User Instructions for OBDCheck BLE+ Plus
V3.2606

Content

I. Important Information

1. Currently there is no official Veepeak App coming with the device.
A compatible third-party App is required. We recommend Car Scanner ELM OBD2 (free), OBD Fusion (one-time purchase), which can be got from Apple App Store or Google Play Store. Avoid apps that imitate the names Torque or Car Scanner and ask you to subscribe, to ensure proper functionality and prevent unnecessary charges.
2. This product connects via Bluetooth (LE + Classic), not WiFi.
When using Bluetooth LE (especially on iOS), do NOT pair the device in your phone's Bluetooth settings. Instead, open the app, set the connection type to Bluetooth LE, and connect directly through the app.
Only some Android apps that require Classic Bluetooth mode will need pairing in the system Bluetooth settings.
3. This product is primarily designed for standard OBD-II diagnostics and supports emissions-related data. Systems like ABS, SRS/Airbag, TPMS are not included in standard OBD-II, so access data or fault codes from these systems is usually not supported. Some third-party apps may offer this functionality, possibly as a paid feature.
4. Special functions such as injector coding, EPB/SAS reset, ABS bleeding, oil light & service interval resets, relearns, coding and other bi-directional functions are usually NOT supported.

II. Vehicle Compatibility

(1) Standard OBD II Diagnostics
The device is compatible with OBD-II or EOBD compliant vehicles, covering most vehicles produced from the model years below:
USA – 1996
Canada – 1998
European Union – 2001 (gas), 2004 (diesel)
China - 2009 (gas), 2011 (diesel)
Australia – 2006 (gas), 2007 (diesel)
Mexico – 2006
Brazil - 2007 (gas), 2015 (diesel)
Japan – 2008
Saudi Arabia – 2018
South Korea – 2010
Thailand – 2013, etc.
If your vehicle does not fall into any of the above regions, you can look under the hood and try to locate a label that explicitly states that the vehicle was designed to comply with OBD-II legislation.

Note:
1. Standard OBD-II diagnostics does NOT include systems including transmission, ABS, airbag, body control, TPMS, manufacturer-specific data (e.g. transmission temperature, DPF data), or service reset (e.g. oil light reset).
2. Electric vehicles (EVs) are excluded because they usually do not have standard OBD II systems. They require special Apps to connect, such as Car Scanner ELM OBD2 (using the proper connection profile) to read battery data. Also, not all current EVs are supported. Please get Car Scanner App or contact Veepeak to check compatibility.
3. OBD-I vehicles, motorcycles, and commercial vehicles (HD-OBD/J1939) are NOT compatible, even when using

an adapter.
4. Some modern models using WWH-OBD (e.g. 2024+ Ford Maverick, 2026+ Honda Passport) may not be supported.

(2) Advanced Diagnostics via Specific Third-party Apps (Not for all model years; please check with Veepeak or the app support to confirm; usually paid features)
Toyota & Lexus: OBD Fusion, Carista OBD2
FCA: OBD Fusion, OBD JScan, AlfaOBD
Ford, Lincoln & Mazda: OBD Fusion, FORScan Lite
Nissan & Infiniti: OBD Fusion, Carista OBD2
Volkswagen/Audi/Seat/Skoda: Carista OBD2
BMW & Mini (MY 2008+): BimmerLink, Carista OBD2
Subaru (MY 2012+): ActiveOBD
Opel/Vauxhall/Holden: SCANMYOPEL, SCANMYOPELCAN
Hyundai/Kia: Infocar, Carista OBD2
Other Apps to consider: OBDocker, GaragePro, MotorDataOBD

Tip: What's the difference between OBD-II standard and advanced diagnostics?
The On-Board Diagnostics II (OBD-II) standard and advanced 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.

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. Advanced 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.

