FAQ & Troubleshooting Guide for Veepeak OBDCheck BLE V3.2601

FAQs

1. Is there an App included with the device?
No, currently there is no official Veepeak App for this device. A third party OBD2 app is required. There are many great third-party OBD2 apps available to download (some may require purchase) from Google Play Store and Apple App Store. **What features you can get mainly depends on the chosen App and your vehicle.**

2. Which vehicles are supported?
The device is compatible with most OBD2 or EOBD compliant cars and light trucks (MY1996+ in the US, MY1998 in Canada, 2001+ petrol & 2004+ diesel in EU, etc.). You can get generic OBD2 functions such as reading and clearing engine trouble codes, live data, I/M readiness when using it with OBD2 apps like **Car Scanner ELM OBD2** (free). Note: Advanced functions are vehicle-specific and usually paid. Commercial vehicles using J1939 protocols are not supported.

3. Is it compatible with hybrid plug-in (PHEV) or all-electric vehicles (BEV)?
It will work with electric and hybrid vehicles when used with proper third-party apps, for example Car Scanner ELM OBD2 (with the proper connection profiles), eFlow, EVNotify. The support for latest EVs can be more complex depending on the App support, and not all of them are supported. Please check these Apps or contact Veepeak to confirm.

4. Which vehicles are supported when used with BimmerCode or BimmerLink?
Currently it's compatible with 2008+ BMW E series, F series, I series, and 2008+ Mini R series for BimmerCode. It's NOT suitable for **G series** as many coding options are not supported, or U series which are not supported by the App.
In addition, it does NOT work with BMW model year before 2008 via BimmerCode or BimmerLink.

5. Which Apps are compatible?
CAR SCANNER ELM OBD2, OBD Fusion, Torque Pro (Android only), Dr. Prius, JScan OBD, BimmerCode, and other Apps that are compatible with ELM327 adapters.
These Apps are incompatible: Bluedriver, FIXD, Carly, MHD, xHP, ProTool, bootmod3, Multiecuscan, Techstream, VCDS, etc. These Apps usually require their own or other special OBD devices.
Avoid those Apps that have a confusing name imitating Torque or Car Scanner, and may ask for subscription, such as "Torque Pro: OBD2 Car Scanner", "Torque App: Car Check, Tracker", Car Scanner OBD2 Torque Pro".

6. Do I need to pay for the App? Why the app is asking for a subscription?
For most users, you can get the Car Scanner ELM OBD2 App which is free for common OBD2 functions. Apps like OBD Fusion, BimmerCode, BimmerLink, JScan, Carista that provide advanced functions are usually paid or require in-app purchase or subscription. **Be aware of those Apps with names imitating Torque or Car Scanner that ask you to subscribe for simple functions!**

7. Which connection method does it use? Does it work with iOS devices (iPhone or iPad)?
The device supports Bluetooth LE & classic Bluetooth, and does not have WiFi. It is compatible with Apple iOS devices via Bluetooth LE. *Note: Bluetooth LE does not require regular Bluetooth pairing. You should directly connect in the App; do NOT try to connect in iOS Bluetooth Settings!*
Traditional Android OBD Apps usually require Bluetooth pairing (via classic Bluetooth). However, common Apps like Car Scanner ELM OBD2, OBD Fusion & Torque now support Bluetooth LE, so you do not need to pair with

the device through system Bluetooth menu: just select the right connection type & Bluetooth device, and directly connect in the App.

8. 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, or a limitation from the manufacturer 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 us or the head unit manufacturer for assistance.

9. Which functions are supported and what are not supported?
Generic functions like engine DTCs reading & clearing, live sensor data, I/M readiness are supported. Advanced diagnostics (ABS, SRS) are partially supported for certain vehicles. All kinds of service reset or relearning functions are not supported.

