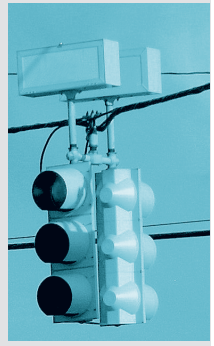
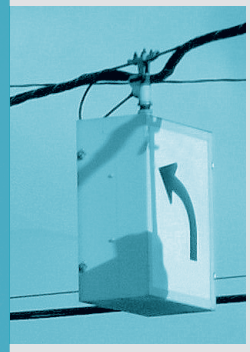
owner.ford.com

ford.ca





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GENERAL INFORMATION

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

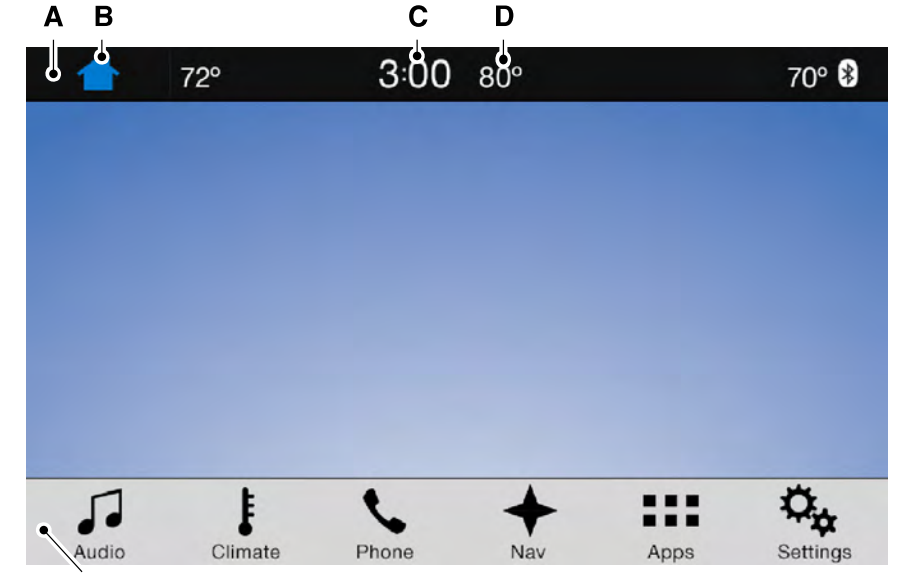
Getting to Know Your System

The SYNC 3 system allows you to interact with a variety of features using the touchscreen and voice commands. By integrating with your Bluetooth-enabled phone, the touchscreen provides easy interaction with audio, multimedia, climate control, navigation, and your phone's SYNC 3 compatible apps.

Using the Touchscreen

To operate the touchscreen, you can simply touch the item or option that you want to select. The button changes color when you select it.

The SYNC 3 layout allows you to quickly select the feature you wish to use.



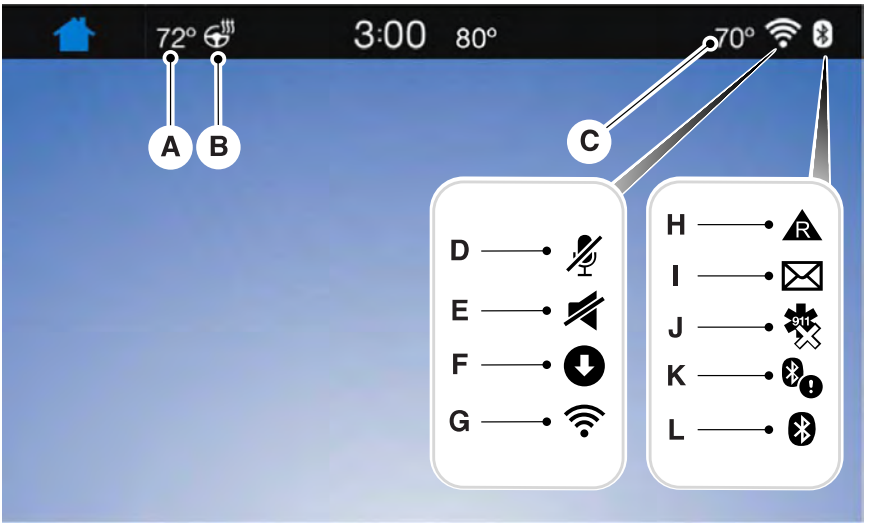
Item	Menu Item	Action and Description
A	Status Bar	This bar displays icons and messages pertaining to current system activities including climate settings, voice commands and phone functions such as text messages.
B	Home	This button is available on the main screens. Pressing it takes you to the home screen view.
C	Clock	This shows the current time. You can set the clock manually or have it controlled by the vehicle's GPS location. See **Settings** (page 77).
D	Outside Temperature	This displays the current outside temperature.
E	Feature Bar	You can touch any of the buttons on this bar to select a feature.

The touchscreen allows you quick access to all of your comfort, navigation, communication and entertainment options. Using the status and feature bar you can quickly select the feature you want to use.

Note: *Your system is equipped with a feature that allows you to access and control audio features for 10 minutes after you switch the ignition off (and no doors open).*

The Status Bar

Additional icons also display in the status bar depending on market, vehicle options and current operation. If a feature is not active, the icon does not display. Certain icons may move to the left or right depending on what options are active.



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Callout	Item	Description
A	Driver Temperature (If equipped)	This shows the temperature the driver selects through the climate control system.
B	Heated steering wheel (If equipped)	When you activate the heated steering wheel option on the touch screen, this icon displays. It only displays when there is not a physical button for the heated steering wheel.
C	Passenger Temperature (If equipped)	When the passenger's temperature has been adjusted and is no longer linked to the driver's temperature, it displays here. If Dual is turned off and the temperatures are linked, the passenger's temperature does not display.
D	Microphone Mute	This icon displays when your microphone is muted. A caller can not hear you.

Callout	Item	Description
E	Mute	This icon displays when the audio system is muted.
F	Download	The SYNC 3 system has been updated, press this icon for more details.
G	Wi-Fi in Range	This icon appears if a Wi-Fi network is connected or available.
H	Roaming	This icon displays when your cell phone is roaming.
I	Text Message	This icon displays when you receive a text message on your phone.
J	911 Assist Off (If Available)	This icon displays when 911 Assist is set to off and your phone is connected to SYNC.
K	Bluetooth Alert	The Bluetooth alert icon displays when there is an active Bluetooth alert.
L	Bluetooth	This icon displays to show an active Bluetooth connection.

Messages may also appear in the status bar to provide you with notifications. You can select the message to view the associated feature.

Feature Bar

Feature Bar Item	Functions
Audio	Allows you to control the media playing in your vehicle. You can control all audio features including AM, FM and satellite radio, CDs, and media streaming over a Bluetooth device or through a USB connection.
Climate (If equipped)	Allows you to adjust the temperature, fan speed and airflow within the vehicle.
Phone	Allows you to make calls, receive calls, and access the phonebook of your connected device.

Feature Bar Item	Functions
Navigation (If equipped)	Allows you to see your vehicle's location on a virtual road map, get driving directions to your destination and find points of interest along your route.
Apps	Connect and control SYNC 3 compatible apps running on your iphone or android device. Also, access built-in additional features such as SiriusXM Traffic and Travel Link (if equipped).
	If your vehicle is a hybrid, plug-in hybrid, or electric this is also where your settings and power information is located.
Settings	You can customize your system with various settings for the touchscreen display, feature preferences, and how you want to interact with your vehicle.

Cleaning the Touchscreen

You can remove fingerprints with a dry, clean, soft cloth.

If dirt or fingerprints are still on the screen, apply a small amount of alcohol to the cloth and try to clean it again.

Note: *Do not use detergent or any type of solvent to clean the touchscreen.*

Note: *Do not pour or spray alcohol onto the touchscreen.*

Using Voice Recognition

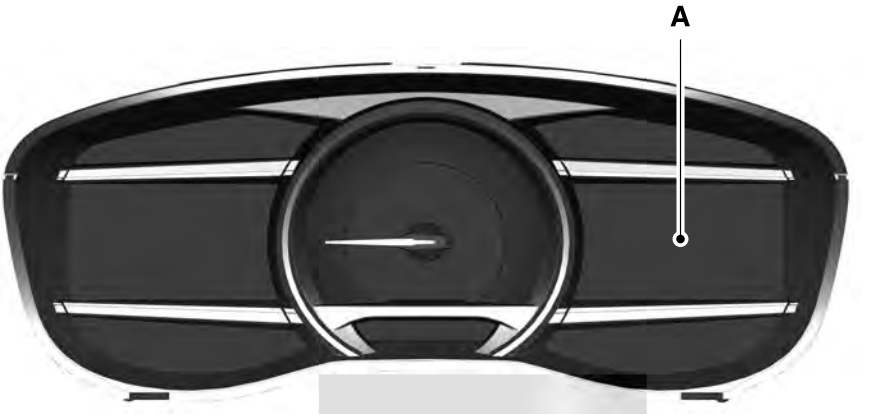
Using voice commands allows you to keep your hands on the wheel and focus on what is in front of you. The system provides feedback through audible tones, prompts, questions and spoken confirmations depending on the situation and the chosen level of interaction (voice settings).

The system also asks short questions (confirmation prompts) when it is not sure of your request or when there are multiple possible responses to your request.

When using voice commands, words and icons may appear in the status bar indicating the status of the voice command session. See **Using Voice Recognition** (page 18).

Accessing and Adjusting Modes Through Your Vehicle Information Display (If Equipped)

Depending on your vehicle and selected options you may be able to control some of the SYNC 3 features on your information display. The features are visible either in the right hand display (A) or in the center of the display (B).



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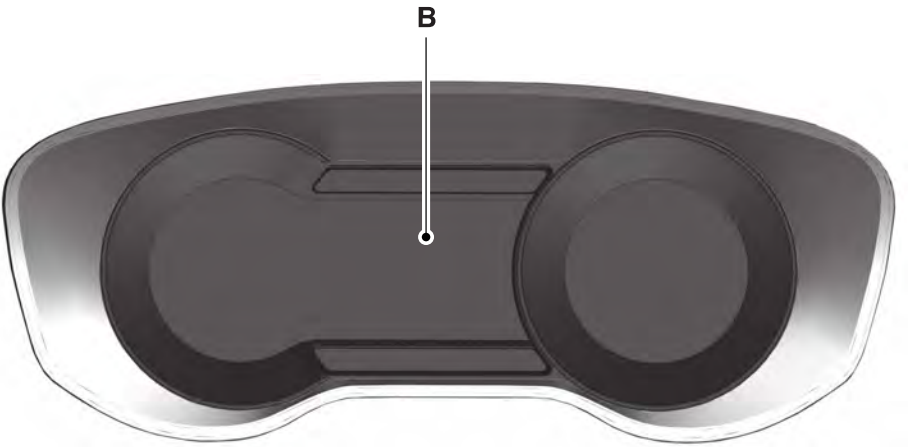

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You can make the following adjustments using the information display SYNC 3 screen:

Option	Information
Audio	Information for current audio playing.
	Select source.
Navigation	View current road and speed limit (if information is available).
	View current route, next turn, time to your destination (depending on cluster level), distance to destination (depending on cluster level), and ability to cancel route.
	If you do not have an active navigation route programed, the compass is shown.
Phone	If you are not on a call, a call can be made by selecting: *

Option	Information				
	Quick dial	All calls	Incoming calls	Outgoing calls	Missed calls
	If you are on a call, the call information is displayed on the information display.				
	If you are receiving a call, you can accept it by selecting OK on the right-hand steering wheel controls.				

* Depending on your vehicle options, all of these choices may not display.

Use the **OK** and arrow buttons on the right side of your steering wheel to scroll through the available modes.

The selection menu expands and different options appear.

- Press the up and down arrows to scroll through the modes.
- Press the right arrow to enter the mode, use the left arrow to exit the mode.
- Press the up and down arrows to make adjustments within the chosen mode.
- Press **OK** to confirm your selection.

Note: *If your vehicle is not equipped with navigation, compass appears in the display instead of navigation. If you press the right arrow to go into the compass menu, you can see the compass graphic. The compass displays the direction in which the vehicle is traveling, not true direction (for example, if the vehicle is traveling west, the middle of the compass graphic displays west; north displays to the left of west though its true direction is to the right of west).*

Using the Steering Wheel Controls

Depending on your vehicle and option package, you can use different controls on your steering wheel to interact with the touchscreen system in different ways.

VOL: Control the volume of audio output.

Mute: Mute the audio output.

Voice: Press to start a voice session. Press again to stop the voice prompt and immediately begin speaking. Press and hold to end a voice session.

SEEK Forward and **PHONE ACCEPT:**

- While in radio mode, press to seek between memory presets.
- While in USB, Bluetooth Audio or CD mode, press to seek between songs or press and hold to fast seek.
- While in phone mode, press to answer a call, or to switch between calls.

SEEK Reverse and **PHONE REJECT:**

- While in radio mode, press to seek between memory presets.
- While in USB, Bluetooth Audio or CD mode, press to seek between songs or press and hold to fast seek.
- While in phone mode, press to end a call, or to reject an incoming call.

Source: Touch the control repeatedly to switch between media modes.

For more information, see the steering wheel chapter in your owner manual.

Using Your Bezel Controls

Depending on your vehicle and option package, you may also have these controls on your instrument panel:

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- **Power:** Switch the media or climate features on and off.
- **VOL:** Control the volume of playing audio.
- **Seek** and **Tune:** Use as you normally would in media modes.
- **Eject:** Eject a CD from the entertainment system.
- **SOURCE** or **MEDIA:** Touch the word repeatedly to see all available media modes.
- **SOUND:** Touch the word to access the Sound menu where you can adjust sound settings and other audio settings.
- **DISP:** Switch the display on or off. You can also touch the screen to switch the display back on.
- **Temperature, fan and climate control buttons:** Control the temperature, fan speed or settings of the climate control system.

911 Assist

WARNINGS

Unless the 911 Assist setting is set on before a crash, the system will not dial for help which could delay response time, potentially increasing the risk of serious injury or death after a crash.

Do not wait for 911 Assist to make an emergency call if you can do it yourself. Dial emergency services immediately to avoid delayed response time which could increase the risk of serious injury or death after a crash. If you do not hear 911 Assist within five seconds of the crash, the system or phone may be damaged or non-functional.

WARNINGS

Always place your phone in a secure location in your vehicle so it does not become a projectile or get damaged in a crash. Failure to do so may cause serious injury to someone or damage the phone which could prevent 911 Assist from working properly.

Note: *The SYNC 911 Assist feature must be set on before the incident.*

Note: *The SYNC 911 Assist feature only operates in the U.S., Canada or in a territory in which 911 is the emergency number.*

Note: *Before setting this feature on, make sure that you read the 911 Assist Privacy Notice later in this section for important information.*

Note: *If any user sets 911 Assist to on or off, that setting applies for all paired phones. If 911 Assist is switched off and the phone is connected to SYNC, an icon displays on the status bar.*

Note: *Every phone operates differently. While SYNC 911 Assist works with most cellular phones, some may have trouble using this feature.*

If a crash deploys an airbag (excluding knee airbags and rear inflatable safety belts [if equipped]) or activates the fuel pump shut-off, your SYNC-equipped vehicle may be able to contact emergency services by dialing 911 through a paired and connected Bluetooth-enabled phone. You can learn more about the 911 Assist feature, by visiting:

Website
owner.ford.com owner.lincoln.com www.syncmyride.ca

Website
www.syncmaroute.ca

For important information about airbag deployment and the fuel pump shut-off please see the Supplementary Restrains and Roadside Emergencies sections of your owner manual.

To switch 911 Assist on and off please view the settings information. See **Settings** (page 77).

To make sure that 911 Assist works correctly:

- SYNC must be powered and working properly at the time of the incident and throughout feature activation and use.
- The 911 Assist feature must be set on before the incident.
- You must pair and connect a Bluetooth-enabled and compatible cell phone to SYNC.
- A connected Bluetooth-enabled phone must have the ability to make and maintain an outgoing call at the time of the incident.
- A connected Bluetooth-enabled phone must have adequate network coverage, battery power and signal strength.
- The vehicle must have battery power and be located in the U.S., Canada or in a territory in which 911 is the emergency number.

In the Event of a Crash

Not all crashes will deploy an airbag or activate the fuel pump shut-off (the triggers for 911 Assist). If a connected cell phone sustains damage or loses its connection to SYNC during a crash, SYNC will search for and try to connect to a previously paired cell phone; SYNC will then attempt to call the emergency services.

Before making the call:

- SYNC provides a short window of time (about 10 seconds) to cancel the call. If you fail to cancel the call, SYNC attempts to dial 911.
- SYNC says the following, or a similar message: "SYNC will attempt to call 911, to cancel the call, press Cancel on your screen or press and hold the phone button on your steering wheel."

If you do not cancel the call, and SYNC makes a successful call, a pre-recorded message plays for the 911 operator, and then the occupant(s) in your vehicle is able to talk with the operator. Be prepared to provide your name, phone number and location immediately, because not all 911 systems are capable of receiving this information electronically.