III. Apps Recommendations & Connection Tips

1. Car Scanner ELM OBD2: iOS & Android; Be aware of those imitating Apps with similar names.
https://play.google.com/store/apps/details?id=com.ovz.carscanner&hl=en_US
https://apps.apple.com/us/app/car-scanner-elm-obd2/id1259933623
A vehicle performance / trip computer / diagnostics tool that uses an OBD II adapter to connect to your OBD2 engine management / ECU. It includes a lot of connection profiles that give you some extra data.
Supports Bluetooth LE for both iOS and Android:
Go to Settings – Adapter OBDII ELM327, select Bluetooth LE (4.0+) as connection type, VEEPEAK as the Bluetooth device.

2. Torque Lite/ Pro (OBD 2 & Car): Android only, NO iOS version. Be aware of those imitating Apps with Torque in the names.
https://play.google.com/store/apps/details?id=org.prowl.torque&hl=en_US
Popular vehicle performance, sensors and diagnostics tool.

Now supports Bluetooth LE for Android.
Go to Settings – OBD2 Adapter Settings, select Bluetooth as Connection type, then tap "Choose Bluetooth device". There will be a BLE SCAN option, and you can tap it and select VEEPEAK.

3. OBD Fusion (iOS & Android, paid)
https://play.google.com/store/apps/details?id=OCTech.Mobile.Applications.TouchScan&hl=en_US
https://apps.apple.com/us/app/obd-fusion/id650684932
Read DTCs & clear check engine light, create customized dashboards, estimate fuel economy, and much more, plus enhanced diagnostics for Ford & Lincoln, Mazda, Toyota & Lexus, Nissan and Infiniti, Mitsubishi, and FCA vehicles (enhanced diagnostics require separate in-app purchase).
Supports Bluetooth LE for both iOS and Android:
Go to Settings – Preferences - Communications, select Bluetooth LE as the communication type.

4. Infocar (iOS & Android)
https://play.google.com/store/apps/details?id=mureung.obdproject&hl=en_US
https://apps.apple.com/us/app/infocar-obd2-elm-scanner/id1447599519
A smart vehicle management app that provides vehicle diagnosis and information on driving style.
Supports Bluetooth LE for both iOS and Android:
Tap on "Connection" or go to Settings, select Bluetooth LE 4.0 as Connection type, and tap on VEEPAK on the Bluetooth list.

5. BimmerCode (iOS & Android, paid)
https://play.google.com/store/apps/details?id=de.appomotive.bimmercode
https://apps.apple.com/us/app/bimmercode-for-bmw-and-mini/id1130787459
For BMW or Mini coding: Compatible with 2008+ E series, F series, I series, and 2008+ R series; G Series & U series like G01, G20, G30, U11, U12 & pre-2008 models are not supported. Go to App website to check the latest vehicle compatibility and supported functions.
iOS: Bluetooth LE
Android: Classic. *Requires Bluetooth pairing in phone's Bluetooth.*
In App settings, select OBDCHECK BLE/BLE+ as the adapter.

6. BimmerLink (iOS & Android, paid, only for MY2008+)
https://play.google.com/store/apps/details?id=io.sgsoftware.bimmerlink
https://apps.apple.com/us/app/bimmerlink-for-bmw-and-mini/id1065360416
Read trouble codes or display sensor values in real-time, check the current state of the DPF in your car or register a new battery after replacement. Pre-2008 BMW/Mini models are not supported.
iOS: Bluetooth LE
Android: Classic. *Requires Bluetooth pairing in phone's Bluetooth.*
In App settings, select OBDCHECK BLE/BLE+ as the adapter.

7. OBD JScan (iOS & Android, in-app purchase)
https://play.google.com/store/apps/details?id=net.clever.obd4u
https://apps.apple.com/pl/app/obd-jscan/id1445903514
powerful diagnostic App for selected Jeep, CHRYSLER, Dodge & Ram vehicles that allows access of all modules available on your vehicle (go to https://jscan.net to check vehicle compatibility and available functions).
Supports Bluetooth LE for both iOS and Android:
Select "Auto connect to Bluetooth 4.0 Low Energy" as the OBD adapter.

