



# Get to Know Your Device

Delphi Connect 4G LTE



# Welcome

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You're about to experience a powerful device that will deliver a new level of convenience and peace of mind with your vehicle. When combined with the Delphi Connect smartphone app or website, you can:

- Check the health and status of your vehicle, decode a “check engine light”
- Find where you parked your vehicle
- Track your vehicle's location in real-time, and create virtual geo-fence boundaries
- Receive alerts for vehicle issues and driving conditions, such as low battery voltage, geo-fence crossings, excessive speed and high engine RPM
- Make your key fob functions available on your smartphone or online for convenient use anywhere. See [connectedcar.delphi.com/fitment](http://connectedcar.delphi.com/fitment) for vehicle compatibility.
- Track your driving history and see past trips on a map
- Create a Wi-Fi hotspot

This guide will get you started. There's a comprehensive user guide online at:

[support.vzw.com/devices](http://support.vzw.com/devices).

NOTE: The screen images and icons shown are for reference only. Changes may occur in the future.

## What Vehicle Does It Work With?

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The Delphi Connect system works with most 1996 and newer vehicles (cars, light trucks, SUVs and minivans) sold in the United States including domestic, Asian and European imports.

**Before you start installation, please visit [connectedcar.delphi.com/fitment](https://connectedcar.delphi.com/fitment) to make sure your vehicle is compatible with Delphi Connect with 4G LTE Mobile HotSpot.**

The fitment guide will also tell you if a Relocation Kit\* is recommended for your vehicle. The Delphi relocation kit can be purchased at [verizonwireless.com/b2c/store/accessories](https://verizonwireless.com/b2c/store/accessories).

\*Sold Separately

# Package Contents

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Product  
Safety &  
Warranty  
Information

1-800-922-0204  
Delphi Connect 4G LTE

Delphi Connect with 4G LTE Mobile Hotspot

Get to Know Your Device Guide

Product Safety and Warranty Guide

If anything is missing, please contact Verizon Wireless Customer Service at **(800) 922-0204** or by dialing **\*611** from your Verizon mobile phone.

My Delphi Connect with 4G LTE Mobile Hotspot mobile number (found on your receipt):

# Equipment Overview

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1. OBD connector (plugs into vehicle's OBD port)
2. Function button
3. Status LED
4. Service connectors (manufacturer use only)
5. Label, showing product information

# System Requirements

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The Delphi smartphone app works on:

- Android 2.2 and later
- Apple iOS 5.0 and later

The Delphi website at [mycar.delphi.com](http://mycar.delphi.com) works with:

- Internet Explorer 7 and later
- Google Chrome
- Apple Safari
- Firefox

## Installation Requirements

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- A supported vehicle identified in the fitment guide [connectedcar.delphi.com/fitment](https://connectedcar.delphi.com/fitment).
- Relocation Kit\* if required.
- An activated module with a qualified Verizon Wireless service plan.

If you do not have a Verizon Wireless service plan or have not activated your module, please visit [verizonwireless.com/activatedevice](https://verizonwireless.com/activatedevice) to activate this product before starting installation. When asked for Device ID enter the IMEI number found on the label of the module.

- Use your Verizon Wireless smartphone to check that you have a strong signal where your vehicle is parked.

Don't have Verizon coverage? Visit Verizon's interactive coverage map: [verizonwireless.com/maps](https://verizonwireless.com/maps).

- Make sure your vehicle is parked outside in a safe location and the engine is turned off.



# Smartphone Setup

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## Step 1: Download The Delphi Connect Smartphone App

- Launch your smartphone's app store—either Google Play Store for Android or App Store for iPhone.
- Search for the Delphi Connect app and download it to your smartphone.

If the smartphone app is not available for your phone, please use the website at [mycar.delphi.com](http://mycar.delphi.com).

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## Step 2: Sign In to your Delphi Account

Launch the Delphi Connect app.



- In the Username field, enter the **Registration Key** exactly as it is printed on the module label – including the dash.
- In the Password field, enter the **IMEI** exactly as it is printed on the module label.
- Review and accept the privacy statement and terms of use.
- When prompted, change Username and Password to something easy to remember but hard for other people to guess. Passwords must be at least six characters long and include at least one number. Usernames can be any length and do not have to include a number.



Username:

Password:

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- The WiFi hotspot SSID and Password are located on the product label. The SSID is the network name that your device will broadcast for the hotspot. It will look like Verizon-ACT233L-12AB where 12AB will be four characters specific to your module. Enter the SSID and Password here. You will need them later to verify that the hotspot is working.”

SSID (Network Name):

Password:

- Now you're ready to install the module in your vehicle.

NOTE: The Delphi Connect app will remain logged in indefinitely, unless the user logs out using the MENU and Log Out selection.

