

Garmin MAP PILOT: Notes on voice input

Topic number	LI82.85-P-064225
Version	1
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-13-2016
Validity	NTG 5*1: Model 117, 156, 166, 172, 176, 207, 212, 218, 242, 246, 292 with code 522 (Audio 20 NTG5 radio incl. preinstallation for SD card navigation) or code 357 (SD card navigation) NTG 5*2: Model 205, 253 with code 522 (Audio20 NTG5 radio with navigation capability) and code 355 (Preinstallation for navigation retrofit) or 357 (SD card navigation) NTG 5.5: Model 213 with code 522 (Audio20 NTG5 radio with navigation capability) and code 355 (Preinstallation for navigation retrofit) or 357 (SD card navigation)
Reason for change	
Reason for block	

Complaint:

Complaints may occur when voice input is used:

- Addresses are not recognized.
- Cities are not recognized.
- The system requests multiple inputs.

Cause:

Aspects of Garmin MAP PILOT voice input software.

Remedy:

Please advise the customer of the following procedure when using voice input:

- For voice input via "Find Address", it is absolutely essential to follow the sequence for address input shown in the example in the display (see Attachment 1). A house number is essential.
- Voice input via "Find City" can only be used to find a city. Other information is not permissible.
- Cities with prepositions in the name, such as "Avon by the Sea" or "Croton on Hudson" must be spoken in full.
- When searching for cities, some cities with short names, e.g. "Reno", might not be recognized. In such cases, please enter a complete address via "Find Address".
- Changing the voice to the simplified speech setting improves recognition (see Attachments 2.1 to 2.3). (Settings -> Language -> Voice -> select last option)
- Addresses can only be found via voice input if they are also available to search on the A40/9 Audio/COMAND control panel.
- In certain circumstances, a match may be shown several lines down (use voice input to scroll down, see Attachment 3)

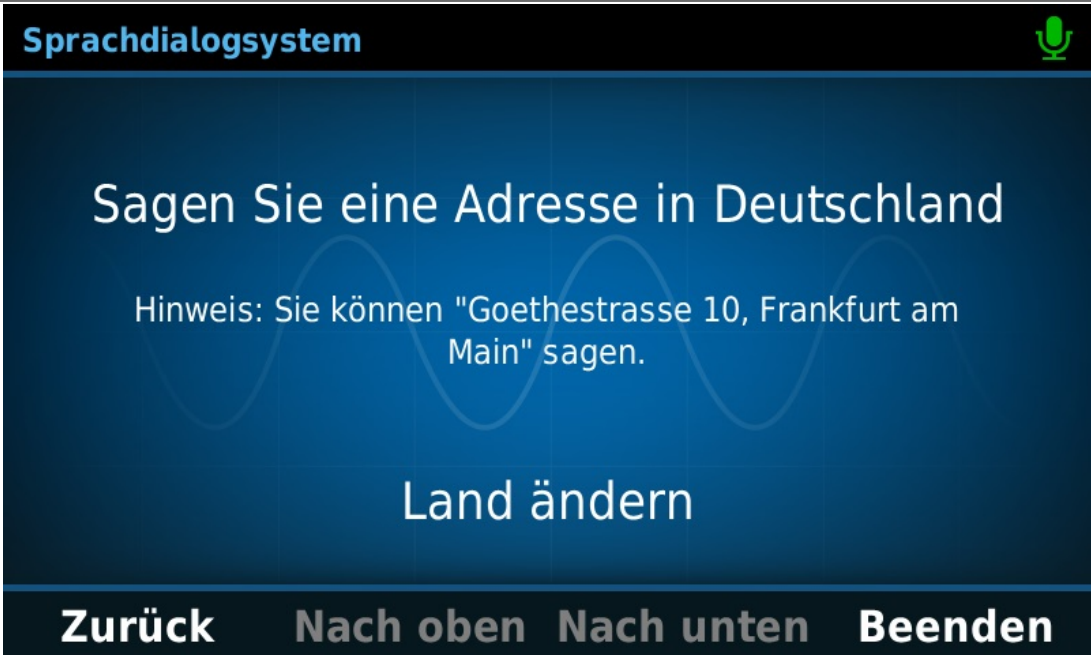
XENTRY TIPS

- To find POIs, it is preferable to search via categories unless you are looking for well-known chains (such as "Shell", "McDonald's", "Dunkin' Donuts"). To do this, simply speak the following: "Find Category" -> "Show Categories"

Note: Voice input is only possible in the language version ordered (e.g. Switzerland, German, French, Italian). Other languages are not supported.

