

# SYNC<sup>®</sup> 3



## USER GUIDE

### WITH OPTIONAL NAVIGATION SYSTEM

SYNC 3 is new, responsive and innovative – with easy-to-use design, interface and features. Just say the word and discover how SYNC 3 delivers next-level connectivity.

# GETTING FAMILIAR

To optimize your experience using SYNC® 3, here are two SYNC 3-compatible devices to have with you:



Bluetooth®-enabled Phone



Digital Media Player

Bluetooth is the wireless technology that is used to connect your vehicle with your phone and other compatible devices. For details on compatible devices, visit [syncmyride.ca](http://syncmyride.ca) for a dynamic device compatibility tool that is frequently updated with the latest technology on the market.

## SYNC 3 BENEFITS

It's your world – simply connected.



### New Hardware Meets New Software

Find an easy-to-read colour touch screen that conveniently displays Phone, Audio and available Navigation functions all on the Home screen.



### High-speed Performance

Experience quick reactions to your commands. From a light tap on the touch screen to simple voice commands, SYNC 3 delivers at an impressive speed.



### Capacitive Touch Screen

The capacitive touch screen has impressive responsiveness, such as the convenient swipe feature, similar to what is found on your smartphone.



### Enhanced Voice Recognition

Talk with simple, real-world voice commands and the system responds naturally to your voice.



### Easy Destination Entry

Locate your favourite restaurants, nearest ATM and more, with simple destination entry via the optional Navigation.



### Siri® Seamless Integration

Bring the power of Siri Eyes Free and your iPhone® into your vehicle.



### Automatic Updates Over Wi-Fi®

Keep SYNC 3 up to date with the latest software as new updates become available – all you need is a Wi-Fi connection.

## Standard 8" or 6.5" Touch Screen

Press to return to the Home screen. For best results, please do not wear gloves when using the touch screen.



Press to access all available audio sources.

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

Press to access the Phone functions.

Press to access compatible smartphone apps.

Press to access personalized system settings.

## Optional 8" or 6.5" Touch Screen

Press to return to the Home screen. For best results, please do not wear gloves when using the touch screen.



Press to access all available audio sources.

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

Press to access the Phone functions.

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

Press to access compatible smartphone apps.

Press to access personalized system settings.

Note: Some vehicles may not have climate features in the touch screen. Some vehicles will have colour-coded feature names/icons in the bottom function tray, while others will remain blue for all features when selected.

# GETTING STARTED

Start with the most important steps to optimize your experience.

## 1. SET UP YOUR SYNC® 3 OWNER ACCOUNT

- Go to [syncmyride.ca](http://syncmyride.ca)
- Select Register
- Follow the on-screen instructions

You will be redirected to the Ford Motor Company US Owner's website, [www.owner.ford.com](http://www.owner.ford.com), owned and operated by Ford Motor Company (FMC). By registering with FMC through this website, you may be able to update your SYNC version, if updates are available, using a USB or over Wi-Fi, view SYNC support articles and SYNC "How-To" videos, and check your phone compatibility. Other functionality offered by the FMC Owner's website, such as SYNC Services, is not currently available in Canada and information such as pricing, updates and offers, does not apply to Canada. Ford Motor Company of Canada, Limited is not responsible for the content of this website and, if you choose to provide personal information directly to FMC, Ford of Canada's privacy policy does not apply.



## 2. PAIR YOUR PHONE

Pairing is what allows Bluetooth® devices to communicate with each other securely. It can only be done when the vehicle is not in motion.

- From the Home screen, press Add Device. You'll hear a message instructing you to find SYNC on the phone and to confirm that the PIN (Personal Identification Number) matches
- Simply confirm that the numbers match. Press Pair on the phone and Yes on the screen
- Once confirmed, you'll hear a message that the pairing was successful and you'll have the option to turn on 911 Assist® and to Auto-Download Contacts. Turn the Contacts feature on, and SYNC will update your phonebook automatically when new entries are found

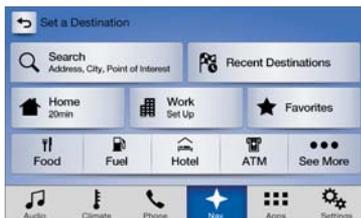


## 3. SET HOME AND WORK ADDRESSES (if equipped)

You can set Home as the nearest intersection to ensure privacy or your specific home address to always find your way wherever you are. Make sure the vehicle is in Park first. Once set up in the system, the time to reach Home and Work destinations, from wherever you currently are located, appears clearly on the screen.

