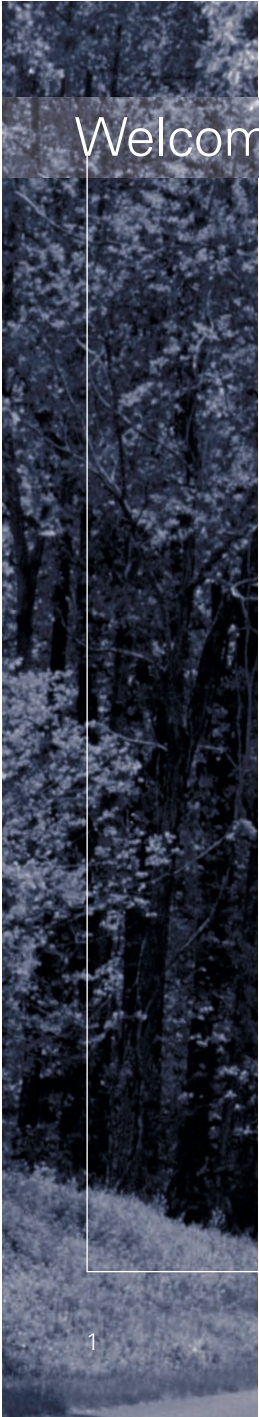


The safety and security  
of OnStar® is now yours.





# Welcome.

Congratulations on your purchase of an OnStar-equipped vehicle. Using several innovative technologies, OnStar can provide you with the latest information and assistance when you're on the road. Now you can enjoy the peace of mind that comes with knowing you're doing all you can to help keep you, your family, and your vehicle safe.

Take a moment to familiarize yourself with the three OnStar buttons. They are usually located on the inside rearview mirror, in the overhead console, or near the radio display.

The white phone button is the Hands-Free Calling button, the blue button is the OnStar button, and the red button is the emergency button. The blue button can connect you to a specially trained OnStar Advisor 24 hours a day, 365 days a year, for assistance.

**Push the blue button now  
and an Advisor can help orient  
you with your new system.**

*A note to owners of preowned vehicles:  
Press the blue button now and an Advisor  
will explain your subscription plan options.*



## OnStar Owner's Guide

In the event of an emergency, push the red emergency button, your vehicle is designed to send your current location to an OnStar Advisor who can find out what assistance you need, and notify nearby emergency service providers.\* The system can also automatically call OnStar if your air bags deploy. But OnStar isn't just there for you in an emergency; it's there for you every day for the little things, too. If you accidentally lock your keys inside your car, an OnStar Advisor can send a signal to unlock your door.\* And if your car is stolen, OnStar can help the police locate it.\*

One of the most popular features is OnStar Hands-Free Calling, that allows you to make and receive voice-activated phone calls. It's a convenient, safer way to stay connected when you're behind the wheel.

Read on and learn more about OnStar Hands-Free Calling - and start making calls today. Every new OnStar equipped-vehicle comes with 30 complimentary minutes good for 2 months - no strings attached. Be sure to use your minutes before the two month expiration.

Owner Guides are available in Spanish and French languages. Visit [onstar.com](http://onstar.com). Your vehicle may be able to be programmed to respond in French or Spanish language, just press the OnStar button and ask an Advisor.

***Please keep this guide in your vehicle for reference.*** You can also learn how OnStar works by listening to the enclosed audio CD. Thank you for choosing an OnStar-equipped vehicle.

\*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. See "Additional Information" section on pages 31-38 for system limitations and details.

It all begins with the blue button.

### Blue Button



Press this button now and you'll be connected to a specially trained OnStar Advisor who can verify all of your account information and can answer any questions you may have.\*

- Most new OnStar-equipped vehicles come with a one-year subscription to the ***Safe & Sound Plan***. There's no cost to talk to a knowledgeable OnStar Advisor, it's all a part of your OnStar service.
- If your vehicle has the ***Directions & Connections Plan***, or if you choose to upgrade your service plan, an Advisor can give you driving directions, find businesses or restaurants, assist in making reservations, and provide many other convenience services.

## Red Emergency Button



In an emergency, push this button to get specialized help from OnStar Emergency Advisors.

- If you are having an emergency in your vehicle.
- If you are in an accident where the airbags do not deploy.
- To be a good Samaritan.
- To respond to an AMBER Alert situation.

## Phone Button



We've made staying in touch on the road safer with Hands-Free, voice-activated calling that's built right into your vehicle.\*

- Use this button to make an outgoing phone call.
- To answer an incoming phone call.
- To end a call.
- To access Virtual Advisor for location based traffic, weather and stock reports.

\*OnStar services require vehicle electrical system, wireless service, and GPS satellite technologies to be available and operating. OnStar acts as a link to existing emergency service providers. See "Additional Information" section on pages 31–38 for system limitations and details.



It all begins with the blue button.



## System status

On the right side of the OnStar buttons is a System Status light. Your vehicle runs an OnStar systems check every time you start up. This light is designed to indicate to you that your OnStar system is active and ready to make calls. On vehicles with an automatic dimming rearview mirror, the green light on the left side of the button indicates that the automatic dimming function is on.



