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## **ACTIVATING ONSTAR SERVICES**

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

### **ONSTAR**

With the vehicle running, press the blue OnStar button. Wait until you hear the voice of an Advisor, who will request the information we need to get you started. This process will normally take between 10 and 15 minutes.

### **PERSONAL CALLING/VIRTUAL ADVISOR**

As an OnStar subscriber, you have the Personal Calling capability already built into your vehicle's hardware. Personal Calling 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 purchase 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 activation fees, and there are no additional long distance or roaming charges.

## ONSTAR

Welcome to OnStar. This user manual gives you the information you need to get started using OnStar through the Telematics Control Unit located in your vehicle, with descriptions of the current OnStar services, including Personal Calling, Virtual Advisor, and the OnStar Subscriber Web site.

Please keep this guide in your vehicle for easy reference. If you need information regarding the 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 manual 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, for some subscribers, depending on your OnStar service plan, our Advisors can access an extensive database to assist you with directions, make 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 Center, simply press the white-dot button. The blue OnStar Services button is also used to control the "memo record" 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 to 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.**



**White Dot Button** – Press this button to end any call or to place and receive calls with OnStar Personal Calling, a hands-free, voice-activated phone that is fully integrated into your vehicle.

### 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 Communication (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 Center, please take your vehicle to the nearest vehicle dealership for diagnosis and service.

### VOLUME CONTROL

If your vehicle is equipped with steering-wheel controls, the volume of the incoming audio is controlled with your steering-wheel volume control. In vehicles without steering-wheel controls, and in some other vehicles, you can control the volume with the radio volume knob.

### ADVISOR PLAYBACK

Your OnStar system is equipped with a memo recorder to store information given to you during a call with an OnStar Advisor or the OnStar Virtual Advisor. You can play back 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 or Virtual Advisor):

**WHAT YOU DO**

1. Press the   
(blue OnStar button)

**ONSTAR RESPONSE**

System beeps  
(starts recording)

**Note:** The start of recording may be delayed up to 5 seconds to clear an existing memo. Recording starts immediately after the last beep.

2. Press the   
(blue OnStar button) again

System beeps again  
(ends recording)

**Playback** (only when the OnStar system is not in a call):

**WHAT YOU DO**


1. Press the   
(white-dot button)
2. Say "Advisor Playback"

**ONSTAR RESPONSE**

"OnStar ready"  
  
<playback from start of memo>

**Stop Playback** (partially through):

**WHAT YOU DO**


1. Press the   
(white-dot button)

**ONSTAR RESPONSE**

Returns control to audio system

**To Resume Playback:**

**WHAT YOU DO**

1. Press the   
(white-dot button)
2. Say "Advisor Playback "
3. Say "Play"

**ONSTAR RESPONSE**

"OnStar ready"  
  
"Play or resume"  
Starts memo playback from beginning

**or**

Say "Resume"

Starts memo playback 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.

### SELECT BUTTON

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" 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 call, a personal call, or a connection with the OnStar Virtual Advisor by pressing the steering-wheel "END" control.

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

The "END" functionality can be programmed into some vehicles that have programmable steering-wheel controls.



### **TALK BUTTON**

The "Talk" button functionality differs by vehicle and model. Functions described below are available on select vehicles and models.

#### **Using the talk button to make a call:**

##### **WHAT YOU DO**

1. Press "Talk" button
2. Say "Dial"
3. Say <Digit> (1, 2, 3 etc.)
4. Say <next digit>

*Continue in the same manner until finished.*

5. Say "Dial"

##### **ONSTAR RESPONSE**

"OnStar ready"  
"Number, please"  
Responds with a digit or tone  
Responds with a digit or tone  
"Dialing"

#### **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' (or mute) button on the steering wheel. Note this feature only works DURING a call.

