



ANCEL BD200 OBD2 Scanner Bluetooth Code Reader User Guide

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ANCEL BD200 OBD2 Scanner Bluetooth Code Reader



Product Information

The Bluetooth Diagnostic Instrument is a device that allows users to connect their smartphones to their cars for diagnostic purposes. It helps diagnose connection problems and provides solutions to ensure successful communication between the phone and the device. The instrument is compatible with both Apple and Android phones.

Product Usage Instructions

1. When experiencing connection problems, follow the problem-handling process:
 - Get detailed information from the customer regarding the issue.
 - Confirm whether the phone cannot connect to the device or establish communication with the car.
 - Provide a detailed description of the problem.
2. Ensure proper phone settings:
 - For Apple phones:
 - Open Bluetooth in the control center and privacy settings.
 - For Android phones:
 - Turn on Bluetooth and location information.
 - Allow location permissions.
 - Note: Some Android 13 phones may require the exact location switch to be turned on temporarily to resolve a specific issue related to location pop-up boxes.
3. Examine cell phone problems:
 - If an individual cell phone has poor Bluetooth signal, it may require phone replacement.
 - If Bluetooth connectivity issues persist, try restarting the phone or turning off/on Bluetooth.
4. Troubleshoot software problems:
 - Ensure the APP and firmware are upgraded to the latest version.
 - If problems persist, restart the APP and attempt to connect again.
 - If necessary, upgrade the firmware to the latest version.
5. Troubleshoot equipment or car problems:
 - Check for poor contact in the OBDII interface of the car and reinsert the device tightly if needed.
 - If the device indicator light is not on, it may indicate a hardware failure. In such cases, return the device to

the factory for repair.

6. For download problems:

- For Android:
 - Download the APP from Google PLAY using correct search keywords (eg, ANCEL).
 - If needed, download the APP from the official website.
 - Check if there are any network issues.
- For iOS:
 - Download the APP from the App Store using correct search keywords (eg, ANCEL).
 - Check if there are any network issues.

7. For permission issues and other problems:

- If customers have concerns about sensitive data access, explain the need for Bluetooth permissions, storage permissions, and location permissions.
- Address any other possible problems by following the exclusion method.

INSTRUCTION

Bluetooth Diagnostic Instrument After-sales Problem Handling

- Problem handling process: Communication Resolution Support Follow-up
- Connection Problems: between the phone and the device can not be connected successfully, may be described as follows: can not search for the device, can not be connected, Bluetooth can not be connected, Bluetooth can not be connected to the phone, etc..

Possible causes:

Operational issues:

1. Apple phone must open Bluetooth in the control center and privacy settings (iOS can not connect the device in the system settings, you must open the APP and connect the device in the APP).
2. Android phones must turn on Bluetooth and location information, allow location permissions (location permissions are required by Google).
3. The car did not start.
4. The device is not plugged into the OBD2 port, or it is not plugged in well.
5. There are other phones connected to the device.
6. Not following the correct process.

Automotive issues:

1. The car is not compatible, or provides limited support for the feature.
2. Bad contact of car OBDII interface.

Equipment issues:

1. Equipment hardware failure.

Phone problems: (phone settings Settings>About phone can check the system version)

1. Mobile phone Bluetooth module problems: individual cell phone cell phone Bluetooth signal is very poor (such as Nokia 6.1)
2. Android phone and Android tablet supported Android system version: support Android system 8.0 and above; Lower than Android 8.0 is not supported.
3. Apple phones and Apple tablets supported iOS version: 64-bit phones that support IOS system 9.0 and above; 64-bit phones that do not meet 9.0 and above are not supported.