**Solid Green** - indicates the OnStar system is fully functional and ready to make or receive calls.



**Flashing Green** - when you are in a phone call or when someone is calling you the green light will flash.

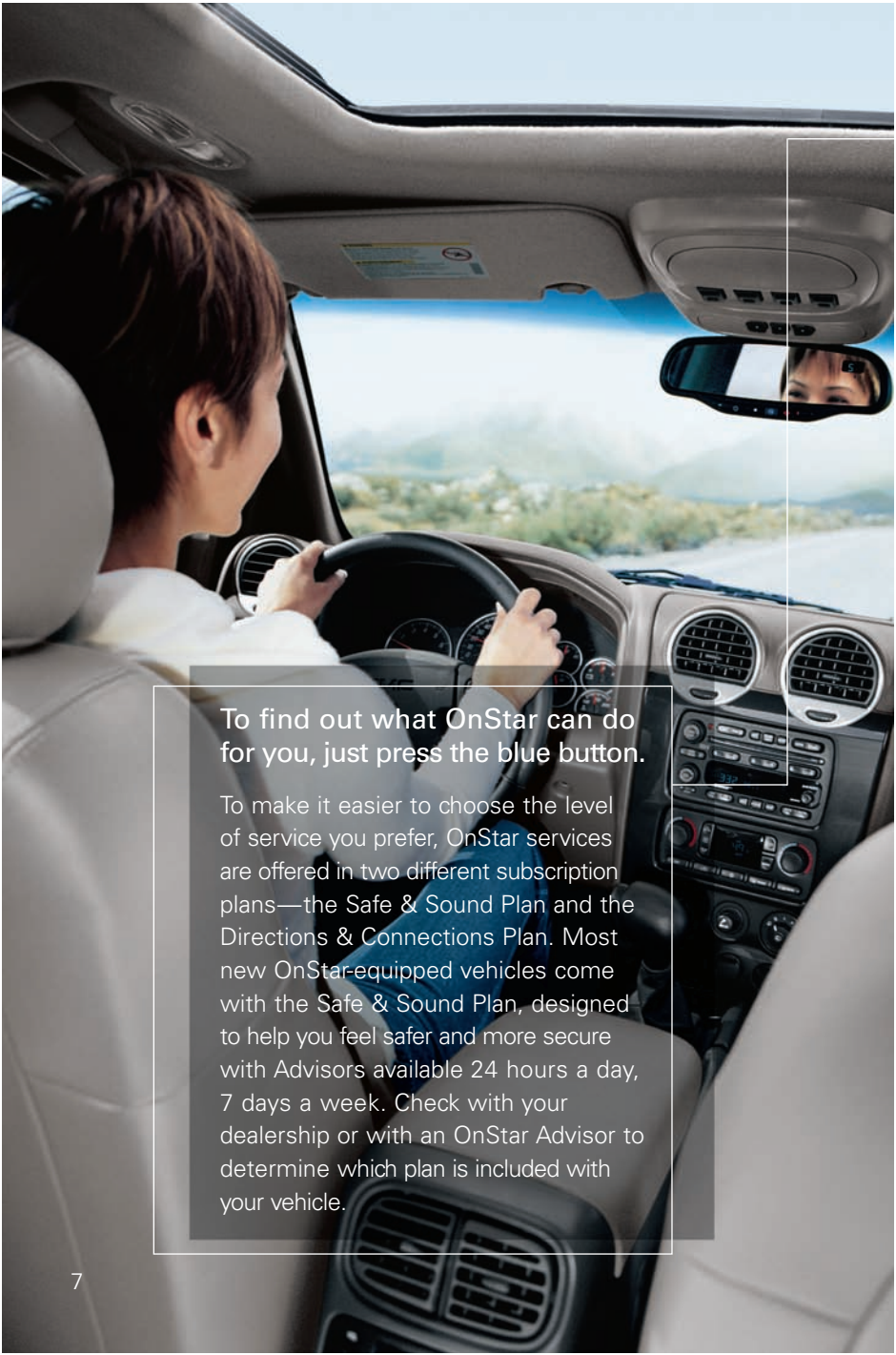


**Red** - indicates that your OnStar system has detected a problem within the system. Press your OnStar button and ask your OnStar Advisor to run a diagnostic check. If you cannot connect to OnStar please visit a dealer as soon as possible for service.



**No Light** - this indicates that your OnStar subscription has expired. All services have been deactivated and are not functional. Press the blue OnStar button and wait until your system connects to an Advisor who can renew your subscription. See page 31 for Subscription information.



A photograph of a woman with short brown hair driving a car. She is seen from the side, looking forward at the road. The car's interior is visible, including the steering wheel, dashboard with circular gauges, and a rearview mirror. The road ahead is a winding asphalt road through a hilly, green landscape under a clear blue sky. A semi-transparent white box with a thin black border is positioned in the lower-left area of the image, containing text.

To find out what OnStar can do for you, just press the blue button.

To make it easier to choose the level of service you prefer, OnStar services are offered in two different subscription plans—the Safe & Sound Plan and the Directions & Connections Plan. Most new OnStar-equipped vehicles come with the Safe & Sound Plan, designed to help you feel safer and more secure with Advisors available 24 hours a day, 7 days a week. Check with your dealership or with an OnStar Advisor to determine which plan is included with your vehicle.



## The Blue Button

### The Safe & Sound Plan

(Includes all the following services)

|                                     |    |
|-------------------------------------|----|
| Roadside Assistance                 | 9  |
| Remote Door Unlock                  | 9  |
| Stolen Vehicle Location Assistance  | 9  |
| Remote Horn and Lights              | 10 |
| OnStar Vehicle Diagnostics          | 11 |
| GM Goodwrench On Demand Diagnostics |    |
| TTY Users                           | 12 |
| Advisor Playback                    | 12 |

### Directions & Connections Plan

(Includes all Safe & Sound services plus the following services)

|                      |    |
|----------------------|----|
| Driving Directions   | 13 |
| Information Services | 14 |
| RideAssist           | 14 |



## The Safe & Sound Plan includes:

### All Emergency Services Described in the Emergency Section

#### Roadside Assistance

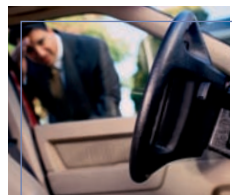
No one wants to get stuck on the road with vehicle trouble, but if you do, OnStar can help.

