

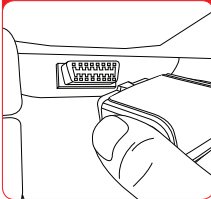


Drive  
Safe &  
Save™

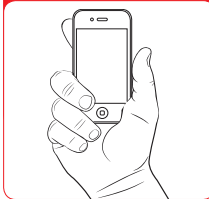


# AT-255 User's Manual

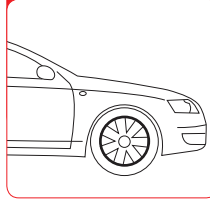
Plug In  
Your Device



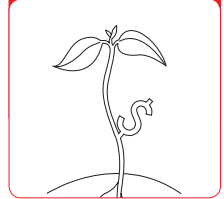
Confirm Installation  
888.665.9901



Drive Safely



Watch your  
Discount Grow!



# Getting Started

## Box Contents



In-Drive Communicator



In-Drive Visor Clip



In-Drive Visor Clip Car Charger



Quick Start Guide



Return Label

## Before you begin, make sure you:

- ☐ Verify all contents are in the box (as shown to the left).
  - › In-Drive Communicator
  - › In-Drive Visor Clip
  - › In-Drive Visor Clip Car Charger
  - › Quick Start Guide
  - › Return Label
  
- ☐ Review the In-Drive Customer Agreement & Privacy Policy located at [www.in-drive.com/sf](http://www.in-drive.com/sf).

*Installation and ongoing use of this device indicates your acknowledgement and acceptance of the In-Drive Customer Agreement & Privacy Policy found at [www.in-drive.com/sf](http://www.in-drive.com/sf).*
  
- ☐ Keep the Quick Start Guide in your glove box for future reference.

## Important Time-Sensitive Steps

**Welcome to the In-Drive®** system from Verizon Telematics, a suite of connected services that are part of the State Farm® Drive Safe & Save™ program. Central to the In-Drive solution is a simple device that you plug in to collect essential vehicle data and helps you earn a discount on your insurance. Getting started with the In-Drive program is easy.

You've already taken the biggest step towards saving on your insurance premium by enrolling in the program. The In-Drive 12-month, FREE introductory offer began shortly after shipment of the device, so take full advantage of your service by completing the remaining three steps listed below. You have 30 days after the device has shipped to plug it in before your discount is removed which may result in a balance due.



**1**

Plug the device into your vehicle. See page 3 for detailed instructions.  
**Installation is easy and only takes a few minutes!**

**2**

Locate the Quick Enroll number on the outside of the shipping box.  
This number will help to expedite your phone call.

**3**

Final Step: Call **888.665.9901** to confirm your service choices and that the device has been successfully plugged in and is working properly.  
**After this call, you're done!**

# Installing Your Device

**Step 1**

## Install your In-Drive Communicator (Figure A)

- › Locate your vehicle's On-Board Diagnostic (OBD-II) Port.
  - This port is usually located under the dashboard, beneath the steering wheel column. If you can't locate your OBD-II Port, refer to your vehicle's Owner's Manual.
- › Plug the In-Drive Communicator into the OBD-II Port.
- › Your In-Drive Communicator does NOT need to be charged.

**Step 2**

## Install your In-Drive Visor Clip<sup>1</sup> (Figure B)

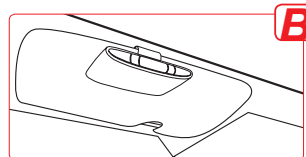
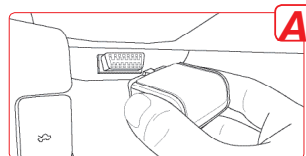
- › Place the In-Drive Visor Clip on the driver's side visor.

Tip: The Visor Clip can also be charged on a universal cell phone wall charger in your home. (Any time the visor clip is removed from the vehicle, Guardian services will not be available.)

## Charging Your In-Drive Visor Clip

- › Charge your In-Drive Visor Clip in your vehicle before you install; the battery indicator will be solid yellow while charging and turn solid green when the battery is fully charged.
- › Allow two hours to charge up to 75% battery life and about six hours to charge 100% when the battery is at zero capacity.
- › A fully charged Visor Clip offers approximately six weeks of standby time or 16 hours of hands-free talk time.
- › When the battery is low, the indicator will blink red.

Please note: Switching your hands-free on/off button on the right hand side of the Visor Clip to the off position will extend battery life considerably while maintaining the availability of emergency and roadside calling features.





# Final Step: Call 888.665.9901

to confirm your service choices and that the device has been successfully plugged in and is working properly.

For installation help, general service, and support, call the In-Drive Support Center at 888.270.0267.