8. Carista OBD (iOS & Android, advanced features require subscription)
https://play.google.com/store/apps/details?id=com.prizmos.carista

https://apps.apple.com/us/app/carista-obd2/id954363569
Diagnose, customize, and service your car for selected vehicles (go to https://carista.com/en/supported-cars to check vehicle compatibility and available functions).
iOS: select ELM327 Bluetooth LE as the adapter.
Android: select ELM327 Bluetooth as the adapter.

9. Dr. Prius (iOS & Android, free)
https://play.google.com/store/apps/details?id=com.nexcell.app
https://apps.apple.com/us/app/dr-prius-dr-hybrid/id1321750222
Examine the health of the High Voltage battery for Toyota/Lexus hybrid owners**.**
iOS (Bluetooth LE): please tap to select VEEPEAK under Bluetooth Low Energy and click "Connect OBD".
Android (Classic Bluetooth): please tap to select VEEPEAK under Bluetooth OBD2 to connect.

Note:
1. It may work with the following Apps but the performance or features can be limited:
FORScan Lite: no MS CAN support.
AlfaOBD: K-line and MS CAN not supported.
MotoScan: limited to diagnostics and sensor readings; not suitable for coding or service reset.
BimmerCode: Model year before 2008 not supported; some coding options in G series not supported; U series not supported.
BimmerLink: Model year before 2008 not supported.

2. NOT compatible with the following Apps or software:
Bluedriver, FIXD, Carly, MHD, xHP, ProTool, Bootmod3, VCDS, Techstream, etc.

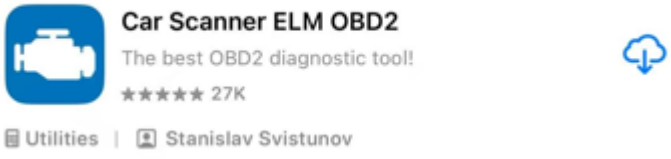
3. Apps are from third-parties and can be downloaded from Google Play Store, or Apple App Store. Apps are not included with the device, and some Apps or in-app features may require separate purchase.

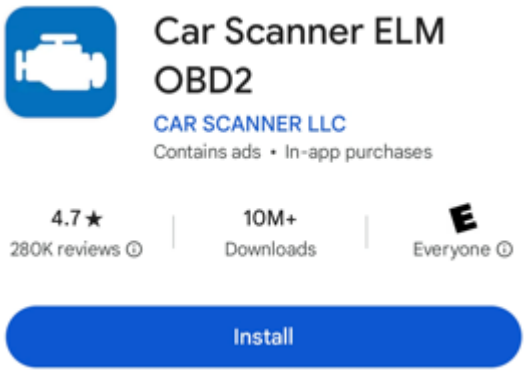
4. Unsure which App to use, or want to verify compatibility with a specific App? Contact us at support@veepeak.com for expert guidance!

IV. Quick Setup Guide

1. Download your preferred OBD2 App (e.g., Car Scanner ELM OBD2) from the App Store or Google Play. Please verify the App name and developer to ensure you get the authentic version.

iOS:





Android:

2. Plug in the device. Make sure it fits snugly. A blue light will turn on.

3. Turn on car ignition (engine can be off).

4. Turn on phone's Bluetooth and wait for VEEPEAK to show up. **Then read note below:**
Note: The device supports both Classic Bluetooth and Bluetooth LE. Bluetooth LE is recommended, as it does not require pairing in the system Bluetooth settings and connects directly through the app.
***For iOS devices**, it utilizes Bluetooth LE. DO NOT pair with "VEEPEAK" in your phone's Bluetooth settings. Simply proceed to Step 5 to connect directly within your chosen App.*
For Android Devices:

- ***If the App supports Bluetooth LE:** Skip Bluetooth pairing here and go straight to **Step 5**.*
- ***If not:** Pair with "VEEPEAK" in your settings using PIN **1234**. It may show as paired, saved, or previously connected. Do not tap it again—just head to the App to finish setup.*