- Flat tire?
- Out of gas?
- Need a tow?

Just press the blue button and an Advisor can contact the help you need and provide them with your vehicle location.

#### Remote Door Unlock

You locked your keys in the car. It happens to everybody at one time or another. OnStar can get you back into your vehicle quickly. If you've locked your keys in your vehicle, just call OnStar at 1.888.4.ONSTAR (1.888.466.7827) and an Advisor can send a signal to unlock your door.\*



#### Stolen Vehicle Location Assistance

OnStar doesn't just help protect you, it helps protect your vehicle too.

1. If your vehicle is stolen, call law enforcement immediately.
2. Call OnStar at 1.888.4.ONSTAR (1.888.466.7827).  
Or call OnStar first and an Advisor can conference you in with law enforcement so that you may file a stolen vehicle report.
3. An Advisor will attempt to locate your vehicle and report its location to the police.\*

Having OnStar can even be a theft deterrent. You'll find two small OnStar stickers in your OnStar Subscriber Information kit in your glove box. You should place it on the lower portion of your side windows to warn potential thieves. You should also talk to your insurance company; many offer discounts to owners of OnStar-equipped vehicles with active subscriptions.



## Remote Horn and Lights

Have you ever forgotten where you parked? Is there someone suspicious hanging around your car?

- Call OnStar, we can send a message to sound your vehicles' horn.
- Need to be more discreet? Ok, OnStar can just flash your vehicles' lights.
- Or, pull out all the stops and OnStar can sound the horn and flash the lights.

24 hours a day you can call an OnStar Advisor at 1-888 4ONSTAR, (888) 466-7827 and ask for this service.



## The Safe & Sound Plan includes:

### OnStar Vehicle Diagnostics

OnStar Vehicle Diagnostics\*\* is an OnStar service that can automatically run a diagnostic check on certain key operating systems and then send you monthly reports by e-mail.

After you sign up, your vehicle can automatically transmit data to OnStar, about every 30 days. Then you get a simple e-mail report telling you the status of your engine, air bag system, antilock brake system, and your OnStar system, as well as your remaining oil life and current mileage. The report also includes scheduled maintenance alerts, the status of your OnStar subscription, plus the number and expiration date of your OnStar Hands-Free Calling minutes. Your monthly OnStar Vehicle Diagnostics e-mail gives you a convenient method to get important information about your car or truck to help you keep it ready for the road.

OnStar Vehicle Diagnostics is available on most new GM Vehicles and is included with your OnStar subscription at no extra charge. All you need to do is sign up online with your e-mail address at [onstar.com](http://onstar.com).

### GM Goodwrench On-Demand Diagnostics<sup>1</sup>

While OnStar Vehicle Diagnostics can check your vehicle automatically every month, you can also request a remote diagnostic checkup on-demand by pushing your OnStar button. If your "Check Engine" light comes on an OnStar Advisor can tell you whether or not the problem requires immediate attention. If it does, OnStar can help you find a dealership near your current location, give you directions to get there and can call the dealership to help get you back on the road. So wherever you drive, whenever you have a concern about your vehicle, you have the peace of mind of knowing an OnStar Advisor is ready to assist you.

\*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). Not all OnStar features are available on all vehicles. Press the blue OnStar button for feature availability on your vehicle. OnStar's ability to locate stolen vehicles and remote door unlock success vary with conditions. GM Goodwrench remote diagnostics not available on Cadillac SRX V8, Pontiac Vibe and Saturn Vue. Capabilities vary by model. See "Additional Information" section on pages 31-38 for system limitations and details.

\*\*OnStar Vehicle Diagnostics available on most 2004 model year and new GM vehicles delivered after 4-21-04 and equipped with the GM Oil Life System. Diagnostic capability varies by model. Requires valid e-mail address.

<sup>1</sup>GM Goodwrench Remote Diagnostics not available on Cadillac SRX V8, Pontiac Vibe and Saturn Vue. Capabilities vary by model. See "Additional Information" section on pages 31-38 for system limitations and details.

## TTY Users

OnStar offers subscribers who are deaf, hard-of-hearing, or speech impaired (and other TTY users) improved accessibility, including direct, real-time access to dedicated OnStar Advisors with TTY capability. You and your family members may now use the TTY connection to call us toll free at 1.877.248.2080 for assistance unlocking your vehicle's doors, locating a stolen vehicle, remote horn and lights, vehicle enrollment, or subscription renewal, or with questions regarding your OnStar account. Visit [onstar.com](http://onstar.com) for more information on these services.

## Advisor Playback

What was that again? Your OnStar system is equipped with an Advisor playback recorder to store information given to you during a call with an OnStar Advisor or OnStar Virtual Advisor, such as driving directions or Hands-Free Calling instructions. You can play back the stored audio information at a later time, when you are no longer connected to OnStar.

### To record:

1. While you're on the call, press the blue OnStar button. You will hear the system beep (starts recording).
2. To stop recording, press the blue OnStar button again. You will hear the system beep again (ends recording).

***Note: Start of recording may be delayed up to five seconds to clear any previous recorded information. Recording starts immediately after the last beep. Your voice and the Advisor's voice will be recorded.***

### To recall stored information:

1. Press the phone button. When OnStar responds with "OnStar ready," say "Advisor playback."
2. Your recorded information plays back.
3. Press the phone button again to stop the playback (if you need to pause).
4. To continue your paused playback, press the phone button again and say "Advisor playback." OnStar responds with "Please say play, or resume."
5. Say "Resume" to continue playback from where it was previously stopped or "Play" to start at the beginning.



