

# Mobile Phones

## Tips, Suggestions & Troubleshooting



### If your concern is related to ...

... Pairing	
<b>Re-pairing a previously paired phone but experiencing problems</b>	Perform a “Clean” pairing. Delete the device from SYNC (or perform a Master Reset). Delete SYNC on your mobile device.
<b>Unable to pair a phone during a recent road trip</b>	Pairing is a speed-dependent feature and cannot be performed when the vehicle is traveling at speeds greater than 3 mph (5 km/h).

... Connections	
<b>Trouble connecting to SYNC after a software update</b>	<p>Clean out the previous pairing information on both SYNC and your phone. Here is how to do this:</p> <ul style="list-style-type: none"> <li>• Go into the System Settings &gt; Bluetooth® Devices menu on SYNC and delete all Bluetooth devices (or just do a Master Reset, if you don't mind having to re-index your media devices)</li> <li>• Go into the Bluetooth Devices on your phone and delete SYNC</li> <li>• Remove the battery from your phone for 30 seconds and replace</li> <li>• Redo the pairing between your phone and SYNC</li> </ul>
<b>Experiencing intermittent connections and/or dropped connections with my phone</b>	Try turning off, resetting or removing the battery of the phone and try again. Remember, too, that SYNC integrates with and connects with your personal device and cannot improve or degrade your carrier's service. Checking the signal strength on your phone may help with your expectations about using your phone with SYNC.

... Phonebook	
<b>Can't find my contacts to make a call</b>	Browse the phonebook in the SYNC Phone Menu to confirm what has been downloaded and the format of the contacts. When accessing a contact, SYNC recognizes it exactly as it's listed on your personal device, so it's important to know how your contacts are formatted in your phone.
<b>Phonebook not downloading</b>	Phonebook downloading is a phone-dependent feature. For phones that have the feature but you are still experiencing a problem, you may be able to use the Add Contacts (pushing) feature to customize the SYNC phonebook. Refer to the SYNC Supplemental Owner's Guide and your phone's User Guide on how to “push” contact(s).
<b>Can I stabilize my phonebook so it doesn't update every time I connect with SYNC?</b>	Yes, turning the Auto Download Phonebook to Off will help minimize the device interactions each key cycle and stabilize the contacts you previously downloaded to SYNC.
<b>If I lost my phone, can I copy the phonebook I downloaded to SYNC into my new phone?</b>	No. To protect your privacy, the phonebook data that is stored in SYNC is only accessible when the same phone is connected. The phonebook cannot be downloaded from SYNC.
<b>Trouble finding contacts with unique pictures or ringtones associated with them</b>	Try disassociating the picture or ringtone from the contact and reevaluate. Not all phones or carriers are alike.



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... Software Updates	
<b>No success updating my software</b>	Every step in the software update process is important (see detailed instructions on <a href="http://syncmyride.com">syncmyride.com</a> ) but, after you used the USB to download the software to your vehicle, did you make sure to go back to your computer and confirm your success by selecting the “Report Successful Install” button? Updates will take effect after you close that loop: (1) Download the file from <a href="http://syncmyride.com">syncmyride.com</a> to your jump drive (2) Install the file from the USB in your vehicle (3) Upload the results from your jump drive to <a href="http://syncmyride.com">syncmyride.com</a> (using your PC)
<b>How do I know if I need a software update?</b>	Check into <a href="http://syncmyride.com">syncmyride.com</a> for all the latest information. When you set up your SYNC Owner Account, Ford can use your VIN to notify you of any updates that will help make your system work optimally.
<b>Does updating the software or firmware on my mobile phone make any difference?</b>	To keep your personal devices current and up-to-date, you should follow all recommended procedures for keeping your mobile phone in optimal operating condition, including software updates or firmware updates, the embedded software that controls your electronic device. SYNC integrates and connects to what you own, so keeping it current is beneficial to its overall performance.

... Bluetooth®	
<b>How do I find Bluetooth on my phone?</b>	Your mobile phone’s Bluetooth setup screen is most likely found under Settings or Tools. Every mobile phone is unique, so please refer to your device’s User Guide when pairing your phone with SYNC.
<b>SYNC can’t find my phone</b>	Make sure that your phone is automatically accepting the incoming connection request from SYNC. Some Bluetooth-enabled phones have an option that will allow a manual connection or an automatic connection. Check your phone’s User Guide to determine if this option is present within your phone; if so, make sure that your phone is set to automatically accept incoming connections from SYNC.
<b>What if I already have a Bluetooth wireless headset paired to my mobile phone? Will I have to un-pair to use my phone with SYNC?</b>	No, it will not be necessary to “un-pair” your headset with your mobile phone. Most phones will reject an incoming connection request from SYNC if it is connected to a headset; therefore, we do recommend that you disconnect your headset from your phone when using SYNC. This can be done by turning your headset off, prior to SYNC attempting to connect to your phone.

... Text Messaging	
<b>Does SYNC support SMS texting?</b>	Yes, but this is a phone-dependent feature. If your phone supports it, SYNC reads text messages to you over the vehicle’s speakers. You can reply using 15 text messages already stored in SYNC to send a response, as long as the vehicle is traveling at speeds less than 3 mph (5 km/h). For more information on phone compatibility, see <a href="http://syncmyride.com">syncmyride.com</a> for a chart or see the Best Buy Mobile Buyer’s Guide for ratings on all the phones they carry.
<b>Why doesn’t my phone enable me to text with SYNC?</b>	Your mobile phone may not support text messaging via Bluetooth, the wireless technology that connects your phone with SYNC.
<b>Can I customize the pre-defined text messages I send back?</b>	Not at this time. In addition to the 15 pre-defined messages, your message will also include “This message was sent from my [Ford, Lincoln or Mercury]” to let the receiver know that you are in transit.

Go to [syncmyride.com](http://syncmyride.com) for more tips, suggestions and troubleshooting help or contact the SYNC Support Center via the “Dealers Ask Ford BAC” tab @ [FMCDealer.com](http://FMCDealer.com) or @ 1-877-945-3648