911 Assist May Not Work If

- Your cellular phone or 911 Assist hardware sustains damage in a crash.
- The vehicle's battery or the SYNC system has no power.
- The phone(s) thrown from your vehicle are the ones paired and connected to the system.

911 Assist Privacy Notice

When you switch on 911 Assist, it may disclose to emergency services that your vehicle has been in a crash involving the deployment of an airbag or activation of the fuel pump shut-off. Certain versions or updates to 911 Assist may also be capable of electronically or verbally disclosing to 911 operators your vehicle location or other details about your vehicle or crash to assist 911 operators to provide the most appropriate emergency services. If you do not want to disclose this information, do not switch the feature on.

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Safety Information

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

- Do not attempt to service or repair the system. Have an authorized dealer check your vehicle.
- Do not operate playing devices if the power cords or cables are broken, split or damaged. Place cords and cables out of the way, so they do not interfere with the operation of pedals, seats, compartments or safe driving abilities.
- Do not leave playing devices in your vehicle during extreme conditions as it could cause them damage. See your device's user guide for further information.
- For your safety, some SYNC 3 functions are speed-dependent. Their use is limited to when your vehicle is traveling at speeds under 3 mph (5 km/h). Make sure that you review your device's manual before using it with SYNC 3.

Speed-restricted Features

Some features of this system may be too difficult to use while your vehicle is moving so they are restricted from use unless your vehicle is stationary.

- Screens crowded with information, such as Point of Interest reviews and ratings, SiriusXM Traffic and Travel Link sports scores, movie times or ski conditions.
- Any action that requires you to use a keyboard is restricted, such as entering a navigation destination or editing information.
- All lists are limited so the user can view fewer entries (such as phone contacts or recent phone call entries).

See the following chart for more specific examples.

Restricted features	
Cellular Phone	Pairing a Bluetooth phone.
	Browsing of list entries is limited for phone contacts and recent phone calls.
System Functionality	Editing the keypad code.
	Enabling Valet Mode.
	Editing settings while the rear view camera or active park assist are active.

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Restricted features	
Wi-Fi and Wireless	Editing wireless settings.
	Editing the list of wireless networks.
Text Messages	Viewing received text messages.
Navigation	Using the keyboard to enter a destination.
	Demo navigation route.
	Adding or editing Navigation Favorites entries or Avoid Areas.

Creating a SYNC Owner Account

Why do I need a SYNC owner account?

- Essential for keeping up with the latest software and connected features.
- Access to customer support for any questions you may have.
- Maintain account permissions.

Visit the website to sign up and register.

Website
owner.ford.com owner.lincoln.com www.syncmyride.ca www.syncmaroute.ca

Updating Your System

You can choose to download the update onto a USB drive or use Wi-Fi to deliver automatic updates.

USB Updates

To use the USB update you need to log into your owner account and visit the SYNC software update page.

Website
owner.ford.com owner.lincoln.com www.syncmyride.ca www.syncmaroute.ca

The website notifies you if an update is available. You can then select to download the update.

You will need an empty USB drive. Please check the website for minimum requirements. Once you have inserted the USB drive into your computer, choose to start the download. Follow the instructions provided to download the files to the USB drive.

The update can be installed while you are driving or for up to 30 minutes after the vehicle is switched off. The installation of most files occurs in the background, and does not interrupt your use of the system. Navigation updates cannot be installed in the background, because the files are too large.

To install the update in your vehicle, remove anything that is plugged in the USB ports on the media hub and plug in the USB drive containing the update. When the USB drive is plugged in, the installation should begin immediately. After a successful installation, the update is available the next time the vehicle is started.

When the installation is complete, take the USB drive back to the computer to report the update. Log into your owner account and return to the SYNC software update page and confirm that you have installed the update. Insert the USB drive used for the update into your computer and choose to report your update. The website updates your records to reflect your current software version.

Updating Over Wi-Fi

To update your System over Wi-Fi your vehicle must be within the range of a Wi-Fi access point. Data rates may apply.

To connect your system to Wi-Fi, select:

Menu Item	
Settings	
Wi-Fi	
Available Wi-Fi Networks	You can then select your Wi-Fi network. You may have to enter the security code if the network is secured. The system confirms when it has connected to the network.

You must also give the system permission to update automatically. Upon vehicle delivery, the System asks you if you would like to use the automatic update feature. If you agree to automatic updates, you can press OK to confirm. If this selection does not appear upon vehicle delivery you can access it through the General Settings. See **Settings** (page 77). You can also perform a master reset. See **SYNC™ 3 Troubleshooting** (page 90).

If you would like to switch this feature on later, select:

Menu Item	
Settings	
General	
Automatic System Updates	From this menu, you can enable automatic updates. If you have not done so already, the system prompts you to set up a Wi-Fi connection when you enable this feature.

When Wi-Fi and automatic updates are enabled, your system checks for software updates periodically. If a new version is available, it downloads at that time. Software downloads can take place for up to 30 minutes after you have switched your vehicle off. The updates do not interrupt the normal use of your SYNC 3 system. If a download does not complete for any reason, the download continues where it left off at the next Wi-Fi connected opportunity. Upon activation of an update, a banner displays on the touchscreen indicating the system update. Select the icon to see more detail. This icon displays for two ignition cycles.

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To switch this feature off:

Menu Item	
Settings	
General	
Automatic System Updates	In this menu selection, you can change the selection for automatic updates to OFF.

Support

The SYNC support team is available to help you with any questions you are not able to answer on your own.

Monday-Saturday, 8:30am-8:00pm EST.

For Ford:

United States: 1-800-392-3673.

Canada: 1-800-565-3673.

Mexico: 01-800-719-8466.

For Lincoln

United States: 1-800-521-4140.

Canada: 1-800-387-9333.

Mexico: 01-800-719-8466.

Times are subject to change due to holidays.

Privacy Information

When you connect a cellular phone to SYNC 3, the system creates a profile within your vehicle that links to that cellular phone. This profile helps in offering you more cellular features and operating more efficiently. Among other things, this profile may contain data about your cellular phone book, text messages (read and unread), and call history, including history of calls when your cell phone was not connected to the system. In addition, if you connect a media device, the system creates and retains an index of supported media content. The system also records a short diagnostic log of approximately 10 minutes of all recent system activity. The log profile and other system data may be used to improve the system and help diagnose any problems that may occur.

The cellular profile, media device index, and diagnostic log remain in your vehicle unless you delete them and are generally accessible only in your vehicle when the cellular phone or media player is connected.

If you no longer plan to use the system or your vehicle, we recommend you perform a Master Reset to erase all stored information. You can find more information about the Master Reset in General Settings. See **Settings** (page 77). System data cannot be accessed without special equipment and access to your vehicle's SYNC 3 module. Ford Motor Company, Ford of Canada and The Lincoln Motor Company do not access the system data for any purpose other than as described absent consent, a court order, or where required by law enforcement, other government authorities, or other third parties acting with lawful authority. Other parties may seek to access the information independently of Ford Motor Company, Ford of Canada and The Lincoln Motor Company.

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HOME SCREEN

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Item	Tile	Home screen display
A	Audio	Shows the active media source. If your vehicle does not have navigation, this space contains the compass.
B	Passenger Heated and Climate Controlled Seats *	Displays the current setting of the passenger heated or climate controlled seats. This icon does not display if your vehicle has hard button controls for heated and climate controlled seats. If your vehicle is not equipped with navigation, this option displays under the audio information.
C	Phone	The name of the connected phone appears on the screen. The status of the phone features also appear. This includes signal strength, battery charge, 911 assist setting state (On or Off), text messaging and roaming.

Item	Tile	Home screen display
D	Driver Heated and Climate Controlled Seats *	Displays the current setting of the heated or climate controlled driver seat. This icon does not display if your vehicle has hard button controls for heated and climate controlled seats. If your vehicle is not equipped with navigation, this option displays under the audio information.
E	Navigation *	This map displays your current location or current route in real time. When you have navigation active, you also see the next turn and the length of time and distance to your destination. If your vehicle does not have navigation, this space contains the audio information.

* If equipped.

You can touch any of the feature displays to access that feature.

Anytime you select the home button, the system returns you to this screen.

USING VOICE RECOGNITION

The SYNC 3 system allows you to use voice commands, to control features like audio and climate controls. By using voice commands, you can keep your hands on the wheel and your eyes on the road.

You can access each feature controlled by SYNC 3 through a variety of commands.

To activate the SYNC 3 voice commands push the voice button on the steering wheel and wait for the prompt.

___ is a dynamic listing, meaning that it can be the name of anything, such as artist, the name of contact or number. The context and the description of the command tell you what to say for this dynamic option.

There are some commands that work for every feature, these commands are:

Voice Command	Action and Description
Main Menu	Brings you to the main menu.
Go Back	Returns you to the previous screen.
Cancel	Ends the voice session.
List of Commands	Gives you a list of possible voice commands.
___ List of Commands	You can name any feature and the system gives a list of commands available for the feature. For example, you could say:
	Phone List of Commands

Voice Command	Action and Description
	Navigation List of Commands
Next Page	You can use this command to view the next page of options on any screen where multiple pages of choices are given.
Previous Page	You can use this command to view the previous page of options on any screen where multiple pages of choices are given.
Help	Gives you available commands you can use on the current screen.

Included here are some of the most popular commands for each SYNC 3 feature.

Audio Voice Commands

___ is a dynamic listing, meaning that for audio voice commands it can be the name of a Sirius channel or a channel number, a radio frequency number, or the name of a artist, album, song or a genre.

To control the media features, press the voice button and when prompted, say:

Voice command	Description
Sirius Channel ___ *	You can say the Sirius channel name or number such as "Sirius channel 16". You can also just say the name of a Sirius station such as "The Pulse".
AM ___ FM ___	Allows you to tune to a specific FM or AM frequency such as "88.7 FM" or "1580 AM".
FM ___ HD ___ *	Allows you to tune to a specific HD frequency such as “88.7 FM HD 1”.
Bluetooth Audio	Allows you to listen to music on your Bluetooth-connected device.
USB	Allows you to listen to music on your USB connected device.
Play Genre ___ Play Playlist ___ Play Artist ___ Play Album ___ Play Podcast ___	For USB audio only, you can say the name of an artist, album, song or a genre to listen to that selection. Your system must finish indexing before this option is available. For example, you could say "Play artist, The Beatles" or "Play song, Penny Lane".

Voice command	Description
Play Song ___ Play Audiobook ___	
Browse ___	For USB audio only, you can say the name of an artist, album, or a genre to browse by that selection. Your system must finish indexing before this option is available. For example you can say "Browse The Beatles" or "Browse folk".

* This option may not be available in all markets or may require a subscription.

Climate Voice Commands (If Equipped)

You can control the temperature of the vehicle using voice commands.

___ is a dynamic listing, meaning that for climate voice commands it can be the desired degrees for the temperature setting.

To adjust the temperature, say:

Voice command	Description
Climate Set Temperature ___	Adjust the temperature between 59.0ºF (15ºC)-86.0ºF (30ºC).
Climate Help	

Phone Voice Commands

Pairing a Phone

You can use voice commands to connect your Bluetooth-enabled phone to the system.

To pair your phone, press the voice button and when prompted, say:

Voice command	Description
Pair Phone	Follow the on-screen instructions to complete the pairing process. See **Settings** (page 77).

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Making Calls

___ is a dynamic listing, meaning that for phone voice commands it can be the name of the contact you wish to call or the digits you want to dial.

Press the voice button and say a command similar to the following:

Voice command	Description
Call ___	Allows you to call a specific contact from your phonebook such as "Call Jenny".
Call ___ at ___	Allows you to call a specific contact from your phonebook at a specific location such as "Call Jenny at Home".
Dial ___	Allows you to dial a specific number such as “Dial 867-5309”.

Please make sure that you are saying the contact name exactly as it appears in your contact list.

Once you have provided the digits of the phone number, you can say the following commands:

Voice Command	Description
<0-9>	If the full number was not entered with the first command, you can continue saying the number.
Dial	Tells SYNC 3 to make the phone call.
Delete	Tells SYNC 3 to erase the last block of digits stated.
Clear	Tells SYNC 3 to erase the entire number.

Text Message Voice Commands

To access text message options, press the voice button and say:

Voice command	Description
Listen to Message	
Listen to text message ___	You can say the number of the message you would like to hear.
Reply to Message	

Navigation Voice Commands

Setting a Destination

You can use any of the following commands to set a destination or find a point of interest.

___ is a dynamic listing, meaning that for navigation voice commands it can be a POI category or an address.

You can find an address, a point of interest (POI), or search for points of interest by category:

Voice command	Description
Find an Address	Allows you to enter the address search functionality.
Find a ___	State the name of the POI category you would like to search for such as "Find restaurants".
Find POI	Allows you to enter the POI search functionality.
Find Intersection	Allows you to enter the intersection search functionality.
Destination Nearest ___	State the name of the POI category you would like to search for nearby such as "Destination nearest restaurants".
Destination Previous Destination	Allows you to see a list of your previous destinations.
Destination Home	Allows you to route to your home address.

In addition, you can say these commands when a route is active:

Voice command	Description
Cancel Route	Cancels the current route.
Detour	Allows you to select an alternate route.
Repeat Instruction	Repeats the last guidance prompt.
Show Route	Repeats the last guidance prompt.
Where Am I	Provides current location.
Zoom In	Allows you to zoom in on the map.
Zoom Out	Allows you to zoom out from the map.

Mobile App Voice Commands (If Equipped)

The following voice commands are always available:

Voice command	Description
Mobile Apps	SYNC 3 will prompt you to say the name of an app to start it on SYNC 3.
List Mobile Apps	SYNC 3 will list all of the currently available Mobile Apps.
Find New Apps	SYNC 3 will search and connect to compatible app(s) running on your mobile device.

There are also voice commands that you can use when app(s) are connected to SYNC 3:

Voice command	Description
Say the name of an app	At any time, you can say the name of a mobile app to start the mobile app on SYNC 3.
Say the name of an app, followed by help	SYNC 3 will list the available voice commands for the specified app if the app is running on SYNC 3.

SiriusXM Traffic and Travel Link Voice Commands (If Equipped)

SiriusXM Traffic and Travel Link may not be available in all markets. Activation and a subscription are required.

You can say the following commands to access SiriusXM Traffic and Travel Link:

Voice command	Description
Show Traffic	Displays a list of traffic incidents.
Show Weather Map	Displays the current weather map.
Show Fuel Prices	Displays a list of fuel prices.
Show 5 Day Forecast	Displays the 5 day weather forecast.
Help	

Voice Settings Commands

You can say the following commands to access the voice settings:

Voice command	Description
Voice Settings	Allows you to enter the voice settings functionality.
Interaction Mode Standard	Sets standard prompting with longer prompts.
Interaction Mode Advanced	Sets advanced prompting with shorter prompts.
Phone Confirmation On	Allows the system to confirm before making a phone call.
Phone Confirmation Off	The system does not confirm before placing a call.
Voice Command Lists On	The system displays a short list of available commands.
Voice Command Lists Off	The system does not display the list of commands.

ENTERTAINMENT

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Message	Message and description
A	Sources
B	Direct Tune
C	Presets

You can access these options using the touchscreen or voice commands.

Sources

Press this button to select the source of media you want to listen to.

Menu item	
AM	
FM	
SIRIUS	*
CD	
USB	The name of the USB that is plugged in displays here.

Menu item	
Bluetooth Stereo	
Apps	If you have SYNC 3 compatible apps on your connected smart phone, they display here as individual source selections.

* This feature may not be available in all markets and requires an active subscription.

AM/FM Radio

Tuning a Station

You can use the tune or seek controls on the radio bezel to select a station.

To tune a station using the touchscreen, select:

Menu item
Direct Tune

A pop up appears, allowing you to type in the frequency of a station. You can only enter a valid station for the source you are currently listening to.

You can press the backspace button to delete the previously entered number.

Once you have entered the station's call numbers, you can select:

Menu item	Action and description
Enter	Press to begin playing the station you have entered.
Cancel	Press to exit without changing the station.

Presets

To set a new preset, tune to the station and then press and hold one of the memory preset buttons. The audio mutes briefly while the system saves the station and then returns.

There are two preset banks available for AM and three banks for FM. To access additional presets, tap the preset button. The indicator on the preset button shows which bank of presets you are currently viewing.

SIRIUS® Satellite Radio (If Activated)

Note: *This feature may not be available in all markets and requires an active subscription.*

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SIRIUS satellite radio is a subscription-based satellite radio service that broadcasts a variety of music, sports, news, weather, traffic and entertainment programming. Your factory-installed SIRIUS satellite radio system includes hardware and a limited subscription term that begins on the date of sale or lease of your vehicle. See an authorized dealer for availability.

For more information on extended subscription terms (a service fee is required), the online media player and a list of SIRIUS satellite radio channels, and other features, please visit www.siriusxm.com in the United States, www.siriusxm.ca in Canada, or call SIRIUS at 1-888-539-7474.