## The Directions & Connections Plan includes:

The Directions & Connections Plan gives you all the services included in the Safe & Sound Plan, plus driving directions and assistance in making hotel and restaurant reservations. If you have the Safe & Sound Plan, you can easily upgrade to Directions & Connections for an additional cost. Press the blue button at any time to speak with an OnStar Advisor who will be happy to assist you. Your OnStar Advisor has instant access to names, phone numbers, and addresses for millions of businesses, and will assist you with the following:

### Driving Directions

With OnStar Driving Directions, an Advisor can help you find your way, no matter how far off course you are. When you press the blue button, your vehicle is designed to send its location to an Advisor so he or she will know where you are. You can get directions to a specific address or to nearby gas stations, restaurants, hotels, or ATMs. And, using your OnStar button and the phone button you can record all the directions and play them back. Your OnStar Advisor can tell you how to do this.

## Information Service

You have the ready assistance of our Advisors, who can access more than 8 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 reservations.

## RideAssist

If you need a lift, any time of the day or night, just call OnStar. By pressing the Blue Button, or dial 1.888.4.ONSTAR (1.888.466.7827). We'll contact a transportation provider and send them right to you.

## Number Download

If you had an Advisor locate a business or other point of interest and you would like to call the business, just ask your Advisor to download the phone number into your system.

1. When you end your call with the Advisor press the phone button and after the *"OnStar Ready"* prompt say **"Number recall"**
2. The downloaded phone number will automatically dial for you.
3. You'll be using minutes. See page 30 for information on purchasing Hands-Free Calling minutes.

Now you can conveniently call OnStar, have them find a business, download the number, then use the "Number Recall" command to call them. All by simply by pressing one button and using your voice. It's another way OnStar allows you to keep your eyes on the road and your hands on the wheel.





### When to press the emergency button.

This is the button to use in an emergency or life-threatening situation. When you press the emergency button, a high-priority call with your GPS location is automatically placed to the OnStar Emergency Services team.

You will hear a chime followed by the words "Connecting to OnStar Emergency." A specially trained OnStar Advisor can locate your vehicle, find out what kind of assistance you require, and call nearby emergency service providers who can dispatch ambulance, fire, police, or other emergency services.



## The Red Emergency Button

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## Emergency Services

### Pressing the Emergency Button

In an emergency, press this button to contact the OnStar Emergency Team. This button sends a high priority call with your current location to the specially trained OnStar Emergency Team. These Advisors are trained to respond to emergency situations and work with local emergency providers to get you the help you need quickly.

The Emergency Advisors are standing by every second of every day to respond to any situation and can be a calm and helpful voice for you in a traumatic situation.

### AMBER Alert Response

Many states have AMBER Alert systems. If you want to report information related to an AMBER Alert, press the Emergency button. An OnStar Emergency Advisor can connect you to the proper authorities so you can help with the situation.

### AccidentAssist

Being in a collision is stressful enough. The AccidentAssist service provides you with step-by-step guidance about what to do in the wake of an accident. Because your location is sent with your call, OnStar Advisors can determine the police department that has jurisdiction at your accident location and contact them for you. By working with leading insurance companies, we've developed a "best practices" list to assist you through most accident situations. OnStar Accident Assist can help to take you through all the necessary steps after an accident at an emotional time when you might be out of focus.

### Automatic Notification of Air Bag Deployment

If you are in a collision and the air bags deploy, your vehicle can automatically place a priority call to the OnStar Emergency Services team.\* Your location, as determined by a Global Positioning System

(GPS), is sent with this call. This enables the OnStar Advisor to relay your location to emergency service personnel so services can be dispatched quickly.

## Advanced Automatic Crash Notification (AACN)

Some Vehicles are equipped with Advanced Automatic Crash Notification, or AACN\*. If a vehicle is equipped with AACN, in some collisions where a moderate to severe impact has occurred, sensors located on the vehicle will trigger an automatic call to OnStar. The notification is not dependent on the deployment of airbags. AACN equipped vehicles also provide additional incident data to OnStar, (for example, the direction from which your vehicle was hit), that can enhance the response from emergency service providers. The information assists responding emergency crews in determining the appropriate combination of emergency equipment, personnel, and medical teams that may be needed to respond to the crash scene.

It is possible that if you make an extremely aggressive evasive driving maneuver, that type of motion could cause an AACN call to OnStar. If OnStar places a call to your vehicle under these circumstances, just tell the Advisor that you did not have a crash.



## Be a Good Samaritan

If you witness an accident or some type of problem on the road, press the Emergency button to report it and help others in need, or to help prevent a potential problem.

\*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). See "Additional Information" section on pages 31–38 for system limitations and details.





### OnStar Hands-Free Calling.

This section will guide you through the use and features of your OnStar Hands-Free Calling. The CD included in your Subscriber Information kit has live demonstrations on how to dial phone numbers and store numbers for speed dialing. Listen to the CD to hear helpful examples of all the calling commands.



## The Phone Button

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## OnStar Hands-Free Calling

Your OnStar system includes access to Hands-Free Calling, a feature that allows you to make and receive voice activated phone calls in your vehicle. Every new OnStar-equipped vehicle comes with 30 complimentary minutes good for the first 2 months of your subscription. This way you can make a few calls to try it out - no strings attached. All you need to do is learn a few simple commands for dialing. Your vehicle has it's own phone number so your friends and family can call you when you're in your vehicle. When someone calls you, your radio will automatically mute, and you will hear a ring tone. Just push the phone button to answer the call.

### How to retrieve your phone number:

1. Press the phone button. When OnStar responds with *"OnStar ready"*, say *"My number."*
2. OnStar responds with *"Your OnStar Personal Calling number is <number>"*

**Note: If the response is "I'm sorry personal calling isn't available," this means your Hands-Free Calling feature is not yet active. It may take a few days from vehicle delivery. This could also mean that OnStar Hands-Free Calling is not available in your area. Push the blue OnStar button to check with an Advisor.\***

Now that you have your vehicle's phone number, take a moment to practice by making your first call to your home phone. Remember, the system recognizes numbers better when you say them quickly.

