



**OMV**



# **OMV SmartPass**

Telepass Truck Portal Quick Guide

# TELEPASS TRUCK PORTAL QUICK GUIDE

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**OMV SmartPass with Telepass SAT K1**  
*(Current device available for ordering)*



**OMV SmartPass with Telepass SAT Arianna2**  
*(Previous device – not available for ordering anymore)*

### LEGAL DISCLAIMER

OMV has made every reasonable effort to ensure that the information provided in the present Telepass Truck Portal Quick Guide is correct and complete at the time of publication. However, there may be changes to the portal’s functionalities or labels triggered by the portal operator, Telepass. OMV provides no warranty or guarantee in respect of information published in this document. Should there be unintended or accidental errors, we apologize for them.

# TELEPASS TRUCK PORTAL QUICK GUIDE

## 1. Introduction

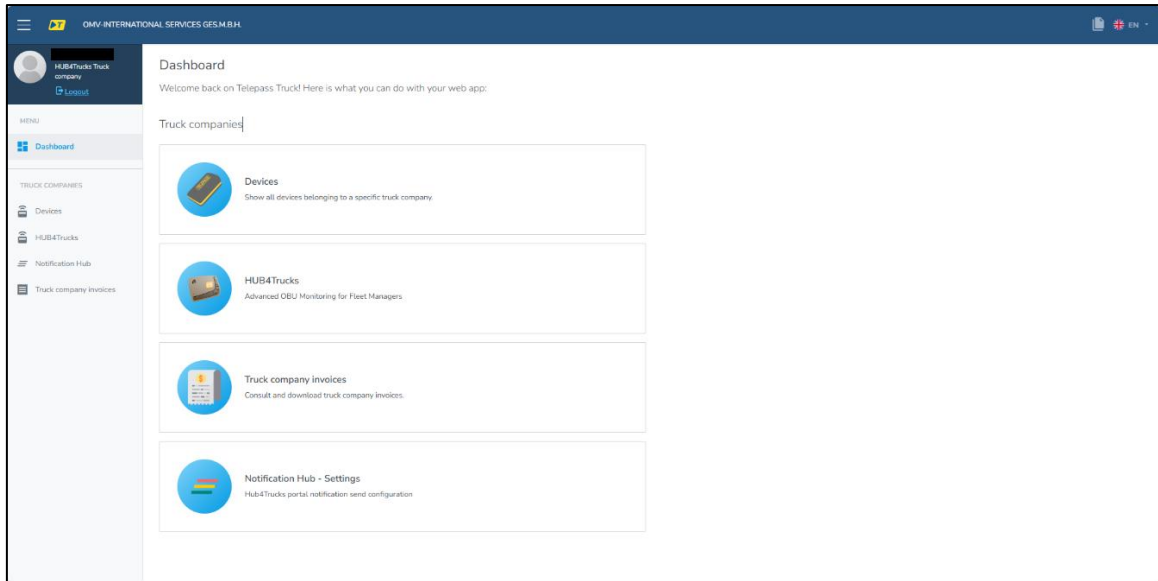
The Telepass Truck Portal is an online platform designed to give fleet managers and transport operators full visibility of their OMV SmartPass devices. Its main purpose is to provide transparent access to toll-related information such as device status, preliminary toll transactions, toll domain activation details, invoices, and system notifications.

Most sections of the portal are read-only, meaning you can view all relevant data but cannot modify OBU configurations directly.

The only customizable area is the Notification Hub, where you can set your own email address and monitoring preferences to stay informed about important toll-related events.

## 2. Logging into the Telepass Truck Portal

- The Telepass Truck Portal is available at: <https://truck.telepass.com/home>.
- To complete your registration, follow the instructions in the notification email sent directly by Telepass. Please, note:
  - The registration link is valid for 48 hours.
  - Your username was shared with you by OMV when your first OMV SmartPass OBUs were ordered, and it is also included in the notification email sent directly by Telepass.
- After logging into the Telepass Truck Portal with your credentials, the main Dashboard will display four options under the navigation menu:
  - *Devices* – Here you can see all OMV SmartPass devices related to your company.
  - *HUB4Trucks* – Here you can check latest statuses of all OMV SmartPass devices, including OBU Status, Tolling Status, Toll Domain Information, Axles and Weight Status, Anomalies.
  - *Truck company invoices* – Here you can view and download toll invoices/statements issued by Telepass on behalf of certain toll chargers to your company.
  - *Notification Hub – Settings* – Here you can configure various types of notifications that alert you via email about selected events and status changes related to your OMV SmartPass devices.



