

SYNC[®]

 |  LINCOLN Powered by **Microsoft**



Technology Information Guide



GETTING FAMILIAR

To optimize your experience using SYNC®, here are two essential 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 SyncMyRide.com for a complete list that is frequently updated with the latest technology on the market.

USING THE INTERNET

You can customize your SYNC experience with the Internet. Learn more about how SYNC works; get support when you need it and much more.

SYNC. SAY THE WORD. AVAILABLE VOICE-ACTIVATED TECHNOLOGY PERSONALIZED BY THE PEOPLE WHO USE IT.

EXPLORE SYNC ON FORD >

EXPLORE SYNC ON LINCOLN >

SyncMyRide.com

MASTER THE BASICS

Using SYNC® is simple. It recognizes your voice, so you can keep your eyes on the road and hands on the wheel.

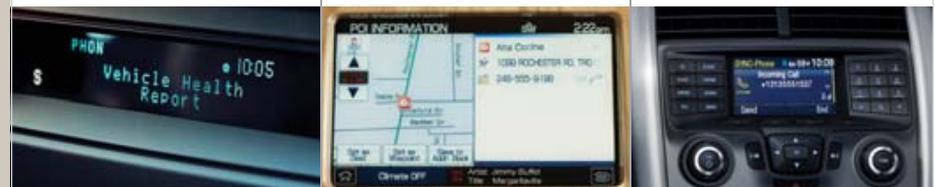


- The voice button  (location varies by vehicle) allows you to voice-activate your phone and digital media player with over 100 commands
- The radio display (features vary by vehicle) provides information status

SYNC

SYNC with Optional
Navigation System

SYNC with MyFord®



For information on SYNC with MyFord Touch®/MyLincoln Touch™, see its own Technology Information Guide.

SYNC®

SYNC

The basic system comes with everything you need to stay in touch, entertained and informed.

- Hands-free calling
- Voice control of your digital media player
- Bluetooth® audio streaming
- 911 Assist®
- Vehicle Health Report
- SYNC Services (complimentary 3-year subscription)
- SYNC AppLink™



SYNC *with* Optional Navigation System

Everything the basic system offers, plus:

- Voice-activated navigation
- Color navigation screen
- Optional fuel prices, traffic, weather, sports scores and movie listings via SiriusXM Travel Link and Traffic
- Navigation mapping stored in onboard hard drive (updated via DVD)
- 10GB jukebox for about 2,400 songs
- HD Radio™ technology



SYNC *with* MyFord®

Everything the basic system offers, plus:

- 4.2-inch, customizable cluster screen
- 4.2-inch, customizable center stack screen
- 5-way steering wheel-mounted controls
- Available SYNC Services (*requires subscription*)



GETTING STARTED

Start with the most important things to begin using SYNC®.



1 Set up your Owner Account

- Go to **SyncMyRide.com**
- Select “Register”
- Follow the on-screen instructions

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. You can use your steering wheel controls when following this sequence:

- Press the Phone button 
- When the radio display indicates “No Phone Paired,” press OK
- When “Add Bluetooth Device” appears, press OK
- When “Find SYNC” appears, press OK
- Take out your mobile phone and find Bluetooth in the menu (look for this symbol ). Turn Bluetooth On if it is not already
- Select SYNC in the list of Bluetooth devices on your phone and enter the code shown on the radio display. This code connects your phone to your car. Don't worry, you won't need to remember it
- Set your phone as primary by selecting Yes
- Turn on 911 Assist® by selecting Yes to activate the emergency call service
- Download your phone book by selecting Yes



3 Set up your digital media player

- Connect your device to the USB port
- Press the Voice button and say “USB”
- Wait until Indexing is complete to gain complete voice control. [Depending on how many digital media files are on your connected device, Indexing may appear in the radio display until indexing is complete.]
- You will then be taken to the Play Menu

PHONE



Your phone is the single most important device for accessing the frequently used features of SYNC®. Plus, you do all of this with your phone securely tucked away in your pocket or purse or wherever you keep it when it's with you.

MAKE A CALL

There are two ways to make a call. You can tell SYNC to CALL a contact or DIAL a number.

- To initiate a call, press the Voice button , and then say "Phone"
- When prompted, say "Call <phone book name>" or say "Dial" and, when prompted, the desired number. When SYNC confirms the number, say "Dial" again

Note: To erase the last spoken digit, say "Delete" or press .
To erase all spoken digits, say "Clear" or press and hold .