### What To Expect Next: Take a Drive and Start Collecting Driving Statistics

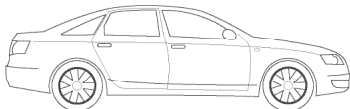
- › During your first trip, the In-Drive Communicator will begin collecting your driving statistics, which will be shared with State Farm.
- › Most diagnostic information will be available immediately online.
- › Your MPG information will be available after a full calendar month of driving data has been collected (e.g. June 1<sup>st</sup> through June 30<sup>th</sup> equals a full calendar month).

### View your Personal In-Drive Dashboard

Login at [www.statefarm.com](http://www.statefarm.com), select your enrolled vehicle, then select “Manage Drive Safe & Save.”

On this site you can:

- › **learn** safe driving tips
- › **personalize** your account
- › **review** your driving performance
- › **calculate** your potential premium discount
- › **see your discount grow!**



# Service Package

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Included in your In-Drive Connect 12-month, free introductory offer are the services listed below. You can also add the additional safety & security and family driver monitoring services.



**In-Drive  
Connect**

First 12 months

**FREE<sup>1</sup>**

Semi-Annual Billing

**\$5<sup>99</sup>/month<sup>2</sup>**

## **In-Drive Connect**

Plug it in. Start saving!

## **Insurance Discount**

In-Drive Connect provides the basic hardware and services necessary to earn an insurance discount from the Drive Safe & Save program.

## **Stolen Vehicle Location Assistance**

If your car is stolen, In-Drive helps authorities find it, making it quicker and easier to return not only the car you love, but your possessions in it – keeping everyone's insurance premiums lower.

## **Hands-free Mobile Talking<sup>3</sup>**

Driver distraction is a leading cause of accidents and injuries on the road. In-Drive Connect allows you to connect via Bluetooth® to your mobile phone, keeping your hands where they belong – on the steering wheel.

## **Vehicle & Driving Reports**

Gain insights into your vehicle's health as well as your driving habits through graphical, interactive displays you can access anywhere from the web.

Perform maintenance before you end up at the side of the road. Learn how your driving habits affect your safety and the carbon footprint they leave behind. Find out if your car is living up to its MPG promise without having to use a pen and calculator.

<sup>1</sup> Subscription fee applies after twelve months.

<sup>2</sup> \$35.94 plus applicable taxes billed every six months.

<sup>3</sup> With compatible phones.

## Additional Safety Services

### In-Drive Guardian Services

Professional help at your moment of need.

#### Safety & Security

If there's one thing our emergency calls illustrate, it's that most people aren't calm and collected during a crisis. Some don't even know their names.

With In-Drive Guardian, a professional quickly calls for the help you need, remains on the line with you, leaving you as calm and collected as the circumstance allows.

In addition, you automatically get help even when you can't call for it, or when your mobile phone is damaged or dislodged. Often, emergency responders arrive faster than you might be able to call for them, possibly saving your life or the life of a loved one.

With In-Drive Guardian, get help automatically or anytime you initiate a call. Plus, get enhanced vehicle diagnostic reports and alerts, giving you the ability to perform proactive maintenance, and helping you to avoid the need to call for roadside assistance.

**NOTE:** If you upgrade to Guardian, press the State Farm button on your In-Drive Visor Clip to initiate a test call to a State Farm representative. This call will only take a minute of your time and is designed to welcome you to the program and provide you the comfort of knowing how the system works.

### In-Drive Co-Pilot Services

Know your family is driving safely and where you expect them to be.

#### Family Driver Monitoring

Monitor secondary drivers so you know their driving behaviors. In-Drive provides automated notices to help you enforce guidelines you've set.

Create vehicle location and speed alerts in addition to creating virtual boundaries.

When entire families drive safely, the road becomes a safer place.

Guardian  
Services



Semi-Annual Billing

\$5<sup>00</sup>/month<sup>4</sup>

Co-Pilot  
Services



Semi-Annual Billing

\$9<sup>99</sup>/month<sup>5</sup>

<sup>4</sup> \$30.00 plus applicable taxes billed every six months.

<sup>5</sup> \$59.94 plus applicable taxes billed every six months.

# Device Overview

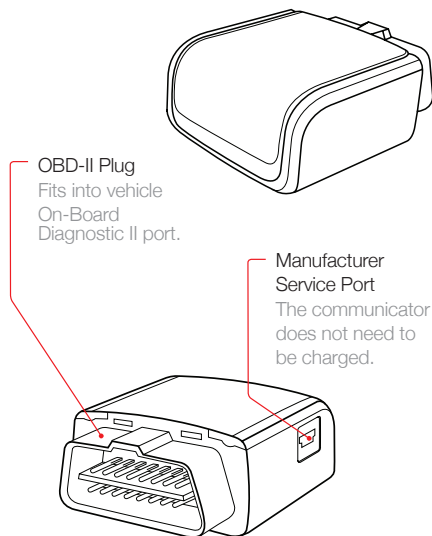
## In-Drive Connect Package Customers:

- › The In-Drive Visor Clip is a component that can be paired with your Bluetooth® capable mobile phone and used as a speakerphone for safe, hands-free talking<sup>1</sup>.
- › The Emergency and State Farm Buttons are inactive for In-Drive Connect customers.
- › If you choose NOT to pair the In-Drive Visor Clip with your mobile phone, please store your In-Drive Visor Clip in its box for safe-keeping.