Picture 1: Telepass Truck Portal – Dashboard Overview

### 3. Devices

- Click on the "Devices" option.
- You will see here all the OMV SmartPass OBUs ever ordered to your account listed by the OBU IDs (ID: identification number, serial number).
- You also have the possibility to filter your OBUs based on Device ID, Device Type, Device Status, or License Plate.

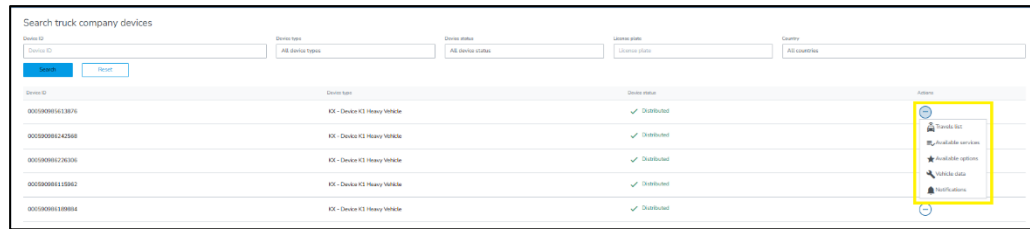


Picture 2: OBU Filter Panel in Devices Section

- By clicking on the three dots under "Actions" next to the desired device, you can choose from the following options to see further details about the OBU:
  - *Travels list* – Here you can see details of the toll road sections traveled, recorded by the onboard unit in the recent past. These preliminary transactions are visible until they appear on invoices/statements, then they are only visible on invoices/statements.
  - *Available services* – Here you will find all services currently available on the OMV SmartPass OBU. Services marked in green are active on the onboard unit, services marked in red are inactive.

*Note: available services are only for information purposes here. Active countries must be checked in line with the on-board unit's User manual.*
  - *Available options* – Not applicable.

- **Vehicle data** – Here you can see the initial settings of the onboard unit. No changes can be made here.
- **Notifications** – Here you will find a short message about changes to the initial settings of the onboard unit or the activation of additional countries.



Picture 3: OBU Actions Panel in Devices Section

## 4. HUB4Trucks

HUB4Trucks is an online platform designed to give fleet managers visibility and control over OMV SmartPass devices. It provides detailed information about OBU statuses, toll domains, anomalies, and configuration history, helping ensure smooth tolling operations and compliance across multiple countries.

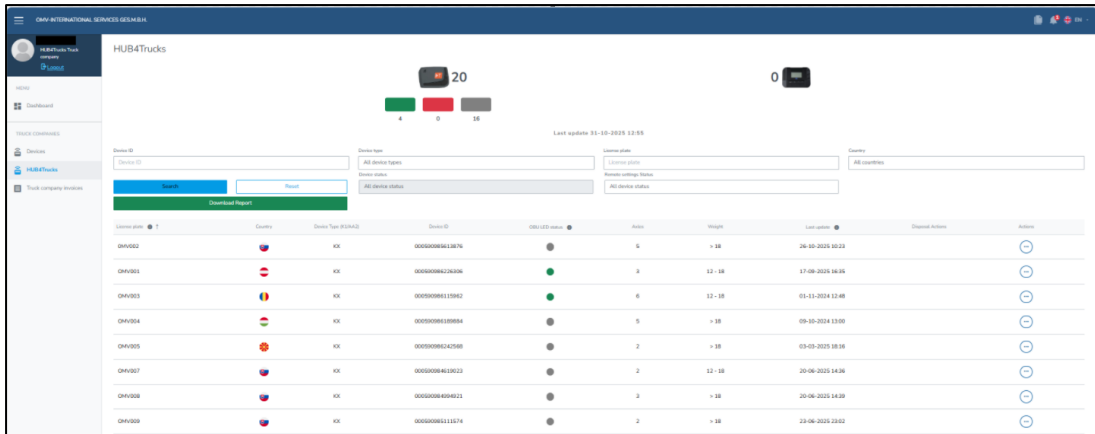
The full potential of HUB4Trucks can be utilized with the Telepass SAT K1 device, which offers advanced features such as anomaly investigation and access to the configuration history, and more.