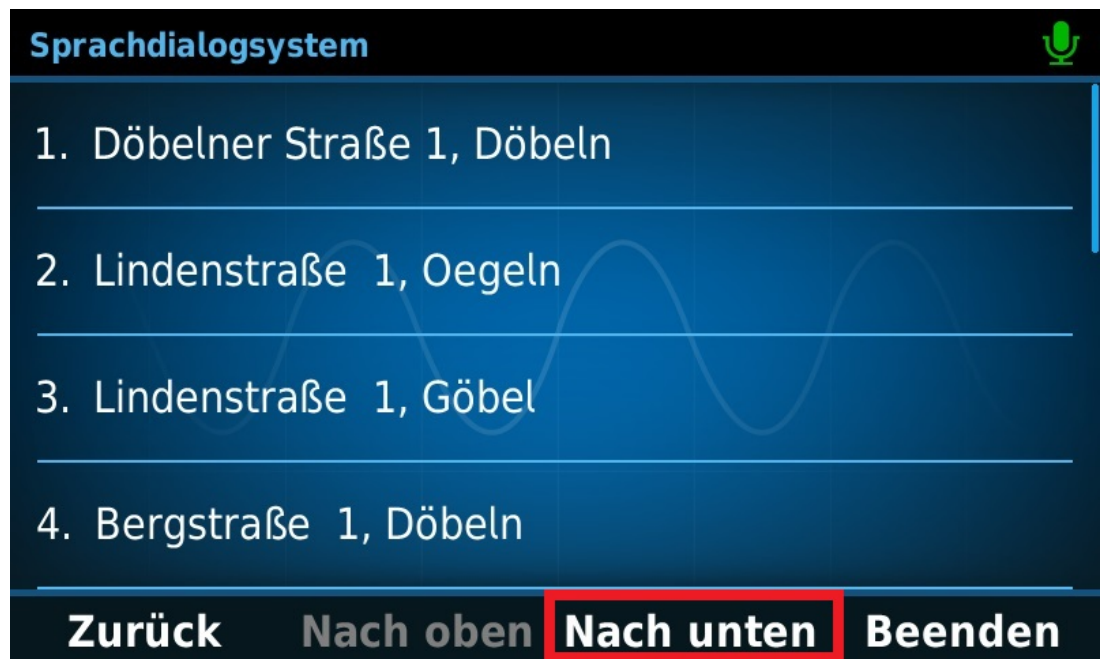
Attachments	
File	Description
1.jpg	Voice input of address in correct and complete form with "street, house number, city"
3.jpg	Example of one method of scrolling down
Step 1.jpg	1. Procedure for changing voice input to "simplified speech"
Step 2.jpg	2. Procedure for changing voice input to "simplified speech"
Step 3.jpg	3. Procedure for changing voice input to "simplified speech"

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Individual functions are not selectable/not available in navigation mode
Communication/information / Communication / Navigation / Navigation - Function / Error when entering destination
Communication/information / Communication / Voice control system VCS / Input is not understood
Communication/information / Communication / Voice control system VCS / Nonfunctional
Communication/information / Communication / Navigation / Mobile navigation unit / Function error
Communication/information / Communication / Navigation / Navigation - Function / Navigation not selectable/available

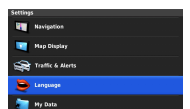
Attachments	
1.jpg:	

XENTRY TIPS

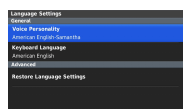
3.jpg:



Step 1.jpg:



Step 2.jpg:



Step 3.jpg:

