

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 Device 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 device or Device failure – (see Troubleshooting)
Solid White	Module currently activating on wireless network	Module currently activating on wireless network
Solid Blue	Module waiting for first-time vehicle setup after plug-in. CAUTION: Engine must be OFF and ignition ON before pressing Function button.	Module 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 wireless network <ul style="list-style-type: none"> Idle/dormant (3 blinks every 30 seconds) Ready, no data activity (solid green) Data activity (blinks with data activity) 	On wireless network <ul style="list-style-type: none"> Ready, no data activity (solid green) Data activity (blinks with data activity)
Solid or Blinking Yellow	On roaming network <ul style="list-style-type: none"> Idle/dormant (3 blinks every 30 seconds) Ready, no data activity (solid yellow) Data activity (blinks with data transfer) 	On roaming network <ul style="list-style-type: none"> Ready, no data activity (solid yellow) Data activity (blinks with data transfer)
Solid Red	No Wireless Service	NA
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 Registration Key from this guide or module label exactly as shown (e.g. 1a2b-3c4d) in Username field. (lowercase or UPPERCASE) Enter MEID Dec from this guide or module label exactly as shown. After first-time: Enter the username and password you created during first-time login
	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 module is not compatible with older vehicles.
	Incorrect OBD photo in app	Call Customer Support
No LED illumination	Module is in deep sleep	Start engine, wait up to 10 seconds for LED to illuminate any color
	No power at OBD port	Check that the 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 Delphi Connect connector or OBD port.
	Defective module	Replace Delphi Connect module
LED remains white	Module can't provision on wireless network	Ensure vehicle is in a wireless coverage area. Ensure your wireless account is active (call *611 from your wireless cell phone or (888) 944-9400)
LED remains solid blue	Module can't complete vehicle setup	Check all OBD port connectors on module and on vehicle for dirty/corroded pins Vehicle may be incompatible. Check fitment guide (delphiconnect.com/fitment)

Can't get to Dashboard page for first time login (remains on OBD Locator page)	Module is not reaching the cloud server after cellular network activation.	Check that the module LED turns green when engine is started. If it does, call *611 from your wireless cell phone or (888) 944-9400. 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 the 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 customer support
Can't get Delphi Connect module Key	Incompatible vehicle	Check fitment guide (delphiconnect.com/fitment)
	Procedure not followed exactly	Check that you have followed every step exactly as indicated

Fob to pair with my vehicle	Pairing adapter required	Check fitment guide (delphiconnect.com/fitment)
	FOB Pairing server problem	Wait several minutes and try again. If still not working, call (888) 861-2651
Can't get the module Key Fob to control vehicle keyless entry system	Not paired	See "Can't get the module Key Fob to 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, the module has no cellular connection
	OEM vehicle restriction	Check if the OEM 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 the 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	Press Discover button in smartphone app under Settings/Bluetooth Connectivity and ensure blue LED begins flashing every second
	Too far away from the module	Must be within 30 feet of the module for Bluetooth® functions.
Can't get the module Key Fob to control vehicle keyless entry system	Not paired	See "Can't get the module Key Fob to pair with my vehicle"
	No internet connection to smartphone, computer or the module	Check internet connection to smartphone or computer. Start engine and watch for green or yellow LED activity. If LED remains red, the module has no cellular connection
	No Bluetooth® connection (if paired and authorized) and within 30 feet of the module	Verify smartphone Bluetooth® is on. Verify the module (ACT212) is listed in smartphone paired Bluetooth® devices. Verify smartphone is listed in smartphone app in

		Settings page as Authorized.
	OEM vehicle restriction	Check if the OEM 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.