- Press Nav > Destination > Home and press Yes at the prompt
- Use the keyboard to enter an address or intersection
- Press the result you want when it appears on the screen and then press Save
- Home appears with time to reach the destination on the Destination screen

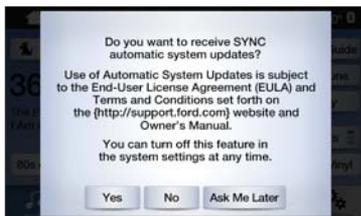
Repeat the process to set up a Work address in the system.



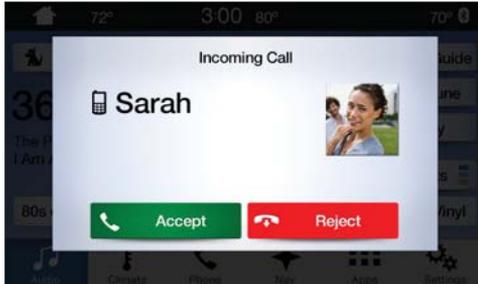
## 4. ENABLE AUTOMATIC SYSTEM UPDATES

This allows software updates via a Wi-Fi® connection.

- Press Settings > General > Automatic System Updates > On and agree to the terms and conditions
- Press Settings > Wi-Fi > On and select an available network



Make a call with the simple push of a button along with the sound of your voice, and the phone conversation can be heard through your vehicle speakers. You can even download the names and numbers programmed in your compatible phone automatically.



## MAKE AND RECEIVE CALLS

- Press the Voice button on the steering wheel to make a call, then say “Call <name from phonebook>” or “Dial <desired number>”
- Press the Phone button on the steering wheel to receive a call
- Press and hold the Phone button to end a call
- Browse your phonebook in the Contacts section. Confirm your contacts have been downloaded to SYNC® 3. Remember to say the contact name just as it is listed

## SIRI® (iPhone® only)

SYNC 3 allows iPhone users to access the functions of Siri. This capability allows drivers to initiate a Siri session in the same way as they do on the iPhone, by pressing and holding SYNC's Push to Talk button on the steering wheel or the Siri button on the Phone screen. Siri only will respond to commands with audio-based results, not visual images that require looking at the iPhone screen.



## NO-EXTRA-CHARGE 911 ASSIST®

Connect your compatible cell phone to this convenient subscription-free feature to help call 911, even if you can't. You can turn the feature on and also set up in-case-of-emergency contacts.

- Press Settings > 911 Assist > On > Set Emergency Contacts
- Select a contact from your phonebook. Two contacts can be set up

# APPS

With SYNC® AppLink™, you can launch and voice-control select SYNC-enabled mobile apps or access them in the organized apps section, which automatically loads AppLink compatible apps from your paired and connected smartphone.

## BENEFITS

- **Hands-free.** SYNC AppLink supports the Ford principle that drivers “keep their hands on the wheel and eyes on the road.” It uses voice-activation to build a hands-free link between you and your smartphone applications. This allows you to stream Internet radio and more while driving
- **Apps Custom Built for SYNC 3.** App developers have to modify their original apps so they can “talk” to SYNC AppLink. The apps remain installed on the owner’s smartphone, but have additional functionality that enables voice-control commands using SYNC in the vehicle
- **App Storefront.** SYNC AppLink-compatible apps are downloaded directly to your smartphone from iTunes® or Google Play™. You may already have some installed on your phone that work with your new SYNC 3 System! Follow the steps below to get them connected. New apps are being added all the time, and when they are, you can find them on iTunes or Google Play, or get a list of available apps from [syncmyride.ca](http://syncmyride.ca)



## USING SYNC APPLINK

1. Download or update to the latest mobile app through your smartphone’s marketplace.
2. Make sure you have an active account for the app you just downloaded. Some apps will work automatically with no setup. Others will want you to configure your personal settings and personalize your experience by creating stations or Favorites. It’s best to do this at home or outside of your car.
3. Turn your ignition on.
4. Pair the phone to SYNC 3. If your phone is already paired to the vehicle, it should connect automatically. If it does not connect automatically, make sure your phone has Bluetooth® on when you start your vehicle.
5. If you’re an iPhone® owner, you must also connect the Apple®-provided USB cable and start the application you want to use on your iPhone to access the app through SYNC 3. Android™ connects wirelessly using SYNC AppLink.
6. Now you’re ready to access your apps by pressing the Voice button on the steering wheel, saying “Mobile apps” and then the name of the app you want, or you can quickly access apps by pressing the Apps tab on your SYNC 3 display.
7. You will be asked to enable mobile applications when you select an app either via voice or via display. Press Yes to begin enjoying SYNC AppLink.



