

Reference	SSM72770
Models	F-PACE / X761 XE / X760 XF / X260 XJ / X351
Title	InControl Touch and InControl Touch Pro, Voice recognition issues
Category	Electrical
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Symptom	207000 Entertainment Systems

Content **ISSUE**
Customers have complained that the voice recognition does not recognise their command using the "say what they see/Say a Command" function. Accents and regional dialects are not being recognised.

CAUSE
Adaptive recognition system, multiple attempts might be required for the system to recognise the user.

ACTION
Please advise the customer of the adaptive capabilities of the system:-

1. Before driving the vehicle make yourself familiar with the commands for the voice recognition system that will appear on the touch screen. These are shown in the owners handbook.
2. Sit in the usual driving position.
3. Press the Voice button on the steering, where upon a tone will sound.
4. After the tone is heard, the customer states the command that they want to proceed with. The system will then carry out the request.
5. If the instruction is not recognised the system will instruct the driver the following
 1. "pardon",
 2. "It will state that it cannot find what you are asking for i.e. Radio station address city etc."
 3. The wrong instruction is carried out.
6. The customer should then return to the "say what they see/Say a Command" page on the touch screen and repeat steps 3 and 4 above until the system carries out the correct request.
7. The system is adaptive and will adapt to the voice of the person driving the vehicle at the time. If the vehicle is used by multiple drivers the system will need to adapt to individual drivers voice each time the "say what they see/Say a Command" function is used.