

Is My Transponder Working?

Test your I-PASS transponder to make sure it works*.

- **Drive through a tollbooth lane at a manned toll plaza.** The toll collector will lift the gate if the transaction is successful.
- **Drive through an I-PASS or Pay Online lane on any Tollway ramp.** If there is a blue or yellow light, your transponder is working.
- **Drive through a lane with an automatic coin machine.** The red (stop) and green (thank you) lights will let you know if the transponder was successfully read.
- **Test your transponder at a Customer Service Center.**

**Open road tolling lanes do not indicate transponder or account status.*

What do the blue and yellow lights in I-PASS or Pay Online lanes mean?

- **Blue:** The toll was deducted from your account.
- **Blue and yellow:** The toll was deducted from your account, but your account balance has dropped below the low-balance amount. Please check your account to confirm the accuracy of your credit card information for automatic balance replenishment. If replenishing manually, funds will need to be added to your account.
- **Yellow only:** Your account has no funds or your transponder has malfunctioned. Please check your account immediately to confirm the accuracy of your credit card information for automatic balance replenishment. If replenishing manually, funds need to be added to your account.
- **No lights:** Your transponder is not functioning.

If your transponder is not working, you will need to exchange it for a new one*. The exchange can be done in person at a [Customer Service Center](#) or by mail. To exchange your transponder by certified mail, send the transponder, wrapped in foil, with a letter requesting an exchange to:

I-PASS Fulfillment Center
P.O. Box 806518
Chicago, IL 60680

A new unit will be shipped upon receipt of the old transponder.

**If a customer does not want to return their transponder(s), they need to notify the customer service center. Their deposit will be forfeited.*

