

## SOME OF MY TRIPS DO NOT APPEAR IN THE TRIPS SECTION OF MY ODOTRACK ACCOUNT

Do you think you have more trips than indicated in the **Trips** section of your ODOTRACK account?

Here are some possible reasons:

1. The OD010 device is discharged or does not have sufficient charge to transfer GPS data to the ODOTRACK servers.
2. You have traveled into a zone that was beyond the standard GPS cell coverage area.
3. The ODOTRACK server is unresponsive.
4. You have not traveled during this period.
5. The OD010 device is defective.

At all times, please make sure:

- ✓ To use the cables and accessories supplied by ODOTRACK.
- ✓ To avoid a direct connection to the vehicle's USB port.
- ✓ That your ODOTRACK device is connected to your vehicle's power outlet.



### Steps to follow

#### STEP 1. Unplug your device and check if...

- ✓ The device switches off.
- ✓ The battery indicator is flashing.
- ✓ The battery indicator is empty .



Icons at the top of the display.

**SOLUTION:** We suggest that you fully charge your device using the provided wall charger for at least four hours. This validates that the battery is not the cause of the problem.

#### STEP 2. Verify the auxiliary power socket and the connection inside the vehicle

If you use the standard mini charger (see fig.1), make sure that it is correctly plugged into your vehicle's cigarette lighter.

If you are using the multi car charger with dual USB ports (see fig.2) or the OBDII to USB adapter (see fig.3), make sure the red light is on. The red light indicates that the connection is established and that the device is charging correctly.

If no light is on, check the fuses (fig.2 = cigarette lighter, fig.3 = OBDII)

Please note that these accessories (fig.2 and 3) are not originally supplied with your ODOTRACK.



fig.1 Mini USB charger



fig.2 Multi car charger with dual USB ports



fig.3 OBDII to USB adapter

**STEP 3. Once the charge is complete, unplug your device and verify if:**

- ✓ The antenna signal indicator  is displaying four solid bars.
- ✓ The network  and antenna  indicators are stable and not blinking.

If the indicator shows a fully charged battery and you still encounter a problem with missing trips, your device might be involved.

**STEP 4. Reboot your device and end the trip.**

- ✓ Turn off the device by pressing the button located on the left hand side (press for a few seconds).
- ✓ Wait for ten seconds before turning it on again, using the same button.
- ✓ Your device is rebooting, please wait for all indicators (*step 3*) to be active and move to an open area or near a window (this improves the GPS signal quality).
- ✓ In order to ensure that there are no pending trips stored in your device, press  (End Trip) for a few seconds until the “**END TRIP**” message appears on the device screen.

Once all these steps are completed, make your travel as usual. A few days later, make sure that your trips were properly recorded in your ODOTRACK account.

If you still experience a problem with missing trips or have a technical issue linked to the ODO10 or its accessories, please contact the technical support department at **1 877 755-3953**.