



WIRELESS PHONE QUESTIONS AND ANSWERS

GENERAL

1. WHAT IS BLUETOOTH® TECHNOLOGY?

Bluetooth® is a new wireless technology that enables connectivity between multiple devices (i.e. cell phone and vehicle) by utilizing a 2.4 GHz radio spectrum that has a range of 10 meters. Bluetooth® allows customers to use their cell phone hands-free in the vehicle.

Due to variation among service providers, handsets and technology solutions keep in mind that not all Bluetooth® handsets will offer the same level of functionality within a Bluetooth® equipped Toyota vehicles. Please refer to the LetsTalk website for Toyota at toyota.letstalk.com to see a list of phones that Toyota has tested for Bluetooth® compatibility.

2. HOW DOES BLUETOOTH® WORK? (Source: Bluetooth.com)

Bluetooth® wireless technology is a short-range communications technology intended to replace the cables connecting portable and/or fixed devices while maintaining high levels of security. The key features of Bluetooth® technology are robustness, low power, and low cost. The Bluetooth® specification defines a uniform structure for a wide range of devices to connect and communicate with each other.

Bluetooth® technology has achieved global acceptance such that any Bluetooth® enabled device, almost everywhere in the world, can connect to other Bluetooth® enabled devices in proximity. Bluetooth® enabled electronic devices connect and communicate wirelessly through short-range, ad hoc networks known as piconets. Each device can simultaneously communicate with up to seven other devices within a single piconet. Each device can also belong to several piconets simultaneously. Piconets are established dynamically and automatically as Bluetooth® enabled devices enter and leave radio proximity.

A fundamental Bluetooth® wireless technology strength is the ability to simultaneously handle both data and voice transmissions. This enables users to enjoy variety of innovative solutions such as a hands-free headset for voice calls, printing and fax capabilities, and synchronizing PDA, laptop, and mobile phone applications to name a few.

More general information on Bluetooth® can be found at www.bluetooth.com

3. What is the range of Bluetooth?

The vehicle Bluetooth® system will detect the Bluetooth® signal from the handset up to 30 feet from the vehicle. The range is largely dependant on which phone is being used and the battery level of the phone.

4. Can any Bluetooth handset be integrated to the Toyota Navigation or Audio System?

Because Bluetooth® has a universal standard developed by a consortium of interested companies, almost all Bluetooth® handsets should have some functionality in our vehicles. However, because of the differences in the quality of the handsets and Bluetooth® chip programming, you may encounter different levels of functionality from one phone to another. Please refer to the LetsTalk website for Toyota at toyota.letstalk.com for a listing of compatible phones that have been evaluated by Toyota.

5. IS A CHARGING CRADLE AVAILABLE FOR BLUETOOTH® PHONES?

There is currently no charging cradle available from Toyota for Bluetooth® handsets. However, customers can purchase a portable handset charger for their vehicle through the LetsTalk website for Toyota at toyota.letstalk.com or you local cell phone retailer.

6. WHICH TOYOTA VEHICLES HAVE BLUETOOTH® TECHNOLOGY?

Toyota has partnered with LetsTalk.com making it easy to determine which vehicles have Bluetooth. Just go to toyota.letstalk.com, choose your vehicle, select "Find a New Phone" and start shopping!

[1] Bluetooth® is not available for all models and all model years.

7. IS THERE ANY TRUTH TO THE INTERNET VIRUS RUMOR REGARDING THE TOYOTA NAVIGATION SYSTEM AND BLUETOOTH® WIRELESS INTERFACE?

A rumor has surfaced on the Internet recently indicating that a cell phone virus could be transmitted to the navigation system in certain Toyota models through the Bluetooth® wireless interface. Toyota Motor Sales, USA, Inc. and its parent company, Toyota Motor Corporation in Japan have investigated this rumor and have determined it to be without foundation for the following reasons: 1) Navigation and audio systems in Toyota vehicles do utilize an embedded operating system (OS) and some degree of random access memory (RAM) that is used to store several types of information such as recent destinations, names and attributes of saved destinations, and a telephone directory among other items. The operating system itself is proprietary, however, not Symbian as these reports have alleged; 2) Although the Bluetooth® interface does support the Object Push Protocol for transferring the phone book from a Bluetooth® cell phone to the navigation system, this is an operator controlled event and the data cannot be exported (or transmitted) from the navigation unit. Toyota Motor Sales, USA, Inc. has responded promptly to all media inquiries regarding this matter. Contrary to the original story that appeared on ZDNET, Toyota was never contacted for comment by the writer.

