

# Driver Center Voice Command Guide

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## Voice Command Overview

Driver Center has hands-free features that allow drivers to safely communicate with their dispatchers while driving. This document describes how to use these features.

The main hands-free feature is voice command recognition (VCR), which allows drivers to send text messages to their dispatcher.

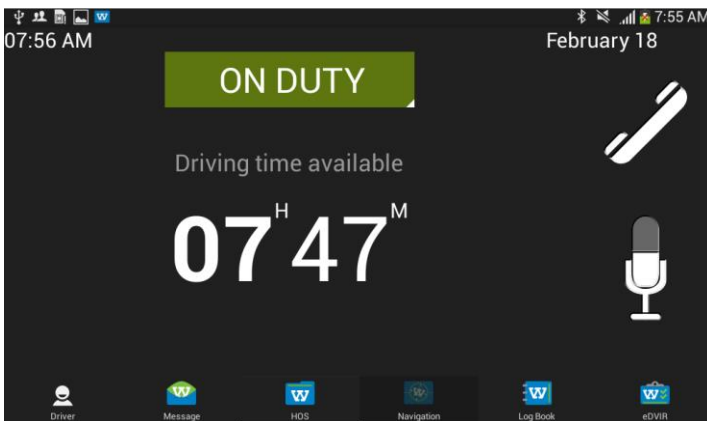
In addition, there is a text-to-speech feature that allows drivers to listen to newly received text messages.

This document is intended for drivers using Driver Center on voice kit-equipped MDTs.

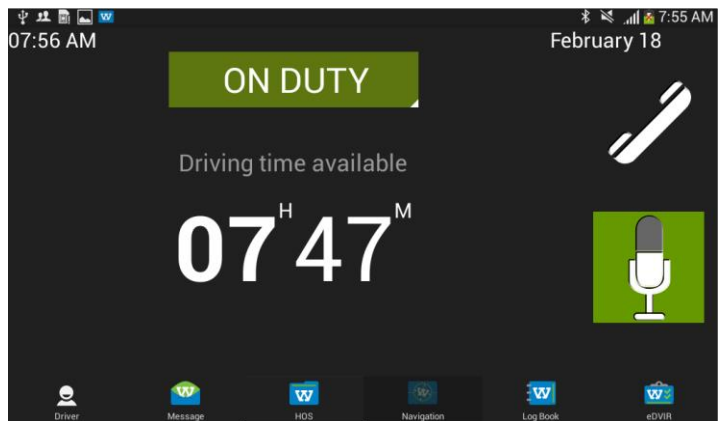
## Voice Command Recognition

The voice command recognition (VCR) feature is activated on the **HOS** screen of Driver Center, which is the screen that is displayed when the vehicle is moving.

To activate VCR, one button press the microphone icon.



*Press the microphone icon near the bottom right of the HOS screen to activate voice command recognition*



*Voice command recognition is activated – notice the green highlight around the microphone icon*

When you press the microphone icon, the MDT plays the following audio prompt:

***“Please say ‘send message list’, ‘make phone call’, ‘emergency’, or ‘cancel’ after the tone.”***

These commands are described in more detail in the following sections.

**Note:** The ***“make phone call”*** feature is currently deprecated and is not described in this guide.

**Tip:** When giving voice commands, keep in mind the following:

- Wait for the beep before speaking a command
- Speak clearly into the microphone
- You do not need to speak loudly

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## Voice Commands

The following voice commands can be used either when voice command recognition (VCR) is activated or when a new text message is received. Most of the functionality will work regardless of duty status or vehicle motion.

Unless otherwise specified, all messages and replies are sent directly to your dispatcher.

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### Sending a Quick Message

You can send a canned message to your dispatcher at any time. Do the following:

1. Activate VCR by pressing the microphone icon on the **HOS** screen.
2. Say “**send message list**” to play back a list of available quick messages, which are as follows:
  - **Departure**
  - **Arrival**
  - **Yes**
  - **No**
  - **Acknowledge**
  - **Call me**
  - **Emergency**
3. After hearing the list, send any of the above quick messages by saying “**send message <quick msg>**”. For example, “**send message acknowledge**”.
4. Driver Center will ask for your confirmation:
  - To send the message, say “**yes**”
  - To cancel, say either “**no**” or “**cancel**”

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### Sending an Emergency Message

You can send an emergency message at any time, regardless of duty status or vehicle motion.

1. Activate VCR by pressing the microphone icon on the **HOS** screen.
2. Say “**emergency**”.
3. If the MDT did not clearly understand you, you will be prompted “**did you say emergency?**”
  - To confirm that you said “**emergency**”, say “**yes**”
4. If the MDT is confident that you said “**emergency**”, you will be prompted “**do you want to send emergency? Please say yes or no after the tone.**”
  - To send the emergency message, say “**yes**”
  - To cancel, say either “**no**” or “**cancel**”

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## Receiving a New Message

Whenever you receive a message, Driver Center plays a verbal notification:

***“You have a new message. Do you want to read the new message? Please say ‘yes’ or ‘no’.”***

You can use a voice command to have Driver Center read you the message via text-to-speech:

- To have Driver Center read the message subject and body, say **“yes”**
- To cancel, say **“no”**

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## Replying to a Message

After a message was read via text-to-speech as described above, you will be prompted:

***“Do you want to respond? Please say ‘yes’ or ‘no’. Say ‘repeat’ to read the message again.”***

- To respond to the message, say **“yes”**  
You can then reply with one of the following predefined responses:
  - Say **“send message yes”**
  - Say **“send message no”**
  - Say **“send message acknowledge”**
  - Say **“send message call me”**
- To cancel, say **“no”**
- To replay the message, say **“repeat”**