### Features available for Arianna2 vs. K1 devices

Feature	Telepass SAT Arianna2 device (AA2)	Telepass SAT K1 device (K1)
Latest OBU status (Power, LED)	✓	✓
License plate & OBU ID	✓	✓
Euro pollution class & CO <sub>2</sub> class	✓	✓
Self-test Tool status	✗	✓
Axles & Weight display	✓	✓
Remote axle/weight change	✗	✓ (not yet available)
Axle/Weight change history	✗	✓
Toll domain information	✓	✓
Vehicle Declaration download	Limited	✓
Detailed anomaly list & required actions	✗	✓

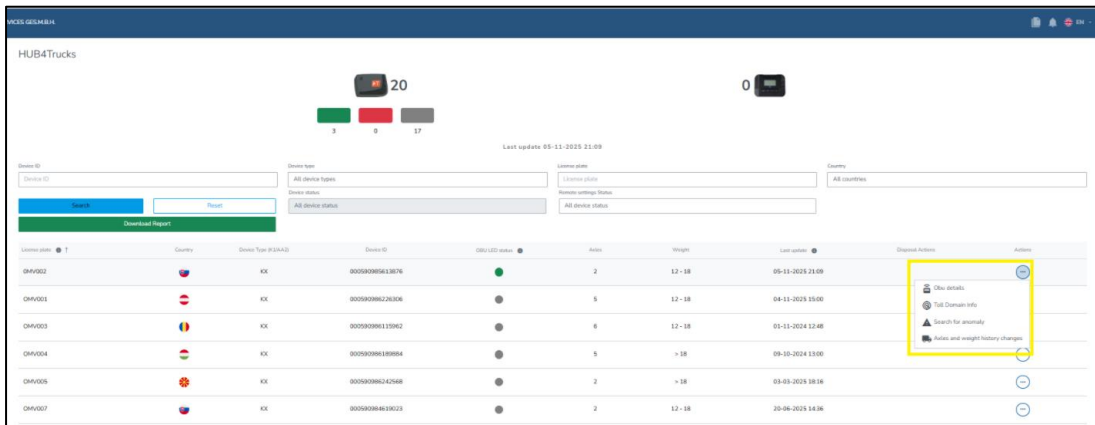
### How to use this tool?

- Click on the "HUB4Trucks" option.
- Click on "Search" to refresh the dashboard with the latest data.



Picture 4: HUB4Trucks – Fleet Overview Dashboard

- In the middle of the main HUB4Trucks dashboard, under the column "OBU LED Status", you can see the latest LED status of OBUs (status as of the last click on the "Search" button). There are three possible statuses:
  - GREEN – OBU is in use without anomalies;
  - RED – OBU is in use, but an anomaly is present\*;
  - GRAY – OBU is not in use or not communicating with the central system, thus not sending updates\*.
- The next columns, "Axles" and "Weight", show the currently set number of axles and weight for your fleet's OBUs (in line with their very last change).
- The column "Last update" indicates the date and time of the most recent update for any of the following: axles, weight, LED status, and/ or power status.
- By clicking on the three dots under "Actions", you can access more details about a particular OBU:

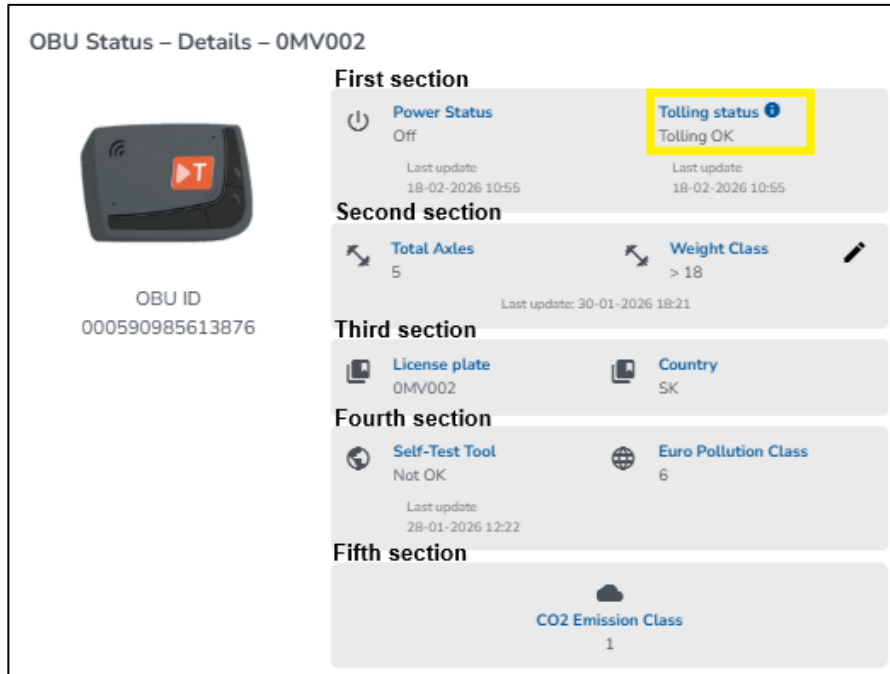


Picture 5: OBU Actions Panel in HUB4Trucks Section

- **OBU details** – Here you can view current OBU status details such as Power Status, Tolling Status, Axles and Weight Status, etc.
- **Toll Domain info** – Here you can see the list of active toll domains on the OBU.
- **Search for anomaly** – If OBU LED Status is red, here you can investigate the anomaly in detail.
- **Axles and weight history changes** – Here you can review the history of axle and weight changes within a selected time range.

