"

OnStar will respond with your number

Security Code/Locking Your System

You can set up a four-digit Personal Security Code to ensure that unauthorized people do not use the calling capability of your system. With security code set to on, the system will respond with "Security code ON" to any personal call, including 911, or an OnStar Virtual Advisor request. With security code ON, only calls from the OnStar Call Center will be presented.

Before calls can be made or received, you must turn security code OFF.

WHAT YOU DO

1. Press 
2. Say "Security"
3. Say your four-digit code one digit at a time

WHAT YOU HEAR

"OnStar Ready"

"Enter first digit of code, please"

OnStar will confirm each digit by repeating it back to you. After the fourth digit, OnStar will say "Security (Code ####) is now ON/OFF"

Voice Commands/ Speech Recognition

Operation of the OnStar Speech Recognition Systems

Speech recognition allows the user to speak to a computer. The computer tries to understand the user's command, and responds by speaking back, or by taking the appropriate action (e.g., dialing the phone).

OnStar Personal Calling uses a speech recognition system that is built in the vehicle. When the user presses the white-dot button, the system says "OnStar Ready," and listens for the user's command. The user can speak commands to control the hands-free wireless phone.

Performance of Speech Recognition

The OnStar speech recognition systems use speech technology that is designed to understand a wide range of speakers of American English. However, the technology does not work equally well across all regional and ethnic accents. The OnStar voice recognition system may not work with all voices.

Although there is no one "right" way to speak English, the system will work best when users try to modify their pronunciation in response to system errors. Users who do not obtain good results are advised to try the tips found on the following pages.

Voice Command Error Messages

Pardon

The system has not been able to match your command with a word that it knows. Repeating the command distinctly should fix the problem. After three “pardon” responses, the system will try to guess the command you are requesting. If correct, say “Yes,” if not, say “No” and the system will prompt you with its next-best guess.

Slower, please

Repeat the command after a short pause. This response normally happens if you say a command before the system is ready for it or if there is substantial background noise.

General Tips for Better Speech Recognition

Noise

Noise may confuse the speech recognition system. You usually get better performance from the system in quieter conditions:

- The air conditioner/heater fan creates noise. Turn it down or off for better speech system performance.
- Driving at high speeds creates louder engine noise and wind noise. You may get better results at lower speeds.
- An open window or an open sunroof results in more noise in the vehicle. Close all windows for better results.

- Noisy rainstorms can also reduce performance.
- If passengers are talking while you use the speech system, it may be confused by their speech. You will get better results if all occupants of the vehicle are quiet while the system is listening for commands.

When to speak

- **OnStar Personal Calling**—the system is only listening for about five seconds after it prompts you to speak. If the system does not hear a response, it will prompt you again, or cancel the transaction. If you begin to speak too soon, it will tell you “Slower, please.” Try pausing for a half second before speaking.

How to speak

- Speak forcefully and clearly. The noisier the environment, the louder you need to speak. If you are in the driver’s seat, speak facing the front of the car. If you are a passenger, speak facing the rearview mirror.
- Speak calmly and naturally. The system may sometimes fail to hear your repeated attempts to give a command. If your speech is distorted by shouting or frustration, this may cause more errors.

- People with high-pitched voices may have better results by speaking in a deeper, lower-pitched voice. However, do not lower the volume of the voice.
- Avoid speaking with a rising intonation, like asking a question. Use a flat or falling intonation, like giving an answer.

What to say

Personal Calling: one-word commands

- Commands—The Personal Calling system listens for only one word at a time. (There are some exceptions: two-word phrases that are spoken and understood as a single word, e.g., “Virtual Advisor,” “Voice Feedback,” and “my number.”)
- Numbers—When inputting a phone number, the Personal Calling system listens for a continuous string of digits. It can recognize seven-, ten-, and eleven-digit numbers as well as the number 911. When inputting security codes or voice-activated keypad numbers, you must say them one digit at a time.
- Say “Help” at the “OnStar Ready” prompt to hear the list of Personal Calling commands.

