



OnStar Owner's Manual



emergency



security



navigation



connections



automatic
crash response



Bluetooth®

IMPORTANT CUSTOMER INFORMATION!

OnStar® does not recommend that you install your OnStar system yourself. The wiring and installation of this unit requires special technical skill. We strongly recommend that only professional service personnel who have special training and experience in mobile electronics set up and install this product. Never service this product yourself. Installing or servicing this product and its connecting cables may expose you to the risk of electric shock or other hazards, and can cause system damage and inoperable conditions that are not covered by warranty.

To locate a professional mobile electronics installation facility, see your local retailer or find out more at www.onstar.com.

After installation, you'll be ready to enjoy the added security that OnStar provides.

safely connecting you in ways
you never thought possible

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Safety

Warnings

- Read this manual carefully before using the OnStar system. It contains instructions on how to use the system in a safe and effective manner.
- Failure to read and obey the following safety precautions may result in an accident involving death, injury or property damage.
- Always operate the vehicle in a safe manner. Do not become distracted by an OnStar feature while driving, and always be fully aware of all driving conditions.
- Use of the OnStar system still means that you need to drive with due care and attention.
- Do not input destinations, change settings, or access any OnStar system features requiring prolonged use of the unit's controls while driving. Pull over in a safe and legal manner before attempting such operations.
- Make certain the volume level of the OnStar system is set to a level that still allows you to hear outside traffic and emergency vehicles. Failure to do so may be dangerous and could result in an accident.

Product Alerts

- Upon startup the module will take approximately 10 seconds to be ready. Icons will be illuminated during this time. A successful startup will result in a green telltale. A problem on initialization will result in an alert icon and red telltale. If this occurs, call OnStar with a blue button press.
- Red telltales and alert icons should be diagnosed with a blue button call to OnStar.
- Do not press and hold the phone button. This would put the mirror into programming mode.
- Dual Bluetooth® pairing could result in interference between devices.

Product Installation, Repair and Cleaning

- Use this product only as specified.
- Installation of the OnStar mirror should only be performed by a retail installation facility.
- If you have problems with the system, do not attempt to disassemble or repair the unit yourself. With the exception of changing the battery, your OnStar mirror does not contain any user-serviceable parts. Unauthorized repairs or modifications could result in accident, fire, electrical shock or permanent damage to the equipment, and may void your warranty and your authority to operate this device under Part 15 regulations.

- Check operation of the mirror with a blue button call after a crash event and/or vehicle repair.
- Do not touch, bend or connect components to mirror connector terminals. Short circuits and damage could occur.
- Do not insert objects into mirror. Damage or short circuit could occur.
- Do not pull or hang items on wires. Damage to unit is possible.
- Although normal cleaning is acceptable, do not spray liquid directly into mirror openings. Use this product only as specified.

Battery

- Allow 30 minutes of mirror off time prior to changing the battery. The internal temperatures of the mirror can get quite high. Thirty minutes of power off time will allow mirror to cool down.

Governmental Notice

- This product, its packaging and its components contain chemicals known to the State of California to cause cancer, birth defects or reproductive harm. This Notice is being provided in accordance with California's Proposition 65.
- The California Electronic Waste Recycling Act of 2003 requires recycling of certain electronics. For more information on the applicability to this product, see www.ecycle.org.
- Some states have enacted restrictions against placing any objections on the windshield in locations that obstruct the driver's vision. It is the user's responsibility to ensure that the OnStar mirror is mounted in such a manner that it complies with all applicable law and ordinances. OnStar bears no responsibility for any fines, penalties or damage that may be incurred by disregarding this notice.
- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- This device complies with FCC radio frequency exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC's RF exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Hardware

Some quick tips on how to use your new system to its fullest potential. Drive safely!


Turn-by-Turn Icon

Lets you know you are in a turn-by-turn route and will blink at varying rates depending on proximity to the maneuver.


Phone Icon

Signals you are on an OnStar Hands-Free or Bluetooth® call, or have incoming calls.

Increase Volume

Press the  button to increase the volume of your OnStar system.

Decrease Volume

Press the  button to decrease the volume of your OnStar system.


Alert Icon

Lets you know if you have an Alert message (potential future service addition), if the unit is not activated, or there is a technical problem with the unit (coupled with Red System Status Light).


Bluetooth®¹ Icon

Lets you know there is a Bluetooth® phone paired or in the pairing process.

Decrease Backlighting

Press the  button to decrease the backlighting of your OnStar mirror.

Increase Backlighting

Press the  button to increase the backlighting of your OnStar mirror.



Emergency Button

Press this button to send a priority call to an OnStar Advisor.

System Status Light

- Steady green: System is on and ready for use.
- Blinking green: OnStar is in use.
- Red: System needs service.
- No light: System has been deactivated.

Hands-Free Calling Button

Press this button to start, receive and end hands-free calls.

Blue OnStar Button

Press this button to connect with an OnStar Advisor.


* Buttons and mirrors are all FPO. Waiting on retouched images.

¹ The Bluetooth® word mark and logos are owned by Bluetooth® SIG, Inc., and any use of such marks by OnStar is under license.

OnStar Buttons


The three buttons beneath the mirror are functional even if the vehicle's ignition is not on. The system will respond to a single button press after a brief system startup period. Note: During this period, the four icons above the mirror will be illuminated.

Hands-Free Calling¹ Button

OnStar² makes staying in touch on the road easy with hands-free, voice-activated calling that's built right into the vehicle. Push the  button to:

- Make a call, end a call and answer an incoming call.
- Give OnStar Hands-Free Calling voice commands.
- Give OnStar Turn-by-Turn Navigation voice commands for automated directions.
- Initiate Bluetooth® voice commands

Blue OnStar Button

Push the  button to be connected to a specially trained OnStar Advisor who can verify account information and answer questions about the system.



- Update in-case-of-emergency contact information.
- Get Turn-by-Turn Navigation with help from a well-trained Advisor.
- Receive Roadside Assistance.

Red Emergency Button


In an emergency, push the  button to get a priority connection to a specially trained OnStar Emergency Advisor.

- Get help if you have an emergency.
- Be a Good Samaritan or respond to an AMBER Alert.
- Get Crisis Assist help and evacuation routes.

Volume Controls

Press  to increase the volume of your OnStar system. Press  to decrease the volume of your OnStar system.


Dimmer Controls

Press  to dim the buttons on your OnStar mirror. Press  to brighten the buttons on your OnStar mirror.


¹ Hands-Free Calling is available in most areas throughout North America. To see if you can take advantage of better connectivity near you, visit www.onstar.com and enter your ZIP Code to view our map. OnStar Hands-Free Calling requires an existing OnStar service contract and prepaid minutes. Not available in certain markets. Calls may be made to the U.S. and Canada only. ² OnStar services require vehicle electrical system (including battery), wireless service and GPS satellite signals to be available and operating for features to function properly. OnStar acts as a link to existing emergency service providers. Subscription Service Agreement required. Call 1.888.4.ONSTAR (1.888.466.7827) or visit www.onstar.com for OnStar's Terms and Conditions, Privacy Statement, and details and system limitations.

