



MyFord Touch[®] / MyLincoln Touch[™]

TECHNOLOGY INFORMATION GUIDE

SYNC[®]

Ford LINCOLN Powered by Microsoft

GETTING FAMILIAR

To optimize your experience using SYNC® with MyFord Touch®/MyLincoln Touch™, here are two essential devices to have with you:



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 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

Traditional knobs and buttons have been replaced by controls and screens familiar to anyone with experience using remote controls, gaming systems or mobile phones.



MULTIFUNCTION DISPLAY

Similar to a message center but with better graphics and customization options.

INFOTAINMENT DISPLAY

The color and features of the Infotainment Display match the four-corner touch screen and allow you to show different or similar features.

Touch the five-way controls on the steering wheel to access the available menus and sub-menus of the Multifunction Display and Infotainment Display.

FOUR-CORNER TOUCH SCREEN

Any of the four main categories can be made active by touching the function's respective status bar.

Phone
Press this corner to access the phone functions.

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

Entertainment
Press this corner to access all available music/media sources.

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

Information
Press this to access SYNC® Services, SiriusXM Travel Link and Traffic.

Home
Press this to return to the home screen.

Settings
Press this to access personalized system settings.

GETTING STARTED

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




1 SET UP YOUR OWNER ACCOUNT

- Go to **SyncMyRide.com**
- Select "Register" and 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.

- Touch the Phone corner
- Find SYNC appears on the screen along with a 6-digit code
- Take out your mobile phone and find Bluetooth in the menu (look for this  Bluetooth 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 touch screen. This code connects your phone to your car. Don't worry, you won't need to remember it
- <Name> Added Successfully appears in the touch screen. Name shown is your phone
- Download your phonebook by selecting Yes
- Store your number as your voicemail number by selecting Yes
- Turn on 911 Assist® by selecting Yes to activate the emergency call service

3 INSERT SD CARD

- Locate the Navigation map database package in the glove compartment
 - Open the package and insert the SD Card into the media hub
- Navigation features will only work if the SD Card is properly installed

4 SET MY HOME

You can set Home as the nearest intersection to ensure privacy or your specific home address. First, make sure the vehicle is in Park.

- Touch DEST on the Navigation corner
- Touch My Home
- Touch Intersection
- Use the keyboard and enter the first street. The system provides choices as you type. Touch the street you want
- Use the keyboard to enter the second street. Same as above
- Select your city when shown on the screen

5 SET HOME ADDRESS


- Touch the Voice button on the steering wheel
- Say "Services"
- Wait for the prompt: "Services. What service do you want?"
- Say "Directions to home"
- Wait for the prompts to say your home address
- The info is saved at **SyncMyRide.com** and ready for use
- You can also manually enter the Saved Points online or in the free SYNC Destinations app

PHONE



Voice-control your phone for hands-free calling with your phone securely put away. With SYNC®, you won't even need to know the phone number. Just say the name of the person you want from your contacts.

MAKE AND RECEIVE CALLS

- Touch the Voice button on the steering wheel to make a call, then say "Call <name from phonebook>" or "Dial <desired number>"
- Touch the Phone button  on the steering wheel to receive a call
- Touch and hold the Phone button to end a call
- Browse your phonebook in the Contacts menu. Confirm your contacts have been downloaded to SYNC. Remember to say the contact name just as it is listed

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 911 Assist® event. You can save up to two contacts on the 911 Assist screen:

- Touch Settings > Phone > 911 Assist
- Touch Edit to add contacts from your phonebook

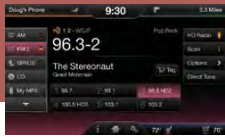
DO MORE

Your phone connects you with many other features:

- Connect to SYNC Services for traffic, directions, business search and information Favorites
- Connect to Operator Assist to help locate a listing or destination
- Call for a Vehicle Health Report
- Connect directly to a 911 Operator
- Transfer calls seamlessly from SYNC to phone as you get in/out of your vehicle

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:

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



ENTERTAINMENT



Gain access to any audio source by voice and even control how each operates, like changing radio stations, CD tracks or music on your digital media player, and more.



INFORMATION



Just say what you want. You have a co-pilot on board with you to provide turn-by-turn directions, traffic reports, business search and much more.

