Quick**Guide** | SYNC®2

Ford

Go Further

Keep your eyes on the road and hands on the wheel using SYNC®2 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 personalise to suit your interests and the level of engagement you desire. Plus, the Navigation System (where applicable) provides turn-by-turn directions with 3D maps, points of interest and more.

Make sure you read your SYNC®2 Owner's Manual before using this feature for the first time. This QuickGuide provides useful information on commonly used features but is not intended to replace the detailed instructions and warnings contained in your SYNC®2 Owner's Manual.

GENERAL TIPS

Using the touch screen

Be sure to use these tips when operating the SYNC®2 system:

- Ensure that your hands are clean, dry and free of moisture.
- Touch and release the screen features you want.
- Notice how the system responds before continuing.
- Touch anywhere in the quadrant, in addition to the corners, to access features.
- Avoid any continuously rapid pressing of the same button.
- Clean the display with a clean, soft cloth. LCD screen/laptop wipes from an electronics store can also be used. If dirt or fingerprints are still visible, apply a small amount of alcohol to the cloth. Never use regular glass cleaner, alcohol spray, detergent or any type of solvent, as it could damage the screen.
- To keep the system operating at peak performance, your Ford dealership may perform system software updates when available.

Consistent controls

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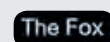
PRIMARY CONTROLS

CONTENT

CONTENT CONTROLS

SECONDARY CONTROLS

The Fox — High-priority features appear much larger than low-priority ones.

Toggle buttons have a consistent look with on/off behaviour.

FM 1 — Some buttons have multiple light bars to highlight that additional features are available.

Arrows indicate additional content using page up or down.

Operating certain parts of this system while driving can distract your attention away from the road and possibly cause an accident or other serious consequences. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the vehicle in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.

Speed-restricted features

Ford proactively locks out access to typing via the touch screen while the vehicle is travelling more than 5km/h (eg. typing a navigation destination). However, some of these features are still available via voice commands.

Mobile phone	▪ Pairing a *Bluetooth*®1 phone. ▪ Lists/entries are limited for phone contacts and recent phone call entries.
Text messages	▪ Composing text messages. ▪ Viewing received text messages. ▪ Editing preset text messages.
Navigation (where applicable)	▪ Using the keyboard to enter a destination. ▪ Adding/editing address book entries or avoid areas.
Wi-fi® / wireless	▪ Editing wireless settings. ▪ Editing the list of wireless networks.
Photos/ graphics	▪ Editing the screen's wallpaper. or adding new wallpaper.
System functionality	▪ Editing settings while the rear view camera is active.

Tips for using voice:

- The **Voice** feature allows you to operate various functions of the SYNC®2 system by voice commands, to minimise driver distraction.

- When the **Voice** button on the steering wheel is pressed, a "SYNC" tone sounds. A second tone will sound when the system is ready for a voice command, and a **Listening Ear** will be displayed in the screen's lower menu bar.

- Say commands in a smooth, confident voice at a normal pace, directing your voice at the SYNC®2 microphone located in the overhead console. Avoid "*ahhs*" and "*umms*" when saying a command.

- Say all the words of a command in the correct order (eg. "*Call John Doe.*" "*Find an address*").

- Say "*What can I say?*" for a written list of voice commands on the screen or say "*Help*" if you want audible help for the current mode (eg. Phone, Radio, Navigation, USB).

- Ensure the vehicle interior is quiet (windows closed, passengers not talking) for optimum SYNC®2 voice recognition.

- Once SYNC®2 has completed your voice command action, the **Voice** feature is turned off. For another voice command, the **Voice** button must be pressed again.

Refer to the Voice Commands section for more popular commands.

1. *Bluetooth*® is a registered trademark of Bluetooth SIG Inc. and is used under licence. Some phones not compatible.

GETTING FAMILIAR

To optimise your experience using SYNC®2, there are two essential devices to have with you; *Bluetooth®*-enabled phone and digital media player.

Bluetooth®[1] is the wireless technology that is used to connect your vehicle with your phone or other compatible devices. For details on compatible devices, visit www.ford.co.nz/owner for a dynamic device compatibility tool that is frequently updated with the latest technology on the market.

Master the basics

In some vehicles, traditional knobs and buttons have been replaced by controls and screens familiar to anyone with experience using remote controls or gaming systems.

Audio   Phone   Voice

Touch screen

The touch screen uses four "smart corners" to organise functions into four categories:
Phone, Entertainment, Information or Navigation and Climate.

Four-corner touch screen
(standard)

Any of the four main categories can be made active by touching anywhere in the function's respective quadrant.