FEATURES

8. WHAT HANDSFREE FEATURES ARE ENABLED THROUGH BLUETOOTH® WIRELESS TECHNOLOGY?

Bluetooth® technology is available on select Toyota vehicles. Bluetooth® allows for hands-free cell phone use with certain handsets. Once the handset is paired to the vehicle (4 to 6 phones can be paired with one vehicle depending on the vehicle) and the handset information has been transferred (phone book and speed dial numbers) into the vehicle navigation system, the customer can enjoy the following hands-free benefits:

- Hands-free mobile phone operation with a built in microphone and utilization of the audio speakers.
- Answer incoming calls with one touch of the steering wheel control or the navigation screen.
- Automatic audio mute when receiving or making a call.
- Dialing a number by using the touch pad on the navigation screen.
- One touch dialing on the navigation screen for speed dial numbers (17).
- Making a call from the phone book (1000 numbers).
- Making a return call from the outgoing call log or the incoming call log (5 most recent calls).
- One touch dial to points of interest on the navigation screen.

9. HOW DO I CONTINUE A BLUETOOTH® CALL AFTER I LEAVE THE VEHICLE?

The instructions for this procedure are included in your phones user manual.

SERVICE PROVIDER

10. HOW CAN A CUSTOMER SIGN UP FOR WIRELESS PHONE SERVICE?

Toyota has partnered with LetsTalk.com making it easy to select handsets, wireless plans, and accessories from a number of wireless carriers.

You can:

- Choose a handset
- Choose a service provider
- Choose your accessories
- Place your order

Just go to toyota.letstalk.com, choose your vehicle, select "Find a New Phone" and start shopping!

11. WHAT IF A CUSTOMER HAS QUESTIONS ABOUT THE RIGHT CALLING PLAN TO CHOOSE, OR THE RIGHT HANDSET TO CHOOSE? WHAT IF THEY WANT TO SWITCH CALLING PLANS?

By utilizing the [LetsTalk](#) website, dealers and customers can access the following:

- Information about calling plans including pricing and included minutes.
- Information about available handsets including key technical information and specifications.
- Information about pairing instructions and other operational considerations.

HANDSETS

12. How many phones can be paired to the Toyota Bluetooth® system?

Navigation-based systems will pair with four cell phones. Bluetooth® enabled audio-based systems will pair with six cell phones.

13. If the system will pair with multiple phones (four with navigation, six with audio), how will the system determine which paired phone will be activated?

The system will search for the most recently used phone. If this phone is not in the vehicle (or turned on) the Bluetooth® system will not be active. To activate Bluetooth® a new phone can be paired or an already paired phone can be selected from the Bluetooth® system memory.

14. HOW DO I TRANSFER NUMBERS FROM MY BLUETOOTH® PHONE TO THE VEHICLE?

Some phone & service provider combinations allow you to download your phone book directly into the Toyota Bluetooth® system. Others are more restrictive. The instructions for this procedure are included in the *Bluetooth® User's Guide* instructions that are posted on the LetsTalk website for Toyota at toyota.letstalk.com.

15. HOW CAN I ACTIVATE MY BLUETOOTH® HANDSET IN MY VEHICLE?

Different phone and service provider combinations follow different protocols for pairing a Bluetooth® phone to a hands free device. Please refer to your phone's owners manual for pairing instructions. The instructions for this procedure are included in the *Bluetooth® User's Guide* instructions posted on the LetsTalk website for Toyota at toyota.letstalk.com.

16. WHICH HANDSETS CAN I UTILIZE?

Bluetooth® handsets can vary in quality and contain different Bluetooth® chip programming. Therefore, not all Bluetooth® handsets will operate at the same level. In order to account for this Toyota is evaluating Bluetooth® handsets and is identifying those that work well with our system. These handsets are listed on the LetsTalk for Toyota website at toyota.letstalk.com.

