MOST FREQUENTLY ASKED QUESTIONS

My home address is not on the map, is my navigation system broken?

There are several possible reasons why you may not be able to find your home address:

1) The map that is included with your system contains the most recent data available at the time of yearly production. However, there are situations when some home addresses may not be in the database yet (i.e. newly developed neighborhoods, homes located off dirt or country roads, etc.).

2) The road has not been physically verified yet.

3) You are not entering the street name correctly. It is not necessary to enter the prefix or suffix to any street name. For example, "East Main Street" can simply be entered as "Main".

Go to www.navteq.com to report map errors and click on Map Reporter

When the car is moving, I can't enter information into the system. Why not?

A safety feature makes certain tasks unavailable while the car is in motion. Refer to the *Navigation Supplement* for a list of specific tasks that are unavailable when driving.

How accurate is my SIRIUS® real-time traffic (if subscribed)?

SIRIUS® Traffic service (if subscribed) primarily covers the freeways and interstates in the most populated metropolitan areas in the continental United States. Traffic service delivers the best information available from departments of transportation, police and emergency services, traffic sensors, cameras and airborne reports to your navigation system. This includes:

• Traffic flow or the actual speed traffic is moving along a road segment (where available).

• Locations of unscheduled traffic disruptions caused by such things as accidents, disabled vehicles and bad weather.

• Locations of scheduled traffic disruptions such as construction and road closures.

For a list of coverage information visit www.sirius.com

What is the warranty on my navigation system?

The navigation system warranty is covered by the same warranty as the rest of your vehicle.

Refer to your Navigation Supplement for more information.

SIRIUS® TRAVEL LINK™

• SIRIUS® Travel Link™ brings a wealth of information into your vehicle and right to your screen.

• Your vehicle comes with a free introductory period for SIRIUS® satellite radio and Travel Link™ subscription.

Obtain real time information by pressing the ⓘ button on the system and going to the SIRIUS® Travel Link™ tab. On this screen, you can access:

Ⓐ Traffic: On route or nearby

Ⓑ Weather: Current/5 day/nearby weather, ski information or weather map

Ⓒ Fuel pricing: Prices by grade and day when available

Ⓓ Sports scores: Daily scores and schedules

• You can personalize the display of traffic and sports information by programming frequently used locations and favorite teams.

Ⓔ Movie listings: Showtimes, ratings and locations.

NAVIGATION SYSTEM FEATURES

Map
• **Bird's eye view** – View the map from an elevated perspective
• Display of many Points of Interest (POI) icons
• 3D building icons for major landmarks
• Auto display of fuel station icons on the map upon low fuel level
• Auto display of parking icons on map upon destination arrival

Touch Screen
• A large touch screen makes entering a destination easy.

Route Guidance
• Detailed freeway exit, turn, and ramp transition lane guidance.
• Speed limit display on freeways
• Audible guidance includes announcement of all street names.

Navigate by using Voice Recognition
Your system has an advanced interactive voice recognition (VR) system which allows you to perform certain tasks by speaking commands. There is no need to memorize system voice commands as the system can display "read" available commands. Voice commands are listed in the system's Help Menu, throughout the *Navigation Supplement* and can be heard by saying "Help" during an active voice session. The "Voice Control" tab at the bottom of the menu screen allows you to enter voice enhancement mode. This mode eliminates the need to say "USB" or "User Device" before any SYNC® media commands.

VOICE RECOGNITION SYSTEM QUICK START

Voice recognition user profile
You can 'train' the system to better recognize your voice. Two profiles can be created. Refer to the Voice Recognition section for more information.

Creating a User Profile
You can create user profiles in your voice recognition system to help train the system to fine tune its listening to a specific person (voice). To access:
1) Press the MENU hard button on the navigation system.
2) Select the 'Feedback Settings' tab on the touchscreen.
3) Select 'Edit'.
4) Select 'Create' to create either Profile 1 or Profile 2.
5) Follow the voice prompt instructions.

Please see your Owner's Guide for more information.

Use caution with any device or feature that may take your attention off the road. Ford recommends against the use of any hand-held device while driving and that you comply with all applicable laws. Your primary concern is the safe operation of your vehicle.

COMMON VOICE COMMAND CATEGORIES

Press 🎤 or VOICE on your steering wheel and after the prompt say:

"Audio"	"Navigation"
"Travel Link"	"Destination"
(If subscribed)	"User Device"
"Phone"	"Help"

GET DIRECTIONS FOR EVERYDAY LIFE

• Your system doesn't just provide you with driving directions, it acts like your own personal concierge service!

• Looking for a restaurant? Running low on gas? Need an ATM? No problem! Your system includes millions of Points of Interest (POIs), in over 149 different categories.

• Feel safe and secure in unfamiliar cities. Getting directions to local police stations and hospitals is available with the touch of a button. When SIRIUS® Travel Link™ is enabled, your system will also display local gas stations when your fuel level is low.

Register online to get information, answer questions or to purchase map updates for your Ford, Lincoln or Mercury navigation systems.

Go to www.navteq.com/fordregister or call 1-888-NAV-MAPS.