ANSWER AND END A CALL

- To answer incoming calls, simply press the Phone button 
- To end calls, press and hold the Phone button 



PHONE SETTINGS

You can customize your phone settings to do more. Here's how:



AUTO DOWNLOAD
YOUR PHONE BOOK



SWITCH BETWEEN
PAIRED PHONES

To activate:

- Press the Phone button 
- Scroll  until Phone Settings appears and press OK
- Scroll  to select Auto Download and press OK to select
- When Auto Download On? appears, press OK to have your phone book automatically download each time. Downloading times are phone- and quantity-dependent

To switch:

- Press the Phone button 
- Scroll  until Phone Settings appears and press OK
- Scroll  to select Connect Bluetooth Device and press OK to select
- View the list of previously paired phones and scroll  until you find the desired device and press OK to connect the phone

TEXT MESSAGING

This is a phone-dependent feature, which enables you to receive, reply to and send text messages. Your phone must support downloading text messages via Bluetooth® to receive incoming text messages.

- An audible tone will sound and the radio display will indicate you have a new message
- Press the Voice button , wait for the prompt and say "Read Message" to have SYNC read the message to you
- Press OK and scroll  to choose Reply to Text Message
- Press OK to access and then scroll  through the list of predefined messages to send



911 ASSIST®



With 911 Assist, you gain peace of mind knowing SYNC® can assist in connecting you to a local 911 Operator in the event of an accident involving airbag deployment or, on certain vehicles, an emergency fuel pump shut-off is triggered.

1. Your ignition must be On and SYNC must have electrical power to it and be fully operational with the 911 Assist feature previously set On.
2. Your paired mobile phone must be On in the vehicle and Bluetooth®-connected with SYNC.
3. 911 Assist will activate if an airbag deploys or, on certain vehicles, if the emergency fuel pump shut-off is triggered.
4. SYNC announces it will initiate a 911 call and gives you a chance to cancel the call if it is unwanted.
5. You may cancel the call by pressing and holding the Phone button.
6. Shortly after the 911 call is successfully made, SYNC plays an introductory announcement to the 911 Operator that a vehicle has been in a crash.
7. After playing the announcement, SYNC opens the SYNC microphone and vehicle audio system so you can directly communicate hands-free with the 911 Operator.
8. If on-site help is required and you are not able to provide vehicle location, the 911 Operator can, in some cases, determine your vehicle's location by way of the mobile phone's GPS (if equipped), mobile phone signal triangulation, or GPS information requested from SYNC (on select vehicles).

The vehicle's electrical system (including adequate battery power), the wireless service provider's signal, and a paired mobile phone all must be available and operating for 911 Assist to function properly. The paired mobile phone must be connected to SYNC in order for 911 to be dialed.

VEHICLE HEALTH REPORT (VHR)



VHR integrates data from multiple sources to communicate diagnostic, recall and maintenance information for a SYNC®-equipped vehicle. VHR contains:

- Scheduled maintenance
- Dealer inspection items
- Open recalls and field service actions
- Diagnostics for monitored electronic systems in the following areas:
 - Brakes and suspension
 - Engine, transmission and emissions
 - Checks, fluids and filters
 - Restraints and driver assistance

REQUEST A VHR

- With the engine running and the Bluetooth®-enabled mobile phone On, properly paired and connected to SYNC, press the Voice button , wait for the audio prompt, and then say "Vehicle health"*
- SYNC will confirm the request, collect the vehicle's Vehicle Identification Number (VIN), mileage and diagnostic information, then use the mobile phone to transmit the data to Ford Motor Company

VIEW A VHR

- With the correct VHR preference settings on **SyncMyRide.com**, an email or text message will be sent to notify you when the report is ready. Email notifications contain a link that will take you directly to the health report online
- Go to **SyncMyRide.com** and log in to the Owner Account
- Go to "Vehicle Health Report" and click on the VIEW REPORT button
- Thoroughly review each section of the report

* Some early versions require saying "Phone" before "Vehicle health."

