

Troubleshooting tips for SYNC and SYNC with MyFord

Your SYNC® system was designed to provide you with years of entertainment, information, and convenience.

However, if you ever notice slower than normal operation or other issues, use the following troubleshooting tips to help keep your system operating in top shape.²⁷

MAINTAIN GOOD SYSTEM PERFORMANCE BY ADJUSTING PHONE PAIRING AND MANAGING YOUR PHONEBOOK

If you've experienced slow operation or video/audio issues with SYNC, performing a clean phone pair and editing your phonebook contacts can help.

For step-by-step instructions, visit [Manage your phonebook to work with SYNC](#).

IMPROVE VOICE RECOGNITION BY EDITING YOUR PHONEBOOK

Your SYNC system's voice recognition works better when your Phonebook contacts have a first and last name listed.

For more information on editing your Phonebook contacts, visit [Manage your phonebook to work with SYNC](#).

And for tips on using voice commands, visit the [Understand how voice commands work](#) page.

HOW TO HELP RESOLVE BLUETOOTH CONNECTION ISSUES

If your phone isn't connecting to SYNC properly, try the following steps:

1. Turn ignition off
2. Open and close the driver's door
3. Wait for SYNC to turn off completely. Watch for the clusters to power off
4. Wait 30 seconds before proceeding
5. Turn ignition on
6. Wait for SYNC to turn on completely. Watch for the clusters to power on

If your phone still has trouble connecting with SYNC, the following troubleshooting tips may be able to help.

TIP #1

1. On your phone, turn Bluetooth Off, then On.
Find your phone's Bluetooth menu > tap Off > tap On
2. On SYNC, turn Bluetooth Off, then On.
Press the **Phone** button > scroll to **System Settings** > Press **OK** > scroll to **Bluetooth Devices** > Press **OK** > select **Off** > select **On**

If this does not work, continue to steps 3 and 4.

3. Manually connect SYNC with the phone.
Press the **Phone** button > scroll to **System Settings** > Press **OK** > scroll to **Connect Bluetooth Device** > Press **OK** > scroll to [select your phone] > Press **OK**.

Note: If connection times out or connection takes longer than a minute, cancel the connection and go to Step 4.

4. Manually connect the phone with SYNC.
Find your phone's Bluetooth menu > tap SYNC to connect.
 5. Make sure your phone automatically connects to SYNC.
Turn your vehicle off > Open the driver's side door > Start the vehicle > Wait for a confirmation of the connection to display on your SYNC screen
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TIP #2

1. Power off your phone and remove the battery, if possible.
 2. Make sure your phone automatically connects to SYNC.
Turn your vehicle off > Open and close the driver's side door > Start the vehicle > Wait for a confirmation of the connection to display on your SYNC screen
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TIP #3

1. Attempt a clean pairing. To start, delete your phone from SYNC.
Press the **Phone** button > scroll to **System Settings** > Press **OK** > scroll to **Delete Device** > Press **OK** > scroll to [select your phone] > Press **OK**
 2. From your Bluetooth phone menu, delete SYNC from your phone.
 3. Pair the phone.
Press the **Phone** button > follow the display instructions
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KEEP SYNC RUNNING SMOOTHLY WITH A MASTER RESET

If you are experiencing operational issues with your SYNC system that haven't been resolved with any of the procedures on this page, you can perform a master reset. This will reboot your SYNC system to return it to the factory settings, and can help restore system performance.

A master reset completely erases all system information: phone book info, call history, text messages, paired devices, saved addresses, and navigation history. So be sure to back up your personal data before starting the process. And after the reset, be sure to pair your Bluetooth-connected devices again.

For step-by-step master reset instructions, visit the [How to perform a master reset](#) page.

Learn the controls for SYNC

In order to use SYNC[®], it's important to know where your vehicle's controls are and how to interact with them.²⁷

Please note, features may vary based on your vehicle's configuration.

Steering wheel



VOICE

Voice

Depending on your vehicle's year and model, the **Voice** control is labeled with either the word or an icon. **Voice** activates Voice Recognition, which lets you give a command or interrupt SYNC.

