SYNC® 3

TECHNOLOGY INFORMATION BOOK

How to Use This Technology Information Book

This Technology Information Book is designed to provide you quick access to the frequently used capabilities of SYNC 3 — your world simply connected with easy-to-use design, high-speed performance and enhanced voice recognition.

You'll find step-by-step "how-tos" to practice and become adept at, so you can show customers this driver-connect technology. Depending on your level of knowledge and experience with SYNC 3, you may use this guide in different ways over time:

- Get familiar with everything you can do to personalize, customize and make the experience your own
- Notice all the available voice commands you can use to access virtually anything you need
- Appreciate the various ways you can use the system and determine which is most convenient for you — voice control or touch screen

How-to and Information Videos

To view videos online, visit FordTube through **FMCDealer.com**.

Use the drop-down menus for Product Training > Technology > SYNC 3. Videos are also available at **owner.ford.com** and at the Ford Owner channel through YouTube.

This Technology Information Book is organized, using the following color-coded sections, to help you find the information you want, when you need it:

| Getting Familiar |
| Getting Started |
| Owner Support |
| Phone |
| Audio |
| Navigation |
| Apps |
| Climate |
| Settings |
| EV Info |
| Software Updates |

Table of Contents

Key Resources

owner.ford.com

Remind owners of the interactive owner support available: Text and video-based info from feature overviews to troubleshooting.

In-vehicle Technology Team

To speak to a technology representative while assisting customers, call:

1-800-392-3673

(Customers)

Select option 3 for In-vehicle Technology Team representative

1-877-945-3648

(Dealerships)

Monday – Saturday
8:30 a.m. – 9:00 p.m. (EST)

Sunday
10:30 a.m. – 7:30 p.m. (EST)

Click-to-chat on **owner.ford.com**

Monday – Saturday
8:30 a.m. – 11:00 p.m. (EST)

Sunday
10:30 a.m. – 11:00 p.m. (EST)

Optimize Your Experience

To optimize your experience using SYNC 3, here are two SYNC 3-compatible devices to have with you:

Bluetooth®-enabled Phone

Digital Media Player

Bluetooth is the wireless technology that is used to connect your vehicle with your phone or other compatible devices. For details on compatible devices, visit **owner.ford.com** to view a dynamic device compatibility tool that is frequently updated by listing device compatibility with the latest technology on the market.

When helping customers at new vehicle orientation, or anytime during the owner-ship experience, remember how important their Bluetooth-enabled phone is. With a paired and connected phone, owners can:

· Make hands-free calls
· Stream audio via Bluetooth
· Access popular smartphone apps
· Have SYNC 911 Assist® connect directly to an operator

Without the phone, it is not possible to use any of these features.

That's why the Bluetooth connection is so vital for the system to work properly, and for the customer's device to be working properly. Think of Bluetooth as a two-way street connecting the phone to SYNC 3 and vice versa.

Bottom line: If owners are experiencing connectivity issues, it may have nothing to do with SYNC 3 and something to do with their phone.
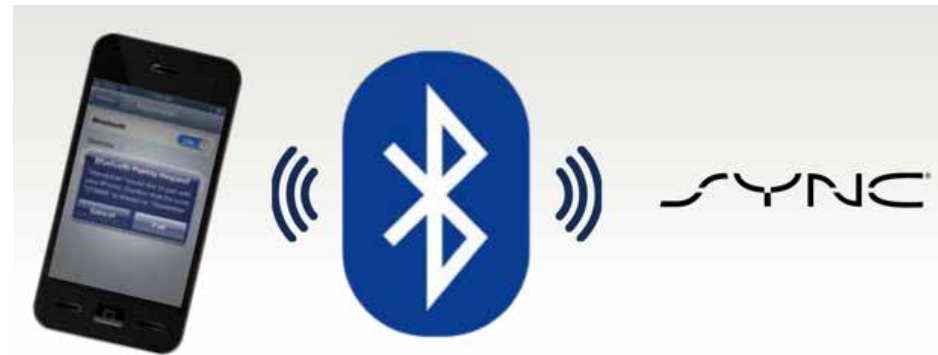
SYNC 3 Screens

Standard 8-inch or 6.5-inch Touch Screen

Press to return to
the Home screen.

72°   3:00 80°   70°

FM

96.3 HD 2

The Parlotones
I Am Alive

Jason's iPhone

Audio   Climate   Phone   Apps   Settings

Press to access
all available
audio sources.

Press to access
available
Climate functions
(if equipped),
including one-touch
access to heated or
cooled seats and
heated steering wheel
(if equipped).

Press to access
the Phone
functions.

Press to access
compatible
smartphone
apps.

Press to access
personalized
system settings.

SYNC 3 Screens (cont'd.)

Optional 8-inch or 6.5-inch Touch Screen
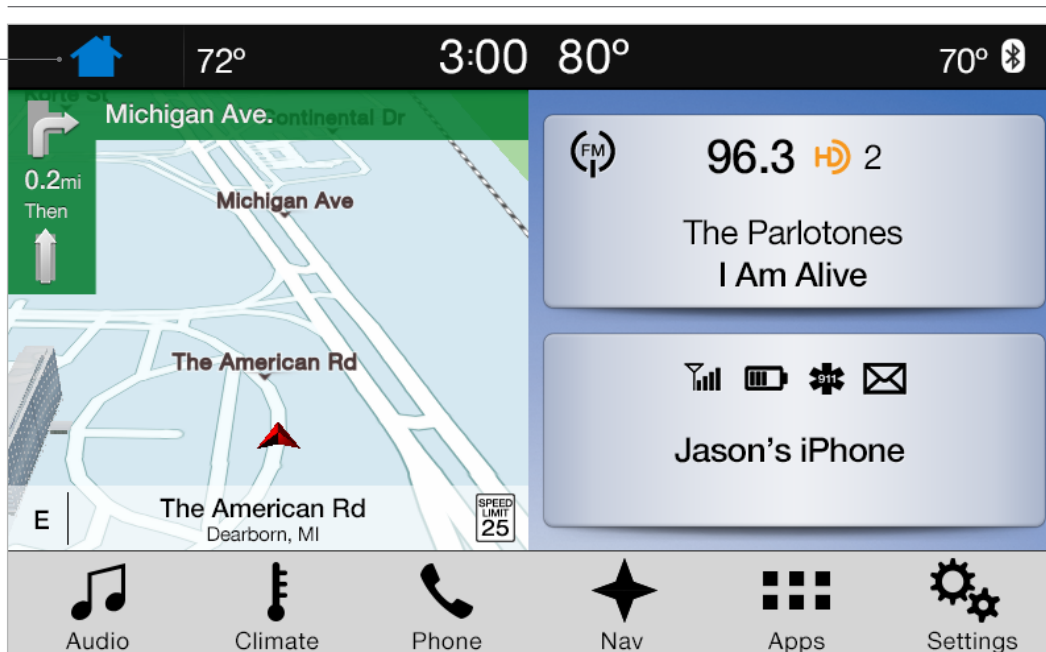
Press to return to the Home screen.

Press to access all available audio sources.

Press to access available Climate functions (if equipped), including one-touch access to heated or cooled seats and heated steering wheel (if equipped).

Press to access the Phone functions.

Press to access Navigation maps or directions (if equipped).

Press to access compatible smartphone apps.

Press to access personalized system settings.

SYNC 3 Screens (cont'd.)

Color

Two versions are available based on the instrument cluster design:

- Dual-cluster design will have unique colors for Audio, Phone, Navigation, Apps and Settings
- Single-cluster design will have blue for all features

Dual Cluster
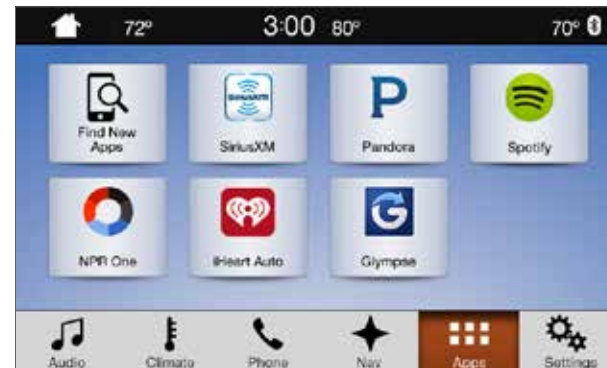
Single Cluster

SYNC 3 Screens (cont'd.)

Day/Night Views

Three configurable versions of the entire system are available for all screens, not just Navigation:

· Daytime view
· Nighttime view
· Auto view, which changes based on light detected

Daytime View

Nighttime View
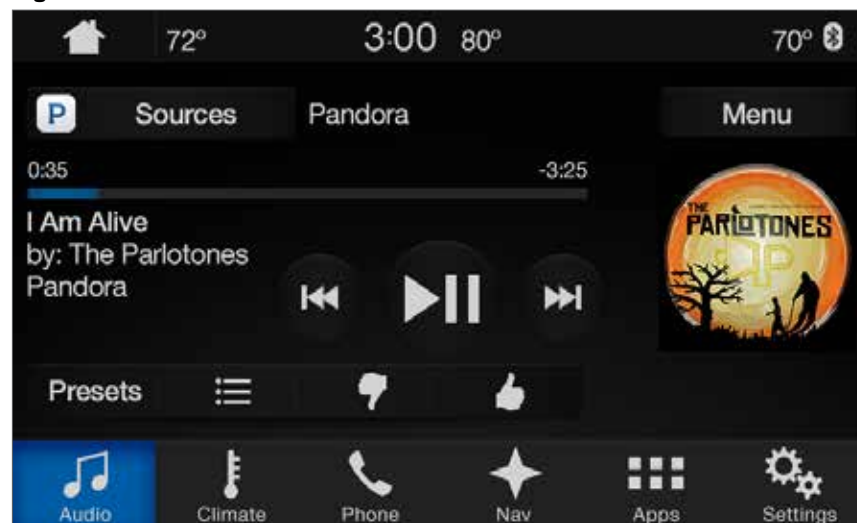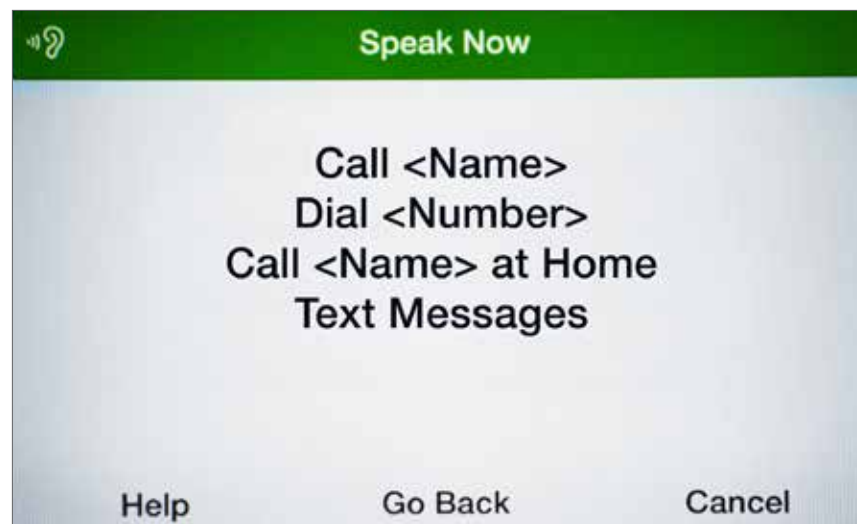
Using the Touch Screen

Be sure to use these tips when operating the system:

· Ensure that your hands are clean, dry and free of moisture
· Press and release on the features you want
· Notice how the system responds before continuing
· Avoid any continuously rapid pressing of the same button
· Use the capacitive touch technology for pinch and swipe on select features, similar to a smartphone or tablet
· Clean the display with a clean, soft cloth such as one used for cleaning eye-glasses. If dirt or fingerprints are still visible, apply a small amount of alcohol to the cloth. Do not pour/spray alcohol onto the display. Do not use detergent or any type of solvent to clean the display
· For best results, refrain from wearing gloves while using the touch screen

Voice Menus

A little visual cue can go a long way to improving the confidence and accuracy of the system delivering what the driver wants. Voice menus help guide owners in using the system.

The system is capable of recognizing thousands of commands, so to help pinpoint the right one, pop-up screens appear after pressing the Voice button on the steering wheel. There are many pop-up screens, each specific to the features of the system, based on what the user says, for example:

· What Can I Say?
· Phone
· Navigation (if equipped)
· Audio
· Climate
· Mobile Apps

The most common commands are listed and a green bar appears at the top of the screen with a "Speak Now" cue.

Speed-restricted Features

When the vehicle is in motion, Ford proactively locks out capabilities not related to the task of driving, such as any action that requires typing on a keypad (e.g., typing a Navigation destination) and limited list scrolling capability.

The following features are locked out when the vehicle is in motion and the features appear grayed out on the screen:

Cellular Phone

· Pairing a Bluetooth® phone
· Adding phonebook contacts or uploading phonebook contacts

Settings

· Enabling Valet mode

Wi-Fi®/Wireless

· Connecting to a wireless network

Text Messages

· Composing text messages
· Viewing received text messages
· Editing preset text messages

Navigation (if equipped)

· Using the keyboard to enter a destination
· Adding/Editing Address Book entries or Avoid Areas
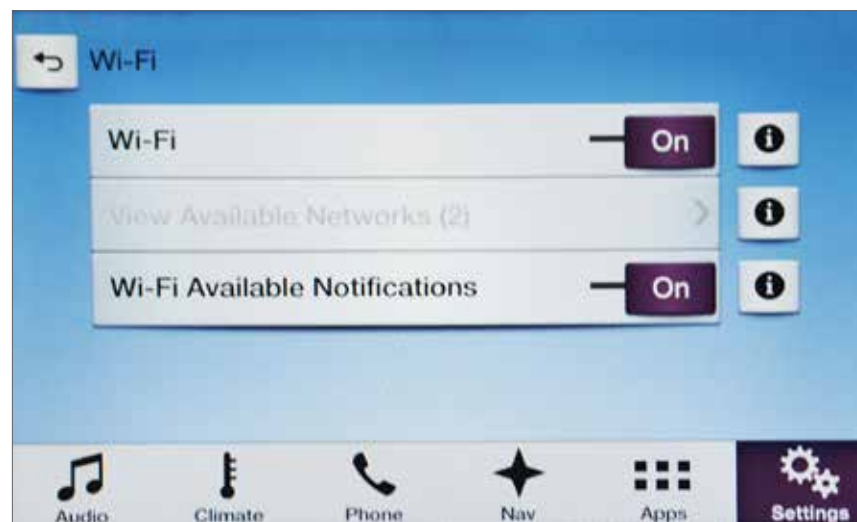
SYNC 3 Compared With MyFord Touch®

Customers already familiar with touch-screen technology from Ford may arrive at SYNC 3 with their own expectations of what the new system provides in comparison to MyFord Touch. Use these points when talking with customers about the similarities and differences.