### How to make a call:

1. Press the phone button. When OnStar responds with *"OnStar ready,"* say *"Dial."*
2. When OnStar responds with *"Please say the entire phone number to dial,"* say the entire number you wish to dial without pausing.\*
3. OnStar will repeat the number and ask *"Yes" or "No."*
4. Say *"Yes" (or "No" to try again).*

5. OnStar responds with *"Ok, Dialing."* Your call will be connected.

(When you make or receive calls you will be using Hands-Free Calling minutes.)

Once you've dialed your home phone, you'll want to store that number so it will be easy to access when you want to call home again. You can store your home number as a **"nametag,"** for speed dialing. Storing nametags will not use up minutes.

### How to store a nametag for speed dialing:

1. Press the phone button. When OnStar responds with *"OnStar ready,"* say *"Store."*
2. When OnStar responds with *"Please say the entire phone number to store"*. Say the entire number you wish to store, without pausing\* OnStar will repeat the number, and ask *"Yes"* or *"No."*
3. Say *"Yes"* (or *"No"* to try again).
4. When OnStar responds with *"Nametag, please,"* say *"<home>."*
5. When OnStar responds with *"About to store <home>. Does that sound Ok?"* say *"Yes"* (or *"No"* to try again).
6. OnStar responds with *"Ok storing <home>."*

- Voice recognition works best if you store numbers while you are stopped with the fan on low and with the engine running.
- You can store up to 20 nametags for speed dialing
- Try to use multi-syllable nametags, like "my home," "the office"
- Try to avoid using similar-sounding nametags (like Tim & Kim)

**Note:** When using the Dial and Store commands, always use a "1" and the area code. You can say "zero" or "oh" for 0.

\*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 Hands-Free Calling and Virtual Advisor require a Hands-Free enabled vehicle, existing OnStar service contract, and prepaid calling minutes. OnStar Hands-Free Calling and Virtual Advisor not available in Alaska and some other markets. Calls may be made to the U.S. and Canada only. OnStar voice recognition system may not work with some voices. See "Additional Information" section on pages 31–38 for system limitations and details.



## OnStar Hands-Free Calling

### How to place a call using a stored nametag:

1. Press the phone button. When OnStar responds with *"OnStar ready,"* say *"Call."*
2. When OnStar responds with *"Please say the nametag,"* say the nametag you wish to dial.
3. OnStar responds with *"Ok, calling <nametag>."*  
(Making a call uses up Hands-Free Calling minutes.)

### To hear a list of your stored nametags, use the Directory command

1. Press the phone button. When OnStar responds with *"OnStar ready,"* say *"Directory."*
2. OnStar will list your nametags.  
(This function does not use Hands-Free Calling minutes.)

### Common commands

When you push the phone button, OnStar will respond, *"OnStar ready,"* and wait for you to speak a voice command. Try out the following commands to see how they work:

- *"My Number"*—to hear your vehicle's phone number.
- *"Dial" (or "Dial Number")*—to dial phone numbers.
- *"Store"*—to store frequently dialed phone numbers.
- *"Call" (or "Call Nametag")*—to dial using stored nametags.
- *"Redial"*—to dial the last phone number you called.
- *"Help" (or "OnStar Help")*— for a list of all commands.
- *"Directory"*—plays all your stored nametags.
- *"Cancel"*—If you spoke a command and the system mis-heard you, this command takes you from the current function back to the *"OnStar ready"* prompt. If the last response from the system was *"OnStar ready,"* when you give the *"Cancel"* command you will exit Hands-Free Calling.

## How to answer incoming calls:

When someone calls you, your radio will automatically mute, and you will hear a ring tone. Just push the phone button to answer the call.

You control the call volume with your radio volume control.

## General tips for better speech recognition

Whether you are speaking commands or dialing numbers, background noise may confuse the speech recognition system. In noisy situations, the system may not recognize your commands. You will usually get better performance from the system in quieter conditions. **Here are some common sources of vehicle noise:**

- Air conditioner/heater fan, try turning the fan off temporarily
- Highway engine noise and strong winds, try slowing down or waiting until you stop
- An open window or an open sunroof, close all windows for better results
- Heavy rainstorms, you may have to wait until the rain subsides
- Passenger conversation, be sure passengers are quiet while you speak commands

## Helpful tips for Hands-Free Calling

- Speak as clearly and naturally as possible, and as loud as necessary.
- You may have better results by speaking in a deeper, lower-pitched voice, but try not to lower your volume.
- Avoid speaking with a rising intonation, such as when asking a question. Use a flat or falling intonation, as if giving an answer.
- Since everyone's voice is unique, using different voice techniques will help the system to work for you.
- For more help with voice recognition, press the OnStar button and ask an Advisor for help. They'll be happy to give you more tips.



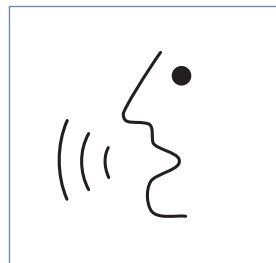
# OnStar Hands-Free Calling

## General tips for interacting with the system

- Speaking numbers: To ensure your calls are connected everywhere you go, always dial and store 11-digit phone numbers using a “1” and the area code. You can also say “911” and the system will dial 911.
- The system does not recognize words such as “hundred,” “thousand,” or “twenty.” Instead, you should say each digit separately and continuously. For example, the phone number “1.800.555.2030” is pronounced, “one-eight-zero-zero-five-five-five-two-zero-three-zero.”