M

MODE



MEDIA

Media

Depending on your vehicle's year and model, the **Media** control is labeled with either a word or letter (Mode, Media, Menu, M) or an icon (music note). **Media** selects the media source (i.e., AM/FM radio, CD player, or other media device).

Seek

Depending on your vehicle's year and model, the **Seek** control is labeled with either a four-way arrow or a right and left double arrow. **Seek** moves through the menu choices.



Volume

Depending on your vehicle's year and model, the **Volume** control is labeled with either the word or an icon with plus (+) and minus (-) symbols. **Volume** controls audio volume.



Phone

Depending on your vehicle's year and model, the **Phone** control is labeled with either the word or an icon (may include a single or double arrow). **Phone** activates the phone menu, accepts incoming calls, or ends a call.



OK

Depending on your vehicle's year and model, the **OK** control is labeled with either the word or an icon. **OK** confirms your selections.

Center console



Center display

The basic SYNC system has a **center display** that shows information such as



caller ID, song titles, a digital clock, and temperature.



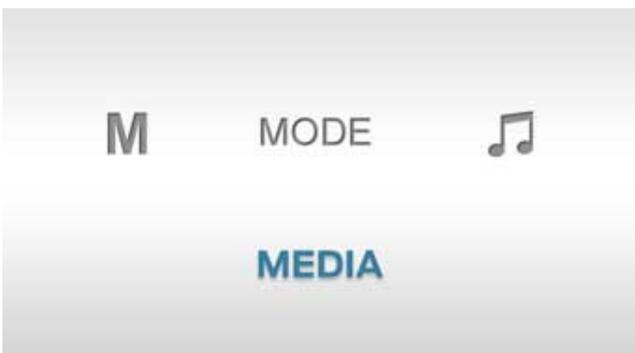
LCD display

Vehicles equipped with SYNC with MyFord[®] have a 4.2-inch **color LCD display** in the center console.



Phone

Phone pairs your Bluetooth[®]-enabled phone, downloads your mobile phonebook to SYNC, and adjusts settings for Bluetooth and 911 Assist. From here, you can also activate and run a Vehicle Health Report (VHR), if equipped.⁴⁸



Media

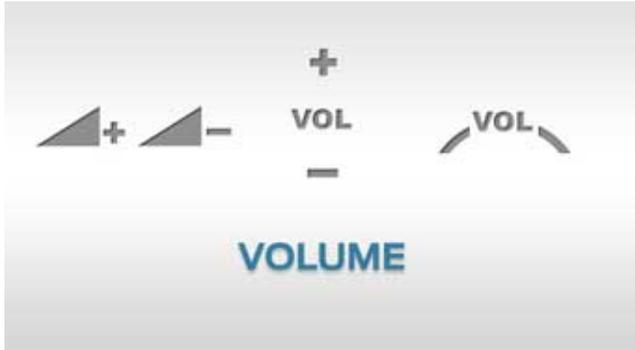
Media scrolls through artists, albums, genres, playlists, and tracks of your connected media source, such as your iPod or phone.

Radio controls



Power

Power turns the radio system on or off.



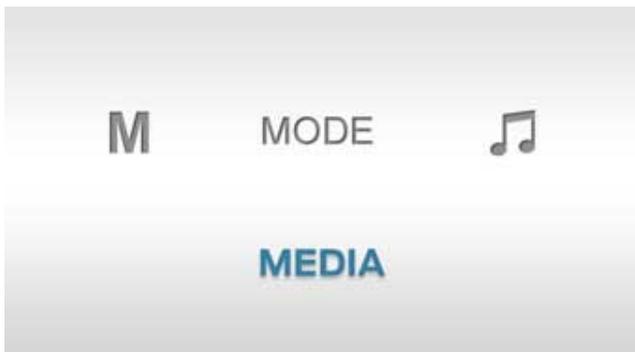
Volume

Depending on your vehicle's year and model, the **Volume** control is labeled with either the word, an icon with plus (+) and minus (–) symbols, or an icon with VOL in the middle. **Volume** controls audio volume.