SYNC 3 Home Screen

· Provides at-a-glance access to Phone, Audio and Navigation (if equipped) status, along with heated and cooled seats and heated steering wheel (if equipped)
· Buttons along the bottom are visible all the time for quick, convenient access to:
   – Audio
   – Climate (if equipped)
   – Phone
   – Navigation (if equipped)
   – Apps
   – Settings
· Home button at the top left returns to the Home screen
· New unique daytime and nighttime views, depending on customer preference

SYNC 3

MyFord Touch

SYNC 3 Compared With MyFord Touch® (cont'd.)

SYNC 3

MyFord Touch

SYNC 3 Phone Screen

- New capacitive touch technology allows owners to swipe on select features, similar to a smartphone or tablet
- Clean, simple design; tiles and icons are used on selected screens to quickly access features
- This amounts to a small number of screens with main features readily available

SYNC 3 A-to-Z Jump Feature

- A-to-Z jump feature allows owners to conveniently find phone contacts
- A quick drag of the scroll bar displays a large letter denoting where owners are alphabetically within their phonebook

SYNC 3 Apps

- SYNC AppLink™ is integrated into the touch screen
- Quick, responsive swipe technology to view available apps
- Apps installed on the owner's phone and discovered are shown, along with an icon for each app
- Similar app experience in the vehicle as it is on the phone
- Apps can resume across ignition cycles, when connected
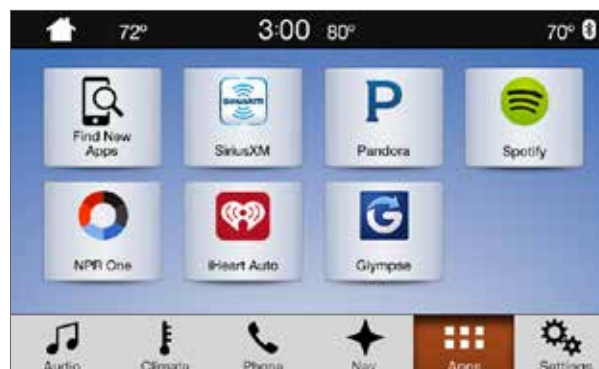
SYNC 3 Compared With MyFord Touch® (cont'd.)

SYNC 3 Settings

· All the Settings are conveniently located in a single section, as opposed to individual feature screens, making it quicker to personalize your settings

SYNC 3

MyFord Touch

SYNC 3 Compared With MyFord Touch® (cont'd.)

Some other features have been purposefully designed out of the system or they behave a little differently on SYNC 3 in comparison to MyFord Touch.

- iTunes® Tagging functionality has been removed
- The calendar has been removed
- AM/FM scan feature has been removed
- Autoplay for USB-connected device has been removed
- Navigation no longer requires an SD card
- Text that does not fit on a screen fades out at the end as opposed to having an arrow to scroll to see more (for example, a long song title)
- No audible warnings for SYNC 911 Assist®. Drivers can confirm 911 Assist is active and ready to assist by viewing the 911 icon on the Home screen

SYNC 3

MyFord Touch

Start with the most important steps so you can optimize your experience.

1. Set up Your SYNC 3 Owner Account

· Go to **owner.ford.com**
· Select Register
· Follow the on-screen instructions

2. Pair Your Phone

Pairing is what allows Bluetooth® devices to communicate with each other securely. It can only be done when the vehicle is not in motion.

1. Make sure that your vehicle is in Park and both your ignition and radio are turned on.
2. Make sure that Bluetooth is set to On and your mobile phone is in the proper mode.
3. Press Add Device on the Home screen (or press Phone in the bottom menu of the touch screen and then press Add a Phone). Alternatively, press the Voice button on the steering wheel and say "Pair Phone."
   – A message will appear on the touch screen indicating that your device is trying to pair with SYNC 3. A 6-digit PIN will appear on your device
   – If your device does not support secure simple pairing, you will have to enter the PIN manually. Search for Devices on your mobile phone until your phone finds SYNC. Then, select SYNC and add the 6-digit PIN shown on the touch screen
4. When prompted on your phone's display, confirm that the PIN provided by SYNC 3 matches the PIN displayed on your mobile phone.
5. The display will indicate when the pairing is successful.
6. Turn 911 Assist® on and set Auto-Contact Download to On. Then, select Finish.
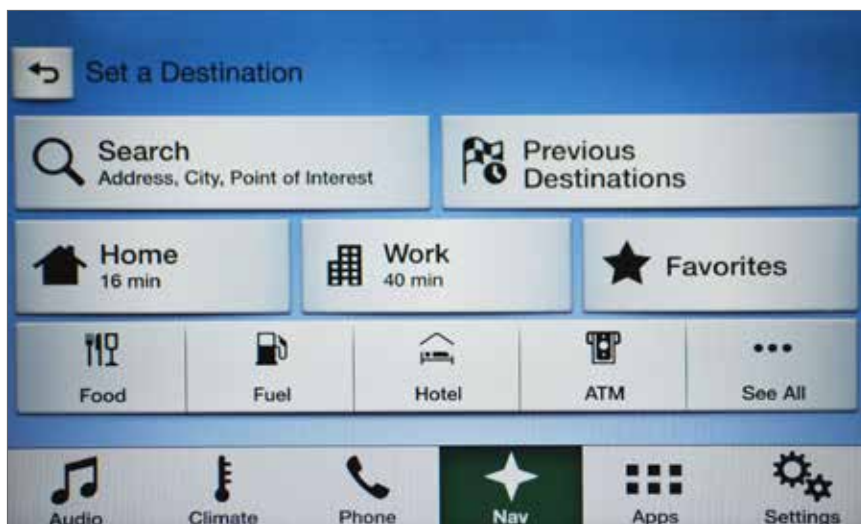
3. Set Home and Work Addresses (if equipped)

You can set Home as the nearest intersection to ensure privacy or your specific home address. Make sure the vehicle is in Park first. Once set up in the system, the time to reach Home and Work destinations, from wherever you currently are located, appears clearly on the screen.

1. Press Nav in the bottom menu.
2. Press Destination.
3. Press Home and answer Yes to the prompt.
4. Use the keyboard to enter an address, city point of interest or intersection.
5. Press the result you want when it appears on the screen and then press Save.
6. Home appears with time to reach the destination on the Destination screen.

Repeat the process to set up a Work address in the system.

4. Set up Your Digital Media Player

1. Connect your device to the USB port.
2. Press the Voice button on the steering wheel and say "USB." Or, press Audio > Sources, and then the device name.
3. Wait until Indexing is complete to gain complete voice control. (Depending on how many digital media files are on your connected device, Indexing appears at the top of the touch screen until Indexing is complete.)
4. Say "Play song <name of song>." Or, say "Play <name of song/artist/genre/album/playlist>."
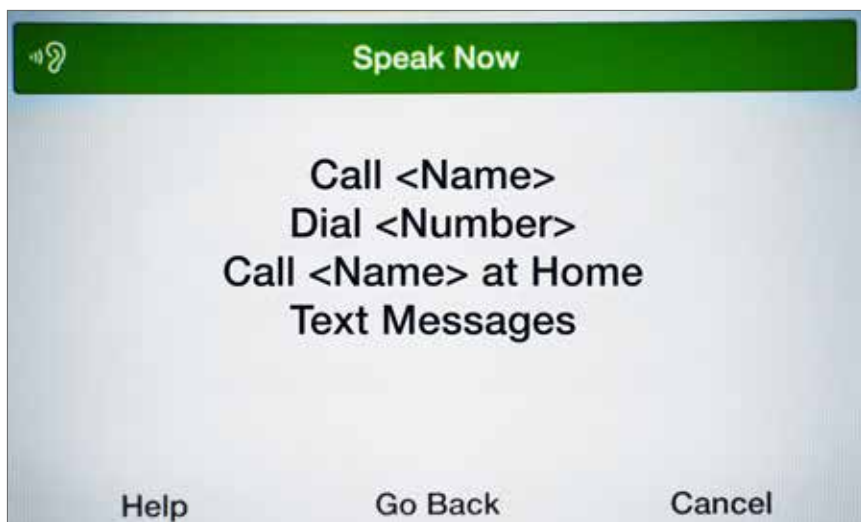
Voice Commands Overview

Virtually anything you can do by touch you can also do by voice to keep your hands on the wheel and eyes on the road. The system recognizes thousands of commands. Here are some of the most common. Touch the Voice button on the steering wheel, and then say:

Basic Commands

· What can I say?
· List of commands
· Main menu
· Previous
· Next
· Go back
· Exit
· Help

Phone Commands

· Phone list of commands
· Dial <phone number>
· Call <name> on cell/at home/at work
· Listen to text message[1]

(1) Phone-dependent feature.

Audio Commands

· Audio list of commands[2]
· Radio:
  – AM or FM
  – <frequency #>
· CD:
  – Play track <1–512>
· Bluetooth Audio:
  – Play
  – Pause
· USB:
  – Play <name of song>
  – Play <name of album>
· Sirius:
  – <channel name>
  – Channel <#>

(2) You can also get detailed lists of voice commands for radio, USB, Bluetooth® audio and SiriusXM®.

Voice Commands Overview (cont'd.)
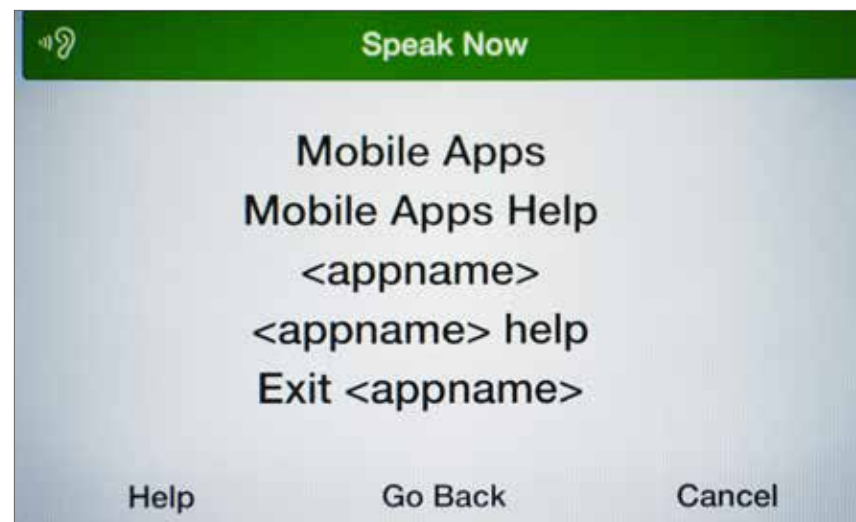
Navigation Commands (if equipped)

- Navigation list of commands
- Destination street address <number, name, city>
- Destination home
- Navigation voice <on/off >
- Repeat instruction
- Show <map/north-up/heading-up/3-D>
- SiriusXM Traffic and Travel Link® list of commands:
  – Traffic
  – Weather
  – Fuel prices

Climate Commands

- Climate set temperature <60–85> degrees

Apps Commands*

- Mobile apps
- Find apps
- List mobile apps
- After saying the name of an app to get it started, you can say the app name and "Help;" for example, "Pandora Help" or "Spotify Help" to get a list of available voice commands

* Each app offers specific voice commands related to the actual app. More info available in the App Catalog at **owner.ford.com**.

Tips for Using Voice Commands

- After pressing the Voice button on the steering wheel, be sure to wait for the SYNC "tone" before speaking a command
- Speak commands in a smooth, confident and normal pace. Avoid "ahhs" or "umms" when speaking a command
- Say all the words of a command in the correct order (e.g., "Call John Doe," "Find an address")
- Say "What can I say?" if you need to view a list of voice commands for the current mode (e.g., Phone, Radio, Navigation, USB)
- Say commands like "AM 950" for AM, "FM 98 point 7" for FM, "Sirius 28" or "Margaritaville" for SiriusXM
- Ensure the vehicle interior is quiet (windows closed, passengers aren't talking)
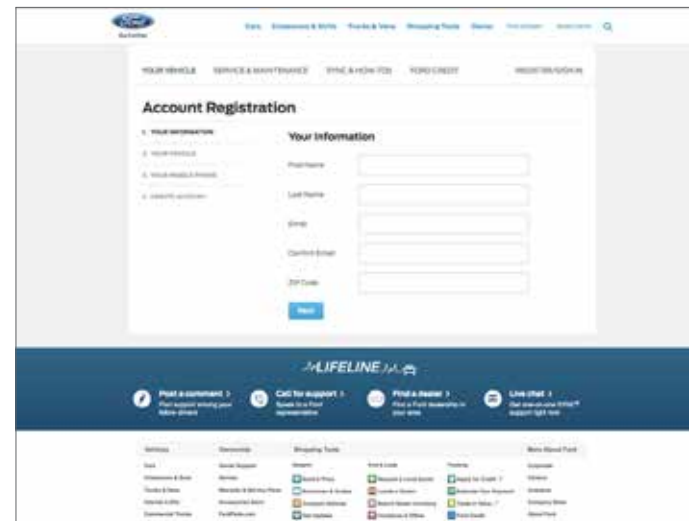
Owner Support

When setting up new owners at vehicle orientation, always remember the importance of having them open a SYNC Owner Account and helping them get started. The **owner.ford.com** owner site provides a simple experience for drivers to get what they need when they want it.

Key Benefits

· One-stop shop for SYNC 3 support and simple interface for account management

· Integration of customer how-to videos ("video snacks") on using SYNC 3 and troubleshooting

· Easy to navigate with few clicks to find information

· Dynamic phone compatibility interaction tool

· All content now available on all platforms – PC, tablet, smartphone – using responsive design

Registration

When working with owners, remind them of the benefits of having a SYNC Owner Account:

· Essential for keeping up with the latest software downloads available for SYNC 3

· Access to customer support for any questions they may have

· Learning about all of the smartphone apps compatible with SYNC 3

Step 1: Your Information

Step 2: Your Vehicle (Users will bypass this step if their sale has already been reported in the dealer tool.)

Step 3: Your Mobile Phone

Step 4: Finish Registration

Vehicle Match: The site provides a new alternative path for users to register without having to have their VIN on hand, if the sale has already been reported by the dealer to Ford, and the site can match the user against their first and last name and ZIP code.

SYNC 3 Features

Once customers are properly set up, they have a one-stop shop with all SYNC 3 features in one location, based on the vehicle they own.

How-to Videos

View video topics for the following and more:

- How to access support content
- How to access the new owner support site
- How to register an account
- How to edit your owner profile
- How to download a software update

Go to **FMCDealer.com/MyTraining/SYNC Central** for more information about SYNC 3.

App Catalog

Help owners get even more out of their ownership experience with up-to-date info on the latest apps integrated with SYNC AppLink™. The SYNC team is continually testing new apps for seamless, hands-free integration to help owners stay connected while driving.

