Voice Control System

Operating Instructions

2075849201

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Mercedes-Benz

Symbols

The following symbols are used in these Operating Instructions:

⚠ WARNING

Warning notes make you aware of dangers which could pose a threat to your health or life, or to the health and life of others.

Environmental note

Environmental notes provide you with information on environmentally aware actions or disposal.

! Notes on material damage alert you to dangers that could lead to damage to your vehicle.

i Practical tips or further information that could be helpful to you.

▶ This symbol indicates an instruction that must be followed.

▶ Several of these symbols in succession indicate an instruction with several steps.

(▷ page) This symbol tells you where you can find more information about a topic.

▷ ▷ This symbol indicates a warning or an instruction that is continued on the next page.

Display This text indicates a message on the COMAND display.

This symbol indicates that you should speak.

This symbol indicates a voice output from the Voice Control System.

This symbol indicates that the system is showing a message on the COMAND display.

Voice command: This text indicates a voice output from the Voice Control System, or a command that you should speak.

Publication details

Internet

Further information about Mercedes-Benz vehicles and about Daimler AG can be found on the following websites:

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Editorial office

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Vehicle manufacturer

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As at 25.07.2014

Welcome to the world of Mercedes-Benz

First of all, familiarize yourself with your Voice Control System. Read the Operator's Manual, particularly the safety and warning notes, before you use the voice-operated control system. This will help you to get the most out of the system and to avoid endangering yourself and others.

The equipment or product designation of your vehicle may vary depending on:

- model
- order
- country specification
- availability

Mercedes-Benz is constantly updating its vehicles to the state of the art.

Mercedes-Benz therefore reserves the right to introduce changes in the following areas:

- design
- equipment
- technical features

You cannot, therefore, base any claims on the data, illustrations or descriptions contained in this Operator's Manual.

Integral parts of the vehicle include:

- Operator's Manual
- Maintenance Booklet
- Equipment-dependent supplements

Keep these documents in the vehicle at all times. If you sell the vehicle, always pass the documents on to the new owner.

The technical documentation team at Daimler AG wishes you safe and pleasant motoring.

Mercedes-Benz USA, LLC

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2075849201

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Operating safety

⚠ WARNING

If you operate information systems and communication equipment integrated in the vehicle while driving, you will be distracted from traffic conditions. You could also lose control of the vehicle. There is a risk of an accident.

Only operate the equipment when the traffic situation permits. If you are not sure that this is possible, park the vehicle paying attention to traffic conditions and operate the equipment when the vehicle is stationary.

⚠ WARNING

If you operate mobile communication equipment while driving, you will be distracted from traffic conditions. You could also lose control of the vehicle. There is a risk of an accident.

Only operate this equipment when the vehicle is stationary.

Familiarize yourself with the functions of the Voice Control System voice control system before beginning your journey. Only operate the voice control system when traffic conditions permit.

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Useful information

ⓘ This manual describes all models and all standard and optional equipment of your vehicle available at the time of publication of this manual. Country-specific differences are possible. Please note that your vehicle may not be equipped with all features described. This also applies to safety-related systems and functions.

ⓘ Read the information on qualified specialist workshops in the vehicle Operator's Manual.

Overview

The Voice Control System allows you to operate the following systems, depending on the equipment in your vehicle:

- Telephone
- Navigation
- Address book
- Audio (radio, CD/DVD changer, CD/DVD player, memory card, Media Interface, USB, Bluetooth® audio)
- Video
- Call up the vehicle menu
- Call up the Internet menu

Say the commands without pausing between individual words. If you enter a non-existent command, the Voice Control System responds with:

- Please repeat

  or
- Please repeat your entry

The Voice Control System confirms when you enter important commands and informs you when you make an ambiguous entry.

You can terminate a voice dialog at any time by saying the command Cancel or by pressing the button on the steering wheel.

Changing the language setting

You can change the Voice Control System language by changing the system language. If the set system language is not supported by the Voice Control System, English will be selected.

English and French are available on the Voice Control System.

▶ Press the button.
The vehicle menu is displayed.

▶ To select System Settings: slide ◎⬇, turn and press the controller to confirm.
A menu appears.

▶ To select Language: turn and press the controller.

▶ To select the desired language: turn and press the controller.
The system language is set.

Command types

A distinction is drawn between the following types of command in the Voice Control System:

- Global commands:

  These are commands which can be called up at any time (such as the Help telephone or Help navigation commands).
- Local commands:

  These are commands that are only available for the active application (e.g. Next station, when radio is active or Next track, when MP3 is active).

Active applications

The local commands refer to the application currently shown on the display and to the audio source you are currently listening to.

You can operate more than one application at the same time. When the navigation and radio

applications are active, for example, you can use both applications simultaneously.

If you would like to operate another function using the Voice Control System, you must first switch to the application in question with the appropriate command.

Operation using the multifunction steering wheel

The Voice Control System is operational approximately thirty seconds after the ignition is switched on.

ⓘ You can cancel the dialog with the Voice Control System at any time.

Switch	Explanation
	Ends the dialog with the Voice Control System
	Starts the dialog with the Voice Control System
	Accepts a call
	Ends a call
	Reduces the volume
	Increases the volume
	Mute function

Starting the dialog

ⓘ The Voice Control System is operational approximately thirty seconds after the ignition is switched on.

▶ Switch on the ignition (see the vehicle Operator's Manual).

▶ Press the button on the multifunction steering wheel.
An acoustic signal sounds. The dialog has been started.

▶ Say a command.

During the dialog, possible commands appear in the help window on the COMAND display. You can switch the help window on or off (▷ page 48).

Interrupting/continuing the dialog

Interrupting a dialog

If selection lists appear on the COMAND display, you can interrupt the dialog.

▶ Say the command Pause.
You can then select an entry using the COMAND controller.

Continuing a dialog

▶ Press the button on the multifunction steering wheel.
The dialog with the Voice Control System is resumed.

Canceling the dialog

▶ Press the button on the multifunction steering wheel.

or

▶ Say the command Cancel (except when recording voice tags, during voice tag recognition or during individualization).

or

▶ Press any button on COMAND.
The Voice Control System confirms with Cancel.

or

▶ Press the button on the multifunction steering wheel.
The Voice Control System cancels the dialog without confirmation.

Adjusting the volume

- ▶ Start the dialog.
- ▶ Say a command, such as Help.
- ▶ Press the + or − button.
  The volume increases or decreases during the voice output.

or

- ▶ Adjust the volume for voice output on the volume control for COMAND (see vehicle Operator's Manual).

Help function

The Voice Control System has an extensive acoustic help function. If you say the command Help telephone, the Voice Control System reads out all the major commands for the telephone.

The help commands for the particular application can be found in the relevant section. Further help commands can be found from (▷ page 38).

Further information on the help function can be found from (▷ page 44).

Displays in the COMAND display

The audible help function is supplemented by visual help on the COMAND display (▷ page 48). If the help function is switched on, the most important commands currently available appear on the COMAND display when you start the dialog.