10. Can it read or reset my ABS, airbag, and other non-Check Engine light error codes?
The device is mainly designed for standard OBD-II diagnostics, which allows access to emissions-related system and PIDs. Systems such as ABS, SRS are not part of the generic OBD-II standard, and access to them requires a third-party app that specifically supports advanced diagnostic for your specific vehicle model year. Advanced diagnostic functions are generally not supported on older, non-CAN vehicles. Please refer to the following App recommendation, or contact Veepeak or the app developer to check the availability.
Toyota & Lexus: OBD Fusion, Carista OBD
FCA: OBD Fusion, OBD JScan, AlfaOBD
Ford, Lincoln & Mazda: OBD Fusion, FORScan Lite
Nissan & Infiniti: OBD Fusion, Carista OBD
Volkswagen/Audi/Seat/Skoda: Carista OBD
BMW & Mini (2008+): BimmerLink, Carista OBD
Hyundai & Kia: Carista OBD
Subaru (2012+): ActiveOBD
Others Apps to check: GaragePro Car OBD2 Scanner, OBDocker
Note: please check the vehicle compatibility for these Apps as they may not cover all mode years. OBD Fusion requires separate purchase of enhanced diagnostic add-on; Carista, GaragePro and OBDocker requires a subscription. Other apps may require a one-time purchase.

11. Can it reset oil change or maintenance required lights?
Usually, no. Oil light or maintenance resets are often manufacturer-specific service functions which are not supported by generic OBD2 devices or Apps.

12. 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. You can find all supported sensor data by your vehicle in the OBD App (for example Car Scanner ELM OBD2 – All sensors). If a specific item is not listed, it may be because the vehicle does not support it, or it is a manufacturer-specific PID.

13. Does it read transmission temperature?
The transmission (fluid) temperature is a ***manufacturer specific PID*** and is not part of standard OBD2. It can only be read on some vehicles using specific apps.
Below are some ways to get transmission temperature for some vehicles:
OBD Fusion: Setting – User-Defined PIDs, Click Menu on the top right – Import built-in PIDs, and you will see a list of extended PIDs for GM & Ford. For other brands, you will need the advanced diagnostic add-on if available.

Torque Pro (Android): Settings - Manage Extra PIDs & Sensors, add predefined set. You will see a list of supported vehicle manufacturers.

Car Scanner ELM OBD2: select the proper connection profile (usually containing AT or CVT), for example "OBD-II/EOBD + AT/CVT (CAN)" for Honda CAN-based vehicles, or "2010-2022 CAN + Extra sensors", "2016 - present CAN + extra sensors" for Toyota vehicles within these years.

14. Does it read DPF data on diesel vehicles? Can it be used to request a DPF regeneration?

DPF data are also ***manufacturer specific parameters*** and can only be read on some vehicles using specific apps. It cannot initiate DPF regeneration as this function is manufacturer-specific and typically requires professional diagnostic tools.

15. Is it a bi-directional OBD2 scanner?

Basically no. It cannot do active tests or component control, perform reset & relearn functions, or program key fobs.

16. Is it compatible with motorbikes?

It may work with some motorbikes if one of five OBD-II protocols is used and there is a suitable OBD app. For BMW motorbikes, you can use MotoScan App, but it's limited to diagnostics and sensor reading; coding or service reset is not supported by the device. Another App is TuneECU. Be sure to check the app website to confirm that your specific motorcycle model is supported and what adapter may be required.

17. 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.

18. Where can I find product usage documents?

Please visit the Veepeak support page to get the latest user instructions/guide, FAQ & troubleshooting and other product documents.

19. What's the difference between OBD-II standard and enhanced/advanced diagnostics?

The On-Board Diagnostics II (OBD-II) standard and enhanced diagnostics refer to different levels of diagnostic information and capabilities in vehicles.

OBD-II Standard diagnostics: Mandated by regulatory bodies (e.g., EPA in the United States) for all cars and light trucks sold in certain regions and focuses on emissions-related data to ensure vehicles comply with environmental standards. It provides access to a set of standardized diagnostic trouble codes (DTCs), and live data parameters (standard PIDs) such as engine RPM, vehicle speed, fuel system status, and oxygen sensor readings. These data and codes are standardized across different makes and models, ensuring that a generic OBD-II scanner can read the basic diagnostic information from any compliant vehicle.