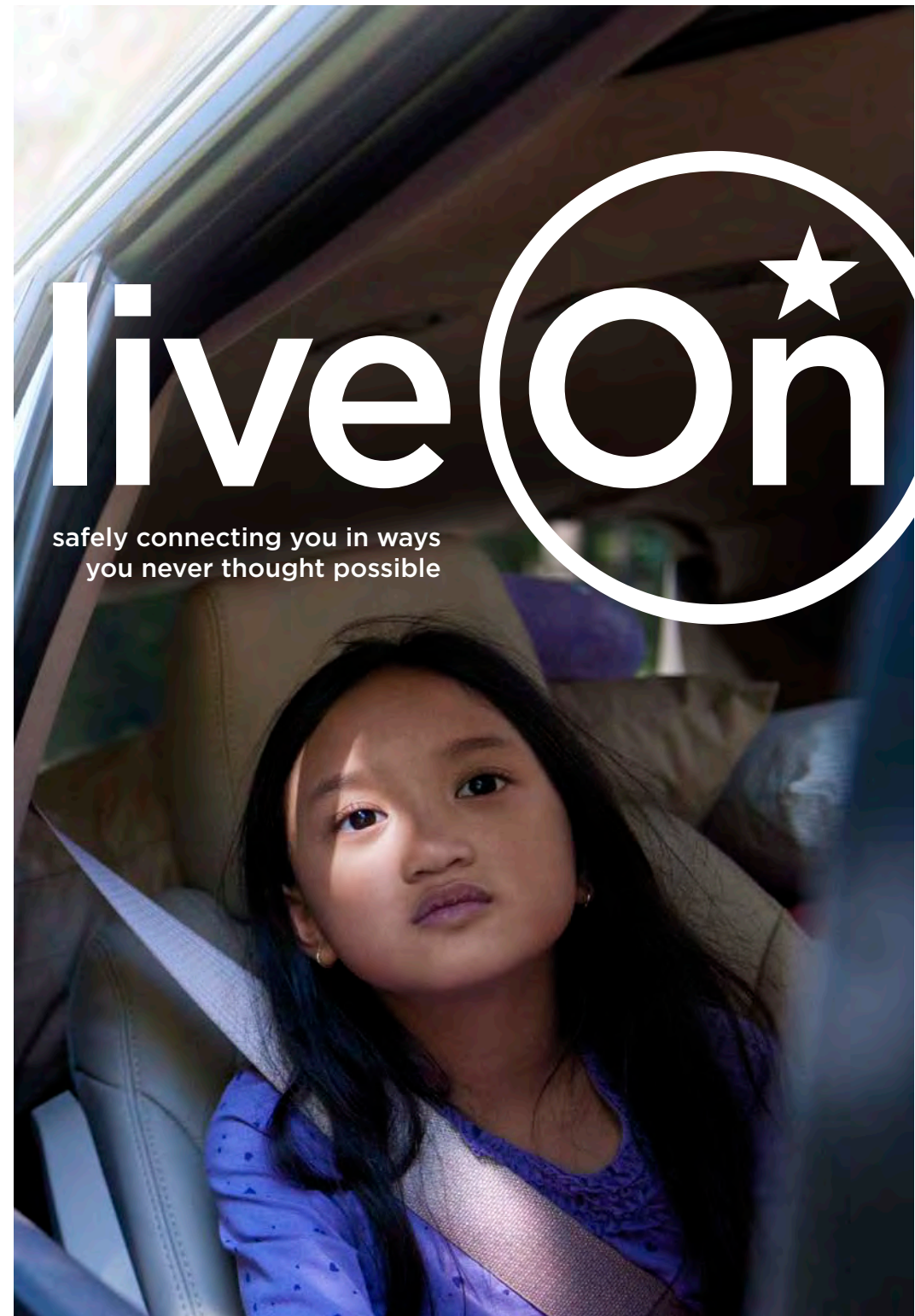
Welcome to OnStar!

Safely connecting you in ways you never thought possible.

Congratulations on the purchase of a new OnStar system for your vehicle! OnStar is equipped with a comprehensive in-vehicle safety, security, navigation and communications system. This Owner's Guide will assist you in becoming familiar with all the functions and services of the OnStar system. For additional information, push the  button to talk to an Advisor or visit us at www.onstar.com.

Activate your OnStar Mirror

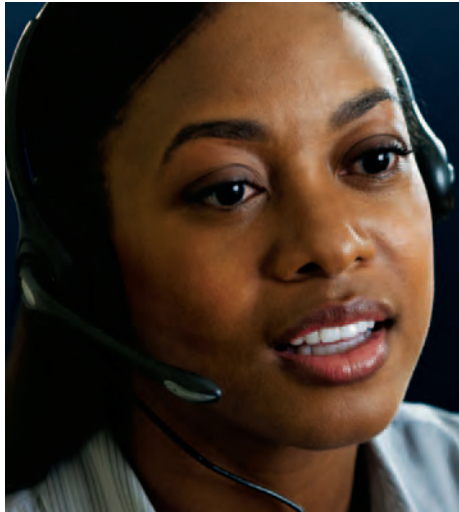
1. Press the blue OnStar button to connect to an Advisor and enter into a Subscription Service Agreement. To enjoy the safety, security and peace of mind that OnStar offers, you must maintain an active service subscription. You have the choice to maintain your OnStar subscription via credit card billing on a month-by-month basis, or you can take advantage of a discounted subscription rate by paying for one year in advance, or enjoy more savings by purchasing additional years of service. Your new system will not operate without being activated by an OnStar Advisor or an active service subscription. If you cannot connect to OnStar, please visit your installation facility for service.
2. Select your plan:
 - The Safe & Sound® Plan offers a range of services with an unsurpassed level of safety and security, with live Advisors available 24 hours a day, 7 days a week: Automatic Crash Response, access to Emergency Services, Roadside Assistance, Stolen Vehicle Assistance and Hands-Free Calling.
 - The Directions & Connections® Plan includes all of the above, PLUS navigation.
 - A package of prepaid OnStar Hands-Free Calling minutes that's right for you.
3. Choose from three payment options: monthly, annually or multiyear. Monthly purchases can be paid by credit card, debit card or Automated Clearing House direct debit transfers; annual and multiyear packages can be paid by credit card, debit card or personal check. OnStar Hands-Free Calling minutes can only be paid by credit card or debit card.
4. Designate a 4-digit Personal Identification Number (PIN) for security access to your account. A PIN is needed to access some OnStar services, such as Stolen Vehicle Assistance. You will be prompted to establish your PIN the first time you speak with an OnStar Advisor. To subsequently change the OnStar PIN, call OnStar and give the Advisor the current number. If you have forgotten your PIN, press the  button. For security reasons, we will mail your PIN to you.
5. To manage your OnStar account online, visit www.onstar.com. There, you can:
 - Update your emergency contacts.
 - Add other authorized users to your account.
6. After activation, you will receive a Welcome Kit and membership card by mail.







Automatic Crash Response

Our built-in system can automatically connect to emergency services in a crash...even if you can't ask for it.



- In a crash, a built-in sensor can automatically alert an OnStar¹ Emergency Advisor who is immediately connected into your vehicle to see if you need help.
- Even if you can't respond, the Advisor can request that emergency help be sent to your vehicle's exact GPS location.
- In the unlikely event of vehicle power loss during a collision, the rechargeable backup battery enables the system to still send collision notification to an Advisor.


For more information on Automatic Crash Response, visit www.onstar.com.

- Provide OnStar with your in-case-of-emergency (ICE) information, such as make, model, year of vehicle, VIN, license plate number, insurance information and an emergency contact person. This information can help in the event of a theft or crash. Push the  button to update your information, or go online at www.onstar.com.
- If the  button is pushed by mistake, please stay on the line and tell the Advisor that there is not an emergency situation.
- In case of emergency or collision, the Alert icon will be steady and on.



