

Understanding the Status LED

Status LED	Status (Engine On)	Status (Engine Off)
No illumination for more than 1 minute	No vehicle power to device or module failure	<ul style="list-style-type: none"> Module will enter Deep Sleep after typically 5-10 days of no vehicle activity. Start engine or move vehicle to wake up device No vehicle power to module or module failure – (see Troubleshooting)
Solid White	Module currently activating on Verizon network	Module currently activating on Verizon network
Solid Blue	Modules waiting for first-time vehicle setup after plug-in. CAUTION: Engine must be OFF and ignition ON before pressing Function button.	Modules waiting for first-time vehicle setup after plug-in. CAUTION: Engine must be OFF and ignition ON before pressing Function button.
Solid or Blinking Green	On Verizon Network <ul style="list-style-type: none"> Idle/dormant (3 blinks every 30 seconds) Data activity (blinks with data activity) Wi-Fi activity (on model ACT233L only) 	On Verizon Network <ul style="list-style-type: none"> Data activity (blinks with data activity) Wi-Fi activity (on model ACT233L only)
Solid or Blinking Yellow	On Roaming Network <ul style="list-style-type: none"> Idle/dormant (3 blinks every 30 seconds) Data activity (blinks with data transfer) 	On Roaming Network <ul style="list-style-type: none"> Data activity (blinks with data transfer)
Solid Red	No Wireless Service	No Wireless Service
Blinking Red	<ul style="list-style-type: none"> Transmitting Keyfob Command to Vehicle (2 blinks) User-initiated vehicle scanning in process (1 blink per second) – CAUTION: NOT RECOMMENDED WITH ENGINE RUNNING 	<ul style="list-style-type: none"> Transmitting Keyfob Command to Vehicle (2 blinks) User-initiated vehicle scanning in process (1 blink per second) – CAUTION: DO NOT START ENGINE
Blinking Blue	<ul style="list-style-type: none"> Bluetooth® Pairing in Progress CAUTION: DO NOT UNPLUG (blinking once per second for one minute) 	<ul style="list-style-type: none"> Engine Off – Light sleep (blinking once every 10 seconds) Bluetooth® Pairing in Progress CAUTION: DO NOT UNPLUG (blinking once per second for one minute)
Blinking White	Activation or firmware update in progress	Activation or firmware update in progress

CAUTION: DO NOT UNPLUG

CAUTION: DO NOT UNPLUG

Troubleshooting

Issue	Likely Cause(s)	Corrective Action(s)
Can't login to my account	Incorrect Username or Password entry	First Time: Enter the Registration Key from the module label exactly as shown (e.g. 1a2b-3c4d) in Username field. (lowercase or UPPERCASE) Enter the ESN DEC from the module label exactly as shown in the Password field. After first-time: Enter the username and password you created during first-time login. If you forgot your Username or Password, tap the appropriate button on the login page to request help.
	No network connection to smartphone or internet connection to computer	Verify your connection to smartphone or computer is active.
Can't find OBD port on vehicle	Vehicle is older than 1996	The Delphi Connect system is not compatible with older vehicles.
	Incorrect OBD photo in app	Call Verizon Customer Support at (800) 922-0204 .
No LED illumination	Module is in deep sleep	Start engine, wait up to 30 seconds for LED to illuminate any color
	No power at OBD port	Check that module is fully plugged into OBD port. Check that fuse for OBD port is not blown (see vehicle owner manual for proper fuse). Check that no pins are bent or missing from module connector or OBD port.
	Defective module	Replace module
LED remains white	Module can't provision on Verizon network	Ensure vehicle is in a Verizon coverage area. Ensure your Verizon account is active (call *611 from your Verizon cell phone or (800) 922-0204)
LED remains	Module can't complete vehicle setup	Check all OBD port connectors on module and on vehicle

solid blue		for dirty/corroded pins Vehicle may be incompatible. Check fitment guide (connectedcar.delphi.com/fitment)
Can't get to Dashboard page for first time login (remains on OBD Locator page)	Module is not reaching the Delphi cloud server after cellular network activation.	Check that module LED turns green when engine is started. If it does, call *611 from your Verizon cell phone or (800) 922-0204. If not, follow Troubleshooting according to Status LED table
No green LED with engine running, LED flashes blue every 10 seconds	Engine start wasn't detected	Turn off ignition, wait 10 seconds and restart engine. Wait up to 10 seconds to see if green LED appears. Try unplugging/replugging module (disconnect module and repeat vehicle setup procedure)
No e-mail alerts received	Invalid or no e-mail address entered for desired alert	Check e-mail address is correct for desired alert
	Alerts not enabled	Check that the type of alert expected has been enabled in app.
No text message (SMS) alerts received	Invalid or no mobile number entered for desired alert	Check that mobile number is entered correctly in alert settings
	Alerts not enabled	Check that the type of alert expected has been enabled in settings
	Receiving text message (SMS) has not been allowed on mobile phone	Check phone for a message requesting permission to send alert messages to phone, or, remove and re-enter mobile number in the desired alert, this will generate a text message to the mobile phone, follow the directions in the message to allow alert messaging to your phone
Can't get to Key Fob setup page	No internet connection to smartphone or computer	Check your internet connection
	Cloud server problem	Wait a few minutes and try again. If still not working, call Verizon customer support at (800) 922-0204

Can't get Module to Key Fob pair with my vehicle	Incompatible vehicle	Check fitment guide (http://mycar.delphi.com/fitment)
	Procedure not followed exactly	Check that you have followed every step exactly as indicated
	Pairing adapter required	Check fitment guide (http://mycar.delphi.com/fitment)
	FOB Pairing server problem	Wait several minutes and try again. If still not working, call keyfob support at (888) 861-2651
Can't get module Key Fob to control vehicle keyless entry system	Not paired	See "Can't get Module to Key Fob pair with my vehicle"
	No internet connection to smartphone, computer or module	Check internet connection to smartphone or computer. Start engine and watch for green or yellow LED activity. If LED remains red, module has no cellular connection
	Function restricted by vehicle manufacturer	Check if the manufacturer supplied key fob can perform the same feature. If not, it is a vehicle restriction. Read the vehicle owner's manual about your remote keyless entry system.
Can't pair my smartphone to module with Bluetooth®	Incompatible smartphone	Must be iPhone with iOS 5.0 or later or Android 2.2 or later and with Bluetooth® 2.1 or higher.
	Module wasn't in Bluetooth® pairing mode	On the Settings menu in the app, tap Vehicle Settings, then tap your vehicle from the list, then tap Bluetooth Settings, then tap the Discover button and ensure blue LED begins flashing every second
	Too far away from module	Must be within 30 feet of module for Bluetooth® functions.
Can't see my Wi-Fi hotspot	Wi-Fi is not enabled on mobile phone	Make sure you have the Wi-Fi feature enabled in your phone settings and look for a device named Verizon-ACT233L-12AB where 12AB is a series of four characters specific to your module. Note: the network name may have been changed using the Wi-Fi settings feature.
	Hotspot is not turned on	Your vehicle must be running to turn on the Wi-Fi hotspot. The hotspot will continue to function when the

		vehicle is turned off for a programmable amount of time. You can adjust this amount of time in your Wi-Fi settings for your module.
--	--	---