Note: *SIRIUS reserves the unrestricted right to change, rearrange, add or delete programming. This includes canceling, moving or adding particular channels, and its prices, at any time, with or without notice to you. Ford Motor Company and The Lincoln Motor Company shall not be responsible for any such programming changes.*

Note: *This receiver includes the eCos real-time operating system. eCos is published under the eCos License.*

The following buttons are available for Sirius:

Menu item	Action and description	
Browse	Touch this button to see a list of available stations.	
Direct Tune	A pop-up appears, allowing you to type in the call numbers of a station. Once you enter the stations call numbers, you can select:	
	Enter	The system tunes to the station you select.
	Cancel	You exit the pop-up and the current station continues to play.
	You can press the backspace button to delete the previous number.	

Menu item	Action and description	
Replay	Replay audio on the current channel. You can replay approximately 45 minutes of audio as long as you remain tuned to the current station. Changing stations erases the previous audio.	
	Live	When you are in replay mode, you are not able to select a different preset until you return to live audio. Pressing this button returns you to the live broadcast.
ALERT	Save the current song, artist, or team as a favorite. The system alerts you when it plays again on any channel. Selecting this button allows you to enable and edit alerts. See **Settings** (page 77).	

Memory Presets

To set a preset, tune to the station then press and hold one of the memory preset buttons. The audio mutes briefly while the system saves the station and returns once the station is stored.

There are three preset banks available for SIRIUS. To access additional presets, tap the preset button. The indicator on the preset button shows which bank of presets you are currently viewing.

Satellite Radio Electronic Serial Number (ESN)

You need your ESN to activate, modify or track your satellite radio account. See **Settings** (page 77).

SIRIUS Satellite Radio Reception Factors and Troubleshooting

Potential reception issues	
Antenna obstructions	For optimal reception performance, keep the antenna clear of snow and ice build-up and keep luggage and other materials as far away from the antenna as possible.
Terrain	Hills, mountains, tall buildings, bridges, tunnels, freeway overpasses, parking garages, dense tree foliage and thunderstorms can interfere with your reception.
Station overload	When you pass a ground-based broadcast-repeating tower, a stronger signal may overtake a weaker one and the audio system may mute.
Satellite radio signal interference	Your display may show ACQUIRING... to indicate the interference and the audio system may mute.

Troubleshooting tips		
Message	**Cause**	**Action**
Acquiring Signal	Radio requires more than two seconds to produce audio for the selected channel.	No action required. This message should disappear shortly.
Satellite antenna fault SIRIUS system failure	There is an internal module or system failure present.	If this message does not clear shortly, or with an ignition key cycle, your receiver may have a fault. See an authorized dealer for service.
Invalid Channel	The channel is no longer available.	Tune to another channel or choose another preset.
Unsubscribed Channel	Your subscription does not include this channel.	Contact SIRIUS at 1-888-539-7474 to subscribe to the channel, or tune to another channel.
Satellite acquiring signal...	The signal is lost from the SIRIUS satellite or SIRIUS tower to your vehicle antenna.	The signal is blocked. When you move into an open area, the signal should return.
Updating...	Update of channel programming in progress.	No action required. The process may take up to three minutes.
Questions? Call 1-888-539-7474	Your satellite service is no longer available.	Contact SIRIUS at 1-888-539-7474 to resolve subscription issues.
None found. Check channel guide.	All the channels in the selected category are either skipped or locked.	Use the channel guide to turn off the Lock or Skip function on that station.
Subscription Updated	SIRIUS has updated the channels available for your vehicle.	No action required.

HD Radio™ Information (If Available)

Note: *This feature may not be available in all markets.*

To activate HD radio, please see the Radio Settings in the Settings Chapter. See **Settings** (page 77).

Note: *HD Radio broadcasts are not available in all markets.*

HD Radio technology is the digital evolution of analog AM/FM radio. Your system has a special receiver that allows it to receive digital broadcasts (where available) in addition to the analog broadcasts, it already receives. Digital broadcasts provide a better sound quality than analog broadcasts with free, crystal-clear audio and no static or distortion. For more information, and a guide to available stations and programming, please visit:

Website
www.hdradio.com

When HD Radio is on and you tune to a station broadcasting HD Radio technology, you may notice the following indicators on your screen:

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The HD logo is grey when acquiring a digital station, and then changes to orange when digital audio is playing. When this logo is available, you may also see Title and Artist fields on-screen.

The multicast indicator appears in FM mode (only) if the current station is broadcasting multiple digital broadcasts. The highlighted numbers signify available digital channels where new or different content is available. HD1 signifies the main programming status and is available in analog and digital broadcasts. Other multicast stations (HD2 through HD7) are only available digitally.

When HD Radio broadcasts are active, you can access the following functions:

Message	Action and description
Presets	Allows you to save an active channel as a memory preset. Touch and hold a memory preset slot until the sound returns. There is a brief mute while the radio saves the station. Sound returns when the channel saves. When switching to an HD2 or HD3 memory preset, the sound mutes before the digital audio plays, because the system has to reacquire the digital signal.

Note: *As with any station you save, you cannot access the saved station if your vehicle is outside the station's reception area.*

HD Radio Reception and Station Troubleshooting

Potential reception issues	
Reception area	If you are listening to a multicast station and you are on the fringe of the reception area, the station may mute due to weak signal strength.
	If you are listening to HD1, the system changes back to the analog broadcast until the digital broadcast is available again. However, if you are listening to any of the possible HD2-HD7 multicast channels, the station mutes and stays muted unless it is able to connect to the digital signal again.
Station blending	When the system first receives a station (aside from HD2-HD7 multicast stations), it first plays the station in the analog version. Once the receiver verifies the station is an HD Radio station, it shifts to the digital version. Depending on the station quality, you may hear a slight sound change when the station changes from analog to digital. Blending is the shift from analog to digital sound or digital back to analog sound.

In order to provide the best possible experience, use the contact form to report any station issues found while listening to a station broadcasting with HD Radio technology. Independent entities own and operate each station. These stations are responsible for ensuring all audio streams and data fields are accurate.

Potential station issues		
Issues	**Cause**	**Action**
Echo, stutter, skip or repeat in audio. Increase or decrease in audio volume.	This is poor time alignment by the radio broadcaster.	No action required. This is a broadcast issue.
Sound fading or blending in and out.	The radio is shifting between analog and digital audio.	No action required. The reception issue may clear up as you continue to drive.
There is an audio mute delay when selecting HD2 or HD3, multicast preset or Direct Tune.	The digital multicast is not available until the HD Radio broadcast is decoded. Once decoded, the audio is available.	No action required. This is normal behavior. Wait until the audio is available.

Potential station issues		
Issues	**Cause**	**Action**
Cannot access HD2 or HD3 multicast channel when recalling a preset or from a direct tune.	The previously stored multicast preset or direct tune is not available in your current reception area.	No action required. The station is not available in your current location.
Text information does not match currently playing audio.	Data service issue by the radio broadcaster.	Fill out the station issue form. *
There is no text information shown for currently selected frequency.	Data service issue by the radio broadcaster.	Fill out the station issue form. *

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* You can find the form here:

Website
http://www.ibiquity.com/automotive/report_radio_station_experiences

CD

Once you select this option, the system returns you to the main audio screen.

The current audio information appears on the screen.

The following buttons are also available:

Button	Function
Browse	You can use the browse button to select a track.
Repeat	Select this button and a small number one displays to indicate the track is set to repeat. For MP3 CDs, this button allows you to toggle through repeat off, repeat one track (a small number one displays), and repeat current folder (a small folder displays).
Shuffle	Select the shuffle symbol to have the audio on the disk play in random order.

You can use the forward, reverse, pause or play buttons to control the audio playback.

Bluetooth Stereo or USB

Bluetooth Stereo and USB allow you to access media that you store on your Bluetooth device or USB device such as music, audio books or podcasts.

The following buttons are available for Bluetooth and USB:

Button	Function
Repeat	Pressing the repeat button toggles the repeat setting through three modes: repeat off (button not highlighted), repeat all (button highlighted) and repeat track (button highlighted with a small number one).
Shuffle	Play the tracks in random order.

You can use the forward, reverse, pause or play buttons to control the audio playback.

To get more information about the currently playing track, press the cover art or Info button.

For some devices, SYNC 3 is able to provide 30-second skip buttons when you listen to audio books or podcasts. These buttons allow you to skip forward or backward within a track.

While playing audio from a USB device you can look for certain music by selecting the following:

Button	Function
Browse	If available, displays the list of tracks in the Now Playing playlist.
New Search	This option, which is available under browse, allows you to play all tracks or to filter the available media into one of the below categories.
	Play All
	Playlists
	Artists
	Albums
	Songs
	Genres
	Podcasts
	Audio books

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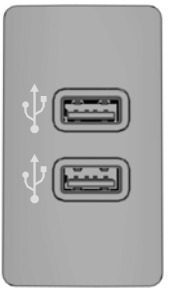
Button	Function
	Composers
A-Z Jump	This button allows you to choose a specific letter to view within the category you are browsing.
Explore Device	If available, this allows you to browse the folders and files on your USB device.

USB Ports



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The USB ports are in the center console or behind a small access door in the instrument panel. There may also be a remote USB port on the Instrument panel.

This feature allows you to plug in USB media devices, memory sticks, flash drives or thumb drives, and charge devices if they support this feature.

Select this option to play audio from your USB device.

Apps

The system supports the use of certain audio apps such as Pandora or iHeartRadio through a USB or bluetooth-enabled device.

Each app gives you different on-screen options depending on the app's content. See **Apps** (page 75).

Supported Media Players, Formats and Metadata Information

The system is capable of hosting nearly any digital media player, including iPod, iPhone, and most USB drives.

Supported audio formats include MP3, WMA, WAV, AAC, and FLAC.

Supported audio file extensions include MP3, WMA, WAV, M4A, M4B, AAC, and FLAC.

Supported USB file systems include: FAT, exFAT, and NTFS.

SYNC 3 is also able to organize the media from your USB device by metadata tags. Metadata tags, which are descriptive software identifiers embedded in the media files, provide information about the file.

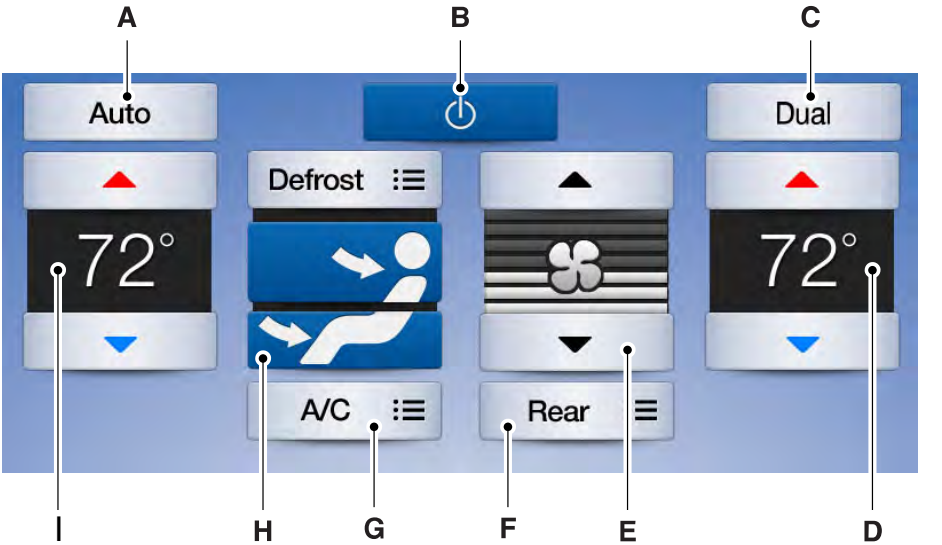
If your indexed media files contain no information embedded in these metadata tags, SYNC 3 may classify the empty metadata tags as unknown.

SYNC 3 is capable of indexing up to 50,000 songs per USB device, for up to 10 devices.

CLIMATE

Touch the climate button on the touchscreen to access your climate control features. Depending on your vehicle line and option package, your climate screen may look different from one of the screens shown below. Your screen may not contain all of the features shown.

Note: *You can switch temperature units between Fahrenheit and Celsius. See* ***Settings*** *(page 77).*



A **AUTO:** Touch the button to switch automatic operation on. Select the desired temperature using the temperature control. The system adjusts fan speed, air distribution, air conditioning operation, and selects outside air or recirculated air to heat or cool the vehicle in order to maintain the desired temperature.

B **Power:** Touch the button to switch the system on and off. Switching the climate control system off prevents outside air from entering the vehicle.

C **Dual:** This button lights up when the passenger controls are active. To switch the dual zone operation off and link the passenger temperature to the driver temperature, touch the DUAL button to switch it off.

D **Passenger temperature:** Touch up or down to adjust the temperature.

E **Fan speed:** Touch up or down to increase or decrease the volume of air circulated in your vehicle.

F **Rear:** A pop up appears on the screen to display the rear control options.

Touch the power icon to switch the rear climate control functions off and on.

Touch **Rear Control** to allow the rear seat passengers to adjust the rear climate settings. Touch it again to prevent the rear seat passengers from adjusting the settings. **Rear Control** automatically turns off when you use the touchscreen to adjust the rear climate settings.

If your vehicle has automatic climate controls, select **Auto** to connect the rear climate settings to the Auto settings of the driver.

Touch the up and down arrows to adjust the temperature.

To adjust fan speed, touch the up and down arrows above and below the fan icon.

Touch **Close** to close the rear controls. Closing the rear climate control functions does not affect their current settings.

G **A/C:** A pop up appears on the screen to display the air conditioning options.

MAX A/C: Touch to cool your vehicle with recirculated air. Touch again for normal A/C operation. MAX A/C distributes air through the instrument panel vents and may help reduce odors from entering your vehicle. MAX A/C is more economical and efficient than normal A/C mode.

A/C: Touch to switch the air conditioning on or off. Use A/C with recirculated air to improve cooling performance and efficiency. A/C engages automatically in MAX A/C, defrost and footwell/defrost.

Recirculated air: Touch to switch the recirculated air on or off which may reduce the amount of time needed to cool down the interior and help reduce odors from reaching the interior. Recirculated air also engages automatically when you select MAX A/C. You can engage this manually in any airflow mode except defrost. It may also turn off in all airflow modes except MAX A/C to reduce fog potential.

H **Manual airflow distribution controls:**

Defrost: A pop up appears on the screen to display the defrost options.

Note: To prevent window fogging, you cannot select recirculated air when Defrost is on.

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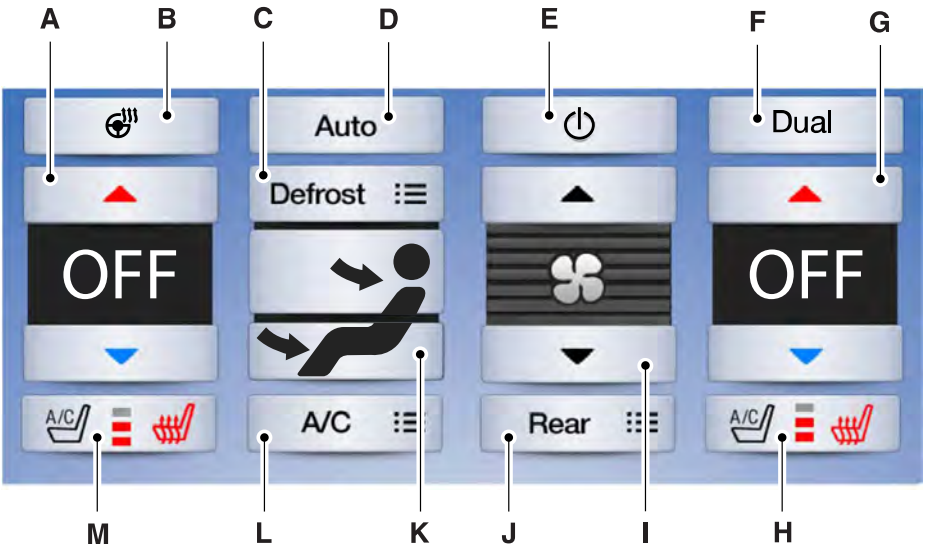
MAX Defrost: Touch the button to maximize defrosting. Outside air flows through the windshield vents, the fan automatically adjusts to the highest speed and the temperature dial returns to the full heat position. You can use this setting to defog or clear a thin covering of ice from the windshield. The heated rear window also automatically turns on when you select MAX Defrost.

Panel: Distributes air through the instrument panel vents.

Floor: Distributes air through the demister vents, floor vents and rear seat floor vents.

I **Driver temperature:** Touch up or down to adjust the temperature.



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A **Driver temperature:** Touch up or down to adjust the temperature.

B **Heated steering wheel:** Touch the heated steering wheel icon to switch the heated steering wheel on and off (if equipped).

C **Defrost:** A pop up appears on the screen to display the defrost options.

MAX Defrost: Touch the button to maximize defrosting. Outside air flows through the windshield vents, the fan automatically adjusts to the highest speed and the temperature dial returns to the full heat position. You can use this setting to defog or clear a thin covering of ice from the windshield. The heated rear window also automatically turns on when you select MAX Defrost.