Emergency Services

No matter what happens on the road, we can help. We are your link to emergency service providers.


In an emergency, push the  button for a priority connection to a specially trained OnStar Emergency Advisor who can:

- Call the correct 911 center based on your exact GPS location.

¹ OnStar acts as a link to existing emergency service providers. Visit www.onstar.com for coverage map, details and system limitations. OnStar services requires vehicle electrical system (including battery), wireless service and GPS satellite signals to be available and operating for features to function properly.


- Provide critical information about your vehicle and the situation to emergency personnel for more efficient help, which may help save a life.
- If necessary, get access to specialized resources such as the Poison Control Center.
- Stay on the line until help arrives.

Crisis Assist


This service provides a central point of contact, assistance and information during severe weather, natural disasters or other crisis events. Simply push the  button to talk to a specially trained Crisis Assist Advisor who can:

- Direct emergency personnel to your location.
- Provide you with evacuation routes.
- Connect you with relatives so they know you're safe.
- Provide assistance if you need food, water, medical help or a hospital.

Be a Good Samaritan

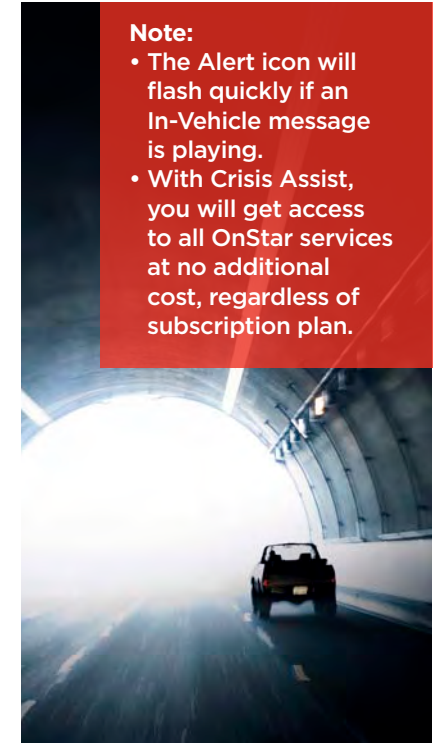
If you witness a problem on the road, push the  button and report it. OnStar will relay the information to the proper authorities or send emergency help to that location.

AMBER Alert

If you have information related to an AMBER Alert, push the  button. An OnStar Emergency Advisor can connect you to the proper authorities.

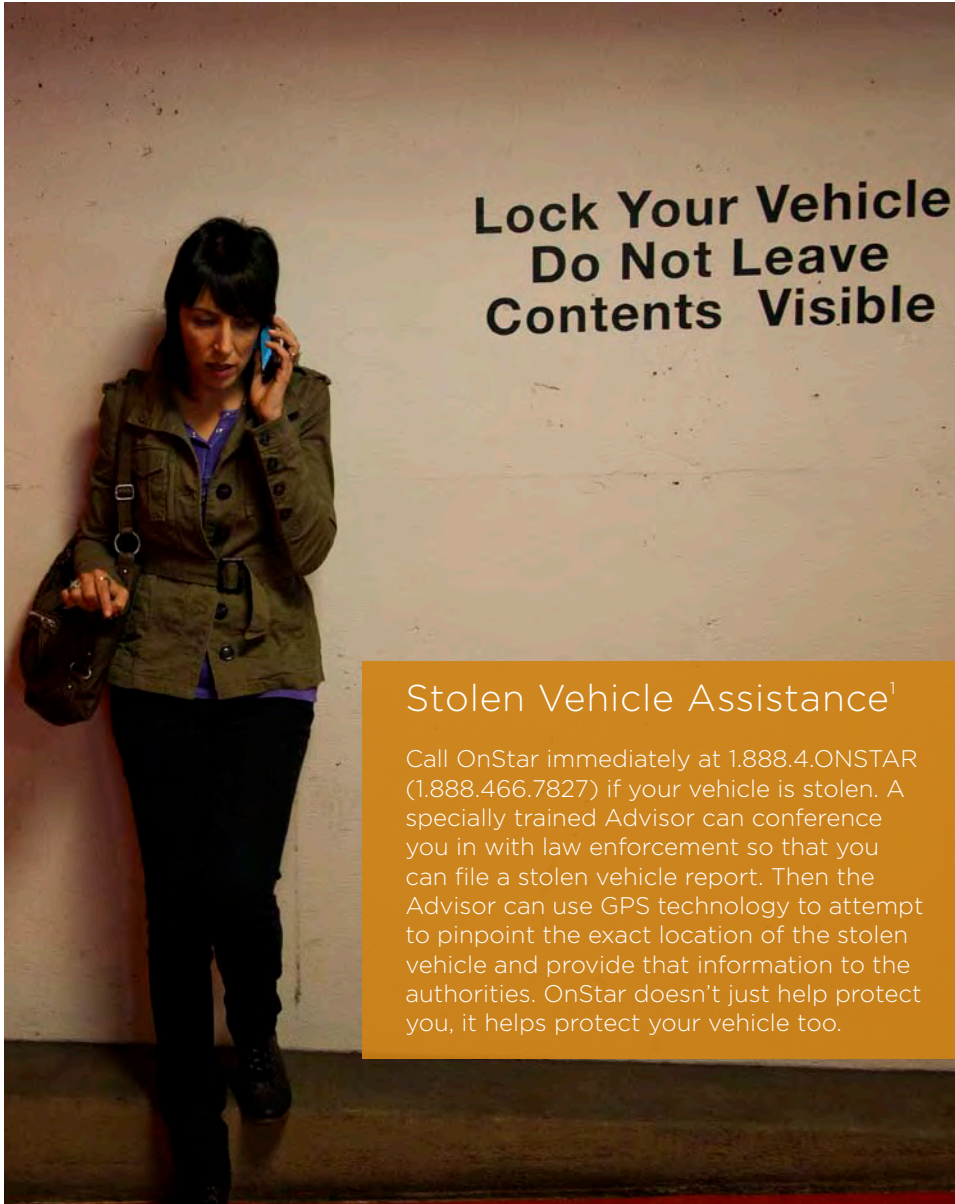
Note:

- The Alert icon will flash quickly if an In-Vehicle message is playing.
- With Crisis Assist, you will get access to all OnStar services at no additional cost, regardless of subscription plan.



Security Services

They're the things you hope will never happen.
But we're here to help if they do.




¹ Service varies with conditions. Visit www.onstar.com for details and system limitations.

Roadside Assistance¹

If Roadside Assistance is needed, OnStar can help.

- Flat tire?
- Dead battery?
- Locksmith service?
- Out of gas?
- Need a tow?

Just push the  button to talk to an Advisor who can direct a service provider to the exact location using GPS technology. Roadside Assistance is included with your OnStar subscription.

OnStar Subscriber Window Stickers

There are two OnStar stickers included in this manual. Place them on the side windows to warn potential thieves that your vehicle is protected by OnStar. And if your keys are locked in your vehicle, the OnStar phone number will be right there for easy reference.