Phone (A) touch this corner to access the phone functions.

Information (B) touch this corner for SYNC®2 system messages, Calendar and Apps options.

Entertainment (C) touch this corner to access all available music/media sources.

Climate (D) touch this corner to access all available climate functions.

Home (F) touch this to return to the home screen.

Settings (G) touch this to access personalised system settings.

Four-corner touch screen
(when Navigation is standard)

Phone (A) touch this corner to access the phone functions.

Navigation (B) touch this corner to access navigation maps or directions.

Entertainment (C) touch this to access all available music/media sources.

Climate (D) touch this corner to access all available climate functions.

Information (E) touch this to get SYNC®2 system messages, Calendar, Apps options and current location.

Home (F) touch this to return to the home screen.

Settings (G) touch this to access personalised system settings.

GETTING STARTED

Begin with the most important things that will optimise your experience.

Set up your owner account

Learn more about how SYNC®2 works, discover how to personalise your experience, get support when you need it and much more.

1. Go to **www.ford.co.nz/owner**

2. Select **Dashboard Account > Sign up**

3. Follow the on-screen instructions

Pair your phone

To optimise the performance of your *Bluetooth*®,[1] ensure that you have the latest software installed on your device and that your phone is compatible with SYNC®2.[2]

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

1. Make sure that your vehicle is in (P) **Park** and both your ignition and radio are turned on.

2. If no phone has been previously paired, touch **Pair Phone**. If another phone is to be added, touch **Connect a Phone** and **Add Device**.

"Find SYNC®2" will appear on the screen, and instructs you to begin the pairing process from your device.

3. Make sure that *Bluetooth*® is set to on and your mobile phone is in the pairing mode:

– A message will appear on the touch screen indicating that your device is trying to pair with SYNC®2. A 6-digit pin will appear on your device.

– If your device does not support secure simple pairing, you will have to enter the pin manually. Search for devices on your mobile phone until your phone finds SYNC®2. Then, select SYNC®2 and add the 6-digit pin displayed on the touch screen.

4. When prompted on your phone's display, confirm that the pin provided by SYNC®2 matches the pin displayed on your mobile phone.

5. The display will indicate when the pairing is successful.

6. Confirm voicemail number set *Auto Phonebook Download* to on and touch **Apply**.

7. A message will appear on your phone requesting access to your messages and Contacts. Select **OK**.
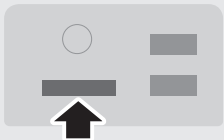

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1. *Bluetooth*® is a registered trademark of Bluetooth SIG Inc. and is used under licence. Some phones not compatible. **2** Refer to phone compatibility list on www.ford.co.nz/owner.
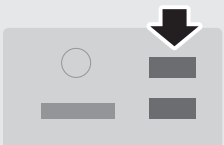
Insert SD card for Navigation (if equipped)

1. In vehicles fitted with the **Navigation** feature, an SD card is supplied that contains the maps

2. Ensure that the SD card is inserted into the media hub located in the centre console.

3. Navigation features will only work if the SD card is properly installed .

Set up your digital media player

1. Connect your device to the USB port.

2. Touch the **Voice** button and say *"USB."*

3. Wait until indexing is finished to gain complete voice control. (Depending on how many digital media files are on your connected device, the screen may display Indexing until the indexing function is completed).

4. You will then be taken to the **Play** menu.

5. Say *"Play track <name of song>."*

Set my home for Navigation (if equipped)

You can set home as the nearest intersection to ensure privacy or your specific home address. Make sure the vehicle is in Park first.

1. Touch **Dest**. on the **Navigation** corner.

2. Touch **My Home** and answer **Yes** to the *"Home address empty. Add it now?"* prompt.

3. Touch either (i) **Address** or (ii) **Junction**, and you can begin to input the desired information:

   (i) where address chosen - use the keyboard and enter the city/suburb, street and number. Touch **Go** to save this address as My Home.

   (ii) use the keyboard to enter the city/suburb, the first street and the second street. My Home will be automatically saved.

4. For both selections, My Home appears as an entry in the **Favourites** screen when finished.

Set your radio presets

Refer to the *Entertainment* section of this guide.

PHONE

Voice-control your phone for hands-free calling with your phone securely put away. With SYNC®2, you won't even need to dial the phone number. Just say the name of the person you want from your Contacts.

Make and receive calls

1. Press the **Voice** button [icon] on the steering wheel to make a call, then say "*Call <say name exactly as in phonebook>*" or "*dial <desired number>.*"

2. To receive a call, press the **Phone** button [icon] on the steering wheel or accept using the green phone icon on the touch screen.