Get Answers

Need help using SYNC 3? Direct owners to the comprehensive topics related to how to use the technology.
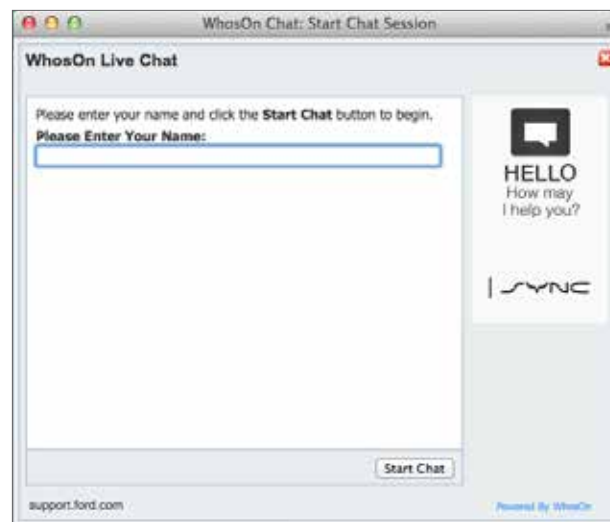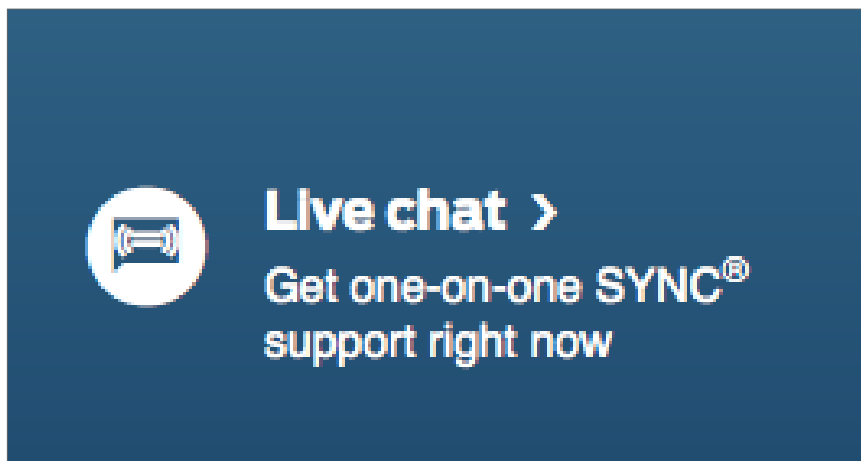
Click-to-Chat

If your customers have SYNC-related questions you're unable to answer, a sure-fire way for them to find information is to use the Live Chat feature on **owner.ford.com**. Located under the Lifeline heading at the bottom of the screen, Live Chat offers one-on-one, immediate support from an In-vehicle Technology Team expert. This team is truly an assembly of experts who can answer questions for all technology matters, including SYNC 3.

In addition to the Live Chat feature, customers can:

· Call Ford Motor Company at **1-800-392-FORD (3673)**
· Post a question on the forum

In order to use any of the phone features — like making a call, receiving a text or using SYNC AppLink™ —
you must first pair and connect your Bluetooth®-enabled mobile phone.

Pairing and Connecting

1. Make sure that your vehicle is in Park and both your ignition and radio are turned on.
2. Make sure that Bluetooth is set to On and your mobile phone is in the proper mode.
3. Press Add Device on the Home screen (or press Phone in the bottom menu of the touch screen and then press Add a Phone). Alternatively, press the Voice button on the steering wheel and say "Pair Phone."
   – A message will appear on the touch screen indicating that your device is trying to pair with SYNC 3. A 6-digit PIN will appear on your device
   – If your device does not support secure simple pairing, you will have to enter the PIN manually. Search for Devices on your mobile phone until your phone finds SYNC. Then, select SYNC and add the 6-digit PIN shown on the touch screen
4. When prompted on your phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your mobile phone.
5. The display will indicate when the pairing is successful.
6. Turn SYNC 911 Assist® on and set Auto-Contact Download to On. Then, select Finish.

How to Pair Additional Phones

1. Press Settings.
2. Press Phone.
3. Press View Devices.
4. Press Add a Bluetooth Device.
5. Search for SYNC appears on the screen and instructs you to begin the pairing process from your device.
6. Follow steps 3–6 shown at left.

How to Reverse Pair

Reverse pairing is when you have SYNC look for your phone rather than have the phone search for SYNC.

1. Make sure to set your phone's Bluetooth® to Discoverable mode.
2. Press Add Device on the Home screen.
3. Press Discover Other Bluetooth Devices, and then Continue.
4. SYNC will search and then display the name of your phone on the screen; press on the tab that displays the name of your phone:
   – A message will appear on the touch screen indicating that your device is trying to pair with SYNC 3. A 6-digit PIN will appear on your device
   – If your device does not support secure simple pairing, you will have to enter the PIN manually. Search for Devices on your mobile phone until your phone finds SYNC. Then, select SYNC and add the 6-digit PIN shown on the touch screen
5. When prompted on your phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your mobile phone.
6. The display will indicate when the pairing is successful.
7. Set Auto-Contact Download to On. Then, select Finish.

If this method does not work, it may be necessary to download a firmware update for the phone. Please check with your phone carrier for any firmware updates for your phone.

Making and Receiving a Call

Pressing the Phone button brings up the main menu for all phone functions like recent calls, contacts, text messages, do not disturb, Siri (iPhone® only) and phone keypad.
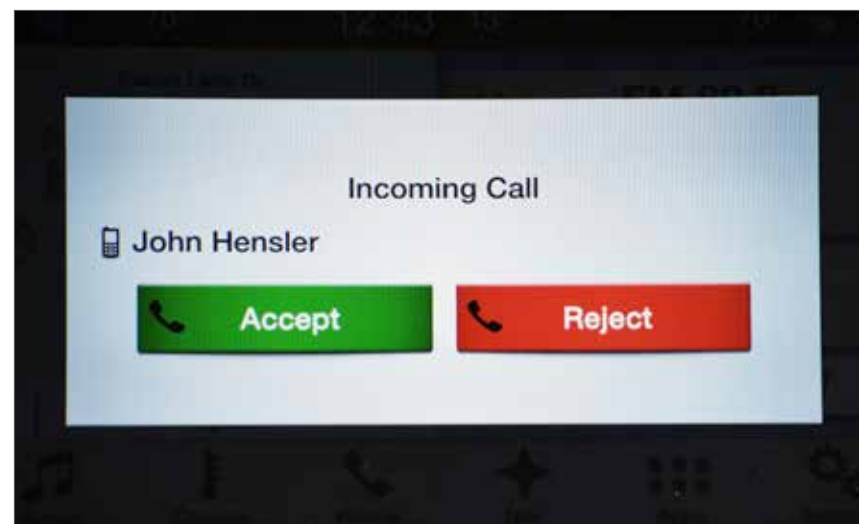
Making a Call

Once your phone is paired, you can make hands-free calls using SYNC 3:

· Press the Voice button on the steering wheel
· When prompted, say "Call <name>" or say "Dial <number>"
· To end the call or exit Phone mode, press and hold the Phone button on the steering wheel
· To enter Privacy mode, touch Privacy to transfer the call to the handset, so other passengers won't hear the conversation

Receiving a Call

An incoming call interacts with SYNC 3 in much the same way it interacts with your Bluetooth®-enabled mobile phone:

· During an incoming call, an audible tone will sound. If available, call information will appear in the display
· Accept the call by pressing Accept on the touch screen or by pressing the Phone button on your steering wheel controls
· Reject the call by pressing Reject on the touch screen or by pressing and holding the Phone button on your steering wheel controls
· Ignore the call by doing nothing. SYNC 3 will log the call as a missed call
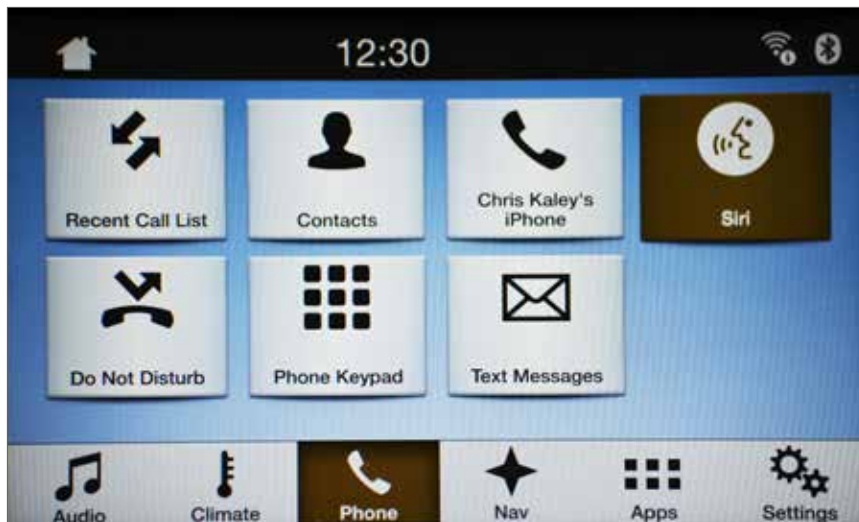
Siri (iPhone® only)

SYNC 3 allows iPhone users to access the functions of Siri. This capability allows drivers to initiate a Siri session in the same way as they do on the iPhone, by using SYNC's Push to Talk button on the steering wheel or the Siri button on the Phone screen. Siri only will respond to commands with audio-based results, not visual images that require looking at the iPhone screen.
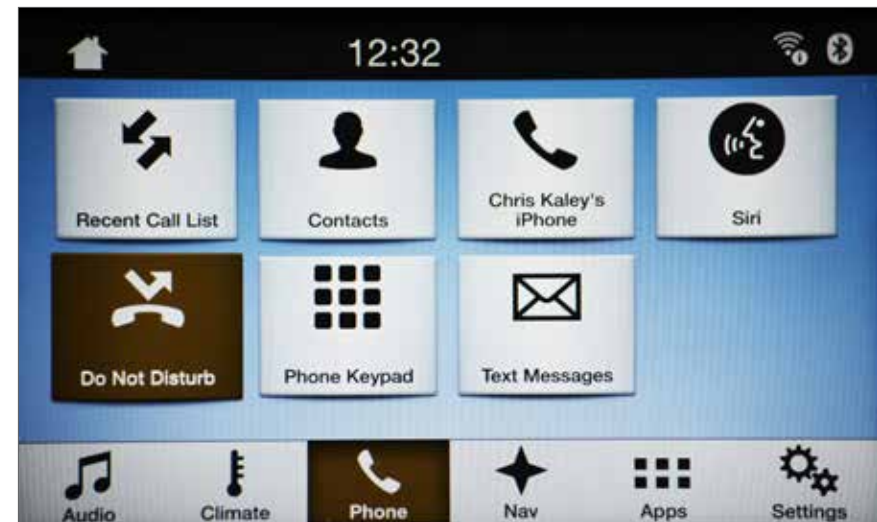
Do Not Disturb

SYNC 3 features a Do Not Disturb button, so you can control how you manage communications while in the car. This is located on the Phone screen.

When on, Do Not Disturb allows you to make outgoing voice-activated calls, but will:

· Block incoming phone calls and divert them to voicemail
· Block incoming text messages and save them on the phone for later viewing
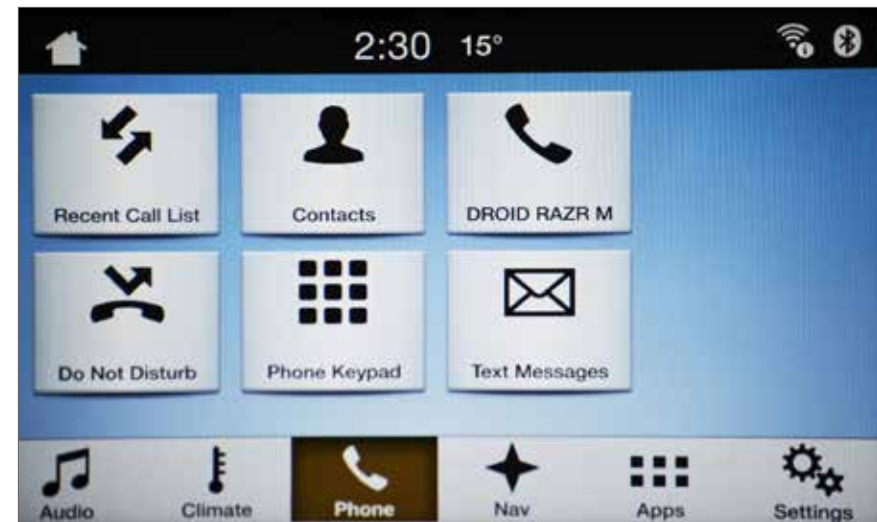
Privacy

SYNC 3 has a Privacy button, so you can prevent other passengers from hearing the conversation.

When on an active call:

· Touching Privacy transfers the call to the handset
· Touching Privacy again returns the call to SYNC 3

Sending and Receiving a Text

SYNC 3 not only enables you to send and receive text messages via Bluetooth®, but SYNC 3 will read them to you aloud and also translate text-messaging acronyms such as "LOL."

To Access Your Text-messaging Menu

· Press the Phone button
· Press Text Messages
· Select from the following options:
  – Hear It
  – View
  – Call
  – Reply
  – Close

Notes:
· Downloading and sending text messages via Bluetooth are phone-dependent features
· Certain features in text messaging are speed dependent and cannot be completed when the vehicle is traveling at speeds over 3 mph
· SYNC 3 does not download previously read text messages from your phone
· In order to receive text messages from an iPhone®:
  – Show Notifications must be turned on in the iPhone after it is paired with SYNC 3. The iPhone must be disconnected/reconnected with SYNC 3 for this setting to take effect
  – The iPhone must be locked when the message comes in or the iPhone will deliver the message only to the iPhone screen
· The iPhone does NOT support sending text messages from SYNC. Send and Reply buttons will not be available on SYNC when using an iPhone
· Please refer to **owner.ford.com** for the phone compatibility device to confirm which phones support this texting feature

Receiving an Incoming Text Message

When there is an incoming text message, an audible tone will sound and the screen will display a pop-up with the caller name and ID if supported by your phone. After pressing the Voice button, you can say "Listen to text message," "Reply to text message," or "Messages," then "Call" to call back. Or you can:

· Press View to view the text message
· Press Hear It for SYNC 3 to read the message to you aloud
· Press Call to call the contact
· Press Reply to send a response
· Press Close to exit the screen

Note: If you press View and your vehicle is traveling over 3 mph, the system will instead offer to read the message to you.

Reply Using Pre-selected Messages

This is a speed-dependent feature and cannot be completed when the vehicle is traveling at speeds over 3 mph.

