

STEP 1

Verify Vehicle OBDII Compatibility

Cars and light trucks since 1996 are OBDII compliant. Access the following link to find out if your vehicle is compatible:

www.t-mobile.com/checkmycar

The **T-Mobile SyncUP DRIVE™** device plugs into the OBDII port.

Attention: The Electric (EV) and plug-in-hybrid vehicles are not currently compatible with the T-Mobile SyncUP DRIVE device. Fuel data from some diesel vehicles may not be accurate.

STEP 2

Get The App

Search for “**SyncUp Drive**” in your **Apple App Store**, **Google Play Store** or visit:

www.t-mobile.com/syncupdrive



Note: Verify your smartphone is up to date on the latest operating system version and meets the application’s minimum technical requirements.

STEP 3

Create An Account

Open the SyncUP DRIVE App on your phone, select “Sign Up” and complete the steps to create a new account. Verify your mobile phone number via SMS. Do not use the SyncUP DRIVE device phone number.

Note: Sign in with your existing SyncUP DRIVE account credentials, if one already exists.

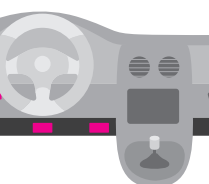
STEP 4

Enter The IMEI Barcode

Each SyncUP DRIVE device has a unique 15-digit code known as the IMEI. The IMEI barcode is located on both the device sticker and the included WiFi Hotspot Card.

The SyncUP DRIVE App will prompt you to enter the IMEI via scanning using your mobile phone camera or by entering the code manually.

Note: Do not plug the device into your vehicle until the SyncUP DRIVE App instructs you to do so in Step 7.

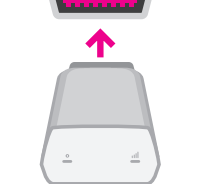
STEP 5

Find The OBDII Port

Most OBDII ports are found under the driver side dashboard near the steering column. The SyncUP DRIVE App can assist in finding the port location as well as the following link:

www.t-mobile.com/syncupdrive

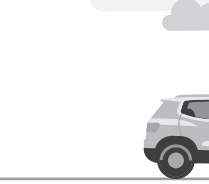
NOTE: The flashlight icon in the SyncUP DRIVE™ App will trigger the smartphone flashlight.

STEP 6

Plug in Your Device

Insert the OBDII device into the OBDII port for a snug fit.

Note: The SyncUp DRIVE device needs to connect to the network in order to complete the setup. Ensure you are in an area without any coverage issues like an underground garage.

STEP 7

Start Driving

Once the device has a cellular connection, it will generate a GPS lock.

A short 10-minute drive will complete the setup of the device. The SyncUp DRIVE App will confirm a successful connection.

ATTENTION: Do not use your phone or the SyncUp DRIVE App while driving. Do not unplug the device for 24 hours post installation.

STEP 8

Activate Your WiFi Hotspot

Find your device network name (SSID) and password on the WiFi Hotspot card or on the device sticker near the IMEI.

Use the SyncUp DRIVE App to manage the WiFi Hotspot. In the menu, select “WiFi Hotspot”.

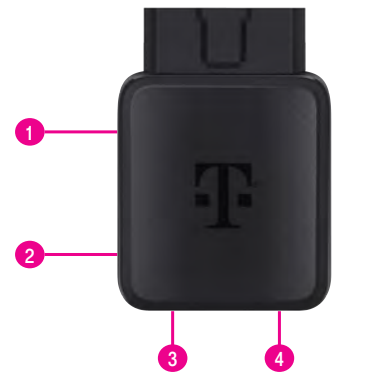
STEP 9

Roadside Assistance

With a qualified data plan, the **T-Mobile SyncUp DRIVE™** includes a 24/7 toll-free hotline and roadside assistance service through the Allstate Motor Club.

Get help in the menu area of the SyncUp DRIVE App.

Attention: This feature is only available with a qualified data plan for the in-car WiFi Hotspot.



Your OBD-II Device Features

- 1 Device Reset
- 2 Restart button
- 3 LED 1
- 4 LED 2

LED Status Light Definitions

LED INDICATOR	LED STATUS
LED 1 (Power)	Green Blinking
The internal battery is powering the device.	
LED 1 (Power)	Green Solid
The vehicle is powering the device.	
LED 2 (Signal)	Red Solid
The device has power but no cellular connection.	
LED 2 (Signal)	Green Solid
A 4G LTE connection is established but no data is being transferred.	
LED 2 (Signal)	Green Blinking
The device is connected the 4G LTE network and data is being transferred.	

Advanced Wi-Fi Settings

Configure your WiFi network by using the 4G LTE Mobile Hotspot Configuration Page.

- Launch an internet browser via your smartphone, tablet or laptop and navigate to the following address: <http://192.168.0.1>

- Enter the default password: admin

(the last 8 digits of the IMEI number will also work)

Note: You must be connected to the WiFi Hotspot network in order to access the configuration page.

Managing Wi-Fi Access

Enabling ‘Allowed Devices’ will prevent unwanted devices from connecting to your WiFi Hotspot. Once enabled, only the MAC addresses listed in the ‘Allowed Devices’ section will be able to access your WiFi Hotspot Network. Launch your 4G LTE Mobile Hotspot Configuration Page and follow these steps:

- Settings -> Wi-Fi Settings
- Set Allowed Devices to ON and apply.
- Enter the Nickname and MAC Address and apply.

Note: To prevent a device from connecting to your WiFi Hotspot, select ‘Remove’ in the operation column for a listed device.

Additional Information

Use of some content or features may require qualifying service, or access to Wi-Fi connection. Capable car and devices required. **Wi-Fi:** Devices using wireless connections may be vulnerable to unauthorized attempts to access data and software stored on the device. Plan data allotment applies to use by connected devices sharing Wi-Fi. Use of connected devices subject to T-Mobile Terms & Conditions. Device and app images simulated. **Coverage** not available in some areas. See **Terms and Conditions (including arbitration provision)** at www.t-mobile.com, for additional information, coverage maps, and restrictions and details. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. SyncUp Drive and the SyncUp Drive logo are trademarks of T-Mobile USA, Inc.

For more information about T-Mobile Roadside Assistance provided by Allstate® Motor Club, please visit: www.syncupdrive.com/roadside

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Support

Still need help? Reach out to T-Mobile General Customer Care & Technical Support. Customer Care representatives are available daily from 3:00am to 10:00pm PT.

Here’s how to reach us:

From your T-Mobile phone: 611
Call: 1-877-453-1304

If you are calling about a technical issue with your T-Mobile service, please call from a different phone so that we can troubleshoot with you.

Call Us - TTY

TTY service is available for the hearing and speech impaired. Hours are 5:00am to 10:00pm PT, daily.

Call us via TTY toll free at 1-877-296-1018

For access to our **T-Mobile Support Community**, visit: <https://support.t-mobile.com>



✓ **Manage your personal or small business vehicles**

📶 **Stay connected with in-car WiFi Hotspot**

🕒 **Get real-time vehicle & maintenance notifications**

⚠️ **Roadside assistance from Allstate Motor Club**

📍 **GPS tracking & geofencing**

4G **4G LTE capable device**



Start Guide

