

Subject		Market
<b>Characteristics of Facetime Audio Calls using Bluetooth</b>		USA
Service Category	Section	
Audio/Visual/Telematics	Cellular Communication	
Applicability		
All 2012 - 2014 MY Models		

**APPLICABLE VEHICLES**

2013-2014	ES300H	2012-2014	IS250C
2012-2014	ES350	2012	LFA
2012-2014	LS600H	2012-2014	LS460
2012-2014	GX460	2012-2014	RX450H
2012-2014	IS250	2012-2014	CT200H
2013-2014	GS350	2012-2014	IS350
2012-2014	RX350	2012-2014	IS350C
2013-2014	GS450H	2013-2014	LX570

**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 2<sup>nd</sup> 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 or Bluetooth Audio Song Button

**LINK REFERENCES**

This Tech Tip does not contain any link references