Menu

Menu moves through various menu categories such as Media, Clock, Phone, and satellite radio (if equipped).



Media

Depending on your vehicle's year and model, the **Media** control is labeled with either a word or letter (Mode, Media, M). **Media** selects the media source (i.e., AM/FM radio, CD player, or other media device).

Auxiliary

Auxiliary (AUX) moves through available auxiliary sources.



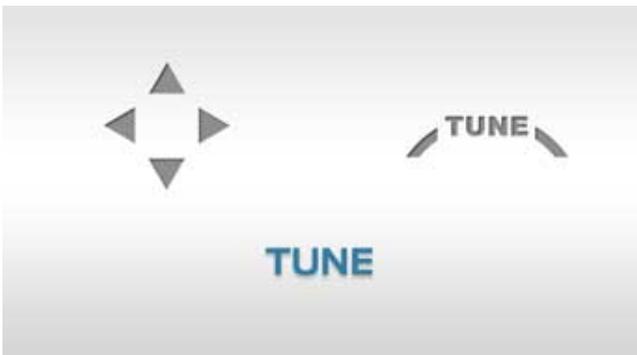
Seek

Depending on your vehicle's year and model, the **Seek** control is labeled with either a four-way arrow or a right and left double arrow. **Seek** moves through the menu choices.



OK

OK confirms your menu selections.



Tune

Depending on your vehicle's year and model, the **Tune** control is labeled with either a four-way arrow or an icon with TUNE in the middle. **Tune** manually tunes the radio frequency, the next/previous channel in satellite radio mode (if equipped), or next/previous track in CD mode. It also selects various settings in menu mode.

Phone

Depending on your vehicle's year and model, the **Phone** control is labeled with



PHONE

either the word or an icon. **Phone** activates the phone menu, accepts incoming calls, or ends a call.

SIRIUS

Sirius

Sirius accesses SiriusXM Satellite Radio (if equipped).³⁴

DIRECT

Direct

Direct directly tunes to a radio station (i.e., 99.5) or a Sirius channel number (i.e. 59).

TEXT

Text

Text displays the artist and song title, and scrolls through the Artist (AR), Song (SO), Channel (CH), and Category (CA), plus additional phone contact information.

Instrument cluster



Typical features

Your **instrument cluster** can include features you may already be familiar with, such as a tachometer,



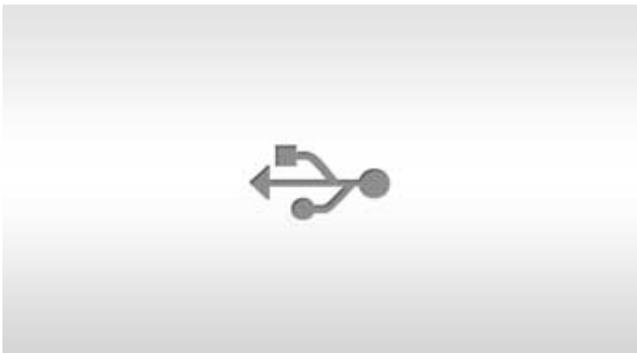
speedometer, fuel gauge, and engine coolant temperature gauge, as well as an Intelligent AWD gauge and the currently selected gear (in SelectShift mode), if equipped. Exact features may vary based on your vehicle's configuration.



Multifunction display

If you have a vehicle equipped with SYNC with MyFord, you may also have a multifunction display in your instrument cluster. The **multifunction display** configures various settings and shows the status of vehicle functions. Exact features may vary based on your vehicle's configuration.

Media inputs



USB port

USB port provides input for USB supported media playing devices and flash drives containing SYNC software updates, or your own entertainment selections and photos. These ports also charge your USB supported devices.



Auxiliary input jack

Auxiliary input jack provides input for older portable media devices that only have a headphone jack. You need to use a special aux-in cable and won't be able to use voice commands and other hands-free features of SYNC.