3. To end a call, press and hold the **Phone** button for at least 2 seconds.

4. Browse your Phonebook in the phone menu. Confirm your contacts have been downloaded to SYNC®2. Remember to say the contact name just as it is listed.

Text messages

- Text messages can be received and viewed (if under 5 km/hour) or SYNC®2 can read the message out to you at any time.

When the message arrives, an audible tone sounds and the screen displays a pop-up menu. You can then select to view, listen, dial or ignore via the screen or voice.

- Text messages can be composed and sent (if under 5 km/hour) or preset texts can be sent via voice at any time.

Note: some phones don't support this feature of SYNC®2. (Refer to phone compatibility list on ford.co.nz/owner).

Do more

Your phone connects you with many other features:

- **Transfer** calls seamlessly from SYNC®2 to phone as you get into or out of your vehicle.

- **Do Not Disturb** feature: In the home screen, touch **Do Not Disturb** from the Phone corner to divert incoming calls to voicemail and suppress ringing from calls and texts.

Updating Phone Firmware/Software

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®2.

- Delete SYNC®2 from the phone and the vehicle.

- Re-pair the phone to SYNC®2.

NAVIGATION (WHERE APPLICABLE)

In places familiar and unfamiliar, you can always get home or go to someplace new. Just say where you want to go and follow the directions with 3D maps and a detailed list of the route for easy travelling.

Set a destination

You can use the touch screen to set a destination in many ways, like a street address, a city centre, a place on the map or a POI (Point Of Interest). The easiest way is by voice command.

1. Press the **Voice** button on the steering wheel, then say "*Find an Address.*"

2. The system will ask you to say the full address and will display an example on screen. You can then say the address naturally, such as: "*one two three main street, anytown*" (say each number individually).

3. The system searches for the city first, and then locates the street within the city.

4. If you'd like to change something, pop-up screens for street address, intersection or point of interest can help guide your input with available **Voice** commands.

Cancel a destination

In **Map** mode, touch **Dest** on the top menu bar and choose **Cancel Route** or simply press the **Voice** button and say "*Cancel Route.*"

Note: if metallic solar film is fitted on the front windshield, GPS signal and navigation accuracy may be affected.

Choose a route

When first using SYNC®2 navigation, your route preference will be set to "Fastest Route."

Use navigation settings and route preferences to set a new preferred route as your route choice, or to disable the "Always Use Preferred Route" option.

When setting a route, you have three different options of how to get there, plus you can view a map of the route before you begin driving:

- Fastest Route uses the fastest moving roads.
- Shortest Route uses the shortest distance.
- Eco-Route uses the most fuel-efficient route.

Note: ETA (Estimated Time of Arrival) will vary depending upon route preference, rest breaks taken, etc.

Map updates

Please contact your nearest Ford Dealership for map updates.

Save a Favourite and assign a Voicetag

1. Decide what you'd like to save as a Favourite For example, it could be a favourite POI or a specific address.

2. After finding the specific address on the screen, three options for this Destination are displayed on the lower menu bar. Touch **Save to Favourites**.

3. Touch **Dest** and select the Favourite you want to Voicetag.

4. Touch **Edit** > **Name** and type in a Voicetag Name (eg. Work).

5. Touch **Voice Nametag** to assign the voicetag name to this Favourite destination.

You can touch buttons with multiple light bars to see additional features available. For example, changing your map mode from 3D to north-up or heading-up.

ENTERTAINMENT

Gain access to any audio source by voice and control how each operates, like changing radio stations, CD tracks or music on your digital media player and more. SYNC®2 includes a newly tuned audio system with improved frequency response, individually tuned for each cabin environment.

Set your radio presets manually (for AM/FM)

1. Touch the entertainment corner on the touch screen

2. Touch **AM** or **FM**.

3. Touch **Tune**.

4. Enter the desired station frequency and touch **Enter**.

5. Touch **Presets** and then touch 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.

Automatic radio presetting (for AM/FM)

1. Touch the entertainment corner on the touch screen.

2. Touch **AM** or **FM**.

3. Touch **Options**.

4. Touch **Autostore Presets (AST)** to have the system automatically store the six strongest stations in your current location.

Note: the Auto Radio Preset function is not available for DAB stations.

Bring in your own music

CD[1] – access the CD menu to select advance, reverse, scan, shuffle or repeat; plus access options to adjust the sound settings.

