

This guide is for ODO25 2G and 3G models.



2G
V. 1.45 and 1.6



3G
V. 2 and 2.1



Cable
Cigarette lighter/OBDII

If you notice that your trips are not recording in your ODOTRACK account, verify the following:

⊕ **OBDII PLUG IN: ODO25 2G (V.1.45 and 1.6) and ODO25 3G (V.2)**

- › Make sure you are in a standard GPS cellular zone coverage (ODO25 2G only)
- › Make sure the device is still plugged in the OBDII socket of your vehicle
- › Make sure the 3 LEDs on your device are on

⊕ **CIGARETTE LIGHTER PLUG IN : ODO25 3G (V.2.1)**

- › Make sure the device is still plugged in the cigarette lighter of your vehicle
- › Make sure you are using the cigarette lighter/OBDII cable included
- › Make sure the blue light on the cigarette lighter is on
- › Make sure the 3 LEDs on your device are on

If the lights (device and cable adapter) are off, you should:

- › Unplug the device, wait 30 seconds and replug
- › Check the fuses in your vehicle (generally 20 amps)

If the lights are on (device and cable adapter), follow the following steps:

ODO25 2G: › Unplug the device from the OBDII socket, wait at least 2 minutes

ODO25 3G: › Unplug the device from the OBDII socket, wait between 30 minutes to 2 hours (until all the lights turn off)

› Replug the device in the OBDII socket and wait at least 2 minutes

› Do a road test for at least 3 minutes

In the 5 minutes following the road test, check if in your account, under the “Odotrace” tab, your vehicle as well as its last trip are visible

If your trips are still not being recorded or you experience any other technical problem, please contact our technical support at:

Quebec: [514 388-7734](tel:5143887734)

Toll free Quebec: [1 877 388-8010](tel:18773888010)

Toll free outside Quebec: [1 877 755-3953](tel:18777553953)