



# FAQs How do I turn on my ITM transponder? User Manual

[Home](#) » [FAQs](#) » FAQs How do I turn on my ITM transponder? User Manual 

## FAQs How do I turn on my ITM transponder? User Manual

### Contents

- [1 Getting Started](#)
- [2 Frequently Asked Questions](#)
- [3 Toll coverage](#)
- [4 Billing Questions](#)
- [5 Troubleshooting](#)
- [6 Documents / Resources](#)
  - [6.1 References](#)
- [7 Related Posts](#)

## Getting Started

### I enrolled. When can I start using toll roads?

It takes about 48 hours for your enrollment to reach the tolling authorities we work with. Until then, use your existing transponder or pay cash. If you opted into SMS, we will text you when your account is ready for use.

### I already have transponders. What should I do?

Cancel or update any existing accounts with tolling authorities and return any transponders. If you have other vehicles on the account, you can keep the account open, but be sure to remove your ITM-equipped vehicle. This will prevent double billing or other potential issues related to having a single vehicle on multiple accounts.

### How do I know that the transponder is working?

Toll is posted to Payviam overnight from the toll authority, the best way to know that the device is working is to log into [my.payviam.com](https://my.payviam.com) the day after you drove on a toll road and navigate to Usage. There you can see the most recent tolls. In some cases, the toll will appear 48 hours after it was incurred.

### I selected single zone coverage. How will my preferred zone be selected?

If single zone coverage was available to you upon enrollment (only available on Audi) you can travel in any region for seven days after activation. Upon completion of this grace period, you will be automatically enrolled within the first zone in which toll is captured. If you would like to select or change your preferred zone, please contact Payviam customer service at 1-888-725 1012 or [support@payviam.com](mailto:support@payviam.com).

## Frequently Asked Questions

### What rates am I charged?

On most toll roads you will receive the electronic toll rate. Most roads covered by EZ Pass will be charged the out-of-state toll rate except for Pennsylvania, where the the electronic rate is applied.

### Washington State and Colorado:

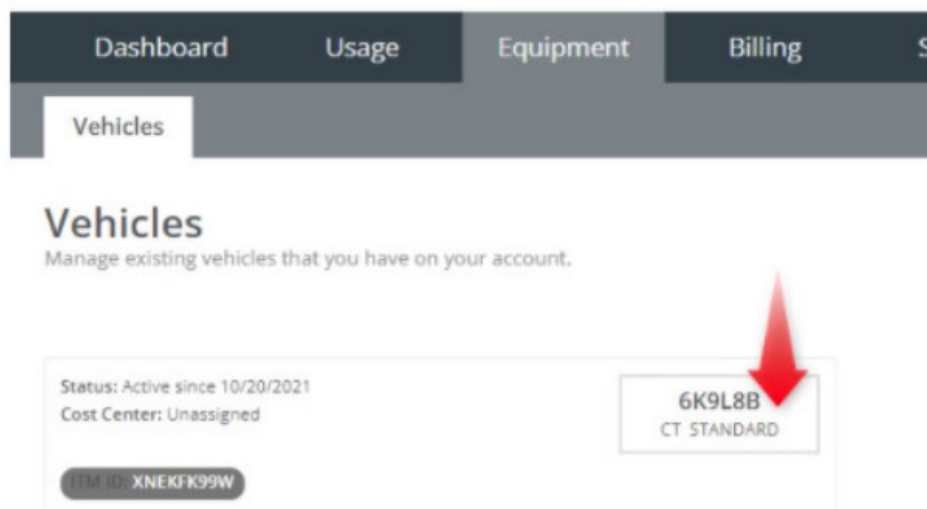
Toll by plate is in effect for these States. In CO you will receive the electronic/transponder rate. In WA the rate charged is the electronic rate plus \$0.25 per toll. Be sure to update your plate by visiting [my.payviam.com](https://my.payviam.com). Unfortunately, HOV settings on the ITM device will not work in WA and CO. We are always working to expand coverage and will update you with any changes.

### How do I cancel?

You may cancel your agreement and close your Payviam Account at any time from within my. [payviam.com](https://payviam.com) by clicking Settings and My Account. Alternatively, call 1-888-725-1012 or email us at [support@payviam.com](mailto:support@payviam.com) from the email address we have on file, provide the full account name and account number (sent to you in your original order confirmation). Any prepaid funds will be refunded to your card within 30 days of your request. If you created your account in this same month you are canceling, we will refund your enrollment fee.

