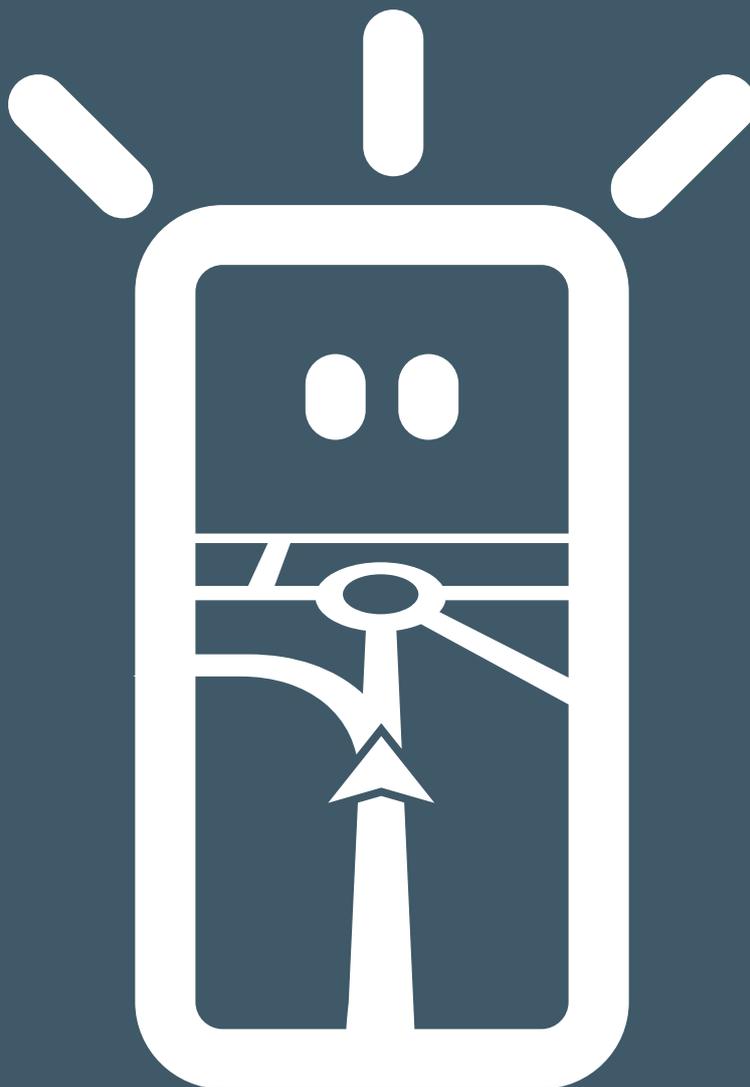


APPLINK MOBILE
PROJECTION FOR
NAVIGATION APPS
DIGITAL CONTENT
OWNER'S MANUAL

SYNC®

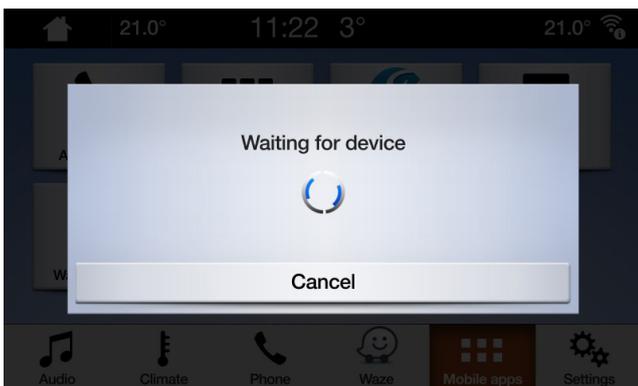


Go Further

Connecting your device

Accessing AppLink Mobile Projection is simple. Before you begin your journey, start your favourite navigation app on your phone. Next, plug your phone into your vehicle's USB port.

Once connected, you can use the touchscreen to select the navigation app on the 'Navigation' or 'Mobile Apps' tab. While the app is loading, you may see the "Waiting on device" popup, or a popup that relates to vehicle data consent. You have to give your consent in order to use your navigation app.





Note for Apple users

If you have an iOS device, you must connect your device to the USB-Port using an official Apple USB cable. Non-Apple USB cables may not work with AppLink, or may only be able to charge your phone. When you plug in an iPhone for the first time, you'll have to tap disable on the CarPlay popup on the SYNC screen.



Note for Android users

When you plug in an Android device for the first time, you'll have to tap "disable" on the Android Auto popup. You also need to "Enable Mobile apps via USB" by tapping on the 'Settings' tab and then 'Mobile Apps'.

On some phones you might need to enable 'file/data transfer' in the USB settings.

Android Mobile Navigation apps also need permission before they can connect. After you plug in your Android device, look for the popup on the device's screen.

After you've selected the default navigation app, it will automatically load whenever it's available on your device.



When using an iOS device, you also have to ensure the navigation app is always in the foreground. If the app isn't visible or the device is locked, the app can't be projected to the vehicle's touchscreen.

How to recognise if Mobile Projection for Navigation Apps is supported:

SYNC 3: For iOS devices, Mobile Projection for Navigation Apps is supported on SYNC 3 versions 2.3 and above. For Android devices, you need SYNC 3 versions 3.0 and above. (Mobile Projection is not available for SYNC 3 with 4-inch [non-touch] screen).

Here's how to check your SYNC version:

1. Tap the "Settings" tab
2. Then tap "General",
3. And finally, tap "About SYNC".



You can check for available SYNC 3 updates at the following website:

<https://www.ford.co.uk/sync-update>

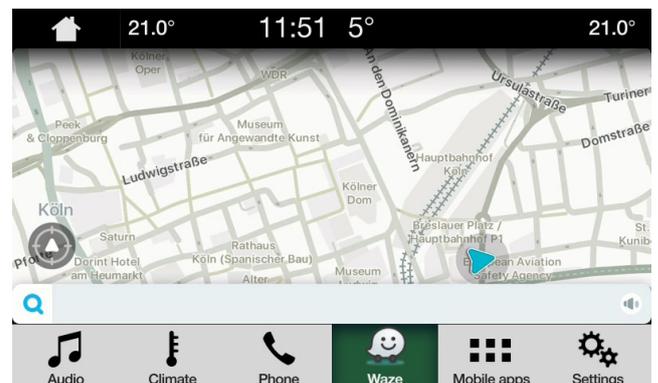
Note: Please visit this site for information on available apps, supported devices, and troubleshooting tips.

Note: Waze is only supported on SYNC 3 on versions 3.0 and above for iOS.

Starting the App

Start the app on your mobile device and keep it in the foreground while you plug your device into the USB slot.

On the SYNC screen, tap on the "Mobile Apps" tab and wait for the app to appear. Once you see the app, tap on it to begin.



Trouble shooting

My app keeps disconnecting

1. You could have a faulty cable
Use the cable that came with the device and/or try a different one
2. Your app could be crashing
Make sure you've updated to the latest version of the app
Contact the app developer through the app or their website

I'm only seeing a black screen

1. The app may have stopped sending data
Start or restart the app on your mobile device

The System is stuck at the "Waiting for device" screen

1. The security may have failed
Make sure you have a good data connection on your mobile device
Make sure your vehicle has a GPS signal*
Make sure you've updated to the latest version of the app
2. The app is not in the foreground of your mobile device
Start or restart the app on your mobile device

* How to check if your vehicle has a valid GPS signal?

Make sure the vehicle is outside with a clear view to the sky.
Go to: *Settings* -> *Clock* -> "*Reset Clock to GPS time*".
If the message "*GPS data is unavailable*" is shown,
your car does not have a valid GPS signal.