Defrost: Touch to clear the windshield of fog and thin ice. Touch again to return to the previous airflow selection. When on, defrost provides outside air to reduce window fogging and distributes air through the windshield defroster vents and demister vents.

Note: To prevent window fogging, you cannot select recirculated air when Defrost is on.

Heated rear window: Turns the heated rear window on and off. See the Heated Windows and Mirrors chapter in your owner manual.

D **AUTO:** Touch the button to switch on automatic operation. Select the desired temperature using the temperature control. The system adjusts fan speed, air distribution, air conditioning operation, and selects outside air or recirculated air to heat or cool the vehicle in order to maintain the desired temperature.

E **Power:** Touch the button to switch the system on and off. Switching off the climate control system prevents outside air from entering the vehicle.

F **DUAL:** This button lights up when the passenger controls are active. To switch the dual zone operation off and link the passenger temperature to the driver temperature, touch the DUAL button to switch it off.

G **Passenger temperature:** Touch up or down to adjust the temperature.

H **Passenger heated and climate controlled seats:**

Touch the heated seat icon to adjust the heated seat off and on (if equipped).

Touch the climate-controlled seat icon to adjust the climate-controlled seat off and on (if equipped).

I **Fan speed:** Touch up or down to increase or decrease the volume of air circulated in your vehicle.

J **Rear:** A pop up appears on the screen to display the rear control options.

Touch the power icon to switch the rear climate control functions off and on.

Touch **Rear Control** to allow the rear seat passengers to adjust the rear climate settings. Touch it again to prevent the rear seat passengers from adjusting the settings. **Rear Control** automatically turns off when you use the touchscreen to adjust the rear climate settings.

If your vehicle has automatic climate controls, select **Auto** to connect the rear climate settings to the Auto settings of the driver.

Touch the up and down arrows to adjust the temperature.

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K **Manual airflow distribution controls:** Select these controls individually or together to direct the air flow to the desired area.

Panel: Distributes air through the instrument panel vents.

Floor: Distributes air through the demister vents, floor vents and rear seat floor vents.

L **A/C:** A pop-up appears on the screen to display the air conditioning options.

MAX A/C: Touch to cool your vehicle with recirculated air. Touch again for normal A/C operation. MAX A/C distributes air through instrument panel vents and may help reduce odors from entering your vehicle. MAX A/C is more economical and efficient than normal A/C mode.

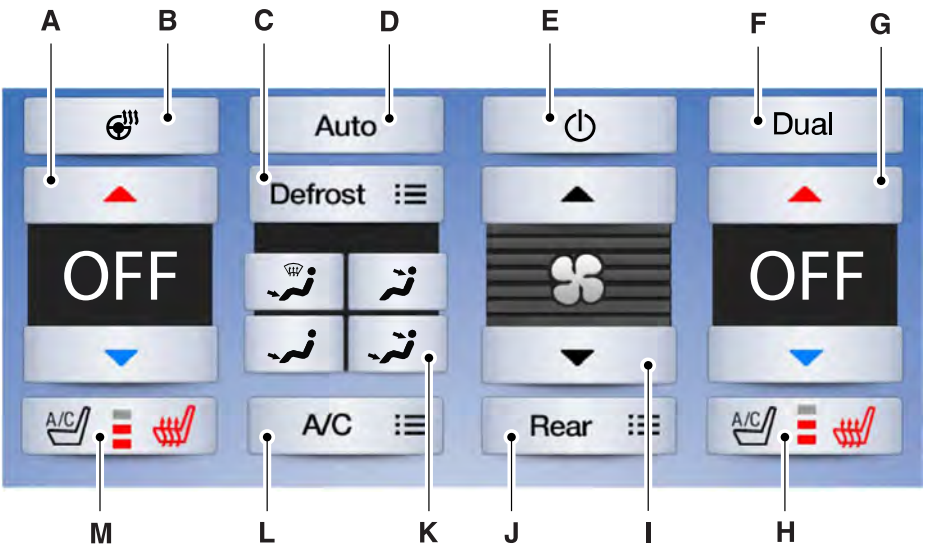
A/C: Touch to switch the air conditioning on or off. Use A/C with recirculated air to improve cooling performance and efficiency. A/C engages automatically in MAX A/C, defrost and footwell/defrost.

Recirculated air: Touch to switch the recirculated air on or off which may reduce the amount of time needed to cool down the interior and help reduce odors from reaching the interior. Recirculated air also engages automatically when you select MAX A/C. You can engage this manually in any airflow mode except defrost. It may also turn off in all airflow modes except MAX A/C to reduce fog potential.

M **Driver heated and climate controlled seats:**

Touch the heated seat icon to adjust the heated seat off and on (if equipped).

Touch the climate-controlled seat icon to adjust the climate-controlled seat off and on (if equipped).



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A **Driver temperature:** Touch up or down to adjust the temperature.

B **Heated steering wheel:** Touch the heated steering wheel icon to switch the heated steering wheel on and off (if equipped).

C **Defrost:** A pop up appears on the screen to display the defrost options.

MAX Defrost: Touch the button to maximize defrosting. Outside air flows through the windshield vents, the fan automatically adjusts to the highest speed and the temperature dial returns to the full heat position. You can use this setting to defog or clear a thin covering of ice from the windshield. The heated rear window also automatically turns on when you select MAX Defrost.

Defrost: Touch to clear the windshield of fog and thin ice. Touch again to return to the previous airflow selection. When on, defrost provides outside air to reduce window fogging and distributes air through the windshield defroster vents and demister vents.

Note: To prevent window fogging, you cannot select recirculated air when Defrost is on.

Heated rear window: Turns the heated rear window on and off. See the Heated Windows and Mirrors chapter in your owner manual.

D **AUTO:** Touch the button to switch on automatic operation. Select the desired temperature using the temperature control. The system adjusts fan speed, air distribution, air conditioning operation, and selects outside air or recirculated air to heat or cool the vehicle in order to maintain the desired temperature.

E **Power:** Touch the button to switch the system on and off. Switching off the climate control system prevents outside air from entering the vehicle.

F **DUAL:** This button lights up when the passenger controls are active. To switch the dual zone operation off and link the passenger temperature to the driver temperature, touch the DUAL button to switch it off.

G **Passenger temperature:** Touch up or down to adjust the temperature.

H **Passenger heated and climate controlled seats:**

Touch the heated seat icon to adjust the heated seat off and on (if equipped).

Touch the climate-controlled seat icon to adjust the climate-controlled seat off and on (if equipped).

I **Fan speed:** Touch up or down to increase or decrease the volume of air circulated in your vehicle.

J **Rear:** A pop up appears on the screen to display the rear control options.

Touch the power icon to switch the rear climate control functions off and on.

Touch **Rear Lock** to prevent the rear seat passengers from adjusting the rear climate settings. Touch it again to allow the rear seat passengers to adjusting the settings. **Rear Lock** automatically turns on when you use the touchscreen to adjust the rear climate settings.

If your vehicle has automatic climate controls, select **Auto** to connect the rear climate settings to the Auto settings of the driver.

Touch the up and down arrows to adjust the temperature.

To adjust fan speed, touch the up and down arrows above and below the fan icon.

Touch **Rear** again to close the rear controls. Closing the rear climate control functions does not affect their current settings.

K **Manual airflow distribution controls:**

Footwell and defrost: Distributes air through the windshield defroster vents, demister vents, floor vents and rear seat floor vents, and provides outside air to reduce window fogging.

Panel: Distributes air through the instrument panel vents.

Floor: Distributes air through the demister vents, floor vents and rear seat floor vents.

Panel and floor: Distributes air through the instrument panel vents, demister vents, floor vents and rear seat floor vents.

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L **A/C:** A pop-up appears on the screen to display the air conditioning options.

MAX A/C: Touch to cool your vehicle with recirculated air. Touch again for normal A/C operation. MAX A/C distributes air through instrument panel vents and may help reduce odors from entering your vehicle. MAX A/C is more economical and efficient than normal A/C mode.

A/C: Touch to switch the air conditioning on or off. Use A/C with recirculated air to improve cooling performance and efficiency. A/C engages automatically in MAX A/C, defrost and footwell/defrost.

Recirculated air: Touch to switch the recirculated air on or off which may reduce the amount of time needed to cool down the interior and help reduce odors from reaching the interior. Recirculated air also engages automatically when you select MAX A/C. You can engage this manually in any airflow mode except defrost. It may also turn off in all airflow modes except MAX A/C to reduce fog potential.

M **Driver heated and climate controlled seats:**

Touch the heated seat icon to adjust the heated seat off and on (if equipped).

Touch the climate-controlled seat icon to adjust the climate-controlled seat off and on (if equipped).

PHONE

Hands-free calling is one of the main features of SYNC 3. Once you pair your cell phone, you can access many options using the touchscreen or voice commands. While the system supports a variety of features, many are dependent on your cell phone's functionality.

Pairing Your Cell Phone for the First Time

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

The first thing you must do to use the phone features of SYNC 3 is to pair your Bluetooth-enabled cell phone with SYNC 3. This allows you to use your cell phone in a hands-free manner.

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To begin paring, make sure you activate Bluetooth on your device.

To add a phone, select one of two methods:

Menu Item	Action and Description
Add Phone	Follow the on-screen instructions. You hear a prompt telling you to search for SYNC on your device. Select SYNC on your device. Confirm that the six-digit PIN appearing on your phone matches the six-digit PIN that displays on the SYNC 3 screen. Once you have confirmed the PIN, the display indicates when the pairing is successful. SYNC 3 asks you to choose your settings for certain features. Your cell phone may also prompt you to give SYNC 3 permission to access information. For more information on your cell phone's capability, see your cell phone's manual and visit the website.

Menu Item	Action and Description
Add Phone	You will also hear a prompt telling you to search for SYNC on your device.
Discover Other Bluetooth Devices	Follow the on-screen instructions. Make sure you switch Bluetooth **On** and that your device is discoverable through Bluetooth. See your cell phone's manual if necessary. Select your device's name when it appears on the screen. If your device prompts you to enter a PIN to pair, enter the PIN that appears on the touchscreen. Skip the next step. When your device prompts you, confirm that the PIN provided by SYNC 3 matches the PIN on your cell phone. The display indicates when the pairing is successful. SYNC 3 prompts you to choose your settings for certain features. Your cell phone may also prompt you to give SYNC 3 permission to access information. For more information on your cell phone's capability, see your cell phone's manual and visit the website.

At a minimum, most cell phones with Bluetooth wireless technology support the following functions:

- Answering an incoming call.
- Ending a call.
- Dialing a number.
- Call waiting notification.
- Caller ID.

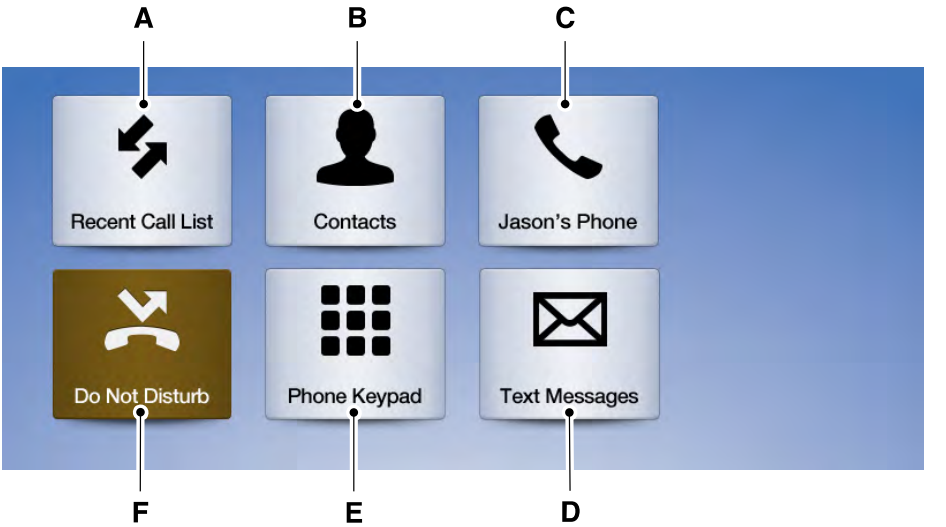
Other features, such as text messaging using Bluetooth and automatic phonebook download, are phone-dependent features. To check your phone's compatibility, see your phone's user manual or visit:

Websites
owner.ford.com

Websites
owner.lincoln.com www.syncmyride.ca www.syncmaroute.ca

Phone Menu

This menu becomes available after pairing a phone.



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Item	Menu Item	Action and Description
A	Recent Call List	Displays your recent calls. You can place a call by selecting an entry from this list.

Item	Menu Item	Action and Description			
		You can also sort the calls by selecting the drop down menu at the top of the screen. You can choose:			
		All	Incoming	Outgoing	Missed
B	Contacts	All of your contacts from your phone display in alphabetical order.			
		A-Z Jump		Selecting this button allows you to choose a specific letter to view.	
C	Phone Settings	Displays the name of your phone and takes you to the phone settings options. From this menu, you can pair subsequent devices, set ring tones and alerts. See **Settings** (page 77).			
D	Text Messages	Displays all recent text messages.			
E	Phone Keypad	Use this keypad to dial in a phone number. Use the backspace button to delete numbers.			
		Call		Press this button to begin a call.	
F	Do Not Disturb	Touch this button to send all calls directly to your voicemail. All ringtones and alerts will be set to silent.			

iPhone users also see a button that allows them to access Siri on the touchscreen.

You can also access Siri by pressing and and holding the voice button on the steering wheel.

Making Calls

There are many ways to make calls from the SYNC 3 system, including using voice commands. See **Using Voice Recognition** (page 18). You can use the touchscreen to place calls as well.

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To call a number in your contacts, select:

Menu Item	Action and Description
Contacts	You can then select the name of the contact you want to call. Any numbers stored for that contact display along with any stored contact photos. You can then select the number that you want to call. The system begins the call.

To call a number from your recent calls, select:

Menu Item	Action and Description
Recent Call List	You can then select an entry that you want to call. The system begins the call.

To call a number that is not stored in your phone, select:

Menu Item	Action and Description
Phone Keypad	Select the digits of the number you wish to call.
Call	The system begins the call.

Pressing the X button will delete the last digit typed.

Receiving Calls

During an incoming call, an audible tone sounds. Caller information appears in the display if it is available.

To accept the call, select:

Menu Item
Accept

Note: *You can also accept the call by pressing the phone button on the steering wheel.*

To reject the call, select:

Menu Item
Reject

Note: *You can also reject the call by pressing the phone button on the steering wheel.*

Ignore the call by doing nothing. SYNC 3 logs it as a missed call.

During a Phone Call

During a phone call, the contacts name and number display on the screen along with the call duration.

The phone status items are also visible:

- Signal Strength.
- Battery.
- 911 Assist (United States and Canada Only). See **Settings** (page 77).

You can select any of the following during an active phone call:

Item	
End Call	Immediately end a phone call. You can also press the button on the steering wheel.
Keypad	Press this to access the phone keypad.
Mute	You can switch the microphone off so the caller does not hear you.

Item	
Privacy	Transfer the call to the cell phone or back to SYNC 3.

Text Messaging

Note: *Downloading and sending text messages using Bluetooth are cell phone-dependent features.*

Note: *Certain features in text messaging are speed-dependent and not available when your vehicle is traveling at speeds over 3 mph (5 km/h).*

Receiving a Text Message

When a new message arrives, an audible tone sounds and the screen displays a pop-up with the caller name and ID, if supported by your cell phone. You can select:

Menu Item	Action and Description
Hear It	Have SYNC 3 read the message to you.
View	View the text on the touchscreen.
Call	To call the sender.
Reply	You can select from 15 preset message. Press the message that you would like to use and confirm to send the message. You can also cancel the message. SYNC 3 confirms when the message is sent successfully.
Close	To exit the screen.

NAVIGATION

Your navigation system is comprised of two main features, destination mode and map mode.

Map Mode

Map mode shows advanced viewing comprised of 2D city maps, 3D landmarks and 3D city models (when available). 2D city maps show detailed outlines of buildings, visible land use, landscape features, and detailed railroad infrastructure for the most essential cities around the globe.

3D landmarks appear as clear, visible objects that are typically recognizable and have a certain tourism value.

3D city models are complete 3D models of entire city areas including navigable roads, parks, rivers and rendered buildings. 3D landmarks and city models appear in 3D map mode only. Coverage of these varies and improves with updated map releases.

Select the zoom in icon to see a closer view of the map.

Select the zoom out icon to see a farther away view of the map.

You can adjust the view in preset increments. You can also pinch to zoom in or out of the map.

The information bar tells you the names of streets, cities or landmarks as you hover over them with the crosshair curser.

You can change your view of the map by tapping on the location indicator icon on the right hand side of the screen. You can choose from the following options:

Heading up (2D map) This always shows the direction of forward travel to be upward on the screen. This view is available for map scales up to 3 mi (5 km).

North up (2D map) always shows the northern direction to be upward on the screen.

3D map mode provides an elevated perspective of the map. Adjust this viewing angle and rotate the map 180 degrees by touching the map twice, and then dragging your finger along the shaded bar with arrows at the bottom of the map.

