

Subject <b>Adjustment of Bluetooth Hands Free Sound Quality</b>		Market <b>USA</b>
Service Category <b>Audio/Visual/Telematics</b>	Section <b>Cellular Communication</b>	
Applicability <b>All Applicable Models</b>		

**APPLICABLE VEHICLES**

2016-2017	Mirai	2015-2017	Sienna
2014-2017	Camry	2016-2019	Prius
2015-2018	Prius V	2015-2018	Avalon
2015-2018	Avalon HV	2014-2019	Highlander
2018-2019	Yaris	2014-2019	Highlander HV
2014-2019	Tacoma	2014-2019	Tundra
2014-2019	4Runner	2015	Venza
2014-2018	RAV4	2017-2019	Prius Prime
2016-2018	RAV4 HV	2014-2019	Corolla
2015-2019	Sequoia	2014-2017	Camry HV
2015-2017	Prius C		

**CONDITION**

Some customers may experience poor outgoing Bluetooth sound quality, this can occur for various reasons. Current multimedia systems are designed with the ability to adjust Bluetooth sound quality to compensate for echo or excessive background noise.

**RECOMMENDATIONS**
**Background on how to use Hands Free Voice Quality Settings**

- There is a 4-digit code used to set the hands-free sound quality
- The first digit sets noise level compensation
- The second digit sets echo level compensation
- The 3<sup>rd</sup> and 4<sup>th</sup> digits should always be 0.
- You can choose from 0 to 2 for each compensation. 0 is no compensation and 2 is maximum compensation.

The information below is found in the repair manual section: NAVIGATION / MULTI INFO DISPLAY: NAVIGATION SYSTEM: OPERATION CHECK

**HOW TO ADJUST HANDS-FREE VOICE QUALITY AND VOLUME SETTING**

- Enter diagnostic mode.
- Select "Function Check/Setting" from the "Service Menu" screen.
- Select "HF Voice Quality Setting" from the "Function Check/Setting I" screen.
- Hands-Free Voice Quality Setting (Voice Quality Type adjustment)

Subject

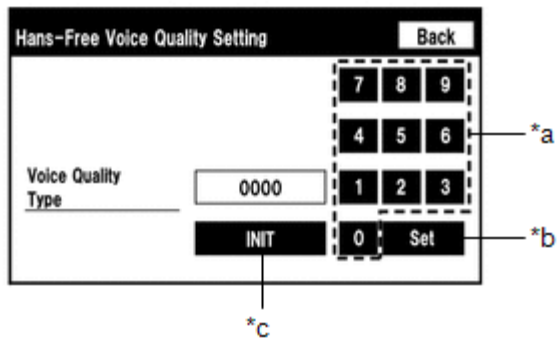
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**RECOMMENDATIONS**



H

*a	Numeric Keypad
*b	Setting Button
*c	Reset Button

- (1) If necessary, refer to the table below to adjust the voice quality type with the numeric keypad.
- (2) When adjusting the settings, use the number pad on the screen to input the voice quality type according to the table.

**Settings**

PARAMETER	TARGET PHENOMENON	VOICE QUALITY TYPE	POSITIVE EFFECT OF CHANGING VOICE QUALITY	NEGATIVE EFFECT OF CHANGING VOICE QUALITY
A (Noise)	The other party hears background noise when listening to your voice.	1000	The amount of background noise the other party hears when listening to your voice is reduced.	The volume of voice the other party hears when listening to your voice may temporarily drop.
B (Noise)	The other party hears a lot of background noise when listening to your voice.	2000	The amount of background noise the other party hears when listening to your voice is sharply reduced.	The volume of voice the other party hears when listening to your voice may temporarily drop.
C (Echo)	The other party hears weak echoes.	0100	The amount of echo is reduced (low level).	Sound quality of the other party deteriorates (low level).
D (Echo)	The other party hears strong echoes.	0200	The amount of echo is reduced (high level).	Sound quality of the other party deteriorates (high level).

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## RECOMMENDATIONS

### Settings (When Multiple Phenomenon Occurred)

PARAMETER	TARGET PHENOMENON	VOICE QUALITY TYPE	POSITIVE EFFECT OF CHANGING VOICE QUALITY	NEGATIVE EFFECT OF CHANGING VOICE QUALITY
A+C	The other party hears background noise and weak echoes when listening to your voice.	1100	<ul style="list-style-type: none"> <li>The amount of background noise the other party hears when listening to your voice is reduced.</li> <li>The amount of echo is reduced (low level).</li> </ul>	<ul style="list-style-type: none"> <li>The volume of voice may drop temporarily.</li> <li>Sound quality of the other party deteriorates (low level).</li> </ul>
A+D	The other party hears background noise and strong echoes when listening to your voice.	1200	<ul style="list-style-type: none"> <li>The amount of background noise the other party hears when listening to your voice is reduced.</li> <li>The amount of echo is reduced (high level).</li> </ul>	<ul style="list-style-type: none"> <li>The volume of voice may drop temporarily.</li> <li>Sound quality of the other party deteriorates (high level).</li> </ul>
B+C	The other party hears a lot of background noise and weak echoes when listening to your voice.	2100	<ul style="list-style-type: none"> <li>The amount of background noise the other party hears when listening to your voice is sharply reduced.</li> <li>The amount of echo is reduced (low level).</li> </ul>	<ul style="list-style-type: none"> <li>The volume of voice may drop temporarily.</li> <li>Sound quality of the other party deteriorates (low level).</li> </ul>
B+D	The other party hears a lot of background noise and strong echoes when listening to your voice.	2200	<ul style="list-style-type: none"> <li>The amount of background noise the other party hears when listening to your voice is sharply reduced.</li> <li>The amount of echo is reduced (high level).</li> </ul>	<ul style="list-style-type: none"> <li>The volume of voice may drop temporarily.</li> <li>Sound quality of the other party deteriorates (high level).</li> </ul>

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**RECOMMENDATIONS****HINT:**

- The default value is "0000".
- Settings will be applied when the setting button is selected.
- If voice quality type values that are not in the table are input, the setting will not be applied and a positive effect may not be gained.

If the quality of phone calls decreases due to the changed settings, return the settings to "0000" by pressing the "INIT" switch.

**LINK REFERENCES**

This Tech Tip does not contain any link references