SET YOUR RADIO PRESETS

Manually

- Touch the Entertainment corner on the touch screen (red area, lower left)
- Touch FM
- Touch Direct Tune
- Enter the desired station and touch Enter
- Touch Presets and then touch 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

Automatically

- Touch the Entertainment corner on the touch screen (red area, lower left)
- Touch FM
- Touch Options
- Touch Auto Presets (AST); the system automatically stores the six strongest stations in your current location

BRING IN YOUR OWN MUSIC

CD: Select to access the CD menu to Advance, Reverse, Scan, Shuffle or Repeat, plus access Options to adjust the sound settings, text display and compression settings.

USB: Select to access a music source plugged into the USB port of the media hub, such as a digital media player or thumb drive.

Note: If your digital music source has a name, such as "Joe's iPod," that is what will appear on the screen.

Bluetooth® Streaming: Select to access audio streaming wirelessly from a paired, Bluetooth-enabled mobile phone.

SD Card: Select to access audio available on an SD Card inserted into the media hub.

A/V In: Select to access audio/video from what's plugged into the A/V jacks of the media hub, such as a digital video camera or gaming system. Must be in Park to view video.

Indexing is the way SYNC® categorizes the music it finds on your media player. By indexing the music, SYNC can play selections by track, artist, album or genre categories. SYNC automatically indexes your music every time a media player with new music on it is connected to SYNC 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.

RECEIVE DIRECTIONS

No need to fumble around with outdated maps. You can get turn-by-turn directions and follow them on the touch screen.

- Touch the Voice button on the steering wheel
- Say "Services"
- Wait for the prompt
- Say "Directions" or "Directions to <saved point >"
- Follow the voice prompts to locate your desired location
- Once you select a destination, a route is downloaded to your vehicle

MONITOR TRAFFIC

Stay ahead of potential tie-ups and even choose an alternate route. Just ask.

- Touch the Voice button on the steering wheel
- Say "Services"
- Wait for the prompt
- Say "Traffic" or "Traffic to <saved point >"
- Listen to your personalized traffic report, which offers travel times and route comparisons

FIND A BUSINESS

Search for a specific place or type of subject, like a particular food you're craving.

- Touch the Voice button on the steering wheel
- Say "Services"
- Wait for the prompt
- Say "Business search"
- Follow voice prompts to locate desired destination
- Once found, you can say:
 - "Driving directions" to have the route downloaded
 - "Text me the info" to receive a text message of the business listing
 - "Connect me" to place a hands-free call to the business

You also have access to Operator Assist during a directions or business search voice session. You can speak to a live operator to help you find your listing or destination. Some restrictions may apply. See SyncMyRide.com for details.



NAVIGATION



In places familiar and unfamiliar, you can always get home or someplace new. Just say where you want to go and follow the directions with 3D maps and a detailed list of the route for easy travels.

SET A DESTINATION

You can use the touch screen to set a destination in many ways, like a street address, a city center, a place on the map or a POI. The easiest way is by voice:

- Use the “one-shot” destination entry feature:
 - Touch the Voice button on the steering wheel, then say “Destination street address”
 - The system will ask you to say the full address and will display an example on-screen. You can then speak the address naturally, such as: “One two three Main Street, Anytown”

You can also use the touch screen to enter a destination and narrow your choices by city or street as you type.

CHOOSE A ROUTE

When setting a route, you have three options of how to get there, plus you can view a “demo” of the route before you begin driving:

- Fastest Route uses the fastest-moving roads
- Shortest Route uses the shortest distance
- Eco-Route uses the most fuel-efficient route

SAVE A FAVORITE

Saving a Favorite is as easy as touching the button Save to Favorites when you see it on the touch screen. First, you need to find what you’d like to save. It could be a favorite POI or a specific address.

- When you find a specific address, the touch screen shows three options for what to do next with the address
- Touch Save to Favorites



You can touch buttons with multiple light bars to see additional features available (for example, changing your map mode from 3D to North Up to Direction Headed).



CLIMATE

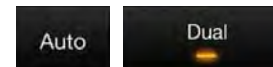


Beyond the simple setting for automatic climate control for set-it-and-forget-it convenience, you can customize the climate you want by just saying it.



ADJUST THE TEMPERATURE AND FAN SPEED

Use your voice, the Infotainment display, the touch screen or climate control buttons. Your choice.