Software issues:

1. Use the old version of APP
2. The firmware suddenly stops when the upgrade is not completed

Other reasons

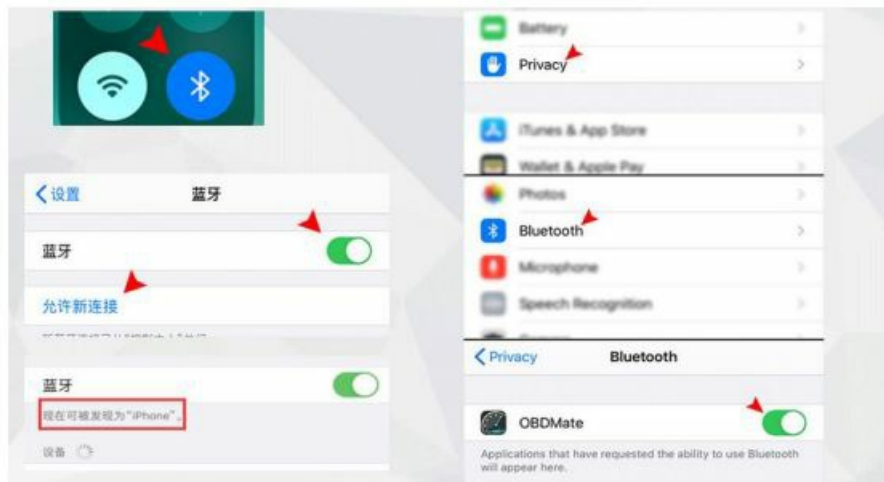
1. Android and Apple cell phone Bluetooth do not need to pair, please do not pair, just open the APP directly to use.

Solution:

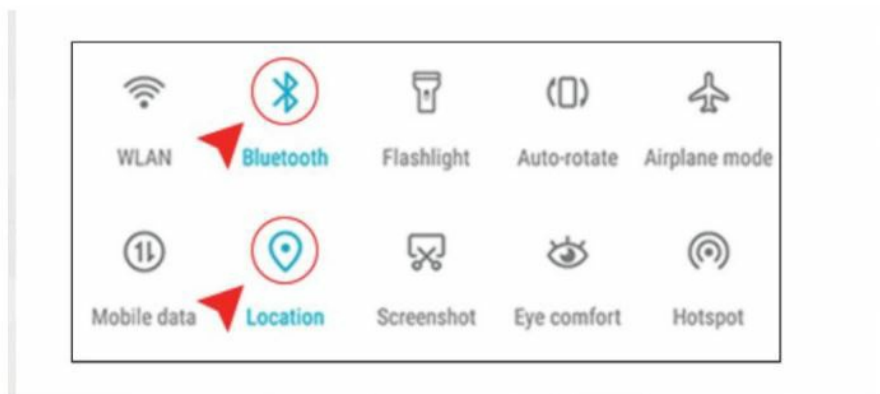
The phone and the device can not be connected – troubleshooting method

Get detailed information from the customer, the more specific and detailed the better.

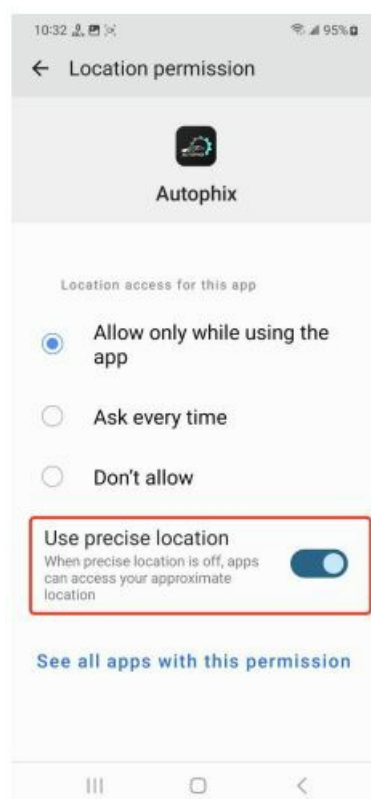
1. Confirm whether the phone cannot connect to the device or cannot establish communication with the car.
2. Detailed description of the problem:
 1. How does the user operate?
 2. Did the car start?
 3. Is the device plugged in, and the status of the indicator?
 4. If it's an Apple phone, is Bluetooth turned on in the shortcut menu and privacy settings?
 5. If it's an Android phone, is Bluetooth and location information turned on and are location permissions allowed? 6 Is the BD310 in Bluetooth mode?
3. If you can provide screenshots or videos, please try to have the customer provide them.
4. Phone model and system version number.
5. Product model.
6. iOS: Check if Bluetooth has been turned on correctly and if the device is connected by clicking on it in the APP.



