

SYNC

QUICK REFERENCE GUIDE



fordowner.com



ford.ca

WARNING

Driving while distracted can result in loss of vehicle control, accident and injury. Ford Motor Company strongly recommends that drivers use extreme caution when using any device or feature that may take their focus off the road. Your primary responsibility is the safe operation of the vehicle. We recommend against the use of any hand-held device while driving, encourage the use of voice-operated systems when possible and that you become aware of applicable state and local laws that may affect the use of electronic devices while driving.

Learn More About Your New E-Series:

fordowner.com (U.S.) / **ford.ca** (Canada)

LEARN HOW TO SYNC YOUR RIDE:

SYNC is a voice-activated technology personalized by you. It is a hands-free, voice recognition system used for entertainment, information and communication.

SyncMyRide.com (U.S.) **SyncMyRide.ca** (Canada)

This Quick Reference Guide is not intended to replace your vehicle Owner's Manual which contains more detailed information concerning the features of your vehicle, as well as important safety warnings designed to help reduce the risk of injury to you and your passengers. Please read your entire Owner's Manual carefully as you begin learning about your new vehicle and refer to the appropriate chapters when questions arise. All information contained in this Quick Reference Guide was accurate at the time of duplication. We reserve the right to change features, operation and/or functionality of any vehicle specification at any time. Your Ford dealer is the best source for the most current information. For detailed operating and safety information, please consult your Owner's Manual.

Ford Motor Company Customer Relationship Center

U.S. **1-800-392-3673** (FORD)

(TDD for the hearing impaired: **1-800-232-5952**)

fordowner.com

Ford of Canada's Ford Customer Relationship Centre

Canada **1-800-565-3673** (FORD)

ford.ca



Vehicles equipped with navigation refer to your owner manual for additional information



GETTING STARTED WITH YOUR SYNC® SYSTEM¹

SYNC is a hands-free, voice recognition system used for entertainment, information and communication. SYNC...Say the word.

General Tips

For more complete information on SYNC, refer to your **Owner's Manual**, visit the SYNC website² or call the toll-free number³.

Before you get started

- 1 Set up your owner account by visiting your SYNC website². Register by following the on-screen instructions. After registering, you can see what complimentary services you are eligible for.
- 2 SYNC uses a wireless connection called Bluetooth® to communicate with your phone. Turn Bluetooth mode on in your phone's menu options. This lets your phone find SYNC. For more details on setting up your phone with SYNC, visit SYNC online² or your phone manufacturer's website.

Pairing Your Phone with SYNC

In order to use many of the features of SYNC, you must first pair and connect your phone with SYNC.

To pair your phone for the first time:

- 1 Make sure that your vehicle is in (P) park and both your ignition and radio are turned on.
- 2 Press the phone button. When the display indicates no phone is paired, press **OK**.
- 3 When Add Bluetooth Device appears, press **OK**. When Find SYNC appears in the display, press **OK**.
- 4 Put your phone into Bluetooth discovery mode. See your phone's user guide if necessary.

- 5 When prompted on your phone's display, enter the six-digit PIN provided by SYNC in the radio display.
- 6 The system indicates when the pairing is successful.

Note: The system may prompt you to:

- » Set your phone as the primary/favorite (the primary phone will receive messages and voice mails).
- » Download your phone book (this is required to use the full set of voice commands).

Tips Make sure you accept SYNC's request to access your phone. To pair subsequent phones, please refer to **Pairing Subsequent Phones** in the **SYNC** chapter of your **Owner's Manual**. If you are experiencing pairing problems, try performing a clean pairing by deleting your device from SYNC, deleting the SYNC connection from your phone, and then repeating the Pairing Your Phone process.

SYNC Applications and Services¹

- » SYNC Services¹ provides access to traffic, directions and information, such as travel, sports, stock prices, horoscopes and more.
- » 911 Assist® can alert 911 in the event of an emergency (feature must be set to **ON** prior to the incident).
- » Vehicle Health Report¹ provides a diagnostic and maintenance report of your vehicle.
- » SYNC AppLink™¹ allows you to connect to and use certain applications such as Pandora and Stitcher, if your phone is compatible.

USING SYNC® VOICE COMMANDS – SYNC...SAY THE WORD

Press the voice button and when prompted, speak your voice command. For a list of voice commands, say “*What can I say?*”

Using My Phone with SYNC

Note: You must download your phone book to make phone calls with voice commands by name. Contacts listed in all caps will require you to spell them (i.e. JAKE, will be J-A-K-E).

Making a phone call

Use SYNC to make a phone call to anyone in your phone book by pressing the voice button. When prompted, give a voice command. For example, you could say, “Phone” then “Call Jake Smith at home”. The system confirms the request and dials your call.

Note: You can also make phone calls by pressing the voice button. When prompted, give the voice command, “Dial,” then verbally say the phone number.

Answering incoming calls

Whenever you have an incoming call, you can answer it by pressing the phone button. Hang up at any time by pressing and holding the phone button.

Switching to privacy mode

Switch a call from an active, hands-free environment to your cellular phone for a more private conversation. Press **OK** when Privacy on/off appears. The display indicates “In Privacy” and the system transfers your call.

Using SYNC to Access Digital Media

Use the USB port hub to plug in your media devices such as phones and MP3 players and use SYNC to play all of your favorite tunes. Since SYNC indexes your music, the more you have stored on your device, the longer it will take SYNC to index.

Using voice commands to play music

- 1 Plug your media player into your USB port.
- 2 Press the voice button. When prompted say “USB”, then follow-up by saying one of the voice commands. For a list of voice commands, say “What can I say?”
- 3 You will hear the command repeated back to you and the selected item will play.

See your **Owner's Manual** for additional SYNC digital media features.

Why You Need a SYNC Owner Account

A SYNC owner account is required to receive the latest software updates, view your Vehicle Health Reports¹ and manage your SYNC accounts. To set up your account, visit the website² or call the toll-free number³.

¹ If equipped.

² U.S. Customers: SyncMyRide.com. Canadian Customers: SyncMyRide.ca.

³ U.S. Customers: 1-800-392-3673 (select 1 or 2 for language, then Option 3 and Option 1); Canadian Customers: 1-800-565-3673 (select 1 or 2 for language, then Option 3 and Option 1).