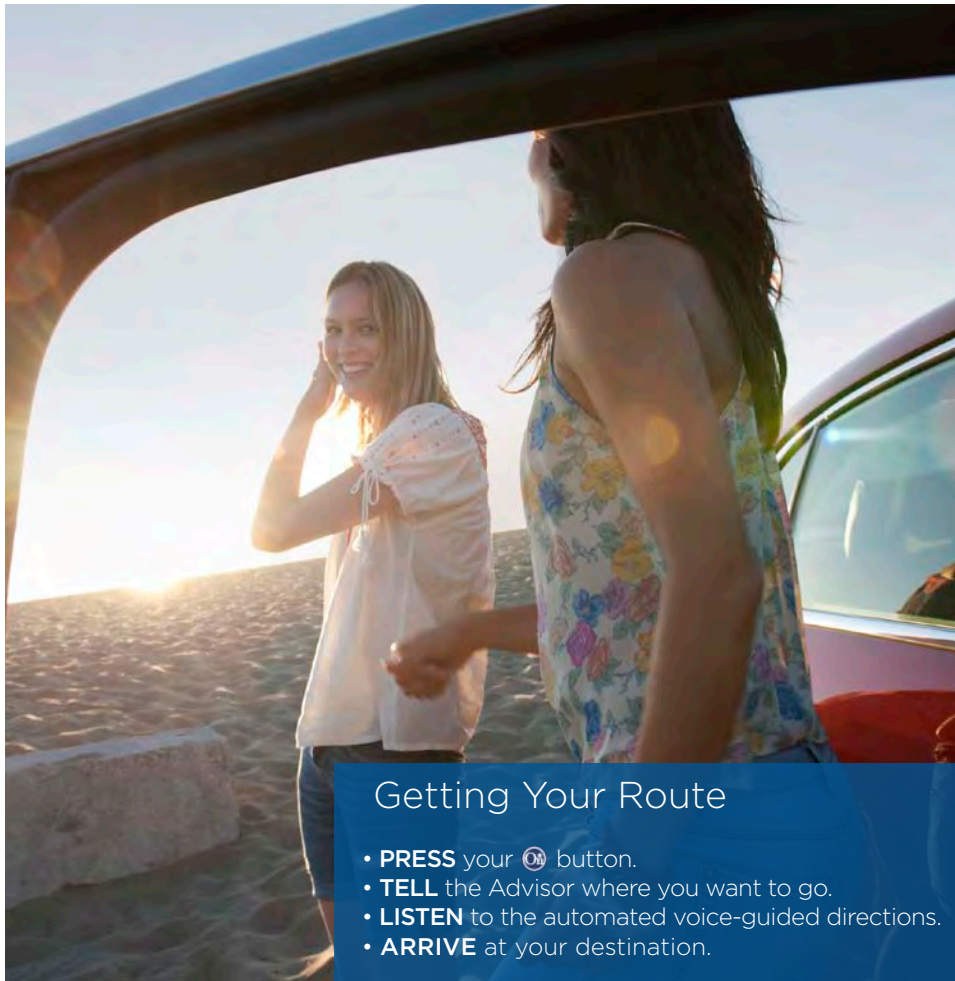
¹ Roadside service provided by Cross Country.



Turn-by-Turn Navigation

Built-in Turn-by-Turn Navigation¹ — so you don't have to guess how to get where you're going.

- Built in. So OnStar is there.
- Simple. Press the blue button to get directions.
- Smart. An automated voice calls out every turn as you need it.
- The Directions & Connections Plan includes Turn-by-Turn Navigation.
- The Safe & Sound Plan can be easily upgraded for a small monthly fee.



¹ Visit www.onstar.com for coverage map, details and system limitations.

Note: A tone plays when it is time to turn on the suggested roads. If the route has turns that occur quickly, only one turn message may be given. The turn-by-turn icon will be steady and on when you are in an active route. The turn-by-turn icon will flash slowly as you approach a turn, then flash quickly when you are at the turn. If you leave a planned route, the turn-by-turn icon will flash quickly, alerting you to update your route (see page 17).

OnStar eNav¹

The Directions & Connections Plan includes OnStar eNav, which allows you to send destinations from Google Maps™ or MapQuest to your vehicle.

- Research your trip and plan ahead.
- Skip the printer.
- Get directions to your stored destination from wherever you are.
- Search for destinations at www.maps.google.com or www.mapquest.com.
- Click “Send” in the maps or directions results and follow the prompts.



Note: You must provide your OnStar account number or user name and ZIP Code.

How To Get Your OnStar Account Number

- Call 1.888.4.ONSTAR (1.888.466.7827).
- Refer to the OnStar membership wallet card.
- Push the button.

Retrieving Destinations



1. Press the button. When the system responds with “OnStar ready” and the talk-tone, say “Virtual Advisor.”
2. Follow the voice prompts to retrieve directions to your destination.
3. Turn-by-turn directions will automatically download to the vehicle.

¹ Visit www.onstar.com for coverage map, details and system limitations.

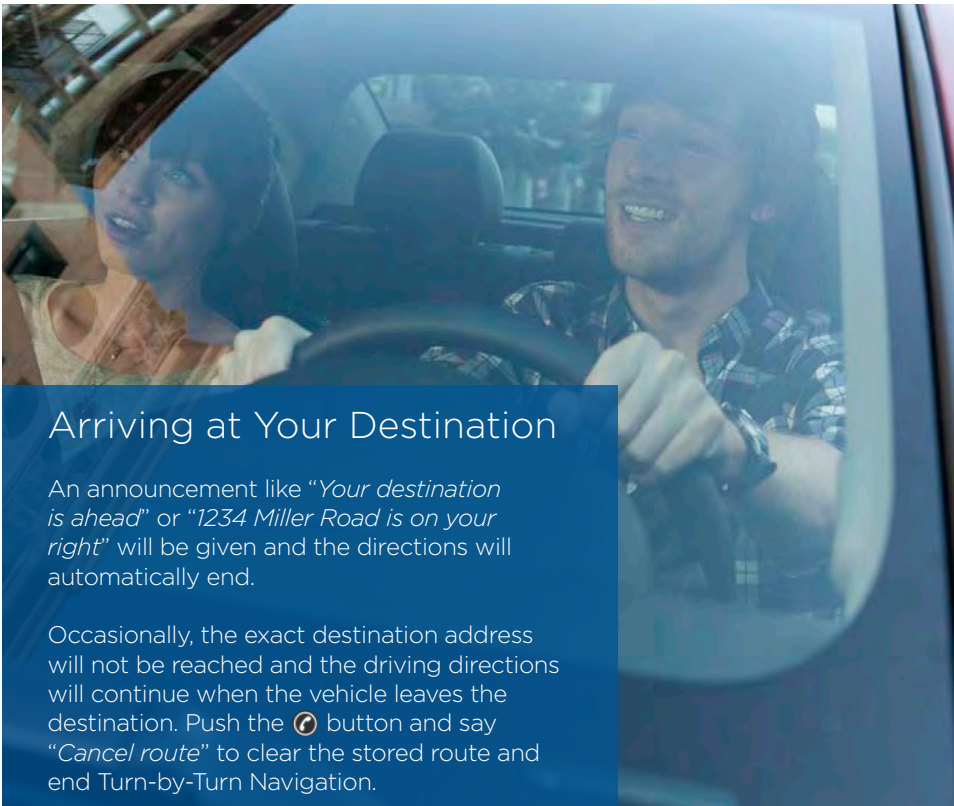
Receiving a Location Error Prompt

In certain areas, Global Positioning System signals can be obstructed. If this happens, an OnStar message will be given like, *“Sorry, I am unable to accurately determine the distance to your next maneuver at this time. Push the OnStar Hands-Free Calling button, and say ‘Route Preview’ for additional upcoming maneuvers. Or you may press the blue OnStar button to get directions from a live Advisor.”*

Note: After every voice command, the system returns to the main voice menu by saying “OnStar ready” and giving the talk-tone and waits for another command. To exit the system say “Goodbye.”