7. Android: Android phones must turn on Bluetooth and location information, allow location permissions.



(Some Android 13 phones have an exact location switch, if not turned on, it may keep popping up the open location pop-up box, if there is user feedback on this kind of problem need them to turn on the exact location for a while.)



Examine cell phone problems

1. individual cell phone Bluetooth signal is very poor (such as Nokia 6.1), this type of problem can only replace the phone.
2. individual cell phone Bluetooth sometimes may need to restart, you can try to restart the phone or turn off the phone Bluetooth and then open.

Troubleshoot software problems

1. The new version of APP will deal with the known problems, if the user's APP is not the latest version, please upgrade to the latest version of APP.(Too low software version will also cause the inability to connect)
2. Restart APP and connect again.
3. Upgrade the firmware to the latest version

Troubleshoot equipment or car problems.

1. The OBDII interface of some cars may have poor contact, reinsert the device tightly.
2. If the device indicator light is not on, it may be a hardware failure of the device and needs to be returned to the factory for repair.
 - Unable to communicate with the car – troubleshooting method
3. Troubleshoot car problems
 1. Check if the model is supported.
 2. Check that the car is in the started (ignited) state and that the device indicator light is on and the connection to the device has been established.
 3. Make sure the device and the OBDII interface are in tight and firm contact. If the device is not inserted firmly, it may appear that the indicator light is on but the communication pins are not in good contact, resulting in the inability to communicate with the car. Try to unplug the device and plug it in again, make sure the device and OBDII interface are in tight and firm contact, and then reconnect it.
 4. Turn the car off, wait 10 seconds, then turn on the ignition, and then make the connection again.
4. Troubleshoot software problems
 1. Whether the APP and firmware have been upgraded to the latest version.

Other

1. Other special problems send feedback to us.

The Download Problem: APP can't be downloaded and installed on the phone, for example, the device can't be searched on the app store, the device is searched but can't be downloaded, or the app store can't be opened.
Solution: Exclusion method

Android

1. Download the APP from Google PLAY (pay attention to whether the search keywords are wrong: try using keywords like ANCEL)
2. Download the APP from the official website

3. Check if there is a problem with the network

iOS

- 1. Download from the App-store (pay attention to whether the search keywords are wrong: try using keywords like ANCEL)
- 2. Check if there is a problem with the network

Permission Issues and Other Issues: customers think the APP reads some sensitive data, which is an invasion of their privacy. Such as why to store data? Why should we get the location to retrieve information? etc. and some other possible problems.
Solution: Exclusion method

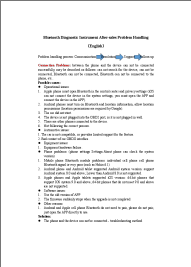
Permission issues

- 1. Bluetooth permissions and storage permissions location permissions are needed for APP.
- 2. In the privacy policy we describe in detail the reasons for using these permissions, we pay great attention to the protection of customer privacy, please feel free to use.

Other issues

- 1. If you encounter other problems, please communicate with us in time to deal with them. Thank you for your feedback.

Documents / Resources

	<p>ANCEL BD200 OBD2 Scanner Bluetooth Code Reader [pdf] User Guide BD200 OBD2 Scanner Bluetooth Code Reader, BD200, OBD2 Scanner Bluetooth Code Reader, Scanner Bluetooth Code Reader, Bluetooth Code Reader, Code Reader, Reader</p>
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References

- [User Manual](#)