· Press Phone
· Press Text Messages > Send Text
· You can select Edit Text and use the system keyboard to create a text message or select from the options shown in this list:

– Yes
– OK
– No
– Thanks
– LOL
– Can you give me a call?
– Call me later
– I'll call you back in a few minutes

– I'll call you when I get there
– I just left, I'll be there soon
– I'm ahead of schedule, so I'll be there early
– I'm running a few minutes late
– I'm on my way
– Stuck in traffic
– I'm outside

More Phone Features

You can do more with your phone. Here are a few examples:

SYNC 911 Assist®: Set up In-Case-of-Emergency Contacts

You can add contacts from your phonebook for simple one-touch access on the touch screen after a SYNC 911 Assist event. You can save up to two contacts on the SYNC 911 Assist screen:

· Press Settings > 911 Assist
· Press Set Emergency Contacts
· Press Select A Contact to add contacts from your phonebook

When updating firmware/software on the phone or adding many contacts to the phonebook, it may be necessary to do a "clean" pairing with SYNC 3:

· Delete SYNC from the phone and the vehicle
· Re-pair the phone to SYNC

Auto-Download Your Contacts

This allows you to automatically download your phonebook each time your phone connects to SYNC 3.

To activate:

· Press Settings
· Press Phone
· Press Manage Contacts
· Select Auto-Download Contacts On

Note: Any updates (additions, deletions, etc.) made within your phonebook will also be made within the system after the next download.

Switch Between Paired Phones

This allows you to connect a different, previously paired Bluetooth®-enabled phone.

To switch:

· Press Settings
· Press Phone
· Press View Devices
· Select the phone you want to connect, and then press Connect

Note: Only one device can be connected at a time. When another phone is connected, the previous one will disconnect.

Phone Menu

The Phone menu provides easy access to make decisions about connected phones with SYNC 3.

To access:

· Press Settings
· Press Phone
· Press View Devices
· Press the phone you want from the list
· Choices appear on the screen for:
  – Connect > Disconnect
  – Device Info
  – Make Primary
  – Delete

Dial <Phone Number>	Call
Call <Name>	Call <Name> at Home
Call <Name> on Cell	Call <Name> at Work
Call <Name> on Other	Messages*
Pair Phone	Reply to Text Message
Listen to Text Message	Listen to Text Message <#>

* If you said "**Messages**," you may say any of the following commands:

Listen to Text Message	Call
Listen to Text Message <#>	Reply to Text Message
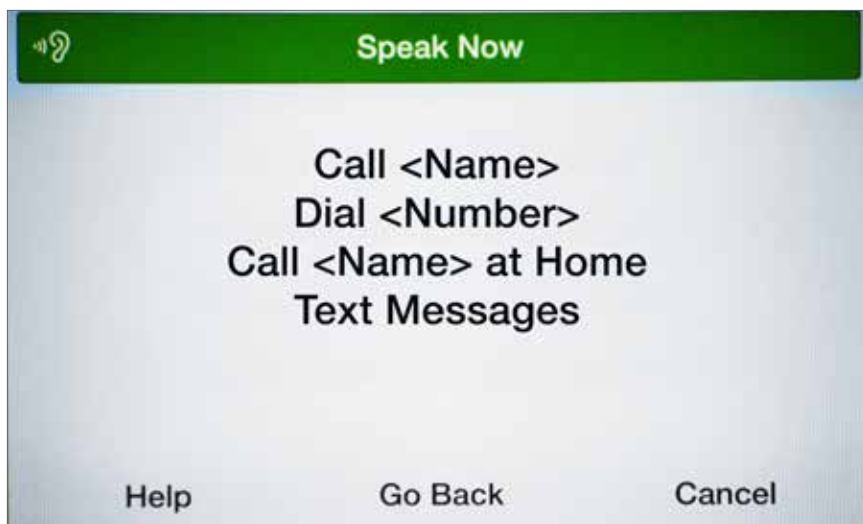
Phone Voice Commands

Virtually anything you can do with the touch functions of the phone features, you can also do with your voice. Use the following voice commands for hands-free control of your phone's capability.

Sources

The Audio button provides easy access to all entertainment sources — some built into the vehicle (like the radio) and others brought into the vehicle for access, such as personal media devices. Access is simple through either voice commands or touch.

Equipped With the Vehicle

- **AM** — select to access AM 1/AM AST frequency bands, plus (where available) access subscription-free HD Radio™ Technology multicasting (HD1–HD8) along the AM bandwidth spectrum
- **FM** — select to access FM 1/FM 2/FM AST frequency bands, plus (where available) access subscription-free HD Radio Technology multicasting (HD1–HD8) along the FM bandwidth spectrum
- **SIRIUS** — select to access available SIRIUS 1/SIRIUS 2/SIRIUS 3 (6-month trial subscription with available pay plans for 1-, 2- or 3-year contract)

Note: AST stores the 6 strongest stations in your current location.

Available With What You Bring In

- **CD** — select to access the CD screen to Advance, Reverse, Scan, Shuffle or Repeat, plus Browse to select a particular track from the screen
- **USB** — select to access a music source plugged into the USB port of the media hub, such as a phone, digital media player or thumb drive
- **Bluetooth® Stereo** — select to access audio streaming wirelessly from a paired, Bluetooth-enabled mobile phone with wireless command/control and metadata display (artist, title, album art). Command/control is a phone-dependent feature
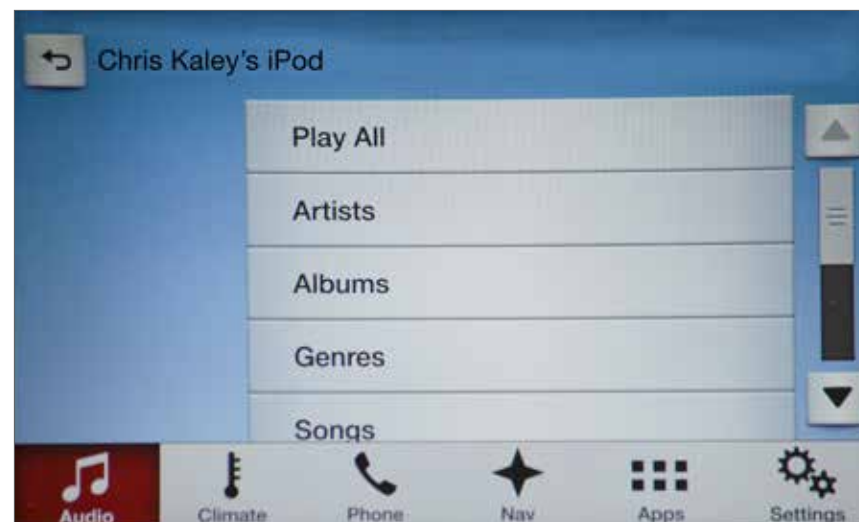
Set Your Radio Presets

Manually

· Press the Audio button
· Press Sources
· Press AM, FM or SIRIUS
· Press Direct Tune
· Enter the desired station and press Enter
· Press the Preset bank you want and then press and hold one of the Memory Preset buttons to save it. You will hear a brief mute and the sound will return when the station is saved
· Or, use the Tune/Seek button on the radio to find a station, and then press and hold a Preset to save it

Automatically

· Press the Settings button
· Press Radio
· Press Refresh/Store Autoset Presets (AST) to have the system automatically store the six strongest AM and FM stations in your current location

Browse

This feature allows you to browse through media devices — CD track list, USB device, etc. — without having to change the audio source to find what you want.

· Press the Audio button > Sources > (CD, USB 1 or USB 2) > Browse
· Use the following to browse:
  – CD – browse specific tracks on the CD
  – USB – browse indexed music:
    · Play All
    · Artist
    · Albums
    · Genres
    · Songs
    · Composers
    · Explore Device

Under Explore Device, other options available include:

· Play All
· Playlists
· Artists
· Albums
· Genres
· Songs
· Composers
· Audiobooks

In addition to browsing via touch, you can also browse by saying what you want.

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HD Radio™ Technology

HD Radio Technology provides an enhanced audio experience with no subscription fees and no special setup to begin enjoying — plus better audio quality, improved reception performance and more choices:

· FM sounds like CD quality; AM sounds like today's FM

· Crystal-clear, static-free reception

· Unique multicasting of channels (HD1–HD8), along the same radio frequency as HD1, featuring innovative content

· Data displayed on-screen, such as song and artist

This feature is only available with optional Sony®-branded audio.

Note: Although uncommon, it is possible for radio stations to experience broadcast problems in sending their analog and digital signals. If you experience interrupted service on an HD1 channel, the signal can automatically switch to its analog equivalent. When in HD2–HD8, since there is no equivalent analog channel behind it, if you experience a radio broadcast problem from the station, you may lose the signal entirely. This situation may be a radio broadcaster issue or loss of reception in fringe areas, not something wrong with the radio itself.

SiriusXM® Satellite Radio

Enjoy over 150 channels, including 100% commercial-free music from virtually every genre, plus live sports play-by-play, news, talk and entertainment — all with crystal-clear, coast-to-coast coverage.

A six-month subscription to the best SiriusXM has to offer – the All Access Package – is included with vehicle purchase. After the initial six months, you can extend your subscription by calling SiriusXM Customer Care at 1-877-447-0011.

The All Access Package includes:

· SiriusXM Satellite Radio, where owners can listen to over 150 channels in the vehicle
· SiriusXM Internet Radio, where owners can listen to over 160 channels on a computer, tablet or smartphone

Using SiriusXM Satellite Radio

· Press and hold one of the memory preset areas (located in the middle of the screen near the bottom). You will hear a brief mute and the sound will return when the channel is saved
· Press Direct Tune and enter the desired satellite channel number via the on-screen keypad
· Press the Preset button to change preset banks (SIRIUS 1, 2 or 3)
· Press Alert to save the current song or artist as a Favorite (up to 20 can be saved) and the system will alert you when it plays again
· Select Channel Guide to view a list of all available channels. Scroll and select the desired channel. You can also lock or skip unwanted channels or view the song/artist on other channels
· Press Replay to pause and replay up to 44 minutes of audio as long as you remain tuned to the current channel

SIRIUS Settings

You can access more settings. First the audio must be set to SIRIUS mode.

· Press the Settings button
· Press SIRIUS:
  – Set Category for Seek – allows you to customize how the Seek function operates:
    · All Channels
    · Pop
    · Rock
    · Hip-Hop
    · R&B
    · Dance & Electronic
    · Country
    · Christian
    · Sports
    · Jazz/Standards
    · Classical
    · Sports
  – Parental Lockout – allows you to set a PIN to lockout certain channels
  – Edit Alerts – allows you to set Alerts on or off
  – Electronic Serial Number (ESN)

Consult your Owner's Manual for more working instructions. In SiriusXM® Satellite Radio mode, voice commands also provide "direct tuning" capability, which allows the owner to readily tune to desired "home team" game broadcasts rather than knowing the channel up front. So, for example, saying "Sports Games" and then "Tune to <Team Name> game" or "Tune to <Team City> game" finds and directs to the channel.
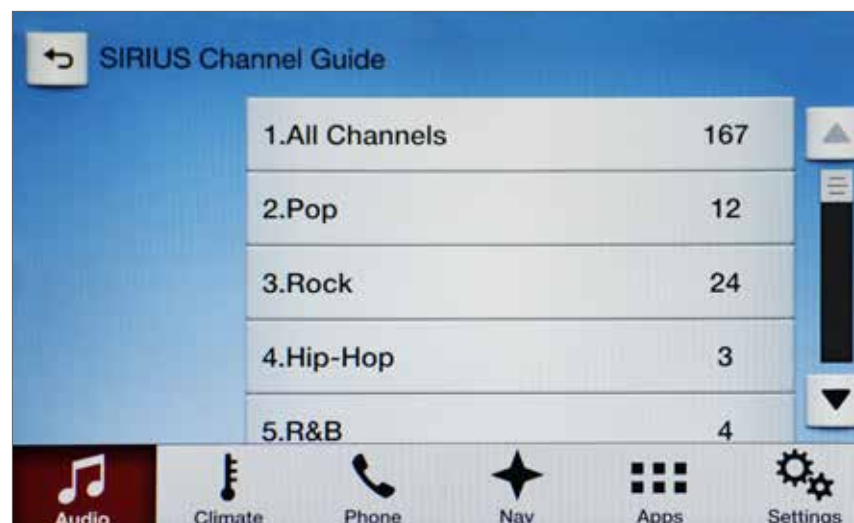
USB

The USB ports are inside your center console (exact location varies by vehicle), and you can control your USB-connected personal devices with voice commands or touch. This feature allows you to plug in media playing devices, thumb drives, and also to charge devices if they support this feature. You can use USB 1 or USB 2. Ensure that you have the correct one chosen on-screen. The name of the device appears on the screen when connected.

· Press the Audio button
· Press Sources
· Select the plugged-in USB Device Name (supports 2 devices). You can then select from the following options:
  – Repeat: Select to repeat the currently playing song/album
  – Shuffle: Select to play music on the selected album or folder in random order
  – Info: Provides on-screen info of what's currently playing
  – Browse: Select to browse the contents of the flash drive or digital music player connected to the USB port

Indexing

Indexing is the way SYNC 3 categorizes the music it finds on your media player. By indexing the music, SYNC 3 can play selections by track, artist, album or genre categories. SYNC 3 automatically indexes your music every time a media player with new music on it is connected to SYNC 3 through the USB port. This may take only a few seconds, but if your player holds thousands of songs, indexing may take longer to complete.

Audio Voice Commands

Virtually anything you can do with the touch functions of the entertainment features, you can also do with your voice. Use the following for hands-free control of your media devices.

Top Level Entertainment Commands

You may say any of these at any time without having to specify the primary audio source first:

<530–1710>	<87.7–107.9>
<0–233>	<Channel Name>
<Channel>	Play <Name of Playlist>
Play <Name of Genre>	Play <Name of Song>
Play <Name of Artist>	Sports Games
Play <Name of Album>	

General Audio Voice Commands

In order to access the voice commands related to the general audio, say the command "Audio," and then you may say any of the commands shown here:

Off	On
Radio	CD
AM	FM
USB	Sirius
Bluetooth Audio	What's This?

CD Voice Commands

While listening to a CD, you may say any of the following commands:

Play	Pause
Help	Play Track <1–512>

Note: If you are not listening to a CD, when prompted, say the command "CD," and then you may say any of the above commands.

Browse Voice Commands

Browse*	Browse USB
Browse Sirius Channel Guide	Browse <Genre> Channels
Browse <League> Games	Help

* If you said "**Browse**," you may say any of the following commands:

Sirius Channel Guide	USB
<League> Games	

SiriusXM® Voice Commands

While listening to SiriusXM Satellite Radio (if activated), you may say any of the following commands:

<Channel Name>	Channel <0–233>
Sports Game**	

** If you said "**Sports Game**," you may say any of the following commands:

Tune to the <Team City> Game	Tune to the <Team City> <Team Name> Game
Tune to the <Team Name> Game	Tune to the <College Name> Game

Bluetooth® Audio Voice Commands

While listening through Bluetooth, you may say either of the following commands:

Play	Pause

USB Voice Commands

While listening to USB, you may say any of the following commands:

Play <Name of Genre>	Play <Name of Playlist>
Play <Name of Artist>	Play Song <Name> or Play <Name>
Play <Name of Album>	Play Podcast <Name>
Browse All Genres	Play Audiobook <Name>
Browse Current Playlist	Browse Genre <Name>
Browse All Songs	Browse Playlist <Name>
Browse All Artists	Browse All Playlists
Browse All Albums	Browse Artist <Name>
Browse All Audiobooks	Browse Album <Name>
Browse All Podcasts	Browse Audiobook <Name>
Pause	Browse Podcast <Name>
What's This?	Play

Note: If you are not listening to USB, when prompted, say the command "USB," and then you may say any of the above commands.