Making a Wrong Turn or Stopping During a Planned Route

If this happens, an OnStar message will be given like, *“You have left the planned route. Directions will resume automatically when you return to the route. Do you need updated directions?”*



Arriving at Your Destination


An announcement like *“Your destination is ahead”* or *“1234 Miller Road is on your right”* will be given and the directions will automatically end.

Occasionally, the exact destination address will not be reached and the driving directions will continue when the vehicle leaves the destination. Push the  button and say *“Cancel route”* to clear the stored route and end Turn-by-Turn Navigation.



- Say *“No”* if the stop or change is temporary.
- Say *“Yes”* if a turn has been missed. The system will then calculate a new route.
- Say *“Cancel route”* if the directions are no longer needed.

Turn-by-Turn Navigation Commands

Voice commands can be used to obtain information about an active route.

1. Push the  button to activate voice recognition.
2. When the system responds with *“OnStar ready”* and the talk-tone, give a voice command from the list below.


Voice Commands:

- **“Cancel Route”** — to cancel the current route.
- **“Repeat”** — to hear the last maneuver given.
- **“Route Preview”** — to hear all the maneuvers. Maneuvers will play in sets of three.
- **“Update Route”** — to recalculate directions.
- **“Get My Destination”** — to find the distance to the destination and the next maneuver to be made.
- **“Help”** — to play all voice commands. Push the  button to stop the play of the voice commands.
- **“English-Metric Setting”** — to change system from English to Metric measurements. Push the  button to switch to Metric measurements.
- **“Store Route Destination”** — to store current destination. The system will ask for a nametag to store a destination for later use. Up to 10 destinations can be stored.
- **“Plan Route”** — to obtain directions to a stored route. The system will ask for the assigned nametag for the stored route destination.
- **“Route Destination Directory”** — to hear all of the stored route destination nametags.
- **“Delete Route Destination”** — to delete a specific stored route.
- **“Delete All NameTags”** — to delete every nametag stored, including Hands-Free Calling nametags.
- **“Go Back”** — to go back to the previous step.






Note: If the system recognizes a missed turn or the vehicle deviates from the planned route, the message *“You have left the planned route. Do you need directions to get back on route?”* will play and the system will automatically unmute.

If the response is *“No,”* the route will not be cancelled and the destination will be saved to the system. To obtain a new route to the saved destination, push the  button and say *“Update route.”* The system will automatically recalculate directions.


How to Stop Individual Driving Maneuvers

To cancel play of the current maneuvers, push the  button. Only the current maneuver will be cancelled, not the entire route.

Note: Pressing the  button will disconnect a hands-free call.


When the GPS signal cannot be located for a route that is in progress, the following message may occur:

“Sorry, I am unable to determine your location at this time. Press the OnStar Hands-Free Calling button...”

The navigation system will play the last turn instruction or maneuver given when the system went off route. Push the  button and say *“Update route”* to update your route, or say *“Cancel route”* to cancel the current directions.


OnStar Turn-by-Turn Navigation Limitations

OnStar Navigation services require wireless service and GPS satellite signals to be available and operating for features to function properly. Accordingly, the system may not operate as designed in areas with either no or limited coverage.

When using Turn-by-Turn Navigation, carefully compare information given by OnStar to all available navigation sources, including information from street signs, visual sightings and maps. Because of changes in streets and neighborhoods, there may be times when the navigation system cannot route you to your intended destination. Under these circumstances, use your own judgment or press the  button to get directions from a live Advisor.

Road conditions and regulations take precedence over information given by the navigation system.

Observe actual traffic restrictions and circumstances while driving. The navigation system does not take into account the relative safety of a suggested route or factors which may affect the time required to reach your destination.

The navigation system does not account for road closures or construction, road characteristics (the type of road surface, slope or grade, weight or height restrictions, etc.), traffic congestion, weather conditions, or any other factors which may affect the safety or timing of your driving experience. Evaluate whether following the system's directions are safe and legal for the current conditions. If the instructions continue to direct to a closed road, or a road that can't be turned on, push the  button and ask the Advisor to find an alternate route. Use your own personal judgment or request Advisor-guided directions if the navigation system is unable to provide you with an alternate route.



Hands-Free Calling¹

Stay connected safely with available hands-free choices.

Hands-Free Calling Options

OnStar takes driver distraction and your safety very seriously, which is why we offer you two Hands-Free Calling options:



- Available OnStar Hands-Free Calling
- Built-in Bluetooth® Connectivity

Both allow you to make and receive calls from your vehicle while keeping your eyes on the road and your hands on the wheel.

Available OnStar Hands-Free Calling lets you make and receive calls at the touch of a button using convenient voice-activated dialing. And Hands-Free Calling is reliable because it's specially designed for better reception and fewer dropped calls in remote areas and pockets of limited cellular reception. It's always there for you — even when your cell phone isn't.

OnStar Hands-Free Calling Prepaid Minute Packages

In order to use OnStar Hands-Free Calling, you must first purchase prepaid minutes. OnStar Hands-Free Calling minutes can be purchased in one of three ways:

- Contact an OnStar Advisor by pressing the  button or dialing 1.888.4.ONSTAR (1.888.466.7827).
- Press the  button.
 1. When the system responds with “OnStar ready” and the talk-tone, say “Minutes.”
 2. When the system responds with “Verify or add,” say “Add.”
 3. When the system responds with “Connecting to OnStar Hands-Free Calling Center,” a toll-free call will be connected to the OnStar Hands-Free Calling Center.
 4. Follow directions to buy more minutes.
- Visit www.onstar.com/buyminutes.

Note: If minutes run out during a call, the call will automatically be terminated and an OnStar connection will be made so minutes can be replenished.

¹ OnStar Hands-Free Calling requires existing OnStar service contract and prepaid minutes. Not available in certain markets. Calls may be made to the U.S. and Canada only.


Usage of OnStar Hands-Free Calling Prepaid Minutes

Hands-Free Calling minutes will be deducted from your total anytime you:



- Place outgoing Hands-Free Calling phone calls.
- Receive incoming Hands-Free Calling phone calls.
Fractional minutes are rounded up.

Note: Blue button and red emergency button pushes do not utilize Hands-Free Calling minutes.


How to Check Your Minutes

1. Push the  button. When the system responds with “OnStar ready” and the talk-tone, say “Minutes.”
2. When the system responds with “Please say verify or add,” say “Verify.”
3. OnStar responds with “You have [#] minutes remaining that expire on [date].”
4. When the system responds with “OnStar ready” and the talk-tone, say the desired voice command, or say “Goodbye.”


How to Make and End Calls

1. Press the  button. When the system responds with “OnStar ready” and the talk-tone, say “Call <numbers>.”
Note: Say the entire number, without pausing.
2. OnStar responds with “OK, calling <numbers>,” and dials the call.
3. Push the  button to end the call. OnStar responds “Call ended.”


How to Store a Nametag for Speed-Dialing

1. Press the  button. When the system responds with “OnStar ready” and the talk-tone, say “Store.”
2. When the system responds with “Please say the phone number you would like to store,” say the entire number, without pausing.
3. When the system responds with “Please say the nametag,” choose a nametag, like “My house.”
4. When the system responds with “About to store <My house>. Does that sound OK?” say, “Yes” (or “No” to try again)



How to place a call using a stored name tag

1. Push the  button. When the system responds with “OnStar ready” and the talk-tone, say “Call <name tag>.”
2. OnStar responds with “OK, calling <name tag>.” (Making a call uses up minutes.)