#### **Make a call using OnStar Personal Calling:**


##### **WHAT YOU DO**

1. Press 'Talk' button
2. Say first number
3. Say second number  
Continue until done
4. Say 'Dial'

##### **ONSTAR RESPONSE**

Mutes call 'Number, please'  
Repeats number or tone  
Repeats number or tone  
OnStar sends the numbers requested, then returns to the call

### **Voicemail Example: WHAT YOU DO**

1. Press the   
(White-dot button)
2. Say 'Call'
3. Say 'Voicemail'  
(previously stored)

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

4. Press Talk button
5. Say "Pound"
6. Say "Dial"
7. Press 'Talk' button
8. Say 'Four'
9. Say 'Six'
10. Say 'Zero'
11. Say 'Eight'
12. Say 'Dial'


Voicemail response to 4608

### **ONSTAR RESPONSE**

'OnStar ready'  
'Nametag please'  
Calling 'Voicemail'

"Number, please"  
"Pound"  
OnStar sends tone  
'Number Please'  
'Four'  
'Six'  
'Zero'  
'Eight'  
OnStar sends tones

### **Automated System Example: WHAT YOU DO**

1. Press the   
(White-dot button)
2. Say 'Call'
3. Say 'Business'  
(Previously stored)

"To talk engineering, press 1; to talk to sales, press 2; to talk to customer care, press 3."

4. Press 'Talk' button
5. Say 'One'
6. Say 'Dial'

System response to the number 1.

### **ONSTAR RESPONSE**

'OnStar ready'  
'Nametag please'  
'Calling Business'  
'Number, please'  
'One'  
OnStar sends tones

- The **OnStar Voice-Activated Keypad** only understands numbers, star and pound. It does not understand stored nametags
- You can erase the last number entered by saying "Clear".

### **END BUTTON**

Some vehicles are equipped with a steering wheel "END" button. Disconnect from an OnStar Center call, a personal call, or a connection with the OnStar Virtual Advisor by pressing the steering wheel "END" control.



You can drop an incoming call without using any units by pressing the steering wheel “END” 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 therefore 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 center.

#### **Toll-Free Call**

To take advantage of your OnStar services from outside from your vehicle (e.g., to use door unlock), 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 Center with your vehicle’s 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)**

## **PERSONAL IDENTIFICATION NUMBER (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.

This PIN can also be used for access to the OnStar Subscriber Web site, and for the access to the OnStar Virtual Advisor (See descriptions of these services later in this manual)

Changing your OnStar PIN is easy. Call the OnStar 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 the PIN, just call the OnStar Center. For security reasons, we will send your PIN to you in the mail.

In addition to your OnStar PIN, you have another four-digit PIN that is used to secure OnStar Personal Calling and OnStar Virtual Advisor from unauthorized use.

## **ONSTAR SERVICES**

The following services are currently available from OnStar:



### **AUTOMATIC NOTIFICATION OF AIR BAG DEPLOYMENT**

Should your air bag deploy, a priority signal will be sent 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 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 exact location and your request for help.



### **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, engine trouble), just call OnStar, we will contact your vehicle manufacturer's roadside service provider for the help you need to get you quickly back on the road.



### **STOLEN VEHICLE LOCATION**

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 aid them in locating your vehicle. Ask your insurance carrier about possible premium discounts.



### **ACCIDENT ASSIST**

Accident Assist 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 Accident Assist can make and/or insurance claim less stressful.



### **REMOTE DOOR UNLOCK**

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 the 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.



### **ROUTE SUPPORT**

With OnStar Route Support, an Advisor can help you find your way, no matter how far off course you are. You can get exact street directions, or guidance to nearby gas stations, restaurants, hotels or ATMs.



### **RIDEASSIST**

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



### **INFORMATION AND CONVINIENCE SERVICES**

Our Advisors have access to over five million service listings including hotels, restaurants, gas stations, dealerships, hospitals, ATMs and airports – more than 250 service categories in all. Our Advisors can even assist you with hotel and restaurant reservations.

### **ONSTAR CONCIERGE**

Safe & Sound, Directions & Connections and Luxury & Leisure Plan subscribers can access self-serve Online Concierge services for event tickets, dining reservations, gift recommendations and more at [www.onstar.com](http://www.onstar.com)

## **ONSTAR PERSONAL CALLING**

As an OnStar subscriber, you have access to OnStar personal Calling (If available in your market). OnStar Personal Calling provides you with a nationwide wireless phone service that is completely integrated into your vehicle. OnStar Personal

Calling operates with the touch of a button and a few simple voice commands. All it takes to get started is a package of OPC minutes.

With OnStar Personal Calling, you can enjoy the simplicity of a one-touch wireless connection. Whether you are placing or receiving a call, once you press the white dot button, you don't have to take your hands off the wheel or your eyes off the road. The ease of the hands-free wireless communication service allows you to enjoy an even greater level of safety, security and convenience while driving.

