



INFINITI



**Cellport**

**Infiniti Cellport Hands-Free System Owner's Manual**



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This Owner's Manual, the *Pocket Adapter Guide*, and your *Infiniti Quick Reference* guide contain all the information you need to use your Infiniti Cellport Hands-Free System. The voice-control instructions included in this manual pertain only to the operation of the hands-free phone voice command system.

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## Practical Considerations



### Cellular Phones and Driving

- \* A cellular telephone should not be used while driving so full attention may be given to vehicle operation. Some jurisdictions prohibit the use of cellular telephones while driving. Contact your local authorities to find out about local laws or requirements.
- \* If you must make a call while your vehicle is in motion, the hands-free cellular phone operational mode is highly recommended. Exercise extreme caution at all times so full attention may be given to vehicle operation.
- \* If a conversation in a moving vehicle requires you to take notes, pull off the road to a safe location and stop your vehicle before doing so.

### Equipment Maintenance

- \* Any improper antennas, attachments, or customizations could cause damage to the phone and/or violate local agency regulations. If you have further questions, consult your installation facility.



### Cellular Performance

- \* During a handoff (from one radio tower to the next) it is common to experience distortion or even a dropped call. Hills or buildings can block or reflect signals, degrading performance as the vehicle moves. The external antenna helps improve performance in moving vehicles.
- \* Crowded highways mean crowded cell sites. You may find it is difficult to place a call when traffic is high, and you may get a system busy indication. You may also experience increased dropped calls under these conditions.
- \* Your cell phone boosts your voice over background noise by placing an insensitive microphone close to your mouth. In a hands-free system, the microphone is farther away and provides higher sensitivity to pick up your words. The Infiniti-Cellport Hands-Free System uses an omni-directional microphone and digital noise suppression to improve audio performance.

## System Components

The Infiniti Cellport Hands-Free System comprises the following components:

**A docking station**, installed in your car in the center console or instrument panel area.

**A pocket adapter**, specific to your brand and model of cellular phone, which must be securely docked in the docking station for the system to function.

To use the system, you must dock your cellular phone in the pocket adapter.

In addition to this owner's guide, your Infiniti Cellport Hands-Free System includes your phone-specific pocket adapter and a *Pocket Adapter Guide*. An overview of the voice command system is also included in your *Infiniti Q45 Quick Reference* guide.

# The Pocket Adapter

## Obtaining Your Pocket Adapter

A pocket adapter must be docked in the docking station for the Infiniti Cellport Hands-Free System to function.

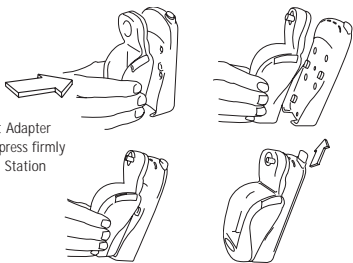
Infiniti-certified pocket adapters are only available through the phone number or Web site listed here. Do not use Cellport Pocket Adapters that may be available through retail or other channels. Use of pocket adapters that are not certified for use in the Infiniti Q45 may produce undesirable effects or a loss of hands-free features and may void the warranty.

To order phone-specific pocket adapters, call 1 (877) 409-8799 or visit [www.cellport.com/infiniti](http://www.cellport.com/infiniti).

## Docking Your Pocket Adapter

Place the bottom end of your Cellport-compatible pocket adapter in the docking station. As the connectors line up and begin to engage, press firmly until the pocket adapter latches securely to the docking station and the gray release button snaps up (1/4 to 1/2 inch).

Grasp Pocket Adapter at base and press firmly into Docking Station to attach



**Note:** You should only dock and undock pocket adapters while the automobile is safely parked and the ignition is turned off. Docking or undocking a pocket adapter while the ignition is on may result in a loss of synchronization between the Infiniti Cellport Hands-Free System and the Infiniti Voice Recognition Unit.

## Undocking Your Pocket Adapter

Press the release button on the top right of the docking station until the top of the pocket adapter pops out of the docking station.