5. Start the app, make the proper App settings and connect. Be sure to grant the App permissions: **Bluetooth on iOS, nearby devices on Android.**
For example, **CAR SCANNER ELM OBD2**:
iOS (Bluetooth LE): Setting > Adapter OBDII ELM327 > Connection type: select Bluetooth LE (4.0+); tap on Device name and refresh the Bluetooth list, then select VEEPEAK on the device list.
Android (using Bluetooth LE, recommended): Setting > Adapter OBDII ELM327 > Connection type: select Bluetooth LE (4.0+); tap on Device name and refresh the Bluetooth list, then select VEEPEAK on the device list.
Android (using Classic Bluetooth): Setting > Adapter OBDII ELM327 > Connection type: select Bluetooth; tap on Device name and refresh the Bluetooth list, then select VEEPEAK on the device list

V. FAQs

1. Is there an App included with the device?
No, an OBD 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 (free), or OBD Fusion (paid). **Be cautious of Apps with names that imitate "Torque" or "Car Scanner." They have limited functions and may ask for a subscription. Only use the recommended apps to ensure proper functionality and avoid unnecessary charges**.

2. Which vehicles are supported and what functions can I get?
The device is compatible with most OBD2 or EOBD compliant cars and light trucks (see "Vehicle Compatibility").

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**.

3. Which vehicles are not supported?
This device does not support non-OBD-II vehicles, motorcycles, or commercial vehicles that use heavy-duty truck protocols (such as J1939/J1708). In addition, some newer vehicles that use WWH-OBD may not be supported (e.g. 2024+ Ford Maverick).
My car has the 16-pin OBD connector, shouldn't it be OBD-II compliant?
No, not necessarily. A lot of European and Asian manufacturers equipped their vehicles with D-shaped 16-pin connectors long before they began installing OBD-II systems on those vehicles. Note that most non-EOBD compliant vehicles had a DLC that does not fully conform to SAE J1979.

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. Model year before 2008 are not supported for either App.

5. Is it compatible with hybrid plug-in (PHEV) or all-electric vehicles (BEV)?
PHEVs and EVs are low- or zero-emission vehicles, and OBD-II data availability may vary by manufacturer.

This device may work with some PHEV/EV models when used with proper Apps, for example Car Scanner ELM OBD2 (with the proper connection profiles), EVScanner, to access battery-related data.

However, not all electric vehicles are supported, as compatibility depends on the vehicle and app support.

Generic OBD-II apps or standard connection profiles may not provide EV-specific data. Please check the supported apps or contact Veepeak to confirm compatibility for your vehicle.

6. Which Apps are compatible?
The device is compatible with ELM327-compatible OBD-II apps. These include:
Generic OBD-II apps: Car Scanner ELM OBD2, OBD Fusion, Torque (Android), and similar apps.
Vehicle-specific apps: BimmerCode, BimmerLink, Dr. Prius, ActiveOBD, JScan, Carista, etc.

Functionality may vary depending on the vehicle and app used.

7. W**hich Apps are NOT compatible?**
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 the original Torque or Car Scanner App, such as "Torque Pro: OBD2 Car Scanner", "Torque App: Car Check, Tracker", Car Scanner OBD2 Torque Pro".

8. Do I need to pay extra to use the device? How many vehicles can I use it on?
There are absolutely no subscription fees or vehicle limits for the device itself—you can use it on as many cars as you like!

For software, you can download completely free options like the **Car Scanner ELM OBD2** App for generic OBD2 functions. Please note that certain advanced third-party Apps (like *OBD Fusion, BimmerCode, BimmerLink, JScan, and Carista*) that unlock manufacturer-specific features may require an in-app purchase or subscription managed by their respective developers.

9. 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!

Common Apps like Car Scanner ELM OBD2, OBD Fusion & Torque 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.

A few Android Apps that use classic Bluetooth may require Bluetooth pairing in phone's Bluetooth settings, such as Dr Prius, BimmerCode.

10. 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. You can also check if it supports Bluetooth LE connection.

If this still does not help, please contact us or the head unit manufacturer for assistance.

11. 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, TPMS are not part of the standard OBD-II diagnostics, 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 **Advanced Diagnostics in Vehicle Compatibility**, or contact Veepeak to check the availability.

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

13. 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 that the App does not support.