Result lists are shown in various dialogs in the COMAND display if the Voice Control System requires you to make a further selection.

You can select a list entry by saying the line number or the content, if applicable. You can scroll through the list using the commands Continue or Back.

The command Pause will pause the dialog. This allows you to find the desired entry in the list using the COMAND controller. The Correction command results in your being prompted to re-enter the information.

If you press the button while the selection list is displayed, the currently highlighted entry is selected.

If you press the button while a list is being read out, the current entry is selected.

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Telephone

Points to remember

WARNING

If you operate mobile communication equipment while driving, you will be distracted from traffic conditions. You could also lose control of the vehicle. There is a risk of an accident.

Only operate this equipment when the vehicle is stationary.

You must observe the legal requirements for the country in which you are currently driving when operating mobile communications equipment in the vehicle.

If it is permitted by law to operate communications equipment while the vehicle is in motion, you may only do so if the traffic situation permits. You may otherwise be distracted from the traffic conditions, cause an accident and injure yourself and others.

Do not use the Voice Control System in an emergency as the sound of your voice can change in stressful situations. This could cause a delay in completing your phone call in a timely manner.

Operation

You can use the Voice Control System to:

- establish a telephone connection by saying a telephone number
- store names and numbers in the address book
- dial a number from the address book
- have the phone book read out
- listen to and control your voice mail and announcement services
- send DTMF tones
- redial a number

The Voice Control System detects whether:

- your phone is switched on
- your phone is connected via Bluetooth®
- your phone is logged into the correct mobile network
- the PIN has been entered if the technical conditions have been met
- dialing is possible

If dialing is not possible, the Voice Control System issues a message to this effect, e.g. No network.

You can continue to operate the phone using the keypad.

▶ **To select the phone application:** press the button on the multifunction steering wheel.

▶ Say the command Telephone.

▶ Say a telephone command.

Commands

"Help phone"

You can use the Help phone command to have the main commands for the telephone read out (▷ page 44).

"Enter PIN"

The Enter PIN command is only available if the technical conditions are met.

Use the Enter PIN command to enter the PIN code (Personal Identification Number) for your phone. When you have said the command, the Voice Control System prompts you to enter the PIN code.

Say the PIN code in the form of a continuous string of digits or as blocks of digits, e.g. three to five digits.

Digits from "zero" to "nine" are permissible. The Voice Control System repeats the digits it recognizes after each block of digits (with a pause of about 0.5 seconds between each block of digits). It then waits for you to continue speaking. Please note that similar-sounding digits may be misinterpreted by the system.

Example of dialog:

Enter PIN
PIN please
Zero one three three
Zero one three three
OK

The card is blocked if you enter the wrong PIN code three times in a row. Use the PUK (personal unblocking key) to unblock the card.

You can only enter the unblocking code via the phone keypad – see the telephone operating instructions.

"Dial number"

You can use the Dial number command to dial a phone number.

The digits 0 – 9 and the word Plus are permissible.

Plus replaces the international dialing code, e.g. 00.

Say the telephone number in the form of a continuous string of digits or as blocks of digits, e.g. three to five digits.

The Voice Control System repeats the digits it recognizes after each block of digits. It then waits for you to continue speaking.

Example of dialog:

Dial number
Number please.
Zero one three zero
Zero one three zero
Five zero zero five
Five zero zero five
OK
Dialing.

You can also dial the specified number if you press the button on the multifunction steering wheel instead of the final command OK.

"Repeat"

While you are entering a number, you can use the command Repeat to have all the spoken digits repeated by the Voice Control System. The Voice Control System will then prompt you to continue with the entry.

Example of dialog:

Dial number
Number please.
Zero one three zero
Zero one three zero
Repeat
Zero one three zero. Please continue.
Five zero zero five
Five zero zero five
OK
Dialing.

"Correction"

While you are entering a number, you can use the Correction command to correct the block of digits last spoken. When you say this command, the Voice Control System deletes the last block of digits and repeats the digits entered up to this point. The Voice Control System will then prompt you to continue with the entry.

Example of dialog:

Dial number
Number please.
Zero one three zero
Zero one three zero
Five zero zero five
Five zero nine five
Correction
Zero one three zero. Please continue.
Five zero zero five
Five zero zero five

OK
Dialing.

"Delete"

While you are entering a number, you can use the Delete command to delete all the digits which have been entered. After you have said this command, the Voice Control System prompts you to enter additional digits or commands.

Example of dialog:

Dial number
Number please.
Zero one three zero
Zero one three zero
Five zero zero five
Five zero zero five
Delete
Number deleted, please continue.
Zero three seven three
Zero three seven three
Three nine one
Three nine one
OK
Dialing.

"Save number"

Use the Save number command to save a telephone number with a voice tag for a specific speaker. Use this command if you have a name that is complicated or written differently from the way in which it is spoken. When you have said the command, the Voice Control System prompts you to enter a phone number if there is no number in the display.

The digits 0 – 9 and the word Plus are permissible.

Plus replaces the international dialing code, e.g. 00.

Say the telephone number in the form of a continuous string of digits or as blocks of digits, e.g. three to five digits.

The Voice Control System repeats the digits it recognizes after each block of digits. It then waits for you to continue speaking.

When you have said OK, the Voice Control System prompts you two or three times to say the name. When repeating the name, make sure that you pronounce it in exactly the same way as you did the first time. Otherwise, the name cannot be saved and the Voice Control System cancels the saving procedure.

Example of dialog:

Save number
Number please.
Zero one three zero
Zero one three zero
Five zero zero five
Five zero zero five
OK
The name for the new entry please.
Jane Smith[1]
Please repeat the name.
Jane Smith
Do you want to save the number in a category?
Work
Do you want to make the category more specific?
No
The voice name has been saved.

"Call name" (address book)

You can use the Call name command to place a call by selecting a name from your address book.

You can say either a voice tag or a name entry.

1 Example voice tag.

For a name entry, you can say a tag in the following ways:

- first name only
- last name only
- first name and last name
- last name and first name

Example of dialog:

Call "Jane Smith"[2]

If there is more than one phone number for an entry, or if there are several identical entries, the Voice Control System queries this.

Do you want to call Jane Smith?

Yes

If there is more than one phone number for an entry, the Voice Control System queries this.

Jane Smith work. Dialing.

"Delete contact" (Address book)

(▷ page 27)

"Search for contact" (Address book)

(▷ page 27)

"Read out phone book" and dialing a number

You can use the Read out phone book command to have all address book entries for which a phone number is stored read out. You can select an entry if desired.

Example of dialog:

Read out phone book

The system reads out all the address book entries which have a phone number.

▶ **To select a name and number:** press the button on the multifunction steering wheel at the desired entry.
If there is more than one phone number for an entry, the Voice Control System queries this.

Do you want to call Jane Smith?

Yes

Home or work?