THE MORE THE WORLD CHANGES, THE MORE YOUR MAP CHANGES.

Map Database – Your 40GB* hard drive navigation system has been preloaded with maps to help you get where you need to go.

Since the world is always changing, you need to keep your navigation system up-to-date. NAVTEQ updates its maps regularly with everything from new subdivisions to new restaurants, hotels and other points of interest. It is highly recommended that map updates be purchased annually to ensure that you have the most current information.
*1GB equals one billion bytes (1,000,000,000B).

Home Screen Personalization – On the system home screen, you can upload personal photos via CD, resize and display them on the screen. (Photo size must be less than 1.5 MB).

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GOING SOMEWHERE?

Press the DEST hard button to access your three Destination menus – Quick, Standard & Edit Route.

QUICK DESTINATION

The Quick destination menu provides quick access to the nearest points of interest, emergency destinations, previous destinations, access to your favorite saved destinations, and allows you to cancel your current route.

A Find Nearest POI Points of Interest: Your system allows you to select Points of Interest which will appear close to your vehicle's current location. You can select one of the default categories (Restaurant, Fuel Station, Accommodations, Airport, ATM) or choose from a list of categories.

B Emergency: Use to find hospitals or police stations closest to your vehicle's current location.

C Favorite Destinations: Allows you to store up to six destinations for quick access. To set a favorite destination preset: Press and hold the desired preset location and follow the system's screens to choose the desired selection to store.

D Cancel Route: Press to cancel your route at any time.

STANDARD DESTINATION

Your Standard destination screen allows you to set a destination using any of the following: Address Book, Previous Destination, Phone Number, Map, Street Address, POI, Freeway Entrance/Exit or a Specific Intersection.

A Address Book – Select up to 50 stored entries which can be used as destinations, waypoints and areas to avoid. Select "ADD" to program a destination and follow the system's screens to choose the desired selection to store.

B Previous Destinations – Select to access up to 20 of your previous destinations

C Phone Number – This feature allows you to search for the destination of a database POI or address book entry by entering the phone number on the keyboard. Note – The system only recognizes phone numbers that are in the mapping database. This does not include personal cell phone or residential numbers.

D Map – Select any point on the map to set as a destination.

E Street Address – You can enter any street address as a destination.

As you start to input your information, the smart speller feature will show available characters. The system will automatically default to the Street selection. You may start by entering the State and City to help narrow your search.

a State/Prov. – Using the keyboard, type in the state, province or territory

b City – Enter the desired city name

c Street – Enter desired street name

d Number – Enter a building or house number

e List – Select to view a list of either states, provinces, territories, cities, or street names. The system will provide a list based on the first letter you enter into the selection field

F Point of Interest (POI)

Set a destination by choosing a POI. You can view detailed information such as name, city name , street name, house number and telephone number. The system will automatically default to name.

a State/Prov. – Using the keyboard, type in the state, province or territory

b City – Enter the desired city name

c Category – Select the desired POI category or subcategory

d List – Select to view a list of either states, provinces, territories, cities, or POI name. The system will provide a list based on the first letter you enter into the selection field

G Freeway Entrance/Exit – Select to enter a freeway name and then select an entrance or exit of that freeway.

H Intersection – Set an intersection as a destination by entering in two street names.

EDIT ROUTE

The Edit Route screen allows you to make any adjustments to an active route such as canceling your route, making a detour and viewing the route. You can also choose to edit route preferences, edit traffic preferences (requires SIRIUS® Travel Link™ subscription, edit destination/waypoints or edit turn list.

A Cancel Route – Select to cancel an active route.

B Detour – Select to set an avoid area on a current route.

C View Route – Select to view the entire current route and then to view your destination area, view your next waypoint or view the turn list computed for your current destination.

D Edit Route Preferences – Select to avoid specific criteria (freeways, toll roads, ferries, etc.).

E Edit Traffic Preferences – Select to edit traffic preferences (requires SIRIUS® Travel Link™ subscription).

F Edit Destination/Waypoints – Select to edit the destination or waypoints in a defined route.

G Edit Turn List – Select to delete or avoid a road in the current turn list.

Navigation Route Preferences

Pressing the NAV hard button will access the following navigation features:

A Map Prefs – Press to access/adjust map content such as:

Street Name, Time to Dest, Speed Limits, Breadcrumbs, Point of Interest (POI) Icons, Map Views, Bird's Eye view and Turn List Format.

B Route Prefs – Press to select between shortest distance or fastest time when navigating a route. Also select to avoid freeways, toll roads, ferries, time restricted roads, and HOV lanes. (HOV lanes are high occupancy vehicle lanes also known as carpool or diamond lanes).

C Traffic Prefs – Press to have the system color code roads according to speed or traffic flow, or if you would like to receive traffic reports or receive traffic alerts (requires SIRIUS® Travel Link™).

D Navigation Prefs – Select to access system preferences such as: voice, average driving speed, low fuel notification, and parking notification.

E Avoid Areas – Press the Add button to input an area that the system needs to avoid when planning a route.

You will have one of the following navigation systems. Both have common features/functions with similar controls.