



# Voice Commands

## Tips, Suggestions & Troubleshooting



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

... Voice Recognition	
<b>System not responding to my voice</b>	<ul style="list-style-type: none"> <li>• This could be due to the ambient noise inside the vehicle. Make sure that other passengers in the vehicle are not speaking at the same time that the system is listening. Also, extraneous sounds, like wind noise, could interfere with the system recognizing voice commands</li> <li>• Might be speaking too soon or speaking when the system isn't listening (for example, during a prompt). Make sure the system is in the listening state by verifying that the word "Listening" is in the display before saying a command to the system</li> <li>• Be aware of the system's sensitivities; yelling or speaking the voice commands too slowly does not help. Remember to speak the voice commands with a normal smooth, steady and confident voice</li> </ul>
<b>System doesn't hear me every time</b>	Remember that the microphone is located on the top side of the rearview mirror; speak the voice commands toward the mirror. A microphone upgrade kit is also available which positions the microphone within the vehicle's headliner, above the driver's seat. (Part Number: 8T4Z19A391A)
<b>Can I turn the SYNC voice off?</b>	<ul style="list-style-type: none"> <li>• To receive less audible voice prompts with the system, simply say the voice command "Voice Settings;" the system will respond with the prompt "Voice settings, please say a command;" then say the voice command "Interaction Mode Advanced"</li> <li>• If your vehicle has navigation, you have the ability to change the interaction setting through the touchscreen or through a series of voice commands:               <ul style="list-style-type: none"> <li>- Touchscreen: Press the Menu button, and then under Feedback Settings tab, you can switch the interaction mode between Standard and Advanced</li> <li>- Voice commands: Say the command "SYNC" first and then you can simply say "Voice Settings," followed by the command "Interaction Mode Advanced"</li> </ul> </li> </ul>
<b>Can I lower the volume of the SYNC voice?</b>	<ul style="list-style-type: none"> <li>• You can control the volume of the SYNC voice by simply using the volume knob while the system is saying a prompt</li> <li>• If your vehicle has navigation, you have the ability to adjust the SYNC voice volume through the touchscreen by pressing the Menu button; under the Feedback Settings tab, there is a Voice Volume controller</li> </ul>

... Accessing Contacts in the Phonebook	
<b>System not recognizing shorter names like "Joe" or "Max"</b>	Longer names have a better chance for success than shorter ones. Try revising your phonebook with longer names, like "Joe Wilson" or "Maxine Stock Broker."
<b>System not finding my contacts. Do I have to train my voice for better results?</b>	There is no voice training for SYNC. Check to see if your phonebook actually downloaded properly. Browse through the phonebook in the phone menu to see if your contacts are there as you would expect. This function is allowed only while the vehicle is in Park.
<b>Still having problems finding my contacts</b>	<p>Try saying the name of the contact exactly as you have it listed. Check the format of your contacts in the phonebook:</p> <ul style="list-style-type: none"> <li>• Contacts listed in all caps (JOHN) require you to spell out the name</li> <li>• Contacts listed last name first (Smith Gary) require you to say it that way</li> <li>• Contacts listed with leading characters (Aa John Doe) should be revised</li> </ul>



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... Getting the Right Song to Play	
<b>SYNC won't play the album I know I have</b>	Try using the proper name for how the album is actually listed on your media player. For instance, if the album is titled "Star Wars, the motion picture soundtrack," saying "Play album Star Wars" won't work, but saying "Play album Star Wars the motion picture soundtrack" will work.
<b>Not recognizing the way I'm pronouncing what I want to hear (e.g., Daughtry)</b>	Get a Daughtry song to play by manually browsing to it. Let the song play for a second, then press the Voice button and say the command "What's Playing." SYNC will respond with the title of the song, the name of the artist and the album name. Next time, you can mimic the pronunciation of how the system said the information to get better results.
<b>I'm sure I have the song in my media player, but SYNC can't find it when I say it</b>	Try saying the name of the track exactly as you have it listed. Check the format of your track in the media player: <ul style="list-style-type: none"> <li>• Tracks listed in all caps (FREE BIRD) require you to spell out the name of the song</li> <li>• Tracks listed with additional verbiage require you to say it the way it appears in the media player (e.g., "California Remix" or "featuring Adam Levine of Maroon 5")</li> </ul>

... Using the Right Voice Commands	
<b>When I say "Dial..." or "Play Song..." SYNC won't recognize what I want</b>	Using proper commands will resolve it. For example: <ul style="list-style-type: none"> <li>• To call someone who is in your phonebook, use the command "Call;" then say the contact's name as it is stored in your phonebook</li> <li>• In order to place a phone call using the phone number, say the command "Dial," and then the phone number like 555-555-5555</li> <li>• Try saying "Play Track..." instead of song. SYNC recognizes songs on your media player as "tracks"</li> </ul>
<b>Why does SYNC sometimes take control of my devices and works fine, while, other times, it won't even recognize me?</b>	SYNC provides voice-activated access to your personal devices, but at no time can it take control of your devices. SYNC provides a communication channel between you and your devices. Your devices are always in full control, which is why many features are device dependent. 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.

... Using Vehicle Health Report	
<b>How do I get SYNC to stop asking me if I want to run a Vehicle Health Report?</b>	Go into the phone menu and turn off the Automatic Reports feature. For non-navigation, this would be under: Phone > Vehicle Health Report > User Preferences > Automatic Reports > Automatic Reports Off.
<b>Having trouble submitting a Vehicle Health Report</b>	Make sure you have an active Owner Account and are registered on <a href="http://syncmyride.com">syncmyride.com</a> . Ensure that the cell phone you are using is registered in your account and that the Caller ID is not blocked.



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

... Using Traffic, Directions and Information	
<b>I have the text feature turned off to avoid being charged for incoming messages. Is there a provision for traffic by voice?</b>	Yes. The traffic service has two functions: alerts which are sent via text and reports which you can run anytime using voice commands. The main difference is this: alerts work only if there is an incident along the routes and times you specify in your Owner Account. Reports may be called up whenever you want a current traffic status.
<b>System not recognizing "Yes" command to confirm the directions I want</b>	Try saying "Yep" instead. The "s" sound is more difficult to pick up. Remember, also, when you are calling for services, like directions, you are connected off-board to a remote system.
<b>Will I incur phone charges when using SYNC with Traffic, Directions and Information?</b>	Yes, but the typical call usually takes only about 1 to 1-1/2 minutes. Once the turn-by-turn directions are downloaded into SYNC, the call disconnects. SYNC services are voice-enabled and not data-enabled, so the customer won't need an extra-cost data plan. Just like making any call, the user controls how long they remain on the line.

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