Work

Jane Smith work. Dialing.

"Redial"

You can use the command Redial to redial the number most recently called.

"Outgoing calls"

The Outgoing calls command allows you to call up a list of the last phone numbers dialed. You can then call one of these numbers.

"Received calls"

The Received calls command allows you to call up a list of the last incoming phone numbers. You can then call one of these numbers.

Managing voice mail or announcement services

You can also use the Voice Control System to manage your voice mail or recorded announcement services.

▶ Start a dialog with the Voice Control System when connected to the voice mail or

2 Example voice tag

the recorded announcement services (▷ page 11).
A tone confirms that the system is activated.

▶ Say the required digits (zero to nine).

or

▶ Say the required words Star or Hash.

▶ Say the concluding command OK.
The system dials the number entered.

Sending DTMF tones

You can use the Voice Control System to send DTMF tones during a call.

▶ Press the button on the multifunction steering wheel during a telephone call.

▶ Say the necessary digits.

or

▶ Say the required words Star or Hash.

▶ Say the concluding command OK.
The system dials the number entered.

Messages (text messages and e-mails)

Conditions: to use the message function, the mobile phone must be connected to COMAND via Bluetooth®. You can find further information on the message function in the vehicle Operator's Manual.

"Messages"

The Messages command allows you to switch to the telephone's message display.

"Inbox"

You can use the Inbox command to open a text message or e-mail inbox folder. The Voice Control System asks you whether you wish to open the text message or e-mail inbox folder.

"Outbox"

You can use the Outbox command to open the text message or e-mail outbox folder. The Voice Control System asks you whether you wish to open the text message or e-mail outbox folder.

Reading out text and e-mail messages

You can use the Read out message command to have the system read out messages. The Voice Control System reads out a text or e-mail message currently shown in the detail view of the display. You can use the Read out new messages command to have the system read out new messages from the inbox.

"Close message"

You can use the Close message command to close the message which is currently being displayed.

Replying to a message

You can use the Reply command to reply to the message which is currently being displayed.

"Write message"

You can use the Write message command to write a message. The Voice Control System asks you whether you wish to write a new text message or a new e-mail message.

"Send message"

You can use the Send message command to send a text message or e-mail message. The Voice Control System asks you whether you wish to send the message currently being displayed.

"Forward message"

You can use the Forward message command to forward a text message or an e-mail message.

Navigation

Points to remember

⚠ WARNING

If you operate information systems and communication equipment integrated in the vehicle while driving, you will be distracted from traffic conditions. You could also lose control of the vehicle. There is a risk of an accident.

Only operate the equipment when the traffic situation permits. If you are not sure that this is possible, park the vehicle paying attention to traffic conditions and operate the equipment when the vehicle is stationary.

The navigation system cannot take the prevailing traffic situation into account or recognize any dangers or obstacles. You must therefore be constantly aware of the prevailing road and traffic conditions so that you can recognize any dangers and react to them.

Navigation announcements are intended to direct you while driving without diverting your attention from the road and driving. Please always use this feature instead of consulting the map display for directions. The symbols or the map display could distract you from traffic conditions and driving.

Route guidance only provides recommendations. You must always comply with the applicable road traffic regulations and adapt your driving style to the prevailing conditions.

Operation

You can use the Voice Control System to:

- enter a destination
- enter a state (including Mexico)
- enter a province
- enter a district (center)
- enter an intersection
- enter a ZIP code
- enter intermediate destinations
- search for a POI
- display POI symbols on the map
- select a previous destination
- call up route information
- store a destination
- display the map
- zoom the map in/out
- set the map orientation
- switch to 2D/3D map mode
- read out/list the destination memory
- start and stop route guidance
- switch the driving instructions on/off
- switch traffic announcements on the currently planned route on/off
- have alternative routes displayed

ⓘ If the Voice Control System cannot recognize your voice, spell the address entry.

▶ **To select the navigation application:** press the button on the multifunction steering wheel.

▶ Say the command Navigation.

▶ Say a navigation command.

Commands

You cannot start route guidance until all the necessary address data has been entered. The commands for entering an address can be found from (▷ page 20).

"Help navigation"

Use the Help navigation command to have the main commands for the navigation system read out.

The main categories are read out first. After a main category has been selected, the available commands are read out.

"Route information"

You can use the command "Route information" to have the following information on your currently planned route read out:

- Distance to destination
- Remaining travel time

"Guidance instructions off" or "Guidance instructions on"

You can use the commands Guidance instructions off or Guidance instructions on to turn the voice output of the route guidance on or off. When you use the Guidance instructions on command, the

Voice Control System repeats the last driving instruction.

If the driving instruction output has been switched off up to this point, it is now switched on again.

"Map"

You can use the Map command to switch on the map or to change it.

"Zoom in" or "Zoom out"

You can use the Zoom in or Zoom out commands to increase or decrease the scale of the map on the display.

"Zoom in completely" or "Zoom out completely"

You can use the commands Zoom in completely and Zoom out completely to set the map display directly to the smallest or largest scale.

Map orientation

You can change the map orientation with the following commands:

- Map north
- Map heading up
- Map 3D view

Displaying POI symbols

You can use the Switch on POI symbols command to have POI symbols shown.

You can select personal POI symbols in advance via COMAND using NAVI → Settings → Map Content → POI Symbols On Map.

Example of dialog:

Switch on POI symbols

POI symbols are on. Visualization depending on scale.

The system displays the symbols of the previously selected category on the map.

"Read out traffic messages"

You can use the Read out traffic messages command to have traffic announcements (TMC announcements) on your currently planned route read out.

Entering an address

The system guides you through the dialog to route guidance. As soon as a valid address is entered, you can use the Start route guidance command to start route guidance.

"Enter country"

You can use the Enter country command to change the country setting of the navigation system.

Example of dialog:

Enter country

The country please

France

The system shows a numbered list of identified country names on the COMAND display. If there is only one entry in the list, the Voice Control System asks if it is correct or accepts it immediately.

The line number please.

Number one

Number one accepted.

"Enter province"

You can use the Enter province command to change the state or the province set in the navigation system (including Mexico).

Example of dialog:

Enter province
The province please
Michigan
The system shows a numbered list of identified province names on the COMAND display. If there is only one entry in the list, the Voice Control System asks if it is correct.
The line number please.
Number one
Number one accepted.

"Enter destination"

Using the Enter destination command, you can enter the city, street and house number of a destination.

The system guides you through the dialog. As soon as a valid address is entered, the Voice Control System asks whether you would like to start route guidance.

Example of dialog:

Enter destination
The address please
1 Main Street, Nanuet
1 Main Street, Nanuet
Do you want to start route guidance to a new destination?
Yes
Starting route guidance.

The system stores the selected destination and starts route guidance.

If the Voice Control System fails to recognize your entry, it is advisable to enter the name of the city and street separately. Alternatively, you can also spell names.

