

Delphi Connect Status LED and Troubleshooting (for model #'s ACT233L or ACT233LRA)

Understanding the Delphi Connect Module Status LED

Status LED	Status (Engine On)	Status (Engine Off)
No illumination	<ul style="list-style-type: none"> No vehicle power to device or Device failure – (see Troubleshooting below) 	<ul style="list-style-type: none"> Deep sleep – occurs after about 6 days idle (start engine or move vehicle to wake up device) No vehicle power to device or Device failure – (see Troubleshooting Chart)
Solid White	Module Not Activated on mobile network – (see Troubleshooting)	Module Not Activated on mobile network– (see Troubleshooting Chart)
Solid Blue	Module waiting for first-time vehicle setup after plug-in. CAUTION: Engine must be OFF and ignition ON before pressing Module button.	Module waiting for first-time vehicle setup after plug-in. CAUTION: Engine must be OFF and ignition ON before pressing Module button.
Solid or Blinking Green	On. Mobile Network <ul style="list-style-type: none"> Idle/dormant (3 blinks every 30 seconds) Ready, no data activity (solid green) Data activity (blink with data activity) 	On Mobile Network <ul style="list-style-type: none"> Ready, no data activity (solid green) Data activity (blink 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 (blink with data transfer) 	On Roaming Network <ul style="list-style-type: none"> Ready, no data activity (solid yellow) Data activity (blink 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 (blinking once per second for one minute) CAUTION: DO NOT UNPLUG 	<ul style="list-style-type: none"> Engine Off – Light sleep (blinking once every 10 seconds) Bluetooth® Pairing in Progress (blinking once per second for one minute) CAUTION: DO NOT UNPLUG
Blinking White	Firmware Update in Progress CAUTION: DO NOT UNPLUG	Firmware Update in Progress CAUTION: DO NOT UNPLUG

Troubleshooting Your Delphi Connect Module

Issue	Likely Cause(s)	Corrective Action(s)
Can't login to my account	Incorrect Username or Password entry	Enter Registration Key from the Module label exactly as shown in Username field. Enter MEID/IMEI/ESN from the Module label exactly as shown.
	No internet connection to smartphone or computer	Verify your internet connection to smartphone or computer is active.
Can't find OBD port on vehicle	Vehicle older than 1996	The Module is not compatible with older vehicles.
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 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	Device can't provision on mobile network	Ensure vehicle is in a good mobile network coverage area. Ensure your mobile account is active (contact your wireless carrier to confirm).
LED remains solid blue	Device can't complete vehicle scanning	Check all OBD port connectors on Module and vehicle for dirty/corroded pins
Can't get to Dashboard page for first time login (remains on OBD Locator page)	Module is not reaching the Delphi cloud server after activation.	Check that Module LED is green when engine is running.
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.
No Alerts	Alerts not enabled	Check that the type of alert expected has been enabled in app.
Can't get to Key Fob setup page	No internet connection to smartphone or computer	Check your internet connection.
Can't get Key Fob to pair with my vehicle	Incompatible vehicle	Check fitment guide (http://delphiconnect.com/fitment).
	Procedure not followed exactly	Check that you have followed every step exactly as indicated.

	Cloud server problem	Wait several minutes and try again. If still not working, call (888) 861-2651 for assistance with key fob pairing.
Can't get Key Fob to control vehicle keyless entry system	Not paired	See "Can't get Module Key Fob to pair with my vehicle" section of Quick Start Guide.
	No internet connection to smartphone, computer or Module	Check internet connection to smartphone or computer. Turn ignition on, wait up to 10 seconds and verify Status LED turns either green or yellow indicating internet connection. If red, no connection to Module.
	No Bluetooth® connection (if paired and authorized) and within 30 feet of Module	Verify smartphone Bluetooth® is on. Verify Module is listed in smartphone paired Bluetooth® devices. Verify smartphone is listed in Delphi Module 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.
Can't pair my smartphone to Module with Bluetooth®	Incompatible smartphone	Must be iPhone with iOS 6.0 or later or Android 4.0 or later and with Bluetooth® 2.1 or higher.
	Module wasn't in Bluetooth® pairing mode	Press and hold Pairing/Reset button for 5-10 seconds and ensure Blue LED begins flashing every second.
	Too far away from Module	Must be within 30 feet of Module for Bluetooth® functions.