USB[2] – access a music source via the media hub USB port, 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.* **Note:** *USB has priority over any other media device.*

When charging a device via USB, music playback is automatically selected. To turn off music while charging, touch the **Settings** icon at the bottom of the Home screen, then touch **Settings** > **Media Player** > **Autoplay Off** on the screen.

SD card — access media (play audio/access pictures for wallpaper) available on an SD card inserted into the media hub.

Line in — access an audio device via the media hub audio jack, such as an MP3 player with headphone jack. Note: for vehicles equipped with rear seat DVD player, the DVD player audio takes priority over the audio jack when DVD is ON.

Indexing is the way SYNC®2 categorises the music it finds on your media player. By indexing the music, SYNC®2 can play selections by track, artist, album or genre categories. SYNC®2 automatically indexes your music every time a media player with new music on it is connected to SYNC®2 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. Maximum index up to 30,000 songs.

CLIMATE

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

Synchronise driver and passenger temperatures
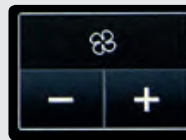
(if equipped with Dual Zone Climate Control).

1. Touch the *Climate* corner of the touch screen.

2. Press and hold the hard **AUTO** button located

below the centre air vents to set both sides of the cabin to your driver's temperature. Alternatively

 you can touch and hold the soft **AUTO** button on the screen when it is inactive (not highlighted in blue).
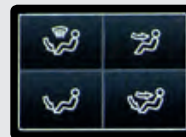
3. If the front passenger later adjusts the temperature setting on their side of the cabin, independent of your selection, the synchronised settings will be overridden.

Adjust the temperature and fan speed

 Use your voice, the touch screen (blue area, lower right) or climate control buttons (below air vents).

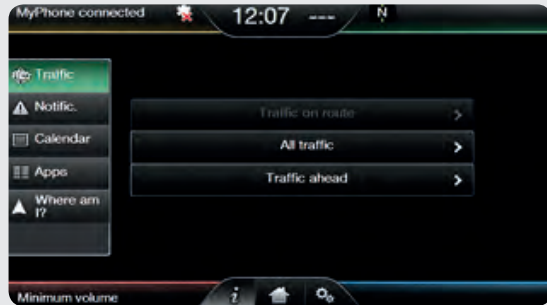## Adjust climate air flow modes or A/C On/Off

 Use your voice, the touch screen or climate control buttons to adjust air flow.

Note: In some screens, when Climate Control buttons below centre air vents are pressed, some of the climate selections are temporarily displayed on the instrument cluster but the touch screen does not change.

INFORMATION

Information displays

The following displays can be selected from the **Information** menu, by touching the *Information* corner of the standard touch screen (green area, upper right) or the [i] button at the bottom of the touchscreen with **Navigation**.

- **Notification** (SYNC®2 system messages).
- **Calendar**.
- **Apps** (to install or update Apps).
- **Where am I?** (displays current street or closest street for vehicle equipped with SatNav and displays longitude and latitude for non SatNav vehicles)

SETTINGS

Reset to Factory default settings

If you want to clear all personal settings/data from the SYNC®2 system, you can conduct a full reset of the system.

Note: that this reset will delete all Favourites and personalised settings/data.

Resetting the SYNC®2 system

1. Remove any USB, SD card or Line-In media device.

2. Ensure ignition is in the On position.

3. Touch the **Settings** icon at the bottom of the screen.

4. Select **Settings** from the left menu.

5. Select **System** > **Master Reset** > **Yes** (confirm Reset) > **Yes** (accept Warning message).

Note: It may take a few minutes to reset the SYNC®2 system.

Setting the clock

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

Manually

1. Touch **Settings** > **Clock**.

2. Touch **+** or **–** to adjust.

3. Touch **AM** or **PM**.

4. Touch **Time** or **Date** for clock display.

5. Touch **12-hour** or **24-hour** for clock format.

Automatically (if equipped with Navigation)

1. Touch **Settings** > **Clock**.

2. Touch **Reset** to set clock to GPS time.

Setting wallpaper

You can add a personal photo to save as the wallpaper on your Home screen. Here's how:

In order to set your wallpaper, you must first load photos into the system before you can select the one you want, or you can use the Default Photo (Ford logo):

1. Touch **Settings** > **Display** > **Wallpaper**.

2. Touch **Add** and select your storage device.

3. Select the file you want when it shows up on the screen (up to 32 photos can be saved).

4. To set the wallpaper, touch **Settings** > **Display** > **Edit Wallpaper**, and then select either the *Default Photo* or one of your photos from the saved photos list.

