

BlueSTAR Frequently Asked Questions

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PRE-PURCHASE

1. What is BLUESTAR and why do I need it?

The BLUESTAR is a device that allows you to use your Bluetooth enabled cellphone in your car without having to directly access your phone. It works by replacing the onstar module in your vehicle. Many states have now passed laws that do not allow cell phones to be used while driving without some form of hands-free device.

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2. What is Bluetooth?

Bluetooth is a wireless communications protocol. It has a typical range of about 30 feet, and is good for low data rates found in audio type applications. Wireless devices such as headsets and keyboards and mice can use Bluetooth. Most cell phones support hands free communications using Bluetooth protocol.

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3. How does it work?

By plugging into your vehicle in place of the onstar module, the BLUESTAR works by interfacing your cellphone to your vehicle radio, microphone, and rear view mirror keypad.

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4. What else do I need?

Other than a vehicle with onstar, and a Bluetooth enabled cell phone, the BLUESTAR is all you need. We recommend that a standard mini USB cable is installed with the BlueSTAR to simplify future upgrades. This is especially recommended in vehicles where module access is difficult.

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5. Do I need to keep Onstar service?

No. With the BLUESTAR, there is no need to keep onstar service. In fact, since installation of the BLUESTAR completely disables onstar, it is best that you do NOT subscribe to onstar.

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6. What's the difference between the BLUESTAR 2010 and the BLUESTAR II?

The BLUESTAR 2010 and BLUESTAR II are almost identical. The BLUESTAR II is the latest generation BLUESTAR and has improved audio circuits for better microphone performance and improved audio output.

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7. Will it work in my car/truck?

The BLUESTAR is compatible with cars made since 2002, and trucks made since 2003. Factory installed onstar is required for the BLUESTAR to work.

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8. Will it work with my phone?

The integrated Bluetooth module will interface to almost every phone on the market today. This includes Blackberry's, iPhones, Droids, and phones from other manufacturers including Samsung, LG, HTC, and Motorola.

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9. Will it pair/link to multiple phones?

The BLUESTAR can be paired with up to four phones, but only one phone can be linked at a time. The BLUESTAR will try to link to the phones in the order in which they were paired.

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10. Can I stream Bluetooth stereo audio (A2DP)?

A2DP is now supported. Due to the monaural limitation in the onstar interface wiring harness, stereo is only available through the 3.5mm output headphone jack on the side of the BLUESTAR. In other words, it will have to be wired into an auxiliary input separately. Refer to the A2DP streaming application note for further details.

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11. Do the steering wheel controls work?

Yes, steering wheel controls are now supported on all models.

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12. Does the NAV screen display caller ID?

Incoming Caller ID is available on GMLAN based vehicles only. It is displayed on the Driver Information Center (DIC) near the gauges.

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13. Will NAV voice commands still work?

No. NAV voice commands are disabled when the onstar module is removed. The NAV unit will still tell you directions, but you cannot control it by voice commands.

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14. Why can't I keep Onstar?

Due to the complex nature in which the BLUESTAR communicates with the radio, it is not currently possible to have both devices on the data bus at the same time. There are several other issues including interfacing to the audio of the microphone and radio as well as sharing both the buttons and LED. The BLUESTAR product is recommended for owners who do not currently subscribe to onstar.

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15. Will it affect XM Radio?

No, the BLUESTAR has no impact on XM radio or other satellite reception.

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16. What does it cost?

The BLUESTAR kit is \$279 and includes everything needed for installation in vehicles from 2003 and up.

Free shipping (USPS First Class) is included to the United States and Canada. Contact us for International shipping.

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17. Is it easy to install?

Once the onstar module has been located, you can simply unplug the onstar module, and plug in the BLUESTAR. Depending on the location of the onstar module, this can be as little as 5 minutes, and as much as about 20. Check the CoSTAR Forum for vehicle specific installation tips.

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18. Will it void my warranty?

Installing the BLUESTAR should have NO impact on your vehicles warranty. You should always save your original onstar module for re-installation, should you decide to go back to onstar for some reason.

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19. What is your warranty / return policy?

CoSTAR technologies stands behind all of its products with a full lifetime limited warranty against any manufacturing defect.