NOTE: The Delphi Connect app will be updated periodically and you will receive notification of updates via standard Android and iOS app update notifications.

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## Step 3: Find Your Vehicle's OBD Connector Port

It's usually on or under the dash, on the driver's side. Other possible locations are the center console area or inside the glove compartment.

### Need help finding your vehicles OBD port?

- Use the OBD Locator in the Delphi Connect app to see a picture of where the OBD port is in your vehicle. After logging in for the first time, click the button labeled OBD LOCATOR. If needed, you can access the locator from the web site and from the app. On the website, click on your username in the upper right hand corner. From the drop down menu, click the button labeled OBD LOCATOR. In the mobile app, this function is located in Menu > Settings.

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## Step 4: Install Your Module

Use your Verizon Wireless smartphone to check that you have a strong signal where your vehicle is parked.

Don't have Verizon coverage?

Visit Verizon's interactive coverage map:

[verizonwireless.com/maps](http://verizonwireless.com/maps).

- Make sure your vehicle is parked outside in a safe location and the engine is turned off.
- Now plug the module into the OBD port (or into the extension cable if it is required). **Make sure that the module is fully seated.**
- Wait for the Status LED to turn solid blue.

For Helpful Installation

Tips - (See <http://support.verizonwireless.com/support/devices/Delphi/6395.html>)

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## Step 5: Initiate Module Setup

**Stop!** Do not proceed until the Status LED is solid blue, indicating activation on the Verizon network.

- Insert your vehicle's ignition key and turn it to the on position (not ACC/Accessory). **Do not start the engine!**
  - Typically, all of the warning lamps on the dashboard will illuminate briefly in this position
  - For pushbutton-start vehicles, the procedure is typically to push the start button without your foot on the brake (check your vehicle owner's manual to determine how many presses are required to turn the ignition on).
- Press and hold the Function Button on the side of the module until the Status LED blinks red one time. This will occur after approximately 5 seconds. Then release the Function Button. The LED will blink red while vehicle setup occurs.
- Wait up to 30 seconds for the LED to display a mix of solid and blinking green.

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- Wait an additional 10 seconds for the LED to go out.
  - When the LED begins to flash blue every 10 seconds, setup is complete.

**Stop!** Do not proceed if the Status LED never turned green but instead returned to solid blue. Your vehicle may not be compatible with the Delphi Connect system (check fitment guide [connectedcar.delphi.com/fitment](https://connectedcar.delphi.com/fitment)) or you did not place the ignition in the On position.

NOTE: The first time the module connects to the Verizon network, it will perform a one-time network setup which will take several minutes.

NOTE: To avoid any unnecessary drain on the vehicle battery, it is recommended to not leave the module in the solid blue state for more than 24 hours.

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## Step 6: Verify Module Setup

- Start the engine and let it run for at least 30 seconds.
- Stop the engine and wait at least 20 seconds.

You are now ready to access your vehicle information using the Delphi Connect app.



## Finish Setup Using the Delphi Connect App

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- Open the Delphi Connect app and, if needed, Sign in using the Username and Password you created in Step 2.
- You should see the Dashboard screen. If not, tap the Retry button.
- If you still do not see the Dashboard screen, go to the Troubleshooting section of this guide.

Congratulations, you have completed setting up your module.



## Verify Wi-fi Hotspot

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**Stop!** Do not proceed until you have successfully completed Step 6: Verify Module Setup and verified proper functioning of the module.

- Start your vehicle's engine
- Press your phone's Home button
- Follow the procedure for turning on your smartphone's Wi-Fi feature
- Tap Scan for Devices if your phone doesn't begin scanning automatically
- When the SSID (Network Name) you wrote down earlier appears, select it.
- When asked for the Wi-Fi password, enter the password you wrote down earlier.
- In a few seconds, the device Verizon-ACT233L should now show as connected
- Using your smartphone, verify that you can access remote services such as the internet

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## Congratulations, you have completed verification of your Wi-Fi hotspot.

Note: You can change the Wi-Fi hotspot settings such as the network name (SSID) and password using the Wi-Fi Hotspot Settings available in the smartphone app and on the [mycar.delphi.com](http://mycar.delphi.com) website.

Note: If the module has a cellular connection and the Wi-Fi hotspot is on and connected to at least one device, the ability to send key FOB commands over Bluetooth will be disabled. All key FOB commands will be sent over the cellular network.

## Module Removal & Re-Pairing Procedure

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In the event that you need to bring your vehicle in for service or to have it inspected, where the OBD port needs to be accessible, it is recommended that you remove the module from your OBD port.

In order to re-pair your module with your vehicle please refer to page 12 and follow steps 5 and 6. Anytime the module is removed from the OBD port, these instructions should be followed.