Tips for entering a phone number using the Dial and Store commands

- Say the entire 7, 10, or 11-digit number and wait for the system to respond. You do not need to say "dial", "store", or "verify" after the phone number.
- If you want to enter a number that is not 7, 10 or 11 digits, use the Digit Dial or Digit Store commands.
- Do not pause between the digits. If there is a long pause between digits, the system may think that you have finished saying the entire number.
- The system does not recognize the words "hundred" or "thousand". Instead, you must say each digit. For example, a number starting with "1-800..." is pronounced "one-eight-zero-zero...".
- The system often works better when the digits are combined smoothly into a single phrase. Try saying the entire phone number more rapidly.
- If problems continue when saying the entire phone number, try using the Digit Dial or Digit Store commands to enter one digit at a time.

If problems continue

Say each one of the syllables in the word clearly. Don't omit any of the syllables.

Be sure to articulate each sound in the word. The voice recognition system can have trouble recognizing a word when final consonants are not pronounced. It may be helpful to emphasize the final consonant.

If the system is confusing two commands that are similar (ex. "dial" and "redial"), be sure to pronounce the distinction. In this example, "redial" may be recognized better if the first syllable is emphasized and slightly lengthened.

Avoid clipping short words and syllables. Instead, try lengthening the short words and syllables, and slow down your overall speech rate a little. You can also try lengthening different syllables of the word.

Try speaking louder. When there is a lot of background noise, the system has more trouble hearing your speech. If, however, you find that you are speaking so loud that you are stressing your voice, speaking somewhat quieter but with clear pronunciation may help.

OnStar Information

An OnStar Service Subscription Agreement is required in order to receive OnStar services. For more information, contact OnStar at 1-888-4-ONSTAR (1-888-466-7827).

OnStar services require vehicle electrical system and wireless service to be available and operating for features to function properly. OnStar uses existing emergency service providers as well as wireless and satellite technologies.

This manual contains the latest information at the time it was printed. We reserve the right to make changes to the products and services without prior notification.

In order to provide you with excellent service, any call to the OnStar Call Center may be monitored or recorded.

GPS Issues

Global Positioning System

Vehicle positioning information is normally relayed to the OnStar Call Center when the OnStar button is pressed, during air bag deployments, or during Emergency Service button requests from the vehicle. Information about you, your vehicle, or your vehicle's location may be used to administer OnStar services and respond to legal requirements or legal process.

Positioning Capability Degraded if Satellite Signals Are Obstructed

Vehicle position is determined by receiving and interpreting signals transmitted by satellites. If the signals are obstructed, positioning capability could be degraded or lost. This situation would be most prevalent in urban areas where tall buildings are located. Tunnels, underpasses, parking garages, trees, and similar structures could also adversely affect positioning performance. Under these conditions, the system will operate but the OnStar Call Center could have difficulty identifying your current location. The last valid position obtained before the obstruction is retained, however, and can be sent. The OnStar Advisor may depend on you to provide verbal information regarding your vehicle's location if such an obstruction of the satellites occurs.

Communications Issues

Privacy

Users of wireless communications are cautioned that the privacy of any information sent via wireless cellular communications cannot be assured. Third parties may unlawfully intercept or access transmissions and private communications without your consent.

Inoperative if Cellular Signal Is Marginal or Unavailable

Since OnStar uses the cellular technology for communication with the OnStar Call Center, it can only be operated in geographic areas where cellular coverage is available. Although nearly all of the North American population lives and works in cellular coverage areas, there are various rural and mountainous areas where coverage is marginal or does not exist. Cellular service is also subject to transmission limitations

caused by atmospheric conditions. OnStar service is only available in the 48 contiguous states, Hawaii, Alaska, and Canada. If a request for service occurs outside of these areas, communications may not be available, and the OnStar Advisor may not be able to help you.

Inoperative if Communications Service Is Inactive or Inoperative

OnStar uses a dedicated cellular communications service and will not operate if, for some reason, a cellular carrier has deactivated cellular service.