Enhanced/Advanced Diagnostics: provides additional level of diagnostic data beyond what is required by the OBD-II standard, including proprietary diagnostic trouble codes, and extended parameter identifications (PIDs). These data are often specific to the vehicle manufacturer and model. Enhanced Diagnostics usually includes more detailed information on various vehicle systems such as transmission, ABS, airbags, body control modules, and more, which requires more capable diagnostic tools or software that can interpret manufacturer-specific codes and data.

Common Issues & Troubleshooting

App Related:

1. The App is asking for purchase or subscription.
Please first make sure you are getting the correct App (exact name as shown here: Car Scanner ELM OBD2, Torque Pro (OBD 2 & Car), etc.). Some Apps or in-app features do require separate purchase (e.g. OBD Fusion, BimmerCode, BimmerLink, JScan) or a subscription (e.g. Carista, GaragePro, OBDocker).

2. Could not pay for the App or restore a purchase, have downloading or installation issue, or have a question about a specific in-App feature.
Please directly contact the corresponding app developer.

Vehicle OBD Port Related:

3. Device does not power up (no blue light) when plugged in.
Check if the device fits snugly in the OBD port.
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.

4. Device does not fit in.
Check the OBD2 port orientation and alignment.
Some cars may have a plastic cover over the OBD2 port that needs to be removed before plugging in.
Check if there are any bent or broken pins or contacts inside the OBD2 port or on the OBD device.

Phone Related

5. 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.

6. When I try to connect "VEEPEAK" with my iPhone or iPad, 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 should not 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 User Guide).

7. Could not pair my Android device with "VEEPEAK".
(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) For Android 13+, go to Settings->Apps->App Battery Usage, Select Show System in the menu, Select Bluetooth, then select Unrestricted; Go back and select Bluetooth Legacy, and select Unrestricted also.
(4) 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 phones).
(5) For Car Scanner ELM OBD2, OBD Fusion or Torque App, you can skip the pairing, select Bluetooth LE as the connection method and connect directly in the App.
(6) For Android head units, check the Bluetooth settings and see if PIN is enabled or the default pairing PIN is correct (should be 1234).

8. It used to work but now it won't connect with my phone.
iOS devices: It uses Bluetooth LE; always connect from within the app (do **not** pair in the phone's Bluetooth settings).
Android devices: You can also connect from within the app by selecting Bluetooth LE as the connection method

if pairing via the system Bluetooth menu fails.

9. "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. It may show as saved, paired or previously connected after pairing, but it's actually connected. For Torque app, please click BLE SCAN to select Bluetooth device if VEEPEAK does not show up.

App Connection Related

10. 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 (Bluetooth for iOS, or nearby devices for Android);
Remove and re-install the app (especially when you have an OS update or the app is not used for some time);
Try with a different App such as Car Scanner ELM OBD2, Infocar, which are free to test.
Note: the device can only connect to one app at a time; make sure other OBD Apps are closed when connecting in a new App.
If the device does not show up when you try to select Bluetooth device in the App, please check if the App is granted Bluetooth or nearby devices permission. Or remove the App, and re-install it.

For Torque Pro Android App, please be sure to go to App Settings – OBD2 Adapter Settings, select Bluetooth as Connection type, then select VEEPEAK as the Bluetooth device. If VEEPEAK does not show up, click BLE Scan to select it. Sometimes you will need to close the app and restart it so the change can take effect. You can find the connection progress in Adapter Status.