## In-Drive Guardian Customers:

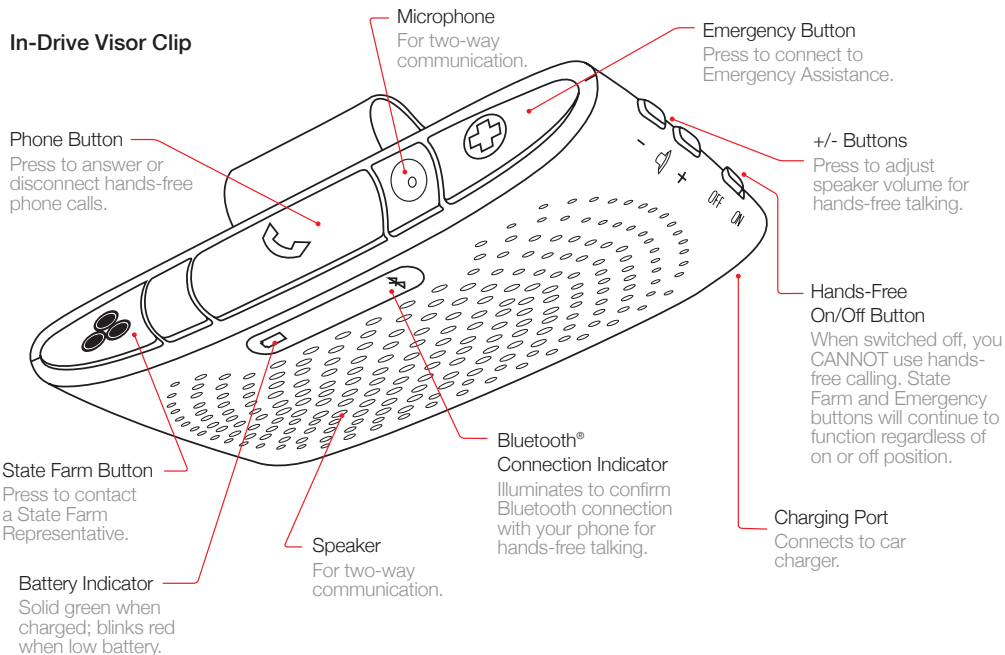
- › The In-Drive Visor Clip is a required component that connects you to Emergency and Roadside Assistance<sup>1</sup>.
- › The In-Drive Visor Clip can also be paired with your Bluetooth® capable mobile phone and used as a speakerphone for safe, hands-free talking<sup>1</sup>.

## In-Drive Communicator



<sup>1</sup> The In-Drive Visor Clip must be in the vehicle with the In-Drive Communicator in order for the hands-free talking and assistance buttons to function. However, if you are an In-Drive Connect customer and do not wish to use hands-free talking, you do not need to install the In-Drive Visor Clip.





**WARNING** Do not place your In-Drive Visor Clip in direct sunlight. Fold the visor up to its stored position when leaving your vehicle so the In-Drive Visor Clip is not exposed to direct sunlight through the windshield or side glass. (Please see the online FAQs for additional information on the In-Drive Communicator and Visor Clip, warnings and device placement guidance.)

# Pairing Your Devices (Optional)

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## Pairing Your Mobile Phone with the In-Drive Visor Clip

You can use your In-Drive Visor Clip as a speakerphone so you can talk hands-free while you drive.

- › Start your vehicle.
- › Turn your mobile phone's Bluetooth® feature on (review your mobile phone's manual for details), and ensure the Hands-Free On/Off Switch on the In-Drive Visor Clip is in the ON position.
- › Press and hold the Phone Button on the In-Drive Visor Clip for approximately five seconds or until the blue light begins to flash.
- › Set your phone to search for Bluetooth® devices.
- › Select "In-Drive Visor Clip" from the search results on your phone – then select OK.
- › If prompted for the PIN, enter 0000.
- › The flashing blue light will turn solid indicating your phone has been paired successfully.

## Pairing Your Android Smartphone with the In-Drive Communicator Device

**[For In-Drive Connect with Smartphone Package Customers Only]**

The In-Drive Connect with Smartphone package allows customers to download an Android app that collects their real-time driving statistics, using the Android phone's data plan<sup>2</sup>.

