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# Voice control

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## Introduction to the topic

Voice control works online and offline.

Voice commands are recorded more accurately in online mode because more data are available.

Voice control understands questions and statements without the need to learn voice commands. The voice commands can be freely formulated and colloquial. You can find suggested voice commands in the Infotainment system.

The functions are reduced in offline mode.

Loud interior and exterior noises can cause malfunctions and misleading sentences and answers.



Voice control recognises only voice commands in the language set in the Infotainment system.



Test voice control while the vehicle is stationary before starting a journey in order to familiarise yourself with the function.

## Seat-based voice control

Voice control uses additional microphones to detect whether the driver or passenger is speaking. This enables you to access seat-related functions in the supported online languages, e.g. switching on the seat heating.

Opening suggested voice commands

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— **HOME** ▶ (?) ▶ 🎧.

Supported languages, market-dependent

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— *Online and offline*: German, American English, British English, French, Italian, Spanish, Czech, Dutch, Norwegian, Polish, Portuguese.

— *Offline*: Bulgarian, Danish, Finnish, Canadian French, Greek, Japanese, Korean, Brazilian Portuguese, Russian, Swedish, Mexican Spanish, Turkish.

Prerequisites

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✓ *Online and offline*: voice control with corresponding Infotainment system is installed in the vehicle.

✓ *Online*: valid We Connect Plus contract is activated.

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## Activation word and voice commands

### Activation word for voice control

If you have activated the control by means of an activation word, the activated Infotainment system scans the words spoken in the vehicle for the activation word. The activation word depends on the language set in the Infotainment system.

Apart from scanning for the activation word, there is no recording and no transmission of anything spoken in the vehicle.


Voice control starts when the Infotainment system recognises the activation word (*→ Voice control*).

Switching the activation word on and off

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— **HOME** ►  ► **Voice control** ► **Activation word**.



If the activation word is switched off, the voice control cannot be activated via the activation word. Voice control remains available via the  button in the multifunction steering wheel or the **VOICE** function button in the Infotainment system.

Availability depends on the country and vehicle equipment.

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## Activation word in national languages

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**BG** Здравей I.D.

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**BR** Olá I.D.

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**CDN** Bonjour I.D.

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**CZ** Ahoj I.D.

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**D** Hallo I.D.

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**DK** Hej I.D.

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**E** Hola I.D.

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**F** Bonjour I.D.

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**FIN** Hei I.D.

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**GB** Hello I.D.

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**GR** Γεια σου I.D.

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**I** Ciao I.D.

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**J** こんにちは I.D.

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**MEX** Hola I.D.

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**N** Hallo I.D.

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**NL** Hallo I.D.

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**P** Olá I.D.

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**PL** Cześć I.D.

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**ROK** 안녕하세요 I.D.

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**RUS** Привет I.D.

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**S** Hej I.D.

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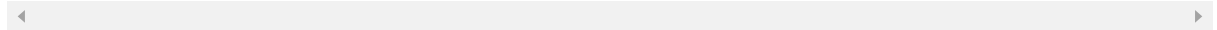
**TR** Merhaba I.D.

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**USA** Hello I.D.

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## Voice commands

To ensure that the voice control recognises voice commands reliably, follow the tips for successful voice commands.

### Tips for successful voice commands

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- ✓ Clear pronunciation. Unclear voice commands are not recognised.
- ✓ Speak at normal volume. Speak slightly louder at higher speeds.
- ✓ Avoid outside noises. Open windows and doors may hinder voice control.
- ✓ Avoid background noise, such as conversations in the vehicle.

✓ Do not point the airflow from the vents towards the microphones or vehicle roof.

✓ No over emphasis or strong dialects.

✓ No long pauses when speaking.

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Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname to ensure it is reliably recognised from the telephone book.

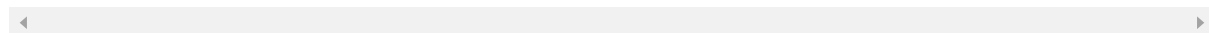
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## Starting and stopping voice control

Depending on the vehicle equipment, you can start voice control by different methods.




Voice control is active and will recognise the spoken words.




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### Starting the voice control function

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- *Voice activation*: say the activation word for voice control. Pay attention to the national languages of the activation words (→ *Voice control*).
- *Multifunction steering wheel*: press the voice control button  (→ *Driver side*).
- *Infotainment system*: **VOICE**.

Voice control is automatically ended when you use functions on the Infotainment system, activate the parking system or when voice outputs occur, e.g. incoming calls or traffic announcements.

In some cases, the voice control function of the connected mobile device can be started by pressing and holding the voice control button  or the **VOICE** button.

### Ending voice control manually

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- *Voice activation*: speak voice command for ending voice control.
- *Multifunction steering wheel*: press the voice control button twice in succession.