## Key Fob Setup Requirements

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### Stop! Before You Begin

- Verify the key fob feature will work with your vehicle by visiting the Delphi Connect system fitment guide at [connectedcar.delphi.com/fitment](https://connectedcar.delphi.com/fitment).

If your vehicle is not compatible, this feature will not work in your vehicle at this time. However, your vehicle may become compatible at a later date.

Your Delphi Connect system allows you to program up to two key fobs into the module.

NOTE: It is necessary to perform this step in your vehicle because you may be prompted at times to turn your ignition key and press specific vehicle buttons.

## Key Fob Setup

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### Pair Key Fob with Your Module

- Select MENU by tapping the Delphi icon in the Delphi Connect app. Tap the Key Fob menu option.
- When prompted to configure the key fob, tap YES and follow the prompts.

Following successful pairing of your module's key fob feature, you should be able to use your Delphi Connect app to send key fob commands over the Verizon Network to your vehicle in the same manner as you would with your manufacturer's key fob. In addition, you can also use the website to send key fob commands to your vehicle with your Internet connection. Setup is complete and you may proceed to Application & Service Features unless you would like to setup Bluetooth connectivity between your smartphone and your module.

## Bluetooth® Pairing (Direct Connect)

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The Bluetooth® (Direct Connect) feature lets you access the key fob functions on your Delphi smartphone app when within Bluetooth® range of the module (up to 30 feet).

This feature requires:

- Successful completion of the Key Fob Setup.
- A compatible smartphone with Bluetooth®.

### Step 1: Pair Smartphone Bluetooth® to Delphi Connect Module

- Access the Delphi Connect app MENU by tapping the Delphi icon in the upper-left corner on an Android or the menu icon on an iPhone.
- Tap Settings followed by Vehicle Settings.
- Tap the vehicle in which the module is currently installed.
- Tap Bluetooth Settings.
- Tap Discover to activate Bluetooth® pairing.
- The Status LED on your module should begin flashing blue.
- Press your phone's Home button

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- Follow the procedures for turning on your smartphone's Bluetooth® feature.
  - Tap Search for Devices if your phone doesn't begin scanning automatically.
  - When ACT233 appears as an available device select it.
  - The device ACT233 should now show as paired.

## STEP 2: Authorize Smartphone's Bluetooth® Key Fob Functionality

- Return to the Delphi Connect app. If your phone doesn't appear on the list of Bluetooth® phones, tap the Back button and then re-enter Bluetooth Settings.
- Your phone will be listed as Unauthorized.
- Tap the name of your phone.
- Tap Authorize to enable your phone to provide Key Fob control over Bluetooth®.
- Tap top left Icon on an Android or Back on the iPhone until you return to the Delphi Connect app side menu.



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- Observe the LED on the module and wait until it returns to flashing blue every 10 seconds.
  - Tap the Key Fob menu item and test the buttons.

Congratulations, Setup is complete!

NOTE: The Bluetooth® discovery mode will last for 60 seconds. You must complete the pairing within this time.

# Application & Service Features

Once you have activated and paired your Delphi Connect module, you can enjoy many product features which include:

## Dashboard



## Website



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## Key Fob

Use your smartphone as a key.



Website



NOTE: Compatible vehicles only.

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## Find My Car

No more wandering. Use this map feature to find where you've parked your vehicle.



Website



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## Geo-Fence Boundaries

Set up a virtual geo-fence. If your vehicle is driven in or out of the fenced-in area, you'll be alerted.



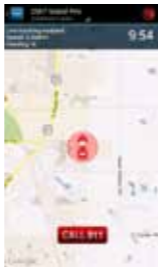
Website



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## Live Tracking

Want to see where your child is driving? Track the vehicle on a map in real time. On the smartphone app, you can also speed dial 911.



Website



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## Alerts

Receive alerts for vehicle issues and driving conditions, such as low battery voltage, geo-fence crossings, excessive speed and high RPM. Alerts can also be sent to email addresses and as text messages (SMS) to mobile phones.



Website



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## Vehicle Health

Does your vehicle have health issues? If so, what do they mean? Find the details here.



## Website





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## Recent Trips

Get a summary of your trips. Includes dates and times and shows the locations on a map.



Website



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## Bluetooth® (Direct Connect)

Connect your smartphone to your vehicle using Bluetooth® and have another, faster way to use the key fob functions.

## Wi-Fi Hotspot

Connect up to five mobile devices to the wi-fi hotspot with up to 4G LTE wireless access.