Available feature. SYNC AppLink is available on select models and compatible with select smartphone platforms. Commands may vary by phone and AppLink software. Available AppLink compatible apps will vary by market and by region.

You can quickly locate your favourite restaurants, nearest ATM or a highly rated coffee shop, with simple destination entry via the optional Navigation. Plus, responsive, adaptive search results are based upon your individual preferences.

## SET A DESTINATION

You can use the touch screen to set a destination with a simple one-box search, like a street address, a city, an intersection or a Point of Interest (POI). The easiest way is by voice.

- Press the Voice button on the steering wheel, and then say “Find an address”
- Wait for the prompt, then speak the address naturally, such as: “Eleven twenty-five Main Street, Anytown”
- When your desired destination is found, just press the Voice button on the steering wheel and say “Set as Destination,” or press Start on the touch screen



## SAVE A FAVORITE

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

- When you find a specific address, the touch screen will show three options: Call, More Info and Save
- Press Save



# AUDIO

Find your favourite music fast with intelligent voice commands. If you are listening to the radio and want to hear music from your USB-connected phone instead, simply say “Play” and the artist or song name, and SYNC® 3 can automatically switch to your music selection.

## SET YOUR RADIO PRESETS

- Press Audio > Sources > AM, FM or SiriusXM®
- Press Direct Tune
- Enter the desired station or channel and press Enter
- Press the Preset bank you want and then press and hold one of the Memory Preset buttons to save it. You will hear a brief mute and the sound will return when the station is saved
- Or, use the Tune/Seek button on the radio to find a station, and then press and hold a Preset button to save it



## ENJOY YOUR OWN MUSIC

- **CD** – access the CD screen to Advance, Reverse, Scan, Shuffle or Repeat, plus Browse to select a particular track from the screen
- **USB** – select to access a music source plugged into the USB port of the media hub, such as a phone, digital media player or thumb drive
- **Bluetooth® Stereo** – select to access audio streaming wirelessly from a paired, Bluetooth-enabled mobile phone with wireless command/control and metadata display (artist, title, album art). Command/control is a phone-dependent feature

## INDEXING

Indexing is the way SYNC 3 categorizes the music it finds on your media player. By indexing the music, SYNC 3 can play selections by track, artist, album or genre categories. SYNC 3 automatically indexes your music every time a media player with new music on it is connected to SYNC 3 through the USB port. This may take only a few seconds, but if your player holds thousands of songs, indexing may take longer to complete.

## BROWSE

This feature allows you to browse through media devices – CD track list, USB device, etc. – without having to change the audio source to find what you want.

- Press the Audio button > Sources > (CD, USB) > Browse
- Use the following to browse:
  - CD – browse specific tracks on the CD
  - USB – browse indexed music by artist, album or genre

## SETTING THE CLOCK

Set the time and type of display you want for your clock.

### Manually

- Press Settings > Clock
- Arrows adjust hours/minutes
- Select AM/PM
- Select Auto Time Zone Update On/Off
- Set Clock Format > 24 hr/12 hr



### Automatically (if equipped with optional Navigation)

- Press Settings > Clock
- Press Set Clock to GPS Time

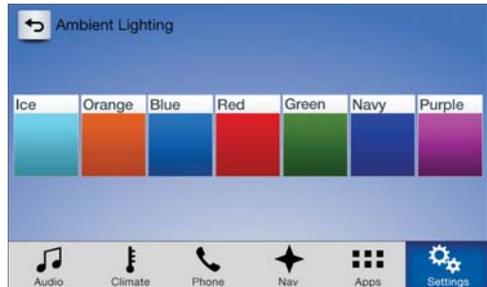
## SETTING AMBIENT LIGHTING

(if equipped)

Put a splash of the colour and intensity of your choice into the cabin to personalize your ride. When activated and with the headlamps on, ambient lighting will illuminate footwells and cupholders or other places with a choice of seven colours.

Just tap the desired colour.

- Press Settings > Ambient Lighting
- Choose the colour
- Select the intensity



# CLIMATE

Use your voice to adjust the climate so you can stay comfortable without having to lift a finger.



