

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 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.

## LINK REFERENCES

This Tech Tip does not contain any link references