SWITCH FROM AUTO TO DUAL MODE

- Touch the Climate corner of the touch screen (blue area, lower right)
- Touch Auto or touch Dual
- If Auto is selected and you use the My Temp feature, both sides of the cabin are set to your temperature
- If Dual is selected, the passenger can control the temperature setting independent of your selection



ADJUST HEATED OR COOLED SEATS (IF EQUIPPED)

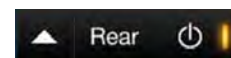
These features can only be controlled through the touch screen.

- Touch the Climate corner of the touch screen (blue area, lower right)
- Touch icons for heat or cool (driver or passenger)
- Light bars indicate the number of settings available



SET YOUR MY TEMP (IF EQUIPPED)

- Touch the Climate corner on the touch screen (blue area, lower right)
- Set your exact, desired temperature using the blue or red arrows
- Press and hold the My Temp button until the background color goes solid



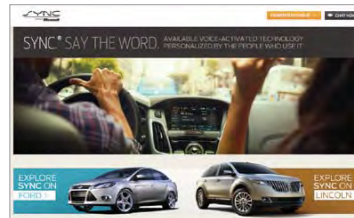
If your vehicle is equipped with rear auxiliary climate control, you can turn it On or Off and access controls directly on the touch screen.

SYNC® 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



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.

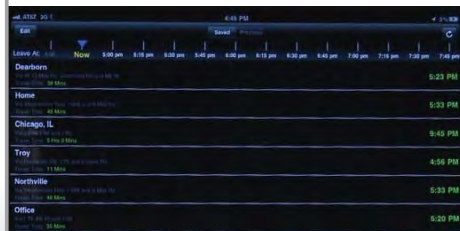
This is a complimentary mobile app for iPhone®/ iPad®/Android™/BlackBerry® owners with an active SYNC Services account. The app integrates with traffic features on **SyncMyRide.com** and your destination Saved Points. Up to 25 Saved Points can be accessed on the go through the app with the ability to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



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



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



Incidents view for construction, accidents or event info.


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

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 or hitting Cancel on the touch screen.
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.

GENERAL TIPS

Be patient. In-vehicle touch-screen technology is new and evolving. Inspired in part by the devices you're already familiar with using – like Smartphones – the touch screen in your vehicle is built to a durable, automotive standard and designed to perform in extreme temperatures.

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
- Clean the display with a clean, soft cloth such as one used for cleaning glasses. Your vehicle is equipped with one. 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

Touch Settings to configure certain vehicle settings (if equipped), such as:

- Ambient Lighting color and intensity
- Rear View Camera delay and guidelines
- Door Keypad Code
- Enable Valet Mode

SETTING THE CLOCK

The clock is large and prominent at the top center of the touch screen. Changing the time is simple:

Manually

- Touch Settings > Clock
- Touch the + or – triangles to adjust
- Touch AM or PM


Automatically

(if equipped with Navigation)

- Touch Settings > Clock
- Touch GPS Time Synchronization to On

TIPS FOR USING VOICE



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



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.



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

Shhhh!

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



VOICE COMMANDS

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 over 10,000 commands. Here are 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
- Vehicle health



CLIMATE

- Climate control list of commands
- Climate <On/Off>
- Climate my temperature
- Climate temperature <60-85> degrees



PHONE

- Phone list of commands
- Dial
- Call <name> on cell/at home/at work
- Call voicemail
- Do not disturb <On/Off>
- Listen to text message*

* Phone-dependent feature.



ENTERTAINMENT

- Audio list of commands*
- Audio <On/Off>
- Radio:
 - FM <87.7-107.9>
 - FM preset <#>
- CD:
 - Play track <1-512>
 - Shuffle <On/Off>
- USB:
 - Play song <name>
 - Play album <name>
- SiriusXM:
 - <Channel name>
 - Preset <#>

* You can also get detailed lists of commands for radio, USB, Bluetooth® audio, Sirius and SD Card.



NAVIGATION

- Navigation list of commands:
 - Destination street address <number, name, city>
 - Destination home
 - Navigation voice <On/Off>
 - Navigation volume <increase/decrease>
 - Repeat instruction
 - Show <map/north-up/heading-up/3D>
- Travel Link list of commands:
 - Traffic
 - Weather
 - Movie listings
 - Fuel prices
 - Sports <headlines/scores/schedules>



SYNC® SERVICES

Must say "Services" first, and then:

- What can I say?
- Traffic
- Directions
- Business search
- Help
- Operator (*for directions or business search*)
- Favorites
- News, sports, weather, horoscopes, stock quotes, movies or travel

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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