Understand how voice commands work

Nearly every SYNC® feature can be simply activated with voice commands. You can use your phone, play music, and access many other SYNC features. Of course, you're still able to use the buttons and knobs surrounding the screen when you prefer them to voice commands.²⁷

Voice command modes

SYNC works like a remote control for multiple devices, such as your Bluetooth®-enabled phone or USB media player. Because SYNC controls many systems, it needs to know which system you want to interact with. To make it clear to SYNC which system you need, the first part of a command is the "mode."⁴⁸

The command mode can be communicated to SYNC in different ways, for example which entertainment system is active. However, with some voice commands, you need to tell SYNC which mode you want and wait for the prompt before telling it the task you want to complete.

Voice command formulas

Category	Modes and Tasks
Entertainment	If the system is playing, say only the task:
(AM/FM radio, SiriusXM satellite radio, USB/SD Card,	Ex.: "Tune FM 107.7" Ex.: "Play artist Beethoven"
	If the system is not playing, say the mode and the

Category	Modes and Tasks
Bluetooth Audio, CD player) ³⁴	task: Ex.: "Radio" <i>pause</i> "Tune FM 107.7" Ex.: "USB" <i>pause</i> "Play artist Beethoven"
Phone	For calls, say the task only: Ex.: "Call John at home." For text messages, say the mode "Messages": Ex.: "Messages" <i>pause</i> "Listen to text message"
Climate	Always say the mode, "Climate": Ex.: "Climate" <i>pause</i> "Temperature 68 degrees"
Information	For SYNC Services say "Services," then follow the voice prompts ¹²⁹ To initiate a Travel Link connection, say "Travel Link," then follow the voice prompts

How to perform a master reset

If you experience problems with SYNC®—or you are transferring ownership of the vehicle—you should perform a master reset. This process erases all stored data—such as call history, text message information, and previously paired phones—and restores your system to factory settings.²⁷

The master reset process varies, depending on your vehicle model and year.

If you have a **2017 model year SYNC-equipped vehicle or newer**, or one of the 2016 and 2015 vehicles listed below, [follow the first set of instructions](#).

- **Ford 2016** model year, SYNC-equipped Escape, Explorer, Edge, F-150, Focus, and Mustang.
- **Ford 2015** model year, SYNC-equipped Edge, F-150, Focus, and Mustang.

If you have an older vehicle that is not listed above, [follow the second set of instructions](#).

First set of instructions

Before you start

There are a few things you should do before starting step 1:

- Your vehicle must be in Park and running, not in Accessory mode.

- Familiarize yourself with the [controls in your vehicle](#).
- Make a note of any saved Navigation points and other personal data. This process will erase all of your data from SYNC, and will restore SYNC to factory settings.

1. **On your phone**, choose Bluetooth from the Settings menu, then select SYNC and delete it. ⁴⁸
2. **On the SYNC screen**, press the **Menu** button.
3. Press the **Down Arrow** button until **SYNC Settings** displays on the screen. Press **OK**.
4. Press the **Down Arrow** button until **Master Reset** displays on the screen. Press **OK**.
5. A **Confirmation** message displays on the screen. Press **Yes**.
6. After completing a master reset you will need to [pair your phone to SYNC](#).

Second set of instructions

Before you start

There are a few things you should do before starting step 1:

- Your vehicle must be in Park and running, not in Accessory mode.
- Familiarize yourself with the [controls in your vehicle](#).

- Make a note of any saved Navigation points and other personal data. This process will erase all of your data from SYNC, and will restore SYNC to factory settings.

1. **On your phone**, choose Bluetooth from the Settings menu, then select SYNC and delete it. ⁴⁸
2. **On the SYNC screen**, press the **Phone** button. The SYNC screen will display either:
 - Connecting
 - No phone paired or connected
3. Press the **Arrows** or **Seek** buttons until **Return** displays on the screen. Press **OK**.
4. Press the **Arrows** or **Seek** buttons until **Advanced** displays on the screen. Press **OK**.

5.  Press the **Arrows** or **Seek** buttons until **Master Reset** displays on the screen. Press **OK**.

6. A **Confirmation** message displays on the screen. Press **OK**.
7. After completing a master reset you will need to [pair your phone to SYNC](#).

