

## **DriveMode FAQ's – iPhone 1.0.10**

### **What is AT&T DriveMode®?**

AT&T DriveMode® is a free app that allows you to silence incoming text message alerts and phone calls so you can avoid distractions and remain focused while driving. The app turns on automatically when you're driving 15MPH or more and turns off shortly after you stop. Parents with young drivers can receive a text message if the app is turned off or if other safety features are disabled. For AT&T customers, it sends an auto reply letting the sender know you're behind the wheel.

### **How does DriveMode Invite work?**

DriveMode Invite allows you to share DriveMode with your family and friends. Select multiple friends or family contacts with the DriveMode invite screen and send them a SMS so they can download and install DriveMode.

### **How does the Auto-Mode feature work?**

With Auto-Mode enabled, the app turns on when you reach 15 mph and turns off shortly after you stop. DriveMode uses GPS to determine the speed of the vehicle in which you are moving. Continued use of GPS running in the background can dramatically decrease device battery life. DriveMode is preset with Auto-Mode enabled but you can turn it off in Settings. When DriveMode is engaged, you can access your phone's home screen and other apps. DriveMode will continue to work in the background to silence incoming alerts and calls.

### **What if AT&T DriveMode turns on when I am a passenger?**

You can turn it off on the DriveMode home screen.

### **How Does Auto-Reply Work?**

When DriveMode is on and you receive a text message (excluding those received via iMessage or other third party messaging services), the app automatically sends a text message reply letting the sender know you are driving. DriveMode is preset with Auto-Reply turned on. You can turn off and customize your message in Settings. Auto-Reply is available to AT&T postpaid customers only.

### **Will Auto-Reply work with iMessage or other messaging apps?**

Auto-Reply is not compatible with iMessage or other messaging or social media applications. If you receive an iMessage, an auto-reply will not be sent. To facilitate Auto-Reply, iMessage can be turned off on your iPhone and any other Apple device you use to access your iMessages. Note, data and messaging rates may apply when you turn off iMessage. Third party messaging services such as WhatsApp do not work with Auto-Reply.

### **What is AT&T Messages Backup & Sync?**

DriveMode uses the AT&T Messages Backup & Sync service to send a reply while you are driving. This service stores messages you send or receive in the AT&T cloud. You can see or delete your messages at [messages.att.net](https://messages.att.net). AT&T may make changes and establish general parameters concerning the use of AT&T Messages Backup & Sync including the maximum number of days and number of messages that may be retained by AT&T and such changes may be made without notice to you. To learn more about managing your messages, go to [att.com/messages](https://att.com/messages).

**IMPORTANT NOTE:** Your messages will continue to be copied and stored by AT&T Messages Backup & Sync even if you uninstall or stop using DriveMode, or if you turn off Auto-Reply. You can remove AT&T Messages Backup & Sync if you don't want your messages copied and stored in the cloud. If you remove the service but continue to use DriveMode, auto-replies will not be sent. You can manage your messages at [messages.att.net](https://messages.att.net). To learn more, visit [att.com/messages](https://att.com/messages). If you terminate your AT&T Messages account for any other app or purpose, Auto-Reply functionality will not work until you reinstall AT&T Messages Backup & Sync.

### **Why do I need to turn off Wi-Fi during the initial set up of AT&T DriveMode?**

During initial setup, you may be asked to turn off Wi-Fi in order to complete the Auto-Reply set up on the AT&T cellular network. The Auto-Reply feature uses the AT&T Messages Backup & Sync service to send a reply while you are driving. After you have completed the set up, you can turn Wi-Fi back on.

### **Why do I have to turn off vibrations? How do I do it?**

While DriveMode can automatically silence incoming alerts and calls, it can't automatically turn off vibrations from alerts and calls. That is something you have to do manually within your iPhone settings. On your iPhone, go to "Settings" and then to "Sounds" or "Sounds & Haptics" (depending on your iOS version). Toggle both "Vibrate on Ring" and "Vibrate on Silence" to the off position.

### **How do Parental Alerts work?**

With Parental Alerts on, DriveMode can send a text message to one AT&T mobile number if DriveMode or Auto-Mode is turned off or if a new speed-dial number is added or changed. Set up Parental Alerts in Settings.

### **How can I make and receive calls with AT&T DriveMode on?**

When DriveMode is on, you can make calls to your five speed-dial contacts and 911 by tapping the phone icon on the DriveMode home screen. New speed-dial contacts can be set manually or from your Contacts. You can make calls to any number by returning to your phone's home screen and accessing the phone function. DriveMode also allows you to receive all incoming calls.

### **How can I play music or use navigation with AT&T DriveMode?**

When DriveMode is on, you can play your music and use navigation with one touch on your DriveMode home screen. DriveMode supports many of the popular music and navigation apps. You can choose the apps you want to access in Settings.

### **Does AT&T DriveMode impact the battery performance of my device?**

While on, DriveMode periodically uses GPS to determine vehicle speed so you may notice slightly increased battery use. When it is off, battery use is minimal.

### **Do I have to be an AT&T subscriber to be able to use AT&T DriveMode?**

DriveMode is available to customers of other wireless carriers, however Auto-Reply is only available to AT&T customers and Parental Alerts can only be sent to an AT&T mobile number. App functionality on other carrier networks is not guaranteed.

### **Does AT&T DriveMode cost anything?**

DriveMode is free. Data rates and text message charges will apply for download and app usage depending on your plan.

### **Where can I get AT&T DriveMode for iPhone?**

You can download it from the App Store.

### **Which iPhones are compatible with AT&T DriveMode?**

Requires compatible iPhone 4s, iPhone 5, iPhone 5s, iPhone 5c, iPhone SE, iPhone 6, iPhone 6 Plus, iPhone 7, iPhone 7 Plus running iOS 9.0 and above.

### **What languages does DriveMode support?**

DriveMode is offered in English and Spanish. The app will automatically recognize the language setting of the device and present the application in the appropriate language.