Re-center the map by pressing this icon whenever you scroll the map away from your vehicle's current location.

Points of Interest (POI) grouping icon: You can choose up to three POI icons to display on the map. If the chosen POIs are located close together or are at the same location a box is used to display a single category icon instead of repeating the same icon, in order to reduce clutter. When you select the box on the map, a pop-up appears indicating how many POIs are in this location. Select the pop up to see a list of the available POIs. You can scroll through and select POIs from this list.

If your vehicle is low on charge or fuel, station icons automatically display on the map.

If you have subscribed to SiriusXM Traffic and Travel Link (where available), traffic flow will be indicated on the map by green (clear), yellow (slowing), and red (stopped) road highlights. Traffic flow is indicated where the information is available and varies across the US.

You can choose to display traffic icons on the map representing twelve different types of incidents. See **Settings** (page 77).

You can set a destination by hovering above a location and selecting:

Button
Start

Destination Mode

To set a destination, press:

Menu Item	Description
Destination	
Enter a navigation destination in any of the following formats:	
Search	Street Address (number, street, city, state) For example "12 Mainstreet Dearborn MI"
	Partial Address (number, street) if searching in current state (number, street and zip code (or postal code in Canada)) if searching out of state You can enter unique addresses that contain door number prefixes with or without the prefix. For example, you could enter "6N340 Fairway Lane" or "340 Fairway Lane".
	City (name or zip code)
	Point of Interest (name or category)
	Intersection (street 1 / street 2) (street 1 and street 2) (street 1 @ street 2) (street 1 at street 2)
	Latitude and Longitude (##.###### - ##.######) One to six decimal places are accepted.
	You are given autocomplete options below the address bar to select as you type. If you do not give an exact destination, a menu displays with your possible selections.
Previous Destinations	Collections of your last 25 navigation destinations display here. You can select any option from the list to select it as your destination. These locations cannot be deleted individually. To delete them, preform a master reset. See **SYNC™ 3 Troubleshooting** (page 90).

Menu Item	Description	
Home	Select to navigate to your set Home destination. The time it takes to travel from your current location to Home displays. To set your Home, press:	
	Home	A prompt appears asking if you would like to create a favorite for home. Select:
	Yes	Enter a location into the search bar and press:
	Save	
Work	Select to navigate to your set Work destination. The time it takes to travel from your current location to Work displays. To set your Work:	
	Work	A prompt appears asking if you would like to create a favorite for work. Select:
	Yes	Enter a location into the search bar and press:
	Save	
Favorites	Favorites include any location you have previously saved. To add Favorites:	
	Add a Favorite	Select this button and enter a location into the destination bar.
	Search	Select this option to have the system locate the address you have entered.
	Save	Select this button when the address you have entered appears on the screen.
	The address saves as a favorite and you see the favorites screen. You can now select this address from the favorites screen.	
Point of Interest (POI) Categories	POI categories that may display (based on market and vehicle configuration):	
	Food	
	Fuel	
	hotel	
	ATM	
	See All	Press to view additional categories. Once you have selected a category, follow the menus to find what you are looking for.

Menu Item	Description
	Inside of these categories you can search by:
	Nearby
	Along Route
	Near Destination
	In a City

Once you have chosen your destination, press:

Menu Item	Action and Description	
Save	This saves the destination to your favorites.	
Start	This shows you a map of your entire route. You can then choose your route from three different options.	
	Fastest	Uses the fastest moving roads possible.
	Shortest	Uses the shortest distance possible.
	Economical Route	Uses the most fuel-efficient route.
	The time and distance for each route also displays.	
Cancel	On the route screen, you can choose to cancel the current navigation. The system asks for confirmation then returns you to the map mode screen.	

Once you have chosen you destination, press:

Menu Item	Action and Description
Start	The system uses a variety of screens and prompts to guide you to your destination. During Route guidance, you can press the maneuver arrow icon on the map if you want the system to repeat route guidance instructions. When the system repeats the last guidance instruction, it updates the distance to the next guidance instruction, since it detects that the vehicle is moving. The navigation map shows your estimated time of arrival, remaining travel time and the distance to your destination.

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Menu Item	Action and Description
	If you have "Always Use Preferred Route" disabled, you can have the system demo your route. Press and hold the start route button to preview your route. Sync may not always announce vehicle arrival at the exact point of your destination and you may have to cancel a route manually.

Navigation Menu

In map mode and during active navigation you can access the navigation menu.

During active navigation, touch the bottom of the screen to view the menu and other buttons.

To access the Navigation menu, press:

Button		
Menu		
You can then select:		
Screen View	Full Map	A full screen map displays during navigation.
	Highway Exit Info	Highway exit information displays on the right hand side of the screen during navigation. Points of interest icons display for restaurants, hotels, fuel stations and ATMs when they are present at the exit. You can select the POI icons to receive a listing of specific locations. You can select the POI location as a waypoint or destination if desired.
	Turn List	Only available during an active route. Displays all of the turns on the current route. You can choose to avoid any road on the turn list by selecting the road from the list. A screen then appears and you can press:
		Avoid
		The system calculates a new route and displays a new turn list.
Traffic List	You can find the SiriusXM Traffic and Travel Link information by pressing this button. This information requires an active subscription to SiriusXM Traffic and Travel Link. When a route is not active, a list of nearby traffic incidents displays (if any are present). When a route is active, you can choose to display a list of traffic nearby or on the route.	

Button		
Navigation Settings	Press this button to adjust your preferences. See **Settings** (page 77).	
Where Am I?	Provides your current location city, longitude and latitude and the nearest road.	
The following are only available on the menu during an active navigation route:		
Cancel Route	The system asks for confirmation and then returns you to the map mode screen.	
Mute Guidance	Selecting this option switches off the audio navigation guidance. Press the button again to un-mute guidance.	
View Route	Press this to see a map of the full route.	
Detour	An alternate route displays in comparison with the current route.	
Edit Waypoints	Only available if you have an active waypoint on your route. See **Waypoints** later in this section for information on how to set waypoints.	
	Use this button to re-order or remove your waypoints.	
	You can also have the system set the order for you by pressing:	Optimize Order
	To return to your route press:	Go

Waypoints

You can add a waypoint to a navigation route as a destination along your route.

To add a waypoint:

1. Select the search icon (magnifying glass) while on an active route. This brings up the destination menu.
2. Set your destination using any of the given methods. Once the destination has been selected, the screen allows you to set the destination as a waypoint by selecting:

Menu Item	
Add Waypoint	The waypoint list then appears and you are able to re-order all of your waypoints by selecting the menu icon on the right hand side of the location. You can select up to five waypoints.
You can also have the system set the order for you by pressing:	Optimize Order
To return to your route, press:	Go

cityseekr (If Equipped)

Note: *cityseekr point of interest (POI) information is limited to approximately 1110 cities (1049 in the United States, 36 in Canada and 15 in Mexico).*

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cityseekr, when available, is a service that provides more information about certain points of interest such as restaurants, hotels and attractions.

When you have selected a point of interest, the location and information appear, such as address, phone number and a star rating.

Press **More Information** to see a photo, a review, a list of services and facilities, the average room or meal price and the web address. This screen displays the point of interest icons.

For restaurants, cityseekr can provide information such as star rating, average cost, review, handicap access, hours of operation, and website address.

For hotels, cityseekr can provide information such as star rating, price category, review, check-in and checkout times, hotel service icons and website address. Hotel service icons include:

- Restaurant
- Business center
- Handicap facilities
- Laundry
- Refrigerator
- 24 hour room service
- Fitness center
- Internet access
- Pool
- Wi-FI

Attractions include nearby landmarks, amusement parks, historic buildings and more. cityseekr can provide information such as star rating, reviews, hour of operation and admission price.

SiriusXM Traffic and Travel Link

SiriusXM Traffic and Travel Link is available on vehicles equipped with navigation and only in select markets. You must activate and subscribe to receive SiriusXM Traffic and Travel Link information. It helps you locate the best gas prices, find movie listings, get current traffic alerts, view the weather map, get accurate ski conditions and see current sports scores. See **Apps** (page 75).

The system calculates a reasonable efficient route based on available speed limits, traffic, and road conditions. You may know a local short cut that is more efficient at a given time than the route provided by SYNC 3, but you should expect a slight difference in minutes or miles with the SYNC 3 route.

Navigation Map Updates

Annual navigation map updates are available for purchase through your dealership, by calling 1-866-462-8837 in the United States and Canada or 01-800-557-5539 in Mexico. You can also visit:

Website
www.navigation.com/sync

You need to specify the make and model of your vehicle to determine if there is an update available.

HERE is the digital map provider for the navigation application. If you find map data errors, you may report them directly to HERE by going to www.here.com/mapcreator. HERE evaluates all reported map errors and responds with the result of their investigation by e-mail.

Map coverage includes the USA (including Puerto Rico and the US Virgin Islands), Canada and Mexico.

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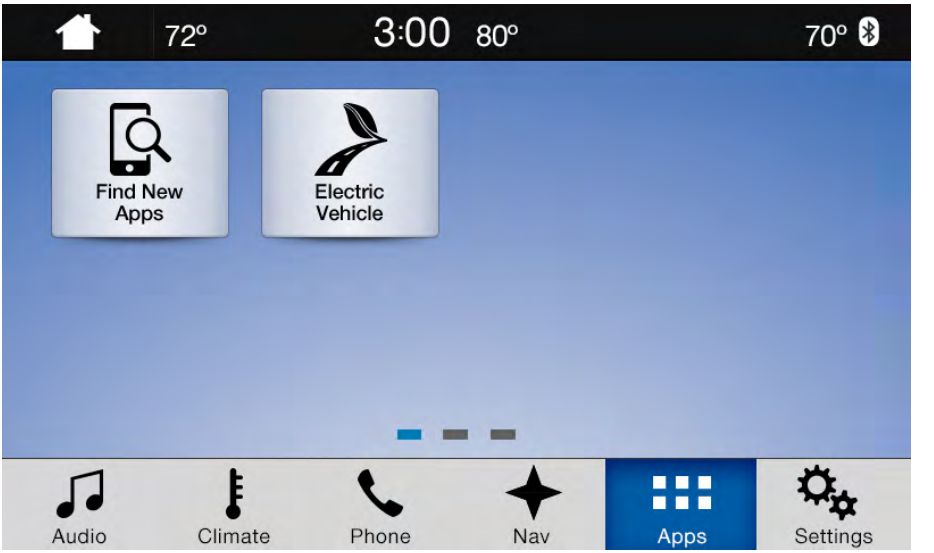
ELECTRIC VEHICLE INFORMATION



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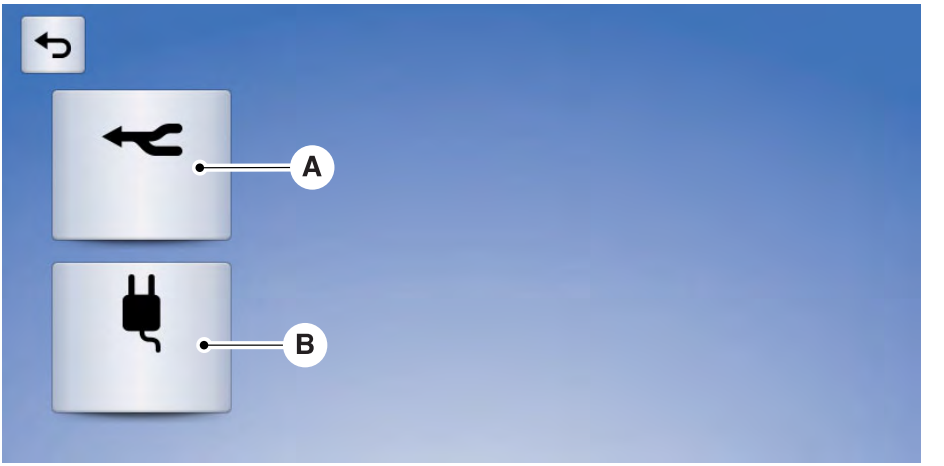
If your vehicle is a Hybrid Electric Vehicle or a Plug-In Hybrid Electric vehicle, it has unique electric vehicle information that is available through the Apps section of the touch screen.



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Callout	Item
A	Power Flow
B	Charge Settings

Charge Settings (Ford Energi Vehicles Only)

This screen allows you to set up the charging convenience features.

Note: *You can set up and edit these profiles using the MyFord Mobile internet application. For more information on MyFord Mobile and to set up your MyFord Mobile account, visit:*

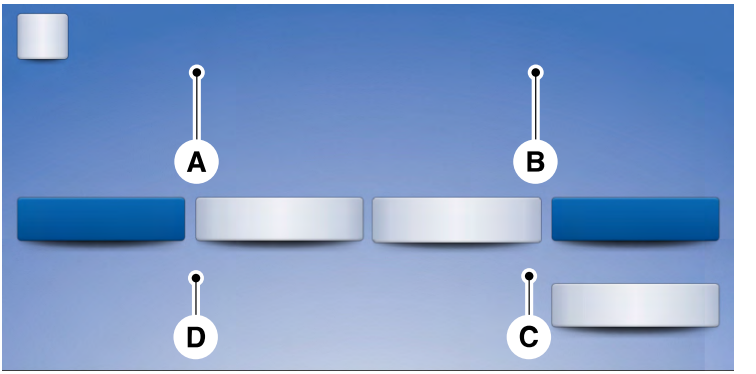
Website
www.myfordmobile.com

To improve the charging experience, your vehicle has the following convenience features:

Feature	Description
Value Charge	Your vehicle schedules its charging time for when the utility rates are lowest. Contact your utility company to see what rates are available.
Charge Now	Your vehicle starts charging immediately after you connect the charging plug.
Cabin Conditioning	Get the most miles out of every charge by conditioning your plugged in vehicle. Set the cabin temperature when you set your GO Time in order to use energy from your home, or charging station, instead of your vehicle battery.
My GO Times	Setting GO Times allows you to control charging schedules and cabin conditioning settings so your vehicle is ready to drive when you are. By setting a GO Time, your vehicle can use your value charge settings to minimize your electricity costs but still prioritize getting a full charge before your GO Time. A calendar view allows you to program two GO Times per day for each day of the week. **Note:** Remember, you must plug in your vehicle for My GO Time to work.

Charge Settings Screen

Each of the four areas highlighted below show a different feature of the charge settings screen.



E210843

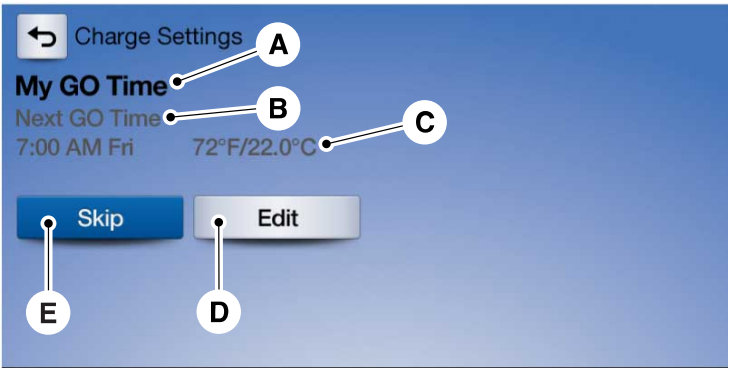
A **My GO Time summary** displays the next GO Time and cabin temperature setting.

B **Charging status and actual times** displays charging status with the charging start time, end time, and duration.

C **Charge profile and mode** displays the charging profile and charging mode for the vehicle's present location.

D **Estimated charge time limits** displays the estimated minimum and maximum times to fully charge the high-voltage battery and the battery's present state of charge as a percentage of total plug-in capacity.

My GO Time Summary



E210844

Item	Menu Item	Action and Description
A	My Go Time	This area of the screen shows your scheduled Go Time and your cabin conditioning information.
B	Next GO Time	This is the time and date of your next set drive time. Your vehicle automatically schedules charging and cabin conditioning to finish by this time.
C	Temperature	This is the chosen cabin conditioning setting for this GO Time.
D	Edit	This accesses your GO Time Schedule (see **GO Time Schedule** later in this section).
E	Skip	This cancels the cabin conditioning for the present GO Time. Once you touch Skip, the GO Time and Temperature grey out, and the LED illuminates on the Skip button. Touch the button again to switch on the cabin conditioning. This feature allows you to ignore the present GO Time without having to delete it or having to switch off the entire schedule (see **GO Time Schedule** later in this section). After the present GO Time passes, this feature resets.

Conflict Notification

The system alerts you to any conflicts by highlighting areas of the screen in colored text.