If you get the following error message in Car Scanner ELM OBD2 App on an iOS device, it means the connection type is wrong. Please set to Bluetooth LE (from WiFi), then tap on Device name, and select VEEPEAK as the Bluetooth device to connect.
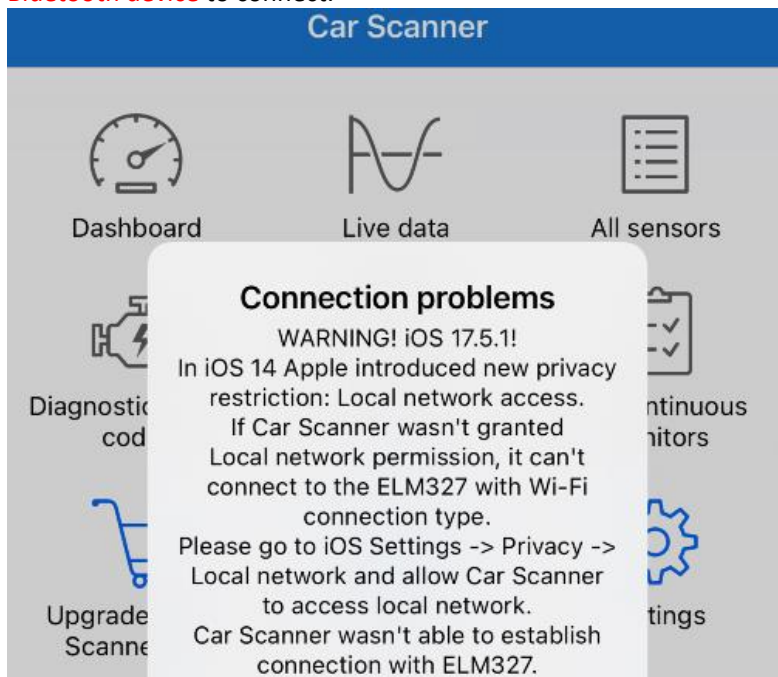
11. Cannot connect to vehicle (or ECU connection fails).
Make sure it fits well in the OBD2 port. Try to push it a little harder into the OBD2 port or shake it if the contact is loose. Bad contact will lead to connection failure.

Also make sure your vehicle is OBD2 compliant and the OBD2 connector is in good condition (no bad pins or wires); Make sure ignition is turned ON or start the vehicle to try;
Check if your vehicle is supported by the App;
Try it on another vehicle to check if it's the problem with the device.

12. Connection is not stable and gets disrupted during use.
Keep the device as close as possible to your phone, and close other Apps; turn off WiFi & cellular data; update the app to the most up-to-date version; try with a different app to see if it happens again.

App Usage Related

13. No data is read after it connects to the vehicle.
Close the App, and restart it to connect again. If the issue persists, try with a different app and see if it makes any difference.

14. Could not read the trouble codes while the engine light is on.
Try with a different App. If there are non-check engine lights on the dashboard (like ABS) or the codes are stored in another system, you may need a more capable App to read these codes. Contact us with your vehicle make/model/year to see if there is a proper App.

15. **Could not clear trouble codes.**
Sometimes multiple attempts are needed; try with Key On Engine Off or check if there is any specific procedure for your vehicle; some vehicles don't respond properly to the clearing command; some codes require the fault to be fixed first.

16. Could not find my vehicle in the App.
Sometimes the Apps may not be updated in time to include all vehicle model year on the market especially when you have a quite new vehicle model year. It does not mean that your vehicle is not supported. Some Apps will allow you to manually enter the model and year, and it won't affect the readings or other functions.

Kind Reminder:
Using OBD-II devices may sometimes be challenging because proper operation depends on the combined interaction of the OBD2 device, the OBD App on your smartphone, and the vehicle's ECUs. Given the wide variety of vehicles, the complexity of onboard diagnostic systems, the use of proprietary manufacturer protocols, and the continuous updates of third-party Apps, the available functions and data will vary from vehicle to vehicle. It is not possible to provide a complete list of supported features for each individual model.

On some Android devices, connection may also be less straightforward due to differences in how phone manufacturers customize the Android system. If available, we recommend using the Bluetooth LE mode in the App for easier connection.

If you could not find the answer or have troubles getting it to work properly, please reach out to Veepeak customer support for help. Please include a screenshot of the error message if there is any so we can better look into the issue. Most connection and usage issues can be resolved with our professional and friendly customer support.