## Steering Wheel Controls

Some vehicles may have a steering wheel button that allows you to conveniently press it to engage OnStar Hands-Free Calling. The button may be a symbol of a face with sound waves, or may say **MUTE**, or be a symbol of a radio speaker with a slash through it. You can find out if your vehicle has this feature by pressing this button. If you hear “*OnStar ready*,” that means that your vehicle has this feature. (In some vehicles, you may need to press and hold the button for a few seconds.) If your vehicle has a DVD navigation system, you may need to press the button and say “OnStar,” and then you will hear the “*OnStar ready*” prompt. After you hear “*OnStar ready*” use any of the voice commands from the previous section.



## Dialing extension numbers and accessing voice mail systems

Once you have called into an automated phone system, vehicles with a steering wheel control may allow you to dial numbers for phone extensions, dial numbers into Voice Mail systems and navigate through the “PRESS 1, or PRESS 2” functions of a business phone system. If your vehicle has this steering wheel control function, the following paragraphs will tell you how to use your voice to dial numbers as if you had a phone key pad.

Your Subscriber Information Kit includes a CD. If you listen to Track 8 you can hear exactly how to dial numbers into voice mail systems.

1. Press the phone button. When OnStar responds with ***"OnStar ready,"*** dial the number you wish to call.
2. Once you reach the automated system and you need to enter a digit, or dial the star key, or pound key, press the steering wheel control. You may have to hold the the button for a few seconds.
3. When OnStar responds with ***"Please say the first digit to dial,"*** speak the digit you wish to enter (or star or pound). The system will repeat the digit back to you, then say ***"Dial"*** or;
4. Continue entering digits one at a time waiting for each to be repeated. When finished, say ***"Dial"*** and OnStar will send all the digit tones.

**Remember:** after you say ***"Dial"*** and digits are dialed, you must press the ***"Talk"*** or ***"MUTE"*** button each time you need to enter more digits.

To differentiate the pound and star keys from other numbers and commands, you must say ***"Pound key"*** and ***"Star key."***

***Note: If you have attempted to dial a phone number unsuccessfully 3 times, the system will automatically respond with, "Would you like to try saying the digits one at a time using Digit Dial?" If you say "Yes", the system will respond with "First Digit to dial, please". Proceed to dial by saying each number individually, wait for it to be repeated, then say the next number, wait for it to be repeated and continue in this manner until all the digits of the phone number have been repeated. After the last number is repeated say "Dial".***

## Using Digit Dial

If you have difficulty using voice-activated dialing by saying the entire phone number at once, it may help to switch to Digital Dial. With this feature, you say each digit of the phone number one at a time, and the system will repeat each digit back to you. To access the Digital Dial feature:



## OnStar Hands-Free Calling

### How to dial a number using Digit Dial

1. Press the phone button. When OnStar responds with ***"OnStar ready,"*** say ***"Digit dial."***
2. When OnStar responds with ***"First digit to dial, please,"*** say the first digit of the number to be dialed and wait for it to be repeated back to you.
3. Continue one digit at a time until all digits are entered.
4. When finished, say ***"Dial."*** OnStar responds with ***"Dialing"*** and your call is placed.

If you have problems storing a number using the continuous number method, you can store numbers one digit at a time using Digit Store. Simply follow the instructions above for Digit Dial, except say ***"Digit store"*** in Step 1 and ***"Store number"*** in Step 4.

### Tips to help you with individual Digit Dialing

When entering numbers using Digit Dial, Digit Store, or Security, remember:

- If you get the error message ***"Slower, please,"*** you may have spoken too quickly. The system needs time to change from talk mode to listen mode. Try pausing briefly before speaking after the system prompts you.
- The system will only recognize one digit at a time. If the system doesn't understand what you say, it will respond with the error message ***"Pardon?"*** Simply try again, speaking in a deeper tone or more clearly.
- If the system repeats an incorrect digit, say ***"Clear."*** After the system indicates the digit has been cleared, say the digit again.

### Use Your 30 Complimentary Minutes

OnStar-equipped vehicles and new OnStar subscriptions come with 30 complimentary minutes for you to use to experience the benefits of hands-free calling. There is no charge, no risk, and no obligation -

just use the minutes to make a few phone calls and try it out. Your 30 complementary minutes will expire 2 months after your OnStar service begins. Once they expire you will need to purchase a package of minutes from OnStar to continue using Hands-Free Calling. Your OnStar system keeps track of your minutes, and when you make a call with less than 10 or fewer minutes remaining, you'll hear a short message.

## How To Verify Remaining Units/Minutes

When you make or receive calls you use minutes. The OnStar system calls them "Units". Your OnStar system will notify you when you have 10 or fewer calling minutes remaining. This will occur at the beginning of a call or in the middle of a call, and will tell you **"You Have Less Than 10 Units Remaining"**. You can check how many minutes you have remaining by following these steps:

1. Press the phone button. When OnStar responds with **"OnStar ready,"** say **"Units."**
2. When OnStar responds with **"Verify or add,"** say **"Verify."**
3. OnStar responds with **"You have [#] units remaining."**
4. Returns to main menu **"OnStar ready,"** and waits for your next command. If you are finished, say **"Cancel"**.

**Note: If you have zero Hands-Free minutes left and you try to make a call you will hear the message "I'm sorry, you don't have enough units to place a call. Connecting to OnStar Personal Calling". You will be connected to the OnStar Hands-Free Calling Center where you can easily purchase more minutes so you can make calls.**



## OnStar Hands-Free Calling

### How to buy more minutes

Press the phone button to be connected to an OnStar Advisor who can assist you in purchasing more minutes. If you run out of minutes during a call, your call will be automatically terminated and you will be connected to OnStar to replenish your minutes.