Navigation System

With the optional voice-activated Navigation System, you always have a navigational aid onboard. This optional system provides a full 3-D experience with a rotating, elevated map view, enhanced graphics and POI building images, and includes:

· SiriusXM Traffic and Travel Link®, which offer:
  – Continuously updated traffic incident reporting and traffic flow information on most major roadways nationwide
  – Local and national weather information from radar maps to 5-day forecasts
  – Detailed fuel price and location information
  – Sports scores and weekly sports schedules
  – Movie listings and show times
  – Ski resort information, including wind and snow conditions

· For 2016 model year vehicles, a 5-year subscription is included for Ford vehicles, at the time of lease or purchase

SiriusXM will call to offer extended subscription options or you can extend your subscription by calling SiriusXM Listener Care at 1-877-477-0011. SiriusXM Satellite Radio, Traffic and Travel Link subscriptions sold separately or as a package after trial expires. SiriusXM Traffic and Travel Link service available in select markets. Subscriptions are governed by SiriusXM Customer Agreement; see **www.siriusxm.com**. Sirius, XM and all related marks and logos are trademarks of Sirius XM Radio Inc.

Screen Layout

When on the map and not actively using the screen for about 10 seconds, the system switches view to a full map screen with the bottom menu hidden. Press Controls to return to full functionality.

· The Destination button is large and prominent in the screen

· A Menu button provides quick access to:
  – Screen View
  – Navigation Settings
  – Where Am I?
  – Cancel Route
  – Mute Guidance
  – View Route
  – Detour

· The View button is located to the right and allows you to toggle between different Navigation View modes: North Up, Heading Up or 3-D

· The +/- buttons are also located to the right and allow you to zoom in and out from 50m to 200km. There's also a quick zoom, which allows you to see 200m or 10km views with one easy touch on the screen. This pops up whenever you touch the +/- buttons

Using the Menu

With a prominent Navigation menu, you can quickly get to and alter the settings you want.

Touch Menu to access:

· Screen View:
  – Full Map – provides a large map on the screen
  – Highway Exit Info – provides a smaller map with a split screen for highway exit info for things like gas stations, restaurants or coffee shops available at the exit
  – Turn List – provides a detailed list of all turns when on active route

· Navigation Settings (see pages 43–47 for more on personalizing these settings):
  – Map Preferences
  – Route Preferences
  – Navigation Preferences

· Traffic List – provides traffic info along a route

· Where Am I? – provides location information about the current and nearest roads, plus latitude and longitude coordinates

· Cancel Route – provides a quick way to cancel the current route

· Mute Guidance – turns off the audio

· View Route – shows the full route on the map

· Detour – calculates a new route

Setting a Destination

Use either the touch screen or voice commands and follow this sequence.

To Set a Destination

· Press the Nav button
· Press Destination
· Choose to set a destination using any of the following:
　– Search – use the one-box field to type an address, city or point of interest (POI)
　– Previous Destinations – pick from a list of previous places
　– Home – requires to be set up first (see page 48)
　– Work – requires to be set up first (see page 48)
　– Favorites – destinations saved into the system
　– POIs:
　　· Food
　　· Travel
　　· Financial
　　· Shopping
　　· Entertainment
　　· Health
　　· Community
　　· Automotive
　　· Domestic
　　· Recreation
· Follow the prompts and enter any necessary information
· Once a destination is located, press either Save or Start

Note: Any Avoid Areas which have been selected are also considered in route calculation.

SYNC 3 locks out the ability to manually type in an address when the vehicle is traveling more than 3 mph, but destination entries can be input using your voice with the simple command "Find an address," "Find a <point of interest>" or "Find a <POI category>" such as "Find a shoe store."
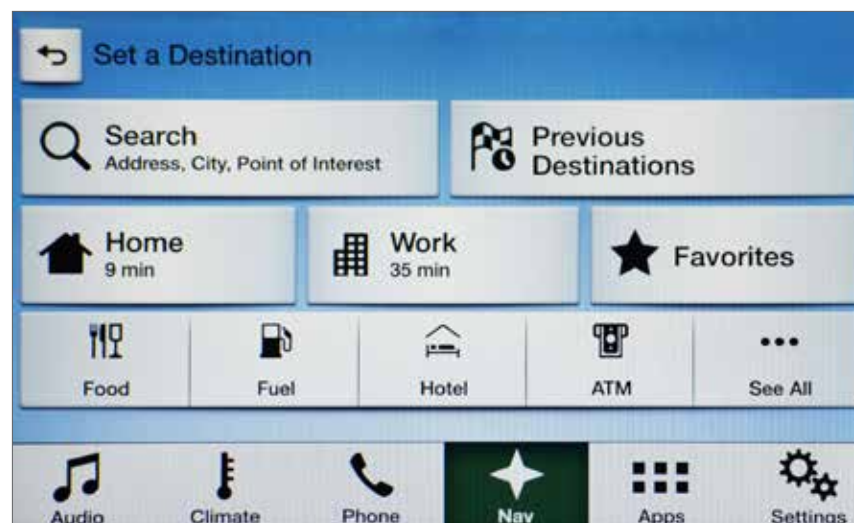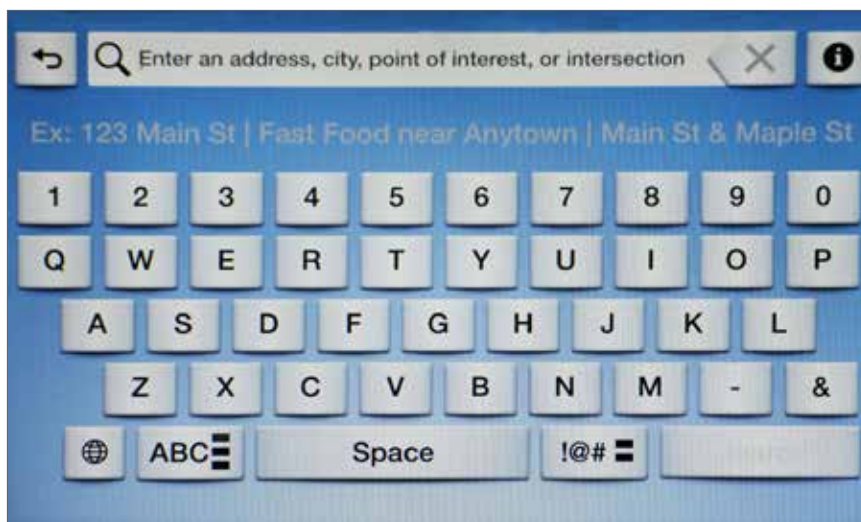
Using the Search Box

Simplicity. The search box is similar to searching on Google. It's a one-box approach to type in what you're looking for, such as directions to a location.

You can search in different ways, for example:

· By Address: 123 Main St Boston MA
· By POI Category: Pizza or ATM San Francisco
· By Intersection: Park Ln & Boedecker Dr Dallas TX
· By City or ZIP Code: Chicago or 60601
· By Latitude and Longitude: 42.316075, -83.210106

Tips:

· If you do not specify a location, the system will use the current vehicle location. You can specify a location by address, city, state or ZIP code
· For additional search support, please visit: **owner.ford.com**

Setting a Waypoint

If you already have a route going and are interested in stopping off somewhere else before you get there, you can add something called a Waypoint. Your end destination is still saved into the system, so you'll receive directions to both the Waypoint and the final destination. Here's how:

· Press Destination
· Press Search
· Type in an address, city, point of interest or intersection
· When a destination is found, press Add Waypoint
· Press Go

Alternatively, you can simply use the touch screen to set a Waypoint:

· Touch a location on the screen
· Press Start
· Press Add Waypoint

Setting Preferences

SYNC 3 allows you to choose and set preferences, which the system will take into account when planning your route. You can select Map Preferences, Route Preferences and Navigation Preferences.

Setting Map Preferences

Press Nav > Menu > Navigation Settings to access:

- **Map Preferences**
  – 3-D City Model > On/Off [i]
  – Breadcrumbs > On/Off [i]
  – POI Icons > On/Off [i]
  – Select POIs >
    - Food
    - Travel
    - Financial
    - Shopping
    - Entertainment
    - Health
    - Community
    - Automotive
    - Domestic
    - Recreation

i
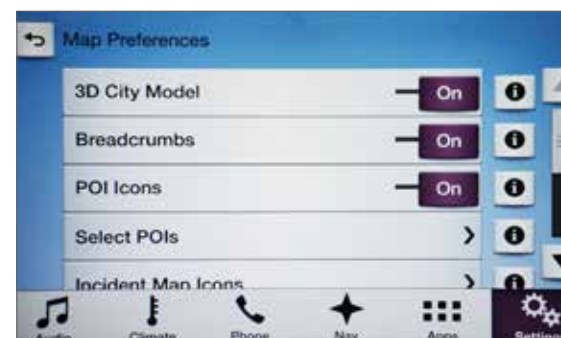
3-D City Model
Enable or disable the rendering of 3-D buildings and landmarks when the navigation map is in 3-D (bird's-eye) view mode.

Breadcrumbs
Enable or disable the use of breadcrumbs (route track-ing) on the navigation map.
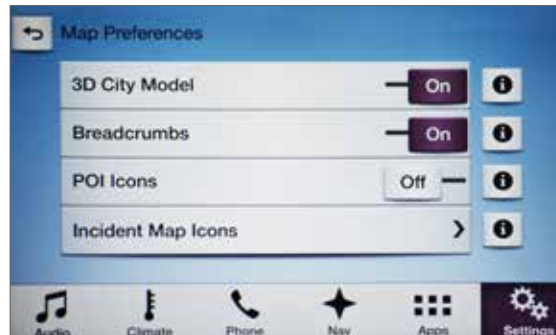
POI Icons
Enable or disable the display of up to 3 Point of Interest (POI) categories on the navigation map as icons.

Setting Preferences (cont'd.)

· Incident Map Icons > allows you to display the following icons on the map with choices for Select All and Clear All:

  – Accident [i]
  – Traffic Jam [i]
  – Road Closed [i]
  – Road Work [i]
  – Incident (Other) [i]
  – Difficult Driving Conditions [i]

i

Incident Map Icons — Select which (if any) types of traffic incidents should be displayed as icons on the navigation map.

| **Accident**	**Traffic Jam**	**Road Closed**	**Road Work**	**Incident (Other)**	**Difficult Driving Conditions**
Displays an icon on the navigation map at the location of an accident (requires an active subscription to SiriusXM Travel Link).	Displays an icon on the navigation map at the location of a traffic jam (requires an active subscription to SiriusXM Travel Link).	Displays an icon on the navigation map at the location of a road closure (requires an active subscription to SiriusXM Travel Link).	Displays an icon on the navigation map at the location of road work (requires an active subscription to SiriusXM Travel Link).	Displays an icon on the navigation map at the location of a traffic condition that does not fit into another category (requires an active subscription to SiriusXM Travel Link).	Displays an icon on the navigation map to indicate difficult driving conditions (requires an active subscription to SiriusXM Travel Link).

Setting Preferences (cont'd.)

Setting Map Preferences (cont'd.)

· Incident Map Icons (cont'd.)
  – Snow and Ice [i]
  – Smog Alert [i]
  – Weather Warning [i]
  – Reduced Visibility [i]
  – Turn On Your Radio [i]
  – Traffic (Other) [i]

i
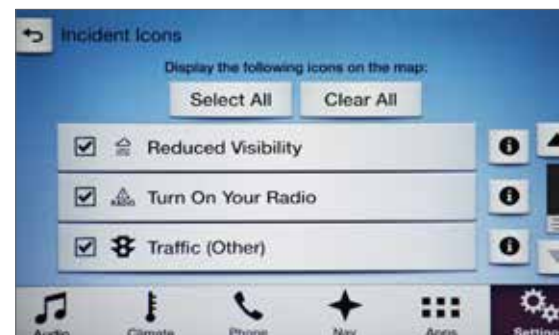
Snow and Ice
Displays an icon on the navigation map to indicate snowy and icy conditions (requires an active subscription to SiriusXM Travel Link).

Smog Alert
Displays an icon on the navigation map to indicate smog (requires an active subscription to SiriusXM Travel Link).

Weather Warning
Displays an icon on the navigation map to indicate a weather warning (requires an active subscription to SiriusXM Travel Link).

Reduced Visibility
Displays an icon on the navigation map to indicate reduced visibility (requires an active subscription to SiriusXM Travel Link).

Turn On Your Radio
Displays an icon on the navigation map to indicate a radio message is being broadcast (requires an active subscription to SiriusXM Travel Link).

Traffic (Other)
Displays an icon on the navigation map to indicate a traffic condition that does not fit into another category (requires an active subscription to SiriusXM Travel Link).
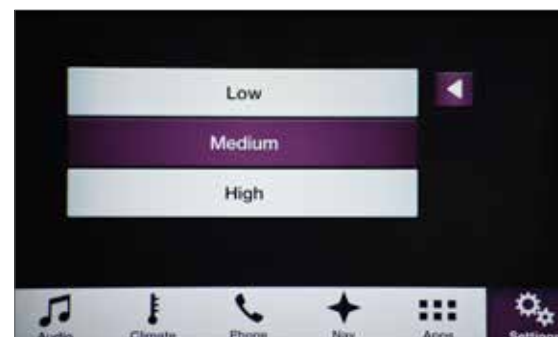
Setting Preferences (cont'd.)

Setting Route Preferences

Press Nav > Menu > Navigation Settings to access:

· **Route Preferences**
  – Preferred Route > [i]
    · Fastest
    · Shortest
    · Eco
  – Always Use (Saved Preference Name) Route > Yes/No [i]
  – Use HOV Lanes > Yes/No [i]
  – Automatic Find Parking > Yes/No [i]
  – Eco Time Penalty > Low/Medium/High [i]

i

| **Preferred Route > Fastest/Shortest/Eco**	**Always Use {type of route indicated here} Route**	**Use HOV Lanes**	**Automatic Find Parking**	**Eco Time Penalty > Low/Medium/High**
If enabled, SYNC will automatically choose the {type of route indicated here} route when using the Navigation System.	If enabled, SYNC will automatically choose the {type of route indicated here} route when using the Navigation System.	If enabled, SYNC will use the HOV (High-Occupancy Vehicle/Carpool) lanes when providing navigation route guidance.	If enabled, SYNC will search for and display parking options as icons on the navigation screen as you approach your destination.	Select how much extra driving time is acceptable to achieve an Eco route. If set to High, more drive time may be added to accommodate an eco-friendly route. If set to Low, the most eco-friendly route may be avoided due to added driving time.

Setting Preferences (cont'd.)

Setting Route Preferences (cont'd.)