"Enter town"

Using the Enter town command you can enter any city from the selected state or the selected province.

If navigation is set to a country for which there is no Voice Control System language setting (▷ page 10), you will be requested to spell out the city name.

If the city you desire does not appear in the list, it can be entered by using the Spell city command.

Example of dialog:

Enter town
The city please.
Lafayette
The system shows a numbered list of city names on the COMAND display.
The line number please.
Number one
Lafayette accepted.
The city is stored for route guidance. The system guides you through the next address input.

"Spell town"

Using the Spell town command you can spell out city names.

Say the letters in the form of a continuous string of letters. Usually only the first five to seven letters are required. A list of city names will appear on the COMAND display and you can choose the one you desire.

Example of dialog:

Spell town
Please spell the town name.
N-A-N-U-E-T
The system shows a numbered list of city names on the COMAND display.
The line number please.
Number three
Number three accepted.
The city is stored for route guidance.

Use your own language to spell cities located abroad.

Note that the list on the COMAND display is sorted according to the match probability of voice recognition.

Say each individual letter clearly.

It is unavoidable that similar sounds can possibly be misinterpreted.

"Enter district" (center)

You can use the Enter district command to enter an area in a city you have selected previously.

Example of dialog:

Enter district
Enter district
Hollywood, Los Angeles, CA
The system shows a numbered list of districts on the COMAND display if the selected city has more than one district. If there is only one entry in the list, the Voice Control System asks if it is correct.
The line number please.
Number one
Hollywood, Los Angeles, CA accepted
The district is stored for route guidance. Starting route guidance.

"Correction"

If you have entered a city, street, house number or ZIP code, you can use the Correction command to repeat the last entry. This is also possible if you have spelled out the entry.

"Enter ZIP code"

You can use the Enter ZIP code command to enter a ZIP code for route guidance.

Example of dialog:

Enter ZIP code
The ZIP code in single digits and letters please.
Seven zero one seven three
Entry accepted.
The system shows a numbered list of known city names on the COMAND display. If there is only one entry in the list, the Voice Control System asks if it is correct.
The line number please.
Number one
Number one accepted.
The ZIP code is stored for route guidance.

"Enter street"

You can use the command Enter street to enter the name of any street in the selected state or province.

You can also use the command Enter destination, Enter street first to enter the name of a street (▷ page 21).

Example of dialog:

Enter street
Please say a New York street name
Main Street
The system shows a numbered list of street names on the COMAND display.
The line number please.
Number three
Number three accepted.

The street name is stored for route guidance.

"Enter intersection"

You can use this command to enter roads that intersect with the selected road.

Example of dialog:

Enter intersection
The intersecting street please
Prospect Street
The system shows a numbered list of street names on the COMAND display.
The line number please.

Number one
Number one accepted.

"Enter house number"

You can use the Enter house number command to specify the house number for the selected street.

You can enter the house number in single digits or as a whole word and also the direction.

Example of dialog:

Enter house number
The house number please.
One one two zero west
One one two zero west

The house number is stored for route guidance.

"Points of interest" (POIs)

You can use the "Free POI search" to select points of interest (POIs) for different areas. You can either say the name of the POI or select a category.

You can use the Points of interest command to select points of interest (gas stations, airports, railway stations etc.).

Example of dialog:

Points of interest
The system shows the following list on the COMAND display:
POI by name
In the Vicinity
Near Destination
Other City
Other country
Other province
Along the route
The line number or the category please.
Near Destination
Near destination accepted
The system shows a numbered list of points of interest with categories.
The line number or the category please.
Airport
Airport accepted.

The selected point of interest is accepted for route guidance.

Depending on the selected category, other selection lists may be shown to refine the categories.

Selecting the nearest point of interest

You can use the following commands to select nearby points of interest.

- Nearest gas station
- Nearest parking lot
- Nearest coffee shop
- Nearest restaurant
- Nearest hotel or motel
- Nearest cash machine
- Nearest tourist attraction
- Nearest rest area

Example of dialog:

Nearest gas station
Searching for POI.
The system shows a numbered list of gas stations on the COMAND display.
The line number please.
Number one
Number one. Do you want to start route guidance?
Yes

The route guidance for this point of interest is started.

"Last destinations"

You can use the Last destinations command to reselect a destination from the list of previously selected destinations.

"Save destination"

You can use the Save destination command to save the current destination with a voice tag in the address book.

Alternatively, the destination can be added to an existing entry as an extra address.

If the desired voice tag already exists in the address book, the system asks if you want to add the address.

Example of dialog:

Save destination
Do you want to add the destination to an existing contact?
No
The name for the new entry please.
Smith
Please repeat the name.
Jane Smith
Do you want to save the new destination in a category?
Work
The destination "Smith work" has been saved.

"Set intermediate destination"

When route guidance is active, you can use the Set intermediate destination command to set up to four intermediate destinations. The route is calculated.

Example of dialog:

Set intermediate destination
The system shows a numbered list of possible intermediate destination categories on the COMAND display.
Please select a line number or say a displayed category name.
Gas station
Gas station accepted.
The system shows a numbered list of possible intermediate destinations on the COMAND display.
Please select a line number.
Number one
Number one accepted.

The Voice Control System will then ask you whether you wish to start route guidance.

"Save intermediate destination"

When route guidance is active, you can save a set intermediate destination by using the Save intermediate destination command.

Example of dialog:

Save intermediate destination
Please say the number of the intermediate destination you want to save.
Number one
Do you want to add the destination to an existing contact?
No
The name for the new entry please.
Smith[3]
Please repeat the name.
Smith
Do you want to save the new destination in a category?
Work
The destination "Smith work" has been saved.

"Delete intermediate destination"

When route guidance is active, you can delete the saved intermediate destinations by using the Delete intermediate destination command.

When route guidance is active, you can delete a specific intermediate destination

3 Example voice tag.

by using the Delete intermediate destination 1 to Delete intermediate destination 4 range of commands.

Example of dialog:

Delete intermediate destination

There is one intermediate destination set. Do you want to delete the intermediate destination?

Yes

Intermediate destination has been deleted.

Starting route guidance.

"Show intermediate destinations"

Using the Show intermediate destinations you can display all the set intermediate destinations, including the final destination.

"Find address"

You can use the Find address command to select an address stored in the address book and start route guidance.

Example of dialog:

Find address

The name please

Jane Smith

The system shows a numbered list of stored addresses on the COMAND display.

Please select a line number.

Number one

Number one accepted.

Do you want to start route guidance to a new destination?

Yes

Starting route guidance.

"Read out destination memory"

You can use the Read out destination memory command to have all entries in the address book read out in which a destination address is stored. If desired, you can set an entry as the destination for route guidance.

Example of dialog:

Read out destination memory

The system reads out the voice tags from the address book's destination memory.

▶ Press the button on the multifunction steering wheel when the desired name is read out.

If there is more than one address, the system asks Navigate to home or work?

Home

Do you want to navigate to XXXX?