Grasp the pocket adapter at the bottom and gently pull straight out and away from the Cellport docking station.



To remove Pocket Adapter press button at top of the Docking Station



Grasp Pocket Adapter at base and pull horizontally



Note: To prevent damage to electrical connectors, pull the pocket adapter straight out from the docking station.

## Your Phone and the Hands-Free System

Your pocket adapter is specifically designed to work with your cellular phone's features. Please review the *Pocket Adapter Guide* provided to get information specific to your phone. Also, visit our Web site at [www.cellport.com/infiniti](http://www.cellport.com/infiniti) for more phone-specific information.

### Docking and Undocking Your Phone

The *Pocket Adapter Guide* explains how to dock and undock your phone.

### Turning the System On and Off

#### *Turning the Hands-Free System On*

To use the hands-free system, simply turn your phone on, dock your phone in the pocket adapter and turn your car's ignition to the accessories on (ACC/ON) or engine running position. If your ignition is already on, just turn on your phone and dock it.

As long as your phone is on and remains docked, and the car's ignition is on, you can use the hands-free system. Just press and release the Push To Talk button and give a hands-free command.

#### *Turning the Hands-Free System Off*

There are several ways to turn the hands-free phone system off:

- \* When you undock your phone, the hands-free system is unavailable.
- \* When you turn your car's ignition off, the audio system will automatically shut off and the hands-free system will be unavailable. If you are on a call and wish to continue, either leave the ignition on or remove your phone and continue the call using the handset.

**Note:** If you are using a flip phone, consider these strategies to avoid accidentally ending calls: (1) disable your phone's active flip feature (which turns the phone on/off when it is open/closed) (2) leave the phone closed - and on - while it is docked.

**Note:** Your car's radio does not have to be on for the hands-free system to work. The audio system will automatically turn on during a phone conversation.

### *Turning Your Phone Off*

If your phone is on, it will remain on after you undock it. If you'd like to turn your phone off while it is docked, turn the power off as you normally would (for example, by pressing the Power button).

Note: Incoming calls will not ring through if your phone is turned off.

### **Answering and Ending Calls**

There are several options for answering your phone and ending calls:

- \* Press the Push To Talk button located on the left side of your steering wheel.
- \* Set up your phone to automatically answer calls after the first ring.
- \* Answer and end calls as you normally would with your keypad (for example, by pressing the "Send" key). This approach is not recommended while you are driving, since using your phone's keypad can distract your focus from driving. Please review the "Safety Considerations" section regarding safe driving.

Note: If your phone is set on vibrate or a low ring volume, you may be unable to hear incoming calls.

Check your *Pocket Adapter Guide* and your phone's owner guide to determine which call answering features your phone supports.

### **Mid-Call Docking, Undocking and Redocking**

With the Infiniti Cellport Hands-Free System, you can dock, undock and redock your phone in the middle of a call, as long as your ignition is on.

The mid-call docking feature allows you to continue a call in hands-free mode when you enter your car.

The undocking feature gives you extra privacy when you don't want incoming conversation amplified through the speakers. However, this approach is not recommended while you are driving, since using your phone in a hand-held mode can distract your focus from driving. Please review the "Safety Considerations" section regarding safe driving.

Note: You will experience a slight delay when you use mid-call docking and redocking. You may also occasionally experience other irregularities, such as difficulty terminating the call in progress using the PTT button, after mid-call docking or redocking.

You can also redock the phone mid-call and continue your conversation in hands-free mode.

## Other Considerations

### *Dialing Your Phone*

You can use voice commands to dial your phone hands free. See the “Voice Commands” section later in this manual for more information.

You can also dial your phone using the keypad. However, this approach is not recommended while you are driving, since using your phone’s keypad can distract your focus from driving. Please review the “Safety Considerations” section regarding safe driving.

### *Setting the Volume*

When your phone is docked, the car’s audio system will amplify the system’s voice feedback, as well as sounds you normally hear through your phone’s earpiece.