1. Press the phone button. When OnStar responds with ***"OnStar ready,"*** say ***"Units."***
2. When OnStar responds with ***"Verify or add,"*** say ***"Add."***
3. OnStar responds with ***"Connecting to OnStar Hands-Free Calling Center"***—a toll-free call to OnStar connects you to the OnStar Hands-Free Calling Center.

### Linking to your Verizon® service\*

We also offer a new way you can use your OnStar Hands-Free Calling service. If you have a Verizon Wireless digital cell phone, you may be able to link your Verizon Wireless service plan to your OnStar in-vehicle calling. This allows you to share one plan of minutes, receive one bill from Verizon Wireless, and enjoy two ways to call. For more information, push your blue OnStar button or call (888).4.ONSTAR and ask the advisor for information about the America's Choice Plan with OnStar. Or, you can find more information at [onstar.com](http://onstar.com) and link to the "Plans and Services / Hands-Free calling" page.

## Security Code/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. You can turn the security system off or on by following the instructions below.

1. Press the phone button. When OnStar responds with ***"OnStar ready,"*** say ***"Security code."***
2. OnStar responds with ***"Enter first digit of code, please."***
3. Say your four-digit code, one digit at a time. OnStar will confirm each digit by repeating it back to you. After the fourth digit, OnStar will say ***"Security Code [####] is now on/off."***

Once you have turned the Security feature on, any command you give after an ***"OnStar Ready"*** response will return the message ***"I'm sorry, I can't do that while security is on."*** Be sure to remember your security code. You will need to enter it again to turn Security off. If you forget your code, call OnStar at 1.888.4.ONSTAR (1.888.466.7827) and we can reset it. If you have activated the Security feature, other people will not be able to call you.



## OnStar Virtual Advisor

You can make your driving time more enjoyable and productive with Virtual Advisor. Virtual Advisor is a feature of OnStar Hands-Free Calling that uses your Hands-Free Calling minutes to access weather, traffic reports, and stock quotes. By just pressing the phone button and giving a few simple voice commands, you can browse through the various topics. You can customize your information at [myonstar.com](http://myonstar.com).

### How to connect to Virtual Advisor

1. Press the phone button. When OnStar responds with ***“OnStar ready,”*** say ***“Virtual Advisor.”***
2. OnStar responds with ***“Connecting to OnStar Virtual Advisor.”***

### Getting information from OnStar Virtual Advisor

OnStar Virtual Advisor has a few simple commands to help you request the information you want. If you're unsure of what to ask for when using Virtual Advisor, you can say ***“Play the tutorial,”*** ***“What are my choices,”*** or ***“Help.”***

\* Available on most vehicles equipped with OnStar digital equipment. Minimum one-year Verizon contract and one-year remaining OnStar subscription required. Available in select markets. Call 1.888.4.ONSTAR (1.888.466.7827) or visit [www.verizonwireless.com/onstar](http://www.verizonwireless.com/onstar) for complete details.

## Weather

By saying “**Get my weather,**” you’ll receive a weather report for your vehicle’s current location. You can also customize your report at [myonstar.com](http://myonstar.com) to include the weather for any other U.S. city.

## 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 were when you called Virtual Advisor. Traffic service is available in most major markets.

## Stocks

Just saying “**Get my stocks**” can get stock prices for your favorite stocks. You’ll need to visit [OnStar.com](http://OnStar.com) and select up to 10 stocks. When you call Virtual Advisor you’ll hear the stock prices that are within 15 minutes of the last market update.



## Additional Information

### OnStar.com and MyOnStar.com

Your subscriber Web site is a great source of information about OnStar's safety offerings, subscription plans, renewing your subscription, and more. Visit the site to experience OnStar in action through our interactive demo. At [onstar.com](http://onstar.com) you can set up and manage your preferences for Virtual Advisor for automatic location-based traffic and weather reports, financial services like stock quotes, and more. Log in using your OnStar account number and PIN. If you do not know your number or your PIN, contact OnStar at 1.888.4.ONSTAR (1.888.466.7827), or just press your blue OnStar button and a helpful OnStar Advisor will assist you.

### Keeping your Subscription Active

Most new vehicles come with the first year of service - complimentary. In order to continue your OnStar service after the first twelve months you will need to renew your subscription. You can do this by simply pressing the blue OnStar button and speaking with an Advisor. Renewal information is also available online at [onstar.com](http://onstar.com), visit the Plans & Services section to review your renewal and payment options. Click the Renew Subscription button or the Renew tab. If you do not renew, all of the OnStar services will be deactivated in your vehicle. This means the automatic airbag notification, the emergency button and the Hands-Free Calling and Virtual Advisor features will no longer work in your vehicle. Your Hands-Free Calling minutes will automatically expire and your phone number will be deleted. If you allow your subscription to lapse there may be extra charges to reactivate your service. If you purchased a pre-owned vehicle that has been deactivated, press the OnStar button and wait until a connection is made to an OnStar Advisor who can set up a subscription for you. You can put your credit card on file with OnStar and set up your account for an automatic monthly renewal. This also allows you to purchase Hands-Free Calling minutes quickly by using our automated system.

## Transferring OnStar

Any unused time from the first year of OnStar service included in the price of an OnStar-equipped vehicle is not transferable. When you sell your current vehicle, you may transfer any remaining customer-paid months of service or Hands-Free Calling minutes to your new OnStar-equipped vehicle. See your dealer or call 1.888.4.ONSTAR (1.888.466.7827) for complete terms and conditions.

## OnStar 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 [myonstar.com](http://myonstar.com) and OnStar Virtual Advisor (see descriptions of these services under "The Blue Button Section"). Your PIN is the last four digits of the home phone number you gave at the dealership when you took delivery of your vehicle. 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.