Yes

Do you want to start route guidance to a new destination?

Yes

The system starts route guidance.

"Start route guidance"

You can use the Start route guidance command to start route guidance after a valid destination has been entered.

Start route guidance.

Starting route guidance.

"Cancel route guidance"

You can use this command to stop route guidance.

Example of dialog:

Cancel route guidance

Are you sure you want to cancel route guidance?

Yes

Canceling route guidance.

The navigation system cancels route guidance.

or

No

The current route guidance will be continued.

The dialog with the Voice Control System is ended. Route guidance remains active.

"Take alternate route"

You can use the command Take alternate route to switch to the route guidance of alternative routes.

Address book

Points to remember

WARNING

If you operate information systems and communication equipment integrated in the vehicle while driving, you will be distracted from traffic conditions. You could also lose control of the vehicle. There is a risk of an accident.

Only operate the equipment when the traffic situation permits. If you are not sure that this is possible, park the vehicle paying attention to traffic conditions and operate the equipment when the vehicle is stationary.

Overview

You can use the address book to save personal information in the form of entries.

You can use the Voice Control System to dial a phone number stored in the address book or to start route guidance to a stored address.

The following entries are recognized by the Voice Control System:

- speaker-dependent voice tags stored in the address book
- all entries in the name fields of the address book

Recognition of the address book entries depends on the names entered.

During selection, you can say a tag in the following ways:

- first name only
- last name only
- first name and last name
- last name and first name

Check the address book entries for the following:

- the name entries, e.g. last name and first name, are in the correct fields.
- do not use abbreviations or acronyms.
- avoid unnecessary spaces in names.
- do not use special characters.

You can improve voice recognition by saving a speaker-dependent voice tag for an address book entry.

Use a speaker-dependent voice tag:

- for names that are difficult to pronounce
- to distinguish between names that sound similar
- for names that are not pronounced as they are written

Up to 50 address book entries can be stored with a speaker-dependent voice tag.

Operation

You can use the Voice Control System to:

- save a name
- call a name
- delete a name
- read out the address book
- read out the destination memory (▷ page 25)

- delete the address book
- open the address book
- open an entry from the address book
- read out the phone book (▷ page 17)

▶ **To select the address book application:** press the button on the multifunction steering wheel.

▶ Say the command Address book.

▶ Press the button on the multifunction steering wheel.

▶ Say an address book command.

Commands

"Help address book"

Using the Help address book command you can have the main commands for the address book read out.

"Save number"

(▷ page 16)

"Dial name"

(▷ page 16)

"Find address"

Use the Find address command to search for an address in the address book.

The Voice Control System then asks you which actions you would like to perform, for example:

- call the corresponding phone number
- start route guidance to the stored address
- open the entry

"Search for contact"

Use the Search for contact command to search for a name in the address book.

The Voice Control System then asks you which actions you would like to perform, for example:

- call the corresponding phone number
- start route guidance to the stored address
- open the entry

"Delete contact"

Use the Delete contact command to delete a voice tag from your address book.

Example of dialog:

Delete contact
The name please
Smith[4]
Do you want to delete Smith?
Yes
The voice name has been deleted.

"Read out contacts"

You can use the Read out contacts command to have all name and voice tags in the address book read out. You can select an entry during this process.

If no name is entered in the address book name field, the telephone number or the address is read out. You can add the missing information later.

Example of dialog:

Read out contacts

The system reads out all address book entries. If there are a large number of entries, the system asks from which entry reading out should start.

If you do not say a name, the Voice Control System reads out all address book entries.

4 Example voice tag.

▶ **To select an address book entry:** press the button at the selected entry. The entry is selected and shown on the COMAND display.

Do you want to call, navigate or open the entry Smith?

Open

The entry is opened.

"Read out phone book" and dialing a number

(▷ page 17)

"Delete address book"

You can use the Delete address book command to delete individual voice tags or all the voice tags in the address book. The address data and name entries are not deleted.

"Read out destination memory" and navigating to a destination

(▷ page 25)

"Open entry"

Using the Open entry command, you can open any entry in the address book.

Example of dialog:

Search for contact

The name please

Smith

Do you want to call, navigate or open the entry Smith?

Open

The entry is opened.

"Spell contact"

You can use the Spell contact command to open any address book entry by spelling out the name.

Say the letters in the form of a continuous string of letters. In most cases, between five and seven letters will suffice.

A list of possible entries will appear on the display and you can choose the one you desire.

Example of dialog:

Spell contact

Please spell the contact.

S-M-I-T-H

The system shows a numbered list on the display.

The line number please.

Number four

Number four accepted.

The entry is selected and shown on the COMAND display. The Voice Control System asks what action you want to perform with the selected entry.

Radio and satellite radio

Points to remember

⚠ WARNING

If you operate information systems and communication equipment integrated in the vehicle while driving, you will be distracted from traffic conditions. You could also lose control of the vehicle. There is a risk of an accident.

Only operate the equipment when the traffic situation permits. If you are not sure that this is possible, park the vehicle paying attention to traffic conditions and operate the equipment when the vehicle is stationary.

Operation

You can use the Voice Control System to:

- find a station
- select a frequency
- select a waveband (FM or AM)

- listen to the station list[5]
- save a voice tag for a station
- switch on the satellite radio
- select a category (satellite radio)
- listen to the category list (satellite radio)
- select a channel number (satellite radio)
- delete a voice tag
- switch HD™ radio on/off
- switch radio information on/off
- delete all voice tags from the station list

The names of all received and stored stations are available for voice recognition.

To improve voice recognition, you can store a voice tag for a specific speaker.

▶ **To select the radio or satellite radio application:** press the button on the multifunction steering wheel.

▶ Say the command Radio or Sirius.

▶ Press the button on the multifunction steering wheel.

▶ Say a radio or a satellite radio command.

Commands

"Help radio"

Using the command Help radio, you can have all the commands for the radio read out.

The main categories are read out first. After a main category has been selected, the available commands are read out.

"Help Sirius"

Using the command Help Sirius, you can have all the commands for the satellite radio read out.

Selecting a reception range

You can set the reception range with the following commands:

- FM
- AM

"Next station"/"Previous station"

You can use the following commands to switch to the next receivable station:

- Next station
- Previous station

Selecting a frequency

You can select frequencies within the FM range (87.5 to 108.0 MHz) directly. The Voice Control System also recognizes the words frequency, point and megahertz.

Example of dialog:

Ninety seven point five megahertz

The Voice Control System sets the frequency.

"Save station"

Using the command Save station, you can assign a voice tag to the station currently selected.

Use this command:

- to improve voice recognition of difficult names
- if you want to use a name of your own

You could, for example, save a station with the name "Favorite station".

When you have said the command, the Voice Control System prompts you up to three times to say the station name. When repeating the station name, make sure that you pronounce it in exactly the same way as you did the first time. Otherwise, the name cannot be saved and the Voice Control System cancels the saving procedure.

