

Subject

Characteristics of Facetime Audio Calls using Bluetooth

Market

USA

Service Category

Audio/Visual/Telematics

Section

Navigation/Multi Info Display

Applicability

2012 - 2014 MY Vehicles

APPLICABLE VEHICLES

2012-2014	Camry	2012-2014	Highlander
2012-2014	Prius	2012-2014	Tundra
2012-2014	Sienna	2013-2014	Avalon HV
2012-2014	RAV4 EV	2013-2014	Land Cruiser
2012-2014	Prius V	2012-2014	4Runner
2012-2014	Sequoia	2012-2014	Avalon
2012-2014	RAV4	2012-2014	Venza
2012-2014	Prius PHV	2012-2014	Tacoma
2012-2014	Prius C	2012-2014	Highlander HV
2012-2014	Camry HV	2012-2014	Corolla

CONDITION

Customers using iPhone 4, 4S, 5, 5S, or 5C running iOS 7.0 or later now have the ability to make Facetime Audio calls (no video). When a customer is paired by Bluetooth Hands Free and they make a Facetime Audio call the vehicle radio will treat it as a typical Bluetooth phone call. Because Facetime works differently than a typical phone call, the in-vehicle experience may not meet the customer's expectations.

RECOMMENDATIONS

Customers may experience the following conditions:

- 1) Longer delay than normal for the phone call to connect
- 2) Music from iPhone connected by USB cable or Bluetooth Audio may not resume after ending the Facetime Audio call.

If the customer experiences the 2nd condition where music will not resume after ending the Facetime Audio call they can try the following to restore music operation.

- 1) Press play button once or twice
- 2) Select new song from iPod Browse menu.

LINK REFERENCES

This Tech Tip does not contain any link references