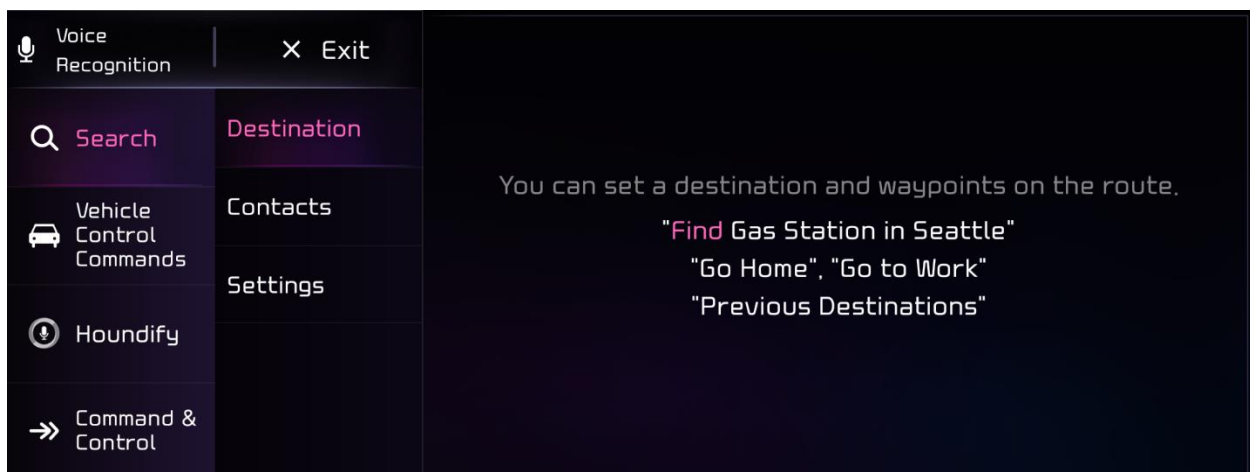
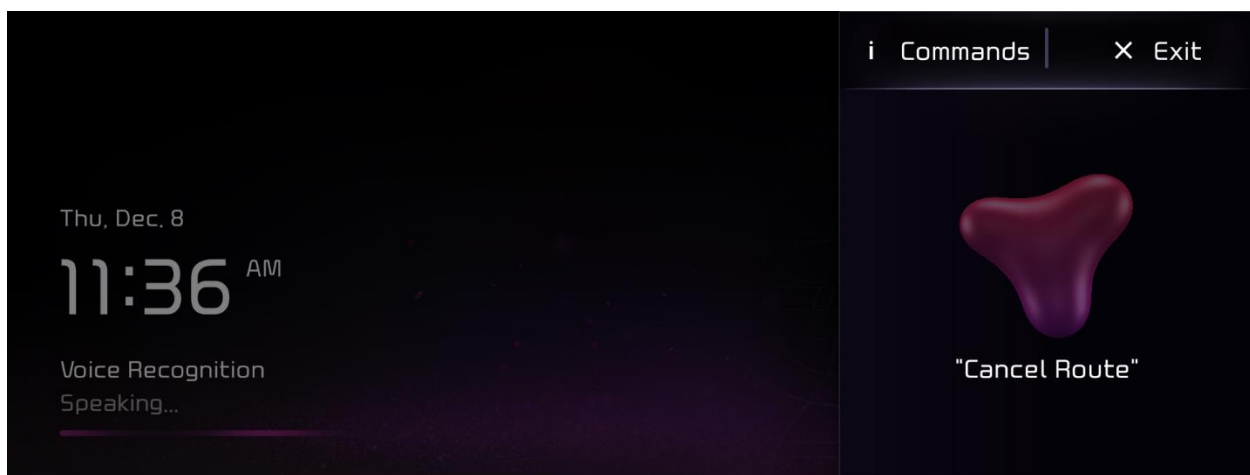




TO: Dealer Sales & Service Team
SUBJECT: IQS Quick Tip #18 – Voice Recognition
DATE: January 2023

Some items to keep in mind for enhancing the voice recognition experience:

- Pressing the “Talk” or “Voice” button on the steering wheel may help the customer to interact with the infotainment system and reduce potential distraction.
- Speaking the command “HELP” will provide a list of the available commands for the current mode in vehicles that have on-board voice recognition.



Following are the functions that can be useful through voice recognition:

- Cellphone: Check the phone’s directory, display recent calls or make a call (Bluetooth® connection required).
- Navigation System (if equipped): Find POI’s, nearest restaurants, gas stations, public places, parks or any specific address.



- **Music:** Play music from a connected media device or change channels on the radio (FM/AM/SiriusXM).

For vehicles with AVN 5.0 Wide head unit (Navigation), voice recognition is available for cellphone functionality and music capability.

For vehicles with D. Audio 2.0 Value (Non-Navigation), voice recognition capability is only available with Apple® CarPlay® and Android Auto™.

- If the vehicle is equipped with Apple CarPlay®/Android Auto™, emphasize use of this technology as it may provide an enhanced customer voice recognition experience.

Voice Recognition Tips Video:

<https://www.youtube.com/embed/nrbIIUn4aYI>

Sincerely,

**Ownership Experience Team
Kia America**

For additional resources and other information related to potentially difficult to understand features, visit the IQS learning center within the Product Presentation Center.

<https://kiappc.com/kia-learning-center/kia-quality-center/tips-resources/>

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