You can set the volume on your hands-free system using the radio’s volume control. The audio system will maintain that volume setting.

### *Speaking to Others through the Microphone*

To capture your phone discussion and voice commands, the Infiniti Cellport Hands-Free System uses an omni-directional microphone, located in the upper headliner of the vehicle. For optimum phone transmission, minimize noise within the car when speaking, and speak clearly while facing forward.

### *Charging Your Phone’s Battery*

Your phone’s battery will automatically charge when the phone is docked in the pocket adapter, unless the battery is already fully charged.

## Voice Dialing and Hands-Free Commands

The Infiniti Cellport Hands-Free System works in conjunction with Visteon Voice Technology™ so you can use your phone hands free.

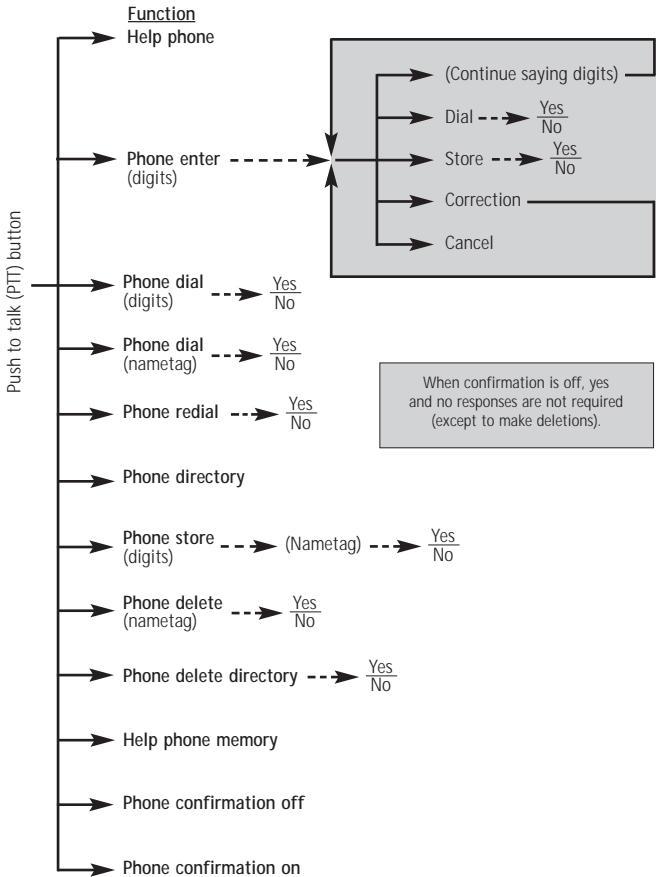
This voice recognition technology will accept specific words or phrases that are clearly pronounced. Your ease of use will increase as you learn to speak with an optimal cadence or pace. In addition, this system can be trained to recognize a wide variety of voices and accents. (See your *Infiniti Q45 Quick Reference* guide for more information on Voice Training.)

**Note:** Consider undocking your phone and turning it off while completing voice training to minimize interference or noise.

### Phone Command Tree

The diagram on the next page shows how to navigate the phone voice command menu.

# Command Tree



## Getting Help

If you need help while using the system, press and release the PTT button and say, "Help phone." The voice feedback system will list the hands-free commands that are available to you; these commands will also appear on the multi-function display screen.

**Note:** For best results when using the hands-free system, speak clearly, face forward and minimize noise within the car.

## Using the Push To Talk (PTT) Button

The Push To Talk button located on the left side of your steering wheel serves several functions.

Press and release the PTT button:

- \* Before speaking to the system (to give a command or answer a prompt)
- \* To answer an incoming call
- \* To end an ongoing call
- \* To cancel a command during the voice feedback.

## Using the “Enter” Command to Dial or Store Numbers

You can use the “Enter” command to dial or store phone numbers in several smaller strings of digits. This offers you more flexibility when you are working with long or complex numbers and may help improve voice recognition.