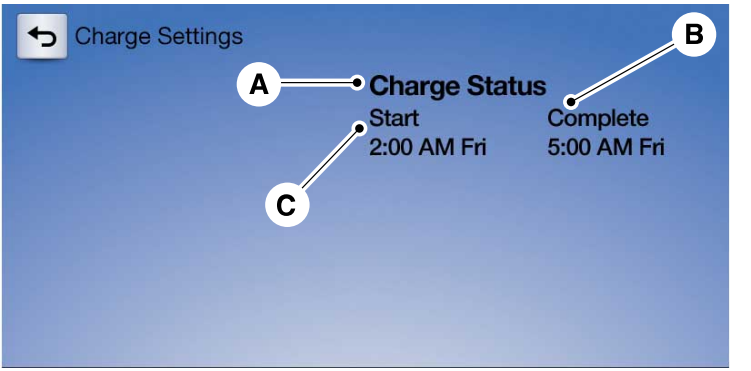
If your battery cannot have a full charge by the scheduled drive time, the system highlights your next GO Time and Charge Complete time and the following message appears:

Menu Item	Action and Description
Charge at GO Time: under 100%	This is normal; the vehicle is informing you of the conflicting situation. This notification only displays when the gearshift selector lever is in position **P**. **Note:** Charging occurs as soon as you plug the vehicle in. The system limits cabin conditioning to 15 minutes before your GO Time.

To eliminate the conflict notification immediately or to prevent a conflict in the future, try the following:

- Switch the present GO Time to occur later.
- Plug the vehicle into a 240V high current charging station instead of using the 120V low current convenience cord. Higher power charging yields shorter charge times.
- Plug the vehicle in sooner.

Charging Status and Actual Times



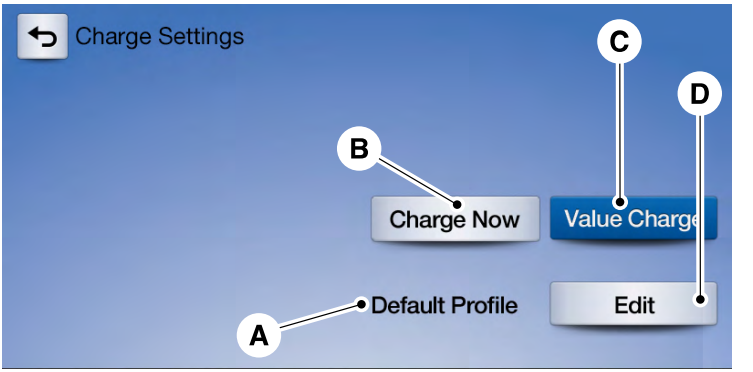
E210845

Item	Menu Item	Action and Description	
A	Charge Status	This is the status of the charging system, which includes the charging plug, high-voltage battery and charger.	
		Next Charge	This means the vehicle is unplugged. Charge Start and Complete information is for the present vehicle location.
		Waiting to charge	This means you plugged the vehicle in and it is ready to charge. Typical of Value Charge mode, the vehicle may not start charging right away because it is set to charge at times with lower utility costs.
		Charging	This means the high-voltage battery is charging.

Item	Menu Item	Action and Description	
		Charged	This informs you that the high-voltage battery is fully charged and not currently scheduled for further charging.
		Fault	This alerts you that a fault is present and is preventing the high-voltage battery from charging. Check the charge plug connection, charge cord, and charging station.
B	Complete	This is the estimated time of charge completion.	
		Charge Now Duration	When the vehicle is in Charge Now mode, and unplugged, the system displays the charging duration in hours. Once you plug in the vehicle, the value shows the estimated time to finish charging.
		Scheduled Charge Complete Time	When the vehicle is in Value Charge mode, the system displays the estimated charge complete time. It is normal for the estimated complete time to change when charging. The vehicle keeps charging until the high-voltage battery is fully charged.

Item	Menu Item	Action and Description	
C	Start	This is the scheduled start time of charging.	
		At Plug In	When the vehicle is in Charge Now mode, and unplugged, the message At Plug In appears, indicating the vehicle immediately starts charging once you plug it in. Once you plug it in, the system shows the actual charge start time.
		Scheduled Charge Start Time	When the vehicle is in Value Charge mode, the system displays the scheduled charge start time (for example, 8:00 PM). Once charging starts, the system continues to display the actual charge start time.

Value Charge Profile and Mode



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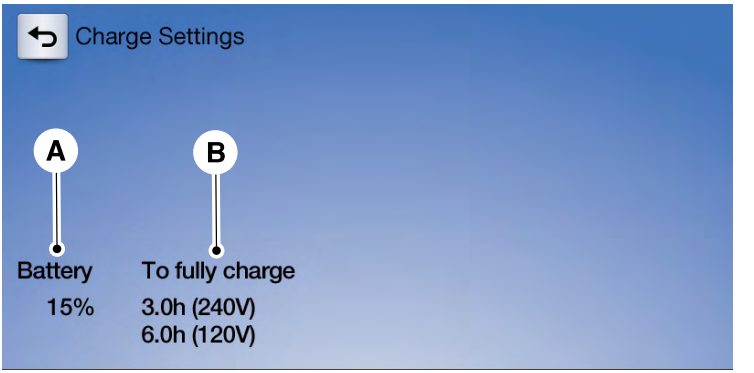
Item	Menu Item	Action and Description	
A	Value Charge Profile	This is the name of the presently detected Value Charge Profile. The system detects a customer defined value charge profile when the vehicle is within approximately 300 ft (91.4 m) of the GPS location registered for the profile. If the vehicle is close to more than one charge profile location, it chooses the closest.	
		Default Profile	Displays if you have not set up value charge profiles for specific locations through MyFord Mobile or if you are not close enough to a defined profile location.
B	Charge Now	Touch this button if you want your vehicle to immediately charge when plugged in at this profile location. This button illuminates when Charge Now is the charge mode selected for the presently detected charge profile.	
C	Value Charge	Touch this button if you want to take advantage of off-peak electricity rates. The vehicle optimizes the charge schedule to be complete by the next GO Time. This button illuminates when Value Charge is the charge mode selected for the presently detected charge profile.	
D	Edit	Touch this button to access your Value Charge profiles settings screen (see **Value Charge Profiles** later in this section).	

Estimated Charge Time Limits



E210847

Item	Menu Item	Action and Description
A	Battery	This shows you the battery's current charge displayed as a percentage. A reading of 100% means the battery has a full charge. A reading of 0% indicates the battery has no plug-in energy left.
B	To Fully Charge	**240V / High Power** is the estimated minimum charging time from the present high-voltage battery level to full charge (100%). This represents the shortest amount of time you should expect the high-voltage battery to recharge under ideal conditions. Ideal conditions include a 240V charging station and a minimum 30A service and high-voltage battery at a moderate temperature. **Note:** Some charging stations use lower voltage (208V), which result in longer charge times.
		120V / Low Power is the estimated maximum charging time from the present high-voltage battery level to full charge (100%). This represents the longest amount of time you should expect the high-voltage battery to recharge under normal conditions. Normal conditions include a 120V convenience cord and 12A service.

Item	Menu Item	Action and Description
		Note: Charging may take longer when the AC line voltage is low and may indicate your electrical source is not meeting certain requirements.

Note: *These charging times are only estimates. It is normal for your actual charge duration to be longer.*

GO Time Schedule

You can access the GO Time Schedule by selecting the edit option under MY GO Time on the Charge Setting screen.

Menu Item	Action and Description	
On	This turns on the GO Time schedule.	
Off	This turns off the GO Time schedule. This also turns off the cabin conditioning function. Use this mode to prevent using energy for cabin preconditioning when you leave your vehicle plugged in and do not plan to use it for a while, such as when on vacation. **Note:** If you choose to perform Value Charging with the schedule off, the vehicle schedules charging to finish at the lowest cost within 24 hours of plugging the vehicle in.	
GO Time 1 GO Time 2	This displays the GO Time day-of-week and time. The blue highlighted GO Time is the present GO Time, which the vehicle is using for charge scheduling and cabin conditioning. You can schedule two GO Time events per day for each day of the week.	
	My GO Times	Allows you to edit the GO Time and cabin conditioning temperature.
	--:--	Indicates that you can add a GO Time to this slot.
	Note: If you set GO Time 2 to occur before GO Time 1, a message pops up alerting you. You need to go back to the previous screen and switch the times so GO Time 1 occurs before GO Time 2.	

GO Time and Cabin Conditioning

This screen allows you to enter or change the GO Time and cabin conditioning temperature.

Press any GO Time on the Schedule screen to enter the editing screen for that GO Time.

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Menu Item	Action and Description			
Time (+ and -)	These change the hours and minutes of your GO Time. The minutes change in increments of five. You can also switch the settings for AM and PM by touching those buttons.			
Cabin Conditioning (+ and -)	These switch the setting for your selected cabin conditioning temperature for this GO Time event. You can select from four settings:			
	65ºF (18.5ºC)	72ºF (22ºC)	85ºF (29.5ºC)	Off
	Note: Cabin conditioning can perform differently depending on if you plug into a 120V convenience cord or 240V charging station. The power available for conditioning is limited to the charging station power available. **Note:** Your vehicle may not always reach the set cabin temperature due to charging and ambient temperature conditions. This is normal operation.			
Clear	Touching this button erases the GO Time and cabin conditioning temperature.			
Save	Touching this button stores the GO Time and temperature settings.			

Note: *If you select a GO Time, but choose **Off** for the temperature setting, the vehicle schedules charging to be complete by your GO Time and does not condition the cabin.*

Note: *Make sure you save your settings before returning to the previous screen. If you do not touch **Save**, the system will not automatically store the settings.*

Value Charge Profiles

You can access the Value Charge Profile screen by selecting the edit option in the bottom right hand corner of the Charge Settings screen.

Menu Item	Action and Description	
Default	This displays the charging mode and off-peak times for your Default Value Charge profile. The system displays off-peak times for weekdays; the remaining hours of the day are considered peak time. The system displays similar off-peak times for weekend days.	
	Charge Now	If you want your vehicle to immediately charge when you plug it in at this profile location.
	Value Charge	If you want to take advantage of off-peak electricity rates. The vehicle optimizes the charge schedule to be complete by the next GO Time.
	Edit	To access your Default Value Charge Profile settings screen (see Default Value Charge Profile later in this section).
Customer Defined Value Charge Profiles	Once you create profile names, this section displays the Value Charge Profile names and current Charge Mode for specific locations. You can set up and edit these profiles using the MyFord Mobile internet or smartphone application. You can program up to nine unique charge profiles.	

Default Value Charge Profile

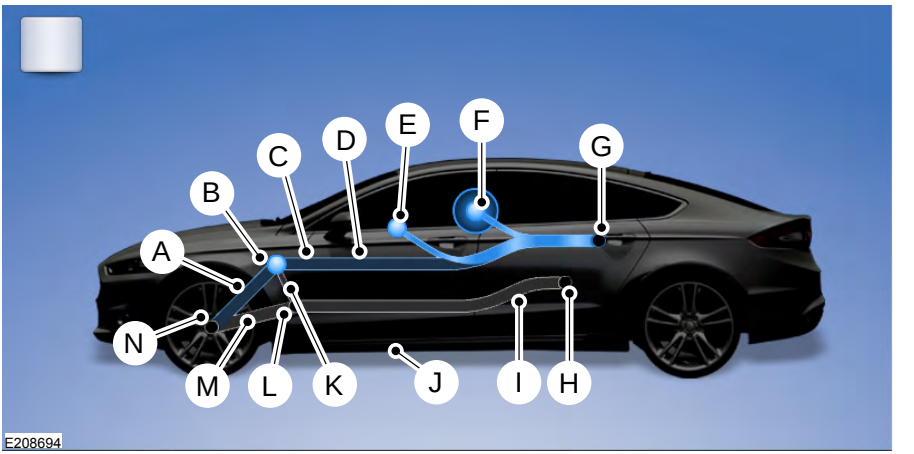
You can access your Default Value Charge Profile by selecting the edit option on the Value Charge Profiles screen.

Menu Item	Action and Description	
Weekday Weekend	Set the Weekday times and Weekend times by pressing the Weekday and Weekend buttons.	
Weekday Start Weekend Start Weekday Finish Weekend Finish	This displays the start and finish of off-peak charge times, which you can modify, using the following:	
	+ and -	Allows you to switch the hours of your start and finish times.
	AM	Allows you to switch the time of your start and finish time. This setting is viewable in 12-hour mode.
	PM	

Menu Item	Action and Description
240V and 120V	These buttons represent the voltage service that the default profile is using. The system uses this selection to calculate estimated charge times.
Clear	Touching this button erases the Default Value Charge preferences.
Save	Touching this button stores your Default Value Charge preferences. If you touch the back arrow button to return to the previous screen without saving your settings, the system does not store them and you need to enter them again.

Note: *Make sure you save your settings before returning to the previous screen. If you do not touch* ***Save*** *the system does not store your settings.*

Power



Callout	Item	Description
A	Motor-to-Wheel Flow	Shows the direction of power flow between the wheels and the electric motor.
B	Electric Motor	Represents the hybrid electric motor. The higher the motor power is, the larger the circle around this node. Any time the vehicle is ready to be driven, the motor node illuminates.
C	Battery-to-Motor Flow [1]	Shows the direction of power flow between the high-voltage battery and the electric motor. Flow toward the motor indicates the battery is providing power to accelerate the vehicle (discharging the battery). Flow toward the battery indicates the electric motor is providing power to the battery (charging the battery).
D	Plug (Engeri Only)	Appears when you plug your vehicle into the charging station. When charging the high voltage battery from the charging station, you can see flow from the plug to the battery on the screen.
E	Other [2]	Includes all power usage from the low voltage accessories such as the climate control fan, headlights and heated seats. The higher the power usage is from these accessories, the larger the circle around the node. This node illuminates anytime the vehicle is on since there is always some low level power in use.
F	Climate [2,3]	Includes the power usage from the high-voltage climate control components such as the electric A/C compressor and the electric heater (Energi only). The higher the power usage is from these components, the larger the circle around this node.

Callout	Item	Description
G	High Voltage Battery Power	Represents your high-voltage battery. A circle illuminates around the node when the high-voltage battery is receiving power from regenerative braking or engine charging. The higher the power going into the high-voltage battery, the larger the circle around this node.
H	Fuel	Represents the fuel tank in the vehicle.
I	Fuel-to-Engine Flow	Shows flow from the fuel tank to the engine when the engine is on and using fuel (there are some cases where the engine is on, but not using any fuel). When the engine is on, but not using fuel, the engine node is active, but the fuel flow path is off. An example of this is when your foot is off the accelerator pedal and the vehicle is traveling at a high speed.
J	Engine On Due to:	Provides you with the reason(s) the gasoline engine is on. When the gasoline engine is off, this display does not appear. **Engine On due to** reasons displayed by the system are in a chart following this list.
K	Motor-to-Engine Flow	Shows the direction of power flow between the engine and the electric motor. The direction indicates if the engine is providing power to the high-voltage electrical system, or if the high-voltage electrical system is providing power to control or start the engine.
L	Engine Power	Represents the gasoline engine. It illuminates only when the gasoline engine is on. The higher the engine power is, the larger the circle around this node.
M	Engine-to-Wheels Flow	Shows the direction of the power flow between the engine and the wheels.
N	Drive Power	Represents the power going to the wheels. The higher the wheel power is, the larger the circle around this node. When the engine is off, drive power displays in blue. When the engine is on, drive power displays in grey.

[1]The battery-to-motor flow includes battery power the vehicle is using for acceleration. It does not include energy the vehicle is using for accessories (such as air conditioning, headlights and radio). This screen displays accessories and climate usage separately.

[2] **Accessories** indicates electrical power demands from your vehicle's accessory systems. Accessories use power but do not contribute to making the vehicle move. The power flow displays power usage from the climate control system and other accessories separately.

[3]The climate control system may determine A/C is necessary even when you turn it off. In this case, you may see some climate power when the A/C is off.

Engine On due to	
Heater Setting	The engine is on because of the heater setting. Reduce or turn off the heater setting to return to electric mode.
High Speed	The engine is on because the vehicle speed exceeds the level for electric mode operation. Reduce the speed to return to electric mode.
Drive Power	The engine is on when applying pressure to the accelerator pedal or switching on the speed control. Reduce pressure on the accelerator pedal or switch off the speed control to return to full electric mode.
Neutral Gear	The engine is on because the vehicle is in neutral gear. Shift out of neutral gear to return to electric mode.
Low Gear	The engine is on because the vehicle is in low gear. Shift out of low gear to return to electric mode.
Battery Charging	The engine is on to charge the high-voltage battery. The vehicle returns to electric mode once the battery is charged.
Low Use (Energi Only)	The engine is on to maintain engine oil quality. The vehicle returns to electric mode when low engine use mode is complete. See Plug-in Hybrid Vehicle Operation in your owner manual.
Battery Temperature	The engine is on due to high or low high-voltage battery temperature. This is a normal operating condition. The vehicle returns to electric mode automatically when possible.

Engine On due to	
(Energi Only)	
Normal Operation	The engine is on to optimize vehicle operation. The vehicle returns to electric mode when possible.
Engine Braking Active	The engine is on to provide increased powertrain braking. This can occur when you turn on the grade assist feature, when speed control is on or when driving with your foot off the accelerator pedal. Turning off grade assist or speed control may allow the vehicle to return to electric mode.

Status

This indicates which mode is active within the vehicle system.

