



## VOICE RECOGNITION tips for OnStar Personal Calling

### Do you have any suggestions for how I can get my OnStar system to better recognize my voice commands?

Yes. Speech recognition technology allows you to speak to a computer inside your vehicle. The computer tries to understand your command based on how you pronounce it and will respond by speaking back to you or dialing the number, and so on.

OnStar Personal Calling speech recognition systems use technology designed to understand a wide range of speakers. However, the technology does not work equally well across all regional and ethnic accents.

### Noise

Noise can confuse the speech-recognition system, so you may have better results in quieter conditions. Try the following steps to reduce background noise:

- Air conditioning/heating fans create noise. Turn them down or off.
- Close all windows and your sunroof.
- Noisy storms and conversations from other people in your vehicle tend to confuse the speech-recognition system.

- If you want to use nametags while you're driving, it's best to store them with a little vehicle noise in the background. If you're in PARK while you're storing nametags, turn the fan on low or open your windows to create some background noise.

### When to speak

The OnStar Personal Calling voice-recognition system only listens for your command after it prompts you to speak. Then from there, you have about five seconds to respond. If you begin to speak too soon, it will say, "Slower, please." Try pausing for a half-second before speaking.

### How to speak

Speak forcefully, clearly and slowly. On many models, the microphone is located in your rearview mirror. The system tends to recognize deeper-pitched voices more easily. Avoid ending your sentences with a raised pitch like a question. Instead, use a flat or falling tone.

The system also works better when your voice is calm and natural. Speech distorted by shouting or frustration may cause more errors.

## TRY THESE TIPS

Speak loudly and clearly. Don't try to speak too quickly or too slowly. It may help to speak with a low rather than high-pitched voice. Instead of using a rising tone at the end of the word, like you're asking a question, try a falling tone, like you're giving an answer. In addition, be sure to speak each syllable in the word loudly and distinctly, as in "Di-rec-to-ry" or "U-nits."

### Personal Calling Digits

**"Two"** Emphasize the "oo" sound.

**"Eight"** Emphasize the "t" at the end of the word.

### Personal Calling Commands

**"Store"** Emphasize the "o" sound in the middle of the word in order to distinguish it from "star."

**"Cancel"** Emphasize the "L" sound at the end of the word.

**"Redial"** Emphasize the "ree" sound at the beginning of the word.

### More Tips

- For OnStar Personal Calling, store up to 20 nametags and use them to make dialing numbers quick and easy. To make a call using a nametag, press the white-dot button and say, **"call"** after OnStar responds, "Ready." Then say the nametag. (To learn how to set up nametags, see page 9.)
- If the system doesn't recognize the last digit you tried to enter, remove it by saying, **"clear."**
- To remove all digits and begin again, use the **"cancel"** command.
- To verify that the digits you've entered are correct, say **"verify."**
- For more tips on voice recognition, see the *OnStar Owner's Guide* that is found inside the glove box of most OnStar-equipped vehicles.