FAQ & Troubleshooting for OBDCheck BLE
V2.2503

FAQs

1. Is there an App included with the device? How to choose the app for my vehicle?
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. **What features you can get mainly depends on the chosen App.**
For generic OBD2 functions, we recommend Car Scanner ELM OBD2, Infocar, or OBD Fusion (paid). They cost from free to about $10.
Advanced Apps usually require subscription or are more expensive like BimmerCode or OBD JScan. It's up to the App developers.
For advanced diagnostics, please see App recommendations listed below:
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: BimmerLink, Carista OBD
Others: GaragePro Car OBD2 Scanner, OBDocker
Incompatible Apps include: ABRP (Android version), Bluedriver, Carly, MHD, xHP, ProTool, bootmod3, DITUPA, etc.

2. Does it work with iOS devices (iPhone or iPad)?
Yes, the OBDCheck BLE is compatible with Apple iOS devices via Bluetooth LE (**not WiFi**). *You should directly connect in the App and the App will make the Bluetooth connection. Do NOT try to connect in iOS Bluetooth Settings!*

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 us or the head unit manufacturer for assistance.*

4. Is it compatible with hybrid plug-in (PHEV) or all-electric vehicles (BEV)?
Most EVs (BEVs & 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)***. The support for latest EVs can be more complex depending on the developers' development plans, and not all of them are supported. Please check the User Guide (EV Compatibility Guide).

5. 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.

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 advanced/enhanced diagnostic on your specific vehicle. Please refer to FAQ1 or User Guide

(Advanced Diagnostic Availability), or contact Veepeak or the app developer to check if it's available for 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. You can find all supported sensor data by your vehicle in the OBD App (for example Car Scanner ELM OBD2 – All sensors).

8. Does it read extended PIDs like transmission temperature?
The transmission (fluid) temperature is a *manufacturer specific PID* and it's not read by most generic OBD2 Apps. Usually, you will need an App that supports advanced diagnostics. Please contact Veepeak customer support for availability and App recommendation. This applies to other manufacturer specific PIDs like DPF regeneration data.
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, for example select "OBD-II/EOBD + AT/CVT (CAN)" for Honda CAN-based vehicles.
BimmerLink: for MY2008+ BMW or Mini models.

9. Which vehicles are supported when used with BimmerCode?
Currently it only supports 2008+ E series, F series, I series, and 2008+ R series for BimmerCode. It's NOT suitable for *G series* as many coding options are not supported. Please choose other adapters as recommended by BimmerCode. In addition, it does not work with BMW models before 2008 via BimmerCode or BimmerLink.
No.

10. 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.

11. Is it compatible with motorbikes?
It may work with some motorbikes if one of the 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.

12. Where can I find how to connect & use videos?
Please visit the product page "Product guides & documents" or scan the QR code on the device to get the latest user instructions/guide, FAQ & troubleshooting and other product documents. You can also click "videos" below Amazon product images to get product videos.

13. 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 in the User Guide: 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) or a subscription (e.g. Carista, GaragePro, OBDocker).

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

Vehicle 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 or Infocar App, you can initiate the Bluetooth pairing in App settings.
(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. "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 after pairing, but it's actually connected.

App Connection Related

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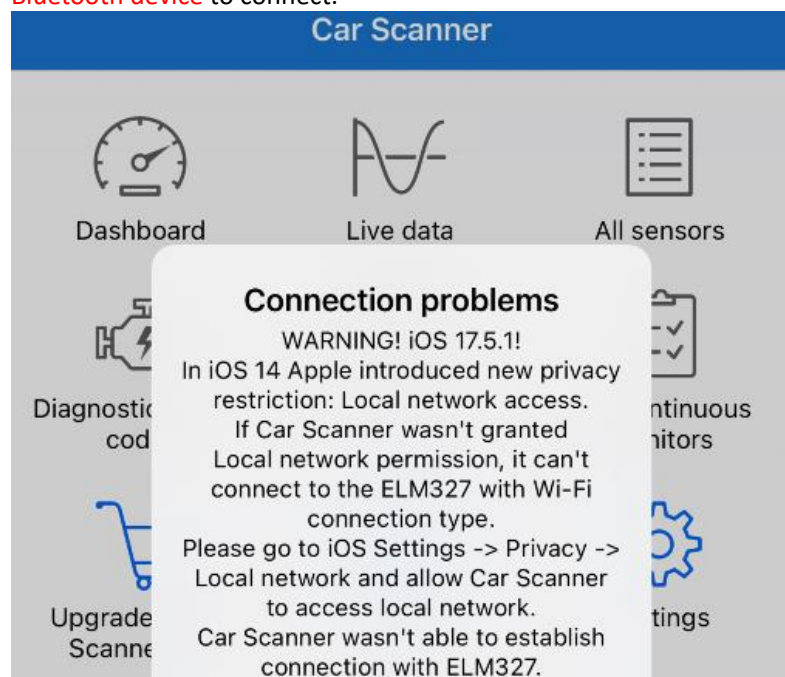Try with a different App such as Car Scanner ELM OBD2, Infocar, which are free to test.
Note: the device can only connect to one app at a time; make sure other OBD Apps are closed when connecting in a new App.
If the device does not show up when you try to select Bluetooth device in the App, please check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

For Torque Pro (OBD2 & Car) 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. You will also need to close the app and restart it so the change can take effect. You can find the connection status 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.

10. Cannot connect to vehicle (or 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 to check if it's the problem with the device.

11. 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

12. 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.

13. 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.

14. **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.

15. 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. However, you can still use it for generic OBD2 features. You can contact the App developer to add.

Kind Reminder:
OBD2 devices can sometimes be difficult to use as it requires the collaborative work from the OBD device, OBD App on the smartphone, and vehicle ECUs. Due to the diversity of vehicles, the complexity of vehicle OBD diagnostic systems, the widespread presence of vehicle proprietary protocols, and the unpredictable nature of App development, we cannot ascertain the applicability of each function on every vehicle model.

Due to different customization levels of the Android system by the phone manufacturers, this device can sometimes be a bit tricky to connect with some Android devices.

If you could not find the answer or have troubles getting it to work properly, please scan the QR code on the device or reach out to Veepeak customer support at support@veepeak.com 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.