5 Satellite radio: the stations in the currently selected category are read out.

Example of dialog:

Save station
The station name please
Favorite station[6]
Please repeat the station name.
Favorite station[7]
"Favorite station" has been saved.

"Preset 1" to "Preset 99"

You can use the commands Preset 1 to Preset 99 to call up a previously stored station using its preset number.

Example of dialog:

Preset 23
The Voice Control System sets the frequency associated with that preset.

"Select station"

Using the command Select station, you can select a receivable or stored station.

Example of dialog:

Select station
The station name please
KTCU FM
The Voice Control System sets the station.

"Station KTCU FM"

Using this command, you can select a receivable or stored station.

Example of dialog:

Station KTCU FM
The Voice Control System sets the station.

"Station number" (satellite radio)

You can use the command Station number to enter a station number.

"Select category" (satellite radio)

You can use this command to select an available category.

Example of dialog:

Select category
The Sirius category please
Category "Sports"
The Voice Control System sets the category.

"Next category"/"Previous category" (satellite radio)

You can use the following commands to change the category:

- Next category
- Previous category

"Read out category list" (satellite radio)

You can use the command Read out category list to have the names of all categories of the satellite radio read out. If desired, you can select one from the category list.

Example of dialog:

Read out category list

The system reads out the category list.

If the category you desire is read out:

▶ Press the button.
The system sets the corresponding category.

"News category" (satellite radio)

You can use this command to select an available category.

6 Example of a station name.
7 Example of a voice tag.

Example of dialog:

News category

The Voice Control System sets the category.

"Read out station list" and selecting a station

Using the command Read out station list, you can hear a list of all stations with acceptable reception quality. You may also select a station from your station list.

If the Voice Control System does not recognize the station name, have it read out the list of stations. This allows you to check whether you have stored the station you desire in the station list.

Example of dialog:

Read out station list

The system reads out the station list.

If the station you desire is read out:

▶ Press the button.
The system sets the corresponding frequency.

"Delete station"

You can use the command Delete station to delete a single voice tag from your station list.

Example of dialog:

Delete station

Which station name do you want to delete?

Favorite station[8]

Do you want to delete "Favorite station"?

Yes

Station name deleted.

"Delete station list"

You can use the command Delete station list to delete all voice tags or individual voice tags from your station list.

Example of dialog:

Delete station list

Five voice tags are stored for FM. Do you want to delete them all?

Yes

All voice names have been deleted from the station list.

The system permanently deletes all voice tags in the station list.

or

No

The system reads out the voice tags for the station list.

When the system reads out the stations to be deleted:

▶ Press the button.
The station to be deleted is selected. The system reads out the station again.

Do you want to delete "Favorite station"?

Yes

Station name deleted.

The system deletes the station and reads out the remaining entries in the station list.

or

No

The system terminates the function.

"Traffic information on/off"

You can use the commands Traffic information on and Traffic information off to switch the traffic announcements (TA) on or off.

8 Example of a voice tag.

"HD Radio on"/"HD Radio off"

If you say the command HD radio on, the Voice Control System switches the HD™ radio on.

If you say the command HD radio off, the Voice Control System switches the HD™ radio off.

"Radio info on/off"

If you say the command Radio info on the Voice Control System switches the radio information display on.

If you say the command Radio info off the Voice Control System switches the radio information display off.

DVD changer

Points to remember

⚠ WARNING

If you operate information systems and communication equipment integrated in the vehicle while driving, you will be distracted from traffic conditions. You could also lose control of the vehicle. There is a risk of an accident.

Only operate the equipment when the traffic situation permits. If you are not sure that this is possible, park the vehicle paying attention to traffic conditions and operate the equipment when the vehicle is stationary.

DVD operation

You can use the Voice Control System to:

- select a CD/DVD
- select a track
- access the SD card or the USB port in MP3 mode
- select a group in audio DVD mode

ⓘ When you say the command Next CD/DVD or Previous CD/DVD, the CD/DVD changer changes from one CD/DVD to the next. Empty slots are skipped. You can use the CD/DVD 1 to CD/DVD 6 range of commands to select a specific slot. If an empty slot is selected, the current slot remains selected.

▶ **To select the media (CD/DVD/MP3):** press the button on the multifunction steering wheel.

▶ Say one of the following commands:
- CD player/CD changer
- DVD

▶ Press the button on the multifunction steering wheel.

▶ Say a CD/DVD/MP3 command.

Commands

"Help CD player"/"Help video DVD"/"Help MP3"

You can use the following commands to have all the commands for the CD, DVD, or MP3 player read out:

- Help CD player
- Help video DVD
- Help MP3

"Next CD"/"Next DVD"

You can use the Next CD/Next DVD commands to select the next CD/DVD from your DVD changer.

"DVD"

With the command DVD, you can start a DVD on COMAND.

"Track 1" to "Track 999"

You can use the Track 1 to Track 999 commands to select a track number from the active media source.

"Next track"

You can use the Next track command to select the next track.

"Next chapter"

You can use the Next chapter command to select the next chapter, if the inserted DVD is divided into chapters.

"Previous track"

You can use the Previous track command to repeat a track. If the command is spoken as the first few seconds of the track are played, the previous track is selected.

"Memory card"

You can use the Memory card command to change to the SD memory card on COMAND.

Music search

Operation

You can use the music search to find music tracks from all available media.

You can also find music tracks which are available via the Media Interface, the USB and the SD card.

ⓘ In order to enable a music search in the available internal media, the media player (e.g. CD player) must be switched on.

In order to enable a music search via the Media Interface, the external media player (e.g. iPod®) must be switched on.

In addition, the available music data must have already been searched for by the system. This triggers additional data processing for the Voice Control System. This can take some time, depending on the amount of data.

The following internal media are included in the music search:

- disc mode (CD/DVD/MP3)
- memory card

When searching for music via the Media Interface, only data found on the external media player, e.g. on the iPod®, will be used.

With the Voice Control System, you can search the internal media according to the following criteria:

- Album
- Track
- Artist
- Composer
- Music genre
- Playlist
- Year of release

In a free music search, you can also say a combination of several search criteria (▷ page 34).[9]

With Media Interface you can search, e.g. on the iPod®, according to the following criteria:

- Album
- Track
- Artist
- Composer
- Music genre

▶ **To activate a music search:** switch on the desired media player (e.g. CD player).

▶ Press the button on the multifunction steering wheel.

▶ Say the command Search for music.

▶ Press the button on the multifunction steering wheel.

▶ Say one of the music-search commands explained below.

[9] Not available for music searches if the iPod® is connected via the Media Interface.

Commands

"Help search for music"

You can use the Help search for music command to have all the commands for the music search read out.

"Search for music"

You can use the Search for music command to start the music search.

When you activate the music search for the first time, all available media are initially searched for information. The information is then prepared for the Voice Control System. The Voice Control System says, Compiling music search data.