· **Route Preferences (cont'd.)**
  – Avoid Freeways [i]
  – Avoid Toll Roads [i]
  – Avoid Ferries/Car Trains [i]

Setting Navigation Preferences

Press Nav > Menu > Navigation Settings to access:
· **Navigation Preferences**
  – Guidance Prompts > Voice & Tones/Voice Only/Tones Only [i]

ⓘ
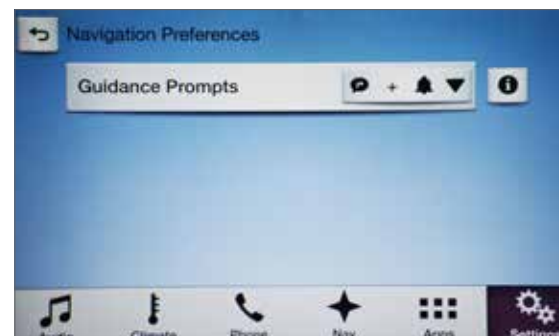
| Avoid Freeways	Avoid Toll Roads	Avoid Ferries/Car Trains	Guidance Prompts > Voice & Tones/Voice Only/Tones Only
If selected, SYNC will avoid freeways when computing a navigation route.	If selected, SYNC will avoid toll roads when computing a navigation route.	If selected, SYNC will avoid ferries/car trains when computing a navigation route.	Allows you to choose how navigation guidance is presented: via voice instructions only, a tone followed by a voice instruction or just a tone.
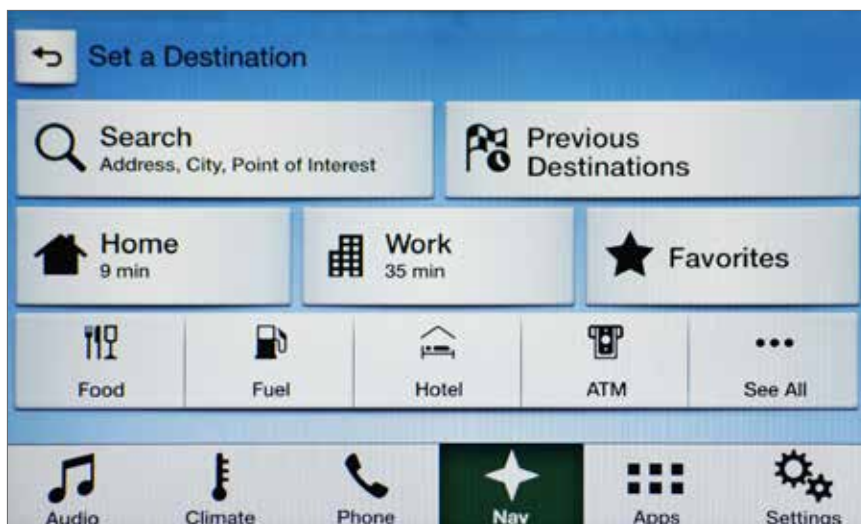
Saving Home and Work Addresses

You can set Home as the nearest intersection to ensure privacy or your specific home address. Make sure the vehicle is in Park first. Once set up in the system, the time to reach Home and Work destinations, from wherever you currently are located, appears clearly on the screen.

1. Press Nav in the bottom menu.
2. Press Destination.
3. Press Home and answer Yes to the prompt.
4. Use the keyboard to enter an address, city point of interest or intersection.
5. Press the result you want when it appears on the screen and then press Save.
6. Home appears with time to reach the destination on the Destination screen.

Repeat the process to set up a Work address into the system.

Saving a Favorite

In addition to saving Home and Work addresses, you can save other favorite destinations into the system to quickly, conveniently get directions to them from wherever you are.

Saving a Favorite is as easy as pressing the Save button when you see what you want on the touch screen while entering a destination. Instead of pressing Start, press Save. When you want to recall your saved Favorites, go to the Destination screen and press the Favorites button.

· When you find a specific address, the touch screen will show two options for what to do next with the address: Start or Save
· Press Save

Editing a Favorite

You can make edits to the Favorites you save, such as add or change a name, change the icon or delete. Here's how:

- Press Nav
- Press Destination
- Press Favorites
- Select a Favorite from the list you want to change
- Press Edit
- Selections appear on the screen for:
  – Change Name
  – Change Icon
  – Change Location
  – Delete

- To change the name, select it, type in the name you want and press Save
- To change the icon, select it and choose one of the six available icons: home, star, heart, circled star, pin or thumbtack
- To change the location, select it and pinch/swipe the map to another location and press Save
- To delete, select it and then press Yes
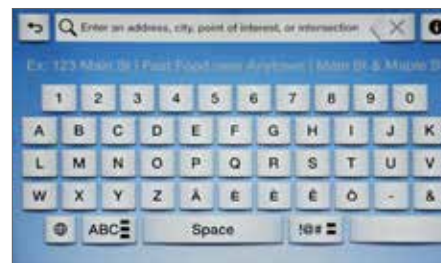
Changing the Keyboard Layout

You have flexibility to change the language or layout of the keyboard. Just press the Globe icon on the Destination screen to change the layout of the keyboard.

- Press Nav
- Press Destination
- Press Search
- Press the Globe > Spanish/English/French/English QWERTY

Charge Ports and Range Rings

Available for Plug-in Hybrid and All-Electric vehicles. To access, press the Nav button.

Charge Station Locator

Nearby public charge stations are displayed on the Navigation maps and updated over-the-air with active SiriusXM Traffic and Travel Link® subscriptions.

Range Rings

When enabled for All-Electric vehicles and Plug-in Hybrid vehicles operating in EV Now mode, the map displays range rings to indicate approximate range of travel while in Electric mode with the present plug-in energy available:

· No shade; likely distances
· Lightly shaded; probable distances
· Dark shade; not likely distances

Navigation Voice Commands

Virtually anything you can do with the touch functions of the navigation features, you can also do with your voice.
Use the following commands for hands-free control of navigation.

Navigation Voice Commands

Show North-up	Show Heading-up
Show 3-D	Show Map
Zoom In	Zoom Out
Repeat Instruction*	Detour*
Cancel Route*	Cancel Next Waypoint*
Show Destination*	Show Next Waypoint*
Show Route*	Show Turn List*
Navigation Voice On*	Navigation Voice Off*
Destination Home	Destination Previous Destinations
Destination Favorites	Destination <POI Category>
Destination Nearest POI	Destination POI
Destination POI Category	Destination Street Address
Destination Nearest <POI Category>	Navigation
Destination Intersection	Destination**

* These commands are only valid if a route is active.

** If you said "**Destination**," you may say any of the above commands or the following commands:

Home	Previous Destinations
Favorites	<POI Category>
Nearest POI	POI
POI Category	Street Address
Nearest <POI Category>	Intersection

SiriusXM Traffic and Travel Link® Voice Commands

Traffic	Weather Map
Weather	5-Day Weather Forecast
Fuel Prices	Travel Link**

** If you said "**Travel Link**," you may say any of the following commands:

Traffic	Weather Map
Weather	5-Day Weather Forecast
Fuel Prices	

For some, the smartphone is a way of life. It's a computer. It's a TV. It's a radio. It's an organizer. It's virtually anything owners want it to be. Naturally, smartphone owners want immediate access to their apps, wherever they are. That's where SYNC AppLink™ comes in.

Voice Access to Mobile Apps

SYNC AppLink allows mobile applications to communicate with the vehicle.

It does this by allowing SYNC 3-compatible apps downloaded to a customer's smartphone to be accessed and controlled through the vehicle using:

· Touch screen
· Voice commands
· Steering wheel controls
· Radio controls

Information about each app is shown in the touch screen as the audio plays.

Benefits

· **Hands-free**. SYNC AppLink supports the Ford principle that drivers "keep their hands on the wheel and eyes on the road." It uses voice-activation to build a hands-free link between the driver and their smartphone applications. This allows the customer to stream Internet radio, listen to news and more while driving

· **Apps Custom Built for SYNC 3**. App developers have to modify their original apps so they can "talk" to SYNC AppLink. The apps remain installed on the customer's smartphone, but have additional functionality that enables voice-control commands using SYNC

· **Quick Tutorial**. When some apps are connected with SYNC AppLink, the phone is locked out and provides a quick tutorial for how to use the app with SYNC

· **App Storefront**. SYNC AppLink-compatible mobile applications are available for select Android™ and iPhone® smartphone platforms, depending on vehicle, and new applications are being added regularly. Applications can be purchased and downloaded through Google Play™ and the iTunes® App Store

How SYNC AppLink™ Works

There are dozens of apps available for SYNC AppLink and many more are being developed and tested for use with SYNC.
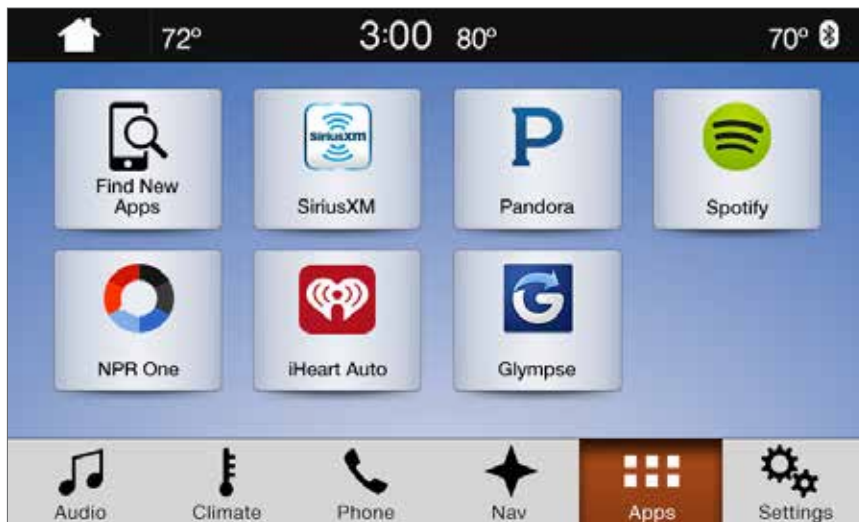
Current apps compatible with AppLink. Subject to change.

|		
Aha Radio	Allergy Alert	Amazon Cloud Player
Domino's	Glympse	Greater Media
Habu	iHeart Auto	Kaliki
MLB.com At Bat	NPR News	Pandora
Park-mobile	Rhapsody	Roximity
SiriusXM Internet Radio	Slacker Radio	Spotify
Stitcher	TuneIn Radio	WSJ Live

Using SYNC AppLink™

1. Download or update to the latest mobile app through your smartphone's marketplace.
2. Make sure that you have an active account for the app you just downloaded. Some apps will work automatically with no setup. Others will want you to configure your personal settings and personalize your experience by creating stations or Favorites. It's best to do this at home or outside of your car.
3. Turn your ignition on.
4. Pair the phone to a SYNC AppLink vehicle. If your phone is already paired to the vehicle, it should connect automatically. If it does not connect automatically, make sure your phone has Bluetooth® on when you start your vehicle.
5. If you're an iPhone® owner, you must also connect the Apple®-provided USB cable and start the application you want to use on your iPhone to access the app through SYNC 3. Android™ connects wirelessly using SYNC AppLink.
6. Go to Settings > Mobile Apps > Enable Mobile Apps > On, and agree to the terms and conditions. Periodically, you may also need to return to this screen and update mobile apps.
7. Now you're ready to voice-access the app by pressing the Voice button on the steering wheel, saying "Mobile apps" and then the name of the app you want.

App can play through vehicle sound system.

Access and control apps through SYNC voice commands and vehicle buttons.

App content shown on vehicle display.

Apps can access vehicle data: GPS, odometer, etc.
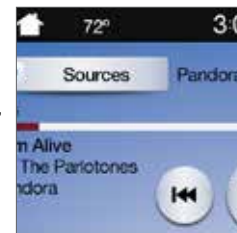
Controlling Apps With Steering Wheel and Radio Controls

Each vehicle may appear slightly different in terms of the buttons available and the arrangement of those buttons around the radio display. Here are some basics for using steering wheel and radio controls:

Steering Wheel Controls

- Voice button activates Voice Recognition which lets you give a command or interrupt SYNC

- Volume controls audio volume

- If playing an audio app, these buttons will skip to the next song or station as applicable to the currently running app

Radio Controls

- Power button turns the radio system on or off

- For some audio apps, such as iHeartAuto, turning the Tune knob will change the currently playing station, if applicable to the currently running app

- Volume controls audio volume

- If playing an audio app, these buttons will skip to the next song or station as applicable to the currently running app

App Catalog

As you'd imagine with the explosion of apps on the market, there's so much more to learn, and thankfully, you have a place to direct customers so they can get more out of their SYNC AppLink™ experience.

Landing Page

Access the site via **owner.ford.com**. The SYNC App Catalog provides everything you need to know about:

· Which apps are compatible
· Search by app category; e.g., music, news
· How to use each app
· Available voice commands for each app

App Detail Page

Each app detail page contains a description of the app and recommended use, along with the available voice commands for the app, plus suggested related apps.

Browse Page

The browse feature allows you to see all compatible apps and search or sort by the type of app of interest:

· Music
· News & Information
· Navigation & Travel
· Sports
· Health & Wellness

PC, Tablet, Smartphone

The site is accessible and viewable however the customer wishes to engage it.

Setting the Climate

The touch screen provides access to climate control functions (if equipped) and voice commands are also available to provide hands-free control. Climate features vary by vehicle. Using the touch screen:

- Control for driver:
  - Temperature from 60 to 85 degrees
  - Turn On/Off heated seat (if equipped)
  - Turn On/Off cooled seat (if equipped)
  - Turn On/Off heated steering wheel (if equipped)
- Control for passenger:
  - Temperature from 60 to 85 degrees
  - Turn On/Off heated seat (if equipped)
  - Turn On/Off cooled seat (if equipped)
- Activate/de-activate dual-zone control
- Adjust the fan speed
- Select the fan blower areas desired:
  - Floor
  - Console
  - Console and floor
- Select defrost options, including:
  - Max defrost
  - Rear defrost
  - Heated mirror
- Select A/C options, including:
  - Max A/C
  - A/C
  - Recirculated air
- Select Rear options (if equipped), including:
  - On/Off
  - Rear Control
 - Auto
- Turn the power On/Off

Settings Overview

The Settings button is always visible and active at the bottom of the touch screen. Use the capacitive touch screen to swipe between screens.