## ACTIVATING ONSTAR PERSONAL CALLING

As an OnStar subscriber, you have the Personal Calling capability already built into your vehicle's OnStar hardware. In order for you to use this service, an OnStar Advisor must set up the cellular account and upgrade the software in your vehicle from their computer. You must also provide a credit card in order to establish your prepaid cellular account. Usage charges will be deducted from this prepaid account of "units" (there is no monthly charge for this service). Units are easily replenished using the credit card on file at OnStar. Once you sign up for OnStar Personal Calling, you will be given your own personal phone number that you can provide to others so they can call into your vehicle.

## TO SIGN UP FOR ONSTAR PERSONAL CALLING, SIMPLY

- Press the OnStar button in your vehicle
- Inform the Advisor that you would like to activate Personal Calling
- The Advisor will set up your account. You will need to provide account and payment information

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

## 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 OnStar.


## PLACING A CALL

There are three ways to place a call:

1. By using a particular number, say "Dial"
2. By using stored nametag, say "Call"
3. By dialing the last number, say "Redial"

#### **To dial a number:**

##### **WHAT YOU DO**

1. Press the   
(white-dot button)
2. Say "Dial"
3. Say the telephone number  
to be stored, one digit at a  
time
4. When finished say "Dial" again

##### **ONSTAR RESPONSE**

"OnStar Ready"

"Number, please"


OnStar will confirm each digit  
by repeating it back to you

"Dialing <number>,"  
then your call will be connected.

Or wait, and the system will ask if you want to Dial.

#### **To dial using a "Nametag":**

##### **WHAT YOU DO**

1. Press the   
(white-dot button)
2. Say "Call"
3. Say the "<stored nametag>"

##### **ONSTAR RESPONSE**


"OnStar Ready"

"Nametag, please"

"Calling <nametag>," then your call will  
be connected

#### **To redial the last number dialed:**

##### **WHAT YOU DO**

1. Press the   
(white-dot button)
2. Say "Redial"

##### **ONSTAR RESPONSE**

"OnStar Ready"

"Calling <nametag>," then your call will  
be connected

### **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)**

## STORING A NUMBER

Your OnStar system can store up to 30 numbers (up to 32 digits each) in memory. These numbers can then be dialed by simply repeating the "nametag."

### To store a number:

#### WHAT YOU DO


1. Press the   
(white-dot button)
2. Say "Store"
3. Say the telephone number to be stored, one digit at a time
4. When finished say "Store" again
5. Repeat "<new nametag>"

#### ONSTAR RESPONSE

"OnStar Ready"  
  
"Number, please"  
OnStar will confirm each digit by repeating it back to you  
  
"Nametag, please"  
"Storing your <new nametag>"

### To delete a nametag from memory:

#### WHAT YOU DO


1. Press the   
(white-dot button)
2. Say "Delete"
3. Say "<nametag>"
4. Say "Yes"

#### ONSTAR RESPONSE

"OnStar Ready"  
  
"Nametag, please"  
"Delete <nametag>, Yes or No"  
"Deleting <nametag>"

### To get a list of nametags:

#### WHAT YOU DO

1. Press the   
(white-dot button)
2. Say "Directory"

#### ONSTAR RESPONSE

"OnStar Ready"  
  
List of all nametags


## VERIFY REMAINING UNITS (MINUTES)

### UNITS REMAINING

OnStar Keeps track of the amount of calling time you have purchased and used in units. The number of total remaining units is stored with in the OnStar System, and can be accessed easily. OnStar will also notify you at the beginning of the call when you have 10 or fewer calling minutes remaining.

### Verify:

#### WHAT YOU DO

1. Press the   
(white-dot button)
2. Say "Units"
3. Say "Verify"


#### ONSTAR RESPONSE

"OnStar Ready"  
  
"Verify or Add"  
"You have <#> units remaining"

## ADDING MORE CALLING UNITS (MINUTES)

You can charge additional calling units by contacting OnStar.

### **WHAT YOU DO**

1. Press the   
(white-dot button)
2. Say “Units”
3. Say “ADD”

### **ONSTAR RESPONSE**


“OnStar Ready”  
“Verify or Add”  
You will be connected to OnStar.

