Car Connector (ADC-CC100) - Installation Guide

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. Verify 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, verify 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 Mercedes me 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 the vehicle is connected to the Vehicle Bus, contact your Alarm.com 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's battery.

Pre-installation checklist

- Car Connector (included)
- An Alarm.com account with a service package that supports Connected Car or Connected Fleet.
- Vehicle with an OBD-II port (standard on vehicles manufactured in 1996 or later).
- 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 following options.

Add the Car Connector to an account

Expand all

To add the Car Connector to an account using the MobileTech app:

1. Log in to the MobileTech app.
2. Select the customer account.
3. Tap **Quick Actions**.
4. Tap **Add Device**.
5. Tap **Car Connector**.
6. Follow the prompts to login as the customer and start the Add Device wizard.
7. Tap **Car Connector**.
8. Tap **ADC-CC100**.
9. Follow the on-screen instructions to install the Car Connector and add it to the account.

To add the Car Connector to an account by scanning the QR code on the device:

1. Scan the QR code on the back of the Car Connector. The customer's username and password are needed to log into the account.
2. Follow the on-screen instructions to install the Car Connector and add it to the account.

To add the Car Connector to an account using the Add Device Portal:

1. Log into the customer app. The customer's username and password are needed to log into the account.
2. Tap ≡.
3. Tap **Add Device**.
4. Tap **Car Connector**.
5. Tap **ADC-CC100**.
6. Follow the on-screen instructions to install the Car Connector and add it to the account.

To add the Car Connector to an account using the customer website:

1. Using a web browser, visit www.alarm.com/addcarconnector. The customer's username and password are needed to log into the account.
2. Tap **ADC-CC100**.
3. Follow the on-screen instructions to install the Car Connector and add it to the account.

Status light guide

LED status	Meaning
Slow red blinking	Car Connector is in sleep mode
Alternating red and orange blinks	Connected to the cellular network. GPS signal established.
Solid red with orange blink	Connected to the cellular network. Waiting for GPS signal.
Solid red with two orange blinks	Searching for the cellular network. GPS signal established.
Solid red with three orange blinks	Searching for the cellular network. Waiting for GPS signal.
Solid red for 15 seconds then orange blink	Car Connector is booting up

Troubleshooting

The Car Connector is showing as not responding in the customer 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.

The Alarm.com 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.

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 is the fuel level not displaying for my vehicle?

The 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. Fuel metrics may be unsupported for vehicles manufactured prior to 2008.

Why are fuel metrics (e.g. Fuel Consumed, Fuel Efficiency) missing from a trip I took?

Trips shorter than 2 miles may have missing or inaccurate fuel data if the device cannot reliably collect enough data for the trip.

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 customer app or customer website, which 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 customer app or the customer website.

How accurate is the Car Connector’s location?

The Car Connector uses integrated GPS, which allows for accuracy of around 2 meters or 6.5 feet. GPS signals are more accurate when the Car Connector has a clear and unobstructed view of the sky and will be degraded by some factors (e.g., proximity to tall structures, driving under a tunnel, etc).

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 device 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.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user‘s authority to operate the 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.

This Class B digital apparatus complies with Canadian ICES-003.This device complies with RSS-310 of Industry Canada. Operation is subject to the condition that this device does not cause harmful interference. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter, except tested built-in radios. The Country
Code Selection feature is disabled for products marketed in the US/ Canada.

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.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada. Cet appareil est conforme à la norme RSS-310 d’Industrie Canada. L’opération est soumise à la condition que cet appareil ne provoque aucune

interférence nuisible. Cet appareil et son antenne ne doivent pas être situés ou fonctionner en conjonction avec une autre antenne ou un autre émetteur, exception faite des radios intégrées qui ont été testées.La fonction de sélection de l'indicatif du pays est désactivée pour les produits commercialisés aux États-Unis et au Canada.

Questions?

Browse additional Connected Car articles in the Knowledge Base or contact your Alarm.com Authorized Service Provider. https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Connected_Car