

Subject

Market

Characteristics of Facetime Audio Calls using Bluetooth

USA

Service Category

Audio/Visual/Telematics

Section

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 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 or Bluetooth Audio Song Button

LINK REFERENCES

This Tech Tip does not contain any link references