SYNC® SERVICES

These are subscription-based services to assist you in:

- Finding a local business
- Initiating a traffic report
- Obtaining turn-by-turn directions
- Staying in touch with the latest sports, news, weather, horoscopes, stock quotes, movies and travel services

To begin enjoying, you must set up a SYNC Owner Account at **SyncMyRide.com** and activate the services using the mobile phone number registered with the account. You can also personalize your features online:

- Set up to 25 Saved Points
- Set Traffic Alerts for specific routes and times
- Set Favorites for sports, news, weather, horoscopes and stock quotes

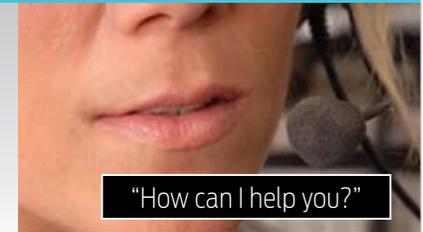


USING SYNC SERVICES

1. With the paired and connected mobile phone registered with the Owner Account, you simply place a hands-free call to the Service Delivery Network (SDN) through the voice command "Services."
2. Just say the service you want, like "Traffic," "Directions," "Business search" and others.
3. To access the complete list, just say "What can I say?"
4. From there, using SYNC Services is easy by simply following the voice prompts of the system.

OPERATOR ASSIST

Get in touch with a live operator when the system cannot locate a listing or destination, or when you say "Operator" during a business search or directions voice session.



If all operators are busy, you will hear call-on-hold music until connected.

Once connected to a live operator, the operator will assist you in locating your requested destination. After the location is found, the operator returns your call back to the automated system and you are presented with three options:

1. Connect to the business.
2. Get a text of the info.
3. Download directions to the business.

Lincoln owners receive unlimited sessions. Ford owners receive a complimentary number of sessions to Operator Assist for as long as the SYNC Services account is active, based on time remaining in your subscription. You may purchase bundles at **SyncMyRide.com** for additional sessions. Sessions are defined as connecting to a business or location or receiving directions to that location.

SEND TO SYNC®

Available with an active SYNC Services subscription, this feature lets you find businesses and addresses from the popular mapping websites, Google Maps™ and MapQuest®, and send the destinations for turn-by-turn directions to your vehicle through SYNC. This feature is also available on the SYNC Destinations app.



1. Log on to **maps.google.com**.
2. Input destination information.
3. Click [More] and a drop-down menu will appear.
4. Click [Send] on the drop-down menu; another drop-down menu will appear.
5. Click [Car] and select the make.
6. Enter the mobile phone number registered to the SYNC Owner Account on **SyncMyRide.com**.
7. Select [Send].



1. Log on to **new.mapquest.com**.
2. Input destination information.
3. Click [Get Map].
4. Select [Send To].
5. Select [Car], then select [SYNC].
6. Enter the mobile phone number registered to the SYNC Owner Account on **SyncMyRide.com**.
7. Select [Send].

SYNC® DESTINATIONS



Monitor traffic around you *even before* getting behind the wheel.

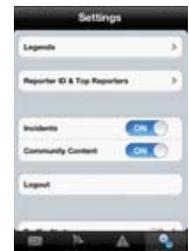
This is a complimentary mobile app for iPhone®/ iPad®/Android™/BlackBerry® owners with an active SYNC Services account. The app integrates with traffic features on **SyncMyRide.com** and your destination Saved Points. Up to 25 Saved Points can be accessed on the go through the app with the ability to add new ones directly on the app for immediate use.

With SYNC Destinations, you can more effectively plan your commutes, accessing state-of-the-art predictive traffic and travel-saving features. After downloading the mobile app, you can use the app by entering your **SyncMyRide.com** account login credentials (login ID and password) for access to:

Map view for current and forecasted traffic flow.



Settings view for a legend of the icons used and general account information.



My Points view for access to current Saved Points or the ability to add a new one.



Incidents view for construction, accidents or event info.

MUSIC

Play songs, albums, artists, genres or playlists from your own personal music library. You can even shuffle all songs and even have SYNC® select songs similar to something you're listening to.



USB

"Play all."

VOICE-ACTIVATE YOUR MUSIC

- With the ignition and radio On and the player connected to the USB port, press the Voice button 
- After the audio prompt, say "USB"
- Then say one of the following: "Play all," "Play artist <name>," "Play album <name>," "Play genre <name>," "Play playlist <name>," or "Play track <name>"
- To play similar music, say "Play similar"
- You can always say "Help" for more options

Bluetooth

"Bluetooth audio."

BLUETOOTH® AUDIO STREAMING

SYNC allows you to stream music from your Bluetooth-enabled mobile phone and play it through the SYNC audio system in your vehicle.