5. Once you've selected the photo you want displayed, touch **Save**. Make sure you have a properly formatted photo on a USB or SD Card inserted into the media hub:

 - File formats: .jpg, .gif, .png, .bmp
 - Maximum file size: 1.5MB
 - Maximum number of photos: 32
 - Recommended dimensions: 800 x 384 pixels

Setting display brightness

1. Touch **Settings** > **Display** > **Auto Dim Off**.

2. Adjust brightness.

Note: that minimum brightness will turn off screen illumination.

Setting the rear view camera

Use the camera display as a supplemental aid when backing up, parallel parking or even hitching a trailer. You cannot cancel it when it's on, but can configure the delay feature, which keeps the rear view camera displayed until you reach 10km/hr while driving forward.

1. Touch **Settings** > **Vehicle** > **Rear View Camera**.

2. Select **Rear Camera Delay On/Off**.

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 recognises thousands of commands. Here are some of the most popular :

Tips for using voice:

- When the **Voice** button on the steering wheel is pressed, a SYNC®2 tone sounds. A second tone will sound when the system is ready for a voice command, and a **Listening Ear** will be displayed in the screen's lower menu bar.

- Say commands in a smooth, confident voice at a normal pace. Direct your voice at the SYNC®2 microphone located in the overhead console. Avoid "*ahhs*" or "*umms*" when saying a command.

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

- Say "*What can I say?*" for a written list of voice commands on the screen or say "*Help*" if you want audible help for the current mode (e.g., Phone, Radio, Navigation, USB).

- Ensure the vehicle interior is quiet (windows closed, passengers aren't talking) for optimum SYNC®2 voice recognition.

- Once SYNC®2 has completed your voice command action, the **Voice** feature is turned off. For another voice command, the **Voice** button must be touched again.

Basic Commands	**What can I say?** - *Voice Instructions.* - *List of commands.* - *Main menu.* - *Previous.* - *Next.* - *Go back.* - *Exit.* - *Help.* - *Cancel (cancels Voice command).*
Phone	**Phone list of commands:** - *Dial.* - *Call <name> at home/at work (say name exactly as in Phonebook).* - *Call voicemail.* - *Do not disturb <On/Off>.* - *Read/Listen to text message.*[1]
Climate	**Climate control list of commands:** - *Climate <On/Off>.* - *Climate temperature <18-30> (deg.C).* - *Climate, A/C <On/Off>.* - *Climate, <Increase/Decrease> Fan speed.* - *Climate, Recirculation <On/Off>.* - *Climate <Front/Rear> Demister <On/Off>.*
Navigation	**Navigation list of commands:** - *Find an address <number, street, city> (say each number individually).* - *Find a Car Park.* - *Destination Home.* - *Destination <Voice Tag>.* - *Navigation voice <On/Off>* - *Navigation volume <increase/decrease>.* - *Show <map/north-up/heading-up/3-D>.* - *Next page.* - *Repeat instruction.*

1. Phone-dependent feature .

Entertainment	Audio list of commands:[2]
	- 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>.
	- Play similar music.
Voice Command Settings	Touch **Settings** > **Interaction Mode** and choose **Novice** or **Advanced.**
	Interaction Mode - Novice mode. provides detailed interaction and guidance. Advanced mode has less audible interaction and more tone prompts.
	Touch **Settings** > **Confirmation Prompts** and choose **Off** or **On**.
	Confirmation Prompts – The system uses these short questions to confirm your voice command. If turned off, the system simply makes a best guess as to what you requested. If set On, the system may still occasionally ask you to confirm a voice command.

Operating certain parts of this system while driving can distract your attention away from the road, and possibly cause an accident or other serious consequences. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the vehicle in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.

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

SYNC®2 SUPPORT

Learn more about how SYNC®2 works, discover how to personalise your experience, get support when you need it and much more.

1. Log on to www.ford.co.nz/owner

2. Select **SYNC®2 Support** and choose **SYNC®2**.

When you have a question or need answers, you can get step-by-step instructions for using and personalising your SYNC®2 system, pairing your smart phone, updating your Sat Nav maps or system software.

Owner login

Log on to www.ford.co.nz/owner for comprehensive ownership tools and explore the interactive and personalised support available, such as: customer how-to videos and trouble-shooting, phone and media compatibility lists, vehicle care and servicing, Roadside Assistance, dealer locations and more.

QUICK SUPPORT

To speak with a product advisor during business hours, contact:

0800 367 369 (0800 FORDNZ),
select option 2

Or write to us:

Ford Customer Relationship Centre,
Private Bag 76912,
Manukau City, 2241.

Go Further