TELUS **Drive+**™

Quick Start Guide

TELUS®

TELUS **Drive+**™

Car Care
Get diagnostics and insights about your car's health.

Car Tracker
Track your location, monitor driving behaviour, and set speed alerts.

Stay Connected
Turn your car into a Wi-Fi hotspot for up to five devices.

Step 1

Check vehicle compatibility

Most vehicles that are model year 1996 or newer in Canada have an OBD-II port to plug the **TELUS Drive+** device into. Before moving to step 2, be sure to check that your vehicle is compatible with TELUS Drive+ service.

Check your vehicle's compatibility at **telus.com/Drive**

Note: The TELUS Drive+ device is not compatible with electric (EV) or plug-in hybrid vehicles. Diesel fuel vehicles may not provide accurate fuel efficiency data.

Download the app

The **TELUS Drive+** app is required to access the complete **TELUS Drive+** service experience, including your in-car Wi-Fi hotspot. The app is available on the Apple App Store and on Google Play™. Search for **"TELUS Drive+"** in your app store.

Tip: Make sure to have the latest operating system version running and check that your phone meets the minimum requirements for the app.

Create your account

Run the **TELUS Drive+** app on your smartphone, tap **"Sign Up"** on the home screen and follow the prompts to create your new account.

You will be asked to verify your mobile phone number via SMS. Please choose a phone number that you would like to be reached at for important service updates about your account.

Tip: If you already have a TELUS Drive+ account, use your existing credentials to sign in.
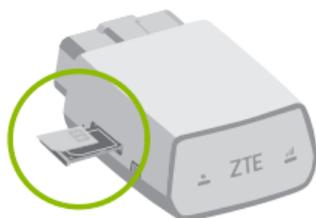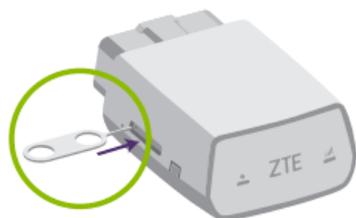
Insert the micro-SIM card

Use the included tool to eject the SIM tray from the **TELUS Drive+** device. Position the micro-SIM card so that it sits flush, then fully insert the tray.

Nano SIM

Micro SIM

Standard SIM
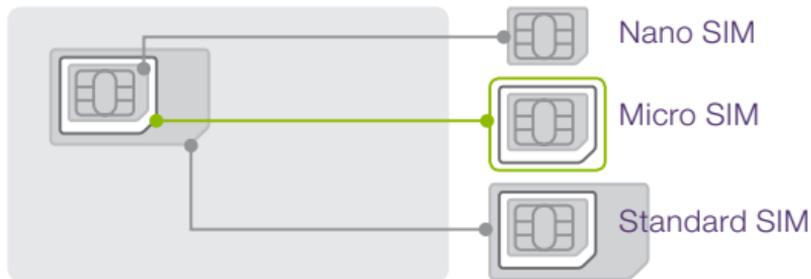
Note: The TELUS Drive+ device uses a micro-Sim card only.

Scan the IMEI barcode

Every **TELUS Drive+** device has a unique 15-digit code called the IMEI. The IMEI is shown as a barcode on a sticker on the device and also on the included Wi-Fi hotspot card.

When prompted, use the **TELUS Drive+** app to scan the IMEI barcode or enter the IMEI code manually.

Tip: Do not plug the device into your car until prompted to do so by the app (step 7).
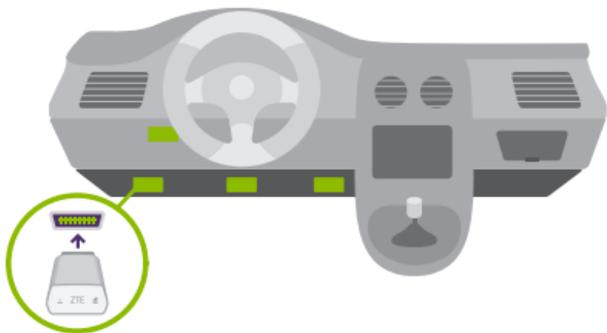
Locate your OBD-II port

The OBD-II port is usually located under the driver's side dashboard, often within 18" of the steering wheel.

If you are having trouble locating the OBD-II port, the TELUS Drive+ app will help you find it.

Tip: Tap the flashlight icon in the TELUS Drive+ app to turn on your smartphone's flashlight when searching for your OBD-II port.
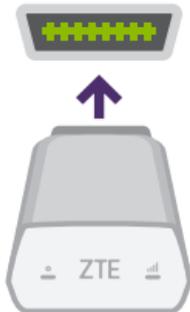
Install your device

Now that you've found your OBD-II port, you are ready to install the **TELUS Drive+** device. Align the device with your port and firmly plug it in. The device should fit snugly.

Tip: Never install your device in an underground parking lot or in an area with weak cellular coverage. The device needs to establish its first connection to the network to complete the setup. Only plug in or unplug the device with the vehicle turned off.
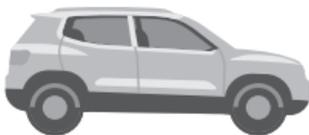
Go for a drive

Drive your car for 10 minutes to finish setting up your device. The device needs to establish a cellular connection and generate a GPS lock.

The TELUS Drive+ app will notify you once a successful connection is established. Your phone does not need to be turned on and the app does not need to be open to establish a connection.

Distracted driving is never okay. Do not use your phone while driving.

Important: Do not unplug the TELUS Drive+ device within the first 24 hours after installation.

Activate your Wi-Fi hotspot

Your in-car Wi-Fi hotspot will now be accessible via its default network name (SSID) and password. This information can be found on the TELUS Drive+ device and the included Wi-Fi hotspot card.

You can manage your Wi-Fi hotspot, including turning it on and off, in the TELUS Drive+ app. In the menu, tap "Wi-Fi Hotspot."

Tip: The default network name (SSID) and password can be changed in the app.

Understanding Your OBD-II Device

Device by **ZTE**

1   Device reset Hole
2   Micro-SIM card slot
3   Restart key
4   LED 1 (Power)
5   LED 2 (Signal)
6   OBD-II interface

LED Status Lights

LED Indicator	LED Status
LED 1 (Power)	Green Blinking
The device is being powered by the internal battery.	
LED 1 (Power)	Green Solid
The device is being powered by the vehicle.	
LED 2 (Signal)	Red Solid
The device is on but is not connected to the cellular network.	
LED 2 (Signal)	Green Solid
The device is connected to the 4G LTE network but no data is being transferred.	
LED 2 (Signal)	Green Blinking
The device is connected to the 4G LTE network and data is being transferred.	

Additional information

Driving to the US or Mexico?
See telus.com/Drive for information on
how TELUS Drive+ works when travelling
outside Canada.

For use with compatible vehicles only. For
details, see telus.com/Drive. Data plan and
SIM card are required and charged separately.
Device can only be used with TELUS wireless
service. Use is subject to TELUS Drive+ terms
and conditions; see telus.com/Drive.

Support

Need help?

Find detailed support information about
TELUS Drive+ at telus.com/DriveSupport

Or contact us:

1-866-558-2273
∗611 on your TELUS mobile phone

In the US
1-866-771-9666

International
+1-416-940-5995

Hours

Monday to Friday   9am–10pm
Saturday & Sunday   9am–8pm

All times are local. Technical support is
available 24/7.

TELUS®

Device by ZTE

powered by mojio