To use this approach, press and release the PTT button and say, “Phone enter,” and a set of at least 2 digits (with a maximum of 16 digits). After the voice feedback confirms your command, you can say more digits, correct/delete the digits just added, store the number in memory, or dial the number.

If you are unsure how to proceed during the “Enter” process, a built-in dialogue system will provide prompts and instructions.

Example:

You say: Phone enter 1-2-3.

Voice feedback responds: Phone enter 1-2-3.  
(Continue entering digits or say dial, store, correction or cancel.)

You say: 4-4-5-6.

Voice feedback responds: 4-4-5-6. (Continue entering digits or say dial, store, correction or cancel.)

You say: Correction.

Voice feedback responds: Phone digits deleted. Please continue.

You say: 4-5-6-7.

Voice feedback responds: 4-5-6-7. (Continue entering digits or say dial, store, correction or cancel.)

You say: Dial (or Store).

Voice feedback responds: Dial 1-2-3-4-5-6-7.

[Voice feedback asks: Dial? Please say yes or no.

You say: Yes.]

Voice feedback responds: Dial accepted.

**Note:** You do not need to wait for the instructions (shown in parentheses). After the system confirms each command, you may simply state the next command.

**Note:** Bracketed dialogue is omitted when the “Confirmation” feature is off.

## Dialing With the Hands-Free System

### *Dialing Phone Numbers*

You can use the “Enter” command to dial phone numbers in several smaller strings of digits. See “Using the ‘Enter’ Command to Dial or Store Numbers,” for more information.

Or, to voice dial a complete phone number, press and release the PTT button and say, “Phone dial,” followed by the phone number.

**Note:** If the phone system is already active, you can omit the word “Phone” from most commands

#### *Example:*

You say: Phone dial 1-2-3 4-5-6 7-8-9-0.

Voice feedback responds: Phone dial 1-2-3 4-5-6 7-8-9-0.

[Voice feedback asks: Dial? Please say yes or no.

You say: Yes.]

Voice feedback responds: Dial accepted.

### *Dialing Stored Numbers*

To dial a number stored in the system directory with a nametag, press and release the PTT button and say, “Phone dial” followed by the nametag, exactly as originally recorded. If you forget a nametag, use the “Phone directory” command before dialing to hear a list of entries.

#### *Example:*

You say: Phone dial home.

Voice feedback responds: Phone dial home.

[Voice feedback asks: Dial? Please say yes or no.

You say: Yes.]

Voice feedback responds: Dial accepted.

**Note:** You must say a nametag exactly as it was originally recorded. For instance, if a number was stored as “Home” you cannot say “My home” to recall the entry.

### *Redialing*

To dial the last number called, press and release the PTT button and say, "Phone redial."

#### *Example:*

You say: Phone redial.

Voice feedback responds: Phone redial.

[Voice feedback asks: Dial? Please say yes or no.

You say: Yes.]

Voice feedback responds: Dial accepted.

## Managing the Memory Directory

The Infiniti Cellport Hands-Free System includes a phone directory that can store up to 40 numbers. These numbers are stored within the vehicle's system regardless of what phone or pocket adapter you are using. When you store a new entry, you state a nametag for it; the system records and stores your nametag for commands and confirmations.

### *Getting Memory Help*

To get a list of the directory commands, press and release the PTT button and say, "Help phone memory."

### *Storing a New Entry*

You can use the "Enter" command to store phone numbers in several smaller strings of digits. See "Using the 'Enter' Command to Dial or Store Numbers," for more information.

**Note:** Consider using one-word nametags when possible to minimize the potential for confusion or error.

Or, to store a complete phone number, press and release the PTT button and say, "Phone store," followed by the phone number. Voice feedback will confirm the command and ask you to state a nametag for this entry.

### *Example:*

You say: Phone store 1-2-3-4-5-6-7-8-9-0.

Voice feedback responds: Phone store 1-2-3-4-5-6-7-8-9-0. Name please.

You say: Home.

[Voice feedback responds: Home. Please say yes or no.]

You say: Yes.]

Voice feedback responds: Home stored.