## Potential Issues You May Encounter

### Some OnStar services are disabled after 48 hours

OnStar is powered by your vehicle's battery. To preserve the battery for starting the vehicle, OnStar cannot perform remote door unlocks, alerts, or vehicle theft location after the vehicle has been off continuously for 48 hours.

### Global Positioning System (GPS)

Vehicle positioning information is normally sent to the OnStar Center during OnStar button pushes, air bag deployments, or emergency-service button requests from the vehicle.

Vehicle position is determined by your vehicle receiving signals transmitted by GPS satellites. If the signals are obstructed, positioning capability could be degraded or lost. This situation would be most prevalent in urban areas with tall buildings. 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 location.

### Cellular antennas

Your OnStar-equipped vehicle may have a short, black, cellular antenna. You should occasionally check it to be sure it's tight by rotating the mast clockwise with your fingers. Because all OnStar cellular antennas are ideally mounted outside of the metal and glass of the vehicle, they can receive cellular signals without obstruction by the vehicle. You will find that the OnStar system broadcasts and receives cellular signals much better than a handheld cell phone. This may allow you to make and receive calls when other phones won't.

## Your system may be 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 there is cellular coverage reception and capacity. 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 continental United States, Hawaii, Alaska, and Canada. If a request for service occurs outside of these areas, communications may not be available, and the OnStar Advisor may not be able to help you. OnStar service may also be inoperative if wireless 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. Or it may be inoperative if the cellular system is busy. In any area, the local cellular system can handle only a limited number of cellular calls at a given time. Once usage volume has reached its maximum, additional callers are denied access. If this situation occurs when an OnStar request for services is made, the OnStar system will automatically redial (a few times for OnStar services or indefinitely for an air bag deploy, or an Emergency button press). There may be other factors that are outside of OnStar's control that may affect or prevent service. If you pressed the OnStar button and you heard the message, **"I'm sorry. I couldn't connect to OnStar."** Press the OnStar button again the system has



## Potential Issues You May Encounter

several methods it can use to connect you to the OnStar Call Centers. The OnStar system in your vehicle can attempt to connect you by using several cellular system services. If these attempts fail, this message response will play. After a few moments, or after you have driven a few miles into another cellular network, try pressing the OnStar button again. If this message continues, please contact OnStar by calling 1-888 4ONSTAR, (888 446-7827). Our advisors can investigate cellular problems that may be occurring in your area or in your vehicle and help get them repaired.

### 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

OnStar is powered by your vehicle's battery and will not operate if the battery is discharged or disconnected. If your vehicle is in an accident, some components could be damaged or disconnected, potentially rendering OnStar inoperative. OnStar services require vehicle electrical system, wireless service, and GPS satellite technologies to be available and operating for features to function properly. OnStar acts as a link to existing emergency service providers as well as wireless and satellite technologies.

## 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.

## Warranty

OnStar equipment may be warranted as part of the new-vehicle limited warranty. The manufacturer of the vehicle furnishes detailed warranty information.

## A note about privacy

At OnStar, we know you want to protect your privacy, and we take subscriber privacy very seriously. 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.

*The complete OnStar Privacy Policy may be found at [onstar.com](http://onstar.com).*



# Voice Recognition Troubleshooting

## Performance and speech recognition

The OnStar system uses speech technology that's designed to understand a wide range of speakers of American English. But the technology may not work equally well across all regional and ethnic accents and under all noise conditions. For this reason, the OnStar voice recognition system may not recognize all commands from all voices.

Of course, there's no one **"right"** way to speak English. The system works best when users try to modify their pronunciation in response to system errors. Tips found in this guide are designed to help users who may be experiencing difficulty with the system.

## Voice Command Error Messages

***"Pardon"***— If the system responds with, "Pardon," when you're speaking a phone number, just try repeating the number again. Ensure you dial phone numbers using a 1 plus the area code, then the number. If the system responds with, "Pardon," when you're speaking a command, try repeating the command as clearly as possible. After the third time this happens, 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"***— This response normally happens if you say a command before the system is ready to listen or if there is substantial background noise. Try to listen slightly longer before speaking, and try to minimize background noise.

- Be sure to articulate each sound in the word. The voice recognition system can have trouble recognizing a word when final consonants are not pronounced. It may be helpful to emphasize the final consonant.

- Avoid “clipping” short words and syllables. Instead, try lengthening the short words and syllables, and slow down your overall speech rate. Try lengthening different syllables of the word.
- Try speaking louder. When there is a lot of background noise, the system has more trouble hearing your speech. If, however, you find that you are speaking so loudly that you are stressing your voice, speak a little more quietly but with clearer pronunciation.
- The system may recognize your commands better if you try a different pitch. Try using a higher or lower pitch. You can also try speaking faster or slower, or try varying the volume of your voice—speaking louder or softer.



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(Gen 6)

OnStar601a

**FCC Part 15.105 statement**

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense

**FCC Part 15.21 statement**

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

**FCC Part 15.19 statement**

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.

**Body-worn Operation (MPE)**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum 30 cm between the radiator and your body. This transmitter must not be collocated or operating in conjunction with any other antenna or transmitter unless authorized to do so by the FCC.

**RSS-GEN, Sec. 7.1.3 – (licence-exempt radio apparatus)**

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.

**RSS-GEN, Sec. 7.1.2 – (transmitters)**

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

**RSS-102 RF Exposure**

The antenna(s) must be installed such that a minimum separation distance of at least 30 cm is maintained between the radiator (antenna) and all persons at all times. This device must not be co-located or operating in conjunction with any other antenna or transmitter.

L'antenne (ou les antennes) doit être installée de façon à maintenir à tout instant une distance minimum de au moins 30 cm entre la source de radiation (l'antenne) et toute personne physique. Cet appareil ne doit pas être installé ou utilisé en conjonction avec une autre antenne ou émetteur.