

OBDCheck VP11

FAQs

1. Is there an App included with the device?

No, but there are many great third-party OBD2 apps available to download (some may require purchase) from Google Play Store. We recommend Torque Lite (or paid Pro), Car Scanner ELM OBD2, OBD Fusion (paid), Piston, etc.

2. Does it work with iOS devices?

Unfortunately, the VP11 does **NOT** work with Apple iOS devices due to Apple's Bluetooth limitation. Please choose the Bluetooth LE model for iOS (OBDCheck BLE) or the WiFi model (VP01).

3. Is it compatible with Android head units?

The VP11 may have compatibility issue with some Android head units due to their lack of support for some Bluetooth profiles and we do not have a compatibility list due to the complexity of the market. **For some Android head units, you may try changing the default pairing PIN from 0000 to 1234 in the head unit Bluetooth setting. If this still does not help, please contact the head unit manufacturer for assistance.**

4. Can I leave the device plugged in all the time?

You can leave the adapter plugged in for a few days if your car battery is not too old, or the car is driven frequently. If you leave your car sitting for more than 1 week, we strongly recommend that you remove the device.

5. Does it work with EVs?

Most EVs (including PHEVs) do not use standard OBD II protocols, so you may need a capable App to connect, for example ***Car Scanner ELM OBD2 (select the corresponding connection profile), LeafSpy, EV Watchdog, MyGreenVolt, CanZE***, etc.

6. Can it reset my ABS, airbag, and other non-Check Engine lights?

Most OBD2 Apps only provide basic check engine light diagnostics. You will need a capable App that can do enhanced diagnostic on these modules on your specific vehicle, for example ***OBD Fusion, OBD JScan, AlfaOBD, Carista OBD***, etc. Contact Veepeak or the app developer if you are not sure. ***Oil change or maintenance required lights*** cannot be read or reset since there is no error code for them.

7. Which sensor data can I get?

Readable parameters depend on what's installed on the OBDII system by the manufacturer. Please refer to OBD II PIDs on Wiki. Generally, newer vehicles will give more readings and faster refresh speed.

8. Does it read transmission temperature?

The transmission (fluid) temperature is a ***manufacturer specific PID*** so it's not read by most generic OBD2 Apps. Please contact Veepeak customer support for App recommendation (similar to FAQ 6) or search for the custom PID information on the web & add it in the App. This applies to other manufacturer specific PIDs.

Troubleshooting Guide

1. Could not pair my phone with “OBDII”.

Please try the following:

- (1) Turn off Bluetooth and turn it back on. Try pairing a few more times. Sometimes it helps.
- (2) Restart your phone, turn off WiFi/cellular data and try again.
- (3) Clear Bluetooth cache/storage: Settings – Apps (show system) – Bluetooth – Storage & Cache, clear them and RESTART the phone (the route may be slightly different for different brands).

2. Device not power up (no red light).

First check if the cigar fuse of your vehicle is in good condition. You can also try with another vehicle to verify.

3. Device powers up, but “OBDII” is not showing up on my phone's Bluetooth device list.

Make sure the device is not connected to other phones or tablets. Please turn off Bluetooth and turn it back, refresh the Bluetooth list and wait for a few more seconds.

4. “OBDII” quickly disconnects or does not show as connected after pairing.

As long as it is paired via Bluetooth, you can just start the app to connect. It may show as saved, paired or previously connected on some Android phones, but it's actually connected.

5. App not connecting to OBD II Device (ELM connection fails).

Make sure the App is compatible, “OBDII” is paired with your phone and you have made the required App connection setting; remove the re-install the app; try with a different App.

6. Cannot connect to vehicle (ECU connection fails).

Make sure your vehicle is OBD2 compliant (1996+MY in the US, 2001+ petrol/2004+ diesel in EU & UK, etc.; commercial vehicles not compatible);

The ignition key is ON or start the vehicle to try;

Make sure it fits well in the OBD2 port. Try to push it a little harder into the OBD2 port;

Then try it on another vehicle if possible.

7. The device does not fit into the recessed area of the OBD port or is hard to plug in and out.

Use an OBD2 extension cable (available on amazon).

If you could not find the answer or still have troubles getting it to work after troubleshooting, please reach out to Veepeak customer support at support@veepeak.com for assistance or replacement.