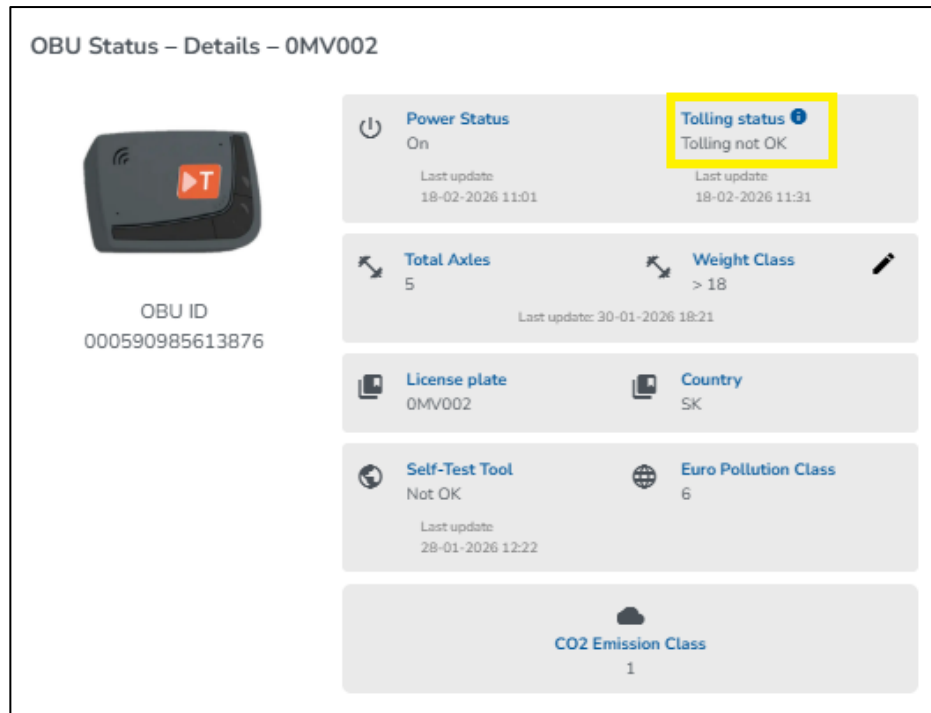
### OBU Details

- By clicking the "OBU Details" icon in the "Actions" section of the homepage, a dedicated area opens showing latest data for both Arianna2 and K1 devices (if communication with the central system is active).
- For K1 devices, the following information is displayed:
  - **First section (OBU Power and Tolling Status section)\*:**
    - Power Status (On/Off) and timestamp of last change
    - Tolling Status (Tolling OK / Tolling not OK) with last update time
  - **Second section (Axles & Weight section):**
    - Currently communicated axles number and weight class
    - Timestamp of last update
    - If remote change is available, a pencil icon allows direct adjustment (currently not available)
  - **Third section (Vehicle Info section):**
    - Plate number and nationality
  - **Fourth section (Self-Test Tool & EURO Pollution section):**
    - Status of Self-Test Tool: OK / Not OK / Not Run
    - EURO pollution class
  - **Fifth section (CO<sub>2</sub> Emission section):**
    - CO<sub>2</sub> class of the vehicle



Picture 6: OBU Details – Detailed OBU Status Screen (Section Breakdown)

\* ⚠️ If the Power Status is *Off* while the truck is on the road and should be tolling, or if the Tolling Status shows *"Tolling not OK"* while driving in a country active on the OBU, immediately contact the driver to check the device and apply the emergency procedure for the respective country. Emergency procedures are described in detail in the OMV SmartPass Handbook and OMV SmartPass Terms and Conditions.



Picture 7: OBU Details – Tolling Error Example

### Toll Domain info

- By clicking the "Toll Domain Info" icon under "Actions", a dedicated area opens showing active toll services for Arianna2 and K1 devices.
  - Active Toll Domains:** List of currently active services accompanied with the national flags.
  - PAN Number (France, Spain, Portugal):** Hover over the eye icon to view.
  - Vehicle Declaration:** Downloadable by clicking on the download icon for Austria, Scandinavia, and Hungary (if applicable).
  - Activation Date:** Date when the toll service was requested.

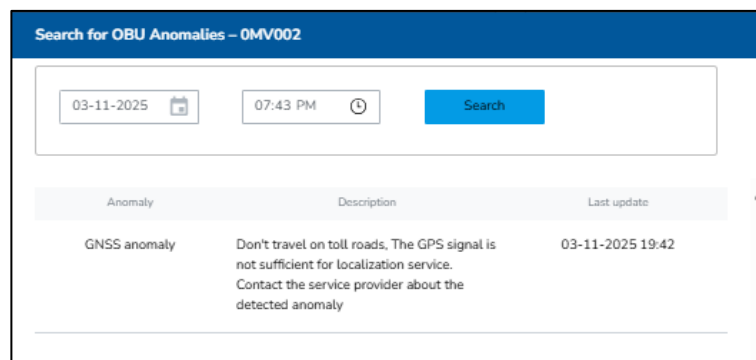
OBU Status - Active Toll Domains - 0MV002				
Active Toll Domains	Country	PAN Number	Vehicle Declaration Download	Toll Domain Activation Date on OBU
VIA-T				23.02.2024
VIAPASS				23.02.2024
HAC				23.02.2024
GO				23.02.2024
TIS-PL + LFK				23.02.2024
eTOLL				13.08.2024
GO				13.08.2024
MYTO				13.08.2024
LKW-MAUT				11.09.2024
KMTOLL - DNK				03.03.2025
LSVA				31.07.2025

Picture 8: OBU Active Toll Domains Overview

**Search for anomaly (available only for K1 devices)**

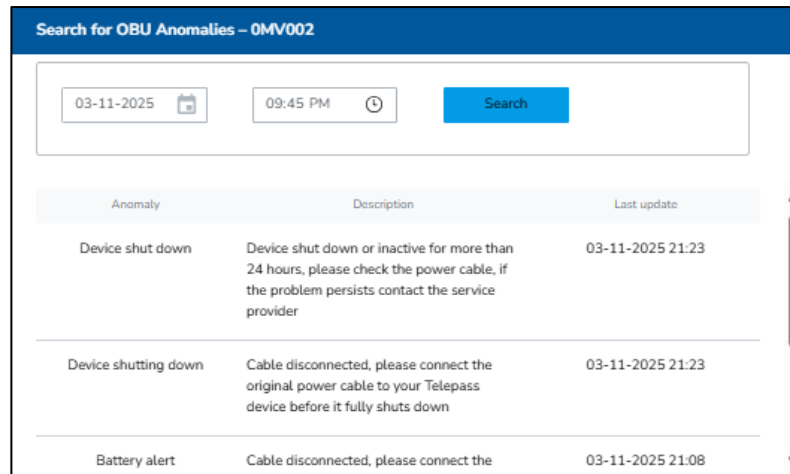
- Clicking "Search for anomaly" under "Actions" opens a section to investigate OBU anomalies at a specific date and time.
- Use the search function to enter a date and time (dd.mm.yyyy / hh:mm).
- If an anomaly is/ was active at that moment, details will be shown:
  - Anomaly: Type of issue.
  - Description: Explanation and suggested actions.
  - Last Update: Timestamp of when the anomaly occurred.