Music search is only available once the data has been compiled.

Example of dialog:

Search for music
The system shows a numbered list of categories on the COMAND display.
Please select a line number or say a displayed category name.
Album
Please say an album name, for example "A Night at the Opera".
A Night at the Opera
The system shows a numbered list of albums on the COMAND display.
Please select a line number.
Number one
Number one accepted.

The Voice Control System plays the selected track.

"Search for album"

You can use the Search for album command to search all available media for a specific album.

"Search for artist"

You can use the Search for artist command to search all available media for a track from a specific artist.

"Search for composer"

You can use the Search for composer command to search all available media for a track from a specific composer.

"Search for year"[10]

You can use the Search for year command to search all available media for tracks from a specific year.

"Search for genre"

You can use the Search for genre command to search all available media for tracks from a specific music genre.

"Search for track"

You can use the Search for track command to search for a certain track.

"Search for playlist"[10]

You can use the Search for playlist command to search for a certain playlist.

"Free music search"[10]

You can use the Free music search command to combine the categories of artist, album, track or composer.

Example of dialog:

Free music search
The music search term please.
Ninth Symphony by Beethoven
The system shows a numbered list with entries that contain the names of the identified categories.

[10] Not available for music search if the iPod® is connected via the Media Interface

Please select a line number or say a displayed category name.

Track

The system shows a numbered list of tracks from the previous search on the COMAND display.

Please select a line number.

Number one

Number one accepted.

The Voice Control System plays the selected track.

"Music information on/off"

You can use the Music information on command to display information on the track that is currently being played, such as track name, album name and artist.

You can use the Music information off command to switch the COMAND display back to the original display.

"Random track list on/off"

The Random track list on and Random track list off commands can be used to activate or deactivate random playback.

External devices

Operation

You can use the Voice Control System to:

- switch to the Media Interface
- switch to the USB interface

▶ **To select an application:** press the button on the multifunction steering wheel.

▶ Say one of the commands for external devices.

Commands

Help

Using the following commands you can have all the commands for the external devices read aloud (▷ page 44):

- Help Media Interface
- Help USB

"Media Interface"

You can use the Media Interface command to switch to an external device that is connected to the Media Interface.

"USB"

With the USB command, you can switch to the USB storage device on COMAND. There are two USB ports available.

"Bluetooth audio"

You can use the Bluetooth audio command to switch to an external Bluetooth® audio device.

"iPod"

You can use the iPod command to switch to the iPod® if it is connected to the Media Interface.

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General commands 38
Telephone commands 38
Navigation commands 39
Address book commands 39
Audio/video commands 40
Music search commands 41

Introduction

In this section, you will find the main commands for operating the voice control system. The commands available to you depend on the vehicle's equipment.

General commands

- Vehicle
- Internet services
- Brief instruction
- Address book
- Audio
- MP3
- CD player
- CD changer
- Navigation
- Route guidance
- DVD
- Radio
- Next medium
- Previous medium
- Telephone
- Messages
- Text messages
- E-mails
- Help
- Help voice controllable devices
- Help voice control system
- Help radio
- Help FM
- Sirius
- HD Radio
- HD Radio off
- Help telephone
- Help address book
- Help audio CD
- Help DVD
- Help MP3
- Help navigation
- Help route guidance
- Help Media Interface
- Help messages
- Help text message
- Help email
- Help search for music

You can use the following commands within a dialog:

- Yes
- OK
- Finished
- Cancel
- No
- Pause
- Correction
- Back
- 0 - 99
- Continue
- Number 1 - Number 8

Telephone commands

- Telephone
- Save name
- Save number
- Dial number
- Enter PIN
- Read out contacts
- Redial
- Outgoing calls
- Received calls
- Delete contact
- Inbox
- Read out message
- Reply
- Forward message
- Send message
- Text messages

- E-mails
- Read out new messages

You can use the following commands within a telephone dialog:

- Save
- Dial number
- Enter PIN
- Repeat
- Correction
- Delete

Navigation commands

In certain countries, the execution of navigation commands is restricted.

- Navigation
- Route guidance
- Guidance instructions on
- Guidance instructions off
- Map
- Zoom in
- Zoom out
- Zoom in completely
- Zoom out completely
- Map north
- Map heading up
- Map 3D view
- Switch on POI symbols
- Switch on default POI symbols
- Switch on custom POI symbols
- Switch off POI symbols
- Enter destination
- Save destination
- Start route guidance
- Cancel route guidance
- Last destinations
- Alternative routes
- Enter city
- Enter country
- Other country
- Spell city
- Enter district
- Enter center
- Spell district
- Enter ZIP code
- Enter street
- Spell street
- Enter house number
- Enter intersection
- Spell intersection
- Points of interest
- Points of interest
  - POI by name
  - in the vicinity
  - near destination
  - other city
  - another country
  - along the route
- Enter province
- Other province
- Important destinations
- Nearest gas station
- Nearest parking lot
- Nearest coffee shop
- Nearest restaurant
- Nearest hotel or motel
- Nearest cash machine
- Nearest tourist attraction
- Nearest rest area

Address book commands

- Address book
- Read out contacts
- Delete address book
- Spell contact
- Search for contact
- Open
- Delete contact
- Read out destination memory

- Save name
- Save number

You can use the following commands within an address book dialog:

- OK
- Finished
- <1> - <8>
- Number 1 - Number 8
- <Voice tag> car
- <Voice tag> landline
- <Voice tag> mobile
- <voice tag> home mobile
- <voice tag> work landline
- <Voice tag> work
- <voice tag> home
- Work
- Car
- Landline
- Mobile
- Work car
- Work landline
- Work mobile
- Home
- Private car
- Home landline
- Private mobile

Audio/video commands

Radio

- Radio

You can use the following commands when the radio is switched on:

- 87 point 5 - 108 point 0
- 87 point 5 megahertz - 108 point 0 megahertz
- Frequency 87 5 - frequency 108 0
- Frequency 87 point 5 - frequency 108 point 0
- Frequency 87 point 5 megahertz - frequency 108 point 0 megahertz
- FM
- AM
- Next station
- Station <voice tag>
- Station <channel name>
- Delete station
- Save station
- Select station
- Read out station list
- Delete station list
- Previous station

Satellite radio (SIRIUS XM)

- Sirius
- Help Sirius
- Next station
- Station <voice tag>
- Select station
- Read out station list
- Delete station list
- Previous station
- Next category
- Previous category
- Category <Name of the category>
- Read out category list

CD/DVD player

- CD player
- CD 1-6
- Audio CD
- DVD

You can use the following commands when the CD player is switched on:

- Next track
- Previous track
- Track 1 - 999
- Next chapter
- Previous chapter

CD changer

- CD changer

You can use the following commands when the CD changer is switched on:

- Next CD
- Previous CD
- Next track
- Previous track
- CD 1 - 6
- Track 1 - 999

MP3

- MP3

You can use the following commands when the MP3 player is switched on:

- Next MP3
- Previous MP3
- Next track
- Previous track
- Track 1 - 999

Media Interface

- Media Interface

Memory card

- Memory card

USB

- USB

Bluetooth Audio

- Bluetooth Audio

iPod®

- iPod

Music search commands

- Search for music
- Free music search[11]
- Search for album
- Search for track
- Search for artist
- Search for composer
- Search for year[11]
- Search for music genre
- Search for playlist[11]
- Random track list on
- Random track list off
- Music information on
- Music information off

[11] Not available for music search if iPod® is connected via the Media Interface.