Inoperative if Cellular System Is Busy

In any area, the local cellular system can only handle a limited number of cellular calls at a given time. Once volume has reached the maximum limit, additional callers are denied access. If this situation occurs when an OnStar request for services is made, the OnStar system will automatically redial (a few times for an OnStar request for services or indefinitely for an Emergency button press).

Phone Operation at Temperature Extremes

In rare conditions the OnStar system may be exposed to extreme temperatures. If extreme temperatures are experienced during an emergency situation, the system will attempt a full power call for the prescribed period of time. During these times, the phone may not be capable of transmitting at full power when used for OnStar Personal Calling. Additionally, call quality may be slightly degraded at extreme hot or cold temperatures above 60 degrees Celsius (140 degrees Fahrenheit) or below -30 degrees Celsius (-22 degrees Fahrenheit).

Radio Frequency Interference

The OnStar system is a radio communications system. The proximity to other radio signals created by other electrical devices may adversely affect the performance of the OnStar system.

Blasting Areas

The OnStar system incorporates a cellular wireless device. Observe restrictions and follow any regulations or rules.

Vehicle and Power Issues

Inoperative if Battery Is Discharged or Disconnected

OnStar is powered by your vehicle's battery and will not operate if the battery is discharged or disconnected.

Potentially Inoperative if Vehicle Is in an Accident

If your vehicle is in an accident, some components could be damaged or disconnected, potentially rendering OnStar inoperative.

Add-On Electrical Equipment

The OnStar system is integrated into the electrical architecture of the vehicle. Do not add any electrical equipment (e.g., two-way mobile radio, CB radio, etc.) to your vehicle unless you check with your dealer first. Added electrical equipment may interfere with the operation of the OnStar system. Any damage would not be covered by your warranty.

OnStar Request Ended

You will hear this message when:

- Your call with an OnStar Advisor has ended and you let the Advisor hang up the call.

- If you lost the cellular connection while you were in a call to OnStar.
- If you were talking to an OnStar Advisor when the call disconnected, the Advisor will try to re-establish a cellular call back to your vehicle. When you hear the phone ring, do not press the white-dot button, just say "Hello."

If you are having trouble connecting to OnStar, call our OnStar Customer Care team at 1-888-466-7827.

Some OnStar Services Disabled After 48 Hours

OnStar is powered by your vehicle's battery. In order to preserve the battery for starting the vehicle, OnStar cannot perform door unlocks, alerts, or vehicle theft location after the vehicle has been off continuously for 48 hours.

Personal Calling

Existing OnStar Subscriber Service Agreement and prepaid calling minutes are required. Personal Calling is available in most markets. For system information, call 1-888-4-ONSTAR (1-888-466-7827) or visit onstarcanada.com.

Additional Information

Warranty

OnStar hardware is warranted as part of the new vehicle limited warranty. The manufacturer of the vehicle furnishes detailed warranty information.

A Note about Privacy

At OnStar, we know you want to protect your privacy, and we take subscriber privacy very seriously. We never provide your personal information to another company or person unless you authorize it, or we are required to by the legal process, or in such cases where you have provided it for billing purposes. Having credit card information on file with OnStar is a real advantage and helps you avoid repeating personal information over a cellular connection. Your trust is what we value most.

The complete OnStar privacy policy may be found at onstarcanada.com.

Transferring OnStar

Because your OnStar system is an integral part of your vehicle, it cannot be transferred to another vehicle. Each OnStar system stays with the original car or truck in which it was installed.

The one-year OnStar prepaid subscription included with your new vehicle cannot be transferred to another vehicle. If you've purchased additional years or upgraded your OnStar service, when you dispose of the vehicle you have two choices: (1) You may transfer the remaining service to the new owner of the vehicle or (2) you may transfer the service to your new OnStar-equipped vehicle or another vehicle on your OnStar account.

OnStar Subscription Information

To renew your service or upgrade your plan, just push the OnStar button, or call the OnStar Account Services department at 1-888-4-ONSTAR (1-888-466-7827) between 8 a.m. and 6 p.m. EST.

For your convenience, you can also renew your subscription at onstarcanada.com.

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