### **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.

### **RETRIEVING YOUR NUMBER**

#### **WHAT YOU DO**

1. Press the   
(white-dot button)
2. Say “My Number”

#### **ONSTAR RESPONSE**


“OnStar Ready”  
OnStar will respond with your number.

### **SECURITY/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 set to ON, the system will respond with “Security On” to any personal call or OnStar Virtual Advisor request. With security ON, only calls from the OnStar center will be processed.

Before calls can be made or received, you must first turn security OFF by saying, “Security”, and giving the system your four-digit code when prompted.

#### **WHAT YOU DO**

1. Press the   
(White-dot button)
2. Say “Security”
3. Say your four-digit code  
one digit at a time

#### **ONSTAR RESPONSE**

“OnStar Ready”  
“Enter four-digit” security code”  
OnStar will confirm each digit by repeating it back to you and after the last digit, will say “Security (code #####) is now ON/OFF”

### **ONSTAR VIRTUAL ADVISOR**

(Available with OnStar Personal Calling)

As an OnStar Personal calling subscriber, you can make your driving time more enjoyable and productive with Virtual Advisor. Virtual Advisor uses your personal calling minutes to access location-based traffic and weather reports, news and sports

updates, stock quotes, entertainment and more. You can even listen to your email and reply, without taking your hands off the wheel or eyes off the road.


With the press of the white-dot button and a few simple voice commands, you can browse the preselected topics from your profile, which you established on the OnStar website, or you can skip to the subjects that interest you.

To find out more about Virtual Advisor or to set up your Virtual Advisor personal profile, visit [OnStar.com](http://OnStar.com).

If you do not have Internet access to set up your personal profile, you can still take advantage of OnStar Virtual Advisor services using the existing default profile that has been set up for you.

## **ACCESSING VIRTUAL ADVISOR**

### **YOUR ACTION**

1. Press the   
(White-dot button)
2. Say “Virtual Advisor”

### **ONSTAR RESPONSE**

“OnStar Ready”  
  
“Connecting to OnStar Virtual Advisor”  
You will be connected to Virtual Advisor  
(default or personal profile)

Provide your PIN if requested (you can enable this security feature at [OnStar.com](http://OnStar.com) if you wish).

For Virtual Advisor, say your complete four-digit PIN without pausing between digits.

## **GETTING INFORMATION FROM VIRTUAL ADVISOR**

OnStar Virtual Advisor has a few simple commands to help you request the information you desire. If you are unsure of what to ask for when using Virtual Advisor, you can say:

“Play the Tutorial” or  
“What are my Choices” or  
“Help.”

For a complete up-to-date list of Virtual Advisor voice commands, go to [OnStar.com](http://OnStar.com) and click on the subscriber section of the site.

## **INFORMATION CATEGORIES**

Virtual Advisor will be continuously improved, updated, and expanded to meet the needs of our subscribers. The following general categories will give you an overview of the types of information available to you. For complete up-to-date information, go to the OnStar Web site at [OnStar.com](http://OnStar.com). Click on the link to the subscriber Web site to easily configure your personal profile with your desired content.



## Traffic\*

By saying “**Get My Traffic**,” you’ll receive an up-to-date report that includes construction, volume delays, and accident details within a five-mile radius of where you are when you press the button. You can even customize your report at OnStar.com to include the specific routes you travel or to expand your coverage area.

\*Traffic service available in most major markets.

## Weather

By saying “**Get My Weather**,” you’ll receive a weather report for your vehicle’s current location when you press the white-dot button. You can also customize your report at OnStar.com to include the weather for any U.S. city.

“**Get My Daily Drive**” – This command provides weather for today and tomorrow and the local five-mile traffic report – both based on your vehicle location.

## News

Just say “**Get My News**” to hear national, international, business, technology news, and more from OnStar’s respected news partners: Listen to the headline news or more detailed reports, such as hourly market updates when the U.S markets are open. To get your favorites regularly, set up your personal profile at OnStar.com.

## Financial Services

Just saying “**Get My Financial Services**” during your daily commute allows you to arrive at work informed! You’ll receive a financial report for your customized list of up to 30 stocks. Just set up your Virtual Advisor Personal Profile at OnStar.com. You can also simply say a company’s name and hear its current stock quote.

“**Get My Quick Update**” – Use this command to hear the headline news and a market update including the Dow, NASDAQ, and stock updates.

