



BlueSTAR 2010 FAQ

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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 cell phone hands free in your car. Many states have now passed laws that do not allow cell phones to be used while driving without some form of hands free device. This includes headsets, both wired and wireless, as well as hands free car kits.

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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?](#)

The BlueSTAR module interfaces vehicle electronics including the onstar microphone, the onstar keypad, and the vehicle radio, to a Motorola HF850 Bluetooth junction box. This allows you to use an industry proven hands free device without any external peripherals and unnecessary wiring. It also optimizes the performance of your hands free kit by using the quality onstar microphone and vehicle stereo system.

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4. What do I need?

Other than a vehicle with onstar, and a Bluetooth enabled cell phone, the BlueSTAR 2010 is all you need.

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5. What's the difference between the BlueSTAR, the BlueSTAR PnP, and the BlueSTAR 2010?

The first generation BlueSTAR was intended for older vehicles (pre-2002) that do not have the white PnP connector. It typically replaced older onstar modules that have RED and BLUE connectors. This unit required a custom harness to interface to the vehicle, but is no longer supported. The PnP version has the same connectors as the onstar module and simply plugs in its place. It came in CLASS2, GMLAN-11, and GMLAN-29 versions. It too has been discontinued. The BlueSTAR 2010 is the newest generation of BlueSTAR product and is universal to work in almost all GM vehicles 2002 and up.

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6. What's new about the BlueSTAR 2010?

The BlueSTAR 2010 has many new and exciting features that make it much easier to use than the earlier BlueSTAR versions.

- Integrated state-of-the-art Bluetooth module replaces the obsolete Motorola HF850. Built on to the PCB, the new module improves performance and reliability.
- The BlueSTAR 2010 is enclosed in a small ruggedized enclosure to protect the circuitry and your investment and allow installation virtually anywhere.
- Universal design allows use in almost every GM vehicle made after 2002.
- USB interface allows easy software upgrades and diagnostic information previously unavailable.
- Headphone jack for A2DP streaming included for playing MP3's from your cell. (External connection to radio and additional software required)
- Bluetooth 2.1 + EDR compliant with PBAB (additional software required) allows communication to all the latest phones.

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7. Will it work in my car/truck?

If your car has onstar and was built after 2002, then the BlueSTAR 2010 should 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 link to multiple phones?

The BlueSTAR 2010 can link to up to four phones, but as with any Bluetooth link, only one phone can be linked at a time. The BlueSTAR will try to pair to the phones in the order in which they were linked.

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

Currently, A2DP is not supported. Hardware is in place and I expect to release this feature in a future firmware upgrade. It will be available through the 3.5mm headphone jack and not the onstar interface. In other words, it will have to be wired in separately. The onstar audio path is monaural, and therefore not good for streaming music.

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11. Can I use a different Bluetooth kit (i.e. Motorola T605, IHF1000, or Parrot device)?

Unlike previous BlueSTAR modules, the BlueSTAR 2010 has an integrated bluetooth device and therefore does not require an external module.

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12. Do the steering wheel controls work?

Currently, GMLAN versions support all steering wheel controls. Class2 vehicles support only volume controls on the steering wheel. We are working on the 'talking mouth' and 'end' steering wheel buttons, and hope to release them in a future software upgrade.

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13. Does the NAV screen display caller ID?

Caller ID capability is available, but not yet implemented in the BlueSTAR firmware. I hope to release this along with Phone Book Access in a future software release.

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14. Will NAV voice commands still work?

No, NAV voice commands are disabled when the onstar module is removed.

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15. 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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16. Will it affect XM Radio?

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

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17. What does it cost?

The BlueSTAR 2010 kit is \$279 and includes everything needed for installation in vehicles from 2002 and up.

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

Contact us for International shipping.

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18. Is it easy to install?

Once the onstar module has been located, you can simply unplug the onstar module, and plug in the BlueSTAR 2010. 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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19. 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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20. 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 60 days from date of delivery, in the unlikely event that you should change your mind for ANY reason.

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21. 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 link my cell?

After installation, the first thing you need to do is link your cell phone to the BlueSTAR 2010. This can be easily accomplished by scanning for devices with your cell phone. Select the BlueSTAR module and enter the pairing code "0000" if necessary. (Some phones will automatically enter the code)

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2. Can I change the volume?

To change the default volume, link the phone than press the RED mute button. 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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3. How do I make a call?

You can use your cell phone to dial, or if you have voice dialing, simply press the white button and listen for your phones prompt such as "Say a command"

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4. How do I answer a call?

You can answer a call with the cell phone or by simply pressing the White button.

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5. 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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