Settings provides quick access to:

· Sound
· Clock
· Bluetooth®
· Phone
· Radio
· Navigation
· Mobile Apps
· General
· 911 Assist®
· Wi-Fi® & Internet
· Vehicle
· Display
· Voice Control
· Valet Mode
· Ambient Lighting
· Multicontour Seats
· Trailer Backup Assist
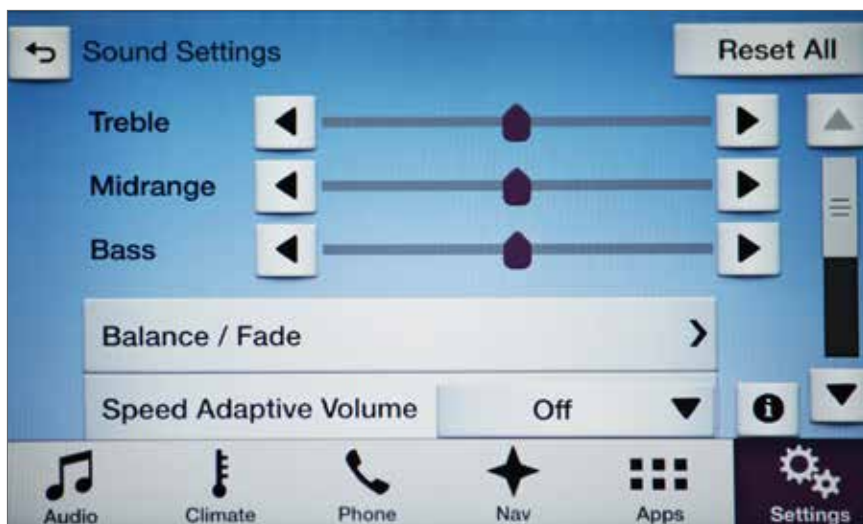
Sound

Use this to customize your audio experience.

· Treble
· Midrange
· Bass
· Balance/Fade
· Speed Adaptive Volume > Off/Low/Medium/High [i]
· Occupancy Mode [i]
· Reset All

ⓘ

Speed Adaptive Volume
Increases or decreases the volume of the Audio System as the vehicle speed increases or decreases.

Occupancy Mode
Tunes the vehicle speakers to match the preferred listening areas of the vehicle.

Clock

Use this to set the time and type of display you want for your clock.

· Arrows adjust hour/minutes AM/PM
· Clock Format > 24 h/12 h
· Auto Time Zone Update On/Off [i]
· Reset Clock to GPS Time [i]

ⓘ

Auto Time Zone Update
If enabled, automatically adjusts the vehicle's clock when entering a new time zone.

Reset Clock to GPS Time
Resets the vehicle clock to GPS satellite time.

Bluetooth®

Use this to set Bluetooth on or off, add a device or switch between devices.

· Bluetooth > On/Off [i]
· Add a Bluetooth Device [i]
· View Devices [i]

i

Bluetooth
Turning Bluetooth on allows the connection of Bluetooth devices to SYNC.
Turning Bluetooth off severs existing Bluetooth connections, and does not
permit any new connections.

Add a Bluetooth Device
Introduces (pairs) a new Bluetooth device to SYNC.

View Devices
View a list of previously paired Bluetooth devices, select a primary device,
and manually connect or disconnect a Bluetooth device.

Phone

Use this to access the Phone settings.

- View Devices [i]
- Manage Contacts
- Set Phone Ringtone
- Text Message Notification
- Mute Audio in Privacy [i]
- Roaming Warning [i]
- Low Battery Notification [i]
- Share Internet Connection [i]

i

View Devices

View a list of previously paired Bluetooth® devices, select a primary device, and manually connect or disconnect a Bluetooth device.

Mute Audio in Privacy

If enabled, vehicle audio will be muted for the duration of a Bluetooth-connected phone call even if the call is transferred from Hands-free mode back to the handset via Privacy mode.

Roaming Warning

If enabled, a warning will be displayed when a Bluetooth-connected phone indicates it is roaming.

Low Battery Notification

If enabled, a warning will be displayed when a Bluetooth-connected phone indicates its battery is low.
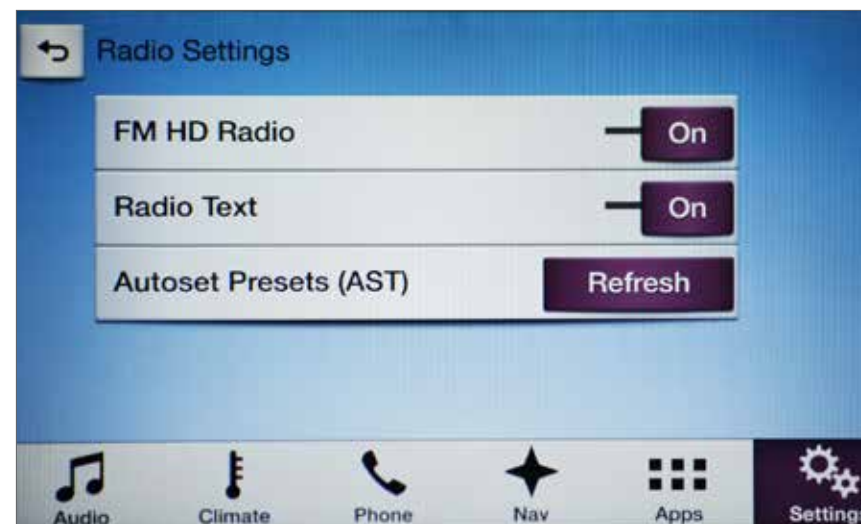
Share Internet Connection

If enabled, SYNC will use your connected Bluetooth device's Internet connection. Data rates may apply.

911 Assist®

Use this to set 911 Assist on or off.

· 911 Assist > On/Off [i]

Radio

Use this to control HD Radio™ settings and refresh your autoset presets. Note also that this Settings menu changes based on the audio source currently playing, so in addition to radio, you may also see Media Player.

· AM HD Radio > On/Off or FM HD Radio > On/Off
· Autoset Presets (AST) > Refresh/Store

i

911 Assist

If set to On, 911 Assist will automatically attempt to call Emergency Services using your connected phone when a qualified crash is detected. To set up Emergency Contacts, make sure that the mobile phone contacts are downloaded.

Media Player (when Bluetooth® Audio is playing)

Use this to control cover art.

· Cover Art Priority > Media Player/Gracenote®
· Gracenote Management > On/Off
· Gracenote Database Info

Media Player (when USB-connected device is playing)
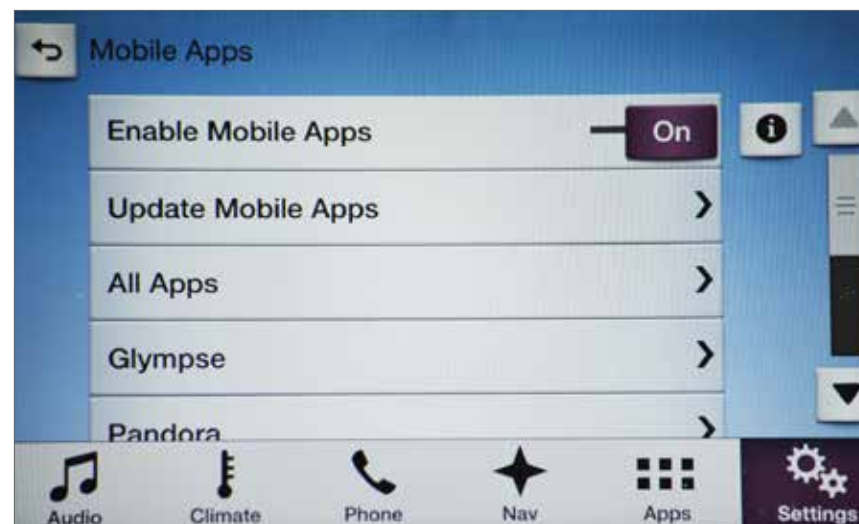
Use this to control cover art.

· Cover Art Priority > Media Player/Gracenote
· Gracenote Management > On/Off
· Gracenote Database Info
· Device Information
· Reset Media

Navigation

Use this to set Navigation System preferences.
(See pages 43–47 for more information.)

- Map Preferences
- Route Preferences
- Navigation Preferences

Mobile Apps

Use this to refresh mobile apps available.

- Enable Mobile Apps > On/Off [i]
- Update Mobile Apps > Request Update
- All Apps > Disable All/Enable All

i

Enable Mobile Apps
Updates are about the size of an email, and the occurrence of updates depends on your vehicle usage and when a new app is found on your device. See your phone's Owner Guide for more information.

General

Use this to configure general settings like language and temperature display.

· Language > English/Espanol/Francais
· Distance > Miles/Kilometers
· Temperature > F/C
· Touch Screen Beep > On/Off [i]
· Touch Panel Beep > On/Off [i]
· Automatic System Updates [i]
· Automatic System Updates > On/Off
· View Current Software Version
· About [i]
· Software Licenses [i]
· Master Reset [i]

i
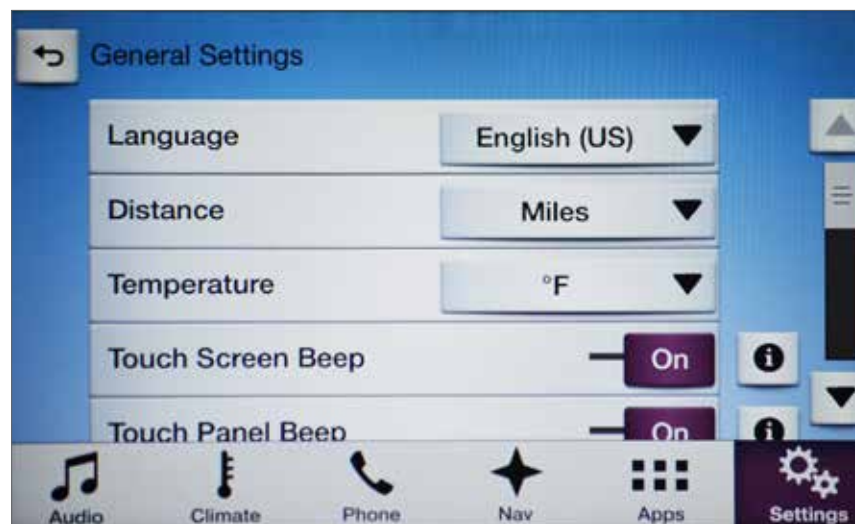
| Touch Screen Beep	Touch Panel Beep	Automatic System Updates	About	Software Licenses	Master Reset
Enables or disables the audible beep when the touch screen detects a touch.	Enables or disables the audible beep when the touch panel area below the screen detects a touch.	Enables or disables automatic downloading and installation of SYNC System updates when your vehicle is connected to a Wi-Fi® network or mobile apps.	Provides information about SYNC, including the software version, and any specific serial numbers or identification numbers that may be specific to your vehicle's system.	Provides information on the licenses for specific software within your vehicle.	Resets the system to factory default settings. All changes made, including paired Bluetooth® devices, contact lists, and saved points (if the vehicle is equipped with navigation) will be lost.
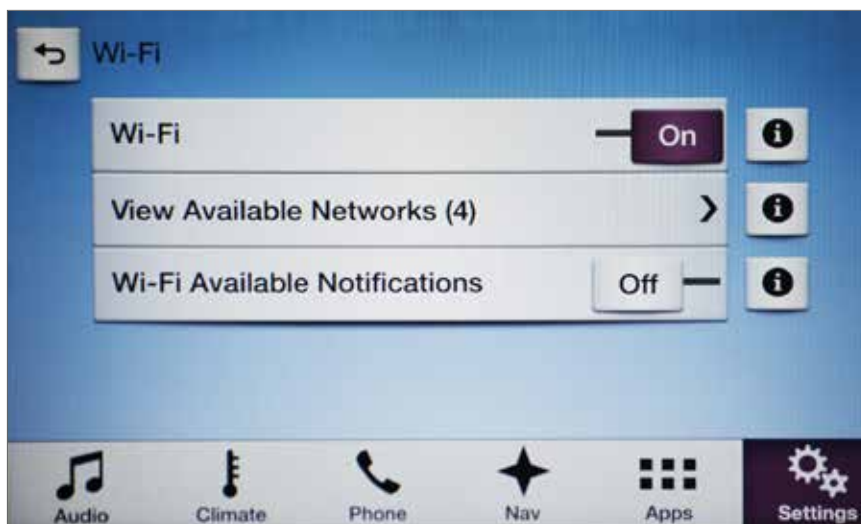
Wi-Fi® & Internet

Use this to connect the vehicle to a nearby network.

· Wi-Fi > On/Off [i]
· View Available Networks (#) [i]
· Wi-Fi Available Notifications On/Off [i]

i

Wi-Fi
Turning Wi-Fi on allows SYNC to connect to Wi-Fi networks. Turning Wi-Fi off severs existing SYNC Wi-Fi connections, and does not permit any new connections. Wi-Fi must be on for Automatic System Updates to take place.

View Available Networks
View a list of available Wi-Fi networks within range.

Wi-Fi Available Notifications
If turned on, an icon will be displayed in the upper status bar when the vehicle is parked and Wi-Fi networks are within range. If turned off, no notification will be shown, even when available Wi-Fi networks are within range.

Vehicle

Use this to control various vehicle settings. Each of the features contained in this area of the Settings are vehicle specific and vary from model to model. Here are some examples of what may appear in this area:

· Traction Control
· Hill Start Assist
· Rain Sensor
· Charge Port Light
· Charge Cord Lock
· Door Keypad Code
· Camera Settings
· MyKey
· Onboard Modem Serial Number (ESN)
· Warning Chimes
· Information Chimes

Vehicle (cont'd.)

Door Keypad Code

You can add your own personal entry code set to something memorable like a birthday or anniversary. Here's how:

· Press Settings > Vehicle > Door Keypad Code
· Make sure you have the factory code available. It is indicated on a card within the Owner's Manual packet
· Press Add
· Enter your current keypad code
· When prompted, enter the new code you would like, and then enter it again to confirm
· Press Enter to save the new code
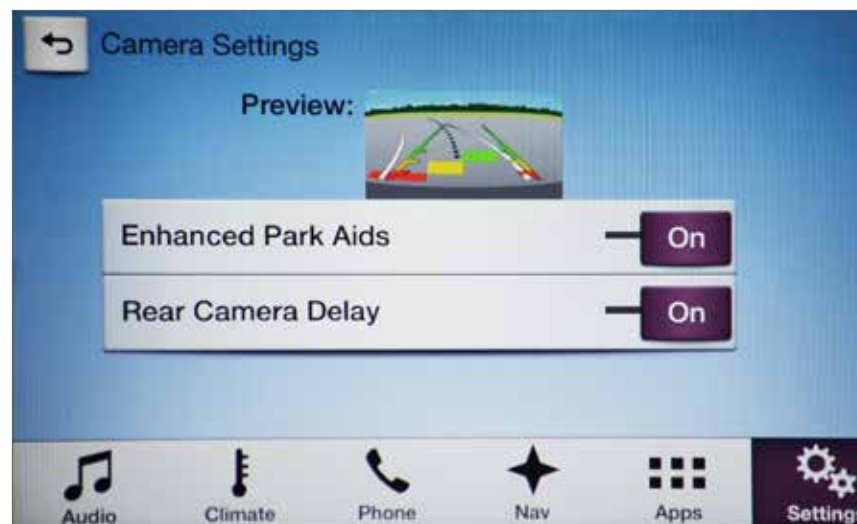
Vehicle (cont'd.)

Camera Settings > Rear Camera Delay > On/Off

The rear view camera display appears when the gear is shifted into Reverse. When the delay feature is on, the camera display remains on for a few seconds, even after shifting into Drive. This is especially useful when trailer towing to make sure it's properly hitched.