- Ensure that the desired music is playing on your paired phone and the phone is in Bluetooth Audio Streaming mode and connected to SYNC
- Press the Voice button 
- After the audio prompt, say "Bluetooth audio"

SYNC® APPLINK™

The available SYNC AppLink allows you voice-access to select mobile applications that you already have or can download to your Android™, BlackBerry® or iPhone®. Current apps available include Pandora® Internet Radio, Stitcher SmartRadio™, OpenBeak (exclusive for BlackBerry), iHeartRadio, Slacker, NPR News and SYNC Destinations with more in development and on the way. See SyncMyRide.com for more details.



USING SYNC APPLINK

1. Make sure that you have an active account created online for the app you want and make sure you have it set up the way you like it. Some apps just work automatically with no setup.
2. Download or update to the latest mobile app through your Smartphone's marketplace.
3. Turn on your ignition.
4. Pair the phone to a SYNC AppLink vehicle. If your phone is already paired to the vehicle, it connects automatically when you enter.
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 apps through SYNC. Android and BlackBerry connect wirelessly using SYNC AppLink.
6. Now you're ready to voice-access the app by pressing the Voice button and saying "Mobile apps," and then the name of the app you want.

VOICE COMMANDS

You can use the following voice commands at any time:

- USB – to access the device connected to the USB port
- SYNC® – returns system to the main menu
- Bluetooth® audio – accesses mobile phone streaming music
- Line-in – to access the device plugged into the auxiliary audio input jack
- Phone – accesses hands-free phone mode
- Voice settings – to access the voice settings menu
- Help – audibly lists the options in a specific mode and is always available
- Cancel – cancels the requested action
- Read message – to hear a text message
- Vehicle health – to run a VHR on the vehicle
- Services – to access features for Business Search, Traffic, Directions and Favorites
- Mobile apps – to access mobile applications via AppLink™



TIPS FOR USING VOICE COMMANDS



After pressing  on the steering wheel control, make sure to wait for the SYNC “tone” before speaking a command.



Say all the words of a command in the correct order (e.g., “Call John Doe”; “Find an address”).



Speak commands in a smooth, confident and normal pace, directing your voice at the SYNC microphone located in the headliner. Avoid “ahhs” or “umms” when speaking a command.



Ensure the vehicle interior is quiet (windows closed, passengers aren't talking).

You can use the following commands for phone and media player control:



Mobile Phone Commands

- Call <name>
- Dial (then follow dialog with SYNC® to speak a number)
- Call history incoming
- Call history outgoing
- Call history missed
- Go to privacy (not available when in 911 Assist® call)



Media Player Commands

- Play all
- Play genre <name>
- Play album <name>
- Play artist <name>
- Play track <name>
- Play playlist <name>
- Similar music
- What's playing?



Services Commands

- What can I say?
- Traffic
- Directions
- Business search
- Favorites
- News, sports, weather, movies, horoscopes, stock quotes or travel
- Help (to receive help at a particular prompt)
- Services (to return to the main menu)

PREDEFINED TEXT MESSAGES

- Be there in 10 minutes
- Be there in 20 minutes
- Call me
- Call you later
- Can't talk right now
- Can't wait to see you
- I love you
- I need more directions
- I'm stuck in traffic
- No
- Thanks
- Too funny
- Where R you?
- Why?
- Yes

RESOURCES

After you've been up and running with SYNC®, you may wish to explore a little more about the system. To help you, several resources are available.



SyncMyRide.com

Log on to **SyncMyRide.com** to set up a SYNC Owner Account and set your preferences for Vehicle Health Report and SYNC Services. Explore the interactive owner support available:

- Text and video-based info from feature overview to troubleshooting
- Index-card-style presentation of info, similar to a baseball card or food label
- Sharing info via email, mobile, print or Facebook



FordOwner.com/LincolnOwner.com

Log on to **FordOwner.com** or **LincolnOwner.com** to access online versions of the glove compartment materials.

Monday – Saturday
8:30 a.m. – 10:00 p.m. (ET)

Sunday
11:30 a.m. – 10:00 p.m. (ET)

Click-to-chat on **SyncMyRide.com**

Monday – Saturday
8:30 a.m. – 1:00 a.m. (ET)

Sunday
11:30 a.m. – 1:00 a.m. (ET)

In-Vehicle Technology Team (IVT)

- **1-800-392-3673 (Customers)**
Select option 3 for In-Vehicle Technology Team representative
- **1-877-945-3648 (Dealerships)**



Intended for use by dealership personnel to inform consumers.

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