- › Search for "In-Drive Connect with Smartphone on Google Play and download the application.
- › Open the Android app and login with your primary email address and PIN number provided in the Order Shipped email.
- › Select "Pair your phone with In-Drive Communicator" from the app menu.
- › The app will perform a search and produce a list of nearby devices.
- › Select "In-Drive Communicator," enter 0000 as the PIN and click OK. A message will appear confirming the device has been paired.

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<sup>1</sup> The In-Drive Connect with Smartphone package is only available on mobile phones running the Android operating system.

<sup>2</sup> This will require use of your cell phone data plan and is dependent upon your cellular network coverage.

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### In-Drive Visor Clip

- › The In-Drive Visor Clip supports mobile phones with Bluetooth® 2.0 or higher.
- › The In-Drive Visor Clip can be paired with more than one mobile phone.
- › Depending on the settings on your mobile phone, the In-Drive Visor Clip may automatically pair once you are within 30 feet of the vehicle in which the In-Drive Visor Clip is installed.

Please note: The area and range of communications services are limited and dependent on cellular coverage.  
*For more help, review the Frequently Asked Questions at [www.in-drive.com/sf](http://www.in-drive.com/sf)*

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## Cancellations

By participating in the State Farm® Drive Safe & Save™ with In-Drive® program, you are currently receiving a discount on your insurance premium. If you wish to cancel, the discount will be removed from your policy. This could result in a premium increase and you may receive a balance due notice. **If you no longer wish to participate, please use the following steps to return the device** (a \$100 termination fee applies if you do not return the In-Drive Communicator and Visor Clip within 30 days):

1. Locate the enclosed Return Address label. (If you no longer have the original packaging please call 888.270.0267 and ask for a return box).
2. Place the device in the original packaging, making sure it is not loose in the box.
3. Apply the Return Address label to the top of the package.
4. Seal the package with tape and remove any pre-existing labels.
5. Simply place in your mailbox for the US Postal Service or drop it off at a UPS shipping center.

# Troubleshooting Tips

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## **Why did I receive an Uninstalled Device Notification Email?**

Either your In-Drive Communicator is not plugged in or it may be improperly plugged into the OBD-II Port. Review the instructions in the Quick Start Guide to ensure the device is plugged in correctly. You may have also received an email if your device has been unplugged or your vehicle has been in an area with poor cellular coverage for more than 10 days. If your device is plugged in and you received the notification, unplug the device, and plug it back in.

## **I have paired my Bluetooth® mobile phone with my In-Drive Visor Clip. Why is it not working?**

After pairing your mobile phone with the Visor Clip, your phone must remain in the car to use the hands-free talking feature, with the device plugged in correctly. You should attach the clip to the driver side of the vehicle.

## **I plugged in the In-Drive Communicator and my car alarm has been going off. What should I do?**

The device may interfere with some car alarm systems, whether installed by the dealer or a third-party. If you've encountered this problem, please contact the In-Drive Support Center at 888.270.0267.

## **Why won't my In-Drive Visor Clip charge?**

You may need to first turn the Bluetooth switch on and then off again to bring the Visor Clip out of hibernation. Then follow the instructions in the Quick Start Guide to charge your Visor Clip.

**NOTE: If you experience any problems with your vehicle or your vehicle's performance that you suspect may be related to the In-Drive device, remove the In-Drive Communicator and call 888.270.0267 immediately for technical assistance.**

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### **Should I charge the In-Drive Communicator?**

No, the In-Drive Communicator does not need to be charged – the micro-USB port is simply the manufacturer's service port.

### **Why did I receive a VIN Mismatch Email?**

If your device is plugged into a vehicle other than the one to which it is registered, you will receive the VIN Mismatch Email. If your device is properly plugged into the correct registered vehicle, simply unplug the device and plug it back into the OBD-II Port. If you receive a second VIN Mismatch email, please contact the In-Drive Support Center at 888.270.0267.

# Regulatory Information: FCC and Industry Canada Requirements

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This device complies with part 15 of the FCC Rules and with Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Modifications not expressly approved by Verizon Telematics Inc. could void the user's authority to operate the equipment.**

## **RF Exposure**

This equipment complies with FCC Radio Frequency Exposure limits set forth for uncontrolled environment, when installed and operated so that a minimum distance of 20 cm is kept towards the nearest human body.

# Need Assistance?

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Visit [www.in-drive.com/sf](http://www.in-drive.com/sf)



Watch online informational videos



First-Time Callers: 888.665.9901  
In-Drive Support Center: 888.270.0267

THE SERVICE IS SUBJECT TO THE CUSTOMER AGREEMENT ACCEPTED DURING ENROLLMENT, AND ALSO AVAILABLE AT [WWW.IN-DRIVE.COM/SF](http://WWW.IN-DRIVE.COM/SF).  
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