### *Reviewing Directory Listings*

To hear a list of numbers in the directory and see each number on the display, press and release the PTT button and say, "Phone directory."

#### *Example:*

You say: Phone directory.

Voice feedback responds: Phone directory (and lists the nametags and numbers stored).

### *Deleting an Entry*

To delete an entry from the Infiniti Cellport Hands-Free System's directory, press and release the PTT button and say, "Phone delete," and the nametag for that entry.

#### *Example:*

You say: Phone delete home.

Voice feedback responds: Phone delete home.

[Voice feedback asks: Delete? Please say yes or no.

You say: Yes.]

Voice feedback responds: Name deleted.

### *Deleting the Entire Stored Directory*

To clear the phone directory stored in your Infiniti Cellport Hands-Free System, press and release the PTT button and say, "Phone delete directory." All numbers stored in the system will be erased.

#### *Example:*

You say: Phone delete directory.

Voice feedback responds: Phone delete directory.

[Voice feedback asks: Delete? Please say yes or no.

You say: Yes.]

Voice feedback responds: Directory deleted.

**Note:** Before using the "Phone delete directory" command, be sure you will not need to use any of the stored numbers again. All numbers stored in the system's memory will be erased and cannot be retrieved.

## Turning Confirmation On and Off

With the audible confirmation feature on, you must confirm a command before the system completes it. For instance, if you say, "Phone dial home," voice feedback will ask, "Phone dial home. Dial? Please say yes or no." Then you confirm the command.

With phone confirmation off, voice feedback repeats and implements most commands without confirmation. However, you will still need to confirm memory deletions.

To turn off the confirmation feature, press and release the PTT button and say, "Phone confirmation off." To turn confirmation back on, press and release the PTT button and say, "Phone confirmation on."

### *Example:*

You say: Phone confirmation off.

Voice feedback responds: Phone confirmation off.

### *Example:*

You say: Phone confirmation on.

Voice feedback responds: Phone confirmation on.

# Troubleshooting

## Problems with your Infiniti Cellport Hands-Free System?

If you experience problems with the Infiniti Cellport Hands-Free System, please review the troubleshooting tips below and consult your *Pocket Adapter Guide*. If you need additional assistance after using these guides, contact Cellport at:

- \* Web site with Frequently Asked Questions, information updates and information about phone assistance: [www.cellport.com/infiniti](http://www.cellport.com/infiniti)
- \* Product Assistance by e-mail: [support@cellport.com](mailto:support@cellport.com)
- \* Product Assistance by phone: (303) 413-1780.

### 1) Problem: The hands-free phone system is not working.

Before troubleshooting this issue, test the hands-free system by giving a phone-related voice command. Oftentimes, the system is working even though it may not appear to be active.

#### *Solution:*

- \* Make sure the phone is on.
- \* Make sure the car's ignition is on.
- \* Make sure the pocket adapter is securely docked in the docking station. The release button on the docking station should be fully extended.
- \* Make sure the phone is fully docked in the pocket adapter.
- \* Check the pocket adapter and bottom of the phone for any lint or dirt on the connectors.
- \* Turn the car's ignition off. Undock and redock the pocket adapter to make sure it is properly seated. Turn the car's ignition back on.
- \* If the problem persists, consult your dealer.

**Note:** If your phone's battery is fully charged, there may be no visible indication that the system is active. If the battery is not fully charged, the battery charging indicator should turn on after you dock the phone and turn the ignition on.

**2) Problem: An error message is saying my phone is not connected, even though I docked it.**

*Solution:*

- \* Make sure the phone is on.
- \* Make sure the car's ignition is on.
- \* Make sure the pocket adapter is securely docked in the docking station. The release button on the docking station should be fully extended.
- \* Make sure the phone is fully docked in the pocket adapter.
- \* Check the pocket adapter and bottom of the phone for any lint or dirt on the connectors.
- \* Turn the car's ignition off. Undock and redock the pocket adapter to make sure it is properly seated. Turn the car's ignition back on.
- \* If the problem persists, consult your dealer.