14. Does it read transmission temperature?
The transmission (fluid) temperature is a ***manufacturer specific PID*** which is not a standard OBD-II parameter. 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 – Manufacturer PIDs, and you will see a list of extended PIDs for GM vehicles. For other brands, you will need to get the advanced diagnostic add-on if available.
Torque (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.

15. 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.

16. 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.

17. Does it work with MotoScan App for BMW motorcycles?
It is compatible with BMW motorcycles using MotoScan App, but it's limited to diagnostics and sensor reading; coding or service reset is not supported.

18. 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.

19. What's the difference between the OBDCheck BLE and the plus version?
The main difference between the two is the AT command version that they support: the plus version is compatible with ELM327 v2.2 AT command set, while it's v1.4 for normal version. It depends on the App and the specific vehicle whether you can access more modules or get more data.

20. Where can I find the latest product usage documents?
Please visit the Veepeak support page to get the latest user instructions/guide, FAQ & troubleshooting and other product documents.

VI. 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 product documentation: 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, installation or payment 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.
Unplug the device, wait for a minute and plug it back in.
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, or it connects but quickly disconnects.
This device uses Bluetooth LE for iOS devices. You will see this 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, set the connection type to Bluetooth LE and directly connect within the App (refer to **Quick Setup Guide**).

7. Could not pair my Android device with "VEEPEAK".
For those Android Apps that support Bluetooth LE (e.g. Car Scanner ELM OBD2, OBD Fusion, Torque), you can skip the pairing, select Bluetooth LE as the connection method and connect directly in the App. For other Apps that require pairing, try the following:
Turn off Bluetooth and turn it back on. Try pairing a few more times. Sometimes it helps.
Restart your phone, turn off WiFi/cellular data and try again.
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.
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).
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. It may show as saved, paired or previously connected after pairing, but it's actually connected. Or you can just use Bluetooth LE as the connection method to connect in the App, if there is a Bluetooth LE option in the App.

9. 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: check if the App supports Bluetooth LE. If yes, you can also connect from within the app by selecting Bluetooth LE as the connection method. If not, refer to Troubleshooting 7.

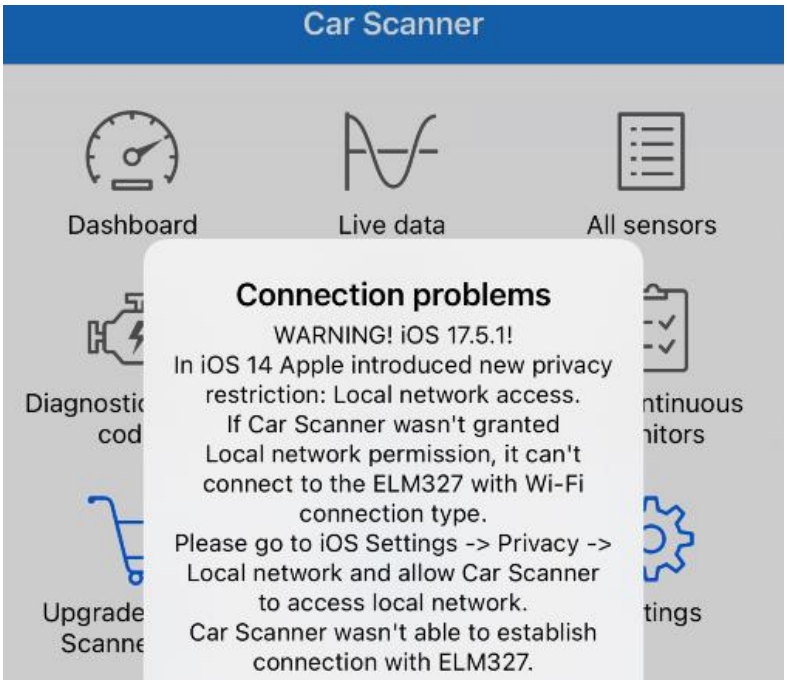
App Connection Related

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 (connection type: Bluetooth or Bluetooth LE) 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 (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. 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).
Ensure your vehicle is OBD-II compliant. Non-OBD-II vehicles are not compatible, even with a plug adapter.
Check whether your vehicle is supported by the app you are using.
Turn the ignition ON (or start the engine) before attempting the connection.
Ensure the device is fully and securely inserted into the OBD2 port. If the connection feels loose, gently push it in again.
Try using the device on another vehicle to determine whether the issue is related to the device or the vehicle.