# Customer Information

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## Your Wireless Device and Third Party Services

Verizon Wireless is the mobile carrier associated with this wireless product. However, many services and features offered through the product are provided by Delphi alone or in conjunction with third parties. Verizon Wireless is not responsible for your use of your wireless device, including any damage resulting from your installation of the device and is not responsible for any non-Verizon Wireless applications, services, or any personal information you submit to Delphi or that is associated with your Delphi account or that you share with others. You will incur Verizon Wireless data usage by using this wireless device. Your relationship with Verizon Wireless is governed by your Customer Agreement, available on the Verizon Wireless website at [www.verizonwireless.com](http://www.verizonwireless.com). Please review carefully all applicable terms and conditions and policies prior to using this wireless product and any associated component, application, or service.

# Status LED and Troubleshooting

## Understanding the Status LED

Status LED	Status (Engine On)	Status (Engine Off)
No illumination for more than one minute	No vehicle power to device or module failure	<ul style="list-style-type: none"><li>• Module will enter Deep Sleep after typically 5-10 days of no vehicle activity. Start engine or move vehicle to wake up device</li><li>• No vehicle power to device or Device failure - (see Troubleshooting)</li></ul>
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. <b>CAUTION: Engine must be OFF and ignition ON before pressing Function button.</b>	Modules waiting for first-time vehicle setup after plug-in. <b>CAUTION: Engine must be OFF and ignition ON before pressing Function button.</b>

Solid or blinking green	<p>On Verizon network</p> <ul style="list-style-type: none"> <li>• Idle/dormant (3 blinks every 30 seconds)</li> <li>• Data activity (blinks with data activity)</li> <li>• Wi-Fi activity (on model ACT233L only)</li> </ul>	<p>On Verizon network</p> <ul style="list-style-type: none"> <li>• Data activity (blinks with data activity)</li> <li>• Wi-Fi activity (on model ACT233L only)</li> </ul>
Solid or blinking yellow	<p>On Roaming network</p> <ul style="list-style-type: none"> <li>• Idle/dormant (3 blinks every 30 seconds)</li> <li>• Data activity (blinks with data transfer)</li> </ul>	<p>On Roaming network</p> <ul style="list-style-type: none"> <li>• Data activity (blinks with data transfer)</li> </ul>
Solid red	No wireless service	No wireless service

Blinking red	<ul style="list-style-type: none"> <li>• Transmitting key fob command to vehicle (2 blinks)</li> <li>• <b>User-initiated vehicle scanning in process (1 blink per second)</b> - CAUTION: Not recommended with engine running.</li> </ul>	<ul style="list-style-type: none"> <li>• Transmitting key fob command to vehicle (2 blinks)</li> <li>• <b>User-initiated vehicle scanning in process (1 blink per second)</b> - CAUTION: Do not start engine.</li> </ul>
Blinking blue	Bluetooth® Pairing in Progress CAUTION: Do not unplug (blinking once per second for one minute)	<ul style="list-style-type: none"> <li>• Engine Off - Light sleep (blinking once every 10 seconds)</li> <li>• Bluetooth pairing in progress. CAUTION: Do not unplug (blinking once per second for one minute)</li> </ul>
Blinking white	Activation or firmware update in progress. CAUTION: Do not unplug	Activation or firmware update in progress. CAUTION: Do not unplug

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## Troubleshooting

Issue	Likely Cause(s)	Corrective Action(s)
Can't login to my account	Incorrect username or password entry	<p><b>First-time:</b> Enter the <b>Registration Key</b> from the module label exactly as shown (e.g. 1a2b-3c4d) in Username field. (lowercase or UPPERCASE)</p> <p>Enter the <b>ESNDEC</b> from the module label exactly as shown in the Password field.</p> <p><b>After first-time:</b> 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.</p>
	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 older than 1996	The Delphi Connect system is not compatible with older vehicles
	Incorrect OBD photo in app	Call Verizon support <b>(800)922-0204</b>
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 <b>*611</b> from your Verizon cell phone or <b>(800) 922-0204</b> )



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 ( <a href="https://connectedcar.delphi.com/fitment">connectedcar.delphi.com/fitment</a> )
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 the module (disconnect module and repeat vehicle setup procedure)

No email alerts received	Invalid or no e-mail address entered for desired alert	Check e-mail address is correct for desired alert
	Alerts not turned 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 turned enabled	Check that the type of alert expected has been turned On 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 *611 from your Verizon cell phone or (800) 922-0204
Can't get module Key Fob to pair with my vehicle	Incompatible vehicle	Check fitment guide ( <a href="http://connectedcar.delphi.com/fitment">connectedcar.delphi.com/fitment</a> )
	Procedure not followed exactly	Check that you have followed every step exactly as indicated
	Pairing adapter required	Check fitment guide ( <a href="http://connectedcar.delphi.com/fitment">connectedcar.delphi.com/fitment</a> )
	FOB Pairing problem	Wait several minutes and try again. If still not working, call Key Fob support (888) 861-2651

Can't get Module Key Fob to control vehicle keyless entry system	Not paired	See "Can't get 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, 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.

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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.