How to pair your phone with SYNC



To use any of the phone features for SYNC[®]—such as making a call or receiving a text message—you must first connect, or "pair" your Bluetooth[®]-enabled phone. Pairing is what allows Bluetooth devices to communicate securely with each other.

Please note that SYNC can make and receive calls using only one paired phone at a time.^{27,48}

Note: Owners of the following vehicles, please view your [vehicle-specific instructions](#):

Ford 2017 model year, SYNC-equipped Ford C-MAX hybrids, Edge, Escape, Expedition, Explorer, Fiesta, Flex, Focus, F-150, Fusion, Mustang, Super Duty (F-250, F-350, F-450, F-550), and Taurus.

Ford 2016 model year, SYNC-equipped Escape, Explorer, Edge, F-150, Focus, and Mustang.

Ford 2015 model year, SYNC-equipped Edge, F-150, Focus, and Mustang.

Before you start

There are a few things you should do before starting step 1:

- Make sure that your phone is [compatible with SYNC](#)
- Familiarize yourself with the [controls in your vehicle](#)

1.



Turn on your

- Mobile phone
- Vehicle
- Radio/SYNC

2.



Enable your phone's **Bluetooth®** feature and ensure your [phone is discoverable or visible](#).

3. Press the **Phone** button to access the Phone Menu. Press **OK**. Add a Device displays. Press **OK**.
4. SYNC prompts, "Press OK to begin pairing device." Press **OK**.
5. SYNC prompts, "Search for SYNC on your device and enter the PIN provided by SYNC." Press **OK**.

From your phone's Bluetooth menu, search for SYNC and select it.

A **six-digit number displays on the SYNC screen** for three minutes, during which time SYNC actively seeks for the same number from your phone.

6. On your phone, type the six-digit number displayed by SYNC.

SYNC may prompt you with more phone options, like automatic phonebook download.

If you activate the [automatic phonebook download](#) feature, each time you connect your phone to SYNC®, it automatically transfers your recent call history and any changes you make to your phonebook contacts.

A pop-up message may appear on your phone requiring you to grant access to SYNC. Choose yes.

7. Exit the phone pairing process by pressing the **Arrows** to select the Exit message and press **Cancel** to leave the Phone menu.

Vehicle-specific instructions

Note: Owners of the following vehicles, please view your vehicle-specific instructions here:

Ford 2017 model year, SYNC-equipped Ford C-MAX hybrids, Edge, Escape, Expedition, Explorer, Fiesta, Flex, Focus, F-150, Fusion, Mustang, Super Duty (F-250, F-350, F-450, F-550), and Taurus.

Ford 2016 model year, SYNC-equipped Escape, Explorer, Edge, F-150, Focus, and Mustang.

Ford 2015 model year, SYNC-equipped Edge, F-150, Focus, and Mustang.

1. **Turn on your**
 - Mobile phone

- Vehicle
- Radio/SYNC

2. Enable your phone's Bluetooth feature and ensure your [phone is discoverable or visible](#).

3. Press the **Phone** button to access the Phone Menu.

If no phones have been paired, **Please add a phone** displays.

Press **Add**.

4. SYNC prompts, "Search for SYNC on your device and select SYNC once it is found."

From your phone's Bluetooth menu, search for SYNC and select it.

A **six-digit number (PIN) displays on the SYNC screen** for three minutes, during which time SYNC actively seeks for the same number from your phone.

5. Confirm that the number (PIN) displayed matches on both SYNC and your device.

If no PIN appears on your device, but you are prompted to enter a PIN on your phone, type the six-digit number displayed by SYNC.

Upon successful pairing, a message displays confirming the **phone is connected**.

SYNC may prompt you with more phone options, like automatic phonebook download.

If you activate the [automatic phonebook download](#) feature, each time you connect your phone to SYNC®, it automatically transfers your recent call history and any changes you make to your phonebook contacts.

A pop-up message may appear on your phone requiring you to grant access to SYNC. Choose yes.

6.

The system displays the **Phone Menu** once the phone is successfully paired and connected. (The menu list options, such as: Dial a number, Redial, Phonebook, Text Messages, Bluetooth devices, Phone Settings.)

