



# DriveMode FAQ's – Android

## What is AT&T DriveMode®?

AT&T DriveMode® is a free app that silences incoming text message alerts so you can avoid distractions and stay focused while driving. The app turns on automatically when you're driving 15 MPH or more and turns off shortly after you stop. While on, it sends an auto-reply to SMS and MMS messages letting the sender know you're behind the wheel. Parents with young drivers can receive a text message if the app is turned off. Data and message rates will apply to download and use.

## What are Permissions?

DriveMode requires your permission to access certain device features for the app to work as designed. AT&T requires three core permissions:

1. Location is used to determine the speed of the vehicle in which you are traveling so Auto-Mode will turn on at 15 MPH. The app only uses your location for this purpose and does not store or share your location.
2. Phone is used to silence incoming calls, recognize incoming calls from numbers on your Allow List, and so you can answer incoming calls while using a hands-free Bluetooth® headset.
3. Messages is used to send out auto-replies if you should receive an incoming text message while you are driving. This customizable auto-reply can tell the sender that you are driving and you will get back to them when you are able.

If you do not accept these permissions, DriveMode will not fully install and the app will not function as designed. In addition to these three core permissions, DriveMode also requests one more permission:

4. Contacts are used so you can add numbers to your Allow List directly from your phone contacts. If you do not grant this permission, DriveMode will still work as otherwise intended.

## 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. DriveMode is preset with Auto-Mode enabled but you can turn it off in Settings. DriveMode works better if the phone's GPS is on.

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

You can turn it off manually on the DriveMode home screen.

## How does Auto-Reply work?

When DriveMode is on and you receive a text message, the app automatically sends a text message reply letting the sender know you are driving. DriveMode is preset with Auto-Reply turned on. DriveMode can also auto-reply to an incoming phone call from a wireless number. DriveMode is preset to auto-reply to text messages. You can turn auto-reply off, set an auto-reply to an incoming phone call, or customize your messages in Settings.

## How do Parental Alerts work?

With Parental Alerts on, DriveMode can send a text message to up to two mobile numbers if DriveMode, Auto-Mode or GPS is turned off. It will also send out an alert if a number is added to the Allow list or if a call or text is sent to 911 while DriveMode is on. Set up Parental Alerts in Settings.

## What is the Allow List?

The Allow List lets you choose up to five numbers that you can call or receive calls from while DriveMode is on. New numbers can be added manually or from your "Contacts." 911 is pre-populated in the Allow List.



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

When DriveMode is on, you can call numbers on your Allow List and to 911 by tapping the phone icon on the DriveMode home screen. You can receive incoming calls from your Allow list. If the call is from a number not on the Allow List, it will be sent directly to voicemail.

## **Can I make and receive phone calls with my Bluetooth® device?**

You can make and receive calls when AT&T DriveMode is on if you have a hands-free Bluetooth device that allows voice dialing.

## **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 popular music and navigation apps. You can choose the app you want to access in settings.

## **Will DriveMode impact the battery performance of my phone?**

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.

## **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?**

DriveMode is preloaded on AT&T Android phones and can be found on the Google Play Store. An iPhone version is available in the App Store. Both versions are available to AT&T subscribers and to subscribers of other wireless carriers in the U.S.

## **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.