17. CAN A CUSTOMER PURCHASE ANY BLUETOOTH® HANDSET AND HAVE IT WORK/TRANSFER TO OUR SYSTEM?

Because Bluetooth® has a universal standard developed by a consortium of interested companies, most Bluetooth® handset should have some functionality in our vehicles. However, because of the differences in the quality of the handsets and Bluetooth® chip programming it is unclear whether all Bluetooth® handsets will have the same level of performance when interfacing with the Bluetooth® chip in our vehicles. That is why Toyota is evaluating Bluetooth® handsets to help ensure quality operation. Information regarding recommended handsets is on the LetsTalk for Toyota website at toyota.letstalk.com.

18. WHERE CAN I FIND INSTRUCTIONS ON PAIRING THE HANDSET TO THE NAVIGATION SYSTEM?

These instructions are located on the LetsTalk for Toyota website at toyota.letstalk.com.

19. WHERE CAN I FIND DETAILED SPECS ON EACH HANDSET?

The LetsTalk for Toyota website at toyota.letstalk.com. provides the specification details on eligible handsets.

20. WHAT IS THE WARRANTY ON BLUETOOTH® HANDSETS?

Handsets are sold separately and typically have a one year warranty through the manufacturer. Consumers should check with the handset manufacturers for details about the warranty. For warranty information about phones purchased through the LetsTalk for Toyota website at toyota.letstalk.com, please contact LetsTalk at 1-866-825-5460.

WEBSITE

21. WHERE IS THE BEST PLACE TO FIND INFORMATION ABOUT BLUETOOTH® IN MY TOYOTA?

Please consult the toyota.letstalk.com website for details on how a specific phone will perform with your Toyota Bluetooth® system. Details on how to manage and pair most phones are also provided.

The website includes the following features:

- To determine if your existing phone will work: Click the "Pair an Existing Phone" button for a complete listing of Bluetooth® phones that have been tested by Toyota. For each phone there will be a feature compatibility chart indicating which features work within the specified vehicle. Also, each phone has a "User's Guide" that shows how the phone is paired and how to transfer phone numbers into the vehicle system.
- If you want to purchase a new phone: Click the "Select a new Phone" button for a listing of all compatible phones. This listing will only include cell phones that have been tested by Toyota where most feature sets have been determined to be compatible within the Toyota vehicle. For each phone there will be a feature compatibility chart indicating which features work within the specified vehicle.

You can also call Toyota Bluetooth® Phone Support provided by LetsTalk for any additional questions or support: 1-866-825-5460.

22. IS THERE A PHONE NUMBER I CAN CALL INSTEAD OF UTILIZING THE WEBSITE?

Yes, the phone number is listed on the website: 1-866-825-5460.

WIRELESS NUMBER PORTABILITY

23. WHAT DOES WIRELESS LOCAL NUMBER (WLNP) PORTABILITY MEAN ?

This is a government mandated process that requires all wireless service providers to allow customers to maintain their current wireless phone number when they change service providers.

24. HOW DOES A CUSTOMER TAKE ADVANTAGE OF WIRELESS LOCAL NUMBER PORTABILITY ?

Customers and dealers should be aware of the following when trying to keep an existing phone number:

- Know the details. Your new carrier will need to know information about your existing account. So for convenience, bring a bill from your existing carrier to your new one. If you don't have a copy of your bill, know the exact details of your account, including name (for example, is it billed to "Bill" or "William" Smith), address, account number and phone number.
- Allow yourself time. The process can take a few minutes or a few hours. It could take even longer for your phone to be fully functional (such as being able to receive incoming calls).
- Timing counts. Start the process with your new carrier. If you cancel your current service with your existing carrier, you may end up losing your number.
- Are you under contract? You may be under contract with your existing carrier, who may charge you an early termination fee if you cancel your existing service while still under contract.
- Start from scratch. You may need a new phone when you switch carriers, even if you are keeping your number. Familiarize yourself with your new carrier's rate plans, coverage area and features, too, because you'll need to choose a new plan.
- Need your consent. Your new wireless carrier will need your authorization to move your wireless number from your old carrier. This protects you from carriers switching your number without your permission.

25. WILL WIRELESS LOCAL NUMBER WORK IF I MOVE ACROSS THE COUNTRY?

The "L" in WLNP. "Local" means when switching carriers you will be able to keep your number within the same metro area but you may not be able to keep it if you move outside that metro area.