Tips:

- If there is a pause before the entire phone number is spoken, the system repeats the numbers and then plays the talk-tone. Continue saying the numbers from where the pause occurred.
- Be sure that the radio volume is turned down.
- To store phone numbers, say at least 7 digits. Always say “1” and the area code so calls connect.
- Use multiword or multisyllable nametags, like “My house.”
- If the vehicle is sold, be sure to delete all the stored nametags. Press the  button and give the “Delete” or “Delete all” command.
- Avoid using similar-sounding nametags (like Tim and Kim).
- Do not store a nametag that starts with a number.
- Storing numbers does not use up minutes.
- Store up to 30 phone numbers.


How to Store the Last Number You Dialed

1. Push the  button. When the system responds with “OnStar ready” and the talk-tone, say “Store last number.”
2. When the system responds with “Please say the nametag,” choose a nametag that is easy to remember, like “Mom’s cell phone.”
3. The system repeats the tag and asks “Yes or no?”
4. Say “Yes” to confirm or “No” to start over.
5. To place a call, push the  button and say “Call Mom’s cell phone.”



How to Answer Incoming Calls

A ringtone will be heard and the phone icon will flash quickly, notifying you to pick up the call. Push the  button to answer the call. When you have connected to our call, the phone icon will be steady and on. If you have a call waiting, the phone icon will flash slowly, notifying you that another person is waiting.

How to Get the Vehicle’s Number

1. Push the  button. When the system responds with “OnStar ready” and the talk-tone, say “My number.”
2. OnStar responds with “Your OnStar Hands-Free Calling number is <number>.”

Helpful Tips for Hands-Free Calling

- Speak as clearly as possible, and louder as necessary.
- Try speaking in a deeper, lower-pitched voice.
- The system won’t recognize words like “hundred,” “thousand,” or “twenty.” For example, the number “1.800.555.2030” is pronounced “one-eight-zero-zero-five-five-five-two-zero-three-zero.”
- Push the  button and ask an Advisor for tips.
- Say, “Dial 911” and the system will dial 911. In an emergency, always use the  button so that the GPS location is received by the OnStar Emergency Advisors.

Hands-Free Calling Voice Commands



Available voice commands include:

- **“Yes. No. OK.”** – to respond to the system’s request for a “Yes” or “No” response. If the system has trouble recognizing “Yes,” the command “OK” can also be used.
- **“My Number”** – to hear the vehicle’s number.
- **“Call,” “Call <nametag>” or “Call <numbers>”** to speed-dial using stored nametags or to call numbers.
- **“Store”** – to store numbers for speed-dialing.
- **“Store Last Number”** – to store the last number that was dialed.
- **“Redial”** – to dial the last called number.
- **“Directory”** – to play all the stored nametags.
- **“Help”** (or **“OnStar Help”**) – to hear a list of all commands.
- **“Delete”** – to delete a nametag. The system will ask for the nametag to be deleted.
- **“Delete All Nametags”** – to delete every nametag stored, including Turn-by-Turn nametags.
- **“Cancel”** – to return to the **“OnStar ready”** prompt or exit Hands-Free Calling.
- **“Go Back”** – to go back to the previous step.
- **“Minutes”** – to determine minute status, number of minutes available or to add minutes.
- **“Verify or Add”** – to verify the number of minutes available or to add more minutes (purchase minutes automatically).
- **“Goodbye”** – to exit Hands-Free Calling.




Advisor Record Feature

Hands-Free Calling instructions, driving directions or information given during a call with an OnStar Advisor can be recorded, stored and played back later.

How to Record


1. During an OnStar call, push the  button. The system will beep (starts recording).
2. To stop recording, push the  button again. The system will beep again (ends recording).


How to Recall Recorded Information

1. Push the  button. When the system responds with “OnStar ready” and the talk-tone, say “Advisor playback.”
2. The recorded information will play.
3. To pause the playback, push the  button again.
4. To continue, push the  button and say, “Advisor playback.” OnStar will respond, “Please say play or resume.”
5. Say “Resume” to continue playback from where the recorded information was previously stopped. Say “Play” to start at the beginning.

Voice Recognition Tips

The system is affected by noises inside and outside the vehicle.


- Whenever the talk-tone is heard, the system is waiting for the digits to be said or to be given a voice command.
- Before pushing the  button, ask passengers to be quiet while giving a command. Additional voices will confuse the voice recognition system.
- Be sure that the windows are up and that the fan speed is on low.
- Voice recognition works best from the driver’s seat position. If passengers speak commands, they may not be recognized.
- The “Please wait a little longer before speaking” response means a command was given before the system switched to listen mode. Pause for a second after the talk-tone.
- The “Pardon” response means the system did not pick up enough digits of a phone number to place a call.
- The “I’m sorry, I didn’t catch that, there’s too much background noise” response means that sounds in or around the vehicle are interfering with the voice recognition system.

- Say “Help” if you need help. The system will say, “What do you need help with?”
- Numbers must be said in sets of three or four. Saying a single digit or two digits will confuse the system.
- Say “Clear” if a mistake is made when saying the numbers. The command clears out the last set of numbers spoken. Or push the  button and start over.
- Say “zero” or “oh” for 0.
- Say “pound key” for the # key.
- Say “star key” for the * key.

Using Digit Dial and Digit Store

Use the Digit Dial function when the voice mail system has difficulty recognizing your voice to dial numbers.

Here’s How Digit Dial Works

1. Press the  button. When the system responds with “OnStar ready” and talk-tone, say “Digit dial.” (For storing nametags, say “Digit store.”)
2. When the system responds with “Please say the first digit to dial (or store),” say the first digit of the number to be dialed (or stored) and wait for it to be repeated back.
3. Continue one digit at a time until all the numbers are entered. Say “Pound key” for the # key, and “Star key” for the * key. Say “Clear” to erase a mistake.
4. When finished with all the numbers, say “Dial (or Store).” OnStar responds with “OK, dialing (or storing),” and the call is placed. (If storing the information, the system will ask for a nametag.)



Connected and In Control.

OnStar offers Bluetooth® technology, making it easy to stay connected, safe and able to talk hands-free while on the road.

- Your OnStar system is equipped with Bluetooth®. This allows you to make and receive phone calls hands-free using a Bluetooth®-capable cell phone.
- Not all phones support all functions, and not all phones are guaranteed to work with Bluetooth®. Visit www.onstar.com to see if your phone is compatible.
- The OnStar system uses voice recognition to interpret voice commands to dial phone numbers and name tags.
- Use the OnStar system's volume buttons during a call to change the volume level.
- The range of the Bluetooth® signal can be up to 10 meters.
- For additional information, say "Help" while you are in a voice recognition menu.




Pairing

WARNING: The use of a hand-held cellular device while driving may be against the law in some states, counties, cities or townships. Please consult your local ordinances to determine restrictions in your area. A Bluetooth® cellular phone must be paired and connected to the OnStar system before it can be used as a hands-free device. Please see your cellular phone manufacturer's user guide for Bluetooth® functionality prior to pairing a cellular phone to the OnStar system. If a Bluetooth® device is not paired and connected to the vehicle, Hands-Free Calling through the OnStar system is subject to available prepaid Hands-Free Calling minutes.