*Note: The "Last Update" reflects the anomaly's occurrence, not its resolution*



Picture 9: Search for anomaly – Anomaly Example

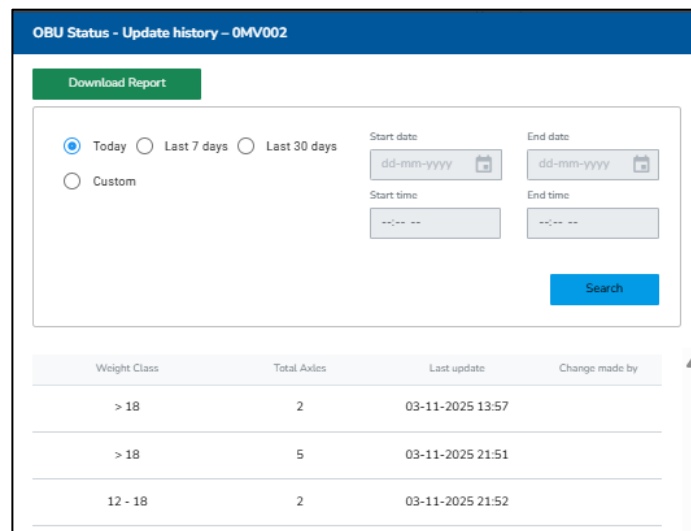
- Important:
  - It shows the anomalies that started before and continued after the selected time.
  - Once the anomaly is resolved, it is not visible at the time of resolution and afterwards.
  - Anomalies that started and were resolved before the selected time, will not be shown in the search results.
- List of possible anomalies / types of issues includes:
  - *Service Anomaly*: Service not active in the area.
  - *Blocked Device*: Do not travel, contact provider.
  - *GNSS / LTE / Technical / Tampering / Battery / Temperature / Shutdown anomalies*: Require immediate attention e.g., check the cable connections.
  - *Craftsman Exemption Active*: Toll exemption declared (may be applicable only in Germany for vehicle under 7.5 tons).



Picture 10: Search for anomaly – Anomaly Examples

**Axles and weight history changes (available only for K1 devices)**

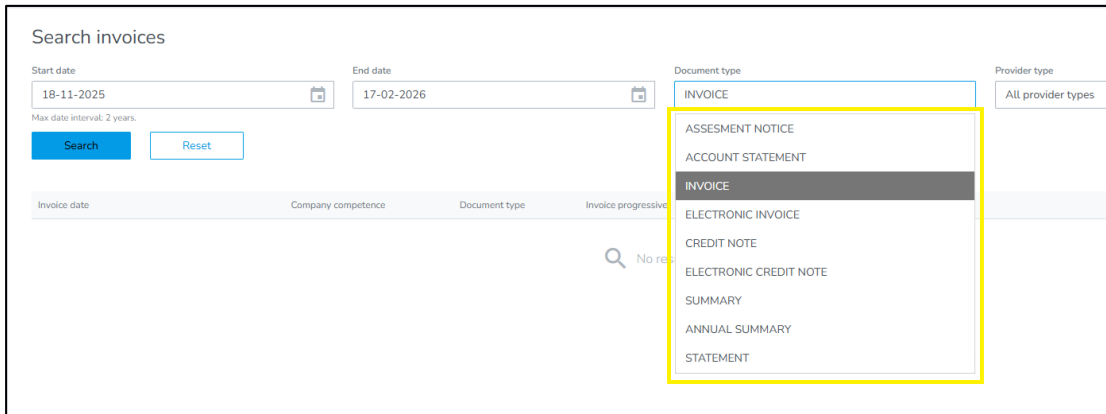
- Clicking "Axles and weight history changes" under "Actions" opens a section showing historical changes to axle and weight settings.
- There are several search filter options available: Today, Last 7 days, Last 30 days, and Custom range (up to 1 year).
- Multiple changes on the same day will appear as separate rows.
- You can download a report of the filtered results.