**3) Problem: The phone does not ring with incoming calls.**

*Solution:*

- \* Make sure the ringer is turned on (not set to vibrate).
- \* Set the phone ringer volume at mid-level.
- \* Adjust the volume on your car's audio system.
- \* Consult [www.cellport.com/infiniti](http://www.cellport.com/infiniti), request support via e-mail at [support@cellport.com](mailto:support@cellport.com), or call (303) 413-1780.

**4) Problem: When I dial my phone using the keypad, the tones don't come through the car's audio system.**

*Solution:*

- \* Make sure the phone is on.
- \* Make sure the car's ignition is on.
- \* Check that the phone is not set for muted operation.
- \* Check that the phone is fully docked in the pocket adapter.
- \* Check the pocket adapter and bottom of the phone for any lint or dirt on the connectors.
- \* Consult [www.cellport.com/infiniti](http://www.cellport.com/infiniti), request support via e-mail at [support@cellport.com](mailto:support@cellport.com), or call (303) 413-1780.

**Note:** When you manually dial a phone number with your phone docked in the pocket adapter, the first few digits of the phone number may not come through the car's audio system, due to a brief transmission delay.

**5) I can't hear what the voice feedback is saying.**

*Solution:*

- \* Turn up the volume on your car's audio system.

**6) The system cancels my command when I press the Push To Talk button.**

*Solution:*

- \* Pressing the Push To Talk button while the system is talking cancels the current command. Wait for the voice feedback to finish before you press the PTT button. "Listening" should appear at the top of the visual display.

**7) Problem: The hands-free system sometimes doesn't hear me.**

*Solution:*

- \* Be sure to press and release the Push To Talk button before giving commands or answering system prompts.
- \* Speak in a normal voice, facing forward.
- \* Speak very clearly, pronouncing each word completely, and avoid eating or chewing gum while speaking.
- \* Reduce background noise. For example, close all windows.
- \* Consider using "Voice Training" to improve Voice Recognition accuracy for out-of-dialect users. (See the *Infiniti Quick Reference* guide for more information.)
- \* Check that the phone battery is charging. If not, check that the phone and hands-free system are electronically engaged and ready (see Troubleshooting problem 1).
- \* If the problem persists, consult your dealer.

**8) Problem: The hands-free system sometimes cuts me off.**

*Solution:*

- \* Always wait for the voice feedback to finish before pressing the PTT button and speaking.
- \* Be sure to press and release the Push To Talk button before giving commands or answering system prompts.
- \* Speak in a normal voice, facing forward.
- \* Speak very clearly, pronouncing each word completely, and avoid eating or chewing gum while speaking.
- \* Reduce background noise. For example, close all windows.
- \* Consider using "Voice Training" to improve Voice Recognition accuracy for out-of-dialect users. (See the *Infiniti Quick Reference* guide for more information.)

**9) Problem: When I voice-dial, the phone number is missing digits or digits are misinterpreted.**

*Solution:*

- \* Consider using the “Enter” command. This command offers you more flexibility when you are working with long or complex numbers.
- \* Speak in a normal voice, facing forward.
- \* Speak very clearly, pronouncing each word completely, and avoid eating or chewing gum while speaking.
- \* Reduce background noise. For example, close all windows.
- \* Consider using “Voice Training” to improve Voice Recognition accuracy for out-of-dialect users. (See the *Infiniti Quick Reference* guide for more information.)
- \* Check that the phone battery is charging. If not, check that the phone and hands-free system are electronically engaged and ready (see Troubleshooting problem 1).

**10) Problem: The person I’m speaking to hears other noises and cannot hear me clearly.**

*Solution:*

- \* Reduce background noise. For example, close all windows.
- \* Turn down the volume control on the system, to minimize feedback.
- \* Speak in a normal voice, facing forward.

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Covered by U.S. Patents 5,333,177 and 5,535,274 and 6,341,218 and 5,822,427. Other U.S. and foreign patents pending.

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