FAQ & Troubleshooting for OBDCheck BLE

I. FAQs

1. Is there an App included with the device?

No, an OBD2 app is required but not included. There are many great third-party OBD2 apps available to download (some may require purchase) from Google Play Store and Apple App Store. For generic OBD2 functions, we recommend Car Scanner ELM OBD2, Inforcar, or OBD Fusion (paid). They cost from ***free to about $10***. ***Some advanced Apps require subscription or are more expensive. What features you can get mainly depends on the chosen App.***

2. Does it work with iOS devices (iPhone or iPad)?

Yes, the OBDCheck BLE is compatible with Apple iOS devices via Bluetooth LE. ***You should not pair or connect in iOS Bluetooth Settings; instead, please directly connect in the App. Note: it does not use WiFi.***

3. Is it compatible with Android head units?

It works with Android phones and tablets, but 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 check the Bluetooth settings and see if the pairing pin is disabled or incorrect. 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 hybrids or EVs?

Most EVs (including PHEVs) do not follow standard OBD II specs, so you may need a capable App to connect, for example ***Car Scanner ELM OBD2 (select the corresponding connection profile), ABRP, 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 emission-related check engine light diagnostics. You will need a capable App that can do enhanced diagnostic on your specific vehicle, for example ***OBD Fusion, OBD JScan, AlfaOBD, Carista OBD***, etc. Contact Veepeak or the app developer to check if it's available on your vehicle. ***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. 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.

9. Does it support coding of BMW G series?

Currently the OBDCheck BLE does not support all the coding options in ***BimmerCode for G series***. Please choose other adapters as recommended by BimmerCode.

10. Does it work with BMW models before 2008 via BimmerCode or BimmerLink App?
No. It only works with 2008 and newer BMW models when using with the two Apps.

II. Troubleshooting Guide

1. Device does not power up (no blue light).
First check if the cigar fuse of your vehicle is in good condition. You can also try with another vehicle to verify. If the OBD2 port of the vehicle is fine, please contact us for help.

2. When I try to connect "VEEPEAK" with my iPhone, it tells me it is not supported.
This device uses Bluetooth LE for iOS devices. You will see this error when trying to pair with it from the iOS Bluetooth Settings. You do not need to connect with VEEPEAK here. Please restart your iOS device so "VEEPEAK" shows up again under "Other Devices". Then start the App and directly connect in the App (refer to setup guide).

3. Could not pair my phone with "VEEPEAK". (Android)
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, disconnect other Bluetooth devices, 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).
For Android head units, check the Bluetooth settings and see if PIN is enabled or the default pairing PIN is correct (should be 1234).

4. Device powers up, but "VEEPEAK" is not showing up on my phone's Bluetooth device list.
Make sure the device is not connected to other phones or tablets. Please restart your phone, turn off Bluetooth and turn it back, refresh the Bluetooth list and wait for a few more seconds.

5. "VEEPEAK" quickly disconnects or does not show as connected after pairing (Android).
This can happen with a few Android phones but as long as it is paired successfully via Bluetooth, you can just start the app to connect (for Torque Pro app, please switch to the app to select Bluetooth device as soon as the device is paired). It may show as saved, paired or previously connected, but it's actually connected.

6. App not connecting to OBD II Device (ELM connection fails).
Make sure the App is compatible, and you have made the correct App connection settings and granted the App permissions;
Remove and re-install the app (especially when you have an OS update);
Try with a different App such as Car Scanner ELM OBD2, Infocar, which are free to test.

7. Cannot connect to vehicle (ECU connection fails).
Make sure your vehicle is OBD2 compliant and the OBD2 connector is in good condition;
Check if your vehicle is supported by the App;
Make sure ignition is turned 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 if the contact is loose;
Try it on another vehicle if possible.

8. Connection is not stable and gets disrupted during use.
Keep the device as close as possible to your phone, and close other Apps; try with a different app (Car Scanner ELM OBD2 or Infocar) to see if it happens again.

9. No data is read after it connects to the vehicle.

Try with a different app and see if it makes any difference.

If you could not find the answer or still have troubles getting it to work properly after troubleshooting, please reach out to Veepeak customer support at support@veepeak.com for assistance or replacement. Please include a screenshot of the error message so we can better look into the issue. Our customer service is friendly and the replacement process is hassle-free.