

If you notice that no trip is registered in your ODOTRACK account, verify the following, depending on the type of connection of your device:

CIGARETTE-LIGHTER PLUG IN (12 volt)

- Make sure the device is still plugged into the vehicle's cigarette-lighter socket;
- Make sure to use the cigarette-lighter cable provided by ODOTRACK;
- Check if the lights on the device are on.

If the lights on the device are off, you must:

- Unplug the device for more than three (3) hours;
- Reconnect the device directly into the OBDII socket (under the dashboard) to check if the problem is related to the cable or the cigarette-lighter socket;
- Start your vehicle and make trips.

After a few hours, check your ODOTRACK account in the Trips Module to make sure your last trips have been registered.



OBDII CONNECTION (with cable)

- Make sure the device is properly connected to the cable and is still plugged into the OBDII port of the vehicle;
- Check if the lights on the device are on.

If the lights on the device are off, you must:

- Unplug the device from the cable for more than three (3) hours;
- Reconnect the device directly to the OBDII port (without cable) to check if the problem is related to the cable;
- Check one more time if the lights on the device are on;
- Start your vehicle and make trips.

After a few hours, check your ODOTRACK account in the Trips Module to make sure your last trips have been registered.



If your trips are still not being recorded or you experience a technical problem, please contact our technical support by email at support@odotrack.ca or by phone by dialing 514-388-7734 for the Montreal region or our toll-free number 1-877-755-3953 for other regions.