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Help function

The Voice Control System offers a comprehensive help function to assist the user.

The Voice Control System help function offers you:

- general notes on the optimum operation of the Voice Control System
- a list of possible commands

Help commands

"Help Voice Control System"

You can use the command Help Voice Control System to obtain information about how best to operate the Voice Control System.

"Help"

▶ Press the button on the multifunction steering wheel and say the command Help. You will receive help on the currently selected application.

If you say the command Help during a voice dialog, you will receive help explaining how the dialog continues. For example, after saying the command Dial number.

You can also request the help function for a specific system, for example by using the command Help telephone.

If you have activated the help window, you will see a selection of the possible commands on the COMAND display (▷ page 48).

Entering digits and letters

Entering digits

- Digits from zero to nine are permissible.
- Say telephone numbers as blocks of digits with three to five digits per block.

Spelling

- The letters of the alphabet and the digits one to nine are permissible.
- Say the letters in a block of five to seven letters.
- Say each letter clearly.

Improving voice recognition

Problem	Possible causes/consequences and ▶ Solutions
The Voice Control System does not understand you.	You have not operated the Voice Control System from the driver's seat. ▶ Only operate the Voice Control System from the driver's seat.
	You have spoken too exaggeratedly, too loudly, or too quietly. ▶ State the commands coherently and clearly without exaggerating.
	A blower is set to a high setting or there is wind noise from an open window. ▶ Prevent loud noises from interfering.
An address book entry without a speaker-dependent voice tag is not recognized.	The names entered in the address book do not sound sufficiently different, or are not pronounced as they are written. ▶ Make sure that the address book entries are plausible. Check the address book entries for the following: • the name entries, e.g. last name and first name, are in the correct fields. • do not use abbreviations or acronyms. • avoid unnecessary spaces in names. • do not use special characters. ▶ Create a speaker-dependent voice tag (▷ page 16). or ▶ Say the command Read out contacts. The Voice Control System reads out the address book. ▶ Press the button on the multifunction steering wheel when the name you want is read out.
An address book entry with a speaker-dependent voice tag is not recognized.	The sound of the voice tags in the address book is not sufficiently different. ▶ The voice tags entered in the address book must sound as different as possible. For example, store the names Barry and Berry as Mr Barry office and Mr Berry Marc. or ▶ Say the command Read out contacts. The Voice Control System reads out the address book. ▶ Press the button on the multifunction steering wheel when the name you want is read out.

Problem	Possible causes/consequences and ▶ Solutions
A station list entry is not recognized.	The voice tags for the stations in the address book do not sound sufficiently different. ▶ Save a speaker-dependent voice tag for the station (▷ page 29). or ▶ Say the command Read out station list. The Voice Control System reads out the station list. ▶ Press the button on the multifunction steering wheel when the station you want is read out. The station is selected (▷ page 30).
If you are making speaker-dependent voice tags, the Voice Control System prompts you to enter them several times.	The two voice tags differ from each other. ▶ Say the voice tag with the same intonation both times.
You want to enter a city, a street or a city center but you have to spell out the entry.	Entering parts of an address fails after several attempts: • interference can be heard in the background. • you have tried to enter an address in Puerto Rico (▷ page 20). ▶ Spell out the entry.
You have spoken the telephone number in the form of a continuous string of digits but the Voice Control System cannot recognize what you are saying.	▶ Say telephone numbers as blocks of digits, e.g. with three to five digits per block.

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Help window

You can use the help window to display a selection of valid commands on the COMAND display. The commands are hidden as soon as you start to speak.

You can switch the help function on or off in the System Settings menu in COMAND.

The components and operating principles of COMAND can be found in the corresponding operating instructions.

Switching the help window on/off

- ▶ Press the button.
  The vehicle menu is displayed.
- ▶ To select System Settings: slide ◎⬇, turn and press the controller to confirm.
  A menu appears.
- ▶ To select Voice Control: turn and press the controller.
- ▶ Select Help Window.
  Switch the help window on ☑ or off ☐.

Individualization

Using individualization, you can fine-tune the Voice Control System to your own voice and thus improve voice recognition.

It is only possible to start individualization with the vehicle stationary. After starting the session, you will individualize the system using voice instructions.

ⓘ If individualization is activated, it may affect the voice-recognition quality of other users. Switch off individualization if it impairs the voice-recognition quality of other users.

Individualization comprises two parts. You individualize the system for digits in the first part and for specific commands in the second part.

The system can be reset to the factory settings at any time.

ⓘ Individualization does not need to be completed in full. Even individualizing the digits will result in a significant improvement in the recognition rate. Individualization can be stopped after the first part.

The components and operating principles of COMAND can be found in the corresponding operating instructions.

Starting new individualization

- ▶ Press the button.
  The vehicle menu is displayed.
- ▶ To select System Settings: slide ◎⬇, turn and press the controller to confirm.
  A menu appears.
- ▶ To select Voice Control: turn and press the controller.
- ▶ Select Start New Individualization.
  You will see and hear a prompt, asking whether you would like further information.
- ▶ Select Yes or No.
  - If you select No, the first part of individualization begins.
  - If you select Yes, you will see and hear more information.

At the end of the first part, a prompt will appear asking whether you wish to begin the second part.

- ▶ Select Yes or No.
  - If you select No, individualization will be canceled. The data from the first part is stored automatically.
  - If you select Yes, the second part will begin.

  Individualization is completed at the end of the second part. You will see a message to this effect. The data from the second part is stored automatically.

Canceling the first or second part of individualization

▶ Select Cancel.
A prompt appears asking whether you really wish to cancel.
▶ Select Yes or No.
- If you select Yes, individualization will be canceled. The data from the part canceled is not stored.
- If you select No, the current part begins again.

Deleting existing individualization

▶ Press the button.
The vehicle menu is displayed.
▶ To select System Settings: slide ◎⬇, turn and press the controller to confirm.
A menu appears.
▶ To select Voice Control: turn and press the controller.
▶ Select Delete Individualization.
A prompt appears asking whether you really wish to delete.
▶ Select Yes or No.

Switching individualization on/off

▶ Press the button.
The Vehicle menu appears.
▶ To select System Settings: slide ◎⬇, turn and press the controller to confirm.
A menu appears.
▶ To select Voice Control: turn and press the controller.
▶ Select Individualization On.
Switch individualization on ☑ or off ☐.