## ADJUST THE TEMPERATURE

Use your voice, the right-side display, the touch screen or Climate Control buttons. Your choice.



## SWITCH FROM AUTO TO DUAL MODE

- Press Climate
- Press Auto and the system adjusts to the set temperature
- Press Dual to have individual temperature control for the driver and front passenger
- Turning off Dual mode aligns the passenger-side temperature back to the driver's-side temperature



## ADJUST HEATED OR COOLED SEATS

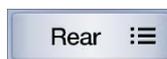
(if equipped)

These features can only be controlled through the touch screen on select vehicles.

- Press Climate
- Press icons for heat or cool (driver or passenger)
- Light bars indicate the number of settings available



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





Virtually anything you can do by touch you can also do by voice to keep your hands on the wheel and eyes on the road. The system recognizes thousands of commands. Here are some of the most common. Press the Voice button on the steering wheel, and then say:

## BASIC COMMANDS

- What can I say?
- List of commands
- Main menu
- Previous
- Next
- Go back
- Exit
- Help

## PHONE COMMANDS

- Phone list of commands
- Dial <phone number>
- Call <name> on cell/at home/at work
- Listen to text message<sup>(1)</sup>

## APPS COMMANDS<sup>(2)</sup>

- Mobile apps
- Find apps
- List mobile apps
- After saying the name of an app to get it started, you can say the name of your app and "Help"; for example, "AccuWeather Help" or "Spotify Help" to get a list of available voice commands

## NAVIGATION COMMANDS (if equipped)

- Navigation list of commands
- Destination street address
- Destination home
- Navigation voice <on/off>
- Repeat instruction
- Show <map/north-up/heading-up/3-D>

## AUDIO COMMANDS

- Audio list of commands<sup>(3)</sup>
- Radio:
  - AM or FM
  - <frequency #>
- CD:
  - Play track <1–512>
- Bluetooth<sup>®</sup> Audio:
  - Play
  - Pause
- USB:
  - Play <name of song>
  - Play <name of album>
- SiriusXM<sup>®</sup>:
  - <channel name>
  - <channel #>
  - Preset <#>

## CLIMATE COMMANDS

- Climate set temperature <15.5–29.5> degrees

(1) Phone-dependent feature.

(2) Each app offers specific voice commands related to the actual app. More info available in the App Catalogue at [syncmyride.ca](http://syncmyride.ca).

(3) You can also get detailed lists of voice commands for radio, USB, Bluetooth audio and SiriusXM.

After you've been up and running with SYNC® 3, you may wish to explore a little more about the system. To help you, several resources are available.

## SYNCMYRIDE.CA

Log on for comprehensive ownership tools, including how to get answers for using SYNC 3. Explore the interactive owner support available:

- One-stop shop for SYNC 3 support and simple interface for account management
- See how-to videos (“video snacks”) on using SYNC 3 and troubleshooting
- Easy to navigate with few clicks to find information
- Dynamic phone compatibility interaction tool



## OWNER ASSISTANCE

To speak with someone directly, Monday through Saturday, 8:30 a.m. – 9:00 p.m. (EST)/ Sunday, 10:30 a.m. – 7:30 p.m. (EST):

- **1-800-565-FORD (3673)**
- Once connected, follow the voice prompts for SYNC by selecting #1, then #3

Specifications and descriptions contained within are based upon the most current information available at time of release.

**911 Assist®** – The vehicle's electrical system (including the battery), the wireless service provider's signal and a connected mobile phone all must be available and operating for 911 Assist to function properly. These systems may become damaged in a crash. The paired mobile phone must be connected to SYNC and the 911 Assist feature enabled in order for 911 to be dialed. Mobile phone charges may apply.

**SYNC 3** – Available feature; availability varies by model. Some mobile phones and some digital media players may not be fully compatible. Driving while distracted can result in loss of vehicle control. Only use SYNC systems/other devices, even with voice commands, when it is safe to do so. SYNC voice recognition and screens available in English, French and Spanish. Some features may be locked out while the vehicle is in motion gear. Optional Navigation system map updates cannot be received via Wi-Fi® and requires a separate update. Data rates may apply.

**Siri® & Wi-fi** – You must have a Bluetooth®-enabled phone paired to your SYNC system. The Bluetooth word mark is a trademark of the Bluetooth SIG, Inc. iPad®, iPod®, iTunes®, iPhone®, and Siri are registered trademarks of Apple Inc. The term Wi-Fi is a registered trademark of the Wi-Fi Alliance®.

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