Picture 11: Axles and Weight History Change – Device Configuration Change History

## 5. Truck company invoices

- Click on the "Truck company invoices" option.
- Select the dates for which you want to view invoices by entering the "Start date" and "End date".
- Since different types of documents are issued in different countries, be sure to review all options under "Document type".




Picture 12: Truck Company Invoices – Document Type Selection Menu

There are a total of 9 types of documents. If you select a document type, click the "Search" button to display the invoices.

- Below are the details of the various options:
  - *ASSESSMENT NOTICE* – daily assessment notices on Swiss toll.
  - *ACCOUNT STATEMENT* – bi-weekly invoices/ statements issued for Belgian (Brussels and Flanders), Bulgarian, Czech, Danish (KmToll), German, Polish (e-Toll) and Swiss tolls.
  - *INVOICE* – bi-weekly invoice for Belgian toll (Wallonia) and Øresund and Storebaelt bridges.
  - *ELECTRONIC INVOICE* – Not Applicable.
  - *CREDIT NOTE* – Credit Notes.
  - *ELECTRONIC CREDIT NOTE* – Not Applicable.
  - *SUMMARY* – bi-weekly overview statement on the three regions of Belgian toll.
  - *ANNUAL SUMMARY* – Not Applicable.
  - *STATEMENT* – Not Applicable.

*Note: in case of the toll domains mentioned above, Telepass issues their invoices/statements (accessible and downloadable in Telepass Truck Portal as described here) on behalf of the respective toll chargers, while OMV includes their values in its debit notes, which are then payable to OMV.*

- OUR TIP: Always review all options.
- To download an invoice, click the  download icon under "PDF" option.

## 6. Notification Hub

The Notification HUB is an automated alerting system that keeps fleet managers informed about important toll-related events on their on-board units. It sends timely email notifications for situations such as:

- *Changes in the number of axles or vehicle weight* – A change was made to the axles number or weight setting on the OBU, indicating that the vehicle's configuration has been modified and may require verification.
- *Entry into a toll domain* – The vehicle has entered a toll domain that is active on its OBU, showing that the device has detected entry into a tolling area.
- *Activation of toll domain(s) on the OBU* – A new toll domain has been activated on the OBU, which will become fully usable within 24–48 hours according to the OMV SmartPass General Terms and Conditions.
- *Cable (power) disconnection* – The OBU has detected that its external power supply has been disconnected or the cable has been unplugged.
- *Low-battery alerts* – The OBU's internal battery has reached a low charge level, indicating that the device has been operating without external power for an extended period.

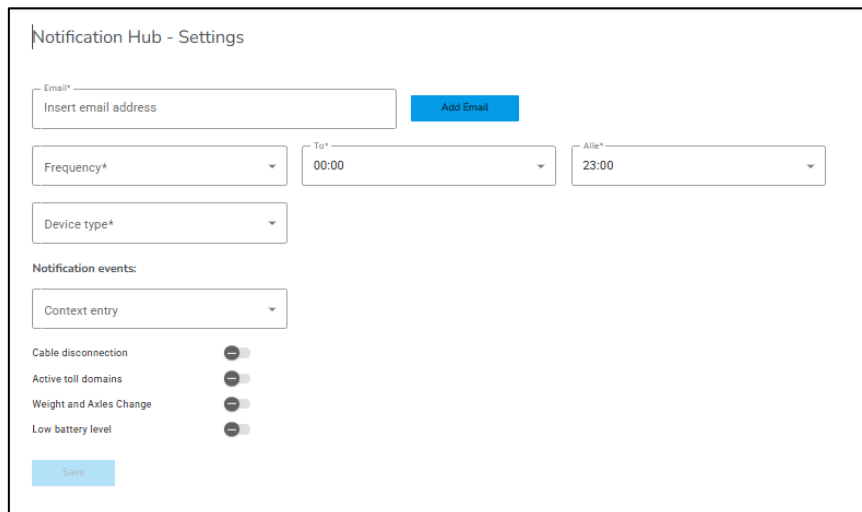
By monitoring these events actively, smooth tolling operations can be ensured with quick responses to potential issues.