Menu Item	Action and Description
Status: Hybrid Drive	The electric motor and gasoline engine are powering the vehicle.
Status: Charging HV Battery	The hybrid system is storing power in the high-voltage battery.
Status: Idle	The vehicle is either at rest, or sharing very little power between the electric system parts.
Status: Electric Drive	The vehicle is driving in electric mode (the power is coming from the electric motor). The gasoline engine is off in this mode.
Status: Charge Complete (Energi Only)	The high-voltage battery charging from the charging station is complete.

Status

Privacy Notice for GPS Mapping with MyFord and MyLincoln Mobile

MyFord or MyLincoln Mobile allows for GPS mapping when a vehicle is registered to a MyFord or MyLincoln Mobile account. To remove the vehicle from the account, thereby removing GPS mapping ability, a Master Reset can be performed in the vehicle. See **Settings** (page 77).

Before transferring ownership of a vehicle, owners may choose to execute a Master Reset or Factory Reset (completed via the MyFord or MyLincoln Mobile website). Either method removes the vehicle from all MyFord or MyLincoln Mobile accounts.

It is recommended that new owners conduct a Master Reset upon taking possession of the vehicle to remove it from any existing MyFord or MyLincoln Mobile accounts. The new owner can activate a MyFord or MyLincoln Mobile account by completing registration process on the website.

Website
www.myfordmobile.com owner.lincoln.com www.syncmyride.ca www.syncmaroute.ca

APPS

The system enables voice, steering wheel, and touch screen control of SYNC 3 AppLink enabled smartphone apps. Once an app is running through AppLink, you can control main features of the app through voice commands and steering wheel controls.

Note: *You must pair and connect your smartphone via Bluetooth to SYNC 3 to access AppLink.*

Note: *iPhone users need to connect the phone to the USB port.*

Note: *For information on available apps, supported smartphone devices and troubleshooting tips please visit:*

Websites
owner.ford.com owner.lincoln.com www.syncmyride.ca www.syncmaroute.ca

Note: *Make sure you have an active account for the app that you have downloaded. Some apps will work automatically with no setup. Other apps will want you to configure your personal settings and personalize your experience by creating stations or favorites. We recommend you do this at home or outside of your vehicle.*

Note: *We encourage you to review the smartphone app's terms of service and privacy policies because Ford is not responsible for your app or its use of data*

Note: *In order to use an app with SYNC 3, the App needs to be running in the background of your phone. If you shut down the app on your phone, it shuts down the app on SYNC 3 as well.*

Note: *If a SYNC 3 AppLink compatible app is not shown in the Apps Domain, make sure the required app is running on the mobile device.*

Menu Item	Action and Description
Find New Apps	SYNC 3 will search and connect to compatible app(s) running on your mobile device.

Enabling SYNC 3 Mobile Apps

In order to enable mobile apps, SYNC 3 requires user consent to send and receive app authorization information and updates using the data plan associated with the connected device.

The connected device sends data to Ford in the United States. The information is encrypted and includes your VIN, SYNC 3 module number, anonymous usage statistics and debugging information. Updates may take place automatically.

Note: *You must enable mobile apps for each connected device the first time you select a mobile app using the system.*

Note: *Ford reserves the right to limit functionality or deactivate mobile apps at any time.*

Note: *Standard data rates apply. Ford is not responsible for any additional charges you may receive from your service provider, when your vehicle sends or receives data through the connected device. This includes any additional charges incurred due to driving in areas when roaming out of a home network.*

You can enable and disable apps through settings. See **Settings** (page 77).

App Permissions

The system organizes the App permissions into groups. You can grant these group permissions individually. You can change a permission group status any time when not driving, by using the settings menu. While in the settings menu, you can also see the data included in each group.

When you launch an app using SYNC 3, the system may ask you to grant certain permissions, for example Vehicle information, Driving characteristics, GPS and Speed, and/or Push notifications. You can enable all groups or none of them during the initial app permissions prompts. The settings menu offers individual group permission control.

Note: *You are only prompted to grant permissions the first time you use an app with SYNC 3.*

Note: *If you disable group permissions, apps will still be enabled to work with SYNC unless you deactivate All Apps in the settings menu.*

SiriusXM Traffic and Travel Link (If Equipped)

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any handheld device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

Note: *SiriusXM Traffic and Travel Link may not be available in all markets.*

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Note: *In order to use SiriusXM Traffic and Travel Link, your vehicle must have navigation.*

Note: *A paid subscription is required to access and use these features. Go to www.siriusxm.com/travellink for more information.*

Note: *Visit www.siriusxm.com/traffic and click on Coverage map and details for a complete listing of all traffic areas covered by SiriusXM Traffic and Travel Link.*

Note: *Neither Sirius nor Ford is responsible for any errors or inaccuracies in the SiriusXM Traffic and Travel Link services or its use in vehicles.*

When you subscribe to SiriusXM Traffic and Travel Link, it can help you locate the best gas prices, find movie listings, get current traffic alerts, view the current weather map, get accurate ski conditions and see scores to current sports games.

Menu Item	Action and Description	
Traffic on Route	Touch these buttons to identify traffic incidents on your route, near your vehicle's current location or near any of your favorite places, if programmed.	
Traffic Nearby		
Fuel Prices	Touch this button to view fuel prices at stations close to your vehicle's location or on an active navigation route.	
Movie Listings	Touch this button to view nearby movie theaters and their show times, if available.	
Weather	Touch this button to view the nearby weather, current weather, or the five-day forecast for the chosen area.	
	Map	Select to see the weather map, which can show storms, radar information, charts and winds.
	Area	Select to choose from a listing of weather locations.
Sports Info	Touch this button to view scores and schedules from a variety of sports. You can also save up to 10 favorite teams for easier access. The score automatically refreshes when a game is in progress.	
Ski Conditions	Touch this button to view ski conditions for a specific area.	

SETTINGS

Under this menu, you can access and adjust the settings for many of the system features. To access additional settings, swipe the screen left or right.

Sound

Pressing this button allows you to adjust the following:

Sound Settings	
Reset All	Returns Treble, Midrange, and Bass sound settings to factory levels.
Treble	
Midrange	
Bass	
Balance / Fade	
Speed Adaptive Volume	
Occupancy Mode	
Sound Settings	Stereo
	Surround

Your vehicle might not have all of these features.

Media Player

This button is available when a media device such as a Bluetooth Stereo or USB device is the active audio source. Pressing the button allows you to access the following options for active devices only.

Menu Item	Action and Description		
Podcast Speed	For some Apple devices, SYNC 3 can adjust the playback speed of podcasts. When a podcast is playing, you can choose:		
	Slower	Normal	Faster
Audiobook Speed	For some Apple devices, SYNC 3 can adjust the playback speed of audiobooks. When an audiobook is playing, you can choose:		
	Slower	Normal	Faster
Cover Art Priority	For some Apple devices, SYNC 3 can adjust the playback speed of audiobooks. When an audiobook is playing, you can choose:		
	Media Player	Cover art displays from your device's music files. If no cover art for the files exists on the device, then the Gracenote Database provides cover art.	

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Menu Item	Action and Description	
	Gracenote®	The Gracenote Database supplied cover art is used for your music files. This overrides any cover art from your device.
Gracenote® Database Info	This allows you to view the version level of the Gracenote Database.	
Device Information	This allows you to view the manufacturer and model number of your media device.	

Clock

To adjust the time, select the up and down arrows on either side of the screen. The arrows on the left adjust the hour and arrows on the right adjust the minute. You can then select AM or PM.

You can adjust the following features:

Menu Item	Action and Description
Clock Format	Select how time displays.
Auto Time Zone Update	When active, the clock adjusts to time zone changes.
Reset Clock to GPS Time	When selected, the vehicle clock resets to GPS satellite time.

The system automatically saves any updates you make to the settings.

Bluetooth

Pressing this button allows you to access the following:

Menu Item	Action
Bluetooth	On
	Off

You must activate Bluetooth to pair a Bluetooth-enabled device.

The processes of pairing a Bluetooth device is the same as pairing a phone. **See Pairing a Device** in Phone settings for how to pair a device and the available options.

Phone

You must activate Bluetooth to pair your phone.

Pairing a Device	
Add a Bluetooth Device	Make sure that Bluetooth is set to **On** and that your cell phone is in the correct mode. See your cell phone's manual if necessary.

There are two ways to pair a Bluetooth enabled device.

Have the system find your device
Make sure your device is discoverable.
Select your device when it appears on the system screen.
A six-digit PIN appears on your device and on the system screen. If your device prompts you to enter a PIN, enter the PIN displayed on the touchscreen. If the system does not ask you to enter a pin, confirm that the PIN provided by SYNC 3 matches the PIN on your cell phone when you are prompted by the system. The display indicates when the pairing is successful. SYNC 3 asks you to choose your settings for certain features. Your cell phone may also prompt you to give SYNC 3 permission to access information. For more information on your cell phone's capability, see your cell phone's manual and visit the Ford or Lincoln website.

Website
owner.ford.com owner.lincoln.com www.syncmyride.ca

Website
www.syncmaroute.ca

Have your device find the system
In the Bluetooth menu of your device, select SYNC.
A six-digit PIN appears on your device and on the system screen. If your device prompts you to enter a PIN, enter the PIN displayed on the touchscreen. If you are not asked to enter a pin, confirm that the PIN provided by SYNC 3 matches the PIN on your cell phone when you are prompted by the system. The display indicates when the pairing is successful. SYNC 3 asks you to choose your settings for certain features. You cell phone may also prompt you to give SYNC 3 permission to access information. For more information on your cell phone's capability, see your cell phone's manual and visit the Ford or Lincoln website.

Website
owner.ford.com owner.lincoln.com www.syncmyride.ca www.syncmaroute.ca

Once you have paired a device you can adjust the following options.

Menu Item	Action and Description
View Devices	
You can then select:	
Add a Bluetooth Device	You can add a Bluetooth-enabled device by following the steps in the previous table.
You can select a phone by touching the name of the phone on the screen. You then have the following options:	
Connect	Depending on the status of the device, you can select either of these options to interact with the selected device.
Disconnect	
Device Information	Allows you to see phone and device information.
Make Primary	Allows you to select this device to be your preferred device.
Delete	Removes the selected device from the system.

Menu Item	Action and Description	
Manage Contacts		
You can then select:		
Auto Phonebook Download	Enable this option to have SYNC 3 periodically re-download your phonebook to keep your contact list up to date.	
Display Contact Photos	Enable this option to have the photos associated with your contacts displayed on the touchscreen, if this feature is supported by your phone.	
Sort By:	Choose how you would like the system to display your contacts. You can choose:	
	First Name	Last Name
Re-download Phonebook	Select this option to re-download your contact list manually.	
Delete Phonebook	Select this option to delete the in vehicle contact list. Deleting the in vehicle list does not erase the contact list on the connected phone.	

Menu Item	Action and Description
Set Phone Ringtone	
You can then select:	
No Ringtone	No sound plays when a call comes to your phone.
Use Phone Ringtone	The currently selected ringtone on your phone plays when you receive a call. This option may not be available for all phones. If this option is available, it is the default setting.
You can also select one of the three available ringers.	

Menu Item	Action and Description
Text Message Notification	
You can then select:	
No Alert (Silence)	No sound plays when a message comes to your phone.
You can select one of the three available notification sounds.	
Voice Readout	When enabled, the caller's information is read to you.

You can enable and disable the following options as well:

Menu Item	Action and Description
Mute Audio in Privacy	When enabled, vehicle audio (such as radio or apps) is muted for the duration of the phone call even when the phone call is in privacy.
Roaming Warning	When enabled, an alert displays when your phone indicates that it is roaming. Please see your phone manual for more details.
Low Battery Notification	When enabled, a message displays when the battery on your phone is running low.

911 Assist

Note: *This service is only available in the United States and Canada.*

Select this button to modify the on or off setting for this feature. If the mobile phone's contacts have been downloaded, you can adjust the following option:

Menu Item	Action and Description
Set Emergency Contacts	You can select up to two numbers from your mobile device's phonebook as emergency contacts for quick access at the end of the 911 Assist call process.

Radio

This button is available if a Radio source such as AM or FM is the active media source. Pressing the button allows you to access the following features:

Menu Item	Action and Description
FM HD Radio AM HD Radio (Dependent on current radio source, If Available)	Activation of this feature allows you to listen to HD radio broadcasts.
Radio Text	This feature is available when FM Radio is your active media source. Activate this feature to have the system display radio text.
Autoset Presets (AST)	Refresh
	Selecting this option stores the six strongest stations in your current location to the last preset bank of the currently tuned source.

Navigation

You can adjust many of the Navigation preferences by selecting the following menus.

Map Preferences

Menu Item	Action and Description	
Map Preferences		
Then select any of the following:		
3D City Model	When this option is active, the system shows 3D renderings of buildings.	
Breadcrumbs	When enabled, your vehicle's previously traveled route displays with white dots.	
POI Icons	Enable this feature to display up to 3 POI icons on the navigation map.	
	Once this feature is activated you can select the icons you want displayed by selecting:	Select POIs
Incident Map Icons	This menu allows you to choose which incident icons you would like to have displayed on the navigation map.	

Route Preferences

Menu Item	Second Level Messages, Actions and Descriptions		
Route Preferences			
Then select any of the following:			
Preferred Route	Choose to have the system display your chosen route type.		
	Shortest	Fastest	Eco
Always Use ___ Route	Bypass route selection in destination programming. The system only calculates one route based on your preferred route setting. When activated, the system uses your selected route type to calculate only one route to the desired destination.		
Use HOV Lanes	The system selects High Occupancy Vehicle or car pool lanes when providing route guidance.		
Automatic Find Parking	The system searches for and displays available parking locations as you approach your destination.		

Menu Item	Second Level Messages, Actions and Descriptions		
Eco Time Penalty	Select a level of cost for the calculated Eco Route. The higher the setting, the longer the time allotment is for the route.		
Avoid Traffic Problems	You can select the following to have the system:		
	Avoid Freeways	Avoid Toll Roads	Avoid Ferries/Car Trains

Navigation Preferences

Menu Item	Action and Description
Navigation Preferences	
Guidance Prompts	You can adjust how the system provides prompts.
Then select any of the following:	
Voice and Tones	
Voice Only	
Tones Only	

Mobile Apps

You can enable the control of compatible mobile apps running on your Bluetooth or USB device on SYNC 3. In order to enable mobile apps, SYNC 3 requires user consent to send and receive app authorization information and updates using the data plan associated with the connected device.

The connected devices sends data to Ford in the United States. The encrypted information includes your VIN, SYNC 3 module number, anonymous usage statistics and debugging information. Updates may take place automatically.

Note: *Standard data rates will apply. Ford is not responsible for any additional charges you may receive from your service provider, when your vehicle sends or receives data through the connected device. This includes any additional charges incurred due to driving in areas when roaming out of a home network.*

Menu Item	Action and Description	
Mobile Apps	On	Enable or disable the use of mobile apps on SYNC 3.

Menu Item	Action and Description		
	Off		Disabling mobile apps in the settings menu disables automatic updates and the use of mobile apps on SYNC 3.
	You can view the status of mobile app permissions in the settings menu.		
Once Mobile Apps is enabled, you have the following options:			
Update Mobile Apps	This provides information on the current state of available app updates.		
	There are three possible statuses:		
	Update Needed	Up-To-Date	Updating Mobile Apps...
	The system has detected a new app requiring authorization or a general permissions update is required.	No update is required.	The system is trying to receive an update.
	Request Update		Select this button if an update is required and you want to request this update manually. For example, when your mobile device is connected to a Wi-Fi hotspot, select:
			Request Update
All Apps	Grant or deny permissions to all apps at once.		
There may also be SYNC 3 enabled apps listed under these options.	Grant or deny an individual app particular permissions. App permissions are organized into groups. By pressing the info book icon, you can see which signals are included in each group.		

Note: *Ford and Lincoln are not responsible or liable for any damages or loss of privacy relating to usage of an app, or dissemination of any vehicle data that you approve Ford and Lincoln to provide to an app.*

General

Access and adjust the system settings, voice features, as well as phone, navigation and wireless settings.

Menu Item	
Language	Select to have the touch-screen display in English, Spanish or French.
Distance	Select to display units in kilometers or miles.
Temperature	Select to display units in Celsius or Fahrenheit.
Touch Screen Beep	Select to have the system beep to confirm choices made through the touch-screen.
Automatic System Updates	When activated, the system automatically updates when a Wi-Fi network or mobile connection is available.
About	Information pertaining to the system and its software.
Software Licenses	Documentation of the software license for the system.
Master Reset	Select to restore factory defaults. This erases all personal settings and personal data.

Wi-Fi

You can adjust the following:

Menu Item	Action and Description
Wi-Fi	Enable this option to connect to Wi-Fi for vehicle software updates.
Available Networks	This provides you with a list of available Wi-Fi networks.
	When you select a network from the list you can choose:

Menu Item	Action and Description	
	Connect	A security code may be required.
	Wireless Network Details	More information about the network displays such as the signal strength and security type.
Wi-Fi Available Notifications	The system alerts you when your vehicle is parked and a Wi-Fi network is within range if SYNC is not already connected.	

Ambient Lighting (If Equipped)

Tap a color once to active ambient lighting. This sets the color to the highest intensity.