## Email

Say “**Get My Email**” to catch up on email before you get home or to your office. You can receive, reply to, and manage your email, all while driving, with our voice-activated system.

## Sports

Saying “**Get My Sports**,” gives you reports and quick updates on professional football, baseball, basketball, hockey auto racing, and more. You can easily customize your favorite sports and professional or college teams at OnStar.com.

## Entertainment/Horoscope

Say “**Get My Entertainment**” to provide your entertainment update during your drive. You can hear your daily horoscope, the evening’s television lineup, and updates on your favorite evening dramas or soap operas.

## **ONSTAR.COM – YOUR PERSONALIZED WEB SITE**

### **OnStar.com**

The OnStar subscriber Web site is designed to allow you to set up and manage the information selections for your Virtual Advisor sessions in the vehicle. You can also plan your travel, receive location-based or personal weather information, and interact with OnStar Advisors and customer-care groups.

Your subscriber Web site can be accessed from any internet-connected computer. Just be sure to have your **account number and PIN** (Personal Identification Number) to access the virtual world of OnStar. If you do not know your account number or PIN, contact OnStar at [1-888-4-ONSTAR \(1-888-466-7827\)](tel:1-888-4-ONSTAR). For security reasons, your PIN information can only be mailed to your address on record.

## **VOICE COMMANDS/SPEECH RECOGNITION**

### **OPERATION OF THE ONSTAR SPEECH RECOGNITION SYSTEM:**

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 USERS COMMUNICATE WITH TWO SPEECH-TECOGNITION SYSTEMS:**

OnStar Personal Calling uses a speech-recognition system that resides 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.

OnStar Virtual Advisor uses a remote-speech recognition system that you access through an automated phone call. The user connects to Virtual Advisor by requesting it through a Personal Calling command. The user is then transferred to the Virtual Advisor computer and talks to it through the wireless connection.

### **PERFORMANCE OF SPEECH RECOGNITION**

The OnStar speech-recognition system uses 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 pronunciations in response to system errors. Users who do not obtain good results are advised to try the tips and workarounds found in this document.

## **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 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 allows more noise to enter 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.
- **OnStar Virtual Advisor** – the system is listening for commands for about five seconds between information 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 your repeated attempts to give a command. If your speech is distorted by shouting or frustration,

this may cause more errors.

- Women with high-pitched voices may have better results by speaking in deeper, lower pitched voices. 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**

- The personal Calling system listens for only one word at a time. (There are some exceptions tow-word phrases that are spoken and understood as a single word, e.g., “voice feedback” and “ my number.”) You can enter phone numbers only one digit at a time, and the system repeats each digit as it hears it.
- Say “Help” at the “OnStar Ready” prompt to hear the list of Personal Calling commands.

#### **Virtual Advisor: Whole sentences**

- Virtual Advisor can understand sentences with more than one word. It also expects to hear a four-digit number all at once when it asks for your PIN.
- Say, “What are my choices?” to hear a list of commands that the Virtual Advisor understands.

## **ONSTAR INFORMATION**

An OnStar Subscriber Service Agreement is required in order to receive OnStar services. For more information, call 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 analog 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 relayed to the OnStar Center during OnStar button, air bag deployments, or Emergency Service button requests form 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 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 cellular technology for communication with the OnStar 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 United States, Hawaii, Alaska, and Canada. If a request for a service occurs outside these areas, communication 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 there is an OnStar request for services, the OnStar system will automatically redial (a few times for an OnStar service or indefinitely for an Emergency button press).

## **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.

## **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 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.

### **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 for 48 hours.

### **FCC RF EXPOSURE INFORMATION**

WARNING! Read this information before operating the VCP for ONSTAR call.

In August 1996 the Federal Communications (FCC) of the United States with its action in Report and Order FCC 96-326 adopted an updated safety standard for human exposure to radio frequency (RF) electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both U.S. and international standards bodies. The design of this VCP complies with the FCC guidelines and these international standards.

### **VEHICLE MOUNTED EXTERNAL ANTENNA**

A minimum separation distance of 7.9 inches (20 ) must be maintained between the user/bystander and the vehicle mounted external antenna to satisfy FCC RF exposure requirements. *For more information about RF exposure, please visit the FCC website at [www.fcc.gov](http://www.fcc.gov)*