The visual park aid alert allows the user to view the area that is being detected by the Reverse Sensing System. The system uses red, yellow and green highlights, which appear on top of the video image when an object is detected by the Reverse Sensing System. The alert highlights the closest object detected.
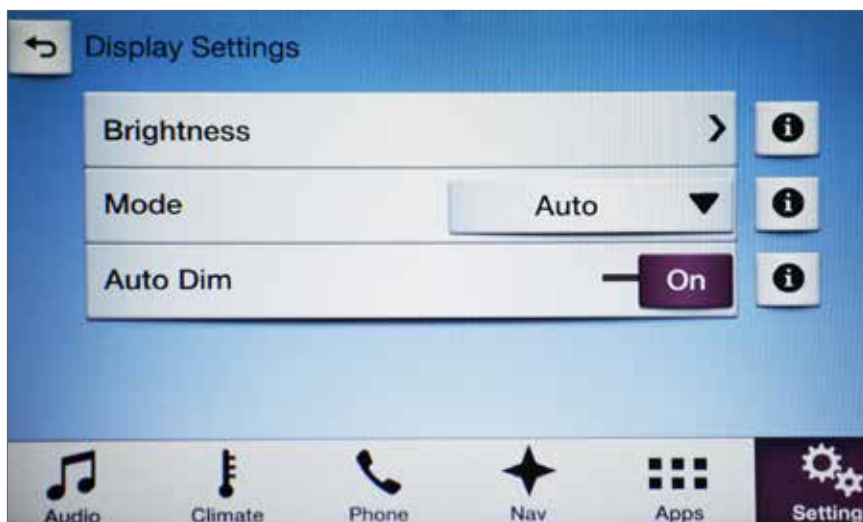
Display

Use this to control the type of display you want.

· Brightness [i]
· Mode > Auto/Day/Night/Off [i]
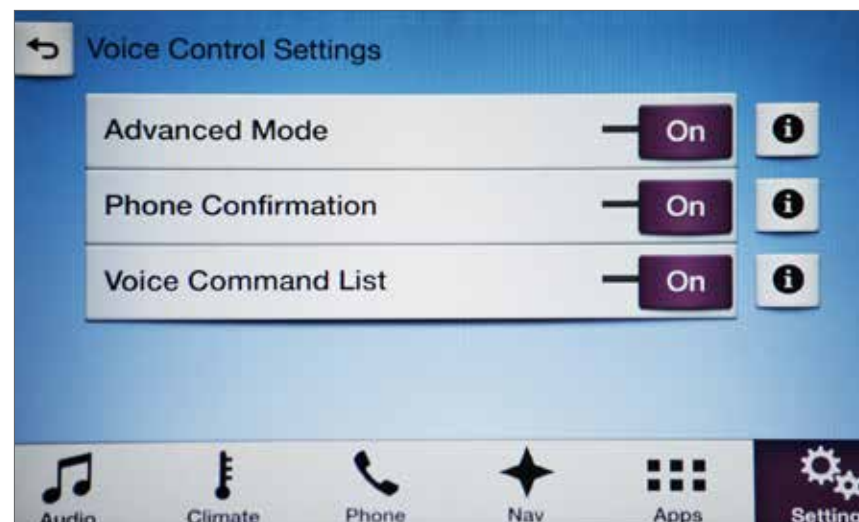· Auto Dim > On/Off [i]

(i)

Brightness
Manually adjust the brightness of the touch screen.

Mode
Set the color mode of the touch screen (Day/Night), enable automatic adjustment of the color mode or turn the display off.

Auto Dim
Enable or disable automatic dimming of the display brightness based on ambient lighting conditions.

Voice Control

Use this to configure the voice experience you want in the vehicle.

· Advanced Mode > On/Off [i]
· Phone Confirmation > On/Off [i]
· Voice Command List > On/Off [i]

(i)

Advanced Mode
Turning Advanced Mode on removes many voice help prompts and allows you to start speaking sooner.

Phone Confirmation
If enabled, SYNC will confirm the contact name before making the call.

Voice Command List
If enabled, SYNC will display a list of valid commands when listening for a voice command.

Valet Mode

Use this to lock out the screen when using valet parking services. Enabling Valet mode will lock the system using a 4-digit PIN selected by the user. The same PIN must be entered again to disable Valet mode and unlock the system.

To Set

· Answer Yes to "Do you wish to continue?"
· Enter a 4-digit PIN
· Press Done
· Confirm the PIN
· Press Done

To Unlock

· Enter the PIN
· Press Enter

Ambient Lighting

Put a splash of the color and intensity of your choice into the cabin to personalize your ride. When activated and with the headlamps on, ambient lighting will illuminate footwells and cupholders or other places with a choice of seven colors. Just touch the desired color.

· Press Settings > Ambient Lighting
· Choose the color
· Select the intensity

i

Valet Mode
Enabling Valet mode will lock the system using a 4-digit PIN selected by the user. The same PIN must be entered again to disable Valet mode and unlock the system.

Multicontour Front Seats With Active Motion®

This feature provides a rolling-pattern massage to help the driver and front passenger arrive at their destinations more refreshed and more comfortable over long distances.

Simply use the touch screen controls to adjust the seat for comfort or massage:

· Press Settings > Multicontour Seats
· Select Driver or Passenger
· Select Adjust to your desired support
· Select Massage to set HI, LO or OFF

The screen automatically comes on when owners turn on the seat controls, too.

Trailer Backup Assist

Also known as Dynamic Hitch Assist, this feature is included within the 360-degree Camera and rear view camera, providing added driver convenience when hitching a trailer.

· Press Settings > Trailer Backup Assist

Key Benefits

· Uses a dynamic centerline in the display to assist in guiding the vehicle backward
· Helps the driver better position the vehicle with a trailer coupler
· As steering adjustments are made, the projected path is shown on screen
· Reduces the need for a spotter or having to get in and out of the vehicle to check position

Charge Settings

To access your Charge Settings screen, touch Apps > Electric Vehicle.

The Charge Settings screen is arranged clockwise into four main quadrants:

- **My GO Times** — Allows the driver to set GO Times and Cabin Temperature settings
- **Battery Status** — Provides the present Battery State of Charge and estimated times required to fully charge the battery based on either 240V or 120V charging service
- **Charge Profile** — Shows the name of the Charge Profile for your present location, along with its Charge Mode setting
- **Charge Status** — Includes Start and Complete times, along with charging status

My GO Times

Allows you to set charging schedules and cabin conditioning temperature settings[1] so your vehicle is ready to drive when you are.

- Select Edit to set your GO Time and cabin temperature. You can set up to two GO Times for each day of the week

Using electricity to heat or cool the cabin while plugged in saves battery energy for driving.

(1) Effectiveness of preconditioning may be reduced by extreme outside temperatures or when using 110V charging.

Charge Profile

Allows you to determine when and how to charge the lithium-ion battery.

·   Select Charge Now to fully charge your vehicle at the quickest rate. The vehicle starts charging immediately after you plug it in
·   Select Value Charge so the vehicle schedules charging at the lowest available utility rates. Contact your utility company to see what rates are available. Some settings require the MyFord® Mobile smartphone app and website
·   Select Edit to change Charge Mode settings for any of your Value Charge Profiles and to set Value Charge times for the Default Profile

Powerflow

To access your power status, touch Apps > Electric Vehicle > Power.

Powerflow Status

Displays how power is being used at any moment:

· Idle
· Idle With Charging
· Charging HV Battery
· Charge Complete
· Electric Drive
· Hybrid Drive

When the engine is on, this screen will tell you why:

· Acceleration
· Battery Charging
· Battery Temperature
· Engine Cold
· Fuel Maintenance
· Grade Assist
· High Speed
· Low Gear
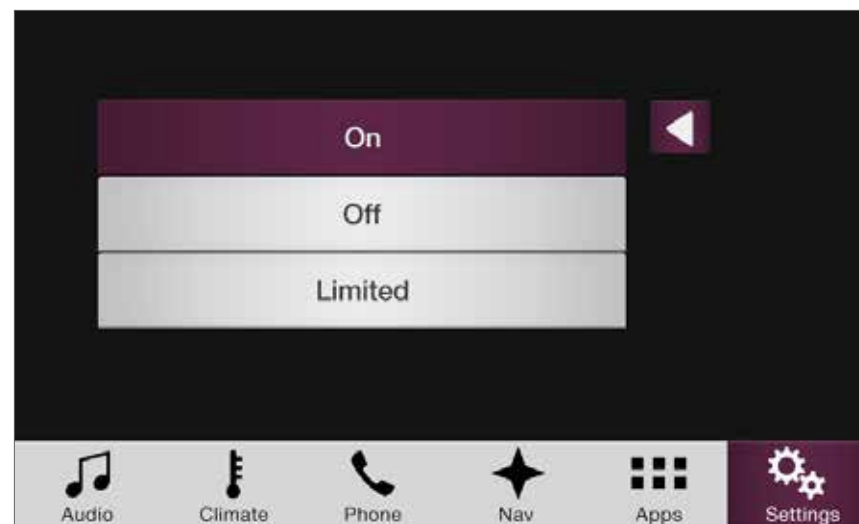· Neutral Gear
· Normal Operation
· Oil Maintenance

If you want to maximize the range of the battery, you can adjust climate control and accessory usage, so that more power is available for electric driving.
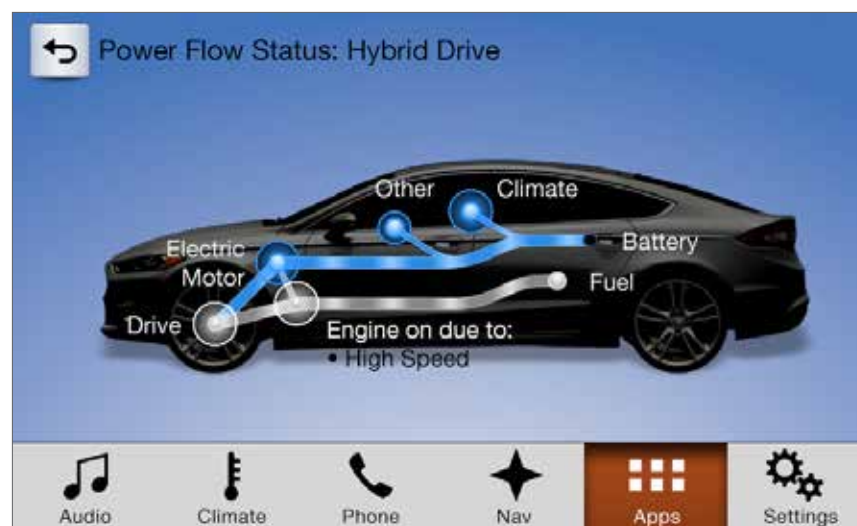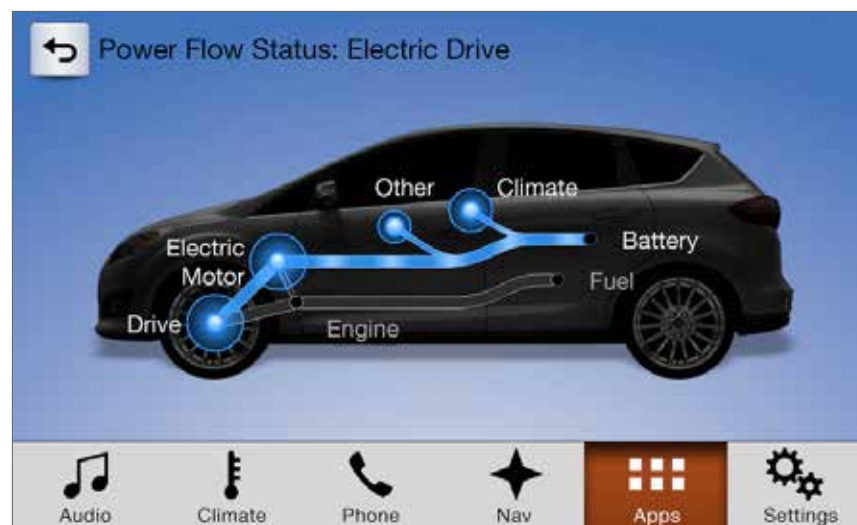
Charge Port Light Ring Settings

To access, touch Apps > Electric Vehicle > Charge Port Light Ring.
Available for Plug-in Hybrid and All-Electric vehicles.

Illumination

Allows you to customize the light ring illumination settings:

· Select On for all lighting features operational
· Select Off for no lighting features
· Select Limited for the light ring to operate when pressing the Unlock button on your key fob, when opening doors and to let you know you have successfully plugged in

As system updates and performance improvements become available over time, owners have convenient ways to keep their systems running optimally.

Software Updates Via USB

- Owners can use SYNC 3 while installation takes place in the background
- Installation can also continue when the vehicle is off
- Navigation map updates are only available through USB, not Wi-Fi®

Software Updates Via Wi-Fi

- Automatic updates are available through Wi-Fi connection
- SYNC 3 can periodically check if an update is available, download, install and activate the software
- Like a USB update, download and installation can continue while the vehicle is off

Detailed instructions for updating software are located at **owner.ford.com**.

Enable Automatic System Updates

This allows software updates via a Wi-Fi connection.
- Press Settings > General > Automatic System Updates > On and agree to the terms and conditions
- Press Settings > Wi-Fi > On and select an available network
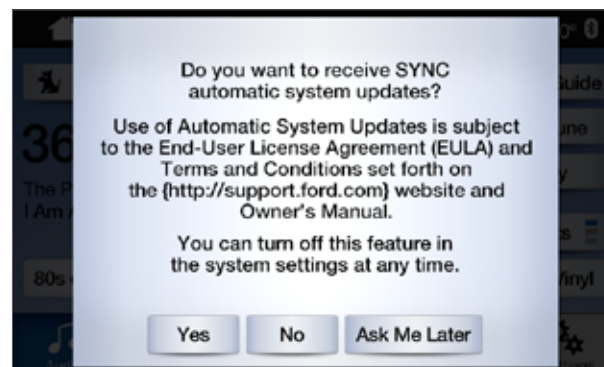
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Driving while distracted can result in loss of vehicle control. Only use SYNC/other devices, even with voice commands, when it is safe to do so. Some features may be locked out while the vehicle is in gear. Not all features are compatible with all phones. Message and data rates may apply.

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The vehicle's electrical system (including the battery), the wireless service provider's signal and a connected mobile phone must all be available and operating for 911 Assist to function properly. These systems may become damaged in a crash. The paired mobile phone must be connected to SYNC, and the 911 Assist feature enabled, in order for 911 to be dialed. When the feature is On, 911 Assist uses your paired and connected mobile phone to assist occupants to contact emergency services by dialing 911 if your airbag deploys or, on certain vehicles, if the emergency fuel pump shut-off is activated.

Aftermarket on-board diagnostic devices may interfere with various vehicle systems, including Vehicle Health Report and 911 Assist. To avoid interference, remove the device or contact the device maker for more information on compatibility.