You can drag the colors up and down to increase or decrease the intensity.

To switch ambient lighting off, press the active color once or drag the active color all the way down to zero intensity.

Vehicle

Note: *You vehicle may not have all of these features.*

You can select the following features to update their settings.

Door Keypad Code

Select this button to edit the door keypad code. The first time you change the code, you need to enter the five-digit factory set code. You can find this code on the owner's wallet card in the glove box or from your authorized dealer.

Camera Settings

To make adjustments using the touchscreen, select:

Message	Action and Description
Camera Settings	
Then select from the following:	
Rear Camera Delay	You can enable or disable this option using the slider.

You can find more information on the rear-view camera system in the parking aids chapter of your owner manual.

Onboard Modem Serial Number (ESN)

Selecting this button on the settings menu shows you the ESN number for your system. You need this number for certain registrations such as Satellite Radio.

Display

To make adjustments using the touchscreen, select:

Menu Item	Action and Description	
Brightness	Make the screen display brighter or dimmer.	
Mode	You can select:	
	Auto	The screen automatically switches between day and night modes based on the outside light level.
	Day	The screen displays with a light background to enhance daytime viewing.
	Night	The screen displays with a darker background to make nighttime viewing easier.
	Off	The screen goes black and does not display anything. To switch the screen back on, simply tap the screen.

Voice Control

You can adjust the voice control settings by selecting the following options.

Menu Item	
Advanced Mode	Enable this option to remove additional voice prompts and confirmations.
Phone Confirmation	Enable this option to have the system confirm a contacts name with you before making a call.
Voice Command List	Enable this option to have the system display a list of available voice commands when the voice button is pressed.

Valet Mode

Valet mode allows you to lock the system. No information is accessible until the system is unlocked with the correct PIN.

When you select valet mode a pop up appears informing you that a four digit code must be entered to enable and disable valet mode. You can use any PIN you chose but you must use the same PIN to disable valet mode. The system asks you to input the code.

Note: *If the system is locked and you cannot remember the PIN, please contact the Customer Relationship Center.*

For Ford
United States: 1-800-392-3673
Canada: 1-800-565-3673
Mexico: 01-55-5899-7594
For Lincoln
United States: 1-800-521-4140
Canada: 1-800-387-9333
Mexico: 01-55-5899-7594

To enable valet mode, enter your chosen PIN. The system then asks to confirm your PIN by reentering it. The system then locks.

To unlock the system, enter the same pin number. The system reconnects to your phone and all of your options are available again.

SYNC™ 3 TROUBLESHOOTING

Your SYNC 3 system is easy to use. However, should questions arise, please refer to the tables below.

To check your cell phone's compatibility, visit the Ford or Lincoln website.

Website
owner.ford.com owner.lincoln.com www.syncmyride.ca www.syncmaroute.ca

Cell phone issues		
Issue	**Possible cause**	**Possible solution**
There is background noise during a phone call.	The audio control settings on your cell phone may be affecting SYNC 3 performance.	Refer to your device's manual about audio adjustments.
During a call, I can hear the other person but they cannot hear me.	Possible cell phone malfunction.	Try switching your cell phone off, resetting it or removing the battery, then try again.
		Make sure that the microphone for SYNC 3 is not set to off.
SYNC 3 is not able to download my phonebook.	This is a cell phone-dependent feature.	Check your cell phone's compatibility.
	Possible cell phone malfunction.	Try switching your cell phone off, resetting it or removing the battery, then try again.
		Make sure you allow SYNC 3 to retrieve contacts from your phone. Refer to your cell manual.

Cell phone issues		
Issue	**Possible cause**	**Possible solution**
		You must switch on your cell phone and the automatic phonebook download feature on SYNC 3.
The system says "Phonebook downloaded" but my SYNC 3 phonebook is empty or is missing contacts.	Limitations on your cell phone's capability.	Make sure you allow SYNC 3 to retrieve contacts from your phone. Refer to your cell manual.
		If the missing contacts are stored on your SIM card, move them to your cell phone's memory.
		You must switch on your cell phone and the automatic phonebook download feature on SYNC 3.
I am having trouble connecting my cell phone to SYNC 3.	This is a cell phone-dependent feature.	Check your cell phone's compatibility.
	Possible cell phone malfunction.	Try switching your cell phone off, resetting it or removing the battery, then try again.
		Try deleting your device from SYNC 3 and deleting SYNC from your device, then trying again.
		Always check the security and auto accept prompt settings relative to the SYNC 3 Bluetooth connection on your cell phone.
		Update your cell phone's firmware.
		Switch the auto download setting off.
Text messaging is not working on SYNC 3.	This is a cell phone-dependent feature.	Check your cell phone's compatibility.
	Possible cell phone malfunction.	Try switching your cell phone off, resetting it or removing the battery, then try again.
	iPhone	• Go to your cell phone's Settings. • Go to the Bluetooth Menu. • Press the blue circle to the right of the device named SYNC enter the next menu. • Turn Show Notifications on.

Cell phone issues		
Issue	**Possible cause**	**Possible solution**
		Your iPhone is now set up to forward incoming text messages to SYNC 3. Repeat these steps for every other SYNC 3 vehicle that you connect. Your iPhone will only forward incoming text messages to SYNC 3 if the iPhone is not unlocked in the messaging application. Replying to text messages using SYNC 3 is not supported by iPhone. Text messages from WhatsApp and Facebook Messenger are not supported.
Audible text messages do not work on my cell phone.	This is a cell phone-dependent feature.	Your cell phone must support downloading text messages through Bluetooth to receive incoming text messages.
	This is a cell phone limitation.	Because each cell phone is different, refer to your device's manual for the specific cell phone you are pairing. In fact, there can be differences between cell phones due to brand, model, service provider and software version.

USB and Bluetooth Stereo issues		
Issue	**Possible cause**	**Possible solution**
I am having trouble connecting my device.	Possible device malfunction.	Disconnect the device from SYNC 3. Try switching your device off, resetting it or removing the battery, then reconnect it to SYNC 3.
		Make sure you are using the manufacturer's cable.
		Make sure to correctly insert the USB cable into the device and your vehicle's USB port.
		Make sure that the device does not have an auto-install program or active security settings.
	The device has a lock screen enabled.	Make sure your device is unlocked before connecting it to SYNC 3.

USB and Bluetooth Stereo issues		
Issue	**Possible cause**	**Possible solution**
SYNC 3 does not recognize my device when I start my vehicle.	This is a device limitation.	Make sure you are not leaving the device in your vehicle during very hot or cold temperatures.
Bluetooth audio does not stream.	This is a device-dependent feature.	Make sure you connect the device to SYNC 3 and that you have started the media player on your device.
	The device is not connected.	
SYNC 3 does not recognize music that is on my device.	Your music files may not contain the correct artist, song title, album or genre information.	Make sure that all song details are populated.
	The file may be corrupted.	Try replacing the corrupt file with a new version.
	The song may have copyright protection that does not allow it to play.	Some devices require you to change the USB settings from mass storage to media transfer protocol class.
	The file format is not supported by SYNC 3.	Convert the file to a supported format. See **Entertainment** (page 25).
	The device needs to be re-indexed.	Perform a master reset. See **Settings** (page 77).
	The device has a lock screen enabled.	Make sure your device is unlocked before connecting it to SYNC 3.
When I connect my device, I sometimes do not hear any sound.	This is a device limitation.	Disconnect the device from SYNC 3. Try switching your device off, resetting it or removing the battery, then connect it back to SYNC 3.
		To listen to Apple devices through USB, select AirPlay from the devices Control Center, then select Dock Connector.
		To listen to Apple devices through Bluetooth Stereo, select AirPlay from the devices Control Center, then select SYNC.

Wi-Fi Issues		
Issue	**Possible cause**	**Possible solution**
Failed connection.	Password error.	Verify password.
Disconnecting after successful connection.	Weak signal probably due to distance from the hotspot, obstruction or high interference.	Position the vehicle close to the hotspot with the front of the vehicle facing the hotspot direction and remove obstacles if possible. Other Wi-Fi, Bluetooth, microwave and cordless phones may cause interference.
Poor signal seen by Sync despite being near a hotspot.	There may be an obstruction between SYNC 3 and the hotspot.	If the vehicle is equipped with heated windshield, try positioning the vehicle so that the windshield is not facing the hotspot. If you have metallic window tinting but not on the windshield, position the vehicle to face the hotspot. If all windows are tinted, you can open the windows in the direction of the hotspot if that is feasible. Try to remove other obstructions that may impact signal quality such as opening the garage door.
A hotspot is not listed in the list of available networks.	The hotspot was defined as a hidden network.	Please set the network to visible and try again.

Wi-Fi Issues		
Issue	**Possible cause**	**Possible solution**
SYNC 3 is not seen when searching for Wi-Fi networks from your phone or other devices.	SYNC 3 does not provide a hotspot.	SYNC 3 currently does not provide a hotspot
Software download takes too long.	Poor signal strength, too far from the hotspot, hotspot is supporting multiple connections, slow Internet connection or other problems.	Check the signal quality (under network details), if SYNC 3 indicates good or excellent, test with another high-speed equipped hotspot where the environment is more predictable.
SYNC 3 seems to connect with a hotspot and the signal strength is excellent but the software is not being updated.	It is possible that there is no new software. The connected hotspot may be a managed one and it requires either a subscription or agreeing to the terms and conditions.	Test the connection with another device, if the hotspot requires a subscription, you may contact the service provider.

AppLink issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
AppLink Mobile Applications: When I select "Find New Apps," SYNC 3 does not find any applications.	You did not connect an Applink Compatible phone to SYNC 3.	Make sure you have a compatible smartphone; an Android with OS 2.3 or higher or an iPhone 3GS or newer with iOS 5.0 or higher. Additionally, make sure you pair and connect your phone

AppLink issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
		to SYNC 3 in order to find AppLink-capable apps on your device. iPhone users must also connect to a USB port with an Apple USB cable.
My phone is connected, but I still cannot find any apps.	AppLink-enabled apps are not installed and running on your mobile device.	Make sure you have downloaded and installed the latest version of the app from your phone's app store. Make sure the app is running on your phone. Some apps require you to register or login to the app on the phone before using them with AppLink. Also, some may have a "Ford SYNC" setting, so check the app's settings menu on the phone.
My phone is connected, my app(s) are running, but I still cannot find any apps.	Sometimes apps do not properly close and re-open their connection to SYNC 3, over ignition cycles, for example.	Closing and restarting apps may help SYNC 3 find the application if you cannot discover it inside the vehicle. On an Android device, if apps have an 'Exit' or 'Quit' option, then select it and restart the app. If the app does not have that option, select the phone's settings menu and select 'Apps', then find the particular app and choose 'Force stop.' Do not forget to restart the app afterward, then select "Find New Apps" on SYNC 3.

AppLink issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
		On an iPhone with iOS7+, to force close an app, double tap the home button then swipe up on the app to close it. Tap the home button again, then select the app again to restart it. After a few seconds, the app should then appear in SYNC 3's Mobile App's Menu.
My Android phone is connected, my app(s) are running, I restarted them, but I still cannot find any apps.	There is a Bluetooth issue on some older versions of the Android operating system that may cause apps that were found on your previous vehicle drive to not be found again if you did not switch Bluetooth off.	Switch Bluetooth off and then on to reset it on your phone. If you are in your vehicle, SYNC 3 should be able to automatically re-connect to your phone if you press the "Phone" button.

AppLink issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
My iPhone is connected, my app is running, I restarted the app but I still cannot find it on SYNC 3.	You may need to reset the USB connection to SYNC 3.	Unplug the USB cable from the phone, wait a moment, and plug the USB cable back in to the phone. After a few seconds, the app should appear in SYNC 3's Mobile Apps Menu. If not, "Force Close" the application and restart it.
I have an Android phone. I found and started my media app on SYNC 3, but there is no sound or the sound is very low.	The Bluetooth volume on the phone may be low.	Increase the Bluetooth volume of the device by using the device's volume control buttons which are most often found on the side of the device.
I can only see some of the AppLink apps running on my phone listed in the SYNC 3 Mobile Apps Menu.	Some Android devices have a limited number of Bluetooth ports that apps can use to connect. If you have more AppLink apps on your phone than the number of available Bluetooth ports, you will not see all of your apps listed in the SYNC 3 mobile apps menu.	Force close or uninstall the apps you do not want SYNC 3 to find. If the app has a "Ford SYNC" setting, disable that setting in the app's settings menu on the phone.

Voice command issues		
Issue	**Possible cause**	**Possible solution**
SYNC 3 does not understand what I am saying.	You may be using the wrong voice commands.	Review the cell phone voice commands and the media voice commands at the beginning of their respective sections.
		Refer to the audio display during an active voice session to find a list of voice commands there.
	You may be speaking too soon or at the wrong time.	Wait for the system to prompt you before you state your command.

Voice command issues		
Issue	**Possible cause**	**Possible solution**
SYNC 3 does not understand the name of a song or artist.	You may be using the wrong voice commands.	Review the media voice commands at the beginning of the media section.
	You may not be saying the name exactly as it appears on your device.	Say the song or artist name exactly as it is displayed on your device. For example, say "Play Artist Prince" or "Play song Purple Rain".
		Make sure you are saying the complete title such as "California remix featuring Jennifer Nettles".
		If there are any abbreviations in the name, like ESPN or CNN, you have to spell those: "E-S-P-N" or "C-N-N".
	The song or artist name may have some special characters that are not being recognized by SYNC 3.	Make sure that song titles, artists, album, and playlists names do not have any special characters like *, - or +.
SYNC 3 does not understand or is calling the wrong contact when I want to make a call.	You may not be saying the name exactly as it appears on your phonebook.	Make sure that you are saying the name exactly as it appears on your phone. For example, if your contact is "Joe Wilson", say "Call Joe Wilson". If your contact name is "Mom", say "Call Mom".
	The contact name may contain special characters.	Make sure that your contact names do not have any special characters like *, - or +.
The SYNC 3 voice control system is having trouble recognizing foreign names stored on my cell phone.	You may not be saying the name exactly as it appears on your phonebook.	SYNC 3 applies the phonetic pronunciation rules of the selected language to the contact names stored on your cell phone.
		Helpful Hint: You can select your contact manually. Press **PHONE**. Select the option for phonebook and then contact name. Press the soft-key option to hear it. SYNC 3 will read the contact name to you, giving you some idea of the pronunciation it is expecting.

Voice command issues		
Issue	**Possible cause**	**Possible solution**
The SYNC 3 voice control system is having trouble recognizing foreign tracks, artists, albums, genres and playlist names from my media player or USB flash drive.	You may be saying the foreign names using the currently selected language for SYNC 3.	SYNC 3 applies the phonetic pronunciation rules of the selected language to the names stored on your media player or USB flash drive. It is able to make some exceptions for very popular artist names (for example, U2) such that you can always use the English pronunciation for these artists.
The system generates voice prompts and the pronunciation of some words may not be accurate for my language.	SYNC 3 uses text-to-speech voice prompt technology.	SYNC 3 uses a synthetically generated voice rather than pre-recorded human voice.
		SYNC 3 offers several new voice control features for a wide range of languages. Dialing a contact name directly from the phonebook without pre-recording (for example, “call John Smith”) or selecting a track, artist, album, genre or playlist directly from your media player (for example, "play artist Madonna").

General		
Issue	**Possible cause**	**Possible solution**
The language selected for the instrument cluster and information and entertainment display does not match the SYNC 3 language (phone, USB, Bluetooth audio, voice control and voice prompts).	SYNC 3 does not support the currently selected language for the instrument cluster and information and entertainment display.	SYNC 3 only supports four languages in a single module for text display, voice control and voice prompts. The country where you bought your vehicle dictates the four languages based on the most popular languages spoken. If the selected language is not available, SYNC 3 remains in the current active language.
		SYNC 3 offers several new voice control features for a wide range of languages. Dialing a contact name directly from the phonebook without pre-recording (for example, “call John Smith”) or selecting a track, artist, album, genre or playlist directly from your media player (for example, "play artist Madonna").

SYNC 3 System Reset
The system has a System Reset feature that can be performed if the function of a SYNC 3 feature is lost. This reset is intended to restore functionality and will not erase any information previously stored in the system (such as paired devices, phonebook, call history, text messages, or user settings). To perform a System Reset, press and hold the Seek Up (>>) button while pressing and holding the Radio Power button. After approximately 5 seconds the screen will go black. Allow 1-2 minutes for the system reset to complete. You may then resume using the SYNC system.

For additional assistance with SYNC 3 troubleshooting please call or visit the Ford or Lincoln Website.

Ford Support	
Customer Relationship Center	United States: 1-800-392-3673
	Canada: 1-800-565-3673
	Mexico: 01-800-719-8466
Website	owner.ford.com www.syncmyride.ca

Ford Support	
	www.syncmaroute.ca

Lincoln Support	
Customer Relationship Center	United States: 1-800-521-4140
	Canada: 1-800-387-9333
	Mexico: 01-800-719-8466
Website	owner.lincoln.com www.syncmyride.ca www.syncmaroute.ca

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