

FAQs and Troubleshooting Guide for VP11

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. ***What features you can get mainly depends on the chosen App.***

For generic standard OBD2 functions, we recommend Car Scanner ELM OBD2, Inforcar, OBD Fusion, OBD Auto Doctor.

Some free Apps may contain ads, and some apps or features may require purchase.

You can scan the QR code on the device to find the user guide which contains compatible Apps and vehicles.

2. Which devices does it support? Does it work with Android head units?

The OBDCheck VP11 is compatible with Android & Windows devices. *Note: it's incompatible with iOS devices; please choose the Bluetooth 4.0 version (OBDCheck BLE) for iPhone or iPad.*

It may **have compatibility issue with some Android head units** due to their lack of support for some Bluetooth profiles or limitations from the manufacturer and we do not have a compatibility list due to the complexity of the market. That's why we do not recommend to use it with head units. *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.*

3. What connection method does it use?

It uses classic Bluetooth. Please set the App connection type to Bluetooth, and select OBDII as the device to connect. It does **NOT** support Bluetooth LE.

4. Do I need to make it show as connected in phone's Bluetooth settings?

No, after pairing, it may not show as connected. The status can be saved, paired, or previously connected on different phones. If it goes to previously connected device list and does not show up in Torque App, please forget it and re-pair. As soon as you enter 1234, please switch to Torque App immediately to select Bluetooth device (you can navigate to the Torque setting page in advance).

5. What's the difference between OBD-II standard and enhanced/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 (generic OBD-II functions): 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.

6. Does it work with hybrid plug-in (PHEV) or all-electric vehicles (BEV)?

EVs including PHEVs are low or zero emission vehicles so they may not follow standard OBD II specs. Thus, you may need a capable App to connect, for example **Car Scanner ELM OBD2 (select the corresponding connection profile)**, **Dr Prius**, **LeafSpy**, **EVNotify**, **EV Watchdog**, **MyGreenVolt**, **CanZE**, etc. In addition, the support for latest EVs can be more complex depending on the developers' development plans, which means some EVs may not be supported yet.

7. Can it do advanced diagnostics to read or reset my ABS, or airbag lights?

It mainly depends on the chosen App. Most OBD-II Apps only provide basic emission-related check engine light diagnostics. Currently there are a few Apps that provides advanced diagnostics for selected vehicles, for example **OBD Fusion**, **OBD JScan**, **AlfaOBD**, **Carista**, **FORScan Lite**, etc. Contact Veepeak or the app developer to check if it's available on your vehicle.

Note: it cannot reset ***Oil change or maintenance required lights*** and there is no error code to read. It's not bi-directional and cannot perform reset functions.

8. 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).

9. Does it read transmission temperature?

The transmission (fluid) temperature is a **manufacturer specific PID** which belongs to **advanced diagnostics**, so it's not read by most generic OBD2 Apps. Please check the advanced diagnostics availability or contact Veepeak customer support to check if there is a suitable App (similar to FAQ 6). You may try to search for the **custom PID information** on the web & add it in the App. This applies to other manufacturer specific PIDs (such as DPF). **Tips:** For GM or Ford vehicles, you can use OBD Fusion App: Setting – User-Defined PIDs, Click Menu on the top right – Import built-in PIDs, select brand, and you will see a list of extended PIDs, which include transmission temperature.

Car Scanner ELM OBD2 Apps may also provide extended PIDs for some vehicles; please select the suitable connection profile for your vehicle.

10. Which apps are not supported?

The OBDCheck VP11 does not support Bluetooth LE and is incompatible with BimmerCode, BimmerLink, OBDeleven, Carly App, ABRP, etc. If you are unsure of a certain App, please contact us to check compatibility.

11. 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.

12. Does it work 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, MotoScan App is supported, but it's limited to diagnostics and sensor reading; coding or service reset are not supported by the device.

13. Where can I find how to connect & use videos?

Please visit the product page "Product guides & documents", Veepeak product page or scan the QR code on the device to get the latest user instructions & guide and product videos, plus compatibility and troubleshooting guide.

Common Issues & Troubleshooting

1. Device does not power up (no red light).

First check if the cigar fuse of your vehicle is in good condition to power 12V power. You can also try with another vehicle to verify. If the OBD2 port of the vehicle is fine, please contact us for help.

2. Device powers up, but “OBDII” is not showing up on my phone's Bluetooth device list.

Make sure the device is not connected to other phones or tablets;

Check saved and previously connected list;

Restart your phone, turn off Bluetooth and turn it back, refresh the Bluetooth list and wait for a few more seconds.

3. When trying to pair it with my iPhone, it says it's not supported.

Unfortunately, it does not work with iOS devices. Please select OBDCheck BLE which supports Bluetooth LE to work with iOS devices.

4. Could not pair my Android phone with “OBDII”.

(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).

(4) Try to pair in the App Settings, for example Car Scanner ELM OBD2, Infocar, which allows to select unpaired device and pair.

(5) For Android head units, check the Bluetooth settings and see if PIN is enabled or the default pairing PIN is correct (should be 1234).

(6) 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.

5. “OBDII” quickly disconnects or does not show as connected after pairing.

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, but it's actually connected. You do not need to select it to connect again.

6. App not connecting to OBD device (in Car Scanner app, it says ELM connection fails).

Make sure the App is compatible, and you have made the correct App connection settings (e.g. you need to re-select the right device “OBDII” when you have used another OBD2 device before) and granted the App necessary permissions to access Bluetooth (for example **nearby devices**);

Remove and re-install the app (especially when you have an OS update or the app has not been used for some time);

Try with a different App such as Car Scanner ELM OBD2, Infocar, Piston, OBD Auto Doctor, which are free to test. Contact us or the app developer.

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.

Tip: 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.

7. Cannot connect to vehicle (in Car Scanner app, it says ECU connection fails).

Make sure it fits well in the OBD2 port. Try to push it a little harder into the OBD2 port (**powering up does not mean a good fit**);

Make sure your vehicle is OBD2 compliant and the OBD2 connector is in good condition (no bad pins or wires);

Check if your vehicle is supported by the App; Make sure ignition is turned ON or start the vehicle to try; Try it on another vehicle.

8. Connection is unstable and gets disrupted during use.

Restart your phone, keep the device as close as possible to your phone, and close other Apps; update the app to the most up-to-date version; 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.

Unplug and re-plug it in to connect again; try with a different app and see if it makes any difference.

10. Could not read the trouble codes.

Try with a different App. If there are non-check engine lights on the dashboard, or the codes are not emission-related or are stored in another ECU, you may need a capable App to read these codes. Contact us with your vehicle make/model/year for App recommendation.

11. 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.

12. 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. However, you can still use it for generic OBD2 functions.

Note:

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 as it requires the collaborative work from the OBD device, Android App on the smartphone, and vehicle ECUs.

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 specify at which step, and include a screenshot of the error message (if there is any) so we can better look into the issue. Our customer service is friendly and the replacement process is hassle-free.