Quick Tip

Make your phone discoverable

You'll usually find Bluetooth[®], the wireless technology that allows your device to connect to SYNC, on your mobile device through the Main menu > Settings > Wireless and Networks > Bluetooth.

Once you've accessed Bluetooth settings, choose discoverable or hands-free. You may also need to scan for SYNC on your device. If you're having trouble, please consult your device instructions for enabling Bluetooth and making your device discoverable.

Manage your phonebook to work with SYNC

The Phonebook in your SYNC[®] system helps keep your life running smoothly when you're behind the wheel.

But did you know that making a few small changes to your Phonebook can help keep your system running smoothly too?

Performing simple adjustments can help fix operational issues, and help keep your system operating in top shape.²⁷

IMPROVE VOICE RECOGNITION BY ADDING FULL NAMES

If SYNC can't understand your voice commands when you're trying to place a call, you may want to check your Phonebook contacts.

That's because the system's voice recognition works better when your contacts have a first and last name. For instance, saying "Call John Smith" is more effective than if you say just "Call John."

OPTIMIZE YOUR SYSTEM BY EDITING PHONEBOOK CONTACTS

If your Phonebook is really big, it may affect how your SYNC system runs.

To get the best performance, pare down your contact list to only the numbers you call regularly. You can also combine duplicate entries with separate Home/Work/Mobile numbers into one contact.

Also, try to limit each Phonebook contact to their first name, last name, and phone numbers.

IMPROVE HANDS-FREE CALLING BY REMOVING SPECIAL CHARACTERS

Has your SYNC system given you a “Calling Dot Work” voice prompt, or mistakenly called your first stored contact, when you’re trying to make a call from a stored Phonebook contact?

If so, your paired phone may have special characters in its contacts that were imported to your SYNC Phonebook. Emoticons like smiley faces can affect SYNC, as well as any devices paired with it.

If you’ve experienced this issue, please remove all emoticons from your phone’s contacts. Once you’re sure all emoticons have been removed, [perform a master reset](#). Then, you can re-pair your phone and re-download your Phonebook contacts.

How to run a Vehicle Health Report with SYNC

If you're wondering whether your vehicle's operating systems are performing properly, you can use a voice command to find out with SYNC®. A Vehicle Health Report* provides diagnostic, maintenance, and recall information so you can stay on top of your vehicle's requirements.^{27,48}

*Aftermarket OBD-II wireless transceiver diagnostic devices may interfere with various vehicle systems including Vehicle Health Report and 911 Assist. To avoid interference, remove the device or contact the device maker for more information on compatibility.

Before you start

There are a few things you should do before starting step 1:

- Before running a report in your vehicle, you must activate the Vehicle Health Report feature in your [SYNC Owner account](#)
- Pair and connect your phone with SYNC, and be sure your phone's Caller ID feature is not blocked
- Make sure the phone you're using is set as Active in your [SYNC Owner account settings](#)
- Familiarize yourself with the [controls in your vehicle](#)
- Ensure the parking brake is not engaged
- Ensure the vehicle has been running for at least 60 seconds before running the report

1. **Turn your vehicle on** and put it in Park, not Accessory mode.
2. **Run your vehicle** for at least one minute before you run the report. (You will need to continually run your the vehicle during the collection and sending of vehicle information, as well.)
3. **Turn on your**

Radio/SYNC

Mobile phone
4. Press or pull the **Voice** button and say, "**Vehicle Health Report.**"
5. **Run Report** displays. Press **OK**.
6. **Connecting** displays. SYNC is now checking the status of the major systems in your vehicle and will send this information using your phone.
7. When the vehicle information has been sent, **Sending Complete** displays.

Your report will be available in your SYNC Owner account within a few minutes of running your report.

Quick Tip

Hear a recording?

If you request a Vehicle Health Report and hear a recording asking you to register at SYNC Owner, but have already activated the service in your account, Caller ID may be blocked on your phone. Be sure the connected

phone is registered as the Active phone in your SYNC Owner account, turn off Caller ID blocking, and attempt to run another report.