### How do I update my license plate?

If your license plate has changed, you can update it by logging into your account at [my.payviam.com](https://my.payviam.com) and navigate to Equipment, then click on the license #. If you prefer, our customer service team can update your account if you send an email to [support@payviam.com](mailto:support@payviam.com) from the email address we have on file. Provide your name and the new vehicle license plate#



I replaced the vehicle or ITM device, or want to add a vehicle. What do I do?

For these changes please send an email to [support@payviam.com](mailto:support@payviam.com) or call 1-888-725 1012. Let us know which make of vehicle you are looking to add so that we may provide specific guidance. Provide the Device#, year make model and license plate of the new vehicle

### **Why do I need to give you my license plate?**

If the ITM device is not read at the gantry, which can happen for many reasons such as weather and speed, most tolling authorities will assess toll using your license plate. If your license plate number is not attached to your ITM account in the Payviam system, then you will receive a violation directly from the tolling authority by mail.

### **Which airports support an ITM device to pay for parking?**

If your toll authority offers the ability to pay for parking, your ITM will also be accepted as payment

You can use your ITM device to pay for parking at the following venues:

- Newark Liberty International Airport, Newark, NJ
- LaGuardia International Airport, New York, NY
- JFK International Airport, New York, NY
- Albany International Airport, Albany, NY
- Atlantic City International Airport, Atlantic City, NJ
- New York Avenue Parking Garage, Atlantic City, NJ
- Great New York State Fair, Syracuse, NY
- Palm Beach International Airport, Palm Beach, FL
- Miami International Airport, Miami, FL
- Tampa International Airport, Tampa, FL
- Fort Lauderdale-Hollywood International Airport, Broward County, FL
- Orlando International Airport, Orlando, FL
- Hard Rock Stadium, Miami, FL

### **I'm moving out of state. What do I need to do?**

You will need to update your address in the Payviam customer portal at [my.payviam.com](https://my.payviam.com) by clicking on the Settings menu option and the MyProfile sub-menu. If a new license plate is issued, you will need to update your license plate number by clicking on the Equipment tab and the Vehicles sub-menu option.

### **Where can I use HOV lanes?**

At this time HOV is supported as detailed below. Be sure to follow the HOV guidance of your toll authority regarding vehicle occupancy and time of day. Set your ITM occupancy accordingly. For instructions to set the number of passengers:

Florida

Virginia

Minnesota

North Carolina

California (no HOV coverage in L.A. Metro)

Texas (no HOV coverage for TEXpress Lanes)

Information on setting your HOV occupancy:

## **Does Payviam offer transponders that are not integrated into the vehicle?**

Unfortunately, we cannot support externally mounted transponders at this time.

## **Toll coverage**

### **What coverage do I have?**

You can find this by logging into [my.payviam.com](https://my.payviam.com) and navigating to the Vehicles section. A map will depict your toll road coverage with Payviam.

### **Do I need other transponders when traveling?**

Coverage includes every major U.S. toll road. See our coverage map to identify toll roads that are not covered within the Payviam coast-to-coast network. Will toll coverage work on gated toll roads and bridges? Yes, Payviam will cover all toll roads and bridges identified within our coverage map.

### **I received a toll violation notice. Why?**

Did you happen to change vehicles or update your license plate? Does Payviam offer coverage for that tolling authority? These are common causes. If none of these apply, please contact us at 1-888-725-1012

### **Can I disable the transponder temporarily?**

Unfortunately, temporary suspension of an account is not something we can support today. While you could turn off the device (using the dash display unit) the toll authority would capture your license plate and bill your account.

## **Billing Questions**

### **How do I update my personal information and billing information?**

If you enrolled through the OEM mobile app or vehicle dashboard unit, please update your card information there. If you enrolled at [ITMsignup.com](https://ITMsignup.com) you can log into the Payviam customer portal at [my.payviam.com](https://my.payviam.com). In the Portal, personal information can be updated within the Settings menu option by clicking on the My Profile sub-menu option. Billing information can be updated within the accounting menu option by clicking on the Payments sub-menu option.

### **Why do I see repeated charges from Payviam on my card?**

We hold a small amount of money (called a Surety) and pay your tolls from that amount as they occur. Your surety amount is continuously recalculated by our systems using a 3 month average to give an estimate of how much toll you use. We then adjust surety to the optimal amount and charge you that amount on your card. This ensures enough funds in your account for tolls. How much does ITM Toll Service cost ITM national toll service, powered by Payviam, is \$20.00 per year. Single zone coverage (only available on Audi) , also powered by Payviam, is \$10.00 per year. The service charge, along with incurred tolls, will be withdrawn from your surety one year from the date you started your subscription. Two weeks before your renewal you will receive an email reminder.