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 using a different diagnostic app. Some fault codes may be stored in vehicle systems that are not accessible through basic OBD-II diagnostics. If a warning light such as ABS, SRS/Airbag, or Transmission is illuminated, an app with enhanced diagnostics may be required. Contact us with your vehicle's make, model, and year, and we will see if there is a more suitable app.

15. **Could not clear trouble codes.**
Some vehicles may require multiple attempts to clear trouble codes. Try clearing the codes with the ignition on and the engine off (Key On, Engine Off), and check whether your vehicle requires a specific reset procedure. Also note that some vehicles may not respond properly to the standard OBD-II clear-code command, and certain codes cannot be cleared until the underlying fault has been repaired.

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

17. When using Car Scanner App, I got the following error: Coding error! Coding not supported or faulty ELM327 clone.
Currently only MQB, PQ26 and MLB-EVO are supported for coding or service features in Car Scanner App.

18. I got a "ELM327 clone detected" in Car Scanner App? What's going on?
According to the App developer, this message appears when the app checks for "?" in response after AT commands. If the adapter happens to return some extra characters with "?", the app may interpret this as a "clone warning." This is more of a strict check by the app rather than a sign of a real fault. You may safely ignore this message, or you can disable the check in the app's settings (Adapter OBDII ELM327 – Advanced settings, scroll to ELM327, and uncheck "detect bad elm327 clones").

19. Car Scanner App is asking for Pro version to see some data after some time of use.
There is a limitation of successful connection times for the free version of Car Scanner App. After it exceeds that limit, the vehicle-specific sensors will be hidden unless the App is updated to the Pro version. You may consider upgrading to the pro version (at a small, one-time purchase).

20. For Car Scanner App, it connects but most of the data on the dashboard is blank.
Go to App Settings -> dashboard -> tap on Reset dashboard to default.

21. No profile is available for my vehicle in the Car Scanner App.
If your vehicle is not listed, select the Generic OBD-II/EOBD profile to access standard OBD-II data and diagnostics.

If no dedicated profile is available for your electric vehicle, this generally indicates that your EV is not currently supported by the Car Scanner App.

22. Error when reading coding data in BimmerCode App.
Go to BimmerCode app settings, then "Data Transfer Speed," and adjust it to "Slow" to try again.

23. Could not connect to my EV to read live data in the ABRP App.
If the ABRP app cannot connect to your EV or retrieve live data, it usually indicates that your vehicle model is not currently supported by ABRP, or that support is limited.

We recommend submitting a vehicle support request directly to the ABRP team through the app:
App Options →Support & Feedback →New Vehicle Model

24. Data refresh rate is slow.
Data speed largely depends on your vehicle's communication protocol. Older vehicles using non-CAN protocols (like J1850) have hardware-level speed limitations. You can reduce the number of sensors/data points you are monitoring simultaneously. You can also check your App's settings for "Fast Poll" or similar speed optimization toggles which can significantly reduce lag on modern vehicles.

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.

VII. Warranty & Support

All Veepeak products are covered by one-year replacement warranty against defect from the original delivery date when they are purchased from us or authorized distributors. You can contact us through one of the following ways:
Email: support@veepeak.com. Most emails will be answered in 24 hours. Please check the spam if you do not receive a response in 24 hours.
Go to Veepeak support page to submit a contact form: https://www.veepeak.com/support. Please make sure your email address is entered correctly.

VIII. Disclaimer

All features and functions are offered and achieved through third-party Apps.

Product names, logos, brands, vehicle makes/models and other trademarks featured or referred to within this user instructions are the property of their respective trademark holders. Use of them does not imply any affiliation with or endorsement by them.