Pairing Information

- Up to five cell phones can be paired to the Bluetooth® system.
- Pairing only needs to be completed once, unless the pairing information on the cell phone changes or the cell phone is deleted from the system.
- Only one paired cell phone can be connected to the OnStar system at a time.
- If multiple paired cell phones are within range of the system, the system connects to the first available paired cell phone in the order that they were first paired to the system. To connect to a different paired phone, see "Connecting to a Different Phone" later in this section.


Pairing a Phone

1. Press the  button.
2. Say "Pair." The system responds with instructions and a four-digit Personal Identification Number (PIN). The PIN is used in Step 4.
3. Start the pairing process on the cell phone that you want to pair. For help with this process, see your cell phone manufacturer's user guide.
4. Locate the device named "Your Vehicle" in the list on the cell phone. Follow the instructions on the cell phone to enter the PIN that was provided in Step 2. After the PIN is entered, the system prompts you to provide a name for the paired cell phone. This name will be used to indicate which phones are paired and connected to the OnStar system. See "Listing All Paired and Connected Phones" for more information.
5. Repeat Steps 1 through 4 to pair additional phones.




Listing All Paired and Connected Phones

The system can list all cell phones paired to it. If a paired cell phone is also connected to the OnStar system, the system responds with "is connected" after that phone name.

1. Press the  button.
2. Say "Bluetooth."
3. Say "List."

Deleting a Paired Phone


1. Press the  button.
2. Say "Bluetooth."
3. Say "Delete." The system asks which phone to delete.
4. Say the name of the phone you want to delete.

If the phone name you want to delete is unknown, see "Listing All Paired and Connected Phones" on the previous page.






Connecting to a Different Phone

To connect to a different cell phone, the Bluetooth® system looks for the next available cell phone in the order in which all the available cell phones were paired. Depending on which cell phone you want to connect to, you may have to use this command several times.

- Press the  button.
- Say "Bluetooth."
- Say "Change phone."
- If another cell phone is found, the response will be "<Phone name> is now connected."
- If another cell phone is not found, the original phone remains connected.

Call Waiting

Call waiting must be supported on the cell phone and enabled by the wireless service carrier.

- Press the  button to answer an incoming call when another call is active. The original call is placed on hold.
- Press the  button again to return to the original call.
- To ignore the incoming call, no action is required.
- Press and hold the  button for more than 2 seconds to disconnect the current call and switch to the call on hold.

Transferring a Call

Audio can be transferred between the Bluetooth® system and the cell phone. The cell phone must be paired and connected with the OnStar system before a call can be transferred. The connection process can take up to two minutes after the car ignition is turned to ON/RUN.


To Transfer Audio Between the OnStar System and a Cell Phone

Use the audio transfer feature on the cell phone, if available. See your cell phone manufacturer's user guide for more information.

Voice Pass-Thru

Voice pass-thru allows access to the voice recognition commands on the cell phone. See your cell phone manufacturer's user guide to see if the cell phone supports this feature.

To access contacts stored in the cell phone:

1. Press the  button.
2. Say "Bluetooth."
3. Say "Voice."
 - The cell phone's normal prompt messages will go through its cycle according to the phone's operating instructions.

Clearing the System

Unless information is deleted out of the OnStar system, it will be retained indefinitely. This includes all saved name tags in the phone book and phone pairing information. For information on how to delete this information, see the previous section "Deleting a Paired Phone" and the previous sections on deleting name tags.

For detailed instructions on using other calling functions, refer to the Hands-Free Calling section:

- How to Make and End Calls
- How to Store a Nametag for Speed-Dialing
- How to Answer Incoming Calls
- Hands-Free Calling Voice Commands



OnStar Savings Opportunities

Cut extra expenses with great discounts through OnStar partnerships.

Many insurance providers give discounts or special pricing to OnStar Subscribers, including antitheft insurance discounts because of partnerships OnStar has with other companies. These carriers are listed at www.onstar.com under the OnStar Savings tab. For a full list of participating companies and discounts available, please log on for more information.


Just having OnStar helps you cut costs.

- Broken down or need a tow? No problem, Roadside Assistance is included with OnStar.
- Locked out? Avoid the price of a locksmith and let OnStar get you back in the driver seat.
- Antitheft? So are we! In fact, Stolen Vehicle Assistance gives you help that can save deductibles and damage.

Additional Information



Services for People with Disabilities

OnStar Advisors are trained to provide services that help subscribers with physical disabilities and medical conditions, whether they are drivers or passengers. Just press the  button and an Advisor can help:

- Locate gas stations that have an attendant to pump gas for you.
- Find a hotel, restaurant, etc., that meets your accessibility needs.
- Provide directions to the closest hospital or pharmacies in urgent situations.

TTY Users

If you are deaf, hard of hearing or speech impaired, OnStar offers the ability for you to communicate with OnStar Advisors while in your vehicle. The TTY system can provide you in-vehicle access to all of the OnStar services, except Virtual Advisor, Bluetooth® and OnStar Turn-by-Turn Navigation.

Additionally, a dial pad provides the ability to make calls using the OnStar Hands-Free Calling feature. This equipment is available through OnStar. Please call for details.


TTY users and family members can use a TTY connection to call OnStar toll-free at 1.877.248.2080 for Roadside Assistance and Stolen Vehicle Assistance, subscription renewal or for any questions regarding your OnStar account. Please visit www.onstar.com/tty for more information on TTY and all of these services.

www.onstar.com

Visit our website to access information about your account, manage your subscription, get subscription plan pricing, purchase OnStar Hands-Free Calling minutes, and view videos of each service. Click on the “My Account” tab on the home page.

Keeping Your Subscription Active

Set up a subscription payment plan to continue the OnStar service. To continue service:

- Push the  button to speak with an Advisor.
- Go to www.onstar.com.
- Call 1.888.4.ONSTAR (1.888.466.7827).

Continuous Coverage

Continuous Coverage provides you with ongoing access to all OnStar services after your initial subscription payment. By storing your credit card information on file, not only will your monthly payment be automatically billed each month, but you will experience the following benefits:

- Uninterrupted OnStar service.
- Subscription that will be not be deactivated.
- OnStar Advisors available around the clock.
- Convenience of upgrading your service plan, changing to an annual plan or purchasing additional Hands-Free Calling minutes.


To learn more, push the  button or call 1.888.4.ONSTAR (1.888.466.7827).

Additional OnStar Services

New services are always being developed. Some additional services may have been added since the printing of this Owner’s Manual. Visit www.onstar.com for details.

Note: You can make a payment on your OnStar subscription via credit card billing on a month-by-month basis, get a discounted subscription rate by paying for one year in advance, or enjoy more savings by purchasing two years. Visit www.onstar.com for current information about pricing.

If you decide to discontinue payment, the OnStar system will be deactivated. If the OnStar system is deactivated, all services and features end. If you allow the subscription to lapse, there may be extra charges to reactivate service.

If you purchased a pre-owned vehicle, push the  button and wait until a connection is made to an OnStar Advisor, who can set up a new subscription for you. It may take several minutes for the vehicle to connect to an OnStar Advisor. Or call 1.888.4.ONSTAR (1.888.466.7827).

In the event that you are not eligible for subscription transfer to a new vehicle, a refund, if applicable, will be given for any remaining subscription time you have purchased.

Limited Warranty – USA

This product will be repaired or replaced, at *the warranty-provider's* option, if it proves to be defective in material or workmanship, under normal use, during the warranty period ("Warranty Period") listed below, effective from the date ("Date of Purchase") of original consumer purchase of the product. This warranty shall only be effective and enforceable to the original purchaser of the product and only when used in the United States, excluding U.S. Territories.

