



# Account activation and pairing process

## Activating your account

After you purchase OTR Diagnostics, you will receive an email titled "Account activation from OTR Performance," follow the steps in this email to get started with OTR Diagnostics.

- **Check your inbox:** Look for an email with the subject line "Account Activation from OTR Performance." This email contains all the details you need to activate your account.
- **Check your spam folder:** If you don't see the email in your inbox, it might have been mistakenly filtered into your spam folder.

Need help with your activation email? If you can't find it, contact our support team at **support@otrperformance.com** or call us at **(586) 799 - 4375** and we'll gladly resend it.



Download the **OTR Diagnostics** app from the **App Store** or **Google Play Store**.

- If the OTR Diagnostics app is already installed on your device, check for and download the latest update.

## Pairing to an iOS device

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- 1 **Log in** to OTR Diagnostics.
- 2 Turn ignition **OFF** and remove key prior to connecting the OTR Link 2.

- 3 Go to **Settings** on your device and make sure Bluetooth is turned **ON**.
- 4 Insert the OTR Link 2 by matching the OBD connection or use the provided OBD to 9 Pin adapter for a 9 Pin connection. **NOTE:** Make sure its securely connected.
- 5 Turn ignition to **ON** position.
- 6 **Open** OTR Diagnostics. An *"Allow "OTR Diagnostics" to find Bluetooth devices"* prompt will display. Tap **Allow**.
- 7 A *"Select your adapter"* prompt will display. Adapter will show in the list with the following: **OTRLINK2\_XXXXX**.
- 8 A *"Bluetooth Pairing Request"* will display to pair your device with the OTR Link 2. Select **Pair**.
- 9 You are now ready to use **OTR Diagnostics**

## Pairing to an Android device

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- 1 **Log in** to OTR Diagnostics.
- 2 Turn ignition OFF and remove key prior to installing the OTR Link 2.
- 3 Go to **Settings**, select **Connections**, and make sure Bluetooth is turned **ON**.
- 4 Insert the OTR Link 2 by matching the OBD connection or use the provided OBD to 9 Pin adapter for a 9 Pin connection. **NOTE:** Make sure its securely connected.
- 5 Turn ignition to ON position.
- 6 **Open** OTR Diagnostics app.

- 7** A **Bluetooth pairing request** will display. Confirm the request to pair with the unique OTR Link 2 device.
- 8** A **Bluetooth pairing request** will display to confirm the passkey. Confirm the request by tapping **Pair**.
- 9** You are now ready to use **OTR Diagnostics**

## FAQ

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### **What if my device does not find the OTR Link 2?**

Make sure the connection is securely fit and there is power to the OTR Link 2. You might need to disconnect the adapter for 30 seconds and retry pairing.

### **Does the OTR Diagnostics need to be online to be used?**

OTR Diagnostics is Bluetooth based and does require you to have Wi-Fi or cellular coverage for you to use it to validate your account. Once you are logged in, we do provide an option to work offline for a maximum time of 14 days.

### **What if I forgot my password?**

If you forgot your password use the "forgot password" option on the account login page on the website to reset it and access your account.



If you have any issues with this setup, please give us a call or send us an email.  
Phone: **(586) 799-4375**  
Email: **support@otrperformance.com**