



# Connected Car Installation Guide



# **Extend security and awareness outside your home or business with Connected Car. Track your vehicle's location, view engine status, and analyze fuel efficiency – right from the mobile app.**

Enjoy peace of mind with real-time driver safety alerts, diagnostic alerts, and more. Use this guide to quickly and easily install the Car Connector, a device that plugs into a vehicle's OBD-II port, connecting the vehicle to your security platform.

# Installation

## precautions

- Use an Alarm.com Authorized Service Provider to install or remove the Car Connector.
- If you choose not to use an Alarm.com Authorized Service Provider to install or remove the Car Connector, please carefully follow these instructions.
- Choose a safe location before installing, removing, or reconnecting the Car Connector.
- The Car Connector should never be plugged into or unplugged from the vehicle's OBD-II port while the vehicle's ignition is ON or in ACC/ACCESSORY mode, as this may cause

issues such as dashboard lights to come on, but that should not affect the operation of the vehicle itself. Please ensure that the ignition is completely OFF before plugging in or unplugging the Car Connector. Should dashboard lights come on, they can usually be cleared by turning off the ignition and unplugging the Car Connector.

- When the Car Connector is plugged in, ensure it is installed securely and cannot easily be removed or come loose. If necessary, make use of cable ties to ensure a secure connection.
- Do not install the Car Connector in a manner that could obstruct the driver's ability to safely operate the vehicle. If necessary, make use of an OBD-II extender cable to re-locate the position of the Car Connector.

- The Car Connector cannot share the Vehicle Bus (its internal communication network) with other devices that are also connected to the Vehicle Bus. Do not use the Car Connector in vehicles with devices such as wheelchair lifts or OnStar® that also communicate on the Vehicle Bus, or with a Y-cable to connect multiple devices to the OBD-II port at the same time. For any questions on whether a device in your vehicle is connected to the Vehicle Bus, please contact your Authorized Service Provider.
- The Car Connector uses a small amount of power from the vehicle battery while the ignition is off. If the vehicle's ignition will be off for more than a week, it is recommended to unplug the Car Connector to prevent the possibility of draining the vehicle battery.

## Pre-installation checklist

- Car Connector (included).
- Vehicle with an OBD-II port (standard on vehicles manufactured in 1996 or later). Hybrid and electric vehicles are not currently supported.
- The vehicle should not be in an underground garage or in an area where cellular coverage may not be available.
- A smartphone or tablet with an Internet connection.

# Installation

To install the Car Connector, follow the on-screen instructions available from one of the three following options.

## Mobile App Installation Wizard

- 1 Log in to the mobile app. You will need your username and password to log in to your account.
- 2 Tap the navigation menu ☰.
- 3 Tap **+Add Device > Car Connector**.
- 4 Follow the on-screen instructions to install the Car Connector and add it to your account.

## QR Code

- 1 Scan the QR code. You will need your username and password to log in to your account.



- 2 Follow the on-screen instructions to install the Car Connector and add it to your account.

## Customer Website

- 1 Using a web browser, enter the following URL:  
**[www.alarm.com/addcarconnector](http://www.alarm.com/addcarconnector)**

You will need your username and password to log in to your account.

- 2 Follow the on-screen instructions to install the Car Connector and add it to your account.

# LED guide

## Ignition state



### Red off

*Ignition is off or vehicle has not been detected*



### Red solid

*Ignition is on*

## Communication



### Orange off

*Modem is off*



### Orange solid

*Connected to Alarm.com*



### Orange slow blinking

*Searching for the cellular network*



### Orange fast blinking

*Connected to the cellular network but not to Alarm.com*

## GPS



### Green off

*GPS is off*



### Green solid

*GPS is on and the current location has been determined*



### Green slow blinking

*GPS is on, searching for a location*



### Green fast blinking

*Requesting time from the GPS satellites*



# Troubleshooting

## **Car Connector is showing as not responding in the mobile app or Customer Website**

Alarm.com has not heard from the Car Connector in more than 24 hours. Ensure the Car Connector is firmly plugged into the vehicle's OBD-II port and that it is in an area with cellular coverage.

## **You receive "unplugged" or "plugged in" events or notifications when the Car Connector was never unplugged**

The Car Connector may have a loose connection to the OBD-II port. Ensure that it is firmly plugged in and use an extension cable if necessary.

## **The mobile app status shows "engine on" when the vehicle is off**

The Car Connector may have lost cellular connectivity and cannot send an engine off message. This is common when the vehicle is parked in an area where cellular coverage may not be available, such as an underground garage. The message will be sent when connectivity is restored.

## **Each trip is displayed as multiple smaller trips in the mobile app**

Your vehicle may have stop-start technology, which means the engine shuts off to save fuel when the vehicle is idling. Go to the Car Settings page in the mobile app or Customer Website and turn on the Stop-Start Technology setting. If the vehicle is idling for long periods of time, it may still cause trips to be broken up.

# Frequently asked questions

## What if the device obstructs normal driving operation when plugged in?

The Car Connector can be connected to an OBD-II extension cable for installation in a better location in the vehicle. Never use the device in a way that could potentially interfere with your ability to safely operate the vehicle.

## Why don't I see fuel level displayed for my vehicle?

Reading of the fuel level is not supported on your vehicle. The fuel level can only be displayed when the vehicle reports a value through the OBD-II port and the Car Connector is able to read it.

## What is the hibernating status?

If your car's engine has been off for a week, the Car Connector will enter a deep sleep mode to prevent draining the car's battery. The Car Connector will stop communicating information until the engine is started again.

## Why did I not get a notification when the low fuel indicator on the vehicle dashboard turned on?

The low fuel notification is sent when the fuel level drops below the user-defined threshold in the Car Settings page in the mobile app or Customer Website that may be different from when the vehicle reports low fuel.

## **When will I get notifications for excessive speed, sudden acceleration, or hard braking?**

Thresholds for these alerts can be configured by going to the car settings page in the mobile app or the Customer Website.

### **Questions?**

Visit [answers.alarm.com](https://answers.alarm.com) or contact your Alarm.com authorized service provider.

# Notices

## Federal Communication Commission interference statement

This device complies with part 15 of the FCC Rules.  
Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause

harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

#### IC statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) L'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

#### FCC/ISED radiation exposure statement

The device has been found to be compliant to the requirements set forth in CFR 47 Sections 2.1091 and Industry Canada RSS-102 for an uncontrolled environment. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

Le dispositif a été jugé conforme aux exigences énoncées dans les articles 47 CFR 2.1091 et Industrie Canada RSS-102 pour un environnement non contrôlé. L'antenne(s) utilisée pour ce transmetteur doit être installée pour fournir une distance de séparation d'au moins 20 cm de toutes les personnes et ne doit pas être co-localisée ou fonctionner en conjonction avec une autre antenne ou transmetteur.