### **How often am I billed?**

When your account reaches the 50 percent threshold, or as an example \$12.50 based on a \$25.00 deposit, you will receive an email notification that we will charge the credit card on file the amount necessary to bring your

account back up to 100 percent, or \$25.00. If you establish a pattern of higher toll usage, then you may see an increase in the deposit amount required to fund your account. You can also increase your deposit amount to avoid frequent payments by contacting customer service at [support@payviam.com](mailto:support@payviam.com) or 1-888-725-1012. We will also debit the \$20.00 national coverage service fee or \$10.00 single zone coverage fee on an annual basis.

### **Are there additional fees assessed when I use toll roads?**

Any incurred toll agency fees are passed along to you. There is a usage fee for all toll incurred on California toll roads, including, but not limited to, roadways operated by The Toll Roads, Bay Area Toll Authority, South Bay Expressway, CA FasTrak Toll Roads and LA Metro. This fee is a small percent of all tolls run in those regions and will display clearly as a line item on your monthly statement, with the percentage charged. In WA the rate charged is the electronic rate plus \$0.25 per toll.

### **Do toll coverage subscribers receive discounts on their tolls?**

We are continuously working with tolling authorities to pass along discounts to our customers and will update you as discounts are acquired.

### **What types of payments are accepted?**

Generally, Payviam accepts Mastercard and Visa. If you enrolled through your vehicles mobile app or vehicle dashboard unit you may have the option to pay with American Express.

### **How long does it take for my tolls to appear in the Payviam Portal?**

Typically, tolling authorities send us tolls in 1-2 days and are immediately available in the self-service portal.

### **Where can I see my toll charges?**

You can view your tolls within the Payviam customer portal at [my.payviam.com](http://my.payviam.com) by clicking on the Usage menu option and the Tolls sub-menu.

### **Will I receive a monthly statement?**

We will send a comprehensive toll statement via email every month.

## **Troubleshooting**

### **What happens if the toll plaza fails to read the ITM?**

If the transponder is not read, which can happen for many reasons such as weather and speed, most tolling authorities will assess toll using your license plate. If your license plate number is not attached to your ITM account in the Payviam system, then you will likely receive a violation directly from the tolling authority by mail. If your license plate is attached to your ITM account in the Payviam system, then the toll should be applied directly to your account. Please note that it may take longer than the typical 24-72 hours for this toll to post.

### **What should I do if I receive a paper violation?**

You can pay the paper violation directly or you can send it to Payviam customer service at [support@payviam.com](mailto:support@payviam.com) for us to process on your behalf. Please note that there is a \$20 fee charged for each violation notice that we process for you. If you received a violation that you believe may be tied to your ITM device

not working properly then follow the steps listed in the next section. Verify that your license plate is up to date by visiting the Payviam customer portal at [my.payviam.com](https://my.payviam.com) by clicking on the Equipment tab and the Vehicles sub-menu option. If you have completed the steps above and still think that your ITM device is not working contact Payviam customer service at 1-888-725-1012 or [support@payviam.com](mailto:support@payviam.com). Be prepared to provide us with the following information:

- What road were you traveling on when you experienced the issue?
- What exit/toll plaza AND lane were you traveling in when you experienced the issue?
- At what time, approximately, were you traveling through this exit/toll plaza when you experienced the issue? Do you complete this trip on a regular basis (daily, weekly, or monthly)?
- Have you received any paper violations?

What should I do if I think my ITM device is not working?

Please follow these instructions to troubleshoot:

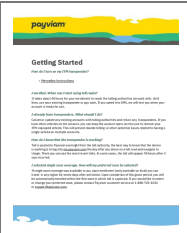
1. Verify that the ITM device is toggled on in your vehicle settings.
2. Verify that your license plate is up to date by visiting the Payviam customer portal at [my.payviam.com](https://my.payviam.com) by clicking on the Equipment tab and the Vehicles sub-menu option.

If you have completed the steps above and still think that your ITM device is not working contact Payviam customer service at 1-888-725-1012 or [support@payviam.com](mailto:support@payviam.com). Be prepared to provide us with the following information:

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## Documents / Resources

	<p><a href="#">FAQs How do I turn on my ITM transponder?</a> [pdf] User Manual</p> <p>How do I turn on my ITM transponder</p>
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## References

-  [ITMsignup.com](https://ITMsignup.com)

-  [Login - Payviam Customer Portal](#)
-  [Home - Payviam.com](#)

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