The full potential of Notification Hub can be utilized with the Telepass SAT K1 device.

### Features available for Arianna2 vs. K1 devices

Feature	Telepass SAT Arianna2 device (AA2)	Telepass SAT K1 device (K1)
Context entry	✓	✓
Cable (power) disconnection	✓	✓
Active toll domains	✗	✓
Weight and Axles Change	✓	✓
Low battery level	✗	✓

- Click on the "Notification Hub - Settings" option.



Picture 13: Notification Hub – Alert Configuration Panel

- Add your email address – and optionally the addresses of other recipients – into the "Email" field. Notifications will be sent to the listed email addresses.
- Choose how often you want to receive notifications under "Frequency". Available options are 30 minutes, 1 hour, 2 hours, or 3 hours.

*Note: A notification is only sent if a relevant toll event occurred during the selected period. If nothing happened, no email is generated.*

- Define the "Since – To" time range to match your fleet's operating hours.
  - If your vehicles operate 24/7, use the full-day range to stay continuously informed.

Picture 14: Example of 24/7 Notification Frequency Setting

- Under "Device Type", choose the device model(s) for which you want to receive alerts.
  - Select both device types if your fleet is equipped with both.
  - Select only the relevant one if your fleet uses a single device type.

Picture 15: Example for a fleet equipped exclusively with Telepass SAT K1

- Under "Context Entry", select the toll domains for which you want to receive entry notifications.
- Click the activation icon to enable the remaining notification categories. Once activated, the icon will change to the active status symbol .
- Click "Save" to apply your selected settings.
- A confirmation pop-up will appear at the top of the screen. Click "Confirm" to finalize your configuration.

Picture 16: Save Changes Confirmation Popup

Once your Notification HUB configuration is complete, you will automatically start receiving alerts whenever a relevant toll event occurs.

- Alerts are sent from [evf\\_prod@telepass.it](mailto:evf_prod@telepass.it). They are delivered automatically based on the moment the notification settings were first confirmed.

*I.e., If you activate notifications at 10:23 and select a 30-minute frequency, emails will always be sent at hh:23 and hh:53, but only if at least one relevant event occurred during the preceding 30-minute interval. If no event took place, no notification is generated.*

*Note: Both the notification email text and the attached Excel table are always provided in English.*

- The subject line indicates the type of event – for example, “Entrance in a toll domain” for a toll-domain entry.
- Each email includes an Excel file listing all OBUs that experienced the same event within your selected notification period.

Events Notification							
ID	DEVICE	EVENT	EVENT TIME	EVENT MESSAGE	LATITUDE	LONGITUDE	LINK
638523	000590985613876	Axles Weight Change	2026-02-13T11:57:52	2	47.24161038333333	16.72099465	<a href="#">Google Maps</a>
638524	000590985613876	Axles Weight Change	2026-02-13T11:57:52	>18	47.24161038333333	16.72099465	<a href="#">Google Maps</a>

*Picture 17: Notification Email - Example Event Table (Axle/Weight Changes)*

- The table provides the following information for each affected OBU:
  - *ID* – Internal reference (not relevant for fleet managers).
  - *Device* – OMV SmartPass OBU ID of the affected unit.
  - *Event* – The type of alert (e.g., Toll Context Entry).
  - *Event time* – Timestamp of when the event occurred.  
*Note: Time is shown in UTC; consider your local time zone if needed.*
  - *Event message* – A descriptive message providing further context, such as which toll domain the vehicle entered, which service was activated on the OBU, updated axle or weight settings, etc.
  - *Latitude and Longitude* – GPS coordinates where the event took place.
  - *Link* – A direct link to Google Maps showing the exact event location.