We also provide a full refund for any purchase up to 30 days from date of delivery, in the unlikely event that you should change your mind for ANY reason.

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20. How can I contact you for more information?

Email us at techsupport@costartech.com if you have any questions. We pride ourselves in our customer support and will usually return emails within the same business day.

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POST-PURCHASE

1. How do I install the BLUESTAR?

Installation of the BLUESTAR is pretty simple. You must first locate the onstar VCIM module in your vehicle. Next, unplug the white connectors in the J1 and J2 positions. Finally, plug these into the BLUESTAR.

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2. Where is my onstar module located?

To locate the onstar module in your vehicle, click [here](#). If your vehicle is not listed, (ie you have a new model year) check the most recent year available for your model. They do not change often from year to year.

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3. How do I pair my cell?

After installation, the first thing you need to do is pair your cell phone to the BLUESTAR. This can be easily accomplished by scanning for devices with your cellphone. Select the BLUESTAR module and enter the pairing code "0000" if necessary. (Some phones will automatically enter the code)

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4. How do I add/change a phone?

The BLUESTAR can store up to four phones. It will attempt to link to them in the order in which they are paired. To add a new phone you must place the BLUESTAR into pairing mode by pressing the BLUE (onstar) mirror button for three seconds. You will see a RED/GREEN flashing LED indication. Then search for devices from your cell to add. To erase all pairings press the RED (emergency) mirror button for 10 seconds. Then pair the primary phone first.

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5. Can I change the volume?

To change the default BLUESTAR output volume, link the phone than press the RED mute button for one second. You can than press the White or Blue buttons to change the volume Down or UP respectively. You should hear "beeps" corresponding to the default volume level. You can also use the steering wheel controls as well as the cell phone itself to change volume. Note that the radio volume knob will not change the volume because like the onstar module, the radio might be off during a call.

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6. How do I adjust microphone gain settings?

The microphone gain can be set with the mirror buttons by pressing the RED (emergency) mirror button for three seconds while on a call. Then, press the WHITE (phone/dot) or BLUE (onstar) buttons to decrease or increase the mic gain respectively. You should hear "beeps" changing in tone indicating the setting. There is lots of adjustment range (23 positions). Most users find lowering the mic gain yields the best sound, especially with the BLUESTAR 2010.

The BLUESTAR II is pre-set lower and usually does not require adjustment. When your caller says you sound good, press the RED mirror button again to save your settings.

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7. How do I make/answer/end a call?

You can use the WHITE (phone/dot) mirror button to make/place/end calls. Also, the “talking mouth” steering wheel control can be used. When placing a call, your cellphone voice dialing feature will be activated (iPhone4S+ users will activate SIRI). Alternatively, you can use your cell phone to dial. Note, some vehicles require a one second press to activate voice dial as a quick press will simply mute the radio.

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8. How do I mute a call?

You can mute a call by pressing the RED button when on a call. The LED indicator will flash RED/GREEN to indicate the mute status. Press the RED button again to unmute.

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9. What does the mirror LED indicator tell me?

The mirror LED indicator is very informative and tells you the current state of the BLUESTAR unit. It can be GREEN, RED, or OFF, and can be steady or flashing at three rates. Refer to the Quick start guide that came with your unit for details.

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10. How do I play music?

Music streaming is now supported by the BLUESTAR. The audio path used for calls however, is only mono, and cannot be used for music, so you must connect the output headphone jack on the bluestar to an aux input on your radio. You can use a cassette adapter, front panel aux input, or rear entertainment input if available. Alternatively, aftermarket devices are available from other sources that can add an aux audio input if you do not have one available on your radio. In order to enable music streaming you must use the CoSTAR Programming Utility to enable this feature. Please refer to the A2DP app note on the website for details.

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11. How do update/program the BLUESTAR?

To update the BLUESTAR, the CoSTAR Programming Utility (CPU) is used. This windows program is available for download from the website. You must connect the BLUESTAR to a PC via USB port and run this utility. The BLUESTAR comes pre-programmed with the latest released firmware, and does not normally need to be programmed prior to installation. Updates to the Firmware (to run the main processor code) and DSP (to run the Bluetooth stack) are available on the website. The CPU can also be used to configure and diagnose the BLUESTAR module.

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