

OnStar Link Quick Start Guide

Welcome to OnStar Link

Quick Start Guide

WELCOME TO ONSTAR LINK

—

YOU'RE ONLY 6 SIMPLE STEPS AWAY
FROM A SAFER, MORE CONNECTED VEHICLE.

This guide will walk you through the OnStar Link™ start-up process.

24/7 EMERGENCY HELP

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Specially trained OnStar® Advisors are available via the OnStar Guardian™ app. They can assess a crash or emergency, provide medical instruction, and stay on the line with you until help arrives.

ROADSIDE ASSISTANCE

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If you need help with a tow, a battery jump, a flat tire, or if you get locked out, OnStar Link can get assistance sent right to your location.

HELP IN A CRASH

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Sensors can automatically detect a crash, alerting Advisors of the situation. They can provide First Responders with critical crash data and give them your location.

IN-VEHICLE DATA

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Take the internet on every drive with a Wi-Fi® Hotspot that lets you and your passengers surf, stream and play on up to 7 devices.

01 Get OnStar Guardian

The OnStar Guardian app is your key. You'll need the Guardian app to install your device and start accessing everything that OnStar Link offers — help in a crash, Roadside Assistance and much more. If you don't already have the Guardian app, visit the App Store® or Google Play™ and download today.

02 Get Signed In

You'll need to log in to your account. Use your OnStar credentials or vehicle mobile app login and password to sign in to the Guardian app.

03 Get Started

You'll see a message in the Guardian app to add your OnStar Link. Click it to begin your OnStar Link setup process. If you don't see the message, go to the menu in the upper left of your app screen. Select "My Devices" and tap the "+" sign to add a new device.

04 Get Connected

Bluetooth® is the bridge between the Guardian app and OnStar Link. The app will show you how to enable the Bluetooth connection between your OnStar Link and the Guardian app.

05 Get Plugged In

OnStar Link plugs into your vehicle's OBD-II port. The port is shaped like image A on the right panel. You'll likely find it under the driver's side dashboard. (See image B.) Can't find your OBD-II port? Check your vehicle Owner's Manual.

06 Get Going

Start your engine in a safe location with the vehicle in "Park." OnStar Link should begin initial activation within 5 minutes. OnStar Link is active when both the 4G LTE LED indicator light on the device turns solid green and the Guardian app indicates successful activation.

Once OnStar Link is active, the OnStar buttons in your vehicle will no longer be functional. Your OnStar communications are now delivered via the Guardian app.

GET MORE FROM ONSTAR LINK

There are several plans that let you add Connected Services to your OnStar Safety & Security Plan. Using the vehicle mobile app, you can start or stop your engine as well as check your fuel level and tire pressure — all from your smartphone. To upgrade your plan, push the blue OnStar button in the Guardian app — or call 1.888.4ONSTAR today.

IS MY DEVICE WORKING

Once the device is activated, you can check its status lights for network connectivity and other information. See the OnStar Link Indicators page.

ONSTAR LINK INDICATORS

GPS

- LED Off: Sleep Mode, GPS Inactive
- Blinking Blue: Bluetooth Pairing Mode
- Solid Blue: GPS Is Working

WI-FI

- LED Off: Wi-Fi Off
- Blinking Blue: Bluetooth Pairing Mode

- Solid Blue: Wi-Fi On

4G LTE CONNECTIVITY

- LED Off: Sleep Mode, Modem Off
- Blinking Blue: Bluetooth Pairing Mode
- Solid Red: Device Error (Contact an Advisor)
- Solid Green: Connected to Cellular Network

OPERATIONAL STATES

NORMAL

When the vehicle engine is on, the device is active and all features are enabled. In-vehicle Wi-Fi is enabled if the service is activated.

SLEEP

Device is in power-saving mode. While some OnStar services are not operational in this mode, Theft Alarm Notification and remote commands will be triggered (if vehicle is properly equipped).

U.S. and Canada only. Available for use only in properly equipped MY 2006–2015 GM vehicles. In-vehicle OnStar buttons are disabled upon OnStar Link activation. Select service plan, OnStar Guardian app, working electrical system, cell reception and GPS signal required. OnStar Link activation requires pairing with the OnStar Guardian app. Customer installation required. See product instructions provided with your OnStar Link hardware or visit onstar.com for additional details, limitations and installation instructions. ©2021 OnStar LLC. OnStar Link is a trademark of OnStar LLC. All other marks are property of their respective owners.

Support: If you are an OnStar Member who is having trouble with your service, please give us a call at 1.888.4ONSTAR (1.888.466.7827). **OnStar Emergency-Certified Advisors:** Certified by the International Academies of Emergency Dispatch.® **OnStar Guardian App:** OnStar Guardian app, applicable service plan, cell reception, GPS signal and device data connection required. OnStar links to emergency services. **Automatic Crash Response:** OnStar plan, working electrical system, cell reception and GPS signal required. OnStar links to emergency services. Not all vehicles may transmit all crash data. **Roadside Assistance:** Roadside service provided by Allstate Roadside Services for vehicles only. Limitations and restrictions apply. **Remote Commands:** Requires paid plan. Lock/unlock feature requires automatic locks. Remote start requires GM factory-installed and enabled remote start system. **In-Vehicle Data:** Service varies with conditions and location. Requires active service plan and paid AT&T data plan.

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Warranty: The device warranty is one year from the date of purchase. Any abnormal or unauthorized usage of the product, damage due to contact with liquids or exposure to excessive heat can void the warranty. **Regulatory Requirement:** OnStar Link device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) The device may not cause harmful interference, and (2) The device must accept any interference received, including interference that may cause undesired operation. **Caution:** Changes or modifications not expressly approved by OnStar could void warranty and the user's authority to operate the equipment.

Note: 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 or more 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.

FCC Radiation Exposure Statement: This equipment should be installed and operated with a minimum distance of 10 mm between the device and your body.

WARNING: This product can expose you to chemicals including lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov