USER GUIDE

MyFord Touch®

Keep your eyes on the road and hands on the wheel using MyFord Touch driver-connect technology. It puts you in control of what you want when you want it – through voice, touch or a mix of both. There are also settings and controls you can personalize to suit your interests and the level of engagement you desire.

GETTING FAMILIAR

To optimize your experience using SYNC® with MyFord Touch®, here are two essential 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 or other compatible devices. For details on compatible devices, visit **SyncMyRide.com** for a complete list that is frequently updated with the latest technology on the market.

MASTER THE BASICS

Traditional knobs and buttons have been replaced by controls and screens familiar to anyone with experience using remote controls, gaming systems or mobile phones.

MULTIFUNCTION DISPLAY

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

INFOTAINMENT DISPLAY

The color and features of the Infotainment Display match the Four-corner Touch Screen and allow you to show different or similar features.

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

TOUCH SCREEN

The touch screen uses smart corners to organize functions into four categories:

- Phone
- Information
- Entertainment
- Climate

FOUR-CORNER TOUCH SCREEN

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

Phone
Press this corner to access the phone functions.

Information
Press this to access SYNC® Services.

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

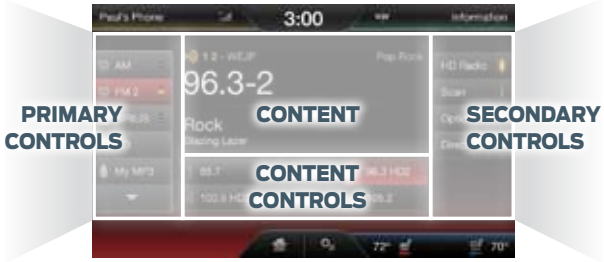
Climate
Press this corner to access all available climate functions, including one-touch access to heated steering wheel and heated or cooled seats (if equipped).

Home
Press this to return to the home screen.

Settings
Press this to access personalized system settings.

CONSISTENT CONTROLS

To make the system easy to use, you'll find a common layout structure throughout. A grid helps define a consistent, precise location and size of features.



High-priority features appear much larger than low-priority ones.

Toggle buttons have a consistent look with On/Off behavior.

Some buttons have multiple light bars to highlight that additional features are available.

Arrows indicate additional content to page up or down.

GETTING STARTED

Begin with the most important things to do to optimize your experience.

1

SET UP YOUR OWNER ACCOUNT

- Go to **SyncMyRide.com**
- Select "Register"
- Follow the on-screen instructions

2

PAIR YOUR PHONE

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

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

3

SET HOME ADDRESS

You can only do this if your phone is paired and connected, and you have already set up your Owner Account.

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

SyncMyRide.com

Learn more about how SYNC® works, discover how to personalize your experience, get support when you need it and much more.

Learn how others are using SYNC.

Access FAQs by topics.

Ask a SYNC expert what's on your mind.

Make sure your mobile phone number is registered with your account.

Personalize your SYNC Services.

Monitor the health of your vehicle.

SYNC SERVICES

- Find a local business, to get directions, call them or receive a text message
- Initiate a traffic report
- Obtain destination downloads
- Stay in touch with personalized info
- Send destinations through *Send to SYNC* using Google Maps™ or MapQuest®
- Connect to Operator Assist to help locate a listing or destination

VEHICLE HEALTH REPORT (VHR)

Your vehicle comes equipped with VHR. This is like a built-in app, which can report diagnostic, recall and maintenance info so you can closely monitor the health of your vehicle.

In addition to running reports in your vehicle, you can also set up automatic reminders or turn them off and have the reminders set to specific mileage intervals.

PHONE

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

MAKE AND RECEIVE CALLS

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

DO MORE

Your phone connects you with many other features:

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

SET UP IN-CASE-OF-EMERGENCY CONTACTS

You can add contacts from your phonebook for simple one-touch access on the touch screen after a 911 Assist® event. You can save up to two contacts on the 911 Assist screen:

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

When updating firmware/software on the phone or adding many contacts to the phonebook, it may be necessary to do a "clean" pairing with SYNC.

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

INFORMATION

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

RECEIVE DIRECTIONS

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

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

MONITOR TRAFFIC

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

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

FIND A BUSINESS

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

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

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

ENTERTAINMENT

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

SET YOUR RADIO PRESETS

Manually

- Touch the Entertainment corner on the touch screen (red area, lower left)
- Touch FM
- Touch Direct Tune
- Enter the desired station and touch Enter
- Touch Presets and then touch and hold one of the memory preset buttonsn to save it. You will hear a brief mute and the sound will return when the station is saved

Automatically

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

BRING IN YOUR OWN MUSIC

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

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

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

Bluetooth® Streaming — select to access audio streaming wirelessly from a paired, Bluetooth-enabled mobile phone

SD Card — select to access media (audio/pictures) available on an SD Card inserted into the media hub

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

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

CLIMATE

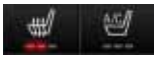
Beyond the simple setting for automatic climate control for set-it-and-forget-it convenience, you can customize the climate you want by just saying it.

ADJUST THE TEMPERATURE AND FAN SPEED

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

SWITCH FROM AUTO TO DUAL MODE

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



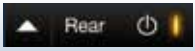
ADJUST HEATED OR COOLED SEATS (IF EQUIPPED)

These features can **only** be controlled through the touch screen.

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

SET YOUR MYTEMP (IF EQUIPPED)

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



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

GENERAL TIPS

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

USING THE TOUCH SCREEN

Be sure to use these tips when operating the system:

- Ensure that your hands are clean, dry and free of moisture
- Press and release on the features you want
- Notice how the system responds before continuing
- Avoid any continuously rapid pressing of the same button
- Clean the display with a clean, soft cloth such as one used for cleaning glasses. Your vehicle is equipped with one. If dirt or fingerprints are still visible, apply a small amount of alcohol to the cloth. Do not pour/spray alcohol onto the display. Do not use detergent or any type of solvent to clean the display

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

- Ambient Lighting color and intensity
- Door Keypad Code
- Rear View Camera delay and guidelines
- Enable Valet Mode
- Vehicle Health Report automatic reminders and mileage intervals

SETTING THE CLOCK

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

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

TIPS FOR USING VOICE

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

Speak commands in a smooth, confident and normal pace, directing your voice at the SYNC microphone located in the headliner. Avoid "ahhs" or "umms" when speaking a command.

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

"What can I say?"

Say, "What can I say?" if you need an audible list of voice commands for the current mode (e.g., Phone, Radio, USB).

Shhhh!

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

VOICE COMMANDS

Virtually anything you can do by touch, you can also do by voice to keep your hands on the wheel and eyes on the road. The system recognizes over 10,000 commands. Here are the most common:

TOUCH THE VOICE BUTTON ON THE STEERING WHEEL, AND THEN SAY:

Basic Commands

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

SYNC® Services

Must say "Services" first, and then:

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

Phone

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

* Phone-dependent feature.

Climate

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

Entertainment

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

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

RESOURCES

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

SyncMyRide.com

Log on to **SyncMyRide.com** to set up a SYNC Owner Account and set preferences for Vehicle Health Report and SYNC Services. Explore the interactive owner support available:

- Text and video-based info from feature overview to troubleshooting
- Index-card-style presentation of info, similar to a baseball card or food label
- Sharing info via email, mobile, print or Facebook

FordOwner.com

Log on to **FordOwner.com** to access online versions of your glove compartment materials.

CUSTOMER ASSISTANCE

To speak to someone directly, Monday through Friday, from 8:00 a.m. to 5:00 p.m. (local time):

- 800-392-FORD (3673)
- 800-232-5952 (TDD for the hearing impaired)
- Once connected, follow the voice prompts for SYNC by selecting #1, then #3, then #1

Driving while distracted can result in loss of vehicle control. Only use mobile phones/MyFord Touch®/MyLincoln Touch™/other devices, even with voice commands, when it is safe to do so. Specifications and descriptions contained within are based upon the most current information available at time of release. All names are trademarks and/or registered trademarks of their respective owners.

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