

Last Modified: 12-04-2024	6.11:8.1.0	Doc ID: RM100000028U08
Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: TELEMATICS: TELEMATICS SYSTEM: Does not Recognize Voice Commands Performed to Contact Support Center; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

Does not Recognize Voice Commands Performed to Contact Support Center

PROCEDURE

1. CHECK COMMUNICATION BASED VOICE RECOGNITION FUNCTION

(a) While paying attention to the condition of the spoken voice command, say "Find a gas station in New York" and check that voice recognition is operating normally.

HINT:

- When the voice command is recognized, the content of the voice command is displayed in the voice recognition result display area to the right of the mic icon. (Example: When "Find a gas station in New York" is spoken, "Find a gas station in New York" is displayed in the voice recognition result display area.)
- If an unnecessary word (such as "um" or "ah") is spoken before or after the recognition word, the system incorrectly recognizes the recognition word.
- The system cannot recognize voice commands when multiple people are speaking simultaneously.
- If the speaking speed is too fast or too slow, the recognition rate may decrease.
- The system may have difficulty recognizing voice commands depending on the voice quality (such as a hoarse voice due to poor physical condition).

OK:

Voice command is recognized normally.

OK ▶ **END**

HINT:

Voice recognition may be difficult due to the speech condition, incompatible phrases, or differences between speakers.

NG ▶ **CONTACT SERVICE CENTER**