THE WARRANTY PROVIDER FOR THIS PRODUCT IS INGRAM MICRO INC. THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. INGRAM MICRO INC. WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL OR PUNITIVE DAMAGES OF ANY NATURE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, LOST OR CORRUPTED PROGRAMMING OR DATA, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT OR OTHERWISE. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights that may vary from state to state.



WARRANTY PERIOD:

LABOR: 90 days from the Date of Purchase.

PARTS: One Year from the Date of Purchase.

- Parts replaced are warranted for the remaining portion of the original warranty period.

HOW SERVICE IS HANDLED:

If OnStar Mirror malfunctions, press blue OnStar button, then ask the Advisor for Technical Assistance. If no power or unable to reach OnStar Call Center, return to original installing retailer for service.

Please retain dated sales receipt and your box to return the unit to your Installer/Retailer for repair or replacement.

THIS LIMITED WARRANTY DOES NOT APPLY TO:


- Damages or operating problems that result from shipping, installation, adjustment of user controls, calibration, maintenance or failure to maintain, or separate system components; and
- Damages or operating problems that result from normal wear and tear, misuse, abuse, operation outside environmental specifications or contrary to the requirements or precautions in the Operating Guide, accident, lightning strikes or other natural causes, unauthorized modification or alteration, incorrect electrical current or voltage, signal reception or input, software not licensed directly by Ingram Micro, software errors that do not disable functionality, operating and software protocols adopted after the date of manufacture or for outside the U.S., institutional or commercial use, or other causes not arising out of defect in material or workmanship.

The cost of repair or replacement under these excluded circumstances shall be borne exclusively by the consumer and not the warranty provider.

Customer Interactive Center Number

For Where to Buy, Product Assistance, or Customer Assistance, call 1.888.4.ONSTAR (24 hours a day, 365 days a year) and select appropriate options from the menu. Or visit the OnStar website at www.onstar.com.

Languages

The OnStar system can be programmed to respond in French or Spanish; just push the  button and ask for an Advisor. OnStar Advisors can speak French or Spanish.

Your Vehicle's Factory Mirror

After installation, we recommend that you retain your old, now-detached factory mirror. This will help restore your vehicle to its original condition should you decide to sell or dispose of your vehicle but wish to keep your OnStar system for another vehicle. In certain cases, reinstallation of your original factory mirror may not always be possible. Please see your installer for details.

Potential Issues You May Encounter

Red System Status Light and Flashing Alerts Icon

If this condition appears, press the  button and ask the Advisor to perform an OnStar system check.

Some OnStar services are disabled after five days

OnStar cannot perform audio alerts or Stolen Vehicle Assistance after the vehicle has been off continuously for five days.


Global Positioning System (GPS)

- Obstruction of the GPS can occur in a large city with tall buildings, in parking garages, around airports, in tunnels, in underpasses or in an area with very dense trees. If GPS signals are not available, the OnStar system should still operate to call OnStar. However, the OnStar Center could have difficulty identifying the exact location. The Advisors may ask you to hold while the vehicle location is updated.
- In emergency situations, OnStar can use the last stored GPS location to send to emergency responders.
- A temporary loss of GPS can cause loss of the ability to send a Turn-by-Turn Navigation route. The Advisor may give a verbal route or may ask for a call back after the vehicle is driven into an open area.

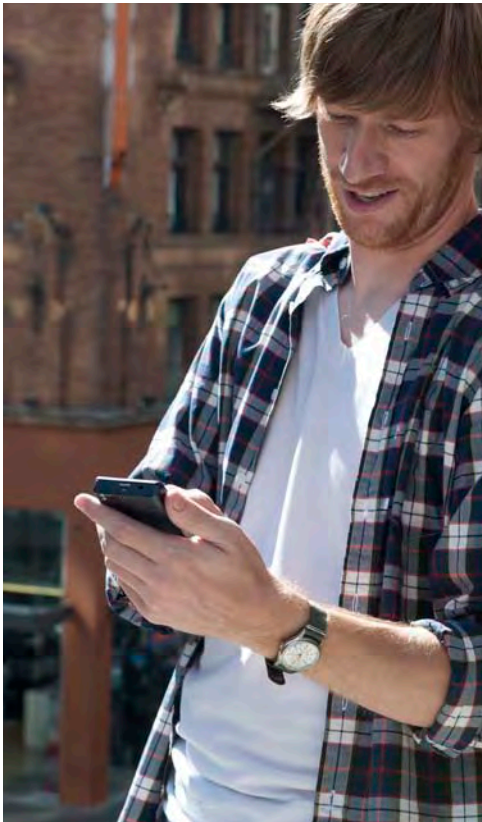
Cellular and GPS Antennas

Avoid placing items over or near the mirror, both inside and outside the vehicle, to prevent blocking cellular reception and GPS signal reception. Also, interference can be caused by hanging items, such as decorations, air fresheners, etc., from the mirror. Cellular reception is required for OnStar to send remote signals to the vehicle.

“Unable to Connect to OnStar” Message

You will hear this message if there is limited cellular coverage or the cellular network has reached maximum capacity. Push the  button to try the call again, or try again after driving a few miles into another cellular area.





Payment Lapse and System Deactivation

An active OnStar subscription is required for all services to work, including Hands-Free Calling. If you do not arrange for payment at a time when a payment is due, the system may be deactivated by OnStar and you will not receive OnStar Automatic Crash Response, Emergency Services or any of the other services included in your subscription.

Radio-Frequency Interference

The OnStar system is a radio communications system. The proximity to other radio signals, emitted by other electrical devices, may adversely affect the performance of the OnStar system and void the system's ability to operate it.

The OnStar unit has systems that operate on a radio frequency that complies with Part 15 of the Federal Communications Commission (FCC) rules and with Industry Canada Standards RSS-210/220/310. Operation is subject to the following two conditions:

1. The device may not cause interference.
2. The device must accept any interference received, including interference that may cause undesired operation of the device.

Changes or modifications to any of these systems by any other facility than an authorized service facility could void authorization to use this equipment.

Vehicle and Power Issues

OnStar services require a vehicle electrical system, wireless service and GPS satellite technologies to be available and operating for features to function properly. These systems may not operate if the battery is discharged or disconnected. If there is a technical problem with your OnStar mirror, the Alert icon will flash slowly. If your OnStar device is not activated and in demo mode, the Alert icon will be steady and on until the device is activated.

Add-On Electrical Equipment

The OnStar system is connected to the electrical architecture of the vehicle. Do not add any electrical equipment (e.g., two-way mobile radio, CB radio, data recorders, etc.) unless you check with your Retailer/Installer first. Added electrical equipment may interfere with the operation of the OnStar system and void your ability to operate it.

Backup Battery

The backup battery is a rechargeable battery that will allow the OnStar unit to make an emergency call to OnStar in the unlikely event of vehicle power loss during a collision. While under backup battery power, audio will be unavailable. Over time, the battery may need to be replaced. OnStar will indicate this to you by illuminating the telltale LED red and also the "Alert" icon. If this occurs, press the blue OnStar button and an OnStar Advisor will diagnose the problem and assist you with identifying a battery replacement location if needed.

A Note About Privacy

At OnStar, we take subscriber privacy very seriously. The complete OnStar Privacy Statement may be found at www.onstar.com. Privacy-sensitive 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